



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

JENNIFER S. LEE, M.D.
DIRECTOR

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March 14, 2018

Mr. Randy Ricker
Vice-President, Managed Long Term Services and Supports
Optima Community Health Plan
4417 Corporation Lane
Virginia Beach, Virginia 23462

Re: CCC Plus Program – Response to Corrective Action Plan

Mr. Ricker:

Thank you for your initial response and amendment to the Corrective Action Plan (CAP) issued to Optima on February 13, 2018. The Department of Medical Assistance Services (DMAS) has reviewed both of these documents and determined that your responses meet the necessary requirements outlined in the CAP to resolve the five (5) areas where Optima is currently not meeting the contract standards.

DMAS will track Optima's progress on each of the issue-specific project plans to meet the identified milestones and ultimately, resolve the issues. As we have discussed, Optima will need to provide a written update sent to DMAS via email by close of business every Tuesday. In addition, Optima and DMAS will meet weekly on Fridays via conference call to review and discuss Optima's progress.

To acknowledge our agreement, please sign below and return to me no later than Monday, March 19, 2018.

Sincerely,

A handwritten signature in blue ink that reads "Jennifer S. Lee, M.D.".

Jennifer S. Lee, M.D.

Acknowledge agreement via signature below to address the five (5) issues within Optima's Corrective Action Plan through weekly written updates to the project plans and attend weekly status meetings with DMAS.

Randy Ricker, Optima