



**Rebecca Randall**  
Manager, Regulatory Affairs

Patricia Biggs  
Director of Program Quality and Outcomes  
Department of Medicaid Services  
275 E. Main St. 6W-A  
Frankfort, Kentucky 40621

August 6, 2014

RE: Letter of Concern: Commission for Children with Special Healthcare Needs

Dear Ms. Biggs:

On behalf of WellCare of Kentucky, Inc., ("WellCare") I am responding to your letter of concern dated August 4, 2014 in which you notified WellCare of potential issues between our dental and vision service provider Avesis and the Commission for Children with Special HealthCare Needs.

In accordance with the timeframes established in the Medicaid Managed Care Contract § 39.4(B), WellCare acknowledges receipt of your letter and confirms that discussions are underway with Avesis to determine the merits and root cause of these expressed concerns.

Please be assured that WellCare takes these concerns seriously and every effort will be made to ensure these issues are fully examined and remedial action implemented if warranted.

Please let me know if you have any further questions.

Sincerely,

A handwritten signature in black ink that reads "Rebecca Randall".

Rebecca Randall  
Manager  
Regulatory Affairs

Cc: Kelly Munson, State President Kentucky  
Ben Orris, COO Kentucky  
Lawrence Kissner, Commissioner, Department for Medicaid Services  
Christina Heavrin, General Counsel, Cabinet for Health and Family Services  
Elizabeth Justus, Manager, Managed Care Oversight, Department for Medicaid Services



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Commissioner

August 4, 2014

Kelly Munson  
WellCare of Kentucky  
13551 Triton Park Boulevard  
Suite 1800  
Louisville, KY 40223

Dear Ms. Munson,

I am writing this Letter of Concern in regards to issues the Commission on Children with Special Health Care Needs is having with your dental provider Avesis. In order to effectively serve this population, the Commission must have the cooperation of all stakeholders. Issues with credentialing and claims payment hampers these efforts and, more importantly, limits the services these children receive. Below is a summary of the issues the Commission is having with Avesis:

**Credentialing** – The Commission has reported that Avesis indicated it would assist in credentialing providers. However when the Commission contacted the Department, it was discovered that applications were not submitted.

**Rates** – After two years of discussion, Avesis indicated they would provide an alternate rate schedule for Commission patients. To date, such a schedule has not been implemented.

**Treatment** – Cleft Lip and Palate patients need multiple phases of treatment. Avesis approved the first phase and paid claims, but refused payment for the second phase.

**Network** – There are areas that do not have an Orthodontist to serve Commission patients, such as Owensboro, Daviess County. The Commission has asked Avesis to provide names of provider for these areas with no answer.

**Claim denials** – The Commission has submitted Oral Evaluation claims since 2011 that have all been denied. The Commission is unaware of the reason for the denials.

In accordance with Contract Section 39.4(B), I am asking that WellCare notify me within two business days of receipt of this letter that you have contacted Avesis concerning these issues and are working together to find resolutions.

I look forward to receiving WellCare's response and will be available for any questions you may have.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Biggs".

Patricia Biggs  
Director of Program Quality and Outcomes  
Department for Medicaid Services

cc: Lawrence Kissner, Commissioner, Department for Medicaid Services  
Christina Heavrin, General Counsel, Cabinet for Health and Family Services  
Elizabeth Justus, Manager, Managed Care Oversight, Department for Medicaid Services