



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

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DIRECTOR

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December 21, 2018

Linda Hines, CEO
Virginia Premier Health Plan
600 E Broad St, 4th Floor
Richmond, VA 23219

Re: CCC Plus Program – Corrective Action Plan

Virginia Premier and the Virginia Department of Medical Assistance Services (DMAS) share the common goal of ensuring Medicaid recipients enrolled in the Commonwealth Coordinated Care Plus (CCC Plus) program receive effective, quality, and timely health care. Virginia Premier's role as a contracted health plan is to provide care coordination with the member, work collaboratively with the providers and process claims timely.

On June 27, 2018, Virginia Premier was notified of five (5) specific areas in which the health plan's performance was not within contractual standards. Following this notification, Virginia Premier acknowledged the performance issues and developed a comprehensive corrective action plan. Through weekly meetings with key Virginia Premier staff, and weekly reporting to DMAS, Virginia Premier initiated effective measures to ensure compliance with the contract. DMAS applauds your efforts and the collaborative actions which ultimately impact the quality services provided to the Commonwealth's most vulnerable citizens

Virginia Premier has demonstrated a successful implementation of the corrective action plan and compliance with its contractual obligation, therefore fully meeting the terms of the corrective action plan.

Thank you again for your dedication and hard work.

Sincerely,

A handwritten signature in black ink, appearing to read "Jason Rachel".

Jason Rachel, PhD
Division Director
Division of Integrated Care