



**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

April 23, 2013

Mr. Mark Carter  
Passport Health Plan  
5100 Commerce Crossing Drive  
Louisville, KY 40229

Dear Mr. Carter,

I am writing this Letter of Concern in regards to Passport's failure to properly submit provider network files on April 9, 2014. Due to errors in formatting, Passport's file was unable to be accepted by the Department. This is clear violation of Contract Section 16.1 which states, in part, "*The Contractor shall have the capacity to capture necessary data and provide it in formats and files that are consistent with the Commonwealth's functional subsystems as described below.*" Failure to submit data in the format required hinders the Department's efforts to evaluate your provider network.

I am aware that Passport took the steps to correct the problem and was able to submit a corrected file, which was accepted by the system. However, I am concerned as to whether Passport has made the necessary corrections to its system to prevent this from reoccurring. In accordance with Contract Section 39.4(B), I am asking that Passport notify me within two business days of receipt of this letter with an outline of the steps taken to ensure submission of properly formatted reports. This notification may be by telephone, email or postal mail.

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

Sincerely,

Thomas McMahan  
Senior Policy Advisor  
Department for Medicaid Services

cc: Lawrence Kissner, Commissioner, Department of Medicaid Services  
Lee A. Guice, Director of Policy and Operations, Department of Medicaid Services

Christina Heavrin, General Counsel, Cabinet for Health and Family Services  
Elizabeth Justus, Managed Care Oversight, Department for Medicaid Services