CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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Audrey Tayse Haynes
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Commissioner

August 4, 2014

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

Dear Mr. Carter,

I am writing this Letter of Concern in regards to issues the Commission on Children with Special Heath Care Needs is having with your dental provider Avesis. In order to effectively serve this population, the Commission must have the cooperation of all stakeholders. Issues with credentialing and claims payment hampers these efforts and, more importantly, limits the services these children receive. Below is a summary of the issues the Commission is having with Avesis:

Credentialing – The Commission has reported that Avesis indicated it would assist in credentialing providers. However when the Commission contacted the Department, it was discovered that applications were not submitted.

Rates – After two years of discussion, Avesis indicated they would provide an alternate rate schedule for Commission patients. To date, such a schedule has not been implemented.

Treatment – Cleft Lip and Palate patients need multiple phases of treatment. Avesis approved the first phase and paid claims, but refused payment for the second phase.

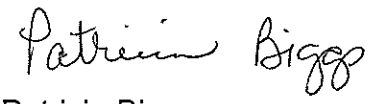
Network – There are areas that do not have an Orthodontist to serve Commission patients, such as Owensboro, Daviess County. The Commission has asked Avesis to provide names of provider for these areas with no answer.

Claim denials – The Commission has submitted Oral Evaluation claims since 2011 that have all been denied. The Commission is unaware of the reason for the denials.

In accordance with Contract Section 39.4(B), I am asking that Passport notify me within two business days of receipt of this letter that you have contacted Avesis concerning these issues and are working together to find resolutions.

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

Sincerely,



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