

DEPARTMENT OF LABOR

Employment and Training Administration

TA-W-70,166  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
BULLHEAD CITY, ARIZONA

TA-W-70,166A  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
TEMPE, ARIZONA

TA-W-70,166B  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
TUCSON, ARIZONA

TA-W-70,166C  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
HUNTINGTON BEACH, CALIFORNIA

TA-W-70,166D  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
OAKLAND, CALIFORNIA

TA-W-70,166E  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP AND  
CLAIMS DEPARTMENT  
INCLUDING ON-SITE LEASED WORKERS FROM KELLY SERVICES  
RANCHO CORDOVA, CALIFORNIA

TA-W-70,166F  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
SAN DIEGO, CALIFORNIA

TA-W-70,166G  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
SAN RAFAEL, CALIFORNIA

TA-W-70,166H  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP AND  
CLAIMS DEPARTMENT  
INCLUDING ON-SITE LEASED WORKERS FROM KELLY SERVICES  
WOODLAND HILLS, CALIFORNIA

TA-W-70,166I  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
CASTLE ROCK, COLORADO

TA-W-70,166J  
  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
SHELTON, CONNECTICUT

TA-W-70,166K  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
ROCHESTER, MASSACHUSETTS

TA-W-70,166L  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
MATAWAN, NEW JERSEY

TA-W-70,166M  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
WHITE PLAINS, NEW YORK

TA-W-70,166N  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP AND  
CLAIMS DEPARTMENT  
INCLUDING ON-SITE LEASED WORKERS FROM KELLY SERVICES  
TIGARD, OREGON

TA-W-70,166O  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
WEST KINGSTON, RHODE ISLAND

TA-W-70,166P  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
IRVING, TEXAS

TA-W-70,166Q  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
ARLINGTON, VIRGINIA

TA-W-70,166R  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
BOTHELL, WASHINGTON

TA-W-70,166S  
HEALTH NET, INC.  
INFORMATION TECHNOLOGY GROUP  
ISSAQUAH, WASHINGTON

Certification Regarding Eligibility  
To Apply for Worker Adjustment Assistance

In accordance with Section 223 of the Trade Act of 1974, as amended ("Act"), 19 U.S.C. § 2273, the Department of Labor herein presents the results of an investigation regarding certification of eligibility to apply for worker adjustment assistance.

The group eligibility requirements for workers of a firm under Section 222(a) of the Act, 19 U.S.C. § 2272(a), are satisfied if the following criteria are met:

- I. The first criterion (set forth in Section 222(a)(1) of the Act, 19 U.S.C. § 2272(a)(1)) requires that a significant number or proportion of the workers in the workers' firm must have become totally or partially separated or be threatened with total or partial separation.
- II. The second criterion (set forth in Section 222(a)(2) of the Act, 19 U.S.C. § 2272(a)(2)) may be satisfied if either:
  - (i)(I) there has been a shift by the workers' firm to a foreign country in the production of articles or supply of services like or directly competitive with those produced/supplied by the workers' firm; OR

(i)(II) there has been an acquisition from a foreign country by the workers' firm of articles/services that are like or directly competitive with those produced/supplied by the workers' firm.

III. The third criterion requires that the shift/acquisition must have contributed importantly to the workers' separation or threat of separation. See Section 222(a)(2)(B)(ii) of the Act, 19 U.S.C. § 2272(a)(2)(B)(ii).

The investigation was initiated in response to a petition filed on May 19, 2009 by a company official on behalf of workers of Health Net, Inc., Information Technology Group, Bullhead City, Arizona (TA-W-70,166), Health Net, Inc., Information Technology Group, Tempe, Arizona (TA-W-70,166A), Health Net, Inc., Information Technology Group, Tucson, Arizona (TA-W-70,166B), Health Net, Inc., Information Technology Group, Huntington Beach, California (TA-W-70,166C), Health Net, Inc., Information Technology Group, Oakland, California (TA-W-70,166D), Health Net, Inc., Information Technology Group and Claims Department, Rancho Cordova, California (TA-W-70,166E), Health Net, Inc., Information Technology Group, San Diego, California (TA-W-70,166F), Health Net, Inc., Information Technology Group, San Rafael, California (TA-W-70,166G), Health Net, Inc., Information Technology Group and Claims Department, Woodland Hills, California (TA-W-70,166H), Health Net, Inc., Information Technology Group, Castle Rock, Colorado (TA-W-70,166I), Health Net, Inc., Information Technology Group, Shelton, Connecticut (TA-W-70,166J), Health Net, Inc.,

Information Technology Group, Rochester, Massachusetts (TA-W-70,166K), Health Net, Inc., Information Technology Group, Matawan, New Jersey (TA-W-70,166L), Health Net, Inc., Information Technology Group, White Plains, New York (TA-W-70,166M), Health Net, Inc., Information Technology Group and Claims Department, Tigard, Oregon (TA-W-70,166N), Health Net, Inc., Information Technology Group, West Kingston, Rhode Island (TA-W-70,166O), Health Net, Inc., Information Technology Group, Irving, Texas (TA-W-70,166P), Health Net, Inc., Information Technology Group, Arlington, Virginia (TA-W-70,166Q), Health Net, Inc., Information Technology Group, Bothell, Washington (TA-W-70,166R), Health Net, Inc., Information Technology Group, Issaquah, Washington (TA-W-70,166S). The workers of the subject firm provide IT call center support and claims processing. The workers are separately identifiable from other workers at these locations.

The investigation revealed that workers of Health Net, Inc., Information Technology Group, Bullhead City, Arizona (TA-W-70,166), Health Net, Inc., Information Technology Group, Tempe, Arizona (TA-W-70,166A), Health Net, Inc., Information Technology Group, Tucson, Arizona (TA-W-70,166B), Health Net, Inc., Information Technology Group, Huntington Beach, California (TA-W-70,166C), Health Net, Inc., Information Technology Group, Oakland, California (TA-W-70,166D), Health Net, Inc., Information Technology Group and Claims Department, including

on-site leased workers from Kelly Services, Rancho Cordova, California (TA-W-70,166E), Health Net, Inc., Information Technology Group, San Diego, California (TA-W-70,166F), Health Net, Inc., Information Technology Group, San Rafael, California (TA-W-70,166G), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Woodland Hills, California (TA-W-70,166H), Health Net, Inc., Information Technology Group, Castle Rock, Colorado (TA-W-70,166I), Health Net, Inc., Information Technology Group, Shelton, Connecticut (TA-W-70,166J), Health Net, Inc., Information Technology Group, Rochester, Massachusetts (TA-W-70,166K), Health Net, Inc., Information Technology Group, Matawan, New Jersey (TA-W-70,166L), Health Net, Inc., Information Technology Group, White Plains, New York (TA-W-70,166M), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Tigard, Oregon (TA-W-70,166N), Health Net, Inc., Information Technology Group, West Kingston, Rhode Island (TA-W-70,166O), Health Net, Inc., Information Technology Group, Irving, Texas (TA-W-70,166P), Health Net, Inc., Information Technology Group, Arlington, Virginia (TA-W-70,166Q), Health Net, Inc., Information Technology Group, Bothell, Washington (TA-W-70,166R), Health Net, Inc., Information Technology Group, Issaquah, Washington (TA-W-70,166S), engaged in

employment related to IT call center support and claims processing meet the criteria for certification.

Criterion I has been met because at least five percent of the workers have become separated during the relevant period.

Criterion II has been satisfied because the workers' firm has shifted to India, Ireland and Argentina the supply of services like or directly competitive with the services supplied by the workers of the subject firms.

Criterion III has been met because the shift in services related to IT call center support and claims processing to India, Ireland and Argentina by Health Net, Inc. contributed importantly to worker group separations at the subject facilities.

### Conclusion

After careful review of the facts obtained in the investigation, I determine that workers of Health Net, Inc., Information Technology Group, Bullhead City, Arizona (TA-W-70,166), Health Net, Inc., Information Technology Group, Tempe, Arizona (TA-W-70,166A), Health Net, Inc., Information Technology Group, Tucson, Arizona (TA-W-70,166B), Health Net, Inc., Information Technology Group, Huntington Beach, California (TA-W-70,166C), Health Net, Inc., Information Technology Group, Oakland, California (TA-W-70,166D), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Rancho Cordova,

California (TA-W-70,166E), Health Net, Inc., Information Technology Group, San Diego, California (TA-W-70,166F), Health Net, Inc., Information Technology Group, San Rafael, California (TA-W-70,166G), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Woodland Hills, California (TA-W-70,166H), Health Net, Inc., Information Technology Group, Castle Rock, Colorado (TA-W-70,166I), Health Net, Inc., Information Technology Group,, Shelton, Connecticut (TA-W-70,166J), Health Net, Inc., Information Technology Group, Rochester, Massachusetts (TA-W-70,166K), Health Net, Inc., Information Technology Group, Matawan, New Jersey (TA-W-70,166L), Health Net, Inc., Information Technology Group, White Plains, New York (TA-W-70,166M), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Tigard, Oregon (TA-W-70,166N), Health Net, Inc., Information Technology Group, West Kingston, Rhode Island (TA-W-70,166O), Health Net, Inc., Information Technology Group, Irving, Texas (TA-W-70,166P), Health Net, Inc., Information Technology Group, Arlington, Virginia (TA-W-70,166Q), Health Net, Inc., Information Technology Group, Bothell, Washington (TA-W-70,166R), Health Net, Inc., Information Technology Group, Issaquah, Washington (TA-W-70,166S), who are engaged in employment related to the IT call center support and claims processing meet the worker group certification criteria under



Section 222(a) of the Act, 19 U.S.C. § 2272(a). In accordance with Section 223 of the Act, 19 U.S.C. § 2273, I make the following certification:

"All workers of Health Net, Inc., Information Technology Group, Bullhead City, Arizona (TA-W-70,166), Health Net, Inc., Information Technology Group, Tempe, Arizona (TA-W-70,166A), Health Net, Inc., Information Technology Group, Tucson, Arizona (TA-W-70,166B), Health Net, Inc., Information Technology Group, Huntington Beach, California (TA-W-70,166C), Health Net, Inc., Information Technology Group, Oakland, California (TA-W-70,166D), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Rancho Cordova, California (TA-W-70,166E), Health Net, Inc., Information Technology Group, San Diego, California (TA-W-70,166F), Health Net, Inc., Information Technology Group, San Rafael, California (TA-W-70,166G), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Woodland Hills, California (TA-W-70,166H), Health Net, Inc., Information Technology Group, Castle Rock, Colorado (TA-W-70,166I), Health Net, Inc., Information Technology Group, Shelton, Connecticut (TA-W-70,166J), Health Net, Inc., Information Technology Group, Rochester, Massachusetts (TA-W-70,166K), Health Net, Inc., Information Technology Group,

Matawan, New Jersey (TA-W-70,166L), Health Net, Inc., Information Technology Group, White Plains, New York (TA-W-70,166M), Health Net, Inc., Information Technology Group and Claims Department, including on-site leased workers from Kelly Services, Tigard, Oregon (TA-W-70,166N), Health Net, Inc., Information Technology Group, West Kingston, Rhode Island (TA-W-70,166O), Health Net, Inc., Information Technology Group, Irving, Texas (TA-W-70,166P), Health Net, Inc., Information Technology Group, Arlington, Virginia (TA-W-70,166Q), Health Net, Inc., Information Technology Group, Bothell, Washington (TA-W-70,166R), Health Net, Inc., Information Technology Group, Issaquah, Washington (TA-W-70,166S), who became totally or partially separated from employment on or after May 18, 2008, through two years from the date of certification, and all workers in the group threatened with total or partial separation from employment on date of certification through two years from the date of certification, are eligible to apply for adjustment assistance under Chapter 2 of Title II of the Trade Act of 1974, as amended."

Signed in Washington, D.C., this 25th of August, 2009.

/s/Elliott S. Kushner

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ELLIOTT S. KUSHNER  
Certifying Officer, Division of  
Trade Adjustment Assistance