



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

Steven L. Beshear
Governor

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Audrey Tayse Haynes
Secretary

Lawrence Kissner
Commissioner

September 2, 2014

Sabrina Moore
Michael Murphy
9900 Corporate Campus, Ste. 1000
Louisville, KY 40223

Re: CC2014ES-1

Dear Ms. Moore and Mr. Murphy:

I am writing in response to correspondence received from Ms. Moore dated August 20, 2014 concerning the problem with encounter submissions on July 14, 2013. Department staff has reviewed your letter and has determined that the steps Coventry has taken are sufficient to solve the problem. The Department will continue to closely monitor encounter submissions to ensure that Coventry is following the proper procedures.

I appreciate your attention to this problem. As you know, encounters are one of the most valuable tools we have to monitor health outcomes. Without data we can rely on, we are unable to measure how well Managed Care Organizations are serving the citizens of the Commonwealth.

Please note this issue has been assigned a unique identifier. Please include this number with any correspondence concerning this issue. Feel free to contact me with any questions you have concerning this or any other matter.

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 of Medicaid Services