



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Steven L. Beshear
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Audrey Tayse Haynes
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Lawrence Kissner
Commissioner

April 29, 2013

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

Dear Ms. Munson,

I am writing this Letter of Concern in regards to a Notice of Action letter WeiiCare mailed to member . The letter fails to contain the proper steps for a member to take to appeal an adverse decision. In addition, the letter has the wrong address for the member to send a request for a Fair Hearing.

In accordance with Contract Section 39.4(B), I am asking that WeiiCare notify me within two business days of receipt of this letter with what WeiiCare has done to ensure that all correspondence with members contain complete and accurate information.

I look forward to receiving your response and will be available for any questions you may have.

Sincerely,

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

Thomas McMahan
Senior Policy Advisor
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