

VALOR: Frequently Asked Questions

What is Valor Healthcare?

According to its [website](#), "Valor is a government contractor for the U.S. Department of Veterans Affairs and operates VA Community Based Outpatient Clinics." According to his personal financial disclosure forms filed in May, Lunsford served as Valor's CEO until last November, its Chairman until February, and remains on its Board of Directors.

When was Valor founded?

Information varies. Valor's [website](#) claims it was started in March, 2004 and began operations in August of 2004. According to public documents, it was incorporated in Delaware on September 29, 2005 and applied to conduct business in Florida on December 1, 2005.

Where is Valor located?

According to its [website](#), Valor operates VA clinics in Arkansas, California, Louisiana, New York, Pennsylvania, Tennessee, Texas, Virginia, and Washington. It operates administrative offices in Georgia and Washington, D.C – having recently moved its headquarters there from Miami.

Who owns Valor?

Other than Lunsford, it is not clear. According to his personal financial disclosures, Lunsford's private equity fund, Lunsford Capital Management, is invested in Valor but it is not clear how much. According to a report in the [South Florida Business Journal](#), Valor received a \$10 million investment this April from Aurora Funds, Noro-Moseley Partners and an undisclosed investor.

How big is Valor?

The [South Florida Business Journal](#) estimates Valor's annual revenues at \$17.5 million.

What is a Community Based Outpatient Clinic (CBOC)?

These are clinics established by the Department of Veterans Affairs to provide primary care and mental health services to veterans in their local communities. This means the assessment, diagnosis and treatment of conditions that don't require the care of a specialist.

Are all CBOC's run by contractors like Valor?

No. The majority of clinics are still operated by the VA.

How does the VA pay a CBOC contractor like Valor?

The VA pays Valor on a "capitated rate" – meaning Valor receives a set payment each month for each patient enrolled in its services, regardless of how much care that patient requires. This creates an incentive to enroll Veterans, but provide them as little care as possible .

The Department of Veterans Affairs Has Investigated Valor Healthcare

Veterans Affairs Has Not Been Satisfied With The Performance Of The Valor Clinic In Galveston, Texas. **"The president of the company that runs the Galveston County clinics said he hadn't been told of widespread complaints about the clinics and said the VA's internal and outside reviews of service had been glowing. But the VA on Thursday said it hasn't been satisfied with the company's performance in Galveston County. It said it had taken action against the company and would do more if its performance didn't improve. The VA, however, refused to say how it disciplined the company or what it might do in the future."** (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Veterans Affairs Has Taken Action Against Valor Clinics. **"In an e-mail response to written questions, the agency reported significant problems with the company. The VA 'is not satisfied with Valor Healthcare Inc.'s performance at our outpatient clinics in Galveston and Texas City,' the agency wrote. 'We have concerns about their failure to meet established benchmarks and standards including wait times, access and patient satisfaction. We continue to work with the contractor to make improvements; however action has been taken against the contractor and if performance does not improve, further action will be taken.'"** (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

In a letter to U.S. Senator Kay Bailey Hutchison, Secretary of Veterans Affairs James Peake announced that the VA investigated Valor clinics, and financial penalties resulted. Additional action may be taken if conditions do not improve. ([See Below](#)) (View Letter On Sen. Hutchison's Website, www.senate.gov, Posted 8/28/08)

Bruce Lunsford's Long History of Profiting at the Expense of Others

Lunsford And Other Company Officials Sold Off Millions Of Dollars In Personal Vencor Stock Before The Company Went Under. **"Vencor eventually filed for bankruptcy**

reorganization in September 1999, citing restricted Medicare reimbursements under the budget act as the main cause. Lunsford and other company officers sold 222,638 shares of Vencor stock for more than \$9.5 million between July 1997 and September 1997, the suit said. The next month Vencor announced it expected lower earnings due to the budget act, sending its stock tumbling."(Patrick Howington, "Ex-Vencor Leaders Want Investor Suit Dismissed," *The Courier-Journal* [Louisville, KY], 11/23/02)

Lunsford's Ownership of Valor Healthcare

- Lunsford Is Identified As The CEO Of Valor Healthcare On Certification Records:
 - Annual Report Filed With Florida Secretary Of State On January 25, 2008: ([See Below](#))
 - Federal Certification Record For Valor Healthcare: ([See Below](#))
 - Bruce Lunsford Is An Executive For Valor Healthcare Clinics. **"Veterans and legislators also complained about Valor executive Bruce Lunsford having been involved in a company called Vencor which agreed in 2001 to pay a \$104 million settlement to the federal government under a 'false claims' statute. Driver said Lunsford isn't on the VA's 'do not contract' list. 'We don't believe [the 2001 settlement] is going to lead to any problems [in Hot Springs],' she said."** (Seth Blomeley, "VA Clinic Contract Switch Slammed Agency," *Arkansas Democrat-Gazette*, 9/26/07)
 - Bruce Lunsford Profited From Valor Healthcare And Remains A Director. (**Bruce Lunsford, United States Senate Financial Disclosure Report, Filed 1/29/08**)
 - A Lunsford Campaign Spokesman Touted Lunsford's Ownership Of The Valor Healthcare Company. **"A third Democratic candidate, Louisville businessman Bruce Lunsford, owns a company, Valor Health Care, that has a contract with the Veterans Administration to provide care for 20,000 veterans nationwide. 'It sounds like everybody's taking advantage of the Walter Reed issue to talk the talk when Bruce Lunsford walks the walk,' said campaign spokesman Adam Bozzi."** (Ryan Alessi, "2 Candidates Propose Vets' Care Oversight," *The Lexington Herald-Leader*, 3/13/07)
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Valor Healthcare In The News

The Arkansas Legislature Heard Complaints From Veterans That The Valor Clinic In Hot Springs Was Not Providing Adequate Care. **"A legislative committee Tuesday heard complaints that Hot Springs area veterans aren't receiving the same high-quality care they were getting before a local clinic lost its contract with the federal Department of Veterans Affairs. Legislators agreed, saying they had heard veterans' complaints and that they don't understand why the federal government abandoned local ownership for an out-of-state contractor for the VA clinic in Hot Springs. One veteran told the committee that he had problems getting a glucose monitor from the new contractor. 'What I have seen is an embarrassment,' said state Sen. Terry Smith, D-Hot Springs, co-chairman of the Joint Performance Review Committee. The committee agreed to write a letter to the state's congressional delegation expressing dissatisfaction and asking what can be done. The committee also voted to write a letter to the VA to seek documents regarding the bidding process. HealthStar Medical Group of Hot Springs had the VA contract for the Hot Springs clinic the past seven years but earlier this year failed to get renewed for another five years. Instead, HealthStar officials said, the VA chose Valor Healthcare of Miami to run the clinic."** (Seth Blomeley, "VA Clinic Contract Switch Slammed Agency," *Arkansas Democrat-Gazette*, 9/26/07)

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Valor Received An \$8 Million Contract To Run The VA Clinic In Hot Springs, Arkansas. **"HealthStar ran the Hot Springs clinic for seven years before losing out in the bidding for a new fiveyear contract to run the facility. Dr. Margie Scott, chief of staff of the Central Arkansas Veterans Healthcare System, told the committee that in the bidding process, the companies were tied after the agency compiled their 'technical scores' for meeting the parameters of the bid. Because Valor was the low bidder, it won the contract, Scott said. HealthStar protested the decision and in June the Government Accountability Office upheld the awarding of the contract to Valor. The document detailing the GAO decision reveals that Valor bid \$8,489,761 on the contract, compared with HealthStar's \$9,117,371."** (Jim Brooks, "Rival Bad-Mouthing Clinic Care, Exec Says," *The Arkansas Democrat-Gazette*, 12/13/07)

Galveston Veterans Have Been Complaining About Poor Care From Valor Clinics. **"Some locals say that care and customer service at veterans' medical clinics in Galveston County has been so bad it's made some sick and left others worrying they**

might get sick if they keep using them. They question whether an arrangement under which the U.S. Department of Veterans Affairs pays a contractor a flat, per-patient rate to operate the clinics gives the contractor a financial motive to deny care. Whatever the cause, patients have become so frustrated with the clinics that they've been quitting them and are driving back to the Michael E. DeBakey Medical Center in Houston." (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Valor Received A \$19 Million Contract For Clinics In The Galveston Area. "The clinics were opened a little more than two years ago under a \$19 million contract intended to give the county's 25,000 veterans — many of whom lack transportation — a convenient alternative to driving to Houston. But enrollment numbers at the clinics have actually dropped in the past two years after a big initial signup." (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Lunsford and Valor Have Millions In Government Contracts

Valor Healthcare Currently Operates 16 Veterans Affairs Outpatient Clinics In 9 States. "Founded in 2004, Valor Healthcare, Inc. develops and operates outpatient clinics providing primary care and mental health services to military veterans under the U.S. Department of Veterans Affairs Community-Based Outpatient Clinic Program. One of the very few VA contractors to earn The Joint Commission's Gold Seal of Approval(TM), Valor is dedicated to providing the highest standards of quality patient care. Created by veterans for veterans Valor's management team brings more than 30 years of experience in working with U.S. Department of Veterans Affairs, U.S. Department of the Army, and U.S. Department of the Navy. The company currently operates 16 VA Community-Based Outpatient Clinics in 9 states." ("Valor Healthcare Celebrates Grand Opening Of Sherman, TX Clinic," Valor Healthcare Press Release, 7/1/08)

Valor Healthcare Secured Contracts With Veterans Affairs To Open 16 Facilities Across The Country. "In December 2004, the VA made an announcement that was a big deal to the county's veterans: It would open outpatient clinics on 61st Street in Galveston and

on the Emmett F. Lowry Expressway in Texas City. 'We were really happy to get them,' said Jim Rose, president of the county's chapter of Vietnam Veterans of America. 'We tried very hard for a very long time to get them here.' The local clinics, part of an initiative to open 156 such facilities across the country, were to be run by American Medical Services of Fort Lauderdale, Fla. Under its contract, it would be paid \$400 annually for every vet who received primary care at the clinics. The deal would be worth \$19 million throughout five years. Larry Seward, outpatient clinic coordinator at the Michael E. DeBakey Veterans Affairs Medical Center in Houston, said at the time. The VA last week wouldn't say how much it had paid the company. The contractor has since changed its name to Valor Healthcare and moved its headquarters to Miami." (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

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Veterans Across The Country Are Receiving Deficient Care From Lunsford-Owned Valor Healthcare

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Veterans Affairs. Legislators agreed, saying they had heard veterans' complaints and that they don't understand why the federal government abandoned local ownership for an out-of-state contractor for the VA clinic in Hot Springs. One veteran told the committee that he had problems getting a glucose monitor from the new contractor. 'What I have seen is an embarrassment,' said state Sen. Terry Smith, D-Hot Springs, co-chairman of the Joint Performance Review Committee. The committee agreed to write a letter to the state's congressional delegation expressing dissatisfaction and asking what can be done. The committee also voted to write a letter to the VA to seek documents regarding the bidding process. HealthStar Medical Group of Hot Springs had the VA contract for the Hot Springs clinic the past seven years but earlier this year failed to get renewed for another five years. Instead, HealthStar officials said, the VA chose Valor Healthcare of Miami to run the clinic." (Seth Blomeley, "VA Clinic Contract Switch Slammed Agency," *Arkansas Democrat-Gazette*, 9/26/07)

Valor Clinics Are Accused Of Not Having Enough After-Hours Emergency Care. "HealthStar managing partner Kevin Hale told the committee that Valor doesn't have doctors available after hours for emergency care and that has meant that many patients are being sent to the VA in Little Rock or to local emergency rooms and that costs the government more money." (Seth Blomeley, "VA Clinic Contract Switch Slammed Agency," *Arkansas Democrat-Gazette*, 9/26/07)

Valor Clinics Are Accused Of Not Being Able To See As Many Patients As The Previous VA Clinics. "HealthStar attorney Jason Stewart of Little Rock told the committee that Valor is seeing fewer patients per day than HealthStar was seeing. Driver said there is no evidence of that. She did acknowledge that Valor has had problems with its phone services, 'which has been annoying.'" (Seth Blomeley, "VA Clinic Contract Switch Slammed Agency," *Arkansas Democrat-Gazette*, 9/26/07)

Galveston Veterans Have Been Complaining About Poor Care From Valor Clinics. "Some locals say that care and customer service at veterans' medical clinics in Galveston County has been so bad it's made some sick and left others worrying they might get sick if they keep using them. They question whether an arrangement under which the U.S. Department of Veterans Affairs pays a contractor a flat, per-patient rate to operate the clinics gives the contractor a financial motive to deny care. Whatever the cause, patients have become so frustrated with the clinics that they've been quitting them and are driving back to the Michael E. DeBakey Medical Center in Houston." (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Veterans Have Accused Valor Healthcare Staff Members Of Purposely Limiting Care In Order To Save Money. "That's not the only thing about the clinics that has changed.

Many veterans' enthusiasm for them quickly evaporated. Rose said veterans were treated disrespectfully at the clinics and had difficulty getting through on the phones — often to clear up minor problems with prescriptions and other small matters. But if they went to the clinics in person, they often would have to wait most of the day to be seen, Rose said. Worse, personnel at the clinics seemed bent on limiting the care veterans received there, Rose said. 'It seemed like the more money they saved, the more money they made,' Rose said. 'If you went in with something drastically wrong, you wouldn't get the test because the test costs money.'" (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Veterans Have Accused The Valor Clinic In Galveston Of Skipping Costly Treatments Of Veterans In An Effort To Save Money. **"In recent months, some county veterans have complained about the care at the county's clinics, which are operated by Valor Healthcare, a contractor with the U.S. Department of Veterans Affairs. In response to news coverage of the complaints, other veterans have come forward to say they're very happy with the care they've gotten at the Valor-run clinics. But Jim Rose, president of the county's chapter of the Vietnam Veterans of America, said most of his organization's members have started driving to the VA facility in Houston because of problems they've had with the Texas City clinic. He told Lampson and Valor Vice President Hazel Church that the clinic seemed reluctant to provide diagnostic tests and other procedures. 'It's like every procedure that might cost a little more money is not recommended,' he said."** (Marty Schladen, "Lampson Looks Into VA Clinic Complaints," *The Galveston County Daily News*, 4/29/08)

Many Veterans In Galveston Stopped Attending The Valor Clinic And Were Forced To Drive To Houston In Order To Receive Better Care. **"Gerald Bloom, a Vietnam veteran who now works as a dispatcher for the sheriff's department, said his doctor ordered that tests be done every three months. 'More than 50 percent of the time, they called and postponed my three-month appointment by more than a month,' he said. Rose said that in time, most of his group's more than 60 members stopped going to the local clinics and started driving to the VA-run facility in Houston instead."** (Marty Schladen, "Veterans Complain About County Clinics," *The Galveston County Daily News*, 4/13/08)

Even Valor Employees Claim the Company Cares More About Profit Than Adequate Care for Patients

Former Valor Clinic Employees In Galveston Also Complain That The Company Cared More About Making Money Than Patient Care. **“ But many others complained of difficulty getting appointments and diagnostic tests. And a former clinic employee said the company that ran them deliberately scheduled new patients, who brought additional revenue to the company, ahead of existing patients, who didn't.** The clinics, operating in Galveston and Texas City since 2005, have come under public scrutiny recently as some prominent local veterans said service there was so bad they quit going and began traveling to VA clinics in Houston instead. The president of the company running the clinics, Valor Healthcare of Miami, Fla., said official performance reviews of the clinics had been uniformly good. But the VA said it wasn't satisfied with the company's performance. The agency said it had taken unspecified steps to improve performance and might take more in the future." (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

Tammy Mikes, A Radiologist At The Valor Clinic, Said The Company Only Cared About Money And Not Veteran Care. **"Tammy Mikes came away from the clinics with the same impression. A radiological technician, Mikes left Galveston County's 4Cs Clinic to work in the Galveston VA clinic during its startup, then moved to the Texas City clinic, where radiological services were offered. Now she's back at the 4Cs Clinic. 'All they were there for was the money,' Mikes said of Valor, the company that runs the clinics. She said appointments at the clinics were scheduled by an office in Georgia. When a new patient was enrolled — and brought new revenue to the clinic — he or she often would be scheduled for an appointment and an existing patient's appointment automatically be postponed."** (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

Mikes Said She Tried To Express Her Concerns. **"In addition to other problems, Mikes said she saw patients denied diagnostic tests, misdiagnosed and rushed in and out of appointments with doctors. Mikes said she tried to raise the alarm about the problems, but 'I saw there was nothing I could do about it.' So she returned to 4Cs."** (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

In The Patients' Own Words

Glenn Finley Said The Clinic Made It Difficult For Him To Get Blood Tests. **"But many other veterans called or wrote to say they were unhappy with service at the clinics. Glenn Finley, for example, wrote that the Texas City clinic made it inconvenient to get blood**

tests and that the clinic forced vets to make multiple appointments when they didn't need them. 'I sincerely hope that the people who run that company get fired, along with the people who work in the clinics,' Finley wrote." (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

"Bill Hughey Wrote That It Was Hard To Get Through On The Phone To Make Appointments At The Texas City Clinic." (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

Ira And Susan Woodman Described The Valor Clinic As "Poor." **"And Susan Woodman described the care her husband — Ira 'Woody' Woodman, a veteran of the Korean War — got at the Texas City clinic as poor. Dr. Ray Lanier, president of Valor, didn't respond to an inquiry about complaints about the clinics his company operates."** (Marty Schladen, "VA Brings Advocate To Clinics In Country," *The Galveston County Daily News*, 4/20/08)

Letter From The Secretary Of Veterans Affairs To Sen. Hutchison



THE SECRETARY OF VETERANS AFFAIRS
WASHINGTON

August 28, 2008

The Honorable Kay Bailey Hutchison
United States Senate
Washington, DC 20510

Dear Senator Hutchison:

This is in response to your inquiry regarding veteran complaints about the services provided by Valor Health Services at the Department of Veterans Affairs (VA) Community Based Outpatient Clinics (CBOCs) in Texas City and Galveston, Texas. VA has fully investigated the issues at the clinics, identified the problems, and is taking action to ensure full compliance with contract performance requirements.

The Galveston and Texas City CBOCs are operated by Valor Health Services under contract with the Michael E. DeBakey VA Medical Center (VAMC) in Houston, Texas. Over the past 17 months, VAMC senior management have looked into the veterans' complaints and found them to be valid. As a result, the VAMC has taken aggressive action to correct the deficiencies and ensure that Valor Health Services fully complies with the requirements of the contract.

The VAMC has measured access, performance, and patient satisfaction, as well as progress toward meeting the corrective plan of action. Failure to meet the performance measures has resulted in financial penalties according to the terms of the contract. If deficiencies continue, VA will take additional corrective action.

The VAMC Director, Mr. Edgar Tucker, is available to meet with you and your staff regarding this situation at your convenience. I hope this information is helpful to you.

Sincerely yours,



James B. Peake, M.D.

Valor Healthcare Report Filed With Florida Secretary Of State

2008 FOR PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# F05000006962

Entity Name: VALOR HEALTHCARE, INC.

FILED
Jan 25, 2008
Secretary of State

Current Principal Place of Business:

12000 BISCAYNE BOULEVARD
SUITE 202
NORTH MIAMI, FL 33181

New Principal Place of Business:

Current Mailing Address:

12000 BISCAYNE BOULEVARD
SUITE 202
NORTH MIAMI, FL 33181

New Mailing Address:

FEI Number: 20-3585174

FEI Number Applied For ()

FEI Number Not Applicable ()

Certificate of Status Desired ()

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 323012525 US

Name and Address of New Registered Agent:

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: _____

Electronic Signature of Registered Agent

_____ Date

Election Campaign Financing Trust Fund Contribution ().

OFFICERS AND DIRECTORS:

Title: DCEO () Delete
Name: LUNSFORD, BRUCE
Address: 4360 BROWNSBORO ROAD, SUITE 305
City-St-Zip: LOUISVILLE, KY 40107

Title: DP () Delete
Name: LANIER, RAY B
Address: 12000 BISCAYNE BLVD., STE. 202
City-St-Zip: NORTH MIAMI, FL 33181

Title: DVST () Delete
Name: TARACIDO, MANUEL E
Address: 12000 BISCAYNE BLVD., STE. 202
City-St-Zip: NORTH MIAMI, FL 33181

Title: EVP () Delete
Name: FRUGE, DONALD J
Address: 12000 BISCAYNE BLVD., STE. 202
City-St-Zip: NORTH MIAMI, FL 33181

Title: D () Delete
Name: THAMAN, MICHAEL E
Address: 1401 S BRENTWOOD BLVD., SUITE 390
City-St-Zip: ST. LOUIS, MO 63144

Title: D () Delete
Name: MOSELEY, ALLEN S
Address: 4200 NORTHSIDE PARKWAY, NW
City-St-Zip: ATLANTA, GA 303173054

ADDITIONS/CHANGES TO OFFICERS AND DIRECTORS:

Title: () Change () Addition
Name:
Address:
City-St-Zip:

Title: () Change () Addition
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City-St-Zip:

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I hereby certify that the information supplied with this filing does not qualify for the exemption stated in Chapter 119, Florida Statutes. I further certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with an address, with all other like empowered.

SIGNATURE: RAY LANIER

DP

01/25/2008

Electronic Signature of Signing Officer or Director

Date

Federal Certification Records

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APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.

FILED
2005 DEC -1 AM 10:29
TALLAHASSEE, FLORIDA

1. Valor Healthcare, Inc.
(Enter name of corporation; must include "INCORPORATED," "COMPANY," "CORPORATION," "Inc.," "Co.," "Corp.," "Inc.," "Co.," or "Corp.")

(If name unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

2. Delaware 3. 20-3585174
(State or country under the law of which it is incorporated) (FEI number, if applicable)

4. September 29, 2005 5. Perpetual
(Date of incorporation) (Duration: Year corp. will cease to exist or "perpetual")

6. Upon registration
(Date first transacted business in Florida, if prior to registration)
(SEE SECTIONS 607.1501 & 607.1502, F.S., to determine penalty liability)

7. 270 South Hibiscus Drive, Miami Beach, FL 33139
(Principal office address)

270 South Hibiscus Drive, Miami Beach, FL 33139
(Current mailing address)

8. Provide health care services for veterans.
(Purpose(s) of corporation authorized in home state or country to be carried out in state of Florida)

9. Name and street address of Florida registered agent: (P.O. Box NOT acceptable)

Name: Corporation Service Company

Office Address: 1201 Hays Street

Tallahassee, Florida 32301
(City) (Zip code)

10. Registered agent's acceptance:
Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

Corporation Service Company
By: William M. Edrington
(Registered agent's signature) William M. Edrington, Authorized Representative
Corporation Service Company

11. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

12. Names and business addresses of officers and/or directors:

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