



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

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August 11, 2014

Kelly Munson
WellCare of Kentucky
13551 Triton Park Boulevard
Suite 1800
Louisville, KY 40223

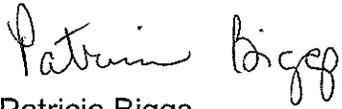
Dear Ms. Munson,

I am writing in response to the letter I received from Rebecca Randall, dated August 6, concerning issues between WellCare's dental provider Avesis and the Commission for Children with Special Health Care Needs. I appreciate the timely response and WellCare'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 meetings WellCare is having with Avesis will get to the root of the issue, I would like to be kept abreast of the progress of these talks. I am asking that WellCare provide me with a schedule of these meetings and give updates at Monthly Operations Meetings. In addition, WellCare is to produce a detailed report on the talks with Avesis, 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 WellCare's response and will be available for any questions you may have.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Biggs".

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