

# EXHIBIT A

On Wed, Jan 24, 2018 at 12:33 PM, Mike Guasco <[MGuasco@butycurliano.com](mailto:MGuasco@butycurliano.com)> wrote:

Mr. Lusk:

You should be able to make an appointment through [kp.org](http://kp.org). If you are unable to do so for some reason, let me know and we can figure out the most efficient way to get any appointment needed for Tyler. If you are just calling to make an appointment, I would not object to you calling Member Services to make the appointment. However, under no conditions are you to attempt to discuss the reimbursement or any alleged HIPAA violation.

Mike Guasco

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