



August 10, 2021

VIA EMAIL

Ms. Jennifer Miner
Insurance Associate Examiner
Market Conduct
State of Connecticut Insurance Department
153 Market Street
Hartford, CT 06103

Re: Market Conduct Report of CareCentrix, Inc. dated March 1, 2021

Dear Ms. Miner:

In follow-up to the Stipulation and Consent Order executed June 1, 2021 in connection with the Market Conduct Report of CareCentrix, Inc. dated March 1, 2021, CareCentrix reviewed and revised its practices and procedures as they pertain to 1) the timeliness of utilization management (UM) decisions subject to Connecticut law; and 2) UM denial letters subject to Connecticut law. CareCentrix has verified that policies and job aides pertaining to the timeliness of UM decisions subject to Connecticut law comply with Connecticut law. In addition, CareCentrix team members responsible for handling UM decisions subject to Connecticut law have been required to undergo retraining to ensure a correct understanding of such Connecticut requirements. With respect to UM denial letters subject to Connecticut law, as communicated previously, in July 2020, CareCentrix addressed the issue identified in the impacted health plan denial letter templates relating to incomplete instructions on how to obtain the clinical coverage criteria from the health plan's website. To prevent future correspondence issues, the team responsible for implementing UM correspondence has been directed to share any substantive changes to existing UM letter templates and any new UM letter templates with the CareCentrix Compliance Department for review and approval prior to implementation.

If you require any additional information, please feel free to contact me at 860.466.7725 or via email at Gisele.molloy@carecentrix.com.

Very truly yours,

Gisele Molloy
Gisele Molloy