**Contract Correspondence Transmittal (CCT)**

|  |  |
| --- | --- |
| **CCT Number:** 12-14 | **Date of Issue:** December 26, 2012 |
| **Division/Branch:** Protection and Permanency | |
| **Key Words/Phrases:**  Region 3 MCO | |

Dear PCP/PCC Provider,

I would like to take this opportunity to say thanks to all of you who have provided unwavering support as we have navigated the uncertain waters of managed care for the past 14 months.  Each staff, foster parent and management personnel deserves significant credit for integrating a complex process into their already hectic professional lives.  You have my unending gratitude.

As some of you are aware, Commissioner James has determined that all foster children in the former Medicaid Region 3 (Passport) who were recently reassigned to another MCO (Humana, WellCare or Coventry Cares) are being returned to Passport.  We have been working with the Department for Medicaid Services to accomplish this.  It is our hope that this will enhance consistency of service provision and timely reimbursement for these children. Please share this information with your foster parents and residential treatment staff.  A concurrent message has also been sent to DCBS staff.

Related to all foster children assigned to an MCO, it is URGENT that you communicate the following with ALL foster parents and staff:

1. Open enrollment is currently closed for Medicaid recipients and will not reopen until the third quarter of 2013.
2. If there is an emergency situation where a child can no longer receive medical care or behavioral health services due to a physical or behavioral health provider severing their relationship with a particular MCO, the foster parent is required to communicate this to the child’s worker and the worker then shares this concern with their regional DCBS MCO liaison.  This request must then be sent to DCBS Central Office in order to determine next steps. In these situations, we will discuss with the assigned MCO to determine the best course of action.   It is inappropriate for foster parents to request ANY changes directly to an MCO under any circumstances without directly interfacing with the DCBS case worker.
3. Denial of service or decertification notifications should be sent immediately to the DCBS case worker who will forward to the regional MCO liaisons and then to the appropriate CBW. This will then be communicated to Central Office and we will work with DMS in order to determine the appropriate course of action.
4. Any appeals of a decertification, other than internal appeals completed by the provider, can only be made at the DCBS Central Office level with the assistance of the Office of Legal Services.  Please remind staff not to sign any forms in a psychiatric hospital or PRTF related to an appeal of a decertification decision by a MCO.

If you or your staff have any questions, please don’t hesitate to contact me at [James.Grace@ky.gov](mailto:James.Grace@ky.gov) or 502-564-6852.