



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

Steven L. Beshear
Governor

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Audrey Tayse Haynes
Secretary

Lawrence Kissner
Commissioner

August 11, 2014

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

Re: CC2014LOC-1

Dear Mr. Murphy:

Please accept this correspondence as notification from the Commonwealth of Kentucky, Department for Medicaid Services (“Department”) that CoventryCares of Kentucky (“CoventryCares”) is not in substantial compliance with certain material provisions of the Managed Care Contract (“Contract”) between the Commonwealth of Kentucky and Coventry Health and Life Insurance Company. Pursuant to Section 39.4 of the Contract, CoventryCares shall submit to the Department a Corrective Action Plan within ten (10) business days following the date of this notification delineating the time and manner in which each deficiency cited below is to be corrected.

Identifying #	Contract Section	DEFICIENCY
CC2014LOC-1	39.4 Requirement for Corrective Action	Failure to respond to a Letter of Concern.

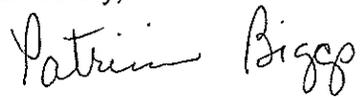
On August 4, 2014, the Department sent, through certified mail, a Letter of Concern to Michael Murphy, CEO of CoventryCares. The letter concerned issues the Commission on Children with Special Health Care Needs is having with Avesis, CoventryCares’ dental provider. The certified mail receipt, confirming delivery, was returned to the Department on August 7. Although CoventryCares failed to include the date received on the card, other cards received by the Department indicate delivery on August 5. CoventryCare should have responded to the Letter of Concern by COB August 7. No response was received until the Department contacted Sabrina Moore on August 8.

Please note this deficiency has been assigned a unique identifier. Include this number with any correspondence concerning this issue. Failure to do so will result in your submission being rejected. I look forward to receiving CoventryCare’s Corrective Action Plan and will be available for your questions throughout the process.

August 11, 2014

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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 of Medicaid Services