1 LAW OFFICES OF CHRISTIAN J. GARRIS CHRISTIAN J. GARRIS SBN 175808 2 633 West Fifth Street, 28th Floor LOS ANGELES SUPERIOR COURT Los Angeles, California 90017 3 Telephone: (213) 624-2900 NOV-22 2013 Facsimile: (213) 624-2901 4. Email: cjg@christiangarris.com 5 Attorneys for Plaintiff 6 DIT Pichard Rico 7 8 SUPERIOR COURT FOR THE STATE OF CALIFORNIA 9 COUNTY OF LOS ANGELES 10 BC528540 11 BRUCE JOSEPH, an individual, Case No. 12 Plaintiff, COMPLAINT FOR: 13 VS. **BREACH OF CONTRACT** 14 Kaiser Foundation Health Plan, Inc., 2. BREACH OF THE DUTY OF DOES 1-50, inclusive, GOOD FAITH AND FAIR 15 **DEALING** Defendants 16 17 18 NATURE OF THE CASE This action arises out of a breach of contract and breach of the covenant of good 19 faith and fair dealing relating to group health insurance coverage issued by Defendant Kaiser 20 21 Foundation Health Plan, Inc., ("Kaiser") that included coverage for Plaintiff Bruce Joseph, 22 Member Number 0005483289. The policy was issued to a public entity, the Perris Elementary School District and is therefore not subject to preemption by the Employee Retire Reat Infome 23 Security Act. The Policy was in full force and effect at all relevant times hereing As more fully 24 described below, Defendant breached the Policy by failing to pay a claim for Emergency care 25 incurred by Plaintiff. 26 As a direct and proximate result of Defendants' unfair practices and its backfaith 27 28 refusal to comply with its obligations under the insurance contract, and in complete distegard of Complaint

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IT/CASE: BC52854

Plaintiff's rights, Plaintiff has been substantially damaged and has incurred costs in pursuing contract benefits in an amount to be determined at the time of trial.

PARTIES

- 3. Bruce Joseph ("Plaintiff") is an individual and beneficiary under the Policy.
- 4. Kaiser Foundation Health Plan, Inc., ("Kaiser") is a health insurance company domiciled in the State of California that is authorized and licensed to conduct, and is indeed conducting, the business of insurance in the State of California. Plaintiff is informed and believes and thereon alleges that Defendant's principal place of business is the State of California, County of Los Angeles. Defendant adjusted the claim and breached its contract with Plaintiff in the City of Pasadena, County of Los Angeles. Defendant is regulated by the California Department of Managed Health Care.

GENERAL ALLEGATIONS

- 5. The true names and capacities, whether individual, corporate, associate, or otherwise, of Defendants Does through 50, inclusive, are unknown to Plaintiff, who therefore sues said Defendants by such fictitious names. Plaintiff is informed and believes and thereon alleges that each of Defendants designated herein as a Doe is legally responsible in some manner for the events and happenings referred to herein and legally caused injury and damages proximately to Plaintiff. Plaintiff will seek leave of this Court to amend this Complaint to insert their rue names and capacities in place of and instead of the fictitious names when they become known to Plaintiff.
- 6. Defendants' conduct described herein was undertaken by the corporate Defendants' officers and managing agents, identified herein as Does 1 through 50, who were and are responsible for claims supervision and operations, underwriting, communications, and decision making. The aforesaid conduct of these managing agents and individuals was therefore undertaken on behalf of Defendants. Defendants had advance knowledge of the actions and conduct of these individuals whose actions and conduct were ratified, authorized, and approved

by managing agents whose precise identities are unknown to Plaintiff at this time and are therefore identified and designated herein as Does 1 through 50, inclusive.

- 7. At all times herein mentioned, unless otherwise specified, Defendants were the agents and employees of each of the remaining Defendants, and were at all times acting within the purpose and scope of said agency and employment, and each Defendant has ratified and approved the acts of his agent.
 - 8. Kaiser provides coverage for Plaintiff's wife and himself.
- 9. At all relevant times herein, Plaintiff was a participant under the insurance plan established by Kaiser to provide health coverage.
- 10. The Kaiser plan limits coverage to Kaiser facilities, except in the event of an emergency.
- 11. California law requires that all health insurers provide emergency care coverage regardless of the facility where the care takes place. California Health & Safety Code § 1371.4, which applies to managed care plans such as the one under which Plaintiff was covered by Kaiser, provides: "A health care service plan that covers hospital, medical, or surgical expenses, or its contracting medical providers, shall provide 24-hour access for enrollees and providers, including, but not limited to, noncontracting hospitals, to obtain timely authorization for medically necessary care, for circumstances where the enrollee has received emergency services and care is stabilized, but the treating provider believes that the enrollee may not be discharged safely."
- On or about June 24, 2011, Plaintiff suffered an injury from a lawnmower blade that broke and nearly severed one of his fingers. He was rushed to the nearest hospital, Loma Linda University Medical Center ("Loma Linda"), for emergency medical care. Plaintiff was admitted to the emergency room and was provided care until he could be stabilized sufficiently to be discharged, which occurred on or about June 26, 2011.
- 13. While at Loma Linda, Plaintiff underwent a near complete amputation of the index finger on his right hand.
 - 14. Scott Herron, M.D., the doctor who treated Plaintiff wrote that Plaintiff required

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emergency orthopedic surgery and that any "transfer of the patient would have put him outside of a safe window of opportunity to minimize infection and osteomyelitis for the open fracture."

- 15. Kaiser denied the claim and also denied Plaintiff's appeals as of March 20, 2012.
- 16. Plaintiff incurred approximately \$63,000 in bills that Kaiser has refused to pay.
- 17. Plaintiff's claim is covered under the Policy.
- 18. Defendant has refused to pay any benefits to Plaintiff.

FIRST CAUSE OF ACTION

BREACH OF CONTRACT

(Against All Defendants)

- 19. Plaintiff hereby incorporates by reference all of the allegations set forth in the Nature of the Case, Parties, and General Allegations as though fully set forth herein.
 - 20. Kaiser provides coverage for Plaintiff's wife and himself.
- 21. At all relevant times herein, Plaintiff was a participant under the insurance plan established by Kaiser to provide health coverage.
- 22. The Kaiser plan limits coverage to Kaiser facilities, except in the event of an emergency.
- 23. California law requires that all health insurers provide emergency care coverage regardless of the facility where the care takes place. California Health & Safety Code § 1371.4, which applies to managed care plans such as the one under which Plaintiff was covered by Kaiser, provides: "A health care service plan that covers hospital, medical, or surgical expenses, or its contracting medical providers, shall provide 24-hour access for enrollees and providers, including, but not limited to, noncontracting hospitals, to obtain timely authorization for medically necessary care, for circumstances where the enrollee has received emergency services and care is stabilized, but the treating provider believes that the enrollee may not be discharged safely."
- 24. On or about June 24, 2011, Plaintiff suffered an injury from a lawnmower blade that broke and nearly severed one of his fingers. He was rushed to the nearest hospital, Loma

Linda University Medical Center ("Loma Linda"), for emergency medical care.	Plaintiff wa
admitted to the emergency room and was provided care until he could be stabilized	ed sufficiently
to be discharged, which occurred on or about June 26, 2011.	

- 25. While at Loma Linda, Plaintiff underwent a near complete amputation of the index finger on his right hand.
- 26. Scott Herron, M.D., the doctor who treated Plaintiff wrote that Plaintiff required emergency orthopedic surgery and that any "transfer of the patient would have put him outside of a safe window of opportunity to minimize infection and osteomyelitis for the open fracture."
 - 27. Kaiser denied the claim and also denied Plaintiff's appeals as of March 20, 2012.
 - 28. Plaintiff incurred approximately \$63,000 in bills that Kaiser has refused to pay.
 - 29. Plaintiff's claim is covered under the Policy.
 - 30. Defendant has refused to pay any benefits to Plaintiff.
- 31. Defendants breached the contract of insurance by failing to pay benefits as promised in the Policy.
- 32. As a direct and proximate result of Defendants' failure to promptly adjust and pay the claim, Plaintiff incurred expenses. All of these costs were necessarily incurred by Plaintiff as a proximate and foreseeable result of Defendants' conduct alleged herein.
- 33. As a direct and proximate result of Defendants' breach of the insurance contract, Plaintiff has suffered contractual damages under the Policy and other incidental damages and out-of-posker expenses, all in a sum to be determined at the time of trial.

SECOND CAUSE OF ACTION

BREACH OF THE COVENANT OF GOOD FAITH AND FAIR DEALING

(Against All Defendants)

- 34. Plaintiff hereby incorporates by reference all of the allegations set forth in the Nature of the Case, Parties, General Allegations, and the First Cause of Action as though fully set forth herein.
 - 35. Defendants have breached their duty of good faith and fair dealing owed to

Complaint

Plaintiff in, among others, the following respects:

- (p) Failing to adopt and implement reasonable standards for the prompt investigation and processing of claims asserted by Plaintiff arising under the Policy; and
- (q) Compelling Plaintiff to initiate litigation to obtain benefits due under the
 Policy.
- 36. Plaintiff is informed and believes and thereon alleges that Defendants have breached their duty of good faith and fair dealing owed to Plaintiff by other acts or omissions of which Plaintiff is presently unaware. Plaintiff will seek leave of this Court to amend this Complaint at such time as Plaintiff discovers the other acts or ormissions of Defendants constituting such breach.
- 37. Defendants have tortiously breached the implied covenant of good faith and fair dealing arising from the insurance contract by unreasonably withholding benefits due under the Policy, and by other conduct set forth herein, after accepting insurance premiums from Plaintiff.
- 38. Despite Plaintiff's demands for payment of the value of benefits pursuant to the Policy, Defendants continue to refuse payment and continue to engage in unlawful insurance practices and misrepresentations. Such bad faith conduct constitutes a continuing tort that is causing Plaintiff continued damages.
- 39. In the absence of a reasonable basis for doing so, and with full knowledge and/or reckless disregard of the consequences, Defendants have failed and refused to fully indemnify Plaintiff under the Policy.
- As a proximate result of the aforementioned wrongful conduct of Defendants, Plaintiff has suffered and will continue to suffer in the future, damages under the Policy, plus interest, in an amount to be shown at the time of trial.
- 41. As a further proximate result of the aforementioned wrongful conduct of Defendants, Plaintiff has suffered, and will continue to suffer, anxiety, worry, mental and emotional distress, and other incidental damages and out of pocket expenses, all to Plaintiff's general damages in a sum to be determined at the time of trial.
- 42. As a further proximate result of the wrongful and bad faith conduct of Defendants, Plaintiff was compelled to retain legal counsel to obtain the benefits due under the

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6 7 (b) 8 9 see if they could get away with it; 10 (c) 11 12 aforementioned unreasonable conduct: 13 (d) 14 interests of Plaintiff. 15 44. Defendants' conduct described herein was intended by Defendants to cause injury 16 17 18 19 20 21 22 to punish or set an example of Defendants. 23 24 25 26 27

Policy. Therefore, Defendants are liable to Plaintiff for those attorney fees incurred by Plaintiff in order to obtain the amounts due under the Policy in a sum to be determined at the time of trial.

- 43. Defendants acted with malice, oppression, and fraud by engaging in, inter alia, the following conduct:
- Defendants purposefully and despicably devised a plan to mislead (a) insureds into thinking that emergency care at non-Kaiser facilitates is not covered
- Defendants acted with malice because when Defendants denied Plaintiff's claim Defendants knew that the claim was covered, yet Defendants denied the claim anyway to
- Defendants purposefully and despicably calculated that Plaintiff, unsophisticated in insurance matters, would be less likely to discover Defendants'
- Defendants at all times pursued their own interests to the detriment of the
- or was despicable conduct carried on by Defendants with a willful and conscious disregard of the rights of Plaintiff, subjecting Plaintiff to cruel and unjust hardship in conscious disregard of Plaintiff's rights and was an intentional misrepresentation, deceit, or concealment of a material fact known to Defendants with the intent to deprive Plaintiff of property, legal rights, or to otherwise cause injury, such as to constitute malice, oppression, or fraud under California Civil Procedure Code § 3294, thereby entitling Plaintiff to punitive damages in an amount appropriate

PRAYER

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FOR COSTS OF SUIT AND OTHER RELIEF (EACH CAUSE OF ACTION) 1. For costs of suit herein; and 2. Such further relief as the Court may deem proper. Dated: November 22, 2013 LAW OFFICES OF CHRISTIAN COARRIS Christian J. Garris, Esq. Attorneys for Plaintiff \downarrow (\mathfrak{D}) <u>د</u>...ز (χ) Complaint

JURY DEMAND Plaintiff hereby demands a jury trial in this action. Dated: November 22, 2013 LAW OFFICES OF CHRISTIAN J. GARRIS Christian J. Garris, Esq. Attorneys for Plaintiff \odot $\langle \chi \rangle$ Complaint

Form Adopted for Mandatory Use Judicial Council of California CM-010 (Rev. July 1, 2007)

CIVIL CASE COVER SHEET

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740; Cal. Standards of Judicial Administration, std. 3.10 www.courtinfo.ca.gov

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Joseph v. Kaiser Foundation Health Plan, Inc.

CASE NUMBER

BC528540

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.
Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:
JURY TRIAL? 1 YES CLASS ACTION? YES LIMITED CASE? YES TIME ESTIMATED FOR TRIAL 10 HOURS! 2 DAYS
Item II. Indicate the correct district and courthouse location (4 steps If you checked "Limited Case" skip to Item III, Pg. 4):
Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column A, the Civil Case Cover Sheet case type you selected.
Step 2: Check one Superior Court type of action in Column B below which best describes the nature of this case.
Step 3: In Column C, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.0.
Applicable Reasons for Choosing Courthouse Location (see Column C below)
Class actions must be filed in the Stanley Mosk Courthouse, central district. May be filed in central (other county, or no bodily injury/property damage). Location where cause of action arose. Location where bodily injury, death or damage occurred. Location where performance required or defendant resides.
Step 4: Fill in the information requested opposed viry Item III: complete Item IV. Sign the declaration

	A Civil Case Cover Sheet Category No.		B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto	Auto (22)	□ A7100	Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
Au	Uninsured Motorist (46)	☐ A7110	Personal injury/Property Damage/Wrongfut Death - Uninsured Motorist	1., 2., 4.
φŧ	Asbestos (04)		Asbestos Property Damage Asbestos - Personal Injury/Wrongful Death	2. 2.
y/ Property Death Tort	Product Liability (24)	□ A7260	Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
al Injury/	Medical Malpractice (45)	į.	Medical Malpractice - Physicians & Surgeons Other Professional Health Care Malpractice	1., 4. 1., 4.
でころうでです。 Other Personal Injury Damage/ Wrongful De	Other Personal Injury Property Damage Wrongful Death (23)	□ A7230	assault, vandalism, etc.)	1., 4. 1., 4. 1., 3. 1., 4.

LACIV 109 (Rev. 03/11) LASC Approved 03-04

SHORT TITLE: Joseph v. Kaiser Foundation Health Plan, Inc.	CASE NUMBER

Official Detainer-Residential (32) A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction) 2., 6. Unlawful Detainer- Post-Foreclosure (34) A6020F Unlawful Detainer-Post-Foreclosure 2., 6.	Reasons - 3 Above
Other (35)	
Breach of Contract/ Warranty (06) (not insurance) A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) A6008 Contract/Warranty Breach of Contract/Warranty (not fraud/negligence) 1, 2, 5.	
Breach of Contract/ Warranty (06)	
Breach of Contract/ Warranty (06) (not insurance) A6008 Contract/Warranty Breach of Contract/Warranty (no fraud) A6019 Negligent Breach of Contract/Warranty (no fraud) A6019 Negligent Breach of Contract/Warranty (no fraud) A6010 Collections Case Seller Plaintiff Collections (09) A6012 Other Promissory Note/Collections Case Insurance Coverage (18) A6012 Other Promissory Note/Collections Case Insurance Coverage (18) A6013 Tortious Interference A6014 Contractual Fraud A6015 Contractual Fraud A6016 Contract Dispute(not breach/insurance/fraud/negligence) Eminent Domáin/Inverse Coverage (not complex) Eminent Domáin/Inverse Condemnation Number of parcels Condemnation (14) A6018 Mortgage Foreclosure Other Real Property (26) A6018 Mortgage Foreclosure Other Real Property (26) A6010 Other Real Property (not eminent domain, landlord/tenant, foreclosure) Contractual Fraud In 2., 5. 6. 2., 5. 6. 2., 5. 6. 2., 6. Condemnation Number of parcels 2., 6. Condemnation Number of parcels Condemnati	
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(not insurance) A6019 Negligent Breach of Contract/Warranty (not fraud) A6028 Other Breach of Contract/Warranty (not fraud or negligence) Collections (09) A6002 Collections Case-Seller Plaintiff 2., 5, 6 A6012 Other Promissory Note/Collections Case Insurance Coverage (18) A6015 Trisurance Coverage (not complex) 1, 2, 3, 5. A6019 Contractual Fraud 1, 2, 3, 5. Other Contract (37) A6011 Tortious Interference A6027 Other Contract Dispute(not breach/insurance/fraud/negligence) Eminent Domain/Inverse Condempation (14) A6023 Wrongful Eviction Case 2, 6. A6018 Mortgage Foreclosure Other Real Property (26) A6032 Quiet Title A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure) Unlawful Detainer-Commercial A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction) 2, 6.	
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• Abuz : Onawidi Detainer-Commercial (not drugs of wrongluf eviction) 12., 0.	
Unlawful Detainer-Residential (32)	
Unlawful Detainer-Post-Foreclosure 2., 6.	
Unlawful Detainer-Drugs (38) A6022 Unlawful Detainer-Drugs 2., 6.	

LACIV 109 (Rev. 03/11) LASC Approved 03-04 25 , 4

SHORT TITLE: Joseph v. Kaiser Foundation Health Plan, Inc.

CASE NUMBER

Civil Case Cover Sheet Category No.	Type of Action (Check only one)	Applicable Reasons - See Step 3 Above
Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2., 6.
Petition re Arbitration (11)	□ A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
Writ of Mandate (02)	□ A6151 Writ - Administrative Mandamus □ A6152 Writ - Mandamus on Limited Court Case Matter	2. 8
Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2., 8.
Antitrust/Trade Regulation (03)	□ A6003 Antitrust/Trade Regulation	1., 2., 8.
Construction Defect (10)	☐ A6007 Construction Defect	1., 2., 3.
Claims Involving Mass Tort (40)	□ A6006 Claims Involving Mass Tort	1., 2., 8.
Securities Litigation (28)	□ A6035 Securities Litigation Case	1., 2., 8.
Toxic Tort Environmental (30)	□ A6036 Toxic Tort/Environmental	1., 2., 3., 8.
Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment (20)	☐ A6141 Sister State Judgment	2., 9.
	A6107 Confession of Judgment (non-domestic relations) A6140 Administrative Agency Award (not unpaid taxes) A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax A6112 Other Enforcement of Judgment Case	2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
RICO (27)	A6033 Racketeering (RICO) Case	1., 2., 8.
Other Complaints (Not Specified Above) (42)	A6030 Declaratory Relief Only A6040 Injunctive Relief Only (not domestic/harassment) A6011 Other Commercial Complaint Case (non-tort/non-complex) A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
Partnership Corporation Governance (21)	A6113 Partnership and Corporate Governance Case	2., 8.
Other Petitions (Not Specified Above) (43)	□ A6121 Civil Harassment □ A6123 Workplace Harassment □ A6124 Elder/Dependent Adult Abuse Case □ A6190 Election Contest □ A6110 Petition for Change of Name □ A6170 Petition for Relief from Late Claim Law	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.
	Petition re Arbitration (11) Writ of Mandate (02) Other Judicial Review (39) Antitrust/Trade Regulation (03) Construction Defect (10) Claims Involving Mass Tort (40) Securities Litigation (28) Toxic Tort Environmental (30) Insurance Coverage Claims from Complex Case (41) Enforcement of Judgment (20) RICO (27) Other Complaints (Not Specified Above) (42) Other Petitions (Not Specified Above)	Petition re Arbitration (11)

LACIV 109 (Rev. 03/11) LASC Approved 03-04

SHORT TITL	E: Joseph v. Kaiser Found	ation Heal	th Plan, Inc.		CASE NUMBER
					dence or place of business, performance, or othe for filing in the court location you selected.
REASC under this ca	ON: Check the appropriate box Column C for the type of action se.	es for the nu that you ha	imbers shown ve selected for	ADDRESS: PO Box 7136	
Ò	11. □2. □3. □4. ☑5. □6.	⊒ 7 . □ 8 . ∣	□9. □10.		
CITY:	na .	STATE:	ZIP CODE: 91109		^ C
rasaue		LOA	91109	_	
					s of the State of California that the foregoing is true
and cor Centra	rrect and that the above-enti				o the Central courthouse in the Angeles (Code Civ. Proc., § 392 et seq., and Local
Rule 2.	0, subds. (b), (c) and (d)].	e ouperior	Court of Camor	riia, Courty of Ecs F	ringers (Cobe-Civ. Proc., § 392 et sed., and Eccar
				. (6	
Dated:	November 22, 2013				
Daleu.				(5)	IGNATURE OF ATTORNEY/FILING PARTY)
			<		
	SE HAVE THE FOLLOWIN		COMPLETED	AND READY TO	BE FILED IN ORDER TO PROPERLY
1.	Original Complaint or Pet	ition.		/	
2.	If filing a Complaint, a cor	npleted St	anmons form	for issuance by th	e Clerk.
3.	Civil Case Cover Sheet,	udicial Co	uncil form CM	I-010.	
4.	Civil Case Cover Sheet A 03/11).	ddendum	and Statemer	nt of Location form	, LACIV 109, LASC Approved 03-04 (Rev.
5.	Payment in full of the filio	g fee, unle	ss fees have l	been waived.	
6.	A signed order appointing minor under 18 years of a	the Guard ge will be	lian ad Litem, required by C	Judicial Council fo ourt in order to iss	orm CIV-010, if the plaintiff or petitioner is a summons.
7.	Additional copies of documust be served along with	ments to b	e conformed nons and com	by the Clerk. Cop oplaint, or other ini	ies of the cover sheet and this addendum tiating pleading in the case.
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