



**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

April 28, 2014

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

Re: CC2014AG-1

Dear Mr. Murphy:

I have received Coventry's Corrective Action Plan dated April 14 in regards to Notice of Action letters mailed to members. The Department had reviewed your Corrective Action Plan and finds it sufficient to correct the problem. Your letter states that you have initiated a change order with the print vender to ensure that the date will print on subsequent letters. Please notify me when this action has been completed and, if possible, provide me with a sample letter indicating where the date will appear.

I will be available for your questions you may have concerning this mater.

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