CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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June 20, 2014

Mr. Mark Carter
Passport Health Plan
5100 Commerce Crossing Drive
Louisville, KY 40229

Re: PP2014RC-1

Dear Mr. Carter,

This letter is on response to the Corrective action plan Passport submitted on June 11, 2014. The Department has reviewed the plan and finds it sufficient to correct the problem. The Department will continue to monitor the situation to make sure that Passport is following the plan. This may include asking for verification of the proposed training sessions and review of the documents used.

I appreciate the detail of the plan and the effort that was put in to formulating it. It is obvious from the steps Passport is taking that you share the Department's concern to protect the privacy of members, especially those in foster care or adoptive situations.

Please note that this issue has been assigned a unique identifier. Include this number with any correspondence concerning this issue. I will be available any questions you may have.

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, Department of Medicaid Services
Christina Heavrin, General Counsel, Cabinet for Health and Family Services
Elizabeth Justus, Managed Care Oversight, Department for Medicaid Services