COVENTRYCARES™
of Kentucky
Lighting Your Path to Good Health

05/13/14

Via E-Mail

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

Re: Request for Corrective Action Plan-AG2014CA-1

Dear Mr. McMahan:

Please accept this correspondence in response to your notification dated April 30, 2014 with regard to a request for a Corrective Action Plan for the following cited deficiency:

Identifying #	Contract Section	DEFICIENCY
AG2014CA-1	39.4 Requirement of Corrective Action	Coventry failed to respond to a request for a Corrective Action Plan within the required time

Per your communication, CoventryCares of Kentucky was not in substantial compliance as we did not submit a written Corrective Action Plan to the Commonwealth within (10) business days (in reference to the "failure to include dates on letters sent to members concerning denial of services"). Upon further investigation it would appear a minor communication failure was the cause for the delay in communication to the Commonwealth.

To ensure this does not occur in the future, additional protections have been implemented. All communications addressed to the CEO will be opened and reviewed daily by the Executive Assistant in an effort to differentiate critical documentation requiring prompt action. During a daily call with the Executive Assistant, the CEO will communicate which documents should be dispersed to key personnel in the office.

As the new Plan Compliance Officer, I will receive notifications from the Commonwealth of Kentucky, Department of Medicaid Services, regarding Corrective Action Plans. In my absence, Jennifer Hatchett, Senior Operations Director, will receive the notifications in my place. Once a notification is received CoventryCares of Kentucky will gather pertain information to discover

the accuracy, root cause, and possible solutions to the deficiency. CoventryCares of Kentucky will create and implement a Corrective Action Plan onsite. This will be communicated in writing. The Plan Compliance Officer will ensure the timely submission of Corrective Action Plans pursuit to the provisions of the Managed Care Contract between the Commonwealth of Kentucky and CoventryCares of Kentucky.

Please direct any email or telephone attempts to contact us regarding the status of CoventryCares of Kentucky's response to a Corrective Action Plan to myself, Sabrina Moore, Plan Compliance Officer, at mooreS8@aetna.com or 502-719-8809.

CoventryCares of Kentucky is committed to meeting our obligations. We believe this letter answers your concerns. Should you have any questions or concerns, please feel free to contact me.

Best Regards,

Sabrina Moore
Plan Compliance Officer

Cc: Michael Murphy