COVENTRYCARES™
of Kentucky
Lighting Your Path to Good Health

05/27/14

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-AG2014SP-1

Dear Mr. McMahan:

Please accept this correspondence in response to your notification dated May 13, 2014 with regard to a request for a Corrective Action Plan for the following cited deficiency:

Identifying #	Contract Section	DEFICIENCY
AG2014SP-1	29.11 Supplemental Payments to PCPs	Coventry failed to make timely supplemental payments for ACA enhanced reimbursement.

Per your communication, CoventryCares of Kentucky was not in substantial compliance due to allegations received by Cash Family Practice, PLLC regarding timely supplemental payments for ACA enhanced reimbursement.

Upon further investigation into this allegation, CoventryCares of Kentucky (CoventryCares) found several challenges that hindered the supplemental payments for the ACA enhanced reimbursement to occur. One challenge that delayed Cash Family Practice, PLLC (the Practice) from receiving the supplemental payment was that providers were given limited information on the data elements required by the state to receive the supplemental payment. Providers were required to send their taxonomy numbers on the claim to identify them as eligible to receive the supplemental payment. The Practice failed to send their taxonomy on the claims data submitted to CoventryCares. Therefore, no supplemental payment was forwarded to CoventryCares to pass through to the Practice.

Once this challenge was identified, CoventryCares began to work with the Practice to come up with a resolution that would have the least impact on the Practice. CoventryCares began to reach out to the state for an alternative resolution to having the Practice resubmit corrected

claims after a recoupment was received by CoventryCares for the previously paid claims. No alternatives were provided.

CoventryCares then requested paper claims from the Practice. This would allow CoventryCares to work the claims manually so that only the supplemental payments would post and be forwarded to the Practice. These included approximately 900 claims which have been have been submitted to the CoventryCares claims department. All 2014 first quarter supplemental payments have been forwarded to the Practice. The supplemental payments for the 900 claims, submitted manually, are scheduled to be sent with the 2014 second quarter supplemental payments to be distributed in mid-August.

CoventryCares of Kentucky is committed to meeting our obligations. We believe this letter answers your concerns. Should you have any follow up questions or concerns, please feel free to contact me at (502) 719-8809.

Best Regards,

Sabrina Moore
Plan Compliance Officer

Cc: Michael Murphy