



Louisiana Department of Health

Comparison of Louisiana Managed
Care Organization Encounter Data
to Cash Disbursements for Aetna
Better Health of Louisiana
July 1, 2019 through June 30, 2021

September 9, 2021



**MYERS AND
STAUFFER**_{LC}
CERTIFIED PUBLIC ACCOUNTANTS



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Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana's fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, "encounter data" are claims that have been paid by 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 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 July 1, 2019 through June 30, 2021. We have also included the percentages for total non-vendor MCO paid encounters.

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

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



Aetna Better Health of Louisiana Encounter and CDJ Comparison



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

- Encounters were paid within the reporting period of July 1, 2019 through June 30, 2021;
- CDJ transactions had payment dates within the reporting period of July 1, 2019 through June 30, 2021;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through July 27, 2021.

Table A — Aetna Cumulative Completion Totals and Percentages

Description	Delegated Vendor						
	Entire Plan	Non-Vendor	ModivCare (NEMT)	OneCall (NEMT)	Superior Vision (Vision)	DentaQuest (Dental)	CVS Health (Pharmacy Benefits)
Encounter Total (FAC reported)	\$1,358,381,923	\$970,446,863	\$5,814,085	\$7,994,562	\$4,720,593	\$5,160,022	\$364,245,798
<i>Total Encounter Adjustments (\$)</i>	<i>(\$223,789,317)</i>	<i>(\$211,424,498)</i>	<i>(\$731,032)</i>	<i>(\$2,735,214)</i>	<i>(\$730,295)</i>	<i>(\$959,985)</i>	<i>(\$7,208,293)</i>
<i>Total Encounter Adjustments (%)</i>	<i>-16.47%</i>	<i>-21.78%</i>	<i>-12.57%</i>	<i>-34.21%</i>	<i>-15.47%</i>	<i>-18.60%</i>	<i>-1.97%</i>
Net Encounter Total	\$1,134,592,606	\$759,022,366	\$5,083,053	\$5,259,347	\$3,990,297	\$4,200,037	\$357,037,505
CDJ Total	\$1,148,504,668	\$771,151,141	\$5,140,923	\$5,691,353	\$4,654,741	\$4,188,784	\$357,677,725
<i>Variance</i>	<i>(\$13,912,062)</i>	<i>(\$12,128,775)</i>	<i>(\$57,870)</i>	<i>(\$432,006)</i>	<i>(\$664,444)</i>	<i>\$11,253</i>	<i>(\$640,220)</i>
Completion (%)	98.78%	98.42%	98.87%	92.40%	85.72%	100.26%	99.82%
100% Limited[^] Completion (%)	98.78%					100.00%	
Contract Minimum Completeness Requirement (%)	97.00%						
Non-Compliant (%)				-4.60%	-11.28%	0.26%	

[^] - To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 27 for further explanation.



Encounter Data Analysis

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

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

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

Table B — Myers and Stauffer LC's Adjustments to Aetna Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	22,339,628	\$1,358,381,923	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	(6,140,333)	(\$220,924,069)	-16.26%
<i>Calculated Void</i>	(24,545)	(\$1,164,951)	-0.08%
<i>Duplicate</i>	(43,274)	(\$1,700,297)	-0.12%
<i>Total Adjustments Made</i>	(6,208,152)	(\$223,789,317)	-16.47%
Net Encounter Amounts	16,131,476	\$1,134,592,606	83.53%

* Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 7 on page 27 for further explanation.





Data Issues and Recommendations

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

Please reference Tables 1 through 7 starting on page 9 for Aetna's entire plan, delegated vendor, and non-vendor reconciliation period tables for detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

Please reference Table A on page 4 for Aetna's reconciliation period table. This table contains detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

SECTION A – Data issues that may cause cumulative completion percentages outside the targeted range (below 97 percent or above 100 percent):

1. **OneCall NEMT (Table 2):** OneCall's monthly completion percentages are low for six months of the reporting period.
 - The low percentages appear to be due to mismatched paid amounts, missing encounters and/or encounters denied by the FAC.

We recommend Aetna work with LDH, OneCall and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

2. **Superior Vision (Table 4):** Superior Vision's monthly completion percentages are high for three months and low for thirteen months of the reporting period.
 - These monthly completion percentage fluctuations appear to be impacted by the MCO paid date of the encounter falling in one month and the CDJ transaction date falling in a different month.
 - Superior vision recently submitted replacement CDJ files for many months of the reporting period. Five of these resubmitted CDJ files had a negative impact causing the monthly completion percentages for these months to drop significantly below the 97 percent completion percentage threshold. The low monthly completion percentages appear to be due to mismatched paid amounts and/or missing CDJ transactions when compared to encounters.

We recommend Aetna work with LDH, Superior Vision and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

3. **DentaQuest (Table 5):** DentaQuest's cumulative completion percentage is above the 100 percent threshold for the reporting period at 100.26 percent.
 - This appears to be due to negative adjustments in the CDJ transactions not found in the encounters for June 2021.
 - DentaQuest's CDJ submissions for August 2019 and August 2020 contain voids for prior months, which are not found in the encounters, thus causing very high completion percentages for those months. The CDJ voids are corrections for prior months with low monthly completion percentages.

We recommend Aetna work with LDH, DentaQuest and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



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SECTION B – Data issues and notes that currently may not impact cumulative compliance:

4. **ModivCare (Table 3):** ModivCare's monthly completion percentage is low for July 2020.
- This low percentage appears to be due to missing encounters and/or encounters denied by the FAC when compared to the CDJ transactions.

We recommend Aetna work with LDH, ModivCare and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

5. **CVS Health (Table 6):** 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).

We recommend Aetna work with LDH, CVS Health and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

6. **Non-Vendor (Table 7):** Aetna's Non-Vendor monthly completion percentages are low for twelve months and high for six months of the reporting period.
- The low completion percentages appear to be due to mismatched paid amounts and/or missing encounters or encounters denied by the FAC.
 - The high completion percentages appear to be due to mismatched paid amounts, i.e. negative CDJ adjustments not found in the encounters.

We recommend Aetna work with LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



Value Added Services (VAS) Summary

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

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell, for the reporting period of July 1, 2019 through June 30, 2021. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

Table C — Aetna VAS Cumulative Completion Totals and Percentages

Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			ModivCare VAS (NET)	OneCall VAS (NEMT)	Superior Vision VAS (Vision)	DentaQuest VAS (Dental) ¹
Encounter Total (FAC reported)	\$9,002,110	\$429,812	\$0	\$207,431	\$3,204,845	\$5,160,022
Total Encounter Adjustments (\$)	(\$1,660,335)	(\$136,514)	\$0	(\$67,995)	(\$495,841)	(\$959,985)
Total Encounter Adjustments (%)	-18.44%	-31.76%	0.00%	-32.77%	-15.47%	-18.60%
Net Encounter Total	\$7,341,775	\$293,298	\$0	\$139,436	\$2,709,004	\$4,200,037
CDJ Total	\$7,781,998	\$289,887	\$4,219	\$146,140	\$3,152,967	\$4,188,784
Variance	(\$440,223)	\$3,411	(\$4,219)	(\$6,705)	(\$443,963)	\$11,253
Completion (%)	94.34%	101.17%	0.00%	95.41%	85.91%	100.26%
100% Limited[^] Completion (%)	94.15%	100.00%				100.00%
Contract Minimum Completeness Requirement (%)	97.00%					
Non-Compliant (%)	-2.66%	1.17%	-97.00%	-1.59%	-11.09%	0.26%

[^] – 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 9 on page 27 for further explanation.

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

1. OneCall's monthly completion percentages are high for one month of the reporting period and low for six months. The high percentage appears to be due to missing CDJ transactions when compared to encounters while the low months appear to be due to missing encounters and/or encounters denied by the FAC. Mismatched paid amounts between the encounters and CDJ transactions may also be effecting the low and high monthly completion percentages.
2. ModivCare has submitted CDJ transactions with VAS amounts for several months of the reporting period. There have been no VAS encounters submitted.
3. Superior Vision recently submitted replacement CDJ files for June 2019 through April 2021 of the reporting period. These replacements significantly increased the CDJ VAS amounts resulting in monthly completion percentages much closer to the 97 percent to 100 percent completion percentage range for most months. However, January 2020 through May 2020 now have very low monthly completion percentages which appears to be due to mismatched paid amounts and/or missing CDJs when compared to encounters.
4. Aetna's Non-Vendor VAS cumulative completion percentage is above the compliance threshold range at 101.17 percent due to several high monthly completion percentages. The monthly completion percentages are either high or low for twenty two of the twenty four months of the reporting period. The low monthly completion percentages appear to be due to mismatched paid amounts, missing encounters and/or encounters denied by the FAC when compared to the CDJ transactions while the high percentage months appear to be caused by mismatched paid amounts.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are identical to the totals shown in Table 5 – Aetna DentaQuest (Dental). The potential data issues for DentaQuest are addressed in item 3 on page 6.



Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana Entire Plan Monthly Table

Table 1 — Aetna (Entire Plan)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$47,769,326	(\$4,629,727)	-10%	\$43,139,599	\$44,220,884	(\$1,081,285)	97.55%
August 2019	\$48,144,239	(\$8,178,067)	-17%	\$39,966,172	\$40,766,752	(\$800,580)	98.03%
September 2019	\$44,105,261	(\$5,118,405)	-12%	\$38,986,856	\$40,033,506	(\$1,046,650)	97.38%
October 2019	\$56,141,816	(\$6,368,282)	-11%	\$49,773,535	\$50,380,986	(\$607,452)	98.79%
November 2019	\$51,054,419	(\$6,312,564)	-12%	\$44,741,855	\$45,544,783	(\$802,928)	98.23%
December 2019	\$48,800,943	(\$8,831,711)	-18%	\$39,969,232	\$41,821,085	(\$1,851,853)	95.57%
January 2020	\$57,387,953	(\$12,124,428)	-21%	\$45,263,524	\$46,502,292	(\$1,238,768)	97.33%
February 2020	\$54,499,148	(\$8,844,877)	-16%	\$45,654,271	\$47,250,204	(\$1,595,933)	96.62%
March 2020	\$59,237,430	(\$13,549,881)	-23%	\$45,687,549	\$44,869,048	\$818,502	101.82%
April 2020	\$50,679,134	(\$7,398,349)	-15%	\$43,280,785	\$43,656,634	(\$375,849)	99.13%
May 2020	\$46,416,701	(\$7,521,471)	-16%	\$38,895,230	\$39,882,905	(\$987,675)	97.52%
June 2020	\$55,808,781	(\$10,638,953)	-19%	\$45,169,828	\$46,029,421	(\$859,593)	98.13%
July 2020	\$65,637,211	(\$13,912,597)	-21%	\$51,724,614	\$48,991,134	\$2,733,480	105.57%
August 2020	\$62,730,985	(\$12,667,816)	-20%	\$50,063,169	\$48,888,790	\$1,174,379	102.40%
September 2020	\$57,702,615	(\$7,629,760)	-13%	\$50,072,855	\$50,987,925	(\$915,070)	98.20%
October 2020	\$59,076,305	(\$10,498,270)	-18%	\$48,578,036	\$50,138,816	(\$1,560,780)	96.88%
November 2020	\$51,504,440	(\$7,686,479)	-15%	\$43,817,961	\$47,825,844	(\$4,007,883)	91.61%
December 2020	\$60,312,173	(\$8,452,956)	-14%	\$51,859,217	\$53,931,592	(\$2,072,375)	96.15%
January 2021	\$52,475,219	(\$6,412,848)	-12%	\$46,062,371	\$49,132,637	(\$3,070,265)	93.75%
February 2021	\$51,399,431	(\$7,957,046)	-15%	\$43,442,385	\$44,995,494	(\$1,553,109)	96.54%
March 2021	\$72,637,407	(\$13,262,869)	-18%	\$59,374,538	\$61,249,370	(\$1,874,832)	96.93%
April 2021	\$70,792,897	(\$17,122,245)	-24%	\$53,670,652	\$48,598,939	\$5,071,713	110.43%
May 2021	\$64,860,557	(\$8,554,813)	-13%	\$56,305,743	\$54,575,494	\$1,730,249	103.17%
June 2021	\$69,207,535	(\$10,114,904)	-15%	\$59,092,631	\$58,230,134	\$862,497	101.48%
Cumulative Totals	\$1,358,381,923	(\$223,789,317)	-16%	\$1,134,592,606	\$1,148,504,668	(\$13,912,062)	98.78%
100% Limited [^] Cumulative Total				\$1,134,581,353	\$1,148,504,668	(\$13,923,314)	98.78%
							State Contract Minimum Completeness Percentage Requirement 97.00%

[^] - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 27 for further explanation.

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana OneCall Monthly Table

Table 2 — Aetna OneCall (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$0	\$0		\$0	\$0	\$0	
August 2019	\$0	\$0		\$0	\$0	\$0	
September 2019	\$0	\$0		\$0	\$0	\$0	
October 2019	\$0	\$0		\$0	\$0	\$0	
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$441,193	(\$247,681)	-56%	\$193,512	\$196,010	(\$2,498)	98.72%
August 2020	\$792,915	(\$444,058)	-56%	\$348,858	\$352,027	(\$3,169)	99.09%
September 2020	\$816,114	(\$380,892)	-47%	\$435,222	\$441,521	(\$6,300)	98.57%
October 2020	\$589,559	(\$56,003)	-9%	\$533,556	\$549,118	(\$15,561)	97.16%
November 2020	\$644,198	(\$87,926)	-14%	\$556,272	\$586,785	(\$30,513)	94.80%
December 2020	\$584,362	(\$120,820)	-21%	\$463,542	\$541,956	(\$78,414)	85.53%
January 2021	\$594,990	(\$132,808)	-22%	\$462,182	\$489,824	(\$27,642)	94.35%
February 2021	\$733,793	(\$234,999)	-32%	\$498,794	\$540,822	(\$42,029)	92.22%
March 2021	\$705,485	(\$186,087)	-26%	\$519,398	\$527,679	(\$8,281)	98.43%
April 2021	\$478,561	(\$120,229)	-25%	\$358,331	\$368,100	(\$9,769)	97.34%
May 2021	\$817,738	(\$422,939)	-52%	\$394,799	\$498,175	(\$103,376)	79.24%
June 2021	\$795,655	(\$300,773)	-38%	\$494,882	\$599,337	(\$104,455)	82.57%
Cumulative Totals	\$7,994,562	(\$2,735,214)	-34%	\$5,259,347	\$5,691,353	(\$432,006)	92.40%
100% Limited ^a Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-4.60%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana ModivCare Monthly Table

Table 3 — Aetna ModivCare (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$498,504	(\$66,867)	-13%	\$431,637	\$436,158	(\$4,521)	98.96%
August 2019	\$583,416	(\$63,377)	-11%	\$520,039	\$528,691	(\$8,652)	98.36%
September 2019	\$484,595	(\$71,504)	-15%	\$413,091	\$415,165	(\$2,074)	99.50%
October 2019	\$491,982	(\$74,925)	-15%	\$417,057	\$416,895	\$163	100.03%
November 2019	\$639,671	(\$88,203)	-14%	\$551,468	\$552,057	(\$589)	99.89%
December 2019	\$459,974	(\$63,780)	-14%	\$396,194	\$397,071	(\$877)	99.77%
January 2020	\$556,804	(\$80,736)	-14%	\$476,068	\$479,880	(\$3,811)	99.20%
February 2020	\$505,189	(\$72,572)	-14%	\$432,617	\$433,801	(\$1,184)	99.72%
March 2020	\$471,695	(\$59,446)	-13%	\$412,249	\$413,357	(\$1,108)	99.73%
April 2020	\$266,427	(\$33,288)	-12%	\$233,139	\$234,096	(\$957)	99.59%
May 2020	\$345,601	(\$44,461)	-13%	\$301,140	\$309,081	(\$7,941)	97.43%
June 2020	\$251,086	(\$4,778)	-2%	\$246,308	\$246,696	(\$388)	99.84%
July 2020	\$229,177	(\$6,619)	-3%	\$222,558	\$242,069	(\$19,511)	91.93%
August 2020	\$11,958	(\$478)	-4%	\$11,480	\$11,525	(\$45)	99.61%
September 2020	\$7,819	\$0	0%	\$7,819	\$7,856	(\$37)	99.52%
October 2020	\$5,021	\$0	0%	\$5,021	\$5,046	(\$25)	99.49%
November 2020	\$1,578	\$0	0%	\$1,578	\$1,578	\$0	100.00%
December 2020	\$277	\$0	0%	\$277	\$6,561	(\$6,284)	4.22%
January 2021	\$647	\$0	0%	\$647	\$647	\$0	100.00%
February 2021	\$0	\$0	0%	\$0	\$0	\$0	
March 2021	\$2,072	\$0	0%	\$2,072	\$2,072	\$0	100.00%
April 2021	\$0	\$0	0%	\$0	\$29	(\$29)	0.00%
May 2021	\$0	\$0	0%	\$0	\$0	\$0	
June 2021	\$592	\$0	0%	\$592	\$592	\$0	100.00%
Cumulative Totals	\$5,814,085	(\$731,032)	-13%	\$5,083,053	\$5,140,923	(\$57,870)	98.87%
100% Limited^ Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana Superior Vision Monthly Table

Table 4 — Aetna Superior Vision (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$173,042	(\$2,628)	-2%	\$170,413	\$172,852	(\$2,439)	98.58%
August 2019	\$220,649	(\$2,250)	-1%	\$218,399	\$204,733	\$13,666	106.67%
September 2019	\$186,729	(\$3,861)	-2%	\$182,868	\$205,209	(\$22,341)	89.11%
October 2019	\$206,092	(\$2,654)	-1%	\$203,438	\$198,663	\$4,776	102.40%
November 2019	\$152,976	(\$1,256)	-1%	\$151,720	\$160,981	(\$9,261)	94.24%
December 2019	\$132,111	(\$8,319)	-6%	\$123,792	\$120,137	\$3,655	103.04%
January 2020	\$334,956	(\$172,701)	-52%	\$162,255	\$259,049	(\$96,795)	62.63%
February 2020	\$343,275	(\$153,358)	-45%	\$189,917	\$388,690	(\$198,774)	48.86%
March 2020	\$355,999	(\$162,746)	-46%	\$193,253	\$396,881	(\$203,628)	48.69%
April 2020	\$76,975	(\$42,599)	-55%	\$34,376	\$76,449	(\$42,073)	44.96%
May 2020	\$154,199	(\$78,802)	-51%	\$75,397	\$101,312	(\$25,915)	74.42%
June 2020	\$165,560	(\$7,385)	-4%	\$158,175	\$161,906	(\$3,731)	97.69%
July 2020	\$171,506	(\$8,067)	-5%	\$163,440	\$168,013	(\$4,573)	97.27%
August 2020	\$175,323	(\$10,362)	-6%	\$164,960	\$172,708	(\$7,747)	95.51%
September 2020	\$174,367	(\$17,616)	-10%	\$156,750	\$172,545	(\$15,794)	90.84%
October 2020	\$194,282	(\$10,297)	-5%	\$183,985	\$190,576	(\$6,591)	96.54%
November 2020	\$188,947	(\$4,711)	-2%	\$184,236	\$189,014	(\$4,779)	97.47%
December 2020	\$164,947	(\$4,171)	-3%	\$160,776	\$165,368	(\$4,591)	97.22%
January 2021	\$203,528	(\$7,962)	-4%	\$195,566	\$203,744	(\$8,177)	95.98%
February 2021	\$184,681	(\$7,103)	-4%	\$177,578	\$184,871	(\$7,293)	96.05%
March 2021	\$227,756	(\$7,296)	-3%	\$220,460	\$227,839	(\$7,379)	96.76%
April 2021	\$161,939	(\$3,921)	-2%	\$158,018	\$162,236	(\$4,218)	97.40%
May 2021	\$196,647	(\$5,597)	-3%	\$191,050	\$196,858	(\$5,808)	97.04%
June 2021	\$174,108	(\$4,634)	-3%	\$169,474	\$174,108	(\$4,634)	97.33%
Cumulative Totals	\$4,720,593	(\$730,295)	-15%	\$3,990,297	\$4,654,741	(\$664,444)	85.72%
100% Limited^ Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-11.28%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana DentaQuest Monthly Table

Table 5— Aetna DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$187,090	(\$20,883)	-11%	\$166,207	\$185,266	(\$19,059)	89.71%
August 2019	\$276,135	(\$36,279)	-13%	\$239,856	(\$50,072)	\$289,928	-479.02%
September 2019	\$200,092	(\$25,692)	-13%	\$174,400	\$199,719	(\$25,319)	87.32%
October 2019	\$298,749	(\$78,395)	-26%	\$220,354	\$254,948	(\$34,594)	86.43%
November 2019	\$191,133	(\$33,635)	-18%	\$157,498	\$193,452	(\$35,955)	81.41%
December 2019	\$158,543	(\$28,153)	-18%	\$130,391	\$161,726	(\$31,336)	80.62%
January 2020	\$244,466	(\$35,665)	-15%	\$208,801	\$248,340	(\$39,539)	84.07%
February 2020	\$203,784	(\$24,806)	-12%	\$178,977	\$207,198	(\$28,220)	86.38%
March 2020	\$242,804	(\$86,725)	-36%	\$156,079	\$176,402	(\$20,322)	88.47%
April 2020	\$55,766	(\$7,877)	-14%	\$47,889	\$52,258	(\$4,369)	91.63%
May 2020	\$109,083	(\$9,679)	-9%	\$99,404	\$110,647	(\$11,243)	89.83%
June 2020	\$174,215	(\$24,993)	-14%	\$149,221	\$169,314	(\$20,093)	88.13%
July 2020	\$211,537	(\$23,971)	-11%	\$187,566	\$220,141	(\$32,575)	85.20%
August 2020	\$215,324	(\$25,658)	-12%	\$189,666	\$43,585	\$146,081	435.16%
September 2020	\$176,572	(\$18,625)	-11%	\$157,948	\$179,961	(\$22,014)	87.76%
October 2020	\$267,783	(\$30,132)	-11%	\$237,651	\$265,495	(\$27,844)	89.51%
November 2020	\$206,856	(\$21,358)	-10%	\$185,498	\$209,087	(\$23,589)	88.71%
December 2020	\$344,815	(\$131,667)	-38%	\$213,149	\$192,800	\$20,349	110.55%
January 2021	\$231,362	(\$51,757)	-22%	\$179,605	\$205,103	(\$25,498)	87.56%
February 2021	\$223,439	(\$82,554)	-37%	\$140,885	\$204,410	(\$63,525)	68.92%
March 2021	\$175,519	(\$21,276)	-12%	\$154,243	\$191,989	(\$37,747)	80.33%
April 2021	\$343,327	(\$76,539)	-22%	\$266,788	\$281,945	(\$15,157)	94.62%
May 2021	\$216,995	(\$16,871)	-8%	\$200,124	\$227,445	(\$27,321)	87.98%
June 2021	\$204,633	(\$46,795)	-23%	\$157,838	\$57,625	\$100,213	273.90%
Cumulative Totals	\$5,160,022	(\$959,985)	-19%	\$4,200,037	\$4,188,784	\$11,253	100.26%
100% Limited^ Cumulative Total				\$4,188,784	\$4,188,784	\$0	100.00%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							0.26%

^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 27 for further explanation.

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana CVS Health Monthly Table

Table 6 — Aetna CVS Health (Pharmacy Benefits)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$13,388,406	(\$173,637)	-1%	\$13,214,769	\$13,363,072	(\$148,303)	98.89%
August 2019	\$11,841,127	(\$116,329)	-1%	\$11,724,797	\$11,844,510	(\$119,713)	98.98%
September 2019	\$12,161,679	(\$98,942)	-1%	\$12,062,736	\$12,008,936	\$53,801	100.44%
October 2019	\$15,911,262	(\$221,816)	-1%	\$15,689,445	\$15,800,036	(\$110,591)	99.30%
November 2019	\$12,789,542	(\$68,430)	-1%	\$12,721,112	\$12,553,015	\$168,097	101.33%
December 2019	\$12,898,193	(\$132,445)	-1%	\$12,765,748	\$12,888,442	(\$122,694)	99.04%
January 2020	\$13,739,214	(\$122,797)	-1%	\$13,616,417	\$13,930,683	(\$314,266)	97.74%
February 2020	\$13,275,101	(\$100,220)	-1%	\$13,174,881	\$12,808,049	\$366,832	102.86%
March 2020	\$16,278,787	(\$2,987,280)	-18%	\$13,291,507	\$13,316,806	(\$25,299)	99.81%
April 2020	\$16,191,111	(\$106,606)	-1%	\$16,084,504	\$16,025,717	\$58,787	100.36%
May 2020	\$12,803,482	(\$24,302)	0%	\$12,779,180	\$12,853,298	(\$74,118)	99.42%
June 2020	\$13,580,088	(\$541,845)	-4%	\$13,038,243	\$13,129,966	(\$91,723)	99.30%
July 2020	\$18,123,472	(\$655,316)	-4%	\$17,468,156	\$17,431,002	\$37,154	100.21%
August 2020	\$14,493,467	(\$496,615)	-3%	\$13,996,851	\$14,162,631	(\$165,780)	98.82%
September 2020	\$17,390,668	(\$374,019)	-2%	\$17,016,649	\$17,046,812	(\$30,164)	99.82%
October 2020	\$14,878,849	(\$404,671)	-3%	\$14,474,178	\$14,507,071	(\$32,893)	99.77%
November 2020	\$14,776,970	(\$312,773)	-2%	\$14,464,197	\$14,530,105	(\$65,908)	99.54%
December 2020	\$18,783,615	(\$60,717)	0%	\$18,722,899	\$18,754,392	(\$31,493)	99.83%
January 2021	\$13,902,047	(\$33,776)	0%	\$13,868,270	\$14,131,377	(\$263,107)	98.13%
February 2021	\$14,588,159	(\$46,381)	0%	\$14,541,778	\$14,615,898	(\$74,120)	99.49%
March 2021	\$19,669,216	(\$51,604)	0%	\$19,617,612	\$19,393,875	\$223,737	101.15%
April 2021	\$16,237,168	(\$39,971)	0%	\$16,197,197	\$16,220,447	(\$23,250)	99.85%
May 2021	\$16,273,817	(\$16,159)	0%	\$16,257,658	\$16,190,266	\$67,392	100.41%
June 2021	\$20,270,361	(\$21,639)	0%	\$20,248,722	\$20,171,320	\$77,402	100.38%
Cumulative Totals	\$364,245,798	(\$7,208,293)	-2%	\$357,037,505	\$357,677,725	(\$640,220)	99.82%
100% Limited ^A Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Aetna Better Health of Louisiana Non-Vendor Monthly Table

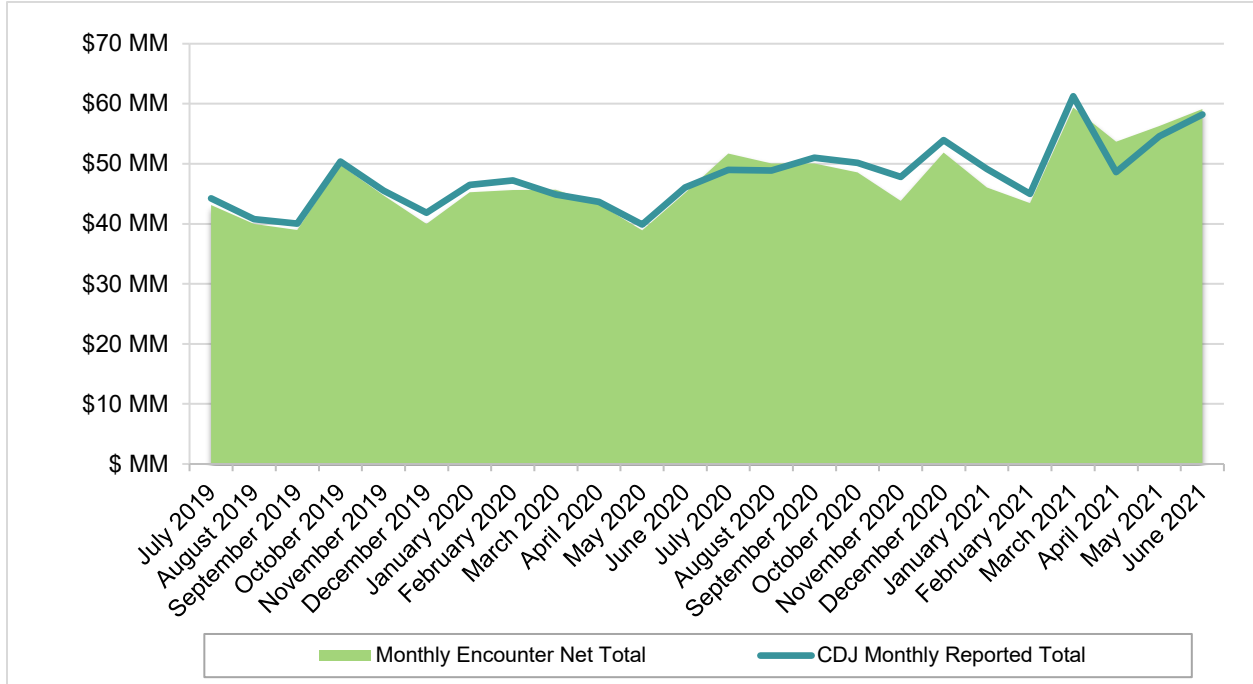
Table 7 — Aetna Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$33,522,284	(\$4,365,712)	-13%	\$29,156,572	\$30,063,536	(\$906,964)	96.98%
August 2019	\$35,222,913	(\$7,959,831)	-23%	\$27,263,081	\$28,238,890	(\$975,809)	96.54%
September 2019	\$31,072,166	(\$4,918,406)	-16%	\$26,153,760	\$27,204,477	(\$1,050,717)	96.13%
October 2019	\$39,233,732	(\$5,990,492)	-15%	\$33,243,240	\$33,710,445	(\$467,205)	98.61%
November 2019	\$37,281,097	(\$6,121,040)	-16%	\$31,160,057	\$32,085,278	(\$925,221)	97.11%
December 2019	\$35,152,122	(\$8,599,014)	-24%	\$26,553,108	\$28,253,710	(\$1,700,602)	93.98%
January 2020	\$42,512,513	(\$11,712,529)	-28%	\$30,799,984	\$31,584,341	(\$784,357)	97.51%
February 2020	\$40,171,799	(\$8,493,920)	-21%	\$31,677,879	\$33,412,466	(\$1,734,587)	94.80%
March 2020	\$41,888,144	(\$10,253,683)	-24%	\$31,634,461	\$30,565,602	\$1,068,859	103.49%
April 2020	\$34,088,855	(\$7,207,979)	-21%	\$26,880,876	\$27,268,113	(\$387,237)	98.57%
May 2020	\$33,004,336	(\$7,364,227)	-22%	\$25,640,109	\$26,508,567	(\$868,458)	96.72%
June 2020	\$41,637,833	(\$10,059,952)	-24%	\$31,577,880	\$32,321,538	(\$743,658)	97.69%
July 2020	\$46,460,327	(\$12,970,944)	-28%	\$33,489,383	\$30,733,899	\$2,755,483	108.96%
August 2020	\$47,041,998	(\$11,690,645)	-25%	\$35,351,353	\$34,146,315	\$1,205,039	103.52%
September 2020	\$39,137,075	(\$6,838,608)	-17%	\$32,298,467	\$33,139,229	(\$840,761)	97.46%
October 2020	\$43,140,811	(\$9,997,167)	-23%	\$33,143,644	\$34,621,510	(\$1,477,865)	95.73%
November 2020	\$35,685,892	(\$7,259,711)	-20%	\$28,426,181	\$32,309,275	(\$3,883,095)	87.98%
December 2020	\$40,434,156	(\$8,135,582)	-20%	\$32,298,574	\$34,270,515	(\$1,971,941)	94.24%
January 2021	\$37,542,645	(\$6,186,544)	-16%	\$31,356,101	\$34,101,942	(\$2,745,841)	91.94%
February 2021	\$35,669,359	(\$7,586,008)	-21%	\$28,083,351	\$29,449,493	(\$1,366,142)	95.36%
March 2021	\$51,857,359	(\$12,996,606)	-25%	\$38,860,753	\$40,905,915	(\$2,045,162)	95.00%
April 2021	\$53,571,902	(\$16,881,585)	-32%	\$36,690,317	\$31,566,182	\$5,124,135	116.23%
May 2021	\$47,355,360	(\$8,093,248)	-17%	\$39,262,112	\$37,462,750	\$1,799,362	104.80%
June 2021	\$47,762,187	(\$9,741,064)	-20%	\$38,021,123	\$37,227,153	\$793,970	102.13%
Cumulative Totals	\$970,446,863	(\$211,424,498)	-22%	\$759,022,366	\$771,151,141	(\$12,128,775)	98.42%
100% Limited ^a Cumulative Total							<i>State Contract Minimum Completeness Percentage Requirement</i> 97.00%



Aetna Summary Reporting Charts

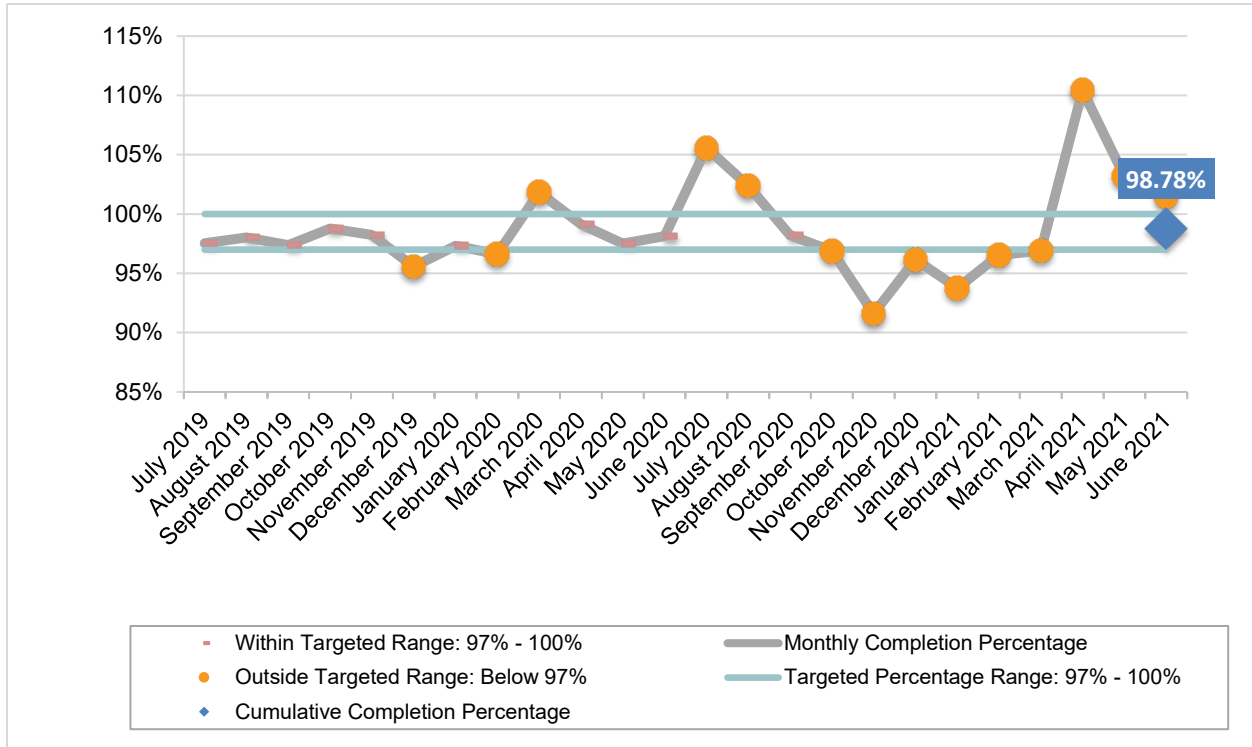
Chart 1. Monthly CDJ totals and encounter submission for Aetna Better Health of Louisiana





Aetna Summary Reporting Charts

Chart 2. Aetna Better Health of Louisiana’s monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO monthly CDJ payment



Aetna Better Health of Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 1V — Aetna VAS (Entire Plan)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$311,333	(\$22,496)	-7%	\$288,837	\$310,059	(\$21,222)	93.15%
August 2019	\$433,312	(\$49,003)	-11%	\$384,309	\$83,316	\$300,992	461.26%
September 2019	\$328,511	(\$28,666)	-9%	\$299,845	\$339,955	(\$40,110)	88.20%
October 2019	\$446,882	(\$80,536)	-18%	\$366,345	\$399,275	(\$32,929)	91.75%
November 2019	\$300,658	(\$34,909)	-12%	\$265,749	\$309,070	(\$43,321)	85.98%
December 2019	\$260,004	(\$37,495)	-14%	\$222,509	\$254,799	(\$32,289)	87.32%
January 2020	\$492,613	(\$161,258)	-33%	\$331,355	\$437,038	(\$105,683)	75.81%
February 2020	\$434,443	(\$127,169)	-29%	\$307,274	\$463,824	(\$156,549)	66.24%
March 2020	\$507,788	(\$209,264)	-41%	\$298,524	\$461,310	(\$162,786)	64.71%
April 2020	\$124,816	(\$43,025)	-34%	\$81,791	\$110,754	(\$28,963)	73.84%
May 2020	\$228,099	(\$68,389)	-30%	\$159,710	\$190,389	(\$30,680)	83.88%
June 2020	\$306,012	(\$36,386)	-12%	\$269,626	\$295,374	(\$25,748)	91.28%
July 2020	\$425,039	(\$89,216)	-21%	\$335,823	\$360,652	(\$24,829)	93.11%
August 2020	\$402,808	(\$67,454)	-17%	\$335,354	\$186,595	\$148,758	179.72%
September 2020	\$359,194	(\$54,819)	-15%	\$304,374	\$340,370	(\$35,996)	89.42%
October 2020	\$448,906	(\$43,217)	-10%	\$405,689	\$440,450	(\$34,761)	92.10%
November 2020	\$365,523	(\$26,090)	-7%	\$339,433	\$366,355	(\$26,922)	92.65%
December 2020	\$486,009	(\$140,027)	-29%	\$345,982	\$333,679	\$12,304	103.68%
January 2021	\$395,681	(\$59,803)	-15%	\$335,877	\$367,215	(\$31,337)	91.46%
February 2021	\$383,851	(\$92,156)	-24%	\$291,696	\$361,108	(\$69,412)	80.77%
March 2021	\$363,418	(\$32,110)	-9%	\$331,308	\$376,339	(\$45,031)	88.03%
April 2021	\$476,473	(\$82,107)	-17%	\$394,366	\$412,870	(\$18,504)	95.51%
May 2021	\$375,127	(\$22,410)	-6%	\$352,717	\$384,213	(\$31,496)	91.80%
June 2021	\$345,609	(\$52,327)	-15%	\$293,282	\$196,990	\$96,292	148.88%
Cumulative Totals	\$9,002,110	(\$1,660,335)	-18%	\$7,341,775	\$7,781,998	(\$440,223)	94.34%
100% Limited^ Cumulative Total				\$7,327,111	\$7,781,998	(\$454,886)	94.15%
				State Contract Minimum Completeness Percentage Requirement			97.00%
						Non-Compliant	-2.66%

^ - Since the Non-Vendor and DentaQuest cumulative completion percentages exceed 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 27 for further explanation.

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 2V — Aetna OneCall VAS (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$0	\$0		\$0	\$0	\$0	
August 2019	\$0	\$0		\$0	\$0	\$0	
September 2019	\$0	\$0		\$0	\$0	\$0	
October 2019	\$0	\$0		\$0	\$0	\$0	
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$16,815	(\$9,623)	-57%	\$7,192	\$7,371	(\$178)	97.57%
August 2020	\$30,752	(\$16,958)	-55%	\$13,793	\$13,932	(\$139)	99.00%
September 2020	\$46,187	(\$20,404)	-44%	\$25,782	\$26,364	(\$581)	97.79%
October 2020	\$39,823	(\$3,379)	-8%	\$36,444	\$37,332	(\$888)	97.62%
November 2020	\$17,032	(\$2,006)	-12%	\$15,026	\$15,495	(\$469)	96.97%
December 2020	\$9,290	(\$2,770)	-30%	\$6,520	\$9,802	(\$3,282)	66.51%
January 2021	\$7,907	(\$1,629)	-21%	\$6,278	\$5,806	\$473	108.14%
February 2021	\$10,535	(\$3,133)	-30%	\$7,402	\$7,740	(\$338)	95.63%
March 2021	\$10,426	(\$3,322)	-32%	\$7,104	\$7,393	(\$289)	96.09%
April 2021	\$7,287	(\$2,433)	-33%	\$4,854	\$5,130	(\$276)	94.62%
May 2021	\$4,968	(\$540)	-11%	\$4,428	\$4,521	(\$93)	97.94%
June 2021	\$6,407	(\$1,797)	-28%	\$4,610	\$5,255	(\$645)	87.73%
Cumulative Totals	\$207,431	(\$67,995)	-33%	\$139,436	\$146,140	(\$6,705)	95.41%
100% Limited^ Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-1.59%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 3V — Aetna ModivCare VAS (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$0	\$0		\$0	\$0	\$0	
August 2019	\$0	\$0		\$0	\$0	\$0	
September 2019	\$0	\$0		\$0	\$0	\$0	
October 2019	\$0	\$0		\$0	\$0	\$0	
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$3,515	(\$3,515)	0.00%
August 2020	\$0	\$0		\$0	\$129	(\$129)	0.00%
September 2020	\$0	\$0		\$0	\$222	(\$222)	0.00%
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$318	(\$318)	0.00%
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$35	(\$35)	0.00%
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$0	\$0		\$0	\$4,219	(\$4,219)	0.00%
100% Limited^ Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-97.00%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 4V — Aetna Superior Vision VAS (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$111,392	(\$1,403)	-1%	\$109,989	\$111,132	(\$1,143)	98.97%
August 2019	\$135,356	(\$1,445)	-1%	\$133,911	\$123,344	\$10,567	108.56%
September 2019	\$117,263	(\$887)	-1%	\$116,376	\$129,968	(\$13,593)	89.54%
October 2019	\$133,598	(\$1,707)	-1%	\$131,890	\$128,866	\$3,025	102.34%
November 2019	\$97,289	(\$998)	-1%	\$96,291	\$102,563	(\$6,272)	93.88%
December 2019	\$88,836	(\$5,524)	-6%	\$83,312	\$80,593	\$2,719	103.37%
January 2020	\$228,469	(\$117,765)	-52%	\$110,704	\$173,527	(\$62,823)	63.79%
February 2020	\$219,785	(\$98,368)	-45%	\$121,417	\$248,612	(\$127,195)	48.83%
March 2020	\$245,640	(\$112,460)	-46%	\$133,180	\$272,992	(\$139,812)	48.78%
April 2020	\$49,591	(\$26,939)	-54%	\$22,652	\$49,109	(\$26,457)	46.12%
May 2020	\$104,266	(\$53,078)	-51%	\$51,188	\$69,898	(\$18,709)	73.23%
June 2020	\$116,275	(\$5,802)	-5%	\$110,473	\$113,271	(\$2,797)	97.53%
July 2020	\$121,644	(\$6,411)	-5%	\$115,232	\$118,891	(\$3,659)	96.92%
August 2020	\$120,654	(\$6,029)	-5%	\$114,626	\$118,213	(\$3,587)	96.96%
September 2020	\$120,585	(\$14,969)	-12%	\$105,616	\$119,537	(\$13,921)	88.35%
October 2020	\$128,694	(\$8,351)	-6%	\$120,343	\$125,754	(\$5,411)	95.69%
November 2020	\$129,039	(\$2,444)	-2%	\$126,595	\$129,039	(\$2,444)	98.10%
December 2020	\$115,392	(\$3,334)	-3%	\$112,058	\$115,813	(\$3,755)	96.75%
January 2021	\$143,775	(\$5,933)	-4%	\$137,841	\$143,945	(\$6,104)	95.75%
February 2021	\$135,024	(\$5,562)	-4%	\$129,462	\$135,214	(\$5,752)	95.74%
March 2021	\$163,252	(\$5,941)	-4%	\$157,311	\$163,252	(\$5,941)	96.36%
April 2021	\$114,520	(\$2,839)	-2%	\$111,682	\$114,732	(\$3,050)	97.34%
May 2021	\$141,853	(\$4,231)	-3%	\$137,623	\$142,049	(\$4,427)	96.88%
June 2021	\$122,653	(\$3,421)	-3%	\$119,232	\$122,653	(\$3,421)	97.21%
Cumulative Totals	\$3,204,845	(\$495,841)	-15%	\$2,709,004	\$3,152,967	(\$443,963)	85.91%
100% Limited^ Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-11.09%

Aetna Better Health of Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 5V — Aetna DentaQuest VAS (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$187,090	(\$20,883)	-11%	\$166,207	\$185,266	(\$19,059)	89.71%
August 2019	\$276,135	(\$36,279)	-13%	\$239,856	(\$50,072)	\$289,928	-479.02%
September 2019	\$200,092	(\$25,692)	-13%	\$174,400	\$199,719	(\$25,319)	87.32%
October 2019	\$298,749	(\$78,395)	-26%	\$220,354	\$254,948	(\$34,594)	86.43%
November 2019	\$191,133	(\$33,635)	-18%	\$157,498	\$193,452	(\$35,955)	81.41%
December 2019	\$158,543	(\$28,153)	-18%	\$130,391	\$161,726	(\$31,336)	80.62%
January 2020	\$244,466	(\$35,665)	-15%	\$208,801	\$248,340	(\$39,539)	84.07%
February 2020	\$203,784	(\$24,806)	-12%	\$178,977	\$207,198	(\$28,220)	86.38%
March 2020	\$242,804	(\$86,725)	-36%	\$156,079	\$176,402	(\$20,322)	88.47%
April 2020	\$55,766	(\$7,877)	-14%	\$47,889	\$52,258	(\$4,369)	91.63%
May 2020	\$109,083	(\$9,679)	-9%	\$99,404	\$110,647	(\$11,243)	89.83%
June 2020	\$174,215	(\$24,993)	-14%	\$149,221	\$169,314	(\$20,093)	88.13%
July 2020	\$211,537	(\$23,971)	-11%	\$187,566	\$220,141	(\$32,575)	85.20%
August 2020	\$215,324	(\$25,658)	-12%	\$189,666	\$43,585	\$146,081	435.16%
September 2020	\$176,572	(\$18,625)	-11%	\$157,948	\$179,961	(\$22,014)	87.76%
October 2020	\$267,783	(\$30,132)	-11%	\$237,651	\$265,495	(\$27,844)	89.51%
November 2020	\$206,856	(\$21,358)	-10%	\$185,498	\$209,087	(\$23,589)	88.71%
December 2020	\$344,815	(\$131,667)	-38%	\$213,149	\$192,800	\$20,349	110.55%
January 2021	\$231,362	(\$51,757)	-22%	\$179,605	\$205,103	(\$25,498)	87.56%
February 2021	\$223,439	(\$82,554)	-37%	\$140,885	\$204,410	(\$63,525)	68.92%
March 2021	\$175,519	(\$21,276)	-12%	\$154,243	\$191,989	(\$37,747)	80.33%
April 2021	\$343,327	(\$76,539)	-22%	\$266,788	\$281,945	(\$15,157)	94.62%
May 2021	\$216,995	(\$16,871)	-8%	\$200,124	\$227,445	(\$27,321)	87.98%
June 2021	\$204,633	(\$46,795)	-23%	\$157,838	\$57,625	\$100,213	273.90%
Cumulative Totals	\$5,160,022	(\$959,985)	-19%	\$4,200,037	\$4,188,784	\$11,253	100.26%
100% Limited [^] Cumulative Total				\$4,188,784	\$4,188,784	\$0	100.00%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							0.26%

[^] - Since the DentaQuest VAS cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 27 for further explanation.

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Appendix A – Value Added Services (VAS) Monthly Tables

Table 6V — Aetna VAS Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$12,851	(\$210)	-2%	\$12,641	\$13,661	(\$1,020)	92.53%
August 2019	\$21,821	(\$11,279)	-52%	\$10,541	\$10,044	\$498	104.95%
September 2019	\$11,155	(\$2,086)	-19%	\$9,069	\$10,267	(\$1,198)	88.32%
October 2019	\$14,535	(\$434)	-3%	\$14,101	\$15,461	(\$1,360)	91.20%
November 2019	\$12,236	(\$276)	-2%	\$11,960	\$13,054	(\$1,094)	91.61%
December 2019	\$12,625	(\$3,818)	-30%	\$8,807	\$12,479	(\$3,672)	70.57%
January 2020	\$19,678	(\$7,828)	-40%	\$11,850	\$15,172	(\$3,321)	78.10%
February 2020	\$10,875	(\$3,994)	-37%	\$6,880	\$8,014	(\$1,134)	85.85%
March 2020	\$19,344	(\$10,079)	-52%	\$9,265	\$11,917	(\$2,651)	77.75%
April 2020	\$19,459	(\$8,209)	-42%	\$11,250	\$9,386	\$1,863	119.85%
May 2020	\$14,750	(\$5,633)	-38%	\$9,117	\$9,845	(\$728)	92.61%
June 2020	\$15,522	(\$5,591)	-36%	\$9,931	\$12,789	(\$2,858)	77.65%
July 2020	\$75,044	(\$49,211)	-66%	\$25,832	\$10,735	\$15,097	240.63%
August 2020	\$36,078	(\$18,810)	-52%	\$17,269	\$10,737	\$6,532	160.83%
September 2020	\$15,849	(\$821)	-5%	\$15,028	\$14,286	\$742	105.19%
October 2020	\$12,606	(\$1,355)	-11%	\$11,251	\$11,869	(\$618)	94.79%
November 2020	\$12,596	(\$283)	-2%	\$12,314	\$12,734	(\$420)	96.69%
December 2020	\$16,511	(\$2,257)	-14%	\$14,255	\$14,945	(\$690)	95.38%
January 2021	\$12,636	(\$484)	-4%	\$12,153	\$12,361	(\$208)	98.31%
February 2021	\$14,853	(\$906)	-6%	\$13,947	\$13,744	\$203	101.47%
March 2021	\$14,221	(\$1,571)	-11%	\$12,650	\$13,670	(\$1,020)	92.54%
April 2021	\$11,339	(\$297)	-3%	\$11,042	\$11,063	(\$21)	99.80%
May 2021	\$11,311	(\$769)	-7%	\$10,542	\$10,197	\$345	103.38%
June 2021	\$11,916	(\$314)	-3%	\$11,602	\$11,457	\$145	101.26%
Cumulative Totals	\$429,812	(\$136,514)	-32%	\$293,298	\$289,887	\$3,411	101.17%
100% Limited [^] Cumulative Total				\$289,887	\$289,887	\$0	100.00%
				State Contract Minimum Completeness Percentage Requirement			97.00%
						Non-Compliant	1.17%

[^] - Since the Non-Vendor VAS cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 27 for further explanation.



Appendix B – Definitions and Acronyms

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 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.
- **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 United Healthcare 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.
- **Molina Medicaid Solutions (MMS)** – State fiscal agent contractor prior to October 1, 2018. Now known as Gainwell.



Aetna Better Health of Louisiana Encounter and CDJ Comparison

- **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.





Appendix C – Analysis

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

Based on criteria provided by the MCO, we identified the Aetna Better Health of Louisiana's encounters as follows:

- ❖ **OneCall - Non-Emergency Transportation (NET)**
 - Plan ICN field prefix contains 'OC' in the third and fourth positions.
- ❖ **ModivCare (formerly known as LogistiCare) - Non-Emergency Transportation (NET)¹**
 - 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.

¹ – Replaced by OneCall – Effective July 1, 2020





Appendix D – Data Analysis Assumptions

1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not 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 instructed the MCOs to exclude referral fees, management fees and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transactions.
7. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum total (Tables A, B and C).
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. Cumulative completion percentages exceeding 100 percent were noted for DentaQuest total and value-added services (VAS) and Non-Vendor value-added services (VAS). So that the impacted amounts do not overstate the Entire Plan results, we have decreased the applicable encounters' monthly reported totals by the variance between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentages were decreased to a maximum of 100 percent (Tables A, C, 1, 5, 1V, 5V and 6V on pages 4, 8, 9, 13, 18, 22 and 23, respectively).
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.

