

JULY 1, 2018 THROUGH JUNE 30, 2020

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
LOUISIANA HEALTHCARE CONNECTIONS**



**SEPTEMBER 10, 2020**





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## LA MCO Encounter and CDJ Comparison



The September 2020 Louisiana Encounter Reconciliation report is an analysis of Louisiana Healthcare Connections' (LHCC) 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 (DXC), for the reporting period of July 1, 2018 through June 30, 2020.

Louisiana Healthcare Connections — Cumulative Completion Percentages		
MCO/Delegated Vendor	Cumulative Completion (%)	Adjusted^ Cumulative Completion (%)
Entire Plan	98.61%	98.61%
LogistiCare (Non-Emergency Transportation)	99.05%	99.05%
Envolve Vision (Vision Services)	98.51%	98.51%
Envolve Dental (Dental Services)	99.33%	99.33%
CVS Health (Pharmacy Benefits)	99.47%	99.47%
Envolve Pharmacy Solutions (Pharmacy Benefits)	-985.88%	100.00%
LHCC - Non-Vendor	98.29%	98.29%

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 11):

1. Envolve Pharmacy Solutions began its paid runout period in October 2017. The decreasing dollar amounts associated with this runout have caused fluctuating variances and completion percentages. The September 2018 paid month completion percentage of -1205.98 percent is contributing to the cumulative completion percentage of -989.88 percent.



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 Plan (LaCHIP) members. MCOs receive a capitation or per member, per month (PMPM) payment from LDH for each enrolled member. During the reconciliation 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.



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), DXC, 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) and pharmacy delegated vendor encounters paid during the period July 1, 2018 through June 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 July 28, 2020.

Initially, the FAC did not capture and store the MCO's encounter paid date information in their data warehouse. Therefore, LHCC was asked to provide a supplemental file containing the dates of payment. The FAC has since been capturing this information and has re-processed encounters submitted prior to this change. Myers and Stauffer LC now receives encounter paid date information as part of the monthly extracts from the FAC. LHCC has provided paid dates for most of the encounters either through their encounter submissions to the FAC or through the supplemental file; however, it appears that they have not submitted paid dates for all of the encounters.

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 July 1, 2018 through June 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 Louisiana Healthcare Connections encounters as follows:

- ❖ **LogistiCare – Non-Emergency Transportation (NET)**
  - Plan ICN field prefix contains 'LC' in the third and fourth positions.
- ❖ **Envolve Vision - Vision Services<sup>1</sup>**
  - Plan ICN field contains 'V' in the first position of the string.
  - Plan ICN field prefix contains 'OC' in the third and fourth positions.
- ❖ **Envolve Dental - Dental Services**
  - Plan ICN field prefix contains 'DH' in the third and fourth positions.
- ❖ **CVS Health - Pharmacy Benefits**
  - Claim type code of '12'.
  - Dates of service beginning on September 1, 2017.
- ❖ **Envolve Pharmacy Solutions - Pharmacy Benefits<sup>2,3</sup>**
  - Claim type code of '12'.
  - Dates of service prior to September 1, 2017.
- ❖ **Louisiana Healthcare Connections - Non-Vendor**
  - All other plan submitted encounters that do not meet the listed criteria.

1 – Formerly identified in reports as OptiCare.  
 2 – Formerly identified in reports as US Script.  
 3 – Replaced by CVS Health – Effective September 1, 2017.



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 MCO 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, 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 LHCC for examination. We have reviewed LHCC's disputed duplicate response files submitted to us prior to July 17, 2020. The accepted responses have been incorporated into the analysis for this 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 reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Cumulative completion percentages exceeding 100 percent were noted for value-added service (VAS) totals for Non-Vendor and Envolve Vision. So that the impacted amounts do not overstate the Entire Plan and VAS results, we have decreased the applicable encounters' monthly reported totals by the variances between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentages were decreased to a maximum of 100 percent (Table 2).

## LA MCO Encounter and CDJ Comparison

10. 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.



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. LHCC Envolve Pharmacy Solutions had a large negative completion percentage of -1205.98 percent for the September 2018 paid month. This represents a variance of \$211,215 between the CDJ total of -\$16,173 and the encounter total of \$195,042. Envolve Pharmacy Solutions is working with LDH and Myers and Stauffer LC to research and resolve this variance.
3. We noted August 2019 for LHCC Non-Vendor in which the monthly completion percentage was above the 100 percent threshold at 103.81 percent. This result appears to be due to a void allocation issue between the encounters and corresponding CDJ void transactions. We recommend LHCC work with LDH and DXC to identify and correct any potential issues with encounter data submissions.



## LOUISIANA HEALTHCARE CONNECTIONS – ENTIRE PLAN

Louisiana Healthcare Connections appears to have submitted approximately 98 percent of their encounter data for this period. Monthly percentages exceeded 100 percent during a few months of the reporting period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Table 1 — LHCC (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
July 2018	\$126,969,733	\$125,448,093	(\$1,521,640)	\$126,969,733	\$125,448,093	(\$1,521,640)	98.80%	98.80%
August 2018	\$137,112,384	\$135,482,874	(\$1,629,510)	\$264,082,116	\$260,930,966	(\$3,151,150)	98.81%	98.80%
September 2018	\$116,148,064	\$113,758,562	(\$2,389,502)	\$380,230,180	\$374,689,529	(\$5,540,652)	97.94%	98.54%
October 2018	\$148,770,315	\$147,702,496	(\$1,067,820)	\$529,000,496	\$522,392,024	(\$6,608,471)	99.28%	98.75%
November 2018	\$122,124,419	\$118,226,517	(\$3,897,901)	\$651,124,914	\$640,618,542	(\$10,506,373)	96.80%	98.38%
December 2018	\$126,249,965	\$124,863,765	(\$1,386,200)	\$777,374,880	\$765,482,307	(\$11,892,573)	98.90%	98.47%
January 2019	\$129,740,586	\$126,482,336	(\$3,258,250)	\$907,115,466	\$891,964,643	(\$15,150,823)	97.48%	98.32%
February 2019	\$132,384,877	\$129,061,338	(\$3,323,539)	\$1,039,500,343	\$1,021,025,981	(\$18,474,362)	97.48%	98.22%
March 2019	\$141,953,069	\$142,259,382	\$306,313	\$1,181,453,412	\$1,163,285,363	(\$18,168,049)	100.21%	98.46%
April 2019	\$136,603,284	\$132,732,593	(\$3,870,691)	\$1,318,056,695	\$1,296,017,956	(\$22,038,740)	97.16%	98.32%
May 2019	\$137,704,214	\$133,170,350	(\$4,533,864)	\$1,455,760,910	\$1,429,188,305	(\$26,572,604)	96.70%	98.17%
June 2019	\$116,432,711	\$115,553,776	(\$878,935)	\$1,572,193,620	\$1,544,742,081	(\$27,451,539)	99.24%	98.25%
July 2019	\$137,669,059	\$135,700,907	(\$1,968,153)	\$1,709,862,679	\$1,680,442,988	(\$29,419,692)	98.57%	98.27%
August 2019	\$134,845,024	\$138,313,003	\$3,467,980	\$1,844,707,703	\$1,818,755,991	(\$25,951,712)	102.57%	98.59%
September 2019	\$135,291,210	\$132,614,022	(\$2,677,188)	\$1,979,998,913	\$1,951,370,013	(\$28,628,900)	98.02%	98.55%
October 2019	\$160,518,149	\$159,423,704	(\$1,094,445)	\$2,140,517,062	\$2,110,793,717	(\$29,723,345)	99.31%	98.61%
November 2019	\$139,024,019	\$135,298,850	(\$3,725,169)	\$2,279,541,081	\$2,246,092,567	(\$33,448,514)	97.32%	98.53%
December 2019	\$147,304,803	\$146,188,395	(\$1,116,408)	\$2,426,845,883	\$2,392,280,962	(\$34,564,921)	99.24%	98.57%
January 2020	\$144,543,136	\$142,409,695	(\$2,133,441)	\$2,571,389,019	\$2,534,690,657	(\$36,698,363)	98.52%	98.57%
February 2020	\$142,555,929	\$140,959,141	(\$1,596,788)	\$2,713,944,948	\$2,675,649,797	(\$38,295,151)	98.87%	98.58%
March 2020	\$154,690,603	\$153,692,205	(\$998,398)	\$2,868,635,551	\$2,829,342,002	(\$39,293,549)	99.35%	98.63%
April 2020	\$119,769,622	\$116,564,765	(\$3,204,856)	\$2,988,405,172	\$2,945,906,767	(\$42,498,405)	97.32%	98.57%
May 2020	\$113,927,121	\$113,397,668	(\$529,453)	\$3,102,332,293	\$3,059,304,435	(\$43,027,858)	99.53%	98.61%
June 2020	\$141,428,865	\$139,556,851	(\$1,872,014)	\$3,243,761,159	\$3,198,861,286	(\$44,899,872)	98.67%	98.61%
Adjustments^	\$0	(\$214,826)	(\$214,826)	\$3,243,761,159	\$3,198,646,460	(\$45,114,698)		98.60%

^To avoid overstating the Entire Plan results in situations when the MCO or an individual vendor's cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period's variance in comparison with the CDJs. Please see data analysis assumption number 9 on page 9 for further explanation.



VALUE-ADDED SERVICES  
(VAS) SUMMARY

Value-added services are included in the MCO’s vision, dental, and non-vendor<sup>1</sup> 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 DXC, for the reporting period of July 1, 2018 through June 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 — LHCC Cumulative VAS Completion Percentages					
MCO/Delegated Vendor	VAS CDJ Cumulative Reported Total	VAS Cumulative Encounter Total	VAS Cumulative Variance	VAS Cumulative Completion (%)	Adjusted <sup>^</sup> VAS Cumulative Completion (%)
Entire Plan	\$23,381,027	\$23,602,713	\$221,685	100.94%	98.50%
Envolve Vision (Vision Services)	\$9,263,793	\$9,833,925	\$570,132	106.15%	100.00%
Envolve Dental (Dental Services)	\$8,677,378	\$8,619,942	(\$57,436)	99.33%	99.33%
LHCC - Non-Vendor	\$5,439,857	\$5,148,846	(\$291,011)	94.65%	94.65%

<sup>^</sup> – To avoid overstating the VAS Entire Plan results in situations when the MCO or an individual vendor’s cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period’s variance in comparison with the CDJs. Please see data analysis assumption number 10 on page 10 for further explanation.

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

1. LHCC’s Non-Vendor VAS monthly completion percentage for all months of the reporting period (May 2018 – April 2020) except December 2018 are outside of the 95 to 100 percent range. The inflated monthly completion percentages appear to be caused by VAS identified encounters being matched to CDJs that are not identified as VAS. The deflated monthly completion percentages appear to be caused by system-denied encounters. We recommend LHCC work with LDH and DXC to determine and resolve any VAS CDJ and/or encounter data submission issues.
2. LHCC’s Envolve Vision VAS monthly completion percentages for January 2018 through December 2019 were all above 100 percent. These percentages appear to be caused by VAS identified encounters being compared to CDJ transactions that may not be properly identified as VAS. We recommend that LHCC work with LDH to determine and resolve any VAS CDJ and/or VAS encounter transaction submission issues.

1 – Prior to February 1, 2019 LHCC’s dental value-added services are included in the non-vendor totals.

## LA MCO Encounter and CDJ Comparison



### LOUISIANA HEALTHCARE CONNECTIONS CALCULATED VOID AND DUPLICATE SUMMARY

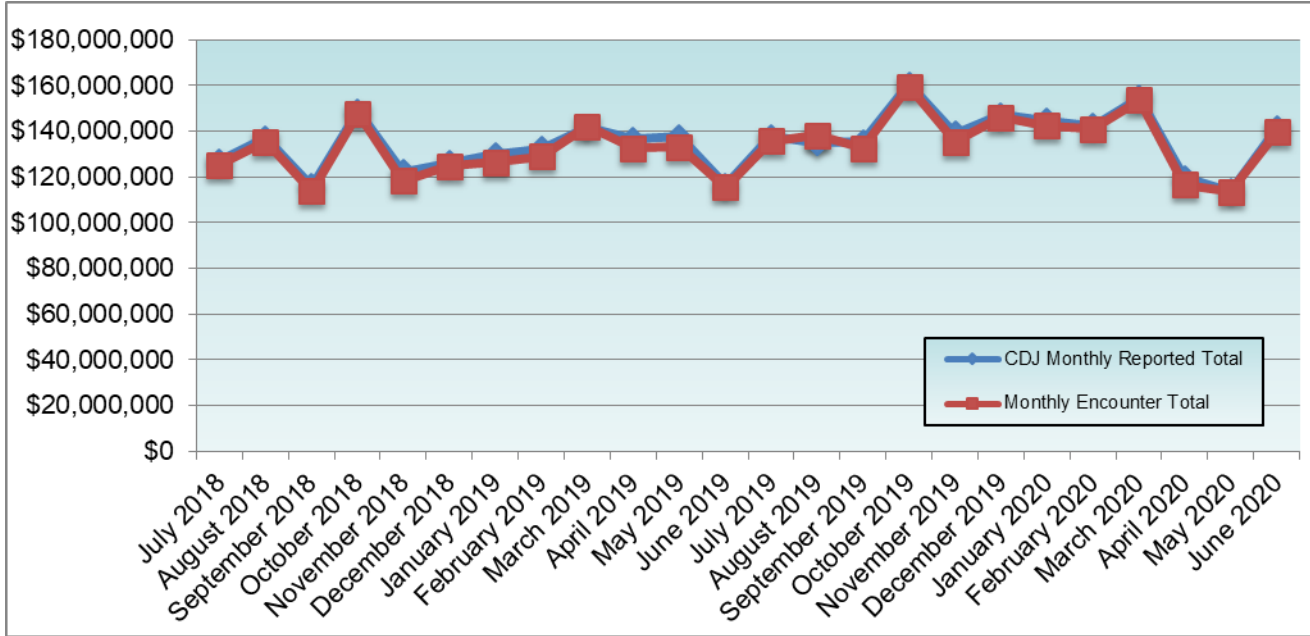
The calculated voids (CV) and potential duplicates (PDUP) that have been identified through the encounter reconciliation analysis are indicated below. These encounters include both potential calculated voids and potential duplicates for which Myers and Stauffer LC has not received a response from the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

<b>Table 3 — LHCC Calculated Void and Duplicate Summary</b>						
<b>Paid Month</b>	<b>Count of Encounters</b>	<b>Total Sum (MCO Submitted Paid Amounts)</b>	<b>Count of CV PDUP Encounters</b>	<b>CV PDUP Amount Removed</b>	<b>% of CV PDUP Encounters</b>	<b>% of CV PDUP Amount Removed</b>
July 2018	2,069,436	\$125,452,363	94	\$4,270	0.00%	0.00%
August 2018	2,073,380	\$135,486,211	74	\$3,337	0.00%	0.00%
September 2018	1,733,959	\$113,764,573	77	\$6,011	0.00%	0.01%
October 2018	2,467,419	\$147,708,839	72	\$6,343	0.00%	0.00%
November 2018	2,192,443	\$118,240,006	189	\$13,489	0.01%	0.01%
December 2018	1,909,180	\$124,870,043	127	\$6,278	0.01%	0.01%
January 2019	2,200,793	\$126,489,406	135	\$7,069	0.01%	0.01%
February 2019	2,509,440	\$129,158,761	1,224	\$97,422	0.05%	0.08%
March 2019	2,541,283	\$142,416,856	1,840	\$157,474	0.07%	0.11%
April 2019	2,091,957	\$132,800,053	754	\$67,460	0.04%	0.05%
May 2019	2,228,648	\$133,178,935	142	\$8,586	0.01%	0.01%
June 2019	1,969,975	\$115,560,961	73	\$7,185	0.00%	0.01%
July 2019	1,876,328	\$135,739,844	1,149	\$38,937	0.06%	0.03%
August 2019	2,703,341	\$138,391,492	1,870	\$78,489	0.07%	0.06%
September 2019	4,292,039	\$132,938,117	5,286	\$324,095	0.12%	0.24%
October 2019	3,404,039	\$159,435,119	376	\$11,415	0.01%	0.01%
November 2019	1,946,592	\$135,322,090	244	\$23,240	0.01%	0.02%
December 2019	2,115,206	\$146,215,915	771	\$27,520	0.04%	0.02%
January 2020	1,854,016	\$142,419,293	362	\$9,598	0.02%	0.01%
February 2020	1,898,036	\$140,967,476	471	\$8,336	0.02%	0.01%
March 2020	2,187,067	\$153,742,499	2,476	\$50,294	0.11%	0.03%
April 2020	1,418,904	\$116,591,064	419	\$26,299	0.03%	0.02%
May 2020	1,411,022	\$113,498,721	930	\$101,053	0.07%	0.09%
June 2020	1,679,170	\$139,821,176	2,670	\$264,325	0.16%	0.19%
<b>TOTALS</b>	<b>52,773,673</b>	<b>\$3,200,209,813</b>	<b>21,825</b>	<b>\$1,348,525</b>	<b>0.04%</b>	<b>0.04%</b>

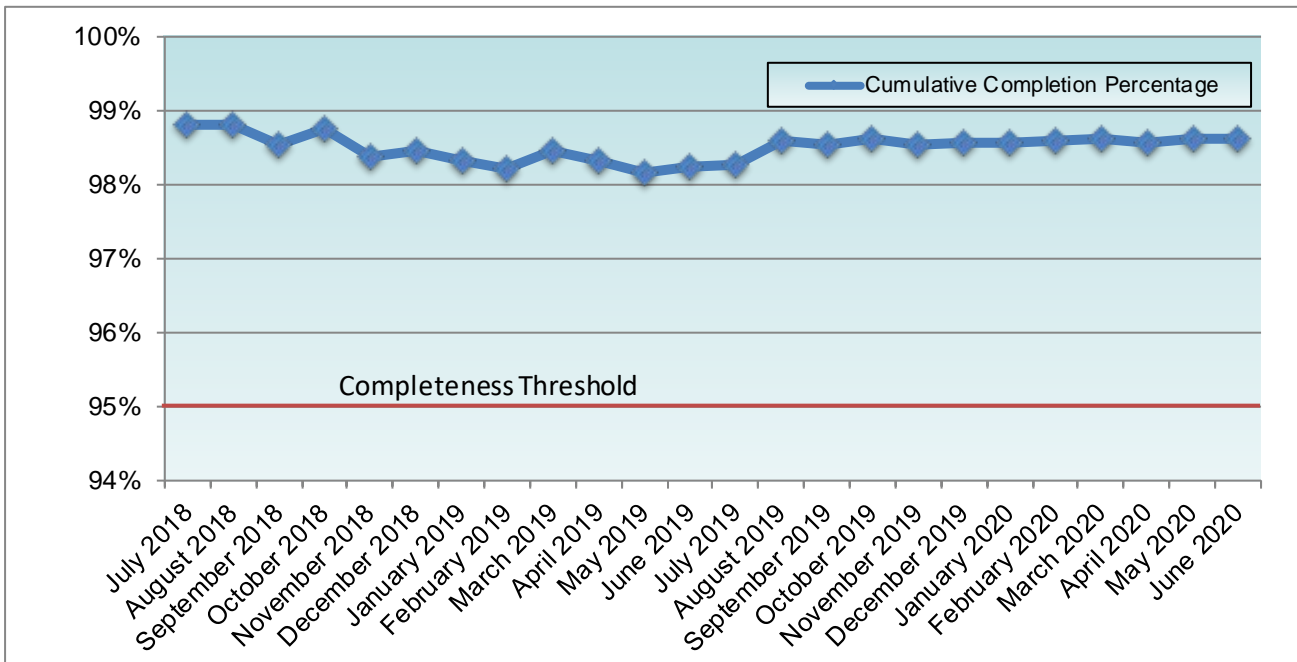
- **Count of Encounters** – The number of encounters processed by the FAC (excluding encounters marked as denied by the FAC).
- **Total Sum (MCO Submitted Paid Amounts)** – The total paid amounts in a month per the encounter data provided by the FAC. These amounts do not incorporate the corrections to paid amounts as explained in #5 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.



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



**Chart 2. LHCC'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 LHCC delegated vendors include, or have included, LogistiCare (Non-Emergency Transportation), Envolve Vision (Vision), Envolve Dental (Dental), CVS Health (Pharmacy) and Envolve Pharmacy Solutions (Pharmacy).

# LOUISIANA HEALTHCARE CONNECTIONS – LOGISTICARE (NET)

Louisiana Healthcare Connections appears to have submitted approximately 99 percent of the LogistiCare non-emergency transportation encounter data for this period.

Table 4 — LHCC LogistiCare (NET)								
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
July 2018	\$920,392	\$914,338	(\$6,054)	\$920,392	\$914,338	(\$6,054)	99.34%	99.34%
August 2018	\$1,255,239	\$1,246,921	(\$8,318)	\$2,175,631	\$2,161,258	(\$14,372)	99.33%	99.33%
September 2018	\$1,040,500	\$1,038,132	(\$2,368)	\$3,216,131	\$3,199,391	(\$16,740)	99.77%	99.47%
October 2018	\$1,073,023	\$1,071,720	(\$1,302)	\$4,289,154	\$4,271,111	(\$18,042)	99.87%	99.57%
November 2018	\$1,327,635	\$1,325,900	(\$1,734)	\$5,616,789	\$5,597,012	(\$19,777)	99.86%	99.64%
December 2018	\$886,815	\$885,304	(\$1,510)	\$6,503,603	\$6,482,316	(\$21,287)	99.82%	99.67%
January 2019	\$921,564	\$917,537	(\$4,027)	\$7,425,167	\$7,399,853	(\$25,314)	99.56%	99.65%
February 2019	\$1,137,789	\$1,132,505	(\$5,284)	\$8,562,956	\$8,532,358	(\$30,598)	99.53%	99.64%
March 2019	\$1,304,781	\$1,297,377	(\$7,405)	\$9,867,738	\$9,829,735	(\$38,003)	99.43%	99.61%
April 2019	\$987,359	\$982,036	(\$5,323)	\$10,855,097	\$10,811,771	(\$43,326)	99.46%	99.60%
May 2019	\$1,200,267	\$1,197,225	(\$3,042)	\$12,055,364	\$12,008,996	(\$46,368)	99.74%	99.61%
June 2019	\$973,995	\$969,646	(\$4,349)	\$13,029,359	\$12,978,642	(\$50,717)	99.55%	99.61%
July 2019	\$996,123	\$975,738	(\$20,385)	\$14,025,482	\$13,954,380	(\$71,102)	97.95%	99.49%
August 2019	\$1,409,431	\$1,398,782	(\$10,649)	\$15,434,913	\$15,353,162	(\$81,751)	99.24%	99.47%
September 2019	\$1,109,416	\$1,094,558	(\$14,858)	\$16,544,329	\$16,447,720	(\$96,609)	98.66%	99.41%
October 2019	\$1,108,205	\$1,091,440	(\$16,765)	\$17,652,534	\$17,539,160	(\$113,374)	98.48%	99.35%
November 2019	\$1,422,283	\$1,402,363	(\$19,920)	\$19,074,816	\$18,941,523	(\$133,294)	98.59%	99.30%
December 2019	\$1,015,007	\$1,000,112	(\$14,895)	\$20,089,823	\$19,941,635	(\$148,188)	98.53%	99.26%
January 2020	\$1,156,443	\$1,136,943	(\$19,500)	\$21,246,266	\$21,078,578	(\$167,688)	98.31%	99.21%
February 2020	\$1,086,045	\$1,070,757	(\$15,288)	\$22,332,310	\$22,149,334	(\$182,976)	98.59%	99.18%
March 2020	\$1,031,022	\$1,018,879	(\$12,143)	\$23,363,332	\$23,168,213	(\$195,119)	98.82%	99.16%
April 2020	\$520,267	\$500,955	(\$19,312)	\$23,883,600	\$23,669,168	(\$214,432)	96.28%	99.10%
May 2020	\$545,398	\$528,651	(\$16,746)	\$24,428,997	\$24,197,819	(\$231,178)	96.92%	99.05%
June 2020	\$570,145	\$564,805	(\$5,340)	\$24,999,142	\$24,762,624	(\$236,518)	99.06%	99.05%

## LOUISIANA HEALTHCARE CONNECTIONS – ENVOLVE VISION (VISION SERVICES)

Louisiana Healthcare Connections appears to have submitted approximately 98 percent of the Envolve Vision encounter data for this period, with a cumulative monthly range between 98 percent and 99 percent.

Table 5 — LHCC Envolve Vision (Vision Services)

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
July 2018	\$1,377,779	\$1,363,493	(\$14,286)	\$1,377,779	\$1,363,493	(\$14,286)	98.96%	98.96%
August 2018	\$2,008,068	\$1,981,747	(\$26,320)	\$3,385,847	\$3,345,240	(\$40,607)	98.68%	98.80%
September 2018	\$1,504,208	\$1,489,887	(\$14,321)	\$4,890,055	\$4,835,128	(\$54,928)	99.04%	98.87%
October 2018	\$1,527,965	\$1,506,705	(\$21,260)	\$6,418,020	\$6,341,832	(\$76,188)	98.60%	98.81%
November 2018	\$1,760,250	\$1,743,265	(\$16,985)	\$8,178,270	\$8,085,097	(\$93,173)	99.03%	98.86%
December 2018	\$1,291,967	\$1,286,752	(\$5,215)	\$9,470,237	\$9,371,849	(\$98,388)	99.59%	98.96%
January 2019	\$1,101,376	\$1,088,802	(\$12,573)	\$10,571,613	\$10,460,651	(\$110,962)	98.85%	98.95%
February 2019	\$1,572,472	\$1,566,120	(\$6,352)	\$12,144,084	\$12,026,771	(\$117,314)	99.59%	99.03%
March 2019	\$1,771,391	\$1,735,666	(\$35,724)	\$13,915,475	\$13,762,437	(\$153,038)	97.98%	98.90%
April 2019	\$1,426,529	\$1,401,619	(\$24,910)	\$15,342,004	\$15,164,056	(\$177,948)	98.25%	98.84%
May 2019	\$1,603,316	\$1,576,601	(\$26,715)	\$16,945,320	\$16,740,658	(\$204,663)	98.33%	98.79%
June 2019	\$1,203,309	\$1,185,827	(\$17,483)	\$18,148,630	\$17,926,484	(\$222,145)	98.54%	98.77%
July 2019	\$1,292,466	\$1,267,175	(\$25,291)	\$19,441,096	\$19,193,659	(\$247,436)	98.04%	98.72%
August 2019	\$2,037,483	\$1,992,169	(\$45,313)	\$21,478,578	\$21,185,829	(\$292,750)	97.77%	98.63%
September 2019	\$1,471,487	\$1,444,938	(\$26,549)	\$22,950,066	\$22,630,767	(\$319,299)	98.19%	98.60%
October 2019	\$1,889,909	\$1,845,468	(\$44,441)	\$24,839,975	\$24,476,235	(\$363,739)	97.64%	98.53%
November 2019	\$1,253,083	\$1,234,333	(\$18,751)	\$26,093,058	\$25,710,568	(\$382,490)	98.50%	98.53%
December 2019	\$1,394,040	\$1,364,894	(\$29,146)	\$27,487,098	\$27,075,462	(\$411,636)	97.90%	98.50%
January 2020	\$1,408,524	\$1,396,769	(\$11,755)	\$28,895,622	\$28,472,231	(\$423,391)	99.16%	98.53%
February 2020	\$1,583,236	\$1,558,936	(\$24,300)	\$30,478,858	\$30,031,167	(\$447,691)	98.46%	98.53%
March 2020	\$1,419,718	\$1,393,940	(\$25,778)	\$31,898,576	\$31,425,107	(\$473,469)	98.18%	98.51%
April 2020	\$470,545	\$455,127	(\$15,418)	\$32,369,120	\$31,880,234	(\$488,887)	96.72%	98.48%
May 2020	\$606,158	\$601,851	(\$4,308)	\$32,975,279	\$32,482,084	(\$493,194)	99.28%	98.50%
June 2020	\$1,101,087	\$1,089,513	(\$11,574)	\$34,076,366	\$33,571,597	(\$504,769)	98.94%	98.51%

## LOUISIANA HEALTHCARE CONNECTIONS – ENVOLVE DENTAL (DENTAL SERVICES)

Louisiana Healthcare Connections appears to have submitted approximately 99 percent of the Envolve Dental encounter data for this period, with a cumulative monthly range between 99 percent and 100 percent.

**Table 6 — LHCC Envolve Dental (Dental Services)**

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
February 2019	\$49,102	\$53,085	\$3,984	\$49,102	\$53,085	\$3,984	108.11%	108.11%
March 2019	\$301,484	\$302,455	\$971	\$350,586	\$355,540	\$4,955	100.32%	101.41%
April 2019	\$566,873	\$564,188	(\$2,685)	\$917,458	\$919,729	\$2,270	99.52%	100.24%
May 2019	\$555,877	\$555,715	(\$162)	\$1,473,336	\$1,475,444	\$2,108	99.97%	100.14%
June 2019	\$695,711	\$694,722	(\$989)	\$2,169,046	\$2,170,165	\$1,119	99.85%	100.05%
July 2019	\$646,384	\$646,835	\$450	\$2,815,430	\$2,817,000	\$1,570	100.06%	100.05%
August 2019	\$728,398	\$726,340	(\$2,058)	\$3,543,829	\$3,543,341	(\$488)	99.71%	99.98%
September 2019	\$619,305	\$605,290	(\$14,015)	\$4,163,133	\$4,148,630	(\$14,503)	97.73%	99.65%
October 2019	\$645,436	\$643,704	(\$1,732)	\$4,808,570	\$4,792,334	(\$16,236)	99.73%	99.66%
November 2019	\$797,428	\$771,307	(\$26,121)	\$5,605,998	\$5,563,641	(\$42,356)	96.72%	99.24%
December 2019	\$456,651	\$456,656	\$5	\$6,062,649	\$6,020,297	(\$42,352)	100.00%	99.30%
January 2020	\$622,548	\$620,428	(\$2,120)	\$6,685,197	\$6,640,725	(\$44,472)	99.65%	99.33%
February 2020	\$595,021	\$594,150	(\$871)	\$7,280,218	\$7,234,875	(\$45,343)	99.85%	99.37%
March 2020	\$514,624	\$513,820	(\$805)	\$7,794,842	\$7,748,695	(\$46,147)	99.84%	99.40%
April 2020	\$160,063	\$159,714	(\$349)	\$7,954,905	\$7,908,409	(\$46,496)	99.78%	99.41%
May 2020	\$298,798	\$297,346	(\$1,452)	\$8,253,703	\$8,205,755	(\$47,948)	99.51%	99.41%
June 2020	\$423,674	\$414,187	(\$9,488)	\$8,677,378	\$8,619,942	(\$57,436)	97.76%	99.33%

## LOUISIANA HEALTHCARE CONNECTIONS – CVS HEALTH (PHARMACY BENEFITS)

Louisiana Healthcare Connections appears to have submitted approximately 99 percent of the CVS Health pharmacy benefit encounter data for this period. Monthly percentages exceeded 100 percent during some months of the reporting period.

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
July 2018	\$25,375,564	\$25,152,835	(\$222,729)	\$25,375,564	\$25,152,835	(\$222,729)	99.12%	99.12%
August 2018	\$34,447,998	\$34,301,246	(\$146,752)	\$59,823,562	\$59,454,081	(\$369,481)	99.57%	99.38%
September 2018	\$28,674,580	\$28,635,170	(\$39,410)	\$88,498,142	\$88,089,251	(\$408,890)	99.86%	99.53%
October 2018	\$36,197,023	\$35,924,995	(\$272,028)	\$124,695,165	\$124,014,246	(\$680,919)	99.24%	99.45%
November 2018	\$29,679,837	\$29,358,360	(\$321,478)	\$154,375,002	\$153,372,606	(\$1,002,396)	98.91%	99.35%
December 2018	\$29,640,781	\$29,677,647	\$36,866	\$184,015,783	\$183,050,253	(\$965,530)	100.12%	99.47%
January 2019	\$35,122,882	\$34,847,278	(\$275,604)	\$219,138,665	\$217,897,531	(\$1,241,134)	99.21%	99.43%
February 2019	\$31,363,037	\$31,394,262	\$31,225	\$250,501,702	\$249,291,793	(\$1,209,909)	100.09%	99.51%
March 2019	\$31,217,359	\$31,015,849	(\$201,509)	\$281,719,061	\$280,307,643	(\$1,411,418)	99.35%	99.49%
April 2019	\$29,671,963	\$29,995,545	\$323,581	\$311,391,024	\$310,303,187	(\$1,087,837)	101.09%	99.65%
May 2019	\$36,236,139	\$36,188,703	(\$47,436)	\$347,627,163	\$346,491,890	(\$1,135,273)	99.86%	99.67%
June 2019	\$29,270,092	\$29,083,714	(\$186,378)	\$376,897,256	\$375,575,604	(\$1,321,652)	99.36%	99.64%
July 2019	\$37,552,430	\$37,172,278	(\$380,152)	\$414,449,685	\$412,747,881	(\$1,701,804)	98.98%	99.58%
August 2019	\$32,981,977	\$32,780,423	(\$201,554)	\$447,431,662	\$445,528,305	(\$1,903,358)	99.38%	99.57%
September 2019	\$34,639,318	\$34,268,040	(\$371,278)	\$482,070,981	\$479,796,345	(\$2,274,636)	98.92%	99.52%
October 2019	\$43,837,951	\$43,750,961	(\$86,990)	\$525,908,932	\$523,547,306	(\$2,361,626)	99.80%	99.55%
November 2019	\$36,329,377	\$36,049,639	(\$279,738)	\$562,238,309	\$559,596,945	(\$2,641,364)	99.22%	99.53%
December 2019	\$36,606,771	\$36,376,694	(\$230,077)	\$598,845,079	\$595,973,639	(\$2,871,441)	99.37%	99.52%
January 2020	\$40,409,096	\$39,780,240	(\$628,856)	\$639,254,175	\$635,753,878	(\$3,500,297)	98.44%	99.45%
February 2020	\$36,944,909	\$37,115,152	\$170,244	\$676,199,084	\$672,869,031	(\$3,330,053)	100.46%	99.50%
March 2020	\$38,576,381	\$37,986,551	(\$589,830)	\$714,775,465	\$710,855,581	(\$3,919,884)	98.47%	99.45%
April 2020	\$44,719,672	\$44,040,003	(\$679,669)	\$759,495,137	\$754,895,584	(\$4,599,553)	98.48%	99.39%
May 2020	\$35,362,846	\$34,936,829	(\$426,018)	\$794,857,983	\$789,832,413	(\$5,025,571)	98.79%	99.36%
June 2020	\$36,686,443	\$37,309,770	\$623,327	\$831,544,427	\$827,142,183	(\$4,402,244)	101.69%	99.47%

## LOUISIANA HEALTHCARE CONNECTIONS – ENVOLVE PHARMACY SOLUTIONS (PHARMACY BENEFITS)

Louisiana Healthcare Connections appears to have submitted approximately -985 percent of the Envolve Pharmacy Solutions pharmacy benefit encounter data for this period, with a cumulative monthly range between -1049 percent and 0 percent.

Please reference potential data issue 2 on page 11 for details on what may be significantly impacting the completion percentages.

Table 8 — LHCC Envolve Pharmacy Solutions (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
July 2018	(\$66)	\$0	\$66	(\$66)	\$0	\$66	0.00%	0.00%
August 2018	(\$2,342)	\$0	\$2,342	(\$2,407)	\$0	\$2,407	0.00%	0.00%
September 2018	(\$16,173)	\$195,042	\$211,215	(\$18,580)	\$195,042	\$213,622	-1205.98%	-1049.74%
October 2018	\$0	\$0	\$0	(\$18,580)	\$195,042	\$213,622		-1049.74%
November 2018	\$0	\$0	\$0	(\$18,580)	\$195,042	\$213,622		-1049.74%
December 2018	(\$224)	\$0	\$224	(\$18,804)	\$195,042	\$213,846	0.00%	-1037.23%
January 2019	(\$979)	\$0	\$979	(\$19,784)	\$195,042	\$214,826	0.00%	-985.88%
February 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
March 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
April 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
May 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
June 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
July 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
August 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
September 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
October 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
November 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
December 2019	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
January 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
February 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
March 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
April 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
May 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
June 2020	\$0	\$0	\$0	(\$19,784)	\$195,042	\$214,826		-985.88%
Adjustments <sup>^</sup>	\$0	(\$214,826)	(\$214,826)	(\$19,784)	(\$19,784)	(\$0)		100.00%

<sup>^</sup> To avoid overstating the Envolve Pharmacy Solutions results when the cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period's variance in comparison with the CDJs. Please see data analysis assumption number 9 on page 9 for further explanation.

## LOUISIANA HEALTHCARE CONNECTIONS – NON-VENDOR

Louisiana Healthcare Connections appears to have submitted approximately 98 percent of the LHCC non-vendor encounter data for this period, with a cumulative monthly range between 97 percent and 98 percent. Monthly percentages exceeded 100 percent during a few months of the reporting period. Please reference potential data issues number 1 and 3 on page 11 for an explanation of the possible causes.

**Table 9 – LHCC 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
July 2018	\$99,296,063	\$98,017,427	(\$1,278,636)	\$99,296,063	\$98,017,427	(\$1,278,636)	98.71%	98.71%
August 2018	\$99,403,421	\$97,952,960	(\$1,450,461)	\$198,699,484	\$195,970,386	(\$2,729,097)	98.54%	98.62%
September 2018	\$84,944,949	\$82,400,330	(\$2,544,619)	\$283,644,432	\$278,370,716	(\$5,273,716)	97.00%	98.14%
October 2018	\$109,972,305	\$109,199,076	(\$773,229)	\$393,616,737	\$387,569,792	(\$6,046,945)	99.29%	98.46%
November 2018	\$89,356,697	\$85,798,993	(\$3,557,704)	\$482,973,434	\$473,368,785	(\$9,604,649)	96.01%	98.01%
December 2018	\$94,430,627	\$93,014,062	(\$1,416,565)	\$577,404,060	\$566,382,846	(\$11,021,214)	98.49%	98.09%
January 2019	\$92,595,744	\$89,628,719	(\$2,967,026)	\$669,999,805	\$656,011,565	(\$13,988,240)	96.79%	97.91%
February 2019	\$98,262,477	\$94,915,366	(\$3,347,111)	\$768,262,282	\$750,926,931	(\$17,335,351)	96.59%	97.74%
March 2019	\$107,358,054	\$107,908,035	\$549,980	\$875,620,336	\$858,834,966	(\$16,785,370)	100.51%	98.08%
April 2019	\$103,950,559	\$99,789,204	(\$4,161,354)	\$979,570,895	\$958,624,170	(\$20,946,725)	95.99%	97.86%
May 2019	\$98,108,615	\$93,652,106	(\$4,456,509)	\$1,077,679,510	\$1,052,276,276	(\$25,403,234)	95.45%	97.64%
June 2019	\$84,289,604	\$83,619,867	(\$669,736)	\$1,161,969,113	\$1,135,896,143	(\$26,072,970)	99.20%	97.75%
July 2019	\$97,181,656	\$95,638,881	(\$1,542,775)	\$1,259,150,769	\$1,231,535,024	(\$27,615,745)	98.41%	97.80%
August 2019	\$97,687,734	\$101,415,288	\$3,727,554	\$1,356,838,503	\$1,332,950,312	(\$23,888,191)	103.81%	98.23%
September 2019	\$97,451,684	\$95,201,196	(\$2,250,488)	\$1,454,290,187	\$1,428,151,508	(\$26,138,679)	97.69%	98.20%
October 2019	\$113,036,649	\$112,092,132	(\$944,516)	\$1,567,326,836	\$1,540,243,640	(\$27,083,196)	99.16%	98.27%
November 2019	\$99,221,848	\$95,841,208	(\$3,380,640)	\$1,666,548,684	\$1,636,084,848	(\$30,463,835)	96.59%	98.17%
December 2019	\$107,832,334	\$106,990,039	(\$842,295)	\$1,774,381,018	\$1,743,074,888	(\$31,306,130)	99.21%	98.23%
January 2020	\$100,946,525	\$99,475,315	(\$1,471,210)	\$1,875,327,543	\$1,842,550,203	(\$32,777,340)	98.54%	98.25%
February 2020	\$102,346,719	\$100,620,145	(\$1,726,573)	\$1,977,674,262	\$1,943,170,348	(\$34,503,913)	98.31%	98.25%
March 2020	\$113,148,857	\$112,779,015	(\$369,842)	\$2,090,823,119	\$2,055,949,363	(\$34,873,755)	99.67%	98.33%
April 2020	\$73,899,075	\$71,408,967	(\$2,490,108)	\$2,164,722,194	\$2,127,358,330	(\$37,363,863)	96.63%	98.27%
May 2020	\$77,113,921	\$77,032,991	(\$80,929)	\$2,241,836,115	\$2,204,391,322	(\$37,444,793)	99.89%	98.32%
June 2020	\$102,647,515	\$100,178,576	(\$2,468,939)	\$2,344,483,629	\$2,304,569,898	(\$39,913,732)	97.59%	98.29%