CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Steven L. Beshear
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Audrey Tayse Haynes
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April 30, 2014

Michael Murphy
CEO, Coventry Cares
9900 Corporate Campus, Ste. 1000
Louisville, KY 40223

Re: CC2014CA-1

Dear Mr. Murphy:

Please accept this correspondence as notification from the Commonwealth of Kentucky, Department for Medicaid Services ("Department") that CoventryCares of Kentucky ("CoventryCares") is not in substantial compliance with certain material provisions of the Managed Care Contract ("Contract") between the Commonwealth of Kentucky and Coventry Health and Life Insurance Company. Pursuant to Section 39.4 of the Contract, CoventryCares shall submit to the Department a Corrective Action Plan within ten (10) business days following the date of this notification delineating the time and manner in which each deficiency cited below is to be corrected.

Identifying #	Contract Section	DEFICIENCY
AG2014CA-1	39.4 Requirement of Corrective Action	Coventry failed to respond to a request for a Corrective Action Plan within the required time

On March 14, 2014, The Department mailed a letter asking Coventry to submit a Corrective Action Plan concerning the failure to include dates on letters sent to members concerning denial of services. Department records show that Coventry received this letter on March 17, 2014. According to Section 39.4(B) of the Contract, Coventry had ten (10) business days to respond with a plan. However, Coventry did not respond until April 15, when I received a letter dated April 14, 2014. While waiting on Coventry's response, I made several attempts to contact you regarding the status of Coventry's response, by both email and telephone. Several of these requests went unanswered.

The Department takes the issuance of a request for a Corrective Action Plan very seriously and is quite concerned over Coventry's untimely response. While I understand that some key personnel were out of the office, Coventry made no attempt to inform me of this or to ask for an extension to submit a plan. I am asking that Coventry submit a Corrective Action Plan that outlines the steps Coventry takes upon receiving a request for a Corrective Action Plan; the process Coventry uses to formulate a response; and a plan to deal with such requests should key personnel be unavailable.

Please note this deficiency has been assigned a unique identifier. Include this number with any correspondence concerning this issue. Failure to do so will result in your submission being rejected. I look forward to receiving Coventry's Corrective Action Plan and will be available for your questions throughout the process.

Sincerely,

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

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