



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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Audrey Tayse Haynes
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March 11, 2014

Cecilia Manlove
Anthem Health Plans of Kentucky
13550 Triton Park Blvd,
Louisville, KY 40223

Re: AN2014NA-1

Dear Ms. Manlove,

Please accept this correspondence as notification from the Commonwealth of Kentucky, Department for Medicaid Services ("Department") that Anthem Health Plans of Kentucky d/b/a Anthem Blue Cross and Blue Shield ("Anthem") is not in substantial compliance with certain material provisions of the Managed Care Contract ("Contract") between the Commonwealth of Kentucky and Anthem Health Plans of Kentucky Inc., d/b/a Anthem Blue Cross and Blue Shield. Pursuant to Section 28.9 of the Contract, Anthem shall submit to the Department a Corrective Action Plan within fifteen (15) business days following the date of this notification delineating the time and manner in which the deficiency cited below is to be corrected.

Identifying #	Contract Section	DEFICIENCY
AN2014NA-1	28.7 Provider Program Capacity Demonstration	Failure to maintain an adequate provider network.

Section 28.7 outlines the manner in which Anthem is to assure that covered service are accessible to Members. Section 28.9 goes on to state that the standards identified in Section 28.7 must apply to 95% of Members. According to the February Network Adequacy Report, Anthem fails to meet this standard in the following areas:

- 82.58% of Members are within 30 miles of an urban Hospital;
- 80.67% of Members are within 60 miles of a Dermatologist;
- 87.80% of Members are within 60 miles of a Psychiatrist;
- 93.33% of Members are within 60 miles of a Cardiologist.

Please note that this deficiency has been assigned a unique identifier. Include this number with any correspondence concerning this issue. Failure to do so will result in your submission being rejected. I look forward to receiving WellCare's Corrective Action Plan and will be available for your questions throughout the process.

Sincerely,



Thomas McMahan
Senior Policy Advisor
Managed Care Oversight
Department for Medicaid Services

cc: Lawrence Kissner, Commissioner, Department for Medicaid Services
Lee A. Guice, Director of Policy and Operations, Department for Medicaid Services
Christina Heavrin, General Counsel, Cabinet for Health and Family Services
Cindy Arflack, Staff Liaison, Department for Medicaid Services