

August 7, 2014

Ms. Patricia Biggs
Director of Program Quality and Outcomes
Department of Medicaid Services
275 East Main Street, 6C-C
Frankfort, KY 40621

RE: Response to Letter of Concern in regards to issues the Commission for Children with Special Health Care Needs about dental services.

Dear Ms. Biggs,

Passport Health Plan (Passport) received the Department for Medicaid Services' (DMS) Letter of Concern regarding several dental plan issues expressed by the Commission for Children with Special Health Care Needs (Commission). We respectfully submit the following response outlining our action plan to address the issues.

On June 6, 2014, David Henley, Passport's Chief Compliance Officer, received an e-mail from Brian Staples, from the Department of Insurance (DOI), indicating the Commission had expressed concerns to the DOI with regard to issues with cleft, lip, and palate treatment plans. This email was sent to the DOI by Janaki Kannan, Division Director, Administration and Financial Services with the Commission. Due to this inquiry, Passport, with the permission of the DOI, contacted Ms. Kannan to discuss the Commission's concerns.

On June 25th, 2014, Passport spoke directly with Ms. Kannan. During the call several issues were discussed. Based on that discussion, the following deliverables and plan of action were agreed upon:

- The parties agreed rates were the most important issue and would be the first item to be resolved. Ms. Kannan agreed to submit to Passport the Commission's preferred rates for consideration.
- We agreed to review the status of providers working for the Commission and address any issues related to MAID numbers or credentialing. During this part of the discussion, we explained the process for providers to enroll in the state system and obtain a MAID number. We also explained that once the MAID number is issued to the provider, the provider would need to be credential so that claims can be paid.
- Passport agreed to recruit providers in the geographic areas that the Commission identified. The Commission agreed to send Passport a list of preferred providers for our consideration when we recruit in the identified geographic areas.

Since the June 25th call, the following has happened:

- The Commission submitted rates to Passport on July 16th.
- Passport approved the rates on July 29th.

In an effort to resolve this issue quickly, Passport Health Plan will call Ms. Kannan today (August 7, 2014) to confirm the success/closure criteria listed below meets the Commission for Children with Special Health Care Needs expectations and agree to regular scheduled updates to be provided to Ms. Kannan until all issues are resolved.

In addition to the previously mentioned plan of action, Passport will perform the following actions:

- Current providers working for the all have MAID numbers and are credentialed.
- A documented process is developed showing how treatment plans are approved and paid. To test this process, three (3) cases will be traced through the process to ensure proper execution.
- Provider access issues are resolved or alternate providers are provided to the Commission for geographic areas where they are having trouble locating providers.
- Claim denials reviewed and explanations given to the Commission for Children with Special Health Care Needs. Reprocessing of any claims as appropriate.

We trust this adequately responds to DMS' Letter of Concern. If not, please feel free to contact me if you have any questions or need additional information.

Sincerely,



Christie Spencer
Vice President, Operations
Passport Health Plan

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
Mark Carter, Chief Executive Officer, Passport Health Plan
David Henley, Chief Compliance Officer, Passport Health Plan