



Rosmond Dolen, JD
Director of Regulatory Affairs

Thomas McMahan
Executive Director, Medicaid Oversight Branch
Department of Medicaid Services
275 E. Main
Frankfort, Kentucky 40621

May 20, 2014

RE: Letter of Concern: Report #93, EPSDT CMS 416

Dear Mr. McMahan:

On behalf of WellCare of Kentucky, Inc., ("WellCare") I am responding to your letter dated May 19, 2014 in which you inquired whether WellCare reviewed the data submitted on Report #93, EPSDT CMS 416 and requested confirmation of the accuracy from WellCare of Kentucky, Inc., ("WellCare") regarding preventative dental services and dental treatment services. WellCare provides a response in writing below, however notes that pursuant to the Medicaid Managed Care contract, a letter of concern is received when, the "Department determine that the Contractor or any Subcontractor is in violation of any requirement of this Contract." The May 19, 2014 letter communicates no assertions of deficiency or violations of contract, but rather relays a priority to assure the accuracy of dental data provided by WellCare. As such, WellCare respectfully requests this letter be re-categorized as an inquiry rather than a letter of concern.

In accordance with the timeframes established in the Medicaid Managed Care Contract § 39.4(B), WellCare offers the following information:

Our Quality Analytics team has reviewed the data contained in Report # 93 and attests that the data contained within the report is accurate to the best of our knowledge. A key item to consider when reviewing this report is that it does not consider any more than a 90 day continuous enrollment period as directed by the CMS 416 instructions. As I'm sure you are aware, this presents a challenge to establish contact and intervene with members who have sporadic eligibility spans and come on and off the Plan's roster.

WellCare understands the importance of preventive dental care and the impact it has to the overall well-being of members. In 2012 and 2013 the Plan offered a Department approved dental incentive program for members between ages 2 – 21 years who were identified as not having at least one dental visit within the year. Identified members were offered a \$10.00 gift card if they received a dental screening from a dentist. In 2012 1,588 members took advantage of this program and in 2013 1,358 members took advantage of the program and received their dental screening and \$10.00 gift card.



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Additionally, WellCare monitors its performance against the HEDIS® measure Annual Dental Visit. For calendar year 2012, the Plan achieved a rate of 61.79 percent and exceeded the Quality Compass 75th percentile benchmark. Preliminary HEDIS results for calendar year 2013 indicate a rate of 65 percent for this measure, which is an increase of 5.20 percent from the calendar year 2012 rate. Promotion of annual dental screenings continues to be a priority for the Plan in 2014.

Please let me know if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosmond Dolen".

Rosmond Dolen, JD

Cc: Kelly Munson, State President Kentucky
Ben Orris, COO Kentucky
Lawrence Kissner, Commissioner, Department of Medicaid Services
Christina Heavrin, General Counsel, Cabinet for Health and Family Services
Lee A. Guice, Director of Policy and Operations, Department for Medicaid Services