



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

Steven L. Beshear
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Audrey Tayse Haynes
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Lawrence Kissner
Commissioner

August 11, 2014

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

Dear Mr. Carter,

I am writing in response to the letter I received from Christie Spencer concerning issues between Passport's dental provider Avesis and the Commission for Children with Special Health Care Needs. I appreciate the timely response and Passport's interest in resolving these issues. I think we all agree that services for these children should be a priority for all stakeholders.

While I am confident that the plan Ms. Spencer provided will work to solve the issue, I would like to be kept abreast of its progress. I am asking that Passport provide me with a schedule of any meetings and give updates on the plan at Monthly Operations Meetings. In addition, Passport is to produce a detailed report on the plan's progress, including the number of commission children who have received dental services during the month of August, detailing the services provided, the date the services were provided, the date the claims for the services were received, and the date the claims were paid, no later than September 15.

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

Sincerely,

A handwritten signature in black ink that reads "Patricia Biggs". The signature is written in a cursive style with a large, prominent initial "P".

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