

July 24, 2019

Aetna Better Health of Kansas, Inc.  
4500 East Cotton Center Blvd.  
Phoenix, AZ 85040-8840

Emailed to: [GrantJ4@AETNA.com](mailto:GrantJ4@AETNA.com)

Subject: Contract #45081  
KanCare 2.0 Medicaid & CHIP Capitated Managed Care  
Kansas Department of Health and Environment (KDHE)

Dear Janet Grant,

Please see the attached Complaint to Vendor document, along with an additional supporting document, which was received from the Kansas Department of Health and Environment (KDHE). The information provides details on specific concerns about Aetna's compliance with the terms and conditions of the above referenced state contract. The specific issues have been raised with Aetna. KDHE is still seeking a resolution or improvement.

The failure to correct the issues raised requires that the State of Kansas and KDHE inform Aetna the contract is in jeopardy of being terminated for cause. Per the general provisions of the above referenced contract, if the Contractor fails to adequately remedy the conditions within ten (10) days from the receipt of notice, the Director of Purchases on behalf of the State of Kansas and KDHE may seek any and all remedies available under the contract.

The issues raised by this Complaint to vendor process need to be corrected. The State and KDHE are requesting a corrective action plan be provided in writing within 10 business days of the date of this letter.

I can be reached at 785-296-2401 or at [aubrey.waters@ks.gov](mailto:aubrey.waters@ks.gov) if you have any questions about this notice.

Sincerely,

Aubrey Waters,  
Procurement Officer