



**COMMONWEALTH of VIRGINIA**  
*Department of Medical Assistance Services*

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December 10, 2019

Mr. Benjy Green  
Magellan Complete Care of Virginia  
3829 Gaskins Road  
Henrico, VA 23233

**Re: Corrective Action Plan (CAP) – Service Authorization Turnaround Times-Closure**

Dear Mr. Green,

The DMAS Integrated Care Division continually monitors MCO plans to ensure turnaround times are being maintained in accordance with contractual standards. Magellan Complete Care of Virginia has demonstrated a successful implementation of the CAP and compliance with its contractual obligation, therefore the CAP issued to Magellan on October 15, 2019 will be closed effective November 22, 2019.

Thank you again for your dedication and hard work.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason Rachel", written over a horizontal line.

Jason Rachel, PhD  
Division Director  
Division of Integrated Care