

The background features a blurred image of a person in a hospital bed, overlaid with a green semi-transparent layer. This layer contains various medical icons: a syringe, a pill, a virus, a stethoscope, a group of people, and a large white cross. A dark grey diagonal shape on the right side of the page contains the text.

Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for
Louisiana Healthcare Connections
July 1, 2020 – June 30, 2022

September 15, 2022



Table of Contents

- **Study Purpose**.....**3**
- **Summary**.....**4**
 - Entire Plan 4
 - Encounter Data Analysis..... 5
 - Summary Charts 6
 - Data Issues and Recommendations 7
 - Value-Added Services (VAS) 9
- **Monthly Tables**.....**11**
 - Entire Plan 11
 - ModivCare (NEMT) 12
 - Envolve Vision 13
 - Envolve Dental..... 14
 - Veyo (NEMT)..... 15
 - CVS Health (Pharmacy)..... 16
 - Non-Vendor 17
- **Appendix A: VAS Monthly Tables**.....**18**
 - Entire Plan VAS 18
 - ModivCare (NEMT) VAS..... 19
 - Envolve Vision VAS 20
 - Envolve Dental VAS 21
 - Veyo (NEMT) VAS 22
 - Non-Vendor VAS..... 23
- **Appendix B: Definitions and Acronyms**.....**24**
- **Appendix C: Analysis**.....**26**
- **Appendix D: Data Analysis Assumptions**.....**27**

Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana's fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, "encounter data" are claims that have been paid by Louisiana Healthcare Connections (LHCC) or delegated vendors (e.g., vision and pharmacy) to health care providers that have provided health care services to members enrolled with the MCO. Encounter data is submitted to LDH via the FAC for LDH's use in rate setting, federal reporting, program management and oversight, tracking, accounting, ad hoc analyses, and other activities.

LDH requested that, for this study, we estimate the percentage of each MCO delegated vendor paid encounters that appear to be included in the FAC's database. This analysis includes these percentages for the entire plan as well as separate vision, non-emergency medical transportation (NEMT), dental value-added service (VAS), and pharmacy delegated vendor encounters paid during the reporting period. We have also included the percentages for total non-vendor MCO paid encounters.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the LDH and should not be used for any other purpose.

Summary

Entire Plan

LDH requested that, for this study, we review the plan's paid encounters to determine if the paid encounters meet the state contract completeness range of **97 percent to 100 percent** when compared to the cash disbursement journal (CDJ) files that are submitted by the MCO. The encounters and CDJ file utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **July 1, 2020 through June 30, 2022**
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **July 26, 2022**

Table A — LHCC Cumulative Completion Totals and Percentages

Description	Delegated Vendor						
	Entire Plan	Non-Vendor	Involve Vision	Involve Dental	ModivCare (NEMT)	Veyo (NEMT)	CVS Health (Pharmacy)
Encounter Total (FAC reported)	\$4,439,062,404	\$3,101,541,714	\$38,442,197	\$19,998,691	\$20,430,334	\$29,545,063	\$1,229,104,404
Total Encounter Adjustments (\$)	(\$427,937,522)	(\$375,140,610)	(\$1,575,392)	(\$1,965,218)	(\$10,450,238)	(\$3,911,436)	(\$34,894,627)
Total Encounter Adjustments (%)	-9.64%	-12.09%	-4.09%	-9.82%	-51.15%	-13.23%	-2.83%
Net Encounter Total	\$4,011,124,882	\$2,726,401,105	\$36,866,805	\$18,033,472	\$9,980,095	\$25,633,627	\$1,194,209,777
CDJ Total	\$4,055,491,925	\$2,760,760,490	\$37,216,065	\$18,265,664	\$9,980,019	\$26,297,906	\$1,202,971,780
Variance	(\$44,367,043)	(\$34,359,386)	(\$349,260)	(\$232,192)	\$77	(\$664,278)	(\$8,762,004)
Completion (%)	98.90%	98.75%	99.06%	98.72%	100.00%	97.47%	99.27%
100% Limited Completion* (%)	98.90%	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	97.00%						
Non-Compliant (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

* To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 8 on page 26 for further explanation.



Encounter Data Analysis

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCO to the FAC and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by the MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of LDH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis.

Table B — Myers and Stauffer LC's Adjustments to LHCC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	72,045,602	\$4,439,062,404	100.00%
Adjustment Type			
State System Denied	(4,945,206)	(\$385,094,444)	-8.67%
Health Plan Denied	(11,214,273)	(\$38,385,131)	-0.86%
Calculated Void	(333)	(\$46,211)	0.00%
Duplicate	(68,278)	(\$4,411,736)	-0.09%
Total Adjustments Made	(16,228,090)	(\$427,937,522)	-9.64%
Net Encounter Amounts	55,817,512	\$4,011,124,882	90.36%

* Due to rounding, the sum of the displayed percentages in this report may not add up to the total.



Summary Charts

Chart 1. Entire Plan CDJ and Encounter Totals by Paid Month

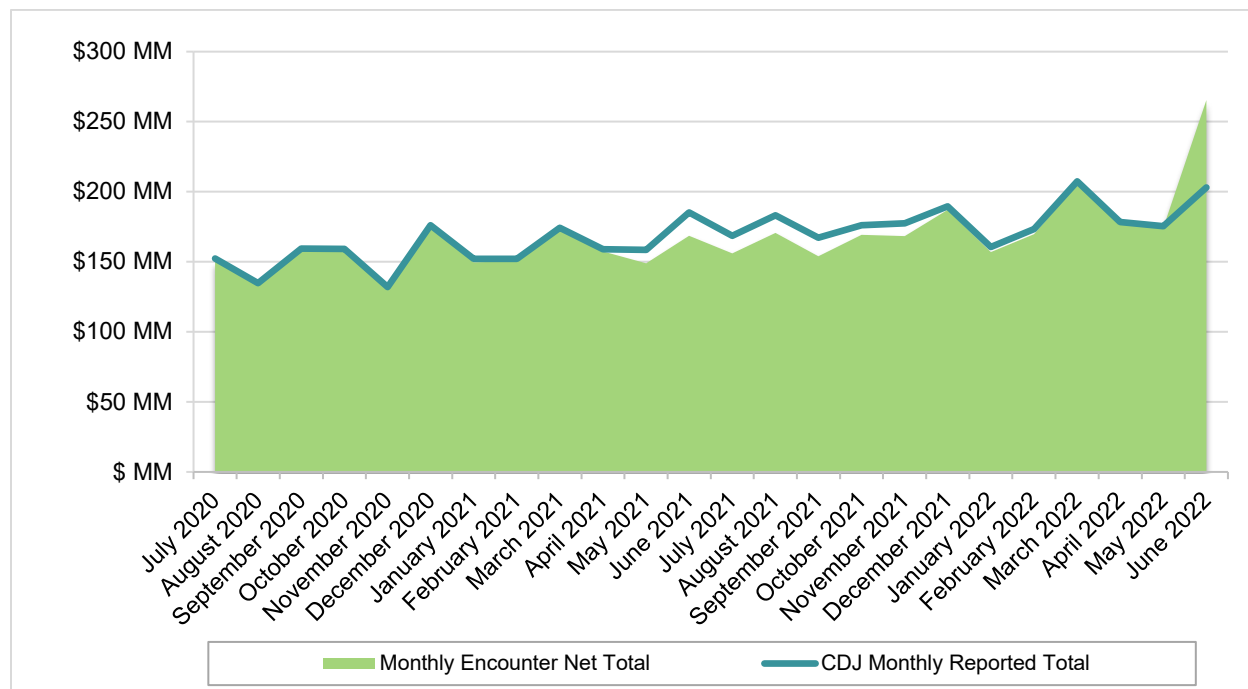
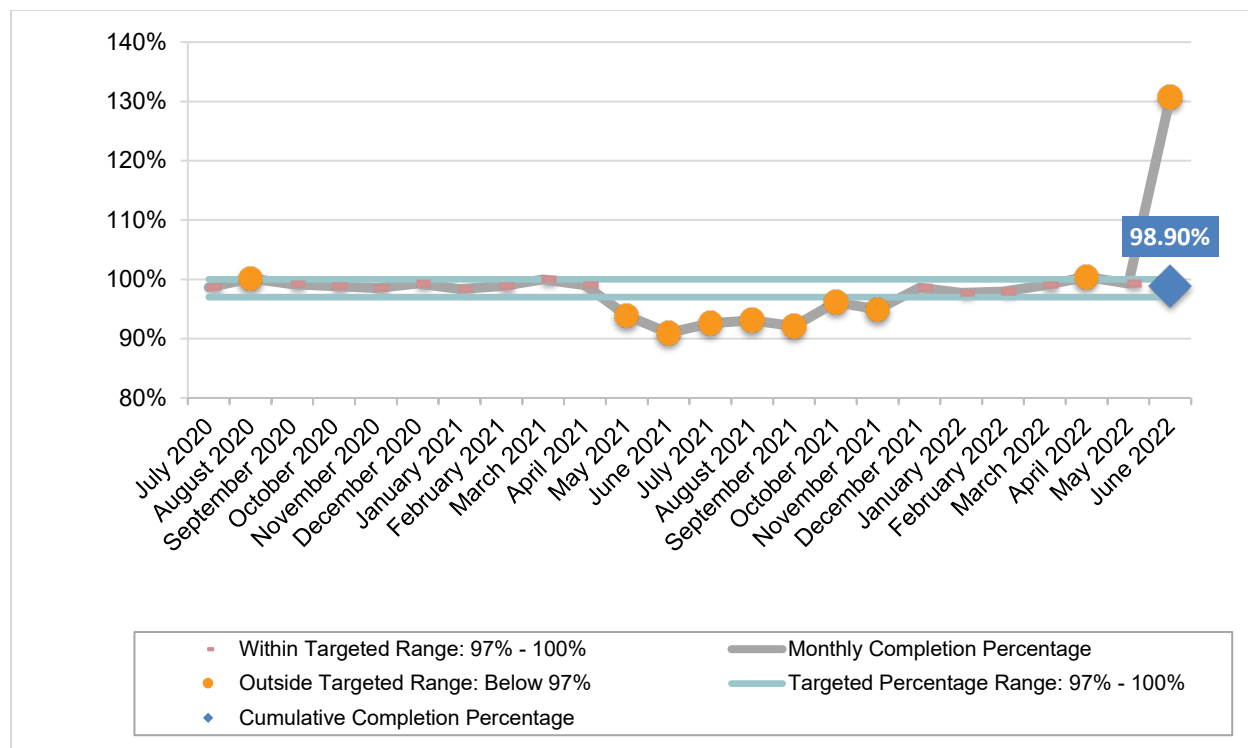


Chart 2. Entire Plan Completion Percentage by Paid Month





Data Issues and Recommendations

During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for LHCC. Section A details issues related to non-compliant cumulative completion percentages, while Section B notes outstanding data issues that LHCC may need to work to identify and resolve.

Please reference Tables 1 through 8 for LHCC reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

Section A: Data issues potentially impacting compliance:

No issues currently impacting compliance.

Section B: Data issues not currently impacting compliance:

1. **ModivCare** (Table 2): The overall cumulative completion percentage is currently in compliance at 100.00 percent. There are currently 10 months below the 97 percent threshold and 3 months above the 100 percent threshold.
 - These monthly fluctuations appear to be due to state system denied encounters and paid amount differences between encounter transactions and the corresponding CDJ transactions.

We recommend LHCC work with ModivCare, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

2. **Envolve Dental** (Table 4): Monthly completion percentages for November 2020 and September 2021 are below the 97 percent threshold.
 - The low percentages appear to be due to state system denied encounters.

We recommend LHCC work with Envolve Dental, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.



3. **Veyo** (Table 5): The overall cumulative completion percentage is currently in compliance at 97.47 percent. The monthly completion percentages for December 2021, January 2022, May 2022 and June 2022 are below the 97 percent threshold. The monthly completion percentage for April 2022 is above the 100 percent threshold.
 - The low percentages appear to be due to a combination of missing encounters and state system denied encounters.
 - April 2022 may be due to void transactions in the CDJ transactions appearing in later months than the corresponding encounter void transactions.
 - LDH recently directed the MCOs to hold transportation encounters until they could submit them with A0170 for temporary mileage increase per LDH Informational Bulletin 22-10.

We recommend LHCC work with Veyo, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

4. **CVS Health** (Table 6): Monthly completion percentages for May 2021 through November 2021 are below the 97 percent threshold. March 2022 (101.07%) and June 2022 (196.00%) are above the 100 percent threshold.
 - This may be due to void transactions in the CDJ transactions appearing in later months than the corresponding encounter void transactions.

We recommend LHCC work with LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

5. **Non-Vendor** (Table 7): Monthly completion percentages for August 2020 (101.14%) and October 2021 (102.71%) are above the 100 percent threshold.
 - These monthly fluctuations may be due to void transactions in the CDJ transactions appearing in later months than the corresponding encounter void transactions.

We recommend LHCC work with LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

Value-Added Services (VAS)

Value-added services are included in the MCO’s vision, dental, and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the activity type field of the CDJ files received from the MCO and VAS encounter data is identified based on the first two characters of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell, for the reporting period. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

Table C — LHCC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			Envolve Vision VAS	Envolve Dental VAS	ModivCare VAS (NEMT)	Veyo VAS (NEMT)
Encounter Total (FAC reported)	\$35,802,396	\$2,596,000	\$11,502,498	\$19,998,691	\$545,194	\$1,160,013
Total Encounter Adjustments (\$)	(\$3,124,657)	(\$308,143)	(\$427,752)	(\$1,965,218)	(\$358,626)	(\$64,918)
Total Encounter Adjustments (%)	-8.72%	-11.86%	-3.71%	-9.82%	-65.77%	-5.59%
Net Encounter Total	\$32,677,739	\$2,287,856	\$11,074,747	\$18,033,472	\$186,569	\$1,095,096
CDJ Total	\$33,114,409	\$2,248,486	\$11,084,314	\$18,265,664	\$335,823	\$1,180,123
Variance	(\$436,670)	\$39,370	(\$9,567)	(\$232,192)	(\$149,254)	(\$85,027)
Completion (%)	98.68%	101.75%	99.91%	98.72%	55.55%	92.79%
100% Limited Completion (%)	98.56%	100.00%	N/A	N/A	N/A	N/A
Minimum Completeness (%)	97.00%					
Non-Compliant (%)	N/A	1.75%	N/A	N/A	-41.45%	-4.21%

* To avoid overstating the VAS Entire Plan results in situations where an individual vendor’s cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.

Potential VAS data issues:

1. **ModivCare VAS** (Table 2V): The monthly completion percentages for July 2020 through January 2021, June 2021 through August 2021, and November 2021 are all below the 97 percent threshold. This appears to be due to state system denied encounters or VAS encounters being misidentified as Non-VAS encounters.
2. **Envolve Vision VAS** (Table 3V): The monthly completion percentage for November 2020 (108.64%) is above the 100 percent threshold. This high percentage may be due to encounter voids showing in different months than the corresponding CDJ transactions.
3. **Veyo VAS** (Table 5V): The overall cumulative completion percentage is currently out of compliance at 92.79 percent. The monthly completion percentages for May 2022 and June 2022 are below the 97 percent threshold. The low percentages appear to be due to a combination of missing encounters and state system denied encounters. LDH recently directed the MCOs to hold transportation encounters until they could submit them with A0170 for temporary mileage increase per LDH Informational Bulletin 22-10.
4. **Non-Vendor VAS** (Table 6V): The overall cumulative completion percentage is currently out of compliance at 101.75 percent. The monthly completion percentages for numerous months are out of compliance. These percentages appear to be caused by combination of VAS encounters misidentified as Non-VAS encounters and encounter voids showing in different months than the corresponding CDJ transactions.

Monthly Tables

Entire Plan

Table 1 — LHCC (Entire Plan)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$198,515,208	(\$48,339,701)	-24%	\$150,175,507	\$152,224,997	(\$2,049,489)	98.65%
August 2020	\$163,145,891	(\$28,133,809)	-17%	\$135,012,082	\$134,815,489	\$196,593	100.14%
September 2020	\$185,784,264	(\$27,615,123)	-15%	\$158,169,141	\$159,520,576	(\$1,351,435)	99.15%
October 2020	\$173,023,825	(\$15,646,874)	-9%	\$157,376,950	\$159,190,811	(\$1,813,860)	98.86%
November 2020	\$143,586,853	(\$13,519,906)	-9%	\$130,066,947	\$131,970,888	(\$1,903,941)	98.55%
December 2020	\$192,572,681	(\$17,636,752)	-9%	\$174,935,929	\$176,167,806	(\$1,231,877)	99.30%
January 2021	\$179,016,799	(\$29,328,134)	-16%	\$149,688,665	\$152,173,051	(\$2,484,385)	98.36%
February 2021	\$173,154,343	(\$22,757,648)	-13%	\$150,396,695	\$152,118,349	(\$1,721,654)	98.86%
March 2021	\$188,787,491	(\$14,460,565)	-8%	\$174,326,926	\$174,328,614	(\$1,688)	99.99%
April 2021	\$168,495,003	(\$11,161,869)	-7%	\$157,333,133	\$158,922,004	(\$1,588,871)	99.00%
May 2021	\$155,767,732	(\$6,847,511)	-4%	\$148,920,220	\$158,568,106	(\$9,647,885)	93.91%
June 2021	\$181,060,851	(\$12,455,049)	-7%	\$168,605,802	\$185,322,236	(\$16,716,434)	90.97%
July 2021	\$196,186,455	(\$40,123,604)	-20%	\$156,062,851	\$168,585,016	(\$12,522,165)	92.57%
August 2021	\$200,496,591	(\$29,859,665)	-15%	\$170,636,926	\$183,286,690	(\$12,649,764)	93.09%
September 2021	\$166,619,400	(\$12,675,502)	-8%	\$153,943,899	\$167,106,014	(\$13,162,115)	92.12%
October 2021	\$184,247,301	(\$14,936,381)	-8%	\$169,310,920	\$176,084,201	(\$6,773,281)	96.15%
November 2021	\$180,687,865	(\$12,258,274)	-7%	\$168,429,591	\$177,397,798	(\$8,968,207)	94.94%
December 2021	\$222,592,766	(\$35,608,697)	-16%	\$186,984,069	\$189,629,671	(\$2,645,602)	98.60%
January 2022	\$162,424,401	(\$5,559,504)	-3%	\$156,864,897	\$160,494,130	(\$3,629,233)	97.73%
February 2022	\$174,589,434	(\$4,812,453)	-3%	\$169,776,981	\$173,331,959	(\$3,554,978)	97.94%
March 2022	\$210,135,953	(\$4,750,677)	-2%	\$205,385,275	\$207,415,929	(\$2,030,653)	99.02%
April 2022	\$184,596,958	(\$5,496,558)	-3%	\$179,100,400	\$178,351,269	\$749,131	100.42%
May 2022	\$178,667,810	(\$4,479,999)	-3%	\$174,187,810	\$175,473,980	(\$1,286,170)	99.26%
June 2022	\$274,906,233	(\$9,472,967)	-3%	\$265,433,266	\$203,012,341	\$62,420,924	130.74%
Cumulative Totals	\$4,439,062,106	(\$427,937,224)	-10%	\$4,011,124,882	\$4,055,491,925	(\$44,367,043)	98.90%
100% Limited Cumulative Total				\$4,011,124,805	\$4,055,491,925	(\$44,367,119)	98.90%
Minimum Completeness (%)							97.00%
Non-Compliant							N/A

ModivCare (NEMT)

Table 2 — LHCC ModivCare (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$992,094	(\$70,382)	-7%	\$921,712	\$958,268	(\$36,556)	96.18%
August 2020	\$790,419	(\$65,616)	-8%	\$724,802	\$783,567	(\$58,764)	92.50%
September 2020	\$702,277	(\$48,088)	-7%	\$654,189	\$684,787	(\$30,599)	95.53%
October 2020	\$1,102,405	(\$247,049)	-22%	\$855,356	\$868,292	(\$12,936)	98.51%
November 2020	\$551,854	(\$166,369)	-30%	\$385,485	\$395,911	(\$10,426)	97.36%
December 2020	\$2,500,260	(\$1,173,971)	-47%	\$1,326,289	\$1,298,776	\$27,513	102.11%
January 2021	\$9,547,973	(\$7,966,449)	-83%	\$1,581,524	\$1,353,901	\$227,622	116.81%
February 2021	\$1,364,178	(\$584,838)	-43%	\$779,339	\$791,599	(\$12,259)	98.45%
March 2021	\$956,335	(\$35,006)	-4%	\$921,328	\$940,377	(\$19,049)	97.97%
April 2021	\$1,234,591	(\$17,938)	-1%	\$1,216,653	\$1,235,589	(\$18,936)	98.46%
May 2021	\$532,662	(\$18,260)	-3%	\$514,402	\$506,473	\$7,929	101.56%
June 2021	\$83,609	(\$19,971)	-24%	\$63,639	\$83,609	(\$19,971)	76.11%
July 2021	\$17,240	(\$2,572)	-15%	\$14,668	\$26,634	(\$11,967)	55.07%
August 2021	\$17,879	(\$11,762)	-66%	\$6,117	\$17,879	(\$11,762)	34.21%
September 2021	\$4,936	\$0	0%	\$4,936	\$4,936	\$0	100.00%
October 2021	\$0	\$0	N/A	\$0	\$1,805	(\$1,805)	0.00%
November 2021	\$17,759	(\$15,104)	-85%	\$2,655	\$17,759	(\$15,104)	14.95%
December 2021	\$6,475	(\$2,054)	-32%	\$4,421	\$6,367	(\$1,946)	69.43%
January 2022	\$1,220	\$0	0%	\$1,220	\$1,220	\$0	100.00%
February 2022	\$3,899	(\$2,541)	-65%	\$1,358	\$0	\$1,358	N/A
March 2022	\$2,267	(\$2,267)	-100%	\$0	\$2,267	(\$2,267)	0.00%
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
Cumulative Totals	\$20,430,334	(\$10,450,238)	-51%	\$9,980,095	\$9,980,019	\$77	100.00%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Engolve Vision
Table 3 — LHCC Engolve Vision

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$1,536,190	(\$88,765)	-6%	\$1,447,426	\$1,468,824	(\$21,399)	98.54%
August 2020	\$1,467,506	(\$101,015)	-7%	\$1,366,490	\$1,387,241	(\$20,750)	98.50%
September 2020	\$1,247,077	(\$71,372)	-6%	\$1,175,705	\$1,194,841	(\$19,136)	98.39%
October 2020	\$1,886,824	(\$120,385)	-6%	\$1,766,439	\$1,796,819	(\$30,380)	98.30%
November 2020	\$1,382,973	(\$71,004)	-5%	\$1,311,970	\$1,342,039	(\$30,069)	97.75%
December 2020	\$1,607,537	(\$64,355)	-4%	\$1,543,182	\$1,567,082	(\$23,900)	98.47%
January 2021	\$1,648,466	(\$357,685)	-22%	\$1,290,781	\$1,298,968	(\$8,187)	99.36%
February 2021	\$1,582,883	(\$84,958)	-5%	\$1,497,925	\$1,516,540	(\$18,615)	98.77%
March 2021	\$1,525,064	(\$22,760)	-1%	\$1,502,303	\$1,511,002	(\$8,699)	99.42%
April 2021	\$1,935,405	(\$30,822)	-2%	\$1,904,583	\$1,930,419	(\$25,836)	98.66%
May 2021	\$1,444,528	(\$17,029)	-1%	\$1,427,499	\$1,431,343	(\$3,844)	99.73%
June 2021	\$1,564,470	(\$179,458)	-11%	\$1,385,012	\$1,405,399	(\$20,387)	98.54%
July 2021	\$2,098,975	(\$229,000)	-11%	\$1,869,975	\$1,897,611	(\$27,636)	98.54%
August 2021	\$1,544,795	(\$11,953)	-1%	\$1,532,842	\$1,537,704	(\$4,862)	99.68%
September 2021	\$1,486,395	(\$11,585)	-1%	\$1,474,810	\$1,482,275	(\$7,465)	99.49%
October 2021	\$1,471,590	(\$8,544)	-1%	\$1,463,047	\$1,468,937	(\$5,890)	99.59%
November 2021	\$1,471,846	(\$10,729)	-1%	\$1,461,117	\$1,469,220	(\$8,103)	99.44%
December 2021	\$1,669,200	(\$11,382)	-1%	\$1,657,819	\$1,668,436	(\$10,617)	99.36%
January 2022	\$1,386,114	(\$15,226)	-1%	\$1,370,888	\$1,381,585	(\$10,697)	99.22%
February 2022	\$1,677,366	(\$8,420)	-1%	\$1,668,946	\$1,678,667	(\$9,720)	99.42%
March 2022	\$1,963,049	(\$11,849)	-1%	\$1,951,201	\$1,961,091	(\$9,891)	99.49%
April 2022	\$1,536,218	(\$7,981)	-1%	\$1,528,236	\$1,537,645	(\$9,409)	99.38%
May 2022	\$1,555,770	(\$25,425)	-2%	\$1,530,345	\$1,538,578	(\$8,233)	99.46%
June 2022	\$1,751,956	(\$13,693)	-1%	\$1,738,263	\$1,743,797	(\$5,534)	99.68%
Cumulative Totals	\$38,442,197	(\$1,575,392)	-4%	\$36,866,805	\$37,216,065	(\$349,260)	99.06%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Engolve Dental
Table 4 — LHCC Engolve Dental

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$545,095	(\$62,641)	-11%	\$482,454	\$485,490	(\$3,036)	99.37%
August 2020	\$816,678	(\$231,702)	-28%	\$584,976	\$594,129	(\$9,153)	98.45%
September 2020	\$735,661	(\$154,488)	-21%	\$581,173	\$593,591	(\$12,418)	97.90%
October 2020	\$808,635	(\$54,171)	-7%	\$754,464	\$766,917	(\$12,453)	98.37%
November 2020	\$700,527	(\$51,821)	-7%	\$648,706	\$670,710	(\$22,004)	96.71%
December 2020	\$727,511	(\$44,744)	-6%	\$682,767	\$691,397	(\$8,629)	98.75%
January 2021	\$801,312	(\$56,041)	-7%	\$745,272	\$747,081	(\$1,809)	99.75%
February 2021	\$785,961	(\$62,007)	-8%	\$723,955	\$725,261	(\$1,307)	99.81%
March 2021	\$939,646	(\$45,908)	-5%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,005,158	(\$89,434)	-9%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$885,711	(\$109,939)	-12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,274,725	(\$486,896)	-38%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,152,058	(\$309,666)	-27%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$856,185	(\$37,505)	-4%	\$818,680	\$840,436	(\$21,757)	97.41%
September 2021	\$578,331	(\$22,661)	-4%	\$555,670	\$576,698	(\$21,028)	96.35%
October 2021	\$834,282	(\$84,858)	-10%	\$749,425	\$765,573	(\$16,148)	97.89%
November 2021	\$749,062	(\$7,613)	-1%	\$741,449	\$748,300	(\$6,851)	99.08%
December 2021	\$774,719	(\$5,016)	-1%	\$769,703	\$772,593	(\$2,890)	99.62%
January 2022	\$764,359	(\$4,715)	-1%	\$759,645	\$763,959	(\$4,315)	99.43%
February 2022	\$877,475	(\$10,897)	-1%	\$866,578	\$872,151	(\$5,573)	99.36%
March 2022	\$896,681	(\$5,912)	-1%	\$890,769	\$896,247	(\$5,478)	99.38%
April 2022	\$780,622	(\$7,837)	-1%	\$772,786	\$780,120	(\$7,334)	99.05%
May 2022	\$834,832	(\$7,962)	-1%	\$826,870	\$834,091	(\$7,221)	99.13%
June 2022	\$873,465	(\$10,788)	-1%	\$862,677	\$872,807	(\$10,130)	98.83%
Cumulative Totals	\$19,998,691	(\$1,965,218)	-10%	\$18,033,472	\$18,265,664	(\$232,192)	98.72%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Veyo (NEMT)
Table 5 — LHCC Veyo (NEMT)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$355,187	(\$4,088)	-1%	\$351,098	\$350,456	\$643	100.18%
June 2021	\$1,337,782	(\$35,983)	-3%	\$1,301,798	\$1,312,587	(\$10,789)	99.17%
July 2021	\$1,512,635	(\$17,789)	-1%	\$1,494,846	\$1,501,602	(\$6,756)	99.55%
August 2021	\$1,427,654	(\$59,236)	-4%	\$1,368,419	\$1,411,487	(\$43,068)	96.94%
September 2021	\$1,270,864	(\$33,724)	-3%	\$1,237,140	\$1,256,505	(\$19,365)	98.45%
October 2021	\$1,571,452	(\$117,013)	-7%	\$1,454,439	\$1,477,317	(\$22,878)	98.45%
November 2021	\$1,496,637	(\$120,722)	-8%	\$1,375,915	\$1,395,562	(\$19,647)	98.59%
December 2021	\$2,035,531	(\$279,558)	-14%	\$1,755,973	\$1,828,440	(\$72,468)	96.03%
January 2022	\$2,905,395	(\$929,220)	-32%	\$1,976,175	\$2,065,346	(\$89,171)	95.68%
February 2022	\$3,339,046	(\$98,680)	-3%	\$3,240,366	\$3,337,684	(\$97,318)	97.08%
March 2022	\$2,054,814	(\$16,359)	-1%	\$2,038,454	\$2,060,748	(\$22,294)	98.91%
April 2022	\$5,008,900	(\$1,343,032)	-27%	\$3,665,868	\$2,326,898	\$1,338,970	157.54%
May 2022	\$2,212,858	(\$267,209)	-12%	\$1,945,648	\$2,267,521	(\$321,872)	85.80%
June 2022	\$3,016,311	(\$588,823)	-20%	\$2,427,487	\$3,705,752	(\$1,278,265)	65.50%
Cumulative Totals	\$29,545,063	(\$3,911,436)	-13%	\$25,633,627	\$26,297,906	(\$664,278)	97.47%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

CVS Health (Pharmacy)

Table 6 — LHCC CVS Health (Pharmacy)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$51,585,693	(\$2,728,207)	-5%	\$48,857,486	\$49,429,248	(\$571,761)	98.84%
August 2020	\$40,742,351	(\$2,151,190)	-5%	\$38,591,162	\$39,375,520	(\$784,358)	98.00%
September 2020	\$47,557,018	(\$1,739,485)	-4%	\$45,817,534	\$46,157,706	(\$340,172)	99.26%
October 2020	\$41,710,209	(\$2,582,715)	-6%	\$39,127,494	\$39,907,064	(\$779,570)	98.04%
November 2020	\$42,127,468	(\$2,154,131)	-5%	\$39,973,337	\$40,690,851	(\$717,514)	98.23%
December 2020	\$51,770,350	(\$1,189,040)	-2%	\$50,581,310	\$51,256,953	(\$675,642)	98.68%
January 2021	\$39,879,943	(\$1,001,049)	-3%	\$38,878,894	\$40,059,999	(\$1,181,105)	97.05%
February 2021	\$52,879,357	(\$12,433,712)	-24%	\$40,445,645	\$41,117,569	(\$671,924)	98.36%
March 2021	\$56,833,216	(\$421,723)	-1%	\$56,411,494	\$56,410,361	\$1,133	100.00%
April 2021	\$45,744,731	(\$351,534)	-1%	\$45,393,197	\$45,312,185	\$81,012	100.17%
May 2021	\$39,661,770	(\$356,602)	-1%	\$39,305,168	\$45,823,964	(\$6,518,795)	85.77%
June 2021	\$44,958,218	(\$404,453)	-1%	\$44,553,765	\$57,349,917	(\$12,796,152)	77.68%
July 2021	\$36,515,620	(\$301,029)	-1%	\$36,214,590	\$46,201,900	(\$9,987,309)	78.38%
August 2021	\$37,817,962	(\$406,875)	-1%	\$37,411,088	\$47,331,407	(\$9,920,319)	79.04%
September 2021	\$43,657,691	(\$508,050)	-1%	\$43,149,642	\$54,689,712	(\$11,540,070)	78.89%
October 2021	\$37,780,460	(\$274,262)	-1%	\$37,506,197	\$47,546,805	(\$10,040,608)	78.88%
November 2021	\$40,687,339	(\$334,582)	-1%	\$40,352,757	\$48,613,059	(\$8,260,302)	83.00%
December 2021	\$61,105,339	(\$215,784)	0%	\$60,889,555	\$60,909,052	(\$19,497)	99.96%
January 2022	\$47,786,744	(\$183,514)	0%	\$47,603,230	\$48,675,089	(\$1,071,859)	97.79%
February 2022	\$52,245,566	(\$237,769)	0%	\$52,007,796	\$51,801,250	\$206,546	100.39%
March 2022	\$67,728,522	(\$212,012)	0%	\$67,516,510	\$66,801,748	\$714,762	101.06%
April 2022	\$54,468,240	(\$164,124)	0%	\$54,304,116	\$54,474,425	(\$170,310)	99.68%
May 2022	\$54,037,764	(\$227,183)	0%	\$53,810,582	\$53,900,980	(\$90,398)	99.83%
June 2022	\$139,822,832	(\$4,315,604)	-3%	\$135,507,228	\$69,135,016	\$66,372,211	196.00%
Cumulative Totals	\$1,229,104,404	(\$34,894,627)	-3%	\$1,194,209,777	\$1,202,971,780	(\$8,762,004)	99.27%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Non-Vendor
Table 7 — LHCC Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$143,856,136	(\$45,389,707)	-32%	\$98,466,429	\$99,883,167	(\$1,416,738)	98.58%
August 2020	\$119,328,937	(\$25,584,286)	-21%	\$93,744,651	\$92,675,033	\$1,069,618	101.15%
September 2020	\$135,542,231	(\$25,601,690)	-19%	\$109,940,541	\$110,889,650	(\$949,109)	99.14%
October 2020	\$127,515,752	(\$12,642,554)	-10%	\$114,873,197	\$115,851,719	(\$978,522)	99.15%
November 2020	\$98,824,030	(\$11,076,581)	-11%	\$87,747,449	\$88,871,376	(\$1,123,928)	98.73%
December 2020	\$135,967,023	(\$15,164,642)	-11%	\$120,802,380	\$121,353,599	(\$551,219)	99.54%
January 2021	\$127,139,105	(\$19,946,910)	-16%	\$107,192,195	\$108,713,101	(\$1,520,906)	98.60%
February 2021	\$116,541,964	(\$9,592,134)	-8%	\$106,949,831	\$107,967,380	(\$1,017,549)	99.05%
March 2021	\$128,533,231	(\$13,935,168)	-11%	\$114,598,063	\$114,571,109	\$26,953	100.02%
April 2021	\$118,575,118	(\$10,672,141)	-9%	\$107,902,977	\$109,515,371	(\$1,612,394)	98.52%
May 2021	\$112,887,873	(\$6,341,593)	-6%	\$106,546,280	\$109,664,743	(\$3,118,463)	97.15%
June 2021	\$131,842,048	(\$11,328,288)	-9%	\$120,513,759	\$124,361,361	(\$3,847,602)	96.90%
July 2021	\$154,889,927	(\$39,263,548)	-25%	\$115,626,379	\$118,113,849	(\$2,487,470)	97.89%
August 2021	\$158,832,116	(\$29,332,335)	-18%	\$129,499,781	\$132,147,777	(\$2,647,996)	97.99%
September 2021	\$119,621,184	(\$12,099,483)	-10%	\$107,521,701	\$109,095,888	(\$1,574,187)	98.55%
October 2021	\$142,589,517	(\$14,451,704)	-10%	\$128,137,813	\$124,823,764	\$3,314,049	102.65%
November 2021	\$136,265,222	(\$11,769,525)	-9%	\$124,495,697	\$125,153,897	(\$658,200)	99.47%
December 2021	\$157,001,502	(\$35,094,903)	-22%	\$121,906,598	\$124,444,782	(\$2,538,184)	97.96%
January 2022	\$109,580,569	(\$4,426,830)	-4%	\$105,153,738	\$107,606,929	(\$2,453,191)	97.72%
February 2022	\$116,446,082	(\$4,454,147)	-4%	\$111,991,935	\$115,642,207	(\$3,650,272)	96.84%
March 2022	\$137,490,619	(\$4,502,278)	-3%	\$132,988,341	\$135,693,827	(\$2,705,486)	98.00%
April 2022	\$122,802,978	(\$3,973,584)	-3%	\$118,829,394	\$119,232,180	(\$402,786)	99.66%
May 2022	\$120,026,586	(\$3,952,221)	-3%	\$116,074,365	\$116,932,811	(\$858,446)	99.26%
June 2022	\$129,441,670	(\$4,544,059)	-4%	\$124,897,610	\$127,554,969	(\$2,657,359)	97.91%
Cumulative Totals	\$3,101,541,416	(\$375,140,312)	-12%	\$2,726,401,105	\$2,760,760,490	(\$34,359,386)	98.75%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Appendix A: VAS Monthly Tables

Entire Plan VAS

Table 1V — LHCC VAS (Entire Plan)

Paid Month	VAS Monthly Encounter Total (FAC Reported)	VAS Monthly Encounter Total (Adjustments)	VAS Percentage of Encounters Adjusted	VAS Monthly Encounter Net Total	VAS CDJ Monthly Reported Total	VAS Monthly Variance	VAS Monthly Completion Percentage
July 2020	\$1,209,736	(\$182,842)	-15%	\$1,026,894	\$1,034,688	(\$7,795)	99.24%
August 2020	\$1,315,799	(\$262,098)	-20%	\$1,053,701	\$1,069,474	(\$15,773)	98.52%
September 2020	\$1,288,148	(\$242,794)	-19%	\$1,045,354	\$1,043,313	\$2,041	100.19%
October 2020	\$1,478,762	(\$105,115)	-7%	\$1,373,646	\$1,392,365	(\$18,718)	98.65%
November 2020	\$1,223,647	(\$80,323)	-7%	\$1,143,325	\$1,168,500	(\$25,175)	97.84%
December 2020	\$1,365,545	(\$109,921)	-8%	\$1,255,624	\$1,273,316	(\$17,692)	98.61%
January 2021	\$1,925,970	(\$592,213)	-31%	\$1,333,757	\$1,408,731	(\$74,974)	94.67%
February 2021	\$1,443,692	(\$97,864)	-7%	\$1,345,828	\$1,347,293	(\$1,464)	99.89%
March 2021	\$1,624,209	(\$60,631)	-4%	\$1,563,578	\$1,556,716	\$6,862	100.44%
April 2021	\$1,756,626	(\$104,099)	-6%	\$1,652,527	\$1,667,520	(\$14,993)	99.10%
May 2021	\$1,539,259	(\$124,042)	-8%	\$1,415,218	\$1,427,049	(\$11,831)	99.17%
June 2021	\$1,951,554	(\$499,405)	-26%	\$1,452,148	\$1,469,613	(\$17,465)	98.81%
July 2021	\$1,803,049	(\$325,178)	-18%	\$1,477,871	\$1,544,718	(\$66,847)	95.67%
August 2021	\$1,399,377	(\$46,777)	-3%	\$1,352,600	\$1,403,974	(\$51,374)	96.34%
September 2021	\$1,133,438	(\$30,060)	-3%	\$1,103,377	\$1,118,175	(\$14,797)	98.67%
October 2021	\$1,426,438	(\$95,669)	-7%	\$1,330,769	\$1,340,794	(\$10,025)	99.25%
November 2021	\$1,300,792	(\$15,293)	-1%	\$1,285,499	\$1,287,213	(\$1,714)	99.86%
December 2021	\$1,413,748	(\$37,569)	-3%	\$1,376,179	\$1,375,080	\$1,099	100.07%
January 2022	\$1,341,001	(\$11,508)	-1%	\$1,329,493	\$1,330,192	(\$698)	99.94%
February 2022	\$1,603,059	(\$17,670)	-1%	\$1,585,389	\$1,591,174	(\$5,785)	99.63%
March 2022	\$1,742,480	(\$8,992)	-1%	\$1,733,488	\$1,737,774	(\$4,286)	99.75%
April 2022	\$1,429,785	(\$8,806)	-1%	\$1,420,978	\$1,424,686	(\$3,708)	99.73%
May 2022	\$1,500,744	(\$27,194)	-2%	\$1,473,550	\$1,494,237	(\$20,688)	98.61%
June 2022	\$1,585,539	(\$38,593)	-2%	\$1,546,946	\$1,607,816	(\$60,870)	96.21%
Cumulative Totals	\$35,802,396	(\$3,124,657)	-9%	\$32,677,739	\$33,114,409	(\$436,670)	98.68%
100% Limited Cumulative Total				\$32,638,369	\$33,114,409	(\$476,040)	98.56%
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

ModivCare (NEMT) VAS
Table 2V — LHCC ModivCare VAS (NEMT)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$38,123	(\$33,892)	-89%	\$4,230	\$19,311	(\$15,081)	21.90%
August 2020	\$8,310	(\$7,501)	-90%	\$809	\$6,821	(\$6,012)	11.85%
September 2020	\$10,497	(\$9,164)	-87%	\$1,334	\$5,830	(\$4,497)	22.87%
October 2020	\$20,028	(\$16,825)	-84%	\$3,204	\$7,624	(\$4,421)	42.01%
November 2020	\$11,834	(\$9,930)	-84%	\$1,904	\$39,826	(\$37,922)	4.78%
December 2020	\$46,709	(\$36,664)	-78%	\$10,045	\$20,661	(\$10,616)	48.61%
January 2021	\$293,571	(\$224,976)	-77%	\$68,595	\$136,231	(\$67,636)	50.35%
February 2021	\$37,220	(\$16,162)	-43%	\$21,058	\$21,258	(\$200)	99.06%
March 2021	\$26,837	(\$273)	-1%	\$26,564	\$26,837	(\$273)	98.98%
April 2021	\$32,315	(\$577)	-2%	\$31,737	\$32,315	(\$577)	98.21%
May 2021	\$15,291	(\$442)	-3%	\$14,849	\$14,649	\$200	101.36%
June 2021	\$1,754	(\$686)	-39%	\$1,069	\$1,754	(\$686)	60.91%
July 2021	\$421	(\$57)	-14%	\$364	\$421	(\$57)	86.40%
August 2021	\$478	(\$443)	-93%	\$35	\$478	(\$443)	7.41%
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$1,109	(\$1,034)	-93%	\$76	\$1,109	(\$1,034)	6.82%
December 2021	\$106	\$0	0%	\$106	\$106	\$0	100.00%
January 2022	\$590	\$0	0%	\$590	\$590	\$0	100.00%
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
Cumulative Totals	\$545,194	(\$358,626)	-66%	\$186,569	\$335,823	(\$149,254)	55.55%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-41.45%

Engolve Vision VAS
Table 3V — LHCC Engolve Vision VAS

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$454,292	(\$10,919)	-2%	\$443,373	\$446,562	(\$3,189)	99.28%
August 2020	\$397,223	(\$8,285)	-2%	\$388,937	\$391,078	(\$2,140)	99.45%
September 2020	\$341,188	(\$7,449)	-2%	\$333,739	\$337,563	(\$3,824)	98.86%
October 2020	\$529,785	(\$15,899)	-3%	\$513,886	\$518,645	(\$4,758)	99.08%
November 2020	\$414,334	(\$7,599)	-2%	\$406,735	\$374,356	\$32,379	108.64%
December 2020	\$465,304	(\$10,258)	-2%	\$455,046	\$459,333	(\$4,287)	99.06%
January 2021	\$733,760	(\$304,288)	-41%	\$429,472	\$430,271	(\$800)	99.81%
February 2021	\$522,927	(\$17,975)	-3%	\$504,953	\$508,852	(\$3,899)	99.23%
March 2021	\$519,963	(\$2,299)	0%	\$517,664	\$519,307	(\$1,643)	99.68%
April 2021	\$618,684	(\$5,312)	-1%	\$613,372	\$617,202	(\$3,829)	99.37%
May 2021	\$470,940	(\$6,669)	-1%	\$464,271	\$465,339	(\$1,068)	99.77%
June 2021	\$401,451	(\$3,392)	-1%	\$398,059	\$399,795	(\$1,736)	99.56%
July 2021	\$513,204	(\$6,361)	-1%	\$506,843	\$510,564	(\$3,721)	99.27%
August 2021	\$386,242	(\$2,866)	-1%	\$383,376	\$383,751	(\$375)	99.90%
September 2021	\$401,268	(\$1,452)	0%	\$399,816	\$400,377	(\$561)	99.85%
October 2021	\$407,381	(\$877)	0%	\$406,504	\$406,817	(\$313)	99.92%
November 2021	\$382,828	(\$1,743)	0%	\$381,085	\$382,125	(\$1,040)	99.72%
December 2021	\$439,525	(\$1,945)	0%	\$437,579	\$437,791	(\$211)	99.95%
January 2022	\$426,798	(\$1,227)	0%	\$425,571	\$425,880	(\$309)	99.92%
February 2022	\$548,775	(\$1,151)	0%	\$547,624	\$548,677	(\$1,053)	99.80%
March 2022	\$633,784	(\$2,035)	0%	\$631,749	\$632,528	(\$779)	99.87%
April 2022	\$482,411	(\$719)	0%	\$481,692	\$482,642	(\$950)	99.80%
May 2022	\$487,108	(\$5,501)	-1%	\$481,606	\$483,583	(\$1,977)	99.59%
June 2022	\$523,323	(\$1,528)	0%	\$521,795	\$521,277	\$518	100.09%
Cumulative Totals	\$11,502,498	(\$427,752)	-4%	\$11,074,747	\$11,084,314	(\$9,567)	99.91%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Engolve Dental VAS
Table 4V — LHCC Engolve Dental VAS

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$545,095	(\$62,641)	-11%	\$482,454	\$485,490	(\$3,036)	99.37%
August 2020	\$816,678	(\$231,702)	-28%	\$584,976	\$594,129	(\$9,153)	98.45%
September 2020	\$735,661	(\$154,488)	-21%	\$581,173	\$593,591	(\$12,418)	97.90%
October 2020	\$808,635	(\$54,171)	-7%	\$754,464	\$766,917	(\$12,453)	98.37%
November 2020	\$700,527	(\$51,821)	-7%	\$648,706	\$670,710	(\$22,004)	96.71%
December 2020	\$727,511	(\$44,744)	-6%	\$682,767	\$691,397	(\$8,629)	98.75%
January 2021	\$801,312	(\$56,041)	-7%	\$745,272	\$747,081	(\$1,809)	99.75%
February 2021	\$785,961	(\$62,007)	-8%	\$723,955	\$725,261	(\$1,307)	99.81%
March 2021	\$939,646	(\$45,908)	-5%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,005,158	(\$89,434)	-9%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$885,711	(\$109,939)	-12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,274,725	(\$486,896)	-38%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,152,058	(\$309,666)	-27%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$856,185	(\$37,505)	-4%	\$818,680	\$840,436	(\$21,757)	97.41%
September 2021	\$578,331	(\$22,661)	-4%	\$555,670	\$576,698	(\$21,028)	96.35%
October 2021	\$834,282	(\$84,858)	-10%	\$749,425	\$765,573	(\$16,148)	97.89%
November 2021	\$749,062	(\$7,613)	-1%	\$741,449	\$748,300	(\$6,851)	99.08%
December 2021	\$774,719	(\$5,016)	-1%	\$769,703	\$772,593	(\$2,890)	99.62%
January 2022	\$764,359	(\$4,715)	-1%	\$759,645	\$763,959	(\$4,315)	99.43%
February 2022	\$877,475	(\$10,897)	-1%	\$866,578	\$872,151	(\$5,573)	99.36%
March 2022	\$896,681	(\$5,912)	-1%	\$890,769	\$896,247	(\$5,478)	99.38%
April 2022	\$780,622	(\$7,837)	-1%	\$772,786	\$780,120	(\$7,334)	99.05%
May 2022	\$834,832	(\$7,962)	-1%	\$826,870	\$834,091	(\$7,221)	99.13%
June 2022	\$873,465	(\$10,788)	-1%	\$862,677	\$872,807	(\$10,130)	98.83%
Cumulative Totals	\$19,998,691	(\$1,965,218)	-10%	\$18,033,472	\$18,265,664	(\$232,192)	98.72%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Veyo (NEMT) VAS
Table 5V — LHCC Veyo VAS (NEMT)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$71,579	(\$309)	0%	\$71,270	\$71,606	(\$336)	99.53%
June 2021	\$151,008	(\$1,119)	-1%	\$149,889	\$151,714	(\$1,826)	98.79%
July 2021	\$91,828	(\$189)	0%	\$91,639	\$92,419	(\$780)	99.15%
August 2021	\$75,375	(\$678)	-1%	\$74,697	\$75,275	(\$577)	99.23%
September 2021	\$59,878	(\$1,751)	-3%	\$58,126	\$58,514	(\$388)	99.33%
October 2021	\$76,053	(\$6,155)	-8%	\$69,899	\$71,138	(\$1,239)	98.25%
November 2021	\$59,500	(\$2,979)	-5%	\$56,521	\$56,724	(\$202)	99.64%
December 2021	\$76,603	(\$2,519)	-3%	\$74,084	\$74,325	(\$241)	99.67%
January 2022	\$63,993	(\$4,387)	-7%	\$59,606	\$60,119	(\$513)	99.14%
February 2022	\$85,147	(\$5,431)	-6%	\$79,716	\$82,801	(\$3,085)	96.27%
March 2022	\$103,981	(\$200)	0%	\$103,781	\$104,603	(\$821)	99.21%
April 2022	\$68,353	(\$82)	0%	\$68,272	\$68,303	(\$32)	99.95%
May 2022	\$84,133	(\$13,139)	-16%	\$70,994	\$88,625	(\$17,631)	80.10%
June 2022	\$92,581	(\$25,981)	-28%	\$66,601	\$123,957	(\$57,356)	53.72%
Cumulative Totals	\$1,160,013	(\$64,918)	-6%	\$1,095,096	\$1,180,123	(\$85,027)	92.79%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-4.21%

Non-Vendor VAS

Table 6V — LHCC Non-Vendor VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2020	\$172,227	(\$75,390)	-44%	\$96,836	\$83,326	\$13,511	116.21%
August 2020	\$93,588	(\$14,610)	-16%	\$78,979	\$77,446	\$1,532	101.97%
September 2020	\$200,802	(\$71,693)	-36%	\$129,108	\$106,329	\$22,780	121.42%
October 2020	\$120,312	(\$18,220)	-15%	\$102,092	\$99,179	\$2,913	102.93%
November 2020	\$96,953	(\$10,973)	-11%	\$85,979	\$83,608	\$2,371	102.83%
December 2020	\$126,020	(\$18,255)	-14%	\$107,765	\$101,925	\$5,840	105.72%
January 2021	\$97,327	(\$6,908)	-7%	\$90,419	\$95,148	(\$4,729)	95.02%
February 2021	\$97,583	(\$1,720)	-2%	\$95,863	\$91,922	\$3,941	104.28%
March 2021	\$137,763	(\$12,151)	-9%	\$125,612	\$114,807	\$10,805	109.41%
April 2021	\$100,469	(\$8,776)	-9%	\$91,693	\$89,563	\$2,130	102.37%
May 2021	\$95,738	(\$6,682)	-7%	\$89,056	\$84,328	\$4,728	105.60%
June 2021	\$122,616	(\$7,313)	-6%	\$115,304	\$106,987	\$8,317	107.77%
July 2021	\$45,538	(\$8,904)	-20%	\$36,633	\$97,894	(\$61,261)	37.42%
August 2021	\$81,097	(\$5,285)	-7%	\$75,812	\$104,034	(\$28,222)	72.87%
September 2021	\$93,961	(\$4,196)	-4%	\$89,765	\$82,586	\$7,180	108.69%
October 2021	\$108,722	(\$3,780)	-3%	\$104,942	\$97,265	\$7,677	107.89%
November 2021	\$108,292	(\$1,924)	-2%	\$106,368	\$98,955	\$7,413	107.49%
December 2021	\$122,795	(\$28,089)	-23%	\$94,706	\$90,264	\$4,442	104.92%
January 2022	\$85,260	(\$1,179)	-1%	\$84,081	\$79,643	\$4,439	105.57%
February 2022	\$91,663	(\$192)	0%	\$91,471	\$87,545	\$3,926	104.48%
March 2022	\$108,034	(\$846)	-1%	\$107,189	\$104,396	\$2,792	102.67%
April 2022	\$98,399	(\$169)	0%	\$98,229	\$93,621	\$4,608	104.92%
May 2022	\$94,671	(\$592)	-1%	\$94,079	\$87,939	\$6,141	106.98%
June 2022	\$96,170	(\$296)	0%	\$95,874	\$89,776	\$6,097	106.79%
Cumulative Totals	\$2,596,000	(\$308,143)	-12%	\$2,287,856	\$2,248,486	\$39,370	101.75%
100% Limited Cumulative Total				\$2,248,486	\$2,248,486	\$0	100.00%
						Minimum Completeness (%)	97.00%
						Non-Compliant	1.75%

Appendix B: Definitions and Acronyms

The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ)** – A record of payments from an MCO or delegated vendor to service providers for a given month as reported by the MCO to the Louisiana Department of Health (LDH).
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. In 2020, DXC was sold to Veritas Capital and ultimately formed a new company, Gainwell Technologies.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the Medicaid Management Information System (MMIS); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – Current State fiscal agent contractor. Formerly known as DXC Technology.
- **Healthy Louisiana** – The name of Louisiana’s Medicaid managed care program as of May 2016.
- **Louisiana Department of Health (LDH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Managed Care Organization (MCO)** – A private organization that has entered into a risk-based contractual arrangement with LDH to obtain and finance care for enrolled Medicaid or Louisiana Children’s Health Insurance Program (LaCHIP) members. MCOs receive a capitation, or per member per month (PMPM), payment from LDH for each enrolled member. During the reporting period, five MCOs were operating in Louisiana. They are Healthy Blue – formerly Amerigroup Louisiana, Inc., AmeriHealth Caritas Louisiana (ACLA), Louisiana Healthcare Connections (LHCC), Aetna Better Health of Louisiana (Aetna), and UnitedHealthcare Community Plan (UHC).
- **Medicaid Management Information System (MMIS)** – The claims and encounter processing system used by the FAC. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Value-Added Services (VAS)** – A covered service provided by the MCO to its members that is currently a non-covered service in the state’s fee-for-service plan, for which the MCO received no additional capitated payment. Also known as Expanded Services.



The following terms are used in the monthly tables throughout this document:

- **100% Limited Completion** - When an individual vendor's cumulative completion percentage exceeds 100 percent, the encounter total is decreased by the variance between the encounter and cash disbursement journal payment amounts. This results in a limited cumulative completion percentage of 100%. For the entire plan, (Tables 1 and 1V), the limited cumulative completion percentage is calculated using the adjusted encounter amounts of all limited vendor and non-vendor results. This adjustment is to ensure that the entire plan completion percentage is not over-stated.
- **CDJ Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period reported in the Cash Disbursement Journal (CDJ).
- **Monthly Completion Percentage** – The “Monthly Encounter Net Total” divided by “CDJ Monthly Reported Total”
- **Monthly Encounter Net Total** – The difference between the “Monthly Encounter Total (FAC Reported)” and “Monthly Encounter Total (Adjustments)”
- **Monthly Encounter Total (Adjustments)** – Total paid amount of encounters identified as denied, calculated void or potential duplicate.
 - State System Denied Encounter – A submitted encounter that is paid by the plan but is denied by the Fiscal Agent Contractor (FAC) due to MMIS Claims Subsystem edits.
 - Health Plan Denied Encounter – A submitted encounter that is denied by the plan. This denied encounter is indicated by a value of ‘D’ in the second position of the MCO ICN submitted by the plan.
 - Calculated Voids – A pair of paid encounters having the same base patient account number or plan internal control number (ICN) if applicable. One of the encounters may appear to be a replacement of the other without a corresponding void encounter transaction being present. In this case, an adjustment is made to account for the missing void transaction. The magnitude of this adjustment depends upon the plans’ response to a listing of potential calculated void encounters.
 - Duplicate Encounters – A pair of paid encounters having identically-billed fields that appear to be duplicates of one another. One of these encounters may be excluded from the analysis depending upon the plans’ response to a listing of potential duplicate encounters.
- **Monthly Encounter Total (FAC Reported)** – The sum of all paid amounts on encounters submitted to the MMIS.
- **Monthly Variance** – The difference between the “Monthly Encounter Net Total” and the “CDJ Monthly Reported Total”.
- **Percentage of Encounters Adjusted** – The “Monthly Encounter Total (Adjustments)” divided by “Monthly Encounter Total (FAC Reported)”

Appendix C: Analysis

Encounters from institutional, medical and pharmacy claim types were combined on like data fields. We analyzed the line reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the MCO paid date, MCO identification number (ID) and specific delegated vendor criteria. MCO submitted cash disbursements were summarized by paid date, MCO ID and specific delegated vendor criteria to create a matching table. These matching tables were combined using common fields between the tables and were used to produce the results.

Based on criteria provided by the MCO, we identified LHCC encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Vision Services	Envolve Vision (formerly OptiCare)	Characters 3 and 4 of Plan ICN contain "OC"	
Dental Services	Envolve Dental	Characters 3 and 4 of Plan ICN contain "DH"	
Non-Emergency Medical Transportation (NEMT)	Veyo	Characters 3 and 4 of Plan ICN contain "VE"	
Pharmacy Benefits	CVS Health	Claim type code of '12' and Dates of service beginning on September 1, 2017	
Non-Vendor	LHCC	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Pharmacy Benefits	Envolve Pharmacy Solutions (formerly US Script)	Claim type code of '12' and Dates of service prior to September 1, 2017	Replaced by CVS Health – Effective September 1, 2017
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LC"	Replaced by Veyo – Effective May 1, 2021

Appendix D: Data Analysis Assumptions

1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer LC.
2. For the purposes of this study, the payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. CDJ and encounter payments are analyzed to ensure that positive and negative payments correspond to the record's transaction type. For example, a void should have a negative amount. Additionally, the payment's amount on void and back-out encounters should match the amount on the encounter being adjusted. If detected, the payment is adjusted to the appropriate sign or amount.
5. We instructed the MCOs to exclude referral fees, management fees, and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transactions.
7. Due to rounding, the sum of the displayed percentages in this report may not add up to the total.
8. The short run-out period for encounter submissions may not allow sufficient time for the MCOs to resolve encounter submission issues noted in previous reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Opportunities for improving the encounter reconciliation process have been identified during analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the MCOs, their delegated vendors, LDH, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.