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collectively herein as "Receiver") and file this Twelfth Status Report in the above-captioned receivership.

I. INTRODUCTION AND HISTORICAL BACKGROUND

The CO-OP is a state-licensed health insurer, formed in 2012 as a Health Maintenance Organization ("HMO"), with a Certificate of Authority granted by the State of Nevada Division of Insurance effective January 2, 2013. NHC is an Internal Revenue Code 501(c)(29) Qualified Non-Profit Health Insurance Issuer, entitled to tax exemption by the Internal Revenue Service ("IRS"). NHC was formed under a provision of the Patient Protection and Affordable Care Act ("ACA") providing for the formation of Consumer Operated and Oriented Plans. Having received from the Centers for Medicare and Medicaid Services ("CMS") of the United States Department of Health and Human Services ("HHS") a start-up loan of \$17,080,047, and a "solvency" loan of \$48,820,349, NHC was required to operate as a non-profit, consumer-driven health insurance issuer for the benefit of the public. The CO-OP's primary business was to provide ACA-compliant health coverage to residents of Nevada, and it operated its business for the benefit of Nevadans within the state, save for certain arrangements to provide nationwide health coverage to Nevadans traveling outside the state in certain circumstances. NHC began selling products on and off the Silver State Health Insurance Exchange (the "Exchange") on January 1, 2014. Its products include individual, small group, and large group managed care coverages.

On October 1, 2015, this Court issued its Order Appointing the Acting Insurance Commissioner, Amy L. Parks as Temporary Receiver of NHC Pending Further Orders of the Court and Granting Temporary Injunctive Relief Pursuant to NRS 696B.270 (the "Temporary Receivership Order"). Further, on October 14, 2015, the Receivership Court entered its Permanent Injunction and Order Appointing Commissioner as Permanent Receiver of Nevada Health CO-OP (the "Permanent Receivership Order"), appointing the law firm of CANTILO & BENNETT, L.L.P. as SDR of NHC, in accordance with Chapter 696B of the Nevada Revised Statutes.

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Via a Notice of Substitution of Receiver dated April 6, 2016, Ms. Joanna N. Grigoriev informed interested parties of the substitution of Commissioner Barbara D. Richardson, in place and stead of former Acting Commissioner Amy L. Parks, as the Receiver of NHC. This substitution of Receiver was subsequent to Commissioner Richardson's appointment as Commissioner of Insurance for the State of Nevada.

This Court, through its Final Order Finding and Declaring Nevada Health CO-OP to be Insolvent and Placing Nevada Health CO-OP into Liquidation (the "Final Order") dated September 20, 2016, adjudged NHC to be insolvent on grounds that it is unable to meet obligations as they mature. The Final Order also authorized the Receiver to liquidate the business of NHC and wind up its ceased operations pursuant to applicable Nevada law. The Receiver has since transitioned the receivership estate from rehabilitation to liquidation.

The Receiver continues to file quarterly status reports as ordered by this Court.

II. RECEIVERSHIP ADMINISTRATION

Receivership Administrative Services and Oversight

CANTILO & BENNETT, L.L.P., as SDR of NHC, manages the receivership estate and conducts its affairs. Palomar Financial, LC ("Palomar"), an affiliate of the SDR, performs administration, information technology, and other related services for the Receiver under the supervision of the SDR. The Receiver has included an informational copy, as Exhibit 1 to this Twelfth Status Report, of the invoices paid to the SDR, Palomar, and other receivership consultants since the last status report to this Court.¹

¹ The portions of billing entries that are being filed/submitted for *in camera* inspection are specifically identified by Bates number herein. The *in camera* materials are being submitted in a separate envelope.

Certain billings submitted to the Court are appropriate for *in camera* review (as opposed to being made part of a public filing). More particularly, and as discussed in further detail below, certain consultants in this matter are providing expert witness related services. As such, the billing entries relating thereto should be considered confidential and/or otherwise not subject to discovery.

In this regard, courts have held that the bills of legal counsel and experts may be withheld from legal discovery and are not subject to legal disclosure, as this information may provide indications or context concerning potential litigation strategy and the nature of the expert services being provided. See, e.g., Avnet, Inc. v. Avana Technologies Inc., No. 2:13–cv–00929– GMN–PAL, 2014 WL 6882345, at *1 (D. Nev. Dec. 4, 2014) (finding that billing entries were privileged because they reveal a party's strategy and the nature of services provided); Fed. Sav. & Loan Ins. Corp. v. Ferm, 909 F.2d 372, 374-75 (9th Cir. 1990) (considering whether or not fee information revealed counsel's mental impressions concerning litigation strategy). Other courts that have addressed this issue

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Resolution of Outstanding Receivership Matters

Claims Adjudications

NHC's staff continues the process of claims adjudications. At this point, new claims are only accepted for review if the claimant can show proof of timely filing (i.e., proof that the claim was previously submitted in advance of the Receiver's Claims Filing Deadline).

The Receiver has coordinated with those plan members who were reported to collection agencies by healthcare providers and facilities, or who were being sought for payment based on the receivership estate's obligations. In cases where collection efforts have taken place in violation of the Permanent Receivership Order, NHC staff members contact those providers and any related collection agencies to inform them of the Permanent Receivership Order and its moratorium on the payment of health claims. When necessary, the SDR has also sent letters to such providers to advise them that their direct collection actions violate the Permanent Receivership Order and may justify receivership remedies against them.

NHC is in the process of finalizing the claims adjudications and expects to deliver the applicable Notices of Claim Determination ("NCD") for healthcare claims previously submitted by providers and health plan members. The total allowed amount of these claims is approximately \$33.7 million. The NCDs are similar in nature to the typical Explanation of Benefit or Explanation of Payment that members and providers received pre-receivership. However, the NCD contains legal notice of information pertaining to the receivership – including information concerning a claimant's right to an appeal hearing on a claim determination in the

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have recognized that the "attorney-client privilege embraces attorney time, records and statements to the extent that they reveal litigation strategy and the nature of the services provided." Real v. Cont'l Grp., Inc., 116 F.R.D. 211, 213 (N.D. Cal. 1986).

The in-camera review should apply not only to documentation concerning attorneys' fees, but it also extends to "details of work revealed in [an] expert's work description [which] would relate to tasks for which she [or he] was compensated[,]" a situation which is "analogous to protecting attorney-client privileged information contained in counsel's bills describing work performed." See DaVita Healthcare Partners, Inc. v. United States, 128 Fed. Cl. 584, 592-93 (2016); see also Chaudhry v. Gallerizzo, 174 F.3d 394, 402 (4th Cir. 1999) (recognizing that "correspondence, bills, ledgers, statements, and time records which also reveal the motive of the client in seeking representation, litigation strategy, or the specific nature of the services provided, such as researching particular areas of law," are protected from disclosure) (quoting Clarke v. Am. Commerce Nat'l Bank, 974 F.2d 127, 129 (9th Cir. 1992)).

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receivership court. The Receiver expects to be able to evaluate any appeals under the Receivership Appeal Procedure (the "RAP") approved previously by this Court.

CMS Receivables

As explained in prior status reports, and throughout the pendency of the receivership, the Receiver is working to resolve certain outstanding matters relating to the collection of amounts due under the various federal receivables programs of which the CO-OP was a participant, and which are administered primarily by CMS. Considering the size of these federal receivables in relation to the CO-OP's potential total liabilities, the receipt of these funds by the receivership estate represents a key component of any future claim payments by NHC – as is the legal determination of the government's asserted right to be paid ahead of all other creditors in the estate (including providers and members). CMS has maintained the position that any monies deemed owed to NHC (and thus the receivership estate) are to be offset against the amounts CMS asserts it is owed under the start-up loan awarded to NHC. To date, CMS has offset about \$12.9 million against the start-up loan that, the Receiver maintains, should have instead been paid to NHC. When the full amount of 2014 - 2015 risk corridors payments (i.e., not just the prorated amount²) are included in the total, NHC is owed over \$55 million by CMS.

As of the date of filing of this Twelfth Status Report, the Receiver asserts that the CO-OP, according to the various formulae applicable to Qualified Health Plans under the ACA, and notwithstanding prior attempts by CMS to offset these receivables against start-up loan funds in contravention of Nevada's laws relating to the regulation of insurer solvency, is owed approximately \$9.4 million more in payments under the ACA risk corridors program for the 2014

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² Due to a shortfall in risk corridor collections, CMS asserts it can only pay a prorated percentage of

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issuers' 2014 Risk Corridors payments and it will use all collections in subsequent years towards the 2014 payments (i.e., they are unable to make payments for the subsequent years at all). DEP'T OF HEALTH & HUMAN SERVICES & CENTERS FOR MEDICARE & MEDICAID SERVICES ("CMS"), CCIIO MEMORANDUM, RISK CORRIDORS PAYMENT AND CHARGE AMOUNTS FOR THE 2015 BENEFIT YEAR (November 18, 2016) (available at https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/2015-RC-Issuerlevel-Report-11-18-16-FINAL-v2.pdf); CMS, CCIIO MEMORANDUM, RISK CORRIDORS PAYMENT AND CHARGE AMOUNTS FOR THE 2016 BENEFIT YEAR (November 15, 2017) (available https://www.cms.gov/CCIIO/Programs-and-Initiatives/Premium-Stabilization-Programs/Downloads/Risk-Corridors-Amounts-2016.pdf).

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health plan year. Further, the Receiver maintains NHC's claims against CMS in the amounts of approximately \$4.6 million in 2015 federal transitional reinsurance, approximately \$4.7 million in 2015 risk adjustment receivables, approximately \$33.6 million in 2015 risk corridors payments, approximately \$3.1 million in 2014 - 2015 cost-sharing reduction reconciliation payments to be returned to NHC, and at least another \$85,000 in amounts NHC is entitled to claim for the 2015 advance premium tax credit for on-exchange health plan members. The Receiver reserves the right to revise, adjust, or otherwise restate her basis for the CMS Receivables claims, and the Receiver anticipates filing a civil action in the United States Court of Federal Claims against CMS and its leadership to vindicate the estate's interests in this matter.

Use of Third-Party Contractors as Part of Business Operations

The Receiver utilizes the services of several third-party contractors that had been engaged before commencement of the receivership, and some of them (i.e., Eldorado, Redcard, and Indegene) were engaged after the receivership commenced to assist in management of NHC's affairs. The Receiver has also subsequently engaged the services of some third-party contractors (i.e., Jacobson and ADP) to perform administrative and support services to assist the administration of the Company.

The following is a list of independent contractors currently assisting the receivership:

- Eldorado, a division of Mphasis Corporation, to provide a hosting service for 1. claims data and information.
 - 2. The Jacobson Group, to provide claims and customer service staffing support.
- Redcard, to perform check processing and delivery to health care providers, and 3. delivery of Explanation of Benefit disclosures to providers and plan members.
- 4. ADP, to provide payroll support and processing for employee compensation and benefits.
- Indegene Healthcare, LLC to provide analytical and data services for 2014 and 5. 2015 risk adjustment calculations.

6. D'Antonio Technologies ("D'Antonio") to provide information technology consulting expert services for the tracking and sorting of data, assembling of data for electronic discovery, and other consulting services involving the CO-OP's technology systems. Thus far, the Receiver has paid \$26,350 for D'Antonio's consulting services. Depending on the length and complexity of NHC's litigation with other parties, D'Antonio's total costs may range from another \$40,000 - \$165,000.³

7. Red River Consulting Services to assist NHC in retrieving its data, primarily 2014 member enrollment information, from the Silver State Health Exchange database.

Internal Administrative Matters Related to Wind Down

NHC maintains staff to address calls from interested parties regarding the proof of claim ("POC") process, other claim matters, and the collection of assets for the receivership. The Receiver has refunded premium overpayments to members since such overpayments were not funds to which NHC was entitled and are therefore outside the normal claim process.

The wind down of NHC's 401(k) retirement plan is nearly complete, with the distribution of funds to participating employees having taken place over the first half of 2018. The assets have either been transferred to the former participants' accounts at their election, or, in the case that a participant neglected to elect a distribution option, have been placed into Individual Retirement Accounts with Principal Bank, outside of NHC's retirement plan. The 2017 Form 5500 tax return for the 401(k) has been filed with the IRS, and related notices have been delivered to former participants informing them of the liquidation and distribution of plan assets. As assets remained in the 401(k) into 2018, a 2018 Form 5500 will need to be filed, as the 401(k)'s final tax return, prior to a complete discontinuation of operations.

The Receiver also maintains an office for NHC's essential office staff.4

³ This cost projection is a very rough estimate that may change depending on factors that are beyond the Receiver's control, including issues with the quality of data, issues with analyzing data, and issues with retrieving data for discovery requests. The Receiver will continue to evaluate D'Antonio's services and may further revise these projections based on new developments and circumstances.

⁴ Currently, NHC maintains nine full-time employees and one part-time employee.

Commencement of Action Against Various Professionals and Other Firms Who Performed Services for and on Behalf of NHC

On August 25, 2017, Counsel for the Receiver filed in Clark County District Court a complaint (Case No. A-17-760558-C in Department No. 18) against various persons, third-party vendors, and professional service firms which are alleged to have contributed to NHC's current hazardous financial condition by, among other things, failing to adhere to applicable standards of professional care and requirements imposed by law, misrepresentation concerning quality and standard of care for services performed, and breaches of contract, duty, and implied covenants of good faith and fair dealing.

The complaint names, among others, NHC's former actuaries, accountants, auditors, and providers of certain business operations and utilization review services, as well as those individuals who specifically performed, or who were in the role of supervising the performance of, those services. The Complaint also names several of NHC's former directors and executive management.

On September 14, 2017, Counsel for the Receiver filed with this Court a Motion to Coordinate Cases, seeking a coordination of that case and the overarching receivership action being supervised by this Court on grounds that the case constitutes an asset recovery action, an integral part of the resolution of the receivership that merits continued supervision by this Court. An opposition to the Motion to Coordinate Cases was filed by Milliman, and subsequently joined by Nevada Health Solutions, InsureMonkey, Larson, and many of the former directors and officers of NHC. By an order dated December 8, 2017, this Court denied Plaintiff's Motion to Coordinate Cases. A request to reassign this case to the Business Court on the grounds that the action involves the alleged commission of torts related to business was filed September 28, 2017. Judge Kathleen Delaney was assigned the case subsequent to this, but the case has since been reassigned to Judge Timothy C. Williams as of July 2, 2018.

Milliman filed its Motion to Compel Arbitration on November 6, 2017, a motion which was challenged by the December 11, 2017, filing of Plaintiff's Opposition to Milliman's Motion to Compel Arbitration. The hearing to address this issue was scheduled for December 12,

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2017, but had been reset for a hearing on January 9, 2018. Milliman would again state its bases to compel arbitration of those matters raised in the instant litigation via a reply dated January 3, 2018. This motion and related briefing were heard by Judge Kathleen Delaney on January 9, 2018. The related Order Granting Milliman's Motion to Compel Arbitration, dated March 12, 2018, held that a requirement to arbitrate in the pre-receivership agreements between NHC and Milliman did apply to the Receiver's claims against Milliman. The Receiver filed a Motion for Reconsideration of the Milliman arbitration ruling, dated March 29, 2018. The Motion for Reconsideration sought review of the prior judgment compelling arbitration on various grounds.

Via an Opposition to Plaintiff's Motion for Reconsideration filed April 16, 2018, Milliman sought to challenge the Receiver's effort to avoid compelled arbitration, largely restating the grounds set forth in Milliman's original November 6, 2017, Motion to Compel Arbitration. The Receiver filed her Reply in Support of Motion for Reconsideration on April 24, 2018. On May 1, 2018, argument on the Motion for Reconsideration was heard by Judge Delaney, who subsequently ordered the proceedings continued to May 29, 2018, and requested more briefing from the parties on the most relevant legal questions underlying the Motion for Reconsideration. The Receiver filed her Sur-Reply in Support of Motion for Reconsideration, elaborating on the relevant choice-of-law and forum selection questions at issue in the dispute, dated June 29, 2018. Hearing was held on the Motion for Reconsideration before Judge Delaney on July 24, 2018. Through an order dated August 7, 2018, Judge Delaney denied Plaintiff's Motion for Reconsideration of that Court's March 12, 2018, order granting Milliman's Motion to Compel Arbitration.

Millennium filed a Motion to Dismiss on October 26, 2017, and an opposition to such motion was filed by the Receiver on December 18, 2017. The hearing on that Motion to Dismiss was scheduled for December 12, 2017, but this was later rescheduled to January 9, 2018, on stipulation of the parties, and then later rescheduled to be heard on January 16, 2018, by another stipulation. Millennium restated its bases for dismissing several claims in the litigation as Vegas, Nevada 89135

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against it in its Reply in Support of its Motion to Dismiss dated January 9, 2018. The related hearing on these matters was conducted by Judge Elizabeth Gonzalez on January 16, 2018, who denied the Motion in all respects.

The six NHC former directors and officers named specifically in the Original Petition joined together in filing their January 16, 2018, Motion to Dismiss, Alternatively for More Definite Statement, seeking to have the Court dismiss all claims against them for intentional misrepresentation and fraud, negligent misrepresentation, constructive fraud, unjust enrichment, and civil conspiracy, on the basis that the Receiver had not sufficiently articulated her claims under such causes of action in the Original Petition. Counsel for InsureMonkey and Alex Rivlin filed a Limited Joinder to the aforementioned Motion to Dismiss on January 23, 2018, stating essentially similar grounds to justify a dismissal of the claims based on "impermissibly vague allegations" relating to them. The hearing on this Motion and its related matters was initially scheduled to occur on February 20, 2018, but was later rescheduled to March 20, 2018, via a stipulation reached between the parties. As litigation has continued on this Motion, the Court has granted several stipulations between the parties to reset the date of the hearing, which was most recently scheduled for September 5, 2018. However, via a Stipulation and Order to Withdraw dated August 15, 2018, the parties to the action agreed to permit withdrawal of the Motion to Dismiss without prejudice, thus cancelling that hearing.

InsureMonkey and Mr. Rivlin filed their Motion for Summary Judgment and Declaratory Relief on June 5, 2018, claiming that all the Receiver's tort claims against both InsureMonkey and Alex Rivlin are time-barred pursuant to Nevada law and by private contract. Further, InsureMonkey and Rivlin argue that certain contractual provisions limit any potential recovery against them to twice the total expected value of fees paid by the CO-OP. On June 22, 2018, the Receiver filed Plaintiff's Opposition to InsureMonkey, Inc. and Alex Rivlin's Motion for Summary Judgment and Declaratory Relief, setting forth the legal and factual grounds for rejecting InsureMonkey and Rivlin's position. A Reply to Plaintiff's Opposition to the Motion for Summary Judgment and Declaratory Relief was filed as of July 10, 2018. A hearing on this

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Motion before Judge Williams occurred on July 25, 2018, after which the Court ordered that the Motion for Summary Judgment and Declaratory Relief be denied without prejudice, that discovery be permitted on the assertions made in Plaintiff's complaint in this case. In light of this result, InsureMonkey has, via the same Stipulation and Order to Withdraw by NHC's former directors and officers averred to above, withdrawn its limited joinder to their Motion to Dismiss, though reserving the right to re-file.

The Parties had their mandatory pre-trial conference under Nevada Rule of Civil Procedure 16 on January 23, 2018, in order to establish the applicable deadlines for finalizing discovery, participating in a mandatory settlement conference, and setting forth the provisional schedule for trial. In a subsequent status check conference, held on August 21, 2018, these deadlines were rescheduled, inter alia, in light of the recently-filed Motion to Amend Complaint. New dates have been specified in the Court's August 27, 2018, Amended Order Setting Civil Jury Trial, Pre-Trial, Calendar Call, and Deadlines for Motions. Until further revised, the next status check conference shall occur on October 23, 2018; the deadline for motions to amend pleadings, add parties, or designate experts is April 29, 2019; the deadline to designate rebuttal experts is May 29, 2019; and the discovery cut-off is July 26, 2019. The deadline for dispositive motions in this matter is August 26, 2019, in anticipation of a pre-trial conference and calendar call to be held on October 3, 2019. These deadlines are in anticipation of an October 14, 2019, trial date, to be tried on a five-week stack until conclusion. The Receiver continues to conduct discovery with parties to the suit, producing and responding to requests as received.

The mandatory settlement conference was scheduled to occur, and did occur, on June 8, 2018. No settlements were reached during the settlement conference. Motions for approval of a protocol for the electronic storage of information deemed necessary to litigation, and an accompanying protective order, were filed on orders shortening time. They were scheduled for a hearing on April 3, 2018, and were subsequently approved by judicial order dated May 16, 2018. This "ESI Protocol" governs certain aspects of the discovery process in this suit.

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Via Plaintiff's Motion to Amend Complaint, filed on July 17, 2018, the Receiver sought an order granting leave to amend the August 25, 2017, complaint against certain of NHC's various directors, officers, and third-party contractors, citing the discovery of additional facts in support of assertions made in the first complaint, as well as the need to add a new defendant to the existing proceedings. This Motion to Amend Complaint was filed in judicial department number 16, in line with the terms of contemporaneous Notice of Department Reassignment assigning the proceedings to Judge Timothy C. Williams. The Motion to Amend Complaint was approved via an order entered on September 18, 2018.

Resolution of POCs, Provision of NCDs, Appeals

The Receiver has implemented the POC process approved by this Court in its Final Order and has already conducted general mailings and publication of necessary notices to claimants and other interested parties.

The Claims Filing Deadline was April 28, 2017, and the SDR received 141 POCs. Many of these are incomplete or unable to be adjudicated for various other reasons, and the SDR has notified various claimants of claim deficiencies.

It does not appear now that there will be sufficient assets to pay claims beyond those assigned a Class B priority pursuant to NRS 696B.420(1)(b). The SDR has received several POCs that should be assigned to priority classes C through L, pursuant to NRS 696B.420(1)(c)-(I). In such instances, the SDR will send claimants NCDs that determine the priority of their claims is no higher than NRS § 696B.420(1)(c) ("Class C"), which determination will be subject to appeal under the Receivership Appeal Procedure ("RAP"). To conserve the assets of the estate, and per NRS696B.330(4), the SDR of NHC will refrain from reaching the merits of these claims until such time it appears that assets will be available for distribution to that class. If additional assets later become available for distribution to these claimants, the SDR will make a second claim determination as to the merits of each claim and notify the claimants of such determination.

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Current Receivership Assets

The Receiver's evaluation of the assets and liabilities of the CO-OP is ongoing, and adjusted periodically to accommodate new authorized payments, receipts, and transfers. Below is an overview of some key asset matters thus far identified by the Receiver (other than those already mentioned herein):

- 1. The unrestricted cash assets of the CO-OP have fluctuated with post-receivership expenses and claim payments, as well as with the Receiver's receipt of member premiums. The currently-available, unrestricted cash assets of the CO-OP as of August 31, 2018, were approximately \$2,262,948. The majority of NHC's currently available and liquid assets have been invested in a bond mutual fund, with the remainder of such assets held in bank deposits.
- 2. The financial information of NHC in this Twelfth Status Report provides estimates. NHC's financials may materially vary depending upon the estate's receipt of the promised federal receivables payments under the various ACA programs described in this report and future litigation recoverables. These figures will remain estimates until the estate receives clearer indications from CMS and the federal government as to the amount and timing of any federal payments or future appropriations, as well as the final disposition of CMS receivable balances in which CMS has placed an administrative hold and asserted rights to setoff.
- 3. The Receiver is enclosing, as Exhibit 2 attached hereto, a cash flow report for NHC for the period covering the inception of the receivership through August 31, 2018. This report reflects a summary of disbursements and collections made by NHC during this period.

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Greenberg Traurig, LLP 10845 Griffith Peak Drive, Ste. 600 Las Vegas, Nevada 89135

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CONCLUSION

The Receiver has submitted this report in compliance with the Receivership Court's instructions for a status report on NHC. The Receiver requests that the Court approve this Twelfth Status Report and the actions taken by the Receiver.

DATED this 3rd day of October 2018.

Respectfully submitted:

Barbara D. Richardson, Commissioner of Insurance of the State of Nevada, in her Official Capacity as Statutory Receiver of Delinquent Domestic Insurer

By: /s/ CANTILO & BENNETT, L.L.P.
Special Deputy Receiver
By Its Authorized Representative
Patrick H. Cantilo

Respectfully submitted by:

/s/ Eric W. Swanis MARK E. FERRARIO, ESQ. Nevada Bar No. 1625 ERIC W. SWANIS, ESQ. Nevada Bar No. 6840 GREENBERG TRAURIG, LLP 10845 Griffith Peak Drive Suite 600 Las Vegas, Nevada 89135 Telephone: (702) 792-3773 (702) 792-9002 Facsimile: Emails: ferrariom@gtlaw.com swanise@gtlaw.com Counsel for Barbara D. Richardson, Commissioner of Insurance, as the Permanent Receiver for Nevada Health CO-OP