

MAY 1, 2018 THROUGH APRIL 30, 2020

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
AETNA BETTER HEALTH OF LOUISIANA**



**JULY 9, 2020**





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The July 2020 Louisiana Encounter Reconciliation report is an analysis of Aetna Better Health of Louisiana’s Non-Vendor and delegated vendors’ encounters compared to the payments to service providers in the cash disbursement journals (CDJ). Below is a summary of the cumulative completion percentages for all delegated vendor and Non-Vendor paid encounters submitted to Louisiana’s fiscal agent contractor (FAC), DXC Technology, for the reporting period of May 1, 2018 through April 30, 2020.

Aetna Better Health of Louisiana — Cumulative Completion Percentages	
MCO/Delegated Vendor	Cumulative Completion (%)
Entire Plan	95.40%
LogistiCare (Non-Emergency Transportation)	94.65%
Superior Vision (Vision Services)	86.91%
DentaQuest (Dental Services)	94.70%
CVS Health (Pharmacy Benefits)	99.82%
Aetna - Non-Vendor	93.66%

Potential issues that may cause a significant impact on the completion percentages are listed below (a full list and description of all potential issues starts on page 10):

1. LogistiCare’s cumulative completion percentage fell below the compliance threshold for the reporting period. This appears to be due to encounters denied by the FAC for July 2019 through April 2020.
2. Superior Vision’s cumulative completion percentage is below the compliance threshold for the reporting period. This appears to be due to encounters denied by the FAC for January 2020 through April 2020.
3. DentaQuest’s cumulative completion percentage fell below the compliance threshold for the reporting period. This appears to be due to missing encounters or encounters denied by the FAC for September 2019 through April 2020 when compared to the CDJ transactions.
4. Aetna’s Non-Vendor cumulative completion percentage is below the compliance threshold for the reporting period. This appears to be due to missing encounters or encounters denied by the FAC for November 2019 through April 2020 when compared to the CDJ transactions.



## DEFINITIONS AND ACRONYMS

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The following terms are used throughout this document:

- **Bayou Health** – The state of Louisiana’s Medicaid managed care program name from inception through April 2016. Starting in February 2012, many members of the traditional Medicaid “delivery system” were transitioned from fee-for-service to Bayou Health. Prior to February 1, 2015, Bayou Health’s executed contracts included three risk-based prepaid health plans and two non-risk based shared savings plans (**Bayou Health 1.0**). Beginning February 1, 2015, the prepaid risk bearing managed care organization (MCO) model became the only delivery system for the Bayou Health program (**Bayou Health 2.0**). Effective May 2016, the Louisiana Medicaid managed care program was rebranded and became **Healthy Louisiana**.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all 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).
- **CDJ Cumulative Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period as reported by the MCO to the LDH. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Encounter Total** – The sum of all paid amounts on the encounters submitted to and stored in the fiscal agent contractor’s (FAC) system. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Variance** – The difference between the cumulative encounter total and the CDJ cumulative reported total.
- **DXC Technology (DXC)** – State fiscal agent contractor, known as Molina Medicaid Solutions prior to October 1, 2018.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the claims processing system (Medicaid Management Information System); DXC is the current FAC.
- **Healthy Louisiana** – The state of Louisiana’s Medicaid managed care program name as of May 2016, formerly Bayou Health.
- **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 processing system used by the FAC to adjudicate Louisiana Medicaid and LaCHIP claims. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.



## LA MCO Encounter and CDJ Comparison

- **Molina Medicaid Solutions (MMS)** – State fiscal agent contractor prior to October 1, 2018. Now known as DXC.
- **Monthly Encounter Total** – The sum of all paid amounts for a given month on the encounters submitted to and stored in the FAC's system.
- **Monthly Variance** – The difference between the monthly encounter total and the CDJ monthly reported total.
- **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.



### STUDY PURPOSE

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The 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), Molina Medicaid Solutions, 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 MCOs 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's 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 transportation (NET), dental value-added service (VAS) and pharmacy delegated vendor encounters paid during the period May 1, 2018 through April 30, 2020. We have also included the percentages for total Non-Vendor MCO paid encounters.





Myers and Stauffer LC receives encounter data on a monthly basis from the FAC in a standardized data extract containing MCO institutional, medical and pharmacy encounters. These data extracts included encounters from the three MCOs operating in Louisiana between February 1, 2012 and January 31, 2015 (Healthy Blue – formerly Amerigroup Louisiana, Inc., ACLA and LHCC). Effective February 1, 2015, two additional health plans (Aetna and UHC) joined the other three MCOs to provide services to the enrolled members and were added to the encounter data extracts in early May 2015. The data used for this report includes encounters received and accepted by the FAC and transmitted to Myers and Stauffer LC through May 26, 2020.

Myers and Stauffer LC also receives, from each MCO, monthly cash disbursement journals (CDJ) containing claim payment transactions in a standardized format. The CDJ files used for this report have transaction dates from May 1, 2018 through April 30, 2020. Each MCO was also asked to provide any additional information related to its cash disbursements not reflected in the MCO encounter data.



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 Aetna encounters as follows:

- ❖ **LogistiCare - Non-Emergency Transportation (NET)**
  - Plan ICN field prefix contains 'TR' in the third and fourth positions.
- ❖ **Superior Vision - Vision Services**
  - Plan ICN field prefix contains 'VI' in the third and fourth positions.
- ❖ **DentaQuest - Dental Services**
  - Plan ICN field prefix contains 'DE' in the third and fourth positions.
- ❖ **CVS Health - Pharmacy Benefits**
  - Claim type code of '12'.
- ❖ **Aetna - Non-Vendor**
  - All other plan submitted encounters that do not meet the listed criteria.





## DATA ANALYSIS ASSUMPTIONS

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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 being 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. Instances were noted where a record's transaction type implied a specific sign valuation for the MCO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. In addition, the paid amounts of certain void and back out encounters did not accurately reflect the paid amount of the corresponding encounter being adjusted. Where possible, these CDJ and/or encounter payment amounts were adjusted to reflect the expected sign and amount of the payment in accordance with the transaction type.
5. We identified potential duplicate encounters (Table 3). We analyzed the encounter and CDJ submissions to conclude that some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement claims 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. Lists of these potential duplicates, identified in previous report analyses, were provided to Aetna for examination. We have reviewed Aetna's disputed duplicate response files submitted to us prior to May 16, 2020. The accepted responses have been incorporated into the analysis for this month's report. Responses requiring further explanation have not been added to this report and will be resubmitted to the MCO.
6. 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.
7. 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.
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 encounter reconciliation reports. This may result in lower completion percentages when reconciling the encounter 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.





### POTENTIAL DATA ISSUES

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1. There are instances where the monthly completion percentages in the entire plan, delegated vendor and/or Non-Vendor completion tables on the following pages exceeded 100 percent during some months of the reporting period. These overstated monthly completion rates may be due to certain claim voids and replacements that were absent from the encounter data, but were accounted for in the CDJ. Also, duplicate records may have existed in the encounter data that we were unable to identify and remove. Additionally, CDJ payment dates may not have matched the payment dates that were reported in the encounter data.
2. LogistiCare's monthly completion percentages are low for July 2019 through April 2020. These low percentages appear to be due to encounters denied by the FAC when compared to the CDJ transactions. We recommend Aetna work with LDH, LogistiCare, and DXC to determine the cause of and resolve any encounter data submission issues.
3. Superior Vision's monthly completion percentages are high for nine months of the reporting period and appear to be impacted by the MCO paid date of the encounter falling in one month and the CDJ transaction date falling in the next month. Superior Vision's cumulative completion percentage continues to be below the 95 percent threshold during the reporting period. This appears to be due to all encounters for January 2020 through April 2020 being denied by the FAC. We recommend Aetna continue to work with LDH, Superior Vision and DXC to determine the cause of and resolve any encounter data submission issues.
4. Aetna has recently resubmitted their DentaQuest CDJ transaction file for August 2019 to address previously identified encounters for various prior periods that did not get successfully submitted to the MMIS. The voids for the CDJs related to those encounters are all included in this one month. This resulted in a net CDJ total of negative \$50,072. This one-time adjustment brought the cumulative completion percentage to 100.45 percent as of the August 2019 paid month. The monthly completion percentages for September 2019 through April 2020 are well below the 95 percent threshold. These low percentages appear to be due to missing encounters and/or encounters denied by the FAC when compared to the CDJ transactions. We recommend Aetna continue to work with LDH, DentaQuest and DXC to determine the cause of and resolve any encounter data submission issues.
5. CVS Health has some fluctuations in the monthly completion percentages potentially due to mismatched payment dates and/or amounts between the encounters and CDJ transactions. This may be explained by instances of encounters that have been voided and resubmitted that do not have matching transactions in the CDJ files (void encounters include the same paid date as the original claim). This does not appear to impact the cumulative completion percentage at this time. We recommend Aetna continue to work with CVS Health, as well as LDH, to identify and address any encounter data submission issues.
6. Aetna's Non-Vendor cumulative completion percentage is out of compliance at 93.66 percent for this reporting period. This appears to be due to low monthly completion percentages for November 2019 through April 2020. These low completion percentages appear to be due to missing encounters and/or encounters denied by the FAC. We recommend Aetna work with LDH and DXC to determine the cause of and resolve any encounter data submission issues.





**AETNA BETTER HEALTH OF LOUISIANA – ENTIRE PLAN**

Aetna Better Health of Louisiana appears to have submitted approximately 95 percent of their encounter data for this period, with a cumulative monthly range between 95 percent and 98 percent. Monthly percentages exceeded 100 percent during one month of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

**Table 1 — Aetna (Entire Plan)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
May 2018	\$42,313,683	\$41,336,033	(\$977,650)	\$42,313,683	\$41,336,033	(\$977,650)	97.68%	97.68%
June 2018	\$40,926,009	\$40,141,415	(\$784,594)	\$83,239,692	\$81,477,448	(\$1,762,244)	98.08%	97.88%
July 2018	\$38,850,360	\$37,937,282	(\$913,077)	\$122,090,052	\$119,414,730	(\$2,675,322)	97.64%	97.80%
August 2018	\$40,361,351	\$39,715,982	(\$645,369)	\$162,451,403	\$159,130,712	(\$3,320,691)	98.40%	97.95%
September 2018	\$39,244,062	\$39,117,206	(\$126,856)	\$201,695,465	\$198,247,918	(\$3,447,546)	99.67%	98.29%
October 2018	\$44,367,749	\$44,441,137	\$73,388	\$246,063,214	\$242,689,055	(\$3,374,158)	100.16%	98.62%
November 2018	\$32,546,215	\$32,115,591	(\$430,624)	\$278,609,429	\$274,804,646	(\$3,804,782)	98.67%	98.63%
December 2018	\$36,922,479	\$35,992,292	(\$930,186)	\$315,531,907	\$310,796,939	(\$4,734,969)	97.48%	98.49%
January 2019	\$41,940,158	\$41,012,798	(\$927,361)	\$357,472,066	\$351,809,736	(\$5,662,330)	97.78%	98.41%
February 2019	\$41,925,956	\$41,175,850	(\$750,106)	\$399,398,022	\$392,985,586	(\$6,412,435)	98.21%	98.39%
March 2019	\$48,495,987	\$47,003,253	(\$1,492,734)	\$447,894,009	\$439,988,839	(\$7,905,170)	96.92%	98.23%
April 2019	\$40,935,341	\$39,239,957	(\$1,695,384)	\$488,829,350	\$479,228,796	(\$9,600,553)	95.85%	98.03%
May 2019	\$39,932,102	\$38,785,714	(\$1,146,388)	\$528,761,452	\$518,014,511	(\$10,746,941)	97.12%	97.96%
June 2019	\$41,662,236	\$40,368,022	(\$1,294,214)	\$570,423,687	\$558,382,532	(\$12,041,155)	96.89%	97.88%
July 2019	\$44,218,253	\$42,654,775	(\$1,563,478)	\$614,641,940	\$601,037,307	(\$13,604,633)	96.46%	97.78%
August 2019	\$40,764,360	\$39,721,587	(\$1,042,773)	\$655,406,300	\$640,758,895	(\$14,647,406)	97.44%	97.76%
September 2019	\$40,000,986	\$38,696,302	(\$1,304,684)	\$695,407,286	\$679,455,196	(\$15,952,090)	96.73%	97.70%
October 2019	\$50,379,838	\$48,775,456	(\$1,604,383)	\$745,787,125	\$728,230,652	(\$17,556,473)	96.81%	97.64%
November 2019	\$45,546,777	\$43,043,544	(\$2,503,233)	\$791,333,902	\$771,274,196	(\$20,059,705)	94.50%	97.46%
December 2019	\$41,808,454	\$37,168,420	(\$4,640,034)	\$833,142,355	\$808,442,616	(\$24,699,739)	88.90%	97.03%
January 2020	\$46,406,300	\$40,049,382	(\$6,356,917)	\$879,548,655	\$848,491,998	(\$31,056,657)	86.30%	96.46%
February 2020	\$47,048,568	\$37,902,429	(\$9,146,139)	\$926,597,223	\$886,394,428	(\$40,202,795)	80.56%	95.66%
March 2020	\$44,650,132	\$41,696,009	(\$2,954,123)	\$971,247,355	\$928,090,437	(\$43,156,918)	93.38%	95.55%
April 2020	\$43,637,956	\$40,167,064	(\$3,470,892)	\$1,014,885,311	\$968,257,501	(\$46,627,810)	92.04%	95.40%



**VALUE-ADDED SERVICES (VAS) SUMMARY**

Value-added services are included in the MCO’s vision, dental<sup>1</sup>, 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 character of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendors and Non-Vendor paid VAS encounters submitted to DXC for the reporting period of May 1, 2018 through April 30, 2020. 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 2 — Aetna Cumulative VAS Completion Percentages**

MCO/Delegated Vendor	VAS CDJ Cumulative Reported Total	VAS Cumulative Encounter Total	VAS Cumulative Variance	VAS Cumulative Completion (%)
Entire Plan	\$7,671,733	\$7,186,294	(\$485,440)	93.67%
Superior Vision (Vision Services)	\$2,573,867	\$2,446,260	(\$127,607)	95.04%
DentaQuest (Dental Services)	\$4,747,495	\$4,496,012	(\$251,483)	94.70%
Aetna - Non-Vendor	\$350,371	\$244,021	(\$106,350)	69.64%

Potential issues that may cause a significant impact on the VAS completion percentages are listed below:

1. We have noted instances where the Superior Vision VAS indicator is submitted on the encounter but not on the corresponding CDJ transaction. Superior Vision submitted CDJ files beginning in July 2019 which reflect new VAS identification logic. Since then the monthly completion percentages have been lower with November 2019 and December 2019 at 92.69 percent and 109.78 percent, respectively. These percentages are showing an improvement when compared to the March 2020 report’s cumulative completion of 111.84 percent through December 2019. However, the current cumulative percentage of 95.04 is understated as it appears that all encounters for January 2020 through April 2020 were denied by the FAC.
2. Aetna’s Non-Vendor VAS monthly and cumulative completion percentages continue to be out of compliance with the exception of the monthly completion percentages for July 2019 and October 2019. Aetna submitted CDJ files beginning in July 2019 which reflect new VAS identification logic. Since then, the new logic appears to have improved some of the monthly completion percentages with September 2019, October 2019 and November at 90.86 percent, 98.12 percent and 94.72 percent, respectively. However, beginning with December 2019 the monthly completion percentages are extremely low. The low monthly completion percentages for December 2019 through April 2020 appear to be due to missing encounters and/or encounters denied by the FAC when compared to the CDJ transactions.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are identical to the totals shown in Table 6 – Aetna DentaQuest (Dental). The potential data issues for DentaQuest are addressed in item 4 on page 10.



**AETNA BETTER HEALTH OF LOUISIANA  
CALCULATED VOID AND DUPLICATE SUMMARY**

The calculated voids (CV) and potential duplicates (PDUP) that have been identified through the encounter reconciliation analysis are indicated below. These encounters include both potential calculated voids and potential duplicates for which Myers and Stauffer LC has not received a response from the MCO, as well as encounters for which Myers and Stauffer LC has received confirmation that they are calculated voids or duplicates. These encounters have been removed from the encounter reconciliation totals.

**Table 3 — Aetna Calculated Void and Duplicate Summary**

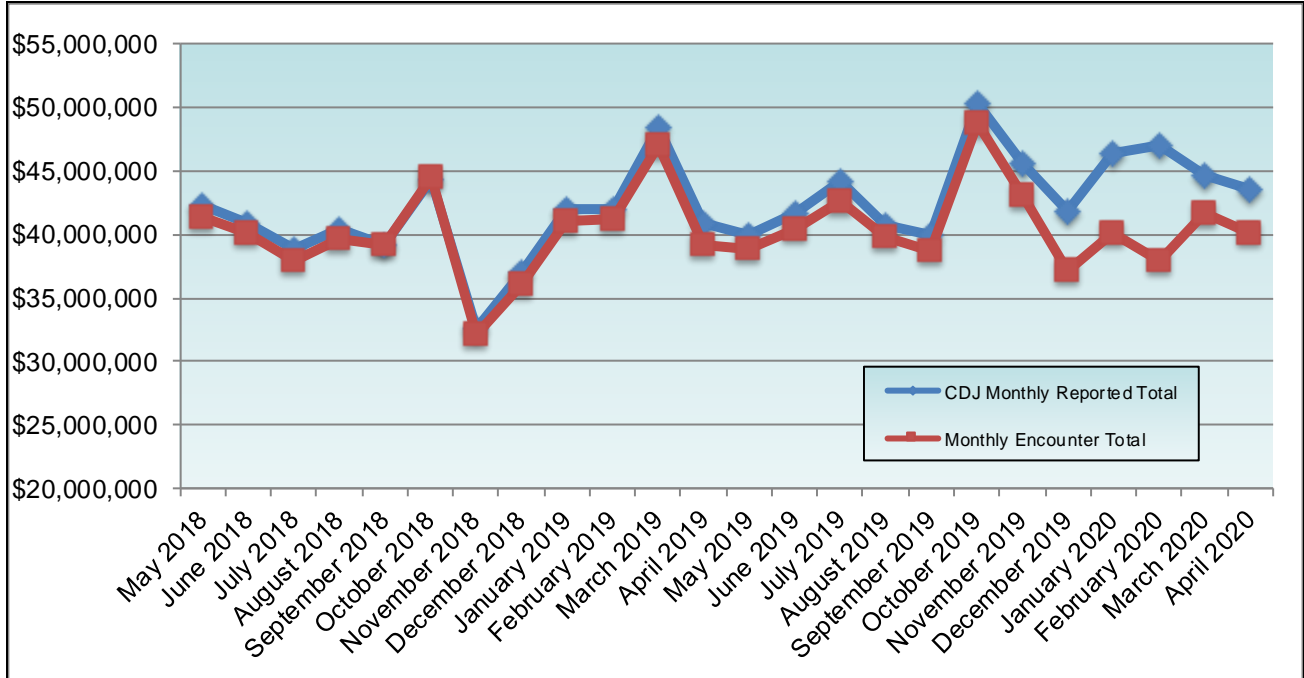
Paid Month	Count of Encounters	Total Sum (MCO Submitted Paid Amounts)	Count of CV PDUP Encounters	CV PDUP Amount Removed	% of CV PDUP Encounters	% of CV PDUP Amount Removed
May 2018	548,045	\$41,347,135	119	\$11,102	0.02%	0.03%
June 2018	636,803	\$40,144,269	56	\$2,854	0.01%	0.01%
July 2018	483,874	\$37,947,669	256	\$10,387	0.05%	0.03%
August 2018	750,529	\$39,721,854	424	\$5,872	0.06%	0.01%
September 2018	566,882	\$39,127,971	412	\$10,765	0.07%	0.03%
October 2018	597,631	\$44,449,672	440	\$8,535	0.07%	0.02%
November 2018	497,737	\$32,119,814	380	\$4,223	0.08%	0.01%
December 2018	492,797	\$35,999,674	519	\$7,381	0.11%	0.02%
January 2019	569,886	\$41,020,578	371	\$7,780	0.07%	0.02%
February 2019	615,114	\$41,185,313	95	\$9,463	0.02%	0.02%
March 2019	645,195	\$47,026,692	914	\$23,439	0.14%	0.05%
April 2019	566,917	\$39,249,527	596	\$9,569	0.11%	0.02%
May 2019	499,252	\$38,819,841	897	\$34,127	0.18%	0.09%
June 2019	529,242	\$40,415,867	1,193	\$47,846	0.23%	0.12%
July 2019	517,746	\$42,659,139	695	\$4,364	0.13%	0.01%
August 2019	1,201,629	\$39,734,015	581	\$12,428	0.05%	0.03%
September 2019	583,750	\$38,820,377	824	\$124,076	0.14%	0.32%
October 2019	589,881	\$48,782,044	549	\$6,588	0.09%	0.01%
November 2019	485,150	\$43,055,142	798	\$11,597	0.16%	0.03%
December 2019	443,934	\$37,172,324	210	\$3,905	0.05%	0.01%
January 2020	491,138	\$40,059,524	313	\$10,142	0.06%	0.03%
February 2020	435,158	\$37,912,619	437	\$10,190	0.10%	0.03%
March 2020	526,076	\$41,888,505	4,499	\$192,496	0.86%	0.46%
April 2020	479,544	\$40,326,900	3,591	\$159,836	0.75%	0.40%
<b>TOTALS</b>	<b>13,753,910</b>	<b>\$968,986,465</b>	<b>19,169</b>	<b>\$728,965</b>	<b>0.14%</b>	<b>0.08%</b>

- **Count of Encounters** – The number of encounters processed by the FAC (excluding encounters marked as denied by the FAC).
- **Total Sum (MCO Submitted Paid Amounts)** – The total paid amounts in a month per the encounter data provided by the FAC. These amounts do not incorporate the corrections to paid amounts as explained in #4 of the Data Analysis Assumptions on page 9 of this report.
- **Count of CV PDUP Encounters** – The number of encounters identified by Myers and Stauffer LC as potential calculated voids and duplicates as well as calculated voids and duplicates confirmed by the MCO.
- **CV PDUP Amount Removed** – The paid amount removed from the Monthly Encounter Total based on Myers and Stauffer LC’s analysis of calculated voids and duplicates.
- **% of CV PDUP Encounters** – The percentage of calculated voids and duplicates out of the total number of encounters.
- **% of CV PDUP Amount Removed** – The percentage of paid amount removed from the total MCO submitted paid amount.

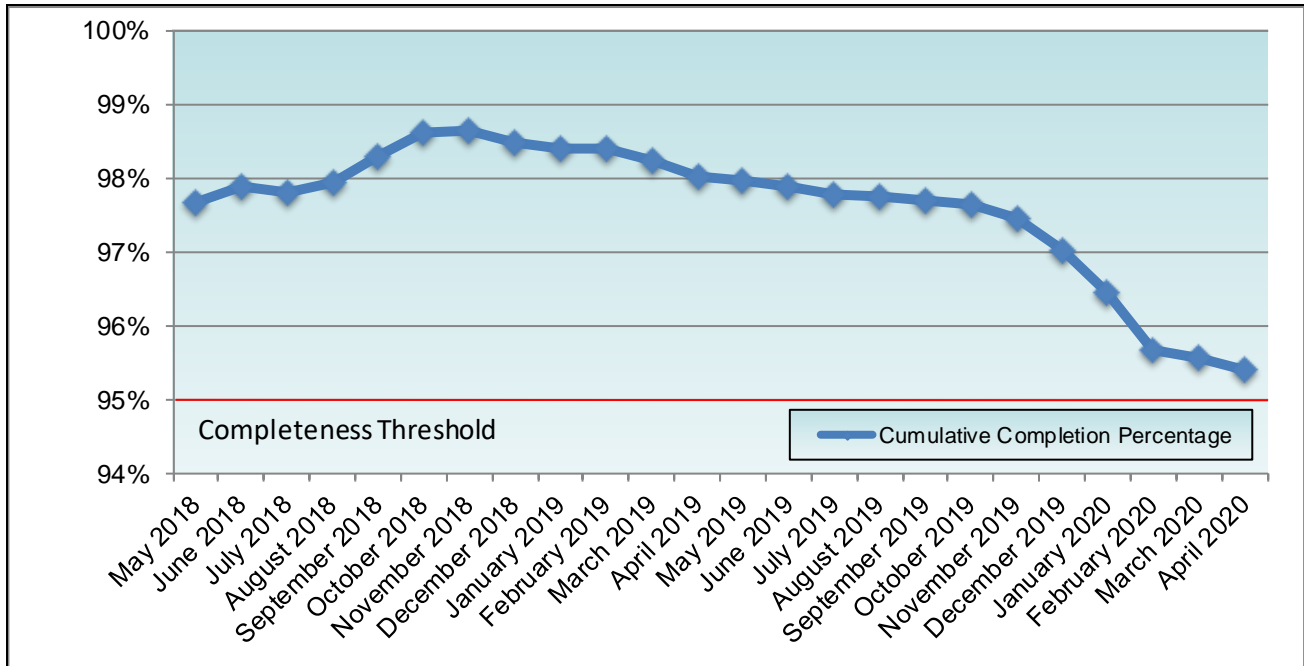


**AETNA BETTER HEALTH OF LOUISIANA  
SUMMARY REPORTING CHARTS**

**Chart 1. Aetna's CDJ totals and encounter totals as reported monthly.**



**Chart 2. Aetna's cumulative encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments.**



## LA MCO Encounter and CDJ Comparison

Reported Aetna delegated vendors include LogistiCare (Non-Emergency Transportation), Superior Vision (Vision), DentaQuest (Dental) and CVS Health (Pharmacy).

### AETNA BETTER HEALTH OF LOUISIANA – LOGISTICARE (NET)

Aetna Better Health of Louisiana appears to have submitted approximately 94 percent of the LogistiCare non-emergency transportation encounter data for this period, with a cumulative monthly range between 94 percent and 99 percent. Monthly percentages exceeded 100 percent during a few months of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 2 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 4 — Aetna LogistiCare (Non-Emergency Transportation)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
May 2018	\$432,157	\$432,017	(\$140)	\$432,157	\$432,017	(\$140)	99.96%	99.96%
June 2018	\$497,785	\$486,459	(\$11,326)	\$929,942	\$918,476	(\$11,466)	97.72%	98.76%
July 2018	\$385,248	\$372,496	(\$12,752)	\$1,315,190	\$1,290,972	(\$24,218)	96.69%	98.15%
August 2018	\$502,611	\$494,092	(\$8,520)	\$1,817,802	\$1,785,064	(\$32,738)	98.30%	98.19%
September 2018	\$407,931	\$399,856	(\$8,075)	\$2,225,733	\$2,184,920	(\$40,813)	98.02%	98.16%
October 2018	\$464,382	\$460,346	(\$4,036)	\$2,690,114	\$2,645,266	(\$44,848)	99.13%	98.33%
November 2018	\$510,318	\$513,360	\$3,042	\$3,200,433	\$3,158,626	(\$41,806)	100.59%	98.69%
December 2018	\$346,772	\$345,535	(\$1,237)	\$3,547,205	\$3,504,162	(\$43,043)	99.64%	98.78%
January 2019	\$384,467	\$383,917	(\$550)	\$3,931,672	\$3,888,078	(\$43,593)	99.85%	98.89%
February 2019	\$452,543	\$453,484	\$941	\$4,384,215	\$4,341,562	(\$42,653)	100.20%	99.02%
March 2019	\$520,647	\$518,915	(\$1,732)	\$4,904,862	\$4,860,477	(\$44,385)	99.66%	99.09%
April 2019	\$392,858	\$391,684	(\$1,174)	\$5,297,720	\$5,252,161	(\$45,559)	99.70%	99.14%
May 2019	\$491,063	\$489,987	(\$1,076)	\$5,788,782	\$5,742,147	(\$46,635)	99.78%	99.19%
June 2019	\$392,265	\$391,415	(\$850)	\$6,181,048	\$6,133,562	(\$47,485)	99.78%	99.23%
July 2019	\$432,764	\$372,877	(\$59,887)	\$6,613,811	\$6,506,439	(\$107,372)	86.16%	98.37%
August 2019	\$524,958	\$463,552	(\$61,406)	\$7,138,769	\$6,969,992	(\$168,778)	88.30%	97.63%
September 2019	\$414,835	\$364,386	(\$50,448)	\$7,553,604	\$7,334,378	(\$219,226)	87.83%	97.09%
October 2019	\$416,895	\$368,023	(\$48,872)	\$7,970,498	\$7,702,400	(\$268,098)	88.27%	96.63%
November 2019	\$552,057	\$491,814	(\$60,242)	\$8,522,555	\$8,194,215	(\$328,340)	89.08%	96.14%
December 2019	\$397,071	\$352,457	(\$44,613)	\$8,919,626	\$8,546,672	(\$372,954)	88.76%	95.81%
January 2020	\$479,880	\$420,555	(\$59,324)	\$9,399,505	\$8,967,227	(\$432,278)	87.63%	95.40%
February 2020	\$433,801	\$384,278	(\$49,523)	\$9,833,306	\$9,351,505	(\$481,801)	88.58%	95.10%
March 2020	\$413,357	\$364,169	(\$49,189)	\$10,246,663	\$9,715,674	(\$530,989)	88.10%	94.81%
April 2020	\$234,096	\$204,515	(\$29,581)	\$10,480,760	\$9,920,189	(\$560,570)	87.36%	94.65%

## AETNA BETTER HEALTH OF LOUISIANA – SUPERIOR VISION (VISION SERVICES)

Aetna Better Health of Louisiana appears to have submitted approximately 86 percent of the Superior Vision encounter data for this period, with a cumulative monthly range between 86 percent and 100 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 3 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 5 — Aetna Superior Vision (Vision)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
May 2018	\$180,703	\$179,919	(\$784)	\$180,703	\$179,919	(\$784)	99.56%	99.56%
June 2018	\$166,171	\$165,590	(\$581)	\$346,874	\$345,509	(\$1,365)	99.65%	99.60%
July 2018	\$178,261	\$187,078	\$8,816	\$525,135	\$532,587	\$7,452	104.94%	101.41%
August 2018	\$188,418	\$205,499	\$17,082	\$713,553	\$738,086	\$24,533	109.06%	103.43%
September 2018	\$196,048	\$166,149	(\$29,899)	\$909,600	\$904,235	(\$5,366)	84.74%	99.41%
October 2018	\$204,403	\$203,764	(\$639)	\$1,114,003	\$1,107,999	(\$6,004)	99.68%	99.46%
November 2018	\$149,206	\$161,528	\$12,322	\$1,263,209	\$1,269,527	\$6,318	108.25%	100.50%
December 2018	\$149,226	\$144,718	(\$4,508)	\$1,412,435	\$1,414,245	\$1,810	96.97%	100.12%
January 2019	\$202,819	\$203,265	\$446	\$1,615,254	\$1,617,511	\$2,257	100.22%	100.13%
February 2019	\$195,162	\$192,136	(\$3,027)	\$1,810,416	\$1,809,646	(\$770)	98.44%	99.95%
March 2019	\$200,036	\$191,267	(\$8,769)	\$2,010,452	\$2,000,913	(\$9,539)	95.61%	99.52%
April 2019	\$142,696	\$179,036	\$36,340	\$2,153,148	\$2,179,950	\$26,802	125.46%	101.24%
May 2019	\$205,213	\$187,033	(\$18,180)	\$2,358,361	\$2,366,983	\$8,622	91.14%	100.36%
June 2019	\$148,581	\$146,908	(\$1,673)	\$2,506,942	\$2,513,891	\$6,949	98.87%	100.27%
July 2019	\$171,490	\$170,281	(\$1,210)	\$2,678,432	\$2,684,172	\$5,739	99.29%	100.21%
August 2019	\$203,027	\$218,250	\$15,223	\$2,881,459	\$2,902,422	\$20,963	107.49%	100.72%
September 2019	\$173,020	\$182,783	\$9,763	\$3,054,479	\$3,085,205	\$30,726	105.64%	101.00%
October 2019	\$197,515	\$203,376	\$5,861	\$3,251,993	\$3,288,580	\$36,587	102.96%	101.12%
November 2019	\$162,975	\$151,542	(\$11,433)	\$3,414,968	\$3,440,122	\$25,154	92.98%	100.73%
December 2019	\$107,505	\$117,586	\$10,081	\$3,522,473	\$3,557,708	\$35,235	109.37%	101.00%
January 2020	\$163,057	\$0	(\$163,057)	\$3,685,530	\$3,557,708	(\$127,822)	0.00%	96.53%
February 2020	\$187,056	\$0	(\$187,056)	\$3,872,586	\$3,557,708	(\$314,877)	0.00%	91.86%
March 2020	\$182,481	\$0	(\$182,481)	\$4,055,067	\$3,557,708	(\$497,359)	0.00%	87.73%
April 2020	\$38,231	\$0	(\$38,231)	\$4,093,298	\$3,557,708	(\$535,590)	0.00%	86.91%

## AETNA BETTER HEALTH OF LOUISIANA – DENTAQUEST (DENTAL SERVICES)

Aetna Better Health of Louisiana appears to have submitted approximately 94 percent of the DentaQuest dental encounter data for this period, with a cumulative monthly range between 91 percent and 100 percent. Monthly percentages exceeded 100 percent during a few months of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 4 on page 10 for details on what may be significantly impacting the completion percentages.

Table 6 — Aetna DentaQuest (Dental)									
Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage	
May 2018	\$264,426	\$280,355	\$15,929	\$264,426	\$280,355	\$15,929	106.02%	106.02%	
June 2018	\$203,828	\$179,559	(\$24,269)	\$468,254	\$459,915	(\$8,340)	88.09%	98.21%	
July 2018	\$137,882	\$173,774	\$35,891	\$606,137	\$633,688	\$27,552	126.03%	104.54%	
August 2018	\$273,241	\$242,128	(\$31,113)	\$879,378	\$875,816	(\$3,561)	88.61%	99.59%	
September 2018	\$203,002	\$174,140	(\$28,863)	\$1,082,380	\$1,049,956	(\$32,424)	85.78%	97.00%	
October 2018	\$205,490	\$167,925	(\$37,565)	\$1,287,870	\$1,217,881	(\$69,989)	81.71%	94.56%	
November 2018	\$242,668	\$204,669	(\$37,999)	\$1,530,538	\$1,422,550	(\$107,989)	84.34%	92.94%	
December 2018	\$210,429	\$172,743	(\$37,686)	\$1,740,967	\$1,595,293	(\$145,675)	82.09%	91.63%	
January 2019	\$243,943	\$292,064	\$48,121	\$1,984,910	\$1,887,357	(\$97,553)	119.72%	95.08%	
February 2019	\$232,115	\$196,277	(\$35,838)	\$2,217,025	\$2,083,634	(\$133,392)	84.56%	93.98%	
March 2019	\$222,657	\$195,356	(\$27,300)	\$2,439,682	\$2,278,990	(\$160,692)	87.73%	93.41%	
April 2019	\$213,542	\$192,218	(\$21,324)	\$2,653,224	\$2,471,208	(\$182,016)	90.01%	93.13%	
May 2019	\$264,880	\$213,770	(\$51,110)	\$2,918,104	\$2,684,978	(\$233,126)	80.70%	92.01%	
June 2019	\$200,155	\$177,064	(\$23,090)	\$3,118,259	\$2,862,042	(\$256,217)	88.46%	91.78%	
July 2019	\$185,266	\$166,207	(\$19,059)	\$3,303,525	\$3,028,249	(\$275,276)	89.71%	91.66%	
August 2019	(\$50,072)	\$239,856	\$289,928	\$3,253,453	\$3,268,105	\$14,652	-479.02%	100.45%	
September 2019	\$199,719	\$174,400	(\$25,319)	\$3,453,172	\$3,442,505	(\$10,667)	87.32%	99.69%	
October 2019	\$254,948	\$218,894	(\$36,054)	\$3,708,120	\$3,661,400	(\$46,720)	85.85%	98.74%	
November 2019	\$193,452	\$157,498	(\$35,955)	\$3,901,572	\$3,818,897	(\$82,675)	81.41%	97.88%	
December 2019	\$161,726	\$130,391	(\$31,336)	\$4,063,299	\$3,949,288	(\$114,011)	80.62%	97.19%	
January 2020	\$248,340	\$208,801	(\$39,539)	\$4,311,639	\$4,158,089	(\$153,550)	84.07%	96.43%	
February 2020	\$207,197	\$178,977	(\$28,219)	\$4,518,835	\$4,337,066	(\$181,769)	86.38%	95.97%	
March 2020	\$176,402	\$111,057	(\$65,345)	\$4,695,237	\$4,448,123	(\$247,114)	62.95%	94.73%	
April 2020	\$52,258	\$47,889	(\$4,369)	\$4,747,495	\$4,496,012	(\$251,483)	91.63%	94.70%	

\* Since all dental services are value-added services, the cumulative totals above reflect the same totals as in the value-added services summary (see Value-Added Services Summary on page 12).

## AETNA BETTER HEALTH OF LOUISIANA – CVS HEALTH (PHARMACY BENEFITS)

Aetna Better Health of Louisiana appears to have submitted approximately 99 percent of the CVS Health pharmacy benefit encounter data for this period, with a cumulative monthly range between 99 percent and 100 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 5 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 7 — Aetna CVS Health (Pharmacy Benefits)**

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
May 2018	\$12,034,531	\$11,924,647	(\$109,883)	\$12,034,531	\$11,924,647	(\$109,883)	99.08%	99.08%
June 2018	\$10,089,535	\$10,207,125	\$117,590	\$22,124,065	\$22,131,772	\$7,707	101.16%	100.03%
July 2018	\$10,178,290	\$10,173,693	(\$4,597)	\$32,302,355	\$32,305,465	\$3,110	99.95%	100.00%
August 2018	\$12,842,012	\$12,785,849	(\$56,163)	\$45,144,367	\$45,091,314	(\$53,053)	99.56%	99.88%
September 2018	\$10,556,180	\$10,430,022	(\$126,158)	\$55,700,547	\$55,521,336	(\$179,211)	98.80%	99.67%
October 2018	\$12,319,870	\$12,839,608	\$519,738	\$68,020,417	\$68,360,944	\$340,527	104.21%	100.50%
November 2018	\$10,325,343	\$10,463,216	\$137,873	\$78,345,760	\$78,824,160	\$478,401	101.33%	100.61%
December 2018	\$10,178,208	\$10,116,966	(\$61,242)	\$88,523,967	\$88,941,126	\$417,159	99.39%	100.47%
January 2019	\$11,571,265	\$11,536,283	(\$34,982)	\$100,095,232	\$100,477,409	\$382,177	99.69%	100.38%
February 2019	\$10,581,408	\$10,518,091	(\$63,317)	\$110,676,640	\$110,995,500	\$318,860	99.40%	100.28%
March 2019	\$10,509,796	\$10,412,324	(\$97,471)	\$121,186,436	\$121,407,825	\$221,388	99.07%	100.18%
April 2019	\$10,160,192	\$10,025,871	(\$134,321)	\$131,346,628	\$131,433,696	\$87,068	98.67%	100.06%
May 2019	\$12,250,711	\$12,340,286	\$89,575	\$143,597,340	\$143,773,982	\$176,642	100.73%	100.12%
June 2019	\$10,710,291	\$10,538,534	(\$171,757)	\$154,307,630	\$154,312,516	\$4,885	98.39%	100.00%
July 2019	\$13,363,072	\$13,184,615	(\$178,457)	\$167,670,702	\$167,497,130	(\$173,572)	98.66%	99.89%
August 2019	\$11,844,510	\$11,687,120	(\$157,391)	\$179,515,213	\$179,184,250	(\$330,963)	98.67%	99.81%
September 2019	\$12,008,936	\$12,015,766	\$6,831	\$191,524,148	\$191,200,017	(\$324,132)	100.05%	99.83%
October 2019	\$15,800,036	\$15,615,211	(\$184,825)	\$207,324,184	\$206,815,228	(\$508,957)	98.83%	99.75%
November 2019	\$12,553,015	\$12,729,493	\$176,478	\$219,877,200	\$219,544,721	(\$332,479)	101.40%	99.84%
December 2019	\$12,888,442	\$12,713,634	(\$174,808)	\$232,765,642	\$232,258,355	(\$507,287)	98.64%	99.78%
January 2020	\$13,930,683	\$13,586,986	(\$343,697)	\$246,696,324	\$245,845,341	(\$850,983)	97.53%	99.65%
February 2020	\$12,808,049	\$13,137,884	\$329,835	\$259,504,373	\$258,983,225	(\$521,148)	102.57%	99.79%
March 2020	\$13,316,806	\$13,296,585	(\$20,221)	\$272,821,179	\$272,279,809	(\$541,369)	99.84%	99.80%
April 2020	\$16,025,717	\$16,071,981	\$46,264	\$288,846,896	\$288,351,790	(\$495,106)	100.28%	99.82%

## AETNA BETTER HEALTH OF LOUISIANA – NON-VENDOR

Aetna Better Health of Louisiana appears to have submitted approximately 93 percent of the Aetna non-vendor encounter data for this period, with a cumulative monthly range between 93 percent and 97 percent. Monthly percentages exceeded 100 percent during one month of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 6 on page 10 for details on what may be significantly impacting the completion percentages.

Table 8 — Aetna Non-Vendor								
Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
May 2018	\$29,401,866	\$28,519,094	(\$882,772)	\$29,401,866	\$28,519,094	(\$882,772)	96.99%	96.99%
June 2018	\$29,968,690	\$29,102,682	(\$866,008)	\$59,370,557	\$57,621,776	(\$1,748,780)	97.11%	97.05%
July 2018	\$27,970,679	\$27,030,242	(\$940,437)	\$87,341,235	\$84,652,018	(\$2,689,217)	96.63%	96.92%
August 2018	\$26,555,069	\$25,988,414	(\$566,655)	\$113,896,304	\$110,640,432	(\$3,255,872)	97.86%	97.14%
September 2018	\$27,880,900	\$27,947,039	\$66,139	\$141,777,204	\$138,587,471	(\$3,189,733)	100.23%	97.75%
October 2018	\$31,173,605	\$30,769,494	(\$404,111)	\$172,950,809	\$169,356,965	(\$3,593,844)	98.70%	97.92%
November 2018	\$21,318,680	\$20,772,818	(\$545,862)	\$194,269,489	\$190,129,783	(\$4,139,706)	97.43%	97.86%
December 2018	\$26,037,844	\$25,212,330	(\$825,514)	\$220,307,333	\$215,342,113	(\$4,965,220)	96.82%	97.74%
January 2019	\$29,537,665	\$28,597,268	(\$940,397)	\$249,844,998	\$243,939,381	(\$5,905,617)	96.81%	97.63%
February 2019	\$30,464,727	\$29,815,863	(\$648,864)	\$280,309,725	\$273,755,244	(\$6,554,481)	97.87%	97.66%
March 2019	\$37,042,852	\$35,685,391	(\$1,357,461)	\$317,352,577	\$309,440,635	(\$7,911,942)	96.33%	97.50%
April 2019	\$30,026,052	\$28,451,147	(\$1,574,905)	\$347,378,629	\$337,891,782	(\$9,486,847)	94.75%	97.26%
May 2019	\$26,720,236	\$25,554,639	(\$1,165,597)	\$374,098,865	\$363,446,421	(\$10,652,444)	95.63%	97.15%
June 2019	\$30,210,944	\$29,114,100	(\$1,096,844)	\$404,309,809	\$392,560,521	(\$11,749,288)	96.36%	97.09%
July 2019	\$30,065,661	\$28,760,796	(\$1,304,865)	\$434,375,470	\$421,321,317	(\$13,054,153)	95.65%	96.99%
August 2019	\$28,241,937	\$27,112,810	(\$1,129,127)	\$462,617,407	\$448,434,126	(\$14,183,280)	96.00%	96.93%
September 2019	\$27,204,477	\$25,958,966	(\$1,245,511)	\$489,821,883	\$474,393,092	(\$15,428,791)	95.42%	96.85%
October 2019	\$33,710,445	\$32,369,952	(\$1,340,493)	\$523,532,328	\$506,763,044	(\$16,769,284)	96.02%	96.79%
November 2019	\$32,085,278	\$29,513,198	(\$2,572,080)	\$555,617,606	\$536,276,242	(\$19,341,365)	91.98%	96.51%
December 2019	\$28,253,710	\$23,854,351	(\$4,399,359)	\$583,871,316	\$560,130,593	(\$23,740,723)	84.42%	95.93%
January 2020	\$31,584,341	\$25,833,040	(\$5,751,301)	\$615,455,657	\$585,963,634	(\$29,492,024)	81.79%	95.20%
February 2020	\$33,412,466	\$24,201,290	(\$9,211,176)	\$648,868,123	\$610,164,924	(\$38,703,200)	72.43%	94.03%
March 2020	\$30,561,086	\$27,924,199	(\$2,636,887)	\$679,429,209	\$638,089,123	(\$41,340,087)	91.37%	93.91%
April 2020	\$27,287,653	\$23,842,679	(\$3,444,974)	\$706,716,863	\$661,931,801	(\$44,785,061)	87.37%	93.66%