

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE PARTS C AND D OVERSIGHT AND ENFORCEMENT GROUP

July 22, 2014

VIA EMAIL: (SoistmanF@Aetna.com)

Francis Soistman
Head of Government Services
Aetna Inc.
151 Farmington Ave.
Mail Code RT52
Hartford, CT 06156
Phone: (1- 860-273-4158)

Re: 2013 Audit Close-Out Notice for All Medicare Advantage and Standalone Prescription Drug Plan Coventry Contracts: H1013, H1076, H1608, H1609, H2611, H2663, H2667, H2672, H3144, H3959, H5302, H5509, H5522, H5850, H7149, H7301, H7306, H8393, H8649, H8980, H9847, S0197, S5569, S5670, S5674, S5768

Dear Mr. Soistman:

On December 16, 2013, the Centers for Medicare & Medicaid Services (CMS) issued the final audit report to your organization for the above-referenced Medicare Advantage and/or Prescription Drug Plan contracts. The audit evaluated your organization's compliance with CMS requirements in the following areas:

1. Part D Formulary and Benefit Administration
2. Part D Coverage Determinations, Appeals and Grievances
3. Part C Organization Determinations, Appeals and Grievances
4. Parts C & D Compliance Program Effectiveness
5. Parts C and Part D Outbound Enrollment Verification Calls (OEV)

Your organization was afforded 90 calendar days from the report date to provide data and documents to CMS to demonstrate and attest that all of the deficiencies in the audit report were sufficiently corrected and not likely to recur. CMS reviewed your evidence of correction submission and also conducted a review to validate the implementation of required corrective actions and immediate corrective actions.

This notice is to inform you that based on the evidence provided by your organization and the validations conducted, you have corrected all deficiencies and as a result CMS is closing your audit.

Francis Soistman

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CMS considers your compliance program's effectiveness to be essential in preventing, detecting and responding to potential non-compliance and fraud, waste, and abuse. Therefore, CMS expects your organization to continue monitoring the effectiveness of the corrective actions you have implemented and to continue to measure and improve the effectiveness of your compliance program. In addition, your Account Manager will continue to monitor and oversee your operations and compliance program to ensure that your organization is in compliance with all CMS requirements.

If you have any questions concerning this notice, please contact Jessica Robinson at 410-786-1039 or via email at Jessica.Robinson@cms.hhs.gov

Sincerely,

/s/

Tawanda Holmes
Director, Division of Audit Operations
Medicare Parts C and D Oversight and Enforcement Group

cc: