



**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

September 2, 2014

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

Re: CC2014LOC-1

Dear Ms. Moore and Mr. Murphy:

I am writing in response to the letter from Ms. Moore dated August 20, 2014 concerning Coventry's failure to respond to a Letter of Concern. Department staff has reviewed the letter and has the following comments:

The Department agrees that Ms. Moore as Plan Compliance Officer should be included on all correspondence concerning compliance issues, however we think it is important that Mr. Murphy be notified of all compliance issues as well.

The Department will continue to mail a copy of any and all Letters of Concern and letters requesting Corrective Action Plans, addressed to both Mr. Murphy and Ms. Moore and send an electronic copy to Ms. Moore.

The due date for any response required by Coventry shall be determined by the date the mailed copy is received at Coventry's offices, as verified by the date on the Certified Mail card.

I appreciate Coventry's attention to this issue and hope that continued cooperation with the Department will lead to improved health services for all Medicaid members. Please note this deficiency has been assigned a unique identifier. Include this number with any correspondence concerning this issue.

Sincerely,

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

Patricia Biggs



September 2, 2014

Page 2

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 of Medicaid Services