

MARCH 1, 2019 THROUGH FEBRUARY 28, 2021

**COMPARISON OF LOUISIANA  
MEDICAID DENTAL BENEFIT  
MANAGEMENT PROGRAM  
ENCOUNTERS TO CASH  
DISBURSEMENTS FOR  
MCNA DENTAL PLANS**



**MAY 18, 2021**





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The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments for a given month reported by the dental benefit management program (DBPM) contractor to LDH.
- **CDJ Cumulative Reported Total** – The sum of all payments reported by the DBPM contractor to LDH. This amount is inclusive of all amounts included in this reporting period.
- **Cumulative Encounter Total** – The sum of all encounter submissions stored in the fiscal agent contractor's (FAC) system. This amount is inclusive of all amounts included in this reporting period.
- **Cumulative Variance** – The difference between the cumulative encounter total for the current reporting period and the CDJ cumulative reported total for the same period.
- **Dental Benefit Program Manager (DBPM)** – A program authorized under a 1915(b) Medicaid waiver to serve all Medicaid beneficiaries eligible for dental services including children, eligible SCHIP Medicaid expansion children and adults. It was implemented statewide in July 2014 as a Prepaid Ambulatory Health Plan (PAHP).
- **Dental Benefit Program Manager (DBPM) Contractor** – A private organization contracted to manage the Louisiana Dental Benefit Program Manager. Managed Care of North America (MCNA) Dental Plans is the current DBPM contractor.
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. Now known as Gainwell.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the claims processing system (Medicaid Management Information System); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – State fiscal agent contractor, known as DXC Technology prior to October 1, 2020.
- **Louisiana Department of Health (LDH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Louisiana Medicaid and LaCHIP claims. DBPM -submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Molina Medicaid Solutions (MMS or Molina)** – State fiscal agent contractor prior to October 1, 2018.
- **Monthly Encounter Total** – The sum of all encounter submissions for a given month stored in the FAC's system.
- **Monthly Variance** – The difference between the monthly encounter total and the CDJ monthly reported total, for the months included in the reporting period.





The Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Louisiana Dental Benefit Program Manager (DBPM) encounter data that has been submitted by the Dental Benefit Program Manager (DBPM) contractor, MCNA Dental Plans, to Gainwell Technologies (FAC) and complete a comparison of the encounters to cash disbursement journals provided by the DBPM contractor. For purposes of this analysis, “encounter data” are claims that have been paid by the DBPM contractor to health care providers that have provided health care services to members enrolled with the DBPM contractor. Such claims are submitted to LDH via the FAC for LDH’s use in rate setting, federal reporting, program management and oversight, tracking, accounting and other ad hoc analyses.

LDH requested that, for this study, we estimate the percentage of paid encounter claims that appear to be included in the FAC’s database. This analysis includes these percentages for all DBPM contractor’s claims paid during the period March 1, 2019 through February 28, 2021.

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 Louisiana Department of Health (LDH) and should not be used for any other purpose.





Myers and Stauffer LC receives encounter data on a monthly basis from the FAC in a standardized data extract containing DBPM dental encounters with dates of service beginning July 1, 2014. Preliminary reviews of the data resulted in additional questions for Gainwell, to research and provide further clarification on the dental encounter claim counts in the extract. The LIFT 9990 addressed dental encounter issues that surfaced and the encounter data extract was confirmed to contain the DBPM encounters for measurement in October 2015.

Based on feedback from Gainwell and LDH, claims denied by the FAC have been excluded from our analysis. The data used for this report includes encounters received and accepted by the FAC and transmitted to Myers and Stauffer LC through March 30, 2021.

Myers and Stauffer LC also requested cash disbursement journals from the DBPM contractor, MCNA, with claim paid dates beginning July 1, 2014 and extending through February 28, 2021 in a standardized monthly format.





Encounters from Early and Periodic Screening, Diagnostic and Treatment (EPSDT) and adult dental claim types were submitted to Myers and Stauffer LC by the FAC. We analyzed each encounter to capture the amount paid. Encounter totals were calculated by summarizing the data by the DBPM contractor paid date. Cash disbursement journals were submitted by MCNA and totals were summarized by paid date. The FAC-submitted encounters were compared to the cash disbursement journals to produce the following results.

Based on the analysis, we noted the following:

1. Void encounters in the FAC MMIS most often have the same MCNA adjudication dates as the encounters they are voiding. Void encounters which have an associated adjustment are coded to match the adjustment encounter's paid date. This allows for the proper matching of cash disbursements that occurred due to this void transaction.
2. We have attempted to identify instances where an encounter's status implies a specific sign valuation, e.g., a void implies that the amount should be negative; however, the MMIS data for these encounters may not accurately reflect the correct sign valuation. If this is found, the paid amounts for these encounters are adjusted to reflect the expected sign. We also check to see if paid amounts of these encounters accurately reflect the paid amounts of the corresponding encounters being adjusted. We have not found any cases in which there were conflicting paid amounts.
3. We use duplication logic, (exact, suspect and extract) to identify potential duplicate encounters. After analyzing the encounters and CDJ submissions, very few of these potential duplicates appear to be actual duplicate submissions. We have adjusted our totals to reflect the actual payment made and have removed potential duplicates from our analysis. Our process includes working with the DBPM contractor to determine whether these encounters are confirmed duplicates and revise our totals moving forward based on this determination.
4. In our analysis, we have attempted to identify missing encounters. We use the FAC MMIS encounter adjustment process to identify encounters that should exist as a result of encounter adjustment. For example, if a back-out/void is in the data, an original or adjustment (credit) encounter should exist which has the same internal control number as the back out and a paid amount which reflects that of the back-out. When this situation arises, we calculate (create) the missing claim.





### POTENTIAL DATA ISSUES AND ANALYSIS ASSUMPTIONS

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1. This analysis only includes encounter information that was submitted by the DBPM contractor to the FAC and loaded into the FAC MMIS. Encounters submitted by the DBPM contractor that were system-denied by the FAC for errors in submission or other reasons are not included in this analysis.
2. For the purposes of this study, the payment amounts associated with FAC-denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. We continue to observe an absence of transactions with the “void” activity type in MCNA’s CDJ transaction files. We do, however, see encounter activity that indicates that voids are taking place. The absence of voids in the CDJ may artificially overstate the transaction amount and suppress the completion percentage of the encounter data.
4. We noted much lower monthly completion percentages for July and October 2020 and January and February 2021 of 93.29, 90.98, 85.62, and 82.29 percent, respectively. There appear to be missing encounters when compared to the CDJ transactions. We recommend MCNA work with LDH and Gainwell to identify and correct any encounter data submission issues.
5. We instructed MCNA to exclude referral fees, management fees and other non-encounter related fees in the cash disbursement journal (CDJ) data that is submitted to Myers and Stauffer LC. According to MCNA, interest payments are not submitted in the encounter data to the FAC. Additionally, there are a minimum amount of interest payments reflected in the cash disbursement journals. We have not made any adjustments to either the FAC MMIS data or the cash disbursement journals to account for interest.
6. The short run-out period of this reconciliation report may not allow sufficient time for MCNA to resolve encounter submission issues with the FAC. This may result in lower completion percentages when reconciling the encounter claims to CDJ totals in the more recent months.
7. Analysis of the encounter data and cash disbursement journals (CDJ), as well as frequent interactions with the DBPM contractor, LDH and the FAC have resulted in the identification of opportunities for improving the encounter reconciliation process. 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.





**MCNA DENTAL PLANS**

MCNA appears to have submitted approximately 95 percent of their encounter data for this period, with a cumulative monthly range between 95 percent and 99 percent. Monthly percentages were below 95 percent during some recent months of the reporting period. Please reference potential data issue 4 on page 7 for details on what may be impacting the completion percentages.

Table 1 — MCNA Dental Plans

Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	% of Monthly Claims	% of Cumulative Total
March 2019	\$11,538,438	\$11,482,729	(\$55,710)	\$11,538,438	\$11,482,729	(\$55,710)	99.51%	99.51%
April 2019	\$11,041,621	\$10,859,502	(\$182,119)	\$22,580,059	\$22,342,231	(\$237,829)	98.35%	98.94%
May 2019	\$13,752,581	\$13,529,537	(\$223,044)	\$36,332,640	\$35,871,768	(\$460,873)	98.37%	98.73%
June 2019	\$10,300,503	\$10,217,964	(\$82,539)	\$46,633,143	\$46,089,731	(\$543,412)	99.19%	98.83%
July 2019	\$13,000,457	\$12,873,414	(\$127,043)	\$59,633,600	\$58,963,145	(\$670,455)	99.02%	98.87%
August 2019	\$13,450,546	\$13,309,187	(\$141,359)	\$73,084,146	\$72,272,332	(\$811,814)	98.94%	98.88%
September 2019	\$10,923,643	\$10,841,638	(\$82,006)	\$84,007,789	\$83,113,970	(\$893,819)	99.24%	98.93%
October 2019	\$14,565,963	\$14,415,838	(\$150,125)	\$98,573,752	\$97,529,808	(\$1,043,945)	98.96%	98.94%
November 2019	\$11,218,919	\$11,153,370	(\$65,549)	\$109,792,671	\$108,683,177	(\$1,109,494)	99.41%	98.98%
December 2019	\$10,966,396	\$10,922,126	(\$44,270)	\$120,759,067	\$119,605,304	(\$1,153,763)	99.59%	99.04%
January 2020	\$10,812,219	\$10,743,344	(\$68,875)	\$131,571,286	\$130,348,647	(\$1,222,638)	99.36%	99.07%
February 2020	\$11,537,937	\$11,448,865	(\$89,072)	\$143,109,223	\$141,797,512	(\$1,311,711)	99.22%	99.08%
March 2020	\$10,648,450	\$10,548,391	(\$100,059)	\$153,757,673	\$152,345,903	(\$1,411,770)	99.06%	99.08%
April 2020	\$2,349,030	\$2,316,261	(\$32,768)	\$156,106,702	\$154,662,164	(\$1,444,538)	98.60%	99.07%
May 2020	\$8,238,857	\$8,135,491	(\$103,366)	\$164,345,559	\$162,797,655	(\$1,547,904)	98.74%	99.05%
June 2020	\$8,506,262	\$8,446,927	(\$59,334)	\$172,851,821	\$171,244,583	(\$1,607,238)	99.30%	99.07%
July 2020	\$11,919,489	\$11,120,745	(\$798,744)	\$184,771,310	\$182,365,327	(\$2,405,983)	93.29%	98.69%
August 2020	\$10,689,274	\$10,593,554	(\$95,720)	\$195,460,584	\$192,958,881	(\$2,501,703)	99.10%	98.72%
September 2020	\$9,494,174	\$9,289,261	(\$204,913)	\$204,954,758	\$202,248,142	(\$2,706,615)	97.84%	98.67%
October 2020	\$13,889,288	\$12,637,837	(\$1,251,451)	\$218,844,046	\$214,885,979	(\$3,958,066)	90.98%	98.19%
November 2020	\$11,286,577	\$10,937,693	(\$348,884)	\$230,130,622	\$225,823,672	(\$4,306,950)	96.90%	98.12%
December 2020	\$12,193,452	\$11,695,698	(\$497,754)	\$242,324,074	\$237,519,370	(\$4,804,704)	95.91%	98.01%
January 2021	\$7,397,609	\$6,334,389	(\$1,063,220)	\$249,721,683	\$243,853,759	(\$5,867,924)	85.62%	97.65%
February 2021	\$5,462,293	\$4,495,156	(\$967,137)	\$255,183,976	\$248,348,915	(\$6,835,061)	82.29%	97.32%

## LA DBPM Encounter and CDJ Comparison



### MCNA DENTAL PLANS CALCULATED VOID AND DUPLICATE SUMMARY

The calculated void (CV) and potential duplicate (PDUP) encounters that have been identified through the encounter reconciliation analysis are indicated below. These encounters have been removed from the encounter reconciliation totals.

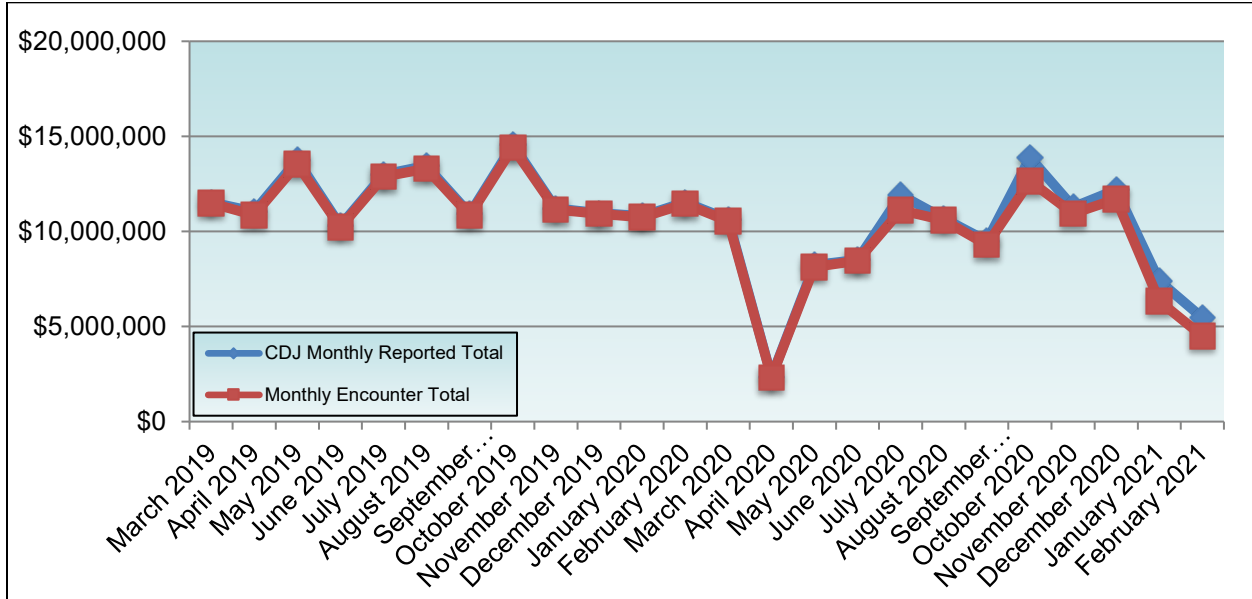
Table 2 — MCNA Dental Plans Calculated Void and Duplicate Summary						
Paid Month	Count of Encounter Claims	Total Sum (DBPM Submitted Paid Amounts)	Count of CV PDUP Claims	CV PDUP Amount Removed	% of CV PDUP Claim Count	% of CV PDUP Amount Removed
March 2019	267,710	\$11,482,729	0	\$0	0.00%	0.00%
April 2019	258,492	\$10,859,502	0	\$0	0.00%	0.00%
May 2019	313,041	\$13,529,537	0	\$0	0.00%	0.00%
June 2019	236,912	\$10,217,964	0	\$0	0.00%	0.00%
July 2019	307,105	\$12,873,414	0	\$0	0.00%	0.00%
August 2019	314,491	\$13,309,187	0	\$0	0.00%	0.00%
September 2019	258,740	\$10,841,638	0	\$0	0.00%	0.00%
October 2019	340,193	\$14,415,838	0	\$0	0.00%	0.00%
November 2019	267,212	\$11,153,370	0	\$0	0.00%	0.00%
December 2019	257,814	\$10,922,126	0	\$0	0.00%	0.00%
January 2020	249,883	\$10,744,296	4	\$952	0.00%	0.01%
February 2020	265,006	\$11,448,865	0	\$0	0.00%	0.00%
March 2020	244,855	\$10,548,391	0	\$0	0.00%	0.00%
April 2020	47,074	\$2,316,261	0	\$0	0.00%	0.00%
May 2020	793,668	\$8,136,097	4	\$606	0.00%	0.01%
June 2020	341,137	\$8,447,231	2	\$303	0.00%	0.00%
July 2020	407,549	\$11,121,199	3	\$455	0.00%	0.00%
August 2020	256,883	\$10,593,705	1	\$152	0.00%	0.00%
September 2020	219,327	\$9,289,413	1	\$152	0.00%	0.00%
October 2020	286,607	\$12,638,140	2	\$303	0.00%	0.00%
November 2020	233,545	\$10,937,996	2	\$303	0.00%	0.00%
December 2020	268,472	\$11,696,001	2	\$303	0.00%	0.00%
January 2021	150,547	\$6,334,541	1	\$152	0.00%	0.00%
February 2021	96,524	\$4,495,156	0	\$0	0.00%	0.00%
<b>Totals</b>	<b>6,682,787</b>	<b>\$248,352,594</b>	<b>22</b>	<b>\$3,679</b>	<b>0.00%</b>	<b>0.00%</b>

- **Count of Encounters** – The number of encounters processed by the FAC (excluding encounters marked as denied by the FAC).
- **Total Sum (DBPM Submitted Paid Amounts)** – The total paid amount of encounters in a month per the encounter data provided by the FAC.
- **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 DBPM contractor.
- **CV PDUP Amount Removed** – The paid amount removed from the Monthly Encounter Total based on Myers and Stauffer LC’s analysis of calculated void and duplicate claims.
- **% of CV PDUP Encounter Count** – The percentage of CV PDUP encounters out of the total number of encounters.
- **% of CV PDUP Amount Removed** – The percentage of paid amount removed from the total DBPM submitted paid amount.



**MCNA DENTAL PLANS  
SUMMARY REPORTING CHARTS**

**MCNA Dental Plans' CDJ totals and encounter totals as reported monthly**



**MCNA Dental Plans' cumulative encounter submissions expressed as a percentage of payments submitted to the FAC to reported DBPM CDJ payments**

