

The Honorable Robert S. Lasnik

UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON
AT SEATTLE

ANDREA SCHMITT; ELIZABETH
MOHUNDRO; AND O.L. by and through
her parents, J.L. and K.L., each on their own
behalf, and on behalf of all similarly
situated individuals,

Plaintiffs,

v.

KAISER FOUNDATION HEALTH PLAN
OF WASHINGTON; KAISER
FOUNDATION HEALTH PLAN OF
WASHINGTON OPTIONS, INC.; KAISER
FOUNDATION HEALTH PLAN OF THE
NORTHWEST; and KAISER
FOUNDATION HEALTH PLAN, INC.,

Defendants.

NO. 2:17-cv-1611-RSL

DECLARATION OF ELIZABETH ENLUND
REGARDING CLAIMS PROCESSING

**DECLARATION OF ELIZABETH ENLUND REGARDING
CLAIMS PROCESSING**

I, Elizabeth Enlund, hereby declare and state as follows:

1. I am a Senior Settlement Project Manager employed by Epiq Class Action & Claims Solutions, Inc. ("Epiq"). I am a certified Project Management Professional (PMP)[®] and hold a Bachelor of Science degree from Portland State University. Prior to joining Epiq in 2019, I managed a variety of complex projects in highly regulated environments through the government

DECLARATION OF ELIZABETH ENLUND REGARDING CLAIMS PROCESSING

3. To summarize and update my prior declaration, a total of 890,792 Notices (whether short-form or long-form, email or via US mail) were distributed. These Notices reached approximately 99.6% of the intended Notice Recipients.

4. As of April 10, 2024, the webpage established by Epiq for potential Settlement Class Members, www.KPHearingAidSettlement.com, received over 19,308 views by 9,005 unique visitors.

6. Although the deadline for submitting claims has passed, Epiq has maintained and will continue to maintain and update the Webpage throughout the administration of the proposed Settlement.

DECLARATION OF ELIZABETH ENLUND REGARDING CLAIMS PROCESSING

TOLL-FREE INFORMATION LINE

7. Epiq established and is maintaining a toll-free interactive Voice Response Unit (“VRU”) telephone number to provide information and accommodate inquiries from Settlement Class Notice Recipients. As of April 10, 2024, the toll-free number received 769 calls. Epiq has and will continue to maintain and update the VRU throughout the Settlement administration process. Epiq also maintains a TeleTYpe (TTY) Line for Settlement Class Notice Recipients to access using dedicated TTY hardware or accessibility technology. Live operators are available during normal business hours to assist Settlement Class Notice Recipients with inquiries. As of April 10, 2024, the TTY Line has received 0 calls.

EMAIL INBOX

8. Epiq established and maintains an email inbox, info@KPHearingAidSettlement.com for Settlement Class Notice Recipients to ask questions regarding the Settlement. As of April 10, 2024, Epiq has received a total of 397 incoming emails. Epiq will continue to maintain this inbox throughout the Settlement administration.

REQUESTS FOR EXCLUSION

9. Settlement Class Members who wished to be excluded from the Settlement were required to mail a written requests for exclusion to Epiq no later than the request for exclusion deadline of April 4, 2024. As of April 10, 2024, Epiq received five written requests for exclusion from the Settlement, although there is no indication that those five individuals had purchased hearing aids or related services while enrolled with Kaiser.

OBJECTIONS RECEIVED

10. Pursuant to Paragraph 13 of the Order, Settlement Class Members who wished to object to the Settlement were required to submit written objections to the Court no later than the

objection deadline of April 4, 2024. As of April 10, 2024, Epiq is not aware of nor has received any timely written objections to the Settlement.

COSTS OF CLASS NOTICE AND CLAIMS ADMINISTRATION

11. To date, the cost of Class Notice and Epiq's claims administration has totaled \$357,452.56. This total includes the advance deposits made by both parties' counsel totaling \$356,332. Epiq anticipates that the cost of claims administration to complete this project will total approximately \$539,301, including the cost of notifying claimants regarding their claims, addressing any arbitrations, distributing funds to Class Members, distributing funds to the designated *cy pres* organizations (if necessary), and taxes.

CLAIMS RECEIVED

12. Pursuant to 6.5 of the Agreement and paragraph 16 of the Court's Amended Order: (1) Preliminarily Approving the Settlement Agreement; (2) Approving Class Notice Package; and (3) Establishing a Final Settlement Approval Hearing and Process, Class Members who wished to make a claim were required to submit a completed Claim Form to the Notice and Claims Administrator online or via U.S. Mail, so that it was submitted no later than April 4, 2024. As of April 10, 2024, Epiq has received 925 Claim Forms for 913 unique Class Members, of which 167 were submitted by Class Notice Recipients who previously made a claim for hearing aid(s) and/or associated services during the class period. For the 925 claims received to date, 917 have been deemed timely, 8 have been deemed late, 15 are duplicative of another claim, and 11 were not eligible Settlement Class Members.²

13. The total claimed amount for timely, non-duplicate claims is \$2,695,629.29. The total claimed amount for timely and late claims is \$2,725,397.23. The dollar amounts of the claims

² As Epiq is still receiving, reviewing, and processing timely and late claims, the claims information provided herein is subject to further analysis for eligibility and quality control, and is, therefore, preliminary at this time.

1 will change once all claims have been adjudicated for verification as set in section 6.5 of the
2 Agreement, including review of transactions and required substantiation documentation.

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4 I declare under penalty of perjury under the laws of the United States and the State of
5 Washington that the foregoing is true and correct and that this declaration was executed on April
6 11, 2024, in Tucson, Arizona.

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13 Elizabeth Enlund, PMP
14 Senior Project Manager
15 Epiq Class Action & Claims Solutions, Inc. ("Epiq")
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