

HEALTHY LOUISIANA ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

Tracking Number	Contractor Name and Address	Failed Deliverable/Non-Compliance with Contract Requirements	Potential Monetary Penalties	Notice of Monetary Penalty	Monetary Penalty Amount
MAX1-01	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	6/17/2016	\$25,000
MAX1-02	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	7/25/2016	\$14,000
MAX1-03	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	9/15/2016	\$16,500

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MAX1-04	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	10/20/2016	\$8,500
MAX1-05	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/28/2016	\$3,000
MAX1-06	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	12/9/2016	\$7,000

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MAX1-07	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	3/3/2017	\$23,000
MAX2-01	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	4/17/2017	\$23,000
MAX2-02	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	5/31/2017	\$200

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MAX2-03	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	6/21/2017	\$100
MAX2-04	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	9/25/2017	\$100
MAX2-05	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	10/20/2017	\$1,400

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MAX2-06	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	11/3/2017	\$200
MAX2-07	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	12/20/2017	\$300
MAX2-08	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	1/8/2018	\$100

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MAX2-09	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	2/15/2018	\$1,400
MAX2-10	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	3/14/2018	\$100
MAX2-11	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	7/10/2018	\$200

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MAX2-12	MAXIMUS 34 Peachtree Street NW, Suite 3000 Atlanta, GA 30303	Section 4.4.6.1.1 of the Contract EB shall establish a user friendly toll-free telephone line for CCNs, The GNOCHC PCMHs, Members, and their caregivers. The toll-free telephone number shall be staffed at levels sufficient to answer ninety five percent (95%) of calls received from 8:00 a.m. – 5:00 p.m (Central Standard Time). Monday through Friday, excluding state holidays to ensure no more than a two (2) minute wait time for callers. After a two (2) minute wait, calls must be rolled over to an automatic attendant for messaging.	Section 7.2 - Failure to meet call center deliverables bears a penalty of \$500 per occurrence	8/2/2018	\$100