



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

Steven L. Beshear
Governor

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Audrey Tayse Haynes
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Commissioner

August 11, 2014

Michael Murphy
Coventry Cares
9900 Corporate Campus
Suite 1000
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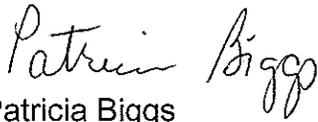
Dear Mr. Murphy,

I am writing in response to the email I received from Sabrina Moore on August 8, concerning issues between CoventryCares' dental provider Avesis and the Commission for Children with Special Health Care Needs. I appreciate the response and CoventryCares' 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 CoventryCares will have 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 CoventryCares provide me with a schedule of these meetings and give updates at Monthly Operations Meetings. In addition, CoventryCares 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 CoventryCares' response and will be available for any questions you may have.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Biggs". The signature is written in black ink and is positioned above the printed name.

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