

September 26, 2014

Woodrow A. Myers, Jr., M.D.  
Chief Executive Officer  
Corizon, LLC  
12647 Olive Boulevard  
St. Louis, Missouri 63141

Dear Dr. Myers:

Re: Contract #C2757 – Formal Communication 08-14

The purpose of this letter is to bring to your attention concerns the Florida Department of Corrections has with the level of care being provided by Corizon Health. These concerns have arisen out of our contract monitoring and auditing process, as well as from meetings between our respective teams.

Our audits have produced findings in multiple areas, including medical care, nursing, mental health and administration. Regular meetings have occurred between DOC and Corizon's clinical and administrative teams where the results of these audits and the corrective action plan that Corizon is required to put in place to resolve them are discussed in detail. All too often, we are finding that these corrective action plans are not being carried out and that the level of care continues to fall below the contractually required standard.

On September 11, 2013, Corizon convened an Expectations Meeting with our agency's leadership team. The purpose of this meeting was to identify specific expectations that DOC had for Corizon during the transition and through the life of the contract. An action plan was developed by Corizon leadership to address each of the expectations and create "accountability for Corizon". As of this date, many of the most critical expectations including complete and full staffing, responding to DOC concerns and reducing the number of grievance are often not being met (please see attachment).

When we met in person on December 18, 2013, I expressed concern about issues that appeared to be developing during the first two months of our partnership. At that time, we specifically discussed patient care issues, utilization management, and communication. All three of these areas continue to be cause for concern.

As I have told your Florida management team on several occasions, ensuring that the appropriate level of care is being provided to those in our custody is our top priority in health services. By early October, each institution where Corizon provides health care services will have been through at least one DOC monitoring audit. In order to ensure accountability and to make sure that appropriate care is being delivered, the Department is taking the following steps effective immediately:

Any institution that fails to meet at least 80% of applicable auditing standards will have a programmatic hold placed on the payment for services at that institution. This hold on payment will remain in place until a corrective action plan is executed and the applicable standards for care are met.

Institutions that fail consecutive audits or that have audits with exceptionally high levels of non-compliance will be subject to deletion from the contract under Section II.W.2, and the appropriate adjustments will be made to the per diem.

I would like to meet with you to discuss our concerns as well as the additional accountability measures listed above as soon as possible. Your staff can reach my office 850-717-3456 to coordinate an agreeable date. I look forward to hearing from you.

Sincerely,

**Michael D. Crews**

Secretary, Florida Department of Corrections

Cc: Olugbenga Ogunsanwo, M.D., Assistant Secretary of Health Services

Long Do, M.D., Director of Medical Services

Thomas Reimers, Director of Health Services Administration and Operations

David Randall, Contract Manager

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Text of Letter Downloaded From The Below Web Site:

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