



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Steven L. Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
P: 502-564-4321
F: 502-564-0509
www.chfs.ky.gov

Audrey Tayse Haynes
Secretary

Lawrence Kissner
Commissioner

April 29, 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 a Notice of Action letter Passport mailed to member . The letter states that the decision was based on KAR 1:705. This regulation is non-existent. In addition, the letter does not have a date on it. Although the letter states the member has 30 days from receipt to request a hearing, not having a date on the letter could be confusing.

In accordance with Contract Section 39.4(8), I am asking that Passport notify me within two business days of receipt of this letter with what Passport has done to ensure that all correspondence with members cite the correct regulations and contain the date sent. This notification may be by telephone, email or postal mail.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas McMahan".

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

