



February 21, 2011

## RE: Passport Health Plan Update

Dear Provider Partner:

If you read a paper or watched local news in the past six months, you know that 2010 was a difficult year for Passport Health Plan.

Because of the headlines, sound bites, and changes in leadership, you've most likely heard both facts and rumors about the future of Passport Health Plan. One of my most important tasks is to help separate the two.

I became the Interim Chief Executive Officer of Passport Health Plan on December 1, 2010 and was immediately charged with addressing Governor Beshear's Corrective Action Plan and stabilizing operations. Let me assure you that operations are stable and Passport Health Plan associates are focused on the day-to-day business needs as well as our future success.

As a provider partner, you must be asking what this means to you. Simply put, it means your continuing participation and commitment to serving the Passport Health Plan membership is critically important. We want to ensure you are receiving the support you need from the Plan.

There is no doubt that we have a great deal of work to do, but I'm confident in our future. We will continue to partner with providers to serve Medicaid members through Passport Health Plan and Medicare dual-eligible members through Passport Advantage. And we will work diligently to maintain our contract with the Kentucky Department for Medicaid Services for years to come.

I commit to keeping you informed as we continue our transition and thank you for your dedication to quality health care for all. As always, if you need assistance please contact your Provider Relations Representative or the Provider Relations department at (502) 585-7943.

Sincerely,

A handwritten signature in black ink that reads "Mark B. Carter".

Mark B. Carter  
Interim Chief Executive Officer

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