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**Comments Regarding Centene Wellcare**

1 message

**Sonia Krawczyk** <skrawczyk@affderm.com>

Wed, Sep 25, 2019 at 11:41 AM

To: "Centene-WellCareMerger@azahcccs.gov" &lt;Centene-WellCareMerger@azahcccs.gov&gt;

To whom this may concern,

I have concerns about this merger. Centene has a history of issues with previous mergers that cost several providers thousands of dollars, many of which are still unresolved today. During their last conversion, many providers were loaded incorrectly causing incorrect payments and some providers were not loaded at all. Some payment rules for certain cpt codes were also not loaded correctly causing denied claims. In speaking with prior representatives from Centene/Arizona Complete, we were told that the primary issues were caused by high staff turn over rates, miscommunication between departments, and lack of training for staff assigned to taking calls. Assigning a large portion of our AHCCCS population is worry some and I urge you to investigate the claims issues providers are experiencing with Centene lines of business before allowing for this merger to move forward. There should be at the very least corrective measures in place to protect contracted providers and give them hope that Centene's business practices will improve.



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