



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

Steven L. Beshear
Governor

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Audrey Tayse Haynes
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Lawrence Kissner
Commissioner

April 14, 2014

Kelly Munson
CEO, WellCare of Kentucky
13551 Triton Park Boulevard, Ste. 1800
Louisville, KY 40223

Re: WC2014PN-1

Dear Ms. Munson,

I am writing in response to a letter received from Rosmond Dolan, dated April 8, 2014 outlining the steps WellCare has taken to correct the issue concerning WellCare's failure to meet Call Center standards for the month of February. The Department has reviewed the response and finds the plan submitted to be sufficient to address the issue in normal conditions. However, The Department continues to have concerns should there be another adverse weather situation. While we recognize that such events are rare, we expect WellCare to have plans in place for all emergencies. The Department will continue to monitor WellCare's performance in this area and another failure to meet standards could result in sanctions.

I appreciate WellCare's attention to this matter. It is vital that we take the proper steps to make sure members have access to the information they need. Please feel free to contact me concerning this matter.

Sincerely,

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

Thomas McMahan
Senior Policy Advisor
Managed Care Oversight
Department for Medicaid Services

cc: Lawrence Kissner, Commissioner, Department for Medicaid Services

Lee A. Guice, Director of Policy and Operations, Department for Medicaid Services
Christina Heavrin, General Counsel, Cabinet for Health and Family Services
Elizabeth Justus, Managed Care Oversight, Department for Medicaid Services