



Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality & Outcomes

Web-Based Provider Directory Validation Study
Summary Report

September 2014

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INTRODUCTION

As part of the newly founded Kentucky Managed Care system, validation of each Managed Care Organizations (MCO) web-based provider directory should be conducted by the external quality review organization (EQRO) to ensure information provided to members is consistent with the information that the MCOs report to the Kentucky Department for Medicaid Services.

In accordance with Code of Federal Regulations (CFR) 42(4) § 438.10 (f) (6i), managed care enrollees have the right to access a listing of all providers who participate in the managed care plan. This listing is to contain contact information for each participating provider, as well as other pertinent information useful to enrollees including: address, phone number, languages spoken other than English and provider's panel status. MCOs are required to keep their provider directory current and accurate. The web directory must contain information as required by statute, regulation and the Medicaid contract.

The Web-Based Provider Directory Validation Study is one of a variety of activities performed to ensure enrollees are being provided accurate information regarding the providers comprising the health plans' provider network. It is essential that enrollees have up to date and accurate information to enable them to contact their providers and schedule appointments that are timely and within easy access to their homes.

The objectives of this study were to determine the following:

- a) All providers included in the MCAPS submission for each MCO are displayed in the web-based provider directory.
- b) Provider information published in the MCOs' web directories are consistent with the information reported in the MCAPS and/or the provider network audit responses.

METHODOLOGY

In May 2014, DMS sent IPRO four files containing each MCO's MCAPS submission for the most recent monthly provider data. The MCOs are CoventryCares of Kentucky, Passport Health Plan, WellCare of Kentucky and Humana CareSource. Anthem Blue Cross and Blue Shield had not submitted a MCAPS file by the time the study was initiated and was therefore excluded.

IPRO conducted a two-phase mailing to validate the accuracy of the MCAPS data submissions for PCPs and specialists participating with any of the four MCOs operating in Kentucky with a Medicaid product line. Survey responses were compared to information in the MCAPS and an error rate is computed for each data element that is validated. The resulting report is the *Validation of Managed Care Provider Network Submissions: Audit Report; September 2014*. For this audit, a random sample of 100 PCPs and 100 specialists was drawn for each plan, resulting in a total sample size of 800 providers. These providers received a survey by mail asking them to validate their information based on the MCAPS. For this web validation study, a random sample of 50% of providers who responded to the survey was drawn, but no more than 50 providers from each MCO, i.e. 25 PCPs and 25 specialists. For Passport Health Plan however, the high number of excluded¹ surveys meant that a full sample of 50 providers could not be drawn.

The response rate summary for the provider network survey and the final sample size for the web directory validation study by MCO are presented in **Table 1** below:

¹ Exclusions included surveys that were undeliverable, provider was no longer at the location reported in the MCAPS or the provider no longer participates in the health plan's provider network.

Table 1: Provider Network Survey Response Rates and Web Directory Validation Study Final Sample by MCO

Plan	Provider Network Survey					Web Validation
	Initial Sample Size	Undeliverable Surveys	Adjusted Sample Size	Returns	Response Rate	Sample Size
CoventryCares of Kentucky	200	24	176	100	56.8%	50
Humana CareSource	200	25	175	102	58.3%	50
Passport Health Plan	200	55	145	81	55.9%	43*
WellCare of Kentucky	200	24	176	126	71.6%	50
TOTAL	800	128	672	409	60.9%	193
ALL PCPs	400	61	339	204	60.2%	93
ALL Specialists	400	67	333	205	61.6%	100

*For Passport Health Plan, the web validation sample comprised of 18 PCPs and 25 Specialists.

For each survey that was included in the web validation sample, the reported provider information was validated against the corresponding MCO's web directory within one week to minimize the chance that any differences were due to real provider information changes over time. Web-based directories were searched using the sampled providers' names.

A Microsoft Access database was developed by IPRO, which presented MCAPS data and provider network survey responses side by side. If the information published in the MCOs' web directories matched either the MCAPS or the provider's survey response, the information was considered accurate.

Pertinent provider information that was validated includes:

- 1) Provider Name (Last Name, First Name)
- 2) Address (Address Line 1, Address Line 2, City, State, Zip Code, County)
- 3) Telephone Number
- 4) Primary Specialty
- 5) Provider Type (PCP or Specialist)
- 6) Panel Status (Open or Closed)
- 7) Languages Spoken by Provider and/or Staff

Calculating Rates of Accuracy

The following accuracy rates were calculated:

- 1) **Rate of Providers Found in Web Directory** – This rate was calculated to identify the number of providers in the web validation sample that was found in the corresponding MCO’s web-based directory. Sampled providers were searched by their first and last name in the web-based directory; therefore, this rate is equal to the accuracy rate of providers’ names. It is defined as the number of providers in the validation sample that was found in the web directory, divided by the total number of providers in the validation sample.
- 2) **MCO Overall Accuracy Rate** – This rate identifies the number of providers in the validation sample that had accurate information when checked against the web-based directory. It is defined as the number of providers in the web validation sample that had accurate data reported for all the fields, divided by the total number of providers found in the web-based directory.
- 3) **MCO Accuracy Rate by Field** – This computes the accuracy rates (per field) reviewed. For each field, the rate is the number of providers in the web validation sample that had accurate data for a specific field, divided by the total number of providers found in the web-based directory.

Web Validation of Undeliverable Provider Network Surveys

As a subanalysis, a random sample of 24 providers (3 PCPs and 3 specialists from each MCO) was drawn from the pool of undeliverable provider network surveys for the purpose of validating the addresses of these providers against the addresses published in the MCOs’ web directory.

There were three outcomes observed in this subanalysis:

1. The provider was found in the web directory with the same address reported in the MCAPS.
2. The provider was found in the web directory with a different address reported in the MCAPS.
3. The provider could not be found in the web directory.

The results of the subanalysis can be found in **Table 5**.

RESULTS

As shown in **Table 2**, 86% of PCPs and 83% of specialists in the web validation sample were found in the web directories. Passport Health Plan had the lowest PCP match rate, where 14 PCPs (78%) were found in the web directories. CoventryCares of Kentucky had the lowest specialist match rate, where 16 (64%) of the sampled specialists were found in the web directory. **Appendix A** shows the full listing of sampled providers that were not found in the web directory by MCO.

Table 2: Rate of Providers Found in Web Directory

Providers Found in Web Directory	PCP					SPECIALISTS				
	Coventry	Humana	Passport	WellCare	TOTAL	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	20	24	14	22	80	16	23	20	24	83
Denominator	25	25	18	25	93	25	25	25	25	100
Rate	80%	96%	78%	88%	86%	64%	92%	80%	96%	83%

Table 3 shows each MCO's overall accuracy rate, which is the percentage of providers in the web validation sample that had consistent information reported for all fields between the web directories and the MCAPS/provider network survey. Note that the denominator has been adjusted for this rate to include only those providers that were found in the MCOs' web directories.

Overall, 85% of PCPs across all the plans and 84% of specialists had accurate information published in the web directories. Passport Health Plan had the lowest overall accuracy rate for PCPs and specialists: 71% of the PCPs had accurate information listed, while 75% of specialists had accurate information published in Passport Health Plan's web directory. WellCare of Kentucky had the highest accuracy rate for PCPs (91%) while CoventryCares of Kentucky had the highest accuracy rate for specialists (100%).

Table 3: Overall Accuracy Rates by MCO

Overall Accuracy Rate	PCP					SPECIALISTS				
	Coventry	Humana	Passport	WellCare	TOTAL	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	17	21	10	20	68	16	20	15	19	70
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>85%</i>	<i>88%</i>	<i>71%</i>	<i>91%</i>	<i>85%</i>	<i>100%</i>	<i>87%</i>	<i>75%</i>	<i>79%</i>	<i>84%</i>

Table 4 shows the rate of accuracy for each field that was validated against the web directory. **Appendix B** is a listing of providers that were found to have inconsistent information listed between the web directories and the MCAPS and/or the provider network survey by field. The results of the validation of each field are as follows:

VALIDATION FIELD	FINDINGS
Site Address	<p>Overall, high percentages of sampled PCPs and specialists across all the MCOs had the same address published in the web directories as reported in the MCAPS or the provider network survey. For those PCPs that were listed in the web directories, the accuracy rate of their addresses was 96%. WellCare of Kentucky and Humana CareSource both had accuracy rates of 100%, followed by Passport Health Plan with 93% and CoventryCares of Kentucky with 90% accuracy rate.</p> <p>For specialists' addresses, the vast majority of addresses for CoventryCares of Kentucky (100%) and Passport Health Plan (100%), Humana CareSource (96%) and WellCare of Kentucky (92%) were accurate.</p>
Telephone Number	<p>High percentages of sampled PCPs (95%) and specialists (93%) across all the MCOs had consistent telephone numbers listed in the web directories and the MCAPS and/or the provider network survey. Humana had an accuracy rate of 100% for PCPs and specialists. Passport Health Plan had the lowest accuracy rate: 86% and 80% for PCPs and specialists, respectively.</p>
Primary Specialty	<p>All PCPs and specialists in the validation sample had the same primary specialty listed in the web directories as the MCAPS and/or the provider network survey.</p>
Provider Type	<p>Only one specialist in the validation sample from Passport Health Plan had a discrepant Provider Type reported between the web directories and the MCAPS and/or the provider network survey.</p>
Panel Status	<p>Ninety-six percent of the PCPs from the validation sample had the same panel status information published in the web directories as the MCAPS and/or the provider network survey. CoventryCares of Kentucky and Humana CareSource had 100% accuracy rates, followed by Passport Health Plan with 93% and WellCare of Kentucky with 91%. Please note that panel status was not validated for</p>

specialists, since the MCAPS data requires this field for PCPs only.

Languages spoken - Spanish Nearly all the PCPs (98%) and specialists (96%) in the validation sample who had Spanish listed as one of the other languages spoken in the MCAPS or the provider network survey had consistent information published in the web directories.

Languages spoken - Other High percentages of PCPs (96%) and specialists (95%) in the validation sample that had other spoken languages listed in the MCAPS or the provider network survey had consistent information published in the web directories.

Table 4: Accuracy Rates by Field

Accuracy Rate - Site Address	PCP					SPECIALISTS				
	Coventry	Humana	Passport	WellCare	TOTAL	Coventry	Humana	Passport	WellCare	TOTAL
Numerator	18	24	13	22	77	16	22	20	22	80
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>90%</i>	<i>100%</i>	<i>93%</i>	<i>100%</i>	<i>96%</i>	<i>100%</i>	<i>96%</i>	<i>100%</i>	<i>92%</i>	<i>96%</i>
Accuracy Rate - Telephone Number										
Numerator	18	24	12	22	76	16	23	16	22	77
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>90%</i>	<i>100%</i>	<i>86%</i>	<i>100%</i>	<i>95%</i>	<i>100%</i>	<i>100%</i>	<i>80%</i>	<i>92%</i>	<i>93%</i>
Accuracy Rate - Primary Specialty										
Numerator	20	24	14	22	80	16	23	20	24	83
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>100%</i>									
Accuracy Rate - Provider Type										
Numerator	20	24	14	22	80	16	23	19	24	82
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>100%</i>	<i>95%</i>	<i>100%</i>	<i>99%</i>						
Accuracy Rate - Panel Status										
Numerator	20	24	13	20	77	N/A	N/A	N/A	N/A	N/A
Denominator	20	24	14	22	80	N/A	N/A	N/A	N/A	N/A
<i>Rate</i>	<i>100%</i>	<i>100%</i>	<i>93%</i>	<i>91%</i>	<i>96%</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>
Accuracy Rate - Spanish										
Numerator	19	24	13	22	78	16	21	20	23	80
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>95%</i>	<i>100%</i>	<i>93%</i>	<i>100%</i>	<i>98%</i>	<i>100%</i>	<i>91%</i>	<i>100%</i>	<i>96%</i>	<i>96%</i>
Accuracy Rate - Other Languages										
Numerator	20	21	14	22	77	16	22	20	21	79
Denominator	20	24	14	22	80	16	23	20	24	83
<i>Rate</i>	<i>100%</i>	<i>88%</i>	<i>100%</i>	<i>100%</i>	<i>96%</i>	<i>100%</i>	<i>96%</i>	<i>100%</i>	<i>88%</i>	<i>95%</i>

Table 5 displays the results of the subanalysis, which validated the names and addresses of providers, whose surveys were returned as undeliverable, against the information published in the web directories. According to **Table 1**, 128 out of the 800 or 16% of the surveys mailed for the provider network audit were returned as undeliverable. For this subanalysis, 24 were sampled from this pool of undeliverable surveys.

Four of the 24 (17%) providers in the sample were found in the web directory listed with a different address, and 8 of the 24 (33%) providers could not be found in the web directory. But the most notable result in this subanalysis is the fact that 12 of the 24 (50%) were “undeliverables”, i.e. providers with erroneous addresses, had the same address published in the web directories. The MCAPS data is from the May 2014 submission and the web validation of the undeliverable survey was in September 2014, therefore, there is clearly a substantial delay between the time that the provider changes location, for example, and the time that this information is received by the MCOs and subsequently reflected in the web directories.

The full listing of the 24 sampled undeliverable surveys can be found in **Appendix C**.

Table 5: Web Validation of Undeliverable Provider Network Surveys

Plan Name	In web directory - same address		In web directory - different address		Not found in web directory		Total Sample
Coventry	3	50%	3	50%	0	0%	6
Humana	4	67%	0	0%	2	33%	6
Passport	0	0%	1	17%	5	83%	6
WellCare	5	83%	0	0%	1	17%	6
Validation Outcome Total	12	50%	4	17%	8	33%	24

LIMITATIONS

1. The validation study sample only includes providers that responded to the Provider Network Survey, and therefore does not take into account the entire population of providers in the MCAPS.
2. The validation study considers the provider information “accurate” if the information listed in the web directory matches either the MCAPS dataset or the provider network survey, which means that the accuracy rates may be slightly inflated.
3. The methodology mentioned above also means that there is no measure of the rate of accuracy of the web directories with respect to the MCAPS and the provider network survey separately.
4. The small number of providers in the validation sample means that the rates should be interpreted with caution.

RECOMMENDATIONS

Based on the findings of this validation study, IPRO recommends:

DMS:

1. Follow-up with MCOS to ensure that any inaccuracies in provider information from this validation study and the provider network survey are corrected and those corrections are reflected in the MCAPS data and the web directories.
2. Work with MCOs to enhance the accuracy and completion of critical fields in the MCAPS, especially phone number, address, and languages spoken.
3. Work with MCOs to enhance the accuracy of the web directories, and to emphasize the importance of ensuring that the members have access to the most up to date provider information online.

IPRO:

1. Create a measure that would indicate whether the web directory information is more consistent with the MCAPS or the provider network survey. Since the provider network survey provides us with the most up to date information on these providers, if it is observed that the web directory is more consistent with the provider network survey responses than the MCAPS, it is a positive indication that the web directories are kept up to date, even more so than the data source of the MCAPS. Conversely, if we observe that the web directory information is more consistent with the MCAPS, it is an indication that the MCOs have to improve on keeping the web directories and other systems updated with the most current information on their provider network.
2. Increase the sample for the web validation of undeliverable provider surveys (subanalysis) to gain a better estimate of how efficiently any change in provider information, specifically with regard to site address, is being reflected in the web directories.

APPENDIX A: LISTING OF SAMPLED PROVIDERS NOT FOUND IN THE MCO WEB-BASED DIRECTORIES

CoventryCares of Kentucky

PlanName	Prov Type	NPI	NAME	ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE	ZIP CODE	PHONE NUMBER	SPECIALTY
Coventry	PCP	1487658456	AARON, PHILLIP	902 WESTLAKE DR	STE 101	COLUMBIA	KY	42728	(270) 384-0451	Family Practitioner
Coventry	PCP	1003838707	FINNEY, PATRICK	1532 LONE OAK RD	STE G10	PADUCAH	KY	42003	(270) 441-0021	Internist
Coventry	PCP	1346224995	PATEL, JITENDRA	723 8TH ST		PORTSMOUTH	OH	45662	(740) 353-5306	Family Practitioner
Coventry	PCP	1770527178	KIRKENDALL, ERIC	3333 BURNET AVE	HOSPITAL MEDICINE ML 9016	CINCINNATI	OH	45229	(513) 803-8092	General Pediatrician
Coventry	PCP	1851613228	LAWSON, TERRY	57 HOGUE RD		PINE KNOT	KY	42635	(606) 376-7212	Nurse Practitioner (Other)

TOTAL 5

Coventry	Specialist	1366547127	ASLAM, MOHAMMAD	222 MEDICAL CIR		MOREHEAD	KY	40351	(606) 783-6500	Anesthesiologist
Coventry	Specialist	1356364079	SOTINGEANU, DAN	1792 ALYSHEBA WAY	STE 150	LEXINGTON	KY	40509	(859) 335-9041	Emergency Medicine Practitioner
Coventry	Specialist	1841400645	KHALIL, CHEBEL	4623 WESLEY AVE	STE N	CINCINNATI	OH	45212	(513) 861-0800	Internist
Coventry	Specialist	1396959755	NIJMEH, RUBA	457 SHAWNEE LN		CHILLICOTHE	OH	45601	(740) 774-4340	Internist
Coventry	Specialist	1932109964	RADIX, LISA	210A BURLEY AVE		HOPKINSVILLE	KY	42240	(270) 899-0228	Nephrologist
Coventry	Specialist	1245353812	STOOPS, MARILYN M	3333 BURNET AVE	PED GENERAL & THORACIC SURG ML 2023	CINCINNATI	OH	45229	(513) 636-4371	Nurse Practitioner (Other)
Coventry	Specialist	1437400405	WOOTEN, GABY	3333 BURNET AVE	PULMONARY TCC ML 11024	CINCINNATI	OH	45229	(513) 803-0375	Nurse Practitioner (Other)
Coventry	Specialist	1346244860	GOLDWIN, RICHARD	530 S JACKSON ST	STE C07	LOUISVILLE	KY	40202	(502) 852-5875	Radiologist
Coventry	Specialist	1396733994	HUG, KATHERINE	10550 MONTGOMERY RD	STE 16	CINCINNATI	OH	45242	(513) 745-1540	Radiologist

TOTAL 9

Humana CareSource

PlanName	Prov Type	NPI	NAME	ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE	ZIP CODE	PHONE NUMBER	SPECIALTY
Humana	PCP	1952391724	MURAD, UMAR	270 1ST ST		CHAVIES	KY	41727	(606) 487-8188	General Internist

TOTAL 1

Humana	Specialist	1740403674	CARRELL, MARY	1532 LONE OAK RD		PADUCAH	KY	42003	(270) 538-5700	Nurse Practitioner (Other)
Humana	Specialist	1497752612	MCHENDRIX, ROBERT	3126 DIXIE HWY STE 10		ERLANGER	KY	41018	(859) 331-4777	Podiatrist

TOTAL 2

Passport Health Plan

PlanName	Prov Type	NPI	NAME	ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE	ZIP CODE	PHONE NUMBER	SPECIALTY
Passport	PCP	1801898440	CLARK, ALICIA	518 W GUM ST		MARION	KY	42064	(270) 965-5238	Family Nurse Practitioner
Passport	PCP	1952412454	WEAVER, ANTHONY	222 MEDICAL CIR		MOREHEAD	KY	40351	(606) 785-0240	General Practitioner
Passport	PCP	1447520853	EVANS, JEANINE	1700 CANTON ST		HOPKINSVILLE	KY	42240	(270) 886-9888	Nurse Practitioner (Other)
Passport	PCP	1497749949	MATERNOWSKI, AMY	1700 CANTON ST	CHRISTIAN COUNTY HEALTH DEPT	HOPKINSVILLE	KY	42240	(270) 886-9888	Nurse Practitioner (Other)

TOTAL 4

Passport	Specialist	1609858612	DOLAN, DAMIAN	1 MEDICAL VILLAGE DR		EDGEWOOD	KY	41017	(859) 341-7246	Anesthesiologist
Passport	Specialist	1972500361	KING, JEFFREY	110 29TH AVE N		NASHVILLE	TN	37203	(615) 327-4304	Anesthesiologist
Passport	Specialist	1992852289	NORDIN, KIMBERLY	917 BROADWAY		PAINTSVILLE	KY	41240	(606) 788-0433	Optometrist
Passport	Specialist	1912945031	MIMMS, WILLIAM	740 N LIMESTONE		LEXINGTON	KY	40508	(859) 323-0295	Otologist, Laryngologist, Rhinologist
Passport	Specialist	1609873579	LYDON, ERIC	1311 N DIXIE HWY		ELIZABETHTOWN	KY	42701	(270) 360-0419	Psychiatrist

TOTAL 5

WellCare of Kentucky

PlanName	Prov Type	NPI	NAME	ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE	ZIP CODE	PHONE NUMBER	SPECIALTY
WellCare	PCP	1083617062	CAROTHERS, BECKY	230 E BROADWAY		LOUISVILLE	KY	40202	(502) 629-8901	General Pediatrician
WellCare	PCP	1326034950	MARTIN, LYNETTE	2200 E PARRISH AVE	STE 101	OWENSBORO	KY	42303	(270) 683-3232	General Pediatrician
WellCare	PCP	1881781623	MANNING, BRANDI	609 N CAROL MALONE BLVD		GRAYSON	KY	41143	(606) 474-7892	Physician Assistant
TOTAL										3
WellCare	Specialist	1336192467	GUION, ANGELA	1401 MADISON AVE		COVINGTON	KY	41011	(859) 655-6100	Certified Clinical Social Worker
TOTAL										1

APPENDIX B: LISTING OF PROVIDERS WITH INCONSISTENT INFORMATION IN THE MCAPS/PROVIDER NETWORK SURVEY AND THE WEB-BASED PROVIDER DIRECTORIES

1) SITE ADDRESS

CoventryCares of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Coventry	PCP	1477670164	KASTNER, JASON	306 W LOCUST ST, LAFAYETTE, TN, 37083	306 W LOCUST ST, LAFAYETTE, TN, 37083	128 RAYMOND HIRSCH PKWAY, SUITE 1, WHITE HOUSE, TN, 37188
Coventry	PCP	1508119231	SCRIBNER, JAMIN	19 ABES PLZ, LIBERTY, KY, 42539	19 ABES PLZ, LIBERTY, KY, 42539	107 METKER TRL, SUITE A, STANFORD, KY, 40484
TOTAL						2

Humana CareSource

PlanName	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Humana	Specialist	1023345584	EMBRY, BRANDON	404 SHOPPERS DR, WINCHESTER, KY, 40391	404 SHOPPERS DR, WINCHESTER, KY, 40391	318 HIGHLAND PARK DRIVE, RICHMOND, KY, 40475
TOTAL						1

Passport Health Plan

PlanName	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Passport	PCP	1790068849	GEORGE, JENNIFER	740 N LIMESTONE, LEXINGTON, KY, 40508	740 N LIMESTONE, LEXINGTON, KY, 40536	740 S LIMESTONE, LEXINGTON, KY, 40536
TOTAL						1

WellCare of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Address	Survey Address	Web Address
WellCare	Specialist	1760436711	GREENHILL, WILLIAM	7777 YANKEE ROAD, CINCINNATI CHILDREN'S LIBERTY CAMPUS, LIBERTY TOWNSHIP, OH, 45044	7777 YANKEE ROAD, CINCINNATI CHILDREN'S LIBERTY CAMPUS, LIBERTY TOWNSHIP, OH, 45044	3333 BURNET AVE, CINCINNATI, OH, 45229
WellCare	Specialist	1548254832	WOLFF, THOMAS	3900 KRESGE WAY STE 43, LOUISVILLE, KY, 40207	225 ABRAHAM FLEXNER WAY, #708, LOUISVILLE, KY, 40207	225 ABRAHAM FLEXNER WAY, SUITE 700, LOUISVILLE, KY, 40202
TOTAL						2

2) TELEPHONE NUMBER

CoventryCares of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Coventry	PCP	1477670164	KASTNER, JASON	(615) 688-7012		(615) 672-8118
Coventry	PCP	1508119231	SCRIBNER, JAMIN	(606) 787-0014		(606) 365-8338
TOTAL						2

Passport Health Plan

PlanName	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Passport	PCP	1669772596	CARIC, MARY	(606) 738-5155		(606) 784-3771
Passport	PCP	1790068849	GEORGE, JENNIFER	(859) 257-5536	(859) 323-5643	(859) 323-5404
TOTAL						2

Passport	Specialist	1265695225	BREES, CAROL	(502) 852-1513	(502) 644-0406	(502) 271-5999
Passport	Specialist	1649269226	SAEED, ZAHID	(859) 334-9632		(859) 331-6466
Passport	Specialist	1740363324	MANIS, ISAAC	(859) 323-6021		(859) 323-1691
Passport	Specialist	1427022615	THOMPSON, SHARON	(502) 429-3630		(502) 429-3500
TOTAL						4

WellCare of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
WellCare	Specialist	1760436711	GREENHILL, WILLIAM	(513) 803-9600		(513) 636-4641
WellCare	Specialist	1871693069	VAN SICKELS, JOSEPH	(859) 323-6357		(859) 323-9707
TOTAL						2

3) PROVIDER TYPE

Passport Health Plan

PlanName	NPI	FullName	MCAPS Primary Specialty	Survey Primary Specialty	Web Primary Specialty	MCAPS Prov Type	Survey Prov Type	Web Prov Type
Passport	1912056318	SIDDIQI, SIRAJ	General Internist			Specialist		PCP
TOTAL								1

4) PANEL STATUS

Passport Health Plan

PlanName	Prov Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
Passport	PCP	1427142652	COHEN, SANDA	Open		Closed

TOTAL 1

WellCare of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
WellCare	PCP	1942208038	PAYTON, SUSAN	Open		Closed
WellCare	PCP	1750483822	TURNBO, JAMES	Closed		Open

TOTAL 2

5) LANGUAGE SPOKEN: SPANISH

CoventryCares of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Coventry	PCP	1457589079	MAYS, ADRIENNE	No		Yes

TOTAL 1

Humana CareSource

PlanName	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Humana	Specialist	1528005865	AARON, JANNICE		Yes	No
Humana	Specialist	1336243971	PETRUCCI, LIDO L.		Yes	No

TOTAL 2

Passport Health Plan

PlanName	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Passport	PCP	1891925004	RENFROW, TERESA		No	Yes

TOTAL 1

WellCare of Kentucky

PlanName	Prov Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
WellCare	Specialist	1871693069	VAN SICKELS, JOSEPH	Yes		No

TOTAL 1

LANGUAGE SPOKEN: OTHER

Humana CareSource

PlanName	Prov Type	NPI	FullName	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Humana	PCP	1558371427	ATIENZA, MARIA					Tagalog							
Humana	PCP	1710092424	RIZEA, ALINA					Spanish	French	Romanian					
Humana	PCP	1144211327	VON LUHRTE, TOMMY					German							
TOTAL															3
Humana	Specialist	1336243971	PETRUCCI, LIDO L.					Spanish	Italian						
TOTAL															1

WellCare of Kentucky

PlanName	PCP_SPEC	NPI	FullName	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
WellCare	Specialist	1770529810	SORIANO, LIBERACION					Filipino							
WellCare	Specialist	1194777185	SMOLYAR, ALBERT					Hebrew	Russian						
WellCare	Specialist	1871693069	VAN SICKELS, JOSEPH	Sangho	Spanish			Sangho							
TOTAL															3

APPENDIX C: WEB VALIDATION OF UNDELIVERABLE SURVEYS

Plan Name	Prov Type	NPI	NAME	MCAPS ADDRESS LINE 1	MCAPS ADDRESS LINE 2	MCAPS CITY	MCAPS STATE	MCAPS ZIP	MCAPS PHONE NUMBER	Validation Date	Validation Status
Coventry	P	1538149596	BRIAN OVERBEE	157 DORTON JENKINS HWY		DORTON	KY	41520	(606) 639-4020	09/03/14	In web directory
Coventry	P	1093845026	KIMBERLY JONES	9 LINVILLE DR		PARIS	KY	40361	(859) 987-3600	09/03/14	In web directory - different address
Coventry	P	1114964061	JANET MACPHEE	215 CENTRAL AVE	#100	LOUISVILLE	KY	40208	(502) 852-2822	09/03/14	In web directory - different address
Coventry	S	1043324569	RICHARD BURGAN	815 E PARRISH AVE		OWENSBORO	KY	42303	(270) 688-0808	09/03/14	In web directory - different address
Coventry	S	1538256656	MAVIS SCHORN	2611 W END AVE	STE 280	NASHVILLE	TN	37203	(615) 936-5858	09/03/14	In web directory
Coventry	S	1619112042	DR. MOHAMMED SHAREEF	991 MEDICAL PARK DR	STE 300	MAYSVILLE	KY	41056	(606) 759-6606	09/03/14	In web directory
Humana	P	1467613901	DR. MUNISH LAPSIA	3700 WASHINGTON AVE		EVANSVILLE	IN	47714	(812) 485-7040	09/03/14	Not found in web directory
Humana	P	1891761045	DR. CHRISTOPHER STOKES	2880 HIGHWAY 30 BYP		LONDON	KY	40741	(606) 843-9440	09/03/14	Not found in web directory
Humana	P	1013184266	SHANNA MEYERS	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-5956	09/03/14	In web directory
Humana	S	1043539471	DR. HIREN VALLABH	800 ROSE ST		LEXINGTON	KY	40536	(859) 323-5000	09/03/14	In web directory
Humana	S	1194044628	TERESA DAVIS	310 WHITTINGTON PKWY STE 200		LOUISVILLE	KY	40222	(502) 429-4430	09/03/14	In web directory
Humana	S	1649305863	DR. REENA SHAH	1 SAINT JOSEPH DR		LEXINGTON	KY	40504	(859) 313-1000	09/03/14	In web directory
Passport	P	1700044153	HEATHER JOHNSTON	1903 W HEBRON LN		SHEPHERDSVILLE	KY	40165	(502) 361-9900	09/03/14	Not found in web directory
Passport	P	1033174164	DR. VINNETTE LITTLE	1697 PEABODY WAY		LEXINGTON	KY	40511	(859) 226-2840	09/03/14	Not found in web directory
Passport	P	1982793790	DR. ANJUM IQBAL	350 HOSPITAL WAY		SOMERSET	KY	42503	(606) 451-2671	09/03/14	In web directory - different address
Passport	S	1306850862	DR. ROBERT MORTON	309 11TH ST		CARROLLTON	KY	41008	(502) 732-3241	09/03/14	Not found in web directory
Passport	S	1548240849	DR. SCOTT CHAPMAN	811 E PARRISH AVE		OWENSBORO	KY	42303	(270) 688-1330	09/03/14	Not found in web directory
Passport	S	1912177536	DR. PAULA EATON	530 S JACKSON ST		LOUISVILLE	KY	40202	(502) 562-3110	09/03/14	Not found in web directory
WellCare	P	1497014658	COURTNEY HAGER	239 MOUNTAIN PARKWAY SPUR		CAMPTON	KY	41301	(606) 668-3120	09/03/14	In web directory
WellCare	P	1871703678	DR. KAREN JERARDI	3050 MACK RD		FAIRFIELD	OH	45014	(513) 636-8259	09/03/14	In web directory
WellCare	P	1063613214	DR. MEGAN FULLER	50 WEDDINGTON BRANCH RD STE B		PIKEVILLE	KY	41501	(606) 432-2172	09/03/14	In web directory
WellCare	S	1013125160	DR. MARY LANG	512 JACKSON ST		LONDON	KY	40741	(606) 864-0009	09/03/14	In web directory
WellCare	S	1336413251	SHALEEN WILLIAMS	234 GOODMAN ST		CINCINNATI	OH	45219	(513) 475-8000	09/03/14	In web directory
WellCare	S	1720053770	DR. RAJAN LAKHIA	4380 MALSARY RD	STE 175	CINCINNATI	OH	45242	(513) 585-4157	09/03/14	Not found in web directory