



April 14, 2014

***Via E-Mail***

Thomas McMahan  
Department for Medicaid Services  
Cabinet for Health and Family Services  
275 E. Main Street, 6W-A  
Frankfort KY 40621

Re: Request for Corrective Action Plan –CC2014AG-1

Dear Mr. McMahan:

CoventryCares of Kentucky (CoventryCares) has received your letter to Michael Murphy dated March 14, 2014, regarding CoventryCares' failure to include a date on a Notice of Action to a member and copied to his provider. Your letter requests CoventryCares submit a Corrective Action Plan, "to include the date on all notice of action correspondence sent to members and providers. The plan should include a tracking mechanism for all correspondence pertaining to the appeal process."

**Investigation**

Please note that CoventryCares has investigated this request thoroughly and identified that all contractual and regulatory timeframes related to this member's care and services were met. Additionally, this request went through several reviews in which the member's provider and family, as well as the Department for Medicaid Services (DMS), were involved. As you may recall, the request was for a drug not approved by the Food & Drug Administration which CoventryCares is prohibited by the Medicaid Managed Care Agreement with the Commonwealth to cover. Please be assured that CoventryCares' Medical Directors were communicating frequently with DMS representatives and the member's representatives throughout the review and appeal process.

CoventryCares' research identified that when the printing vendor formatted the notice of action for printing, the date was cut off. This formatting issue applied to one print vendor and was not a system-wide issue.

9900 Corporate Campus Drive • Suite 1000 • Louisville, KY 40223

[www.coventrycaresky.com](http://www.coventrycaresky.com)

CoventryCares of Kentucky is a Medicaid product of Coventry Health and Life Insurance Company

Mr. McMahan

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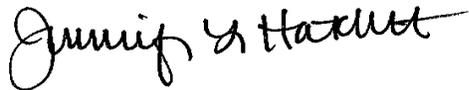
Further, CoventryCares retains detailed tracking of all notice of action communications. Demonstrations and documentation of our tracking systems have been provided during the DMS annual desk review as well as during market conduct and external quality review organization examinations. Screen prints of our tracking systems can be provided. Please let us know if you would like us to provide screen prints.

### **Corrective Action Plan**

CoventryCares has initiated a change order with the print vendor to ensure that the formatting allows the date to print in the appropriate place.

CoventryCares of Kentucky is committed to meeting our obligations. We believe this letter answers your concerns. Should you have questions, please call me at (502) 719-8776 or e-mail me at [jlhatchett@cvty.com](mailto:jlhatchett@cvty.com).

Sincerely,



Jennifer L. Hatchett  
Director, Operations

cc: Michael Murphy