

MAY 1, 2019 THROUGH APRIL 30, 2021

**COMPARISON OF LOUISIANA
MANAGED CARE ORGANIZATION
ENCOUNTER DATA TO CASH
DISBURSEMENTS FOR
HEALTHY BLUE**



JULY 8, 2021





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LA MCO Encounter and CDJ Comparison



The July 2021 Louisiana Encounter Reconciliation report is an analysis of Healthy Blue’s Non-Vendor and delegated vendors’ encounters compared to the payments to service providers in the cash disbursement journals (CDJ). Below is a summary of the cumulative completion percentages for all delegated vendor and Non-Vendor paid encounters submitted to Louisiana’s fiscal agent contractor (FAC), Gainwell Technologies (Gainwell), for the reporting period of May 1, 2019 through April 30, 2021.

Per the Louisiana Department of Health (LDH), effective with the November 2020 reporting period, the ninety-five percent (95%) encounter completeness threshold became ninety-seven percent (97%) but no greater than one hundred percent (100%) of cash disbursements. This revision to the encounter completeness threshold can be found in Amendment 2 of the MCO contract effective July 1, 2020.

| Healthy Blue — Cumulative Completion Percentages | | |
|--|---------------------------|-------------------------------------|
| MCO/Delegated Vendor | Cumulative Completion (%) | Adjusted^ Cumulative Completion (%) |
| Entire Plan | 100.00% | 99.78% |
| MediTrans (Non-Emergency Transportation) | 83.80% | 83.80% |
| ModivCare (Non-Emergency Transportation) | 99.03% | 99.03% |
| Southeastrans (Non-Emergency Transportation) | 91.35% | 91.35% |
| Superior Vision (Vision Services) | 97.92% | 97.92% |
| DentaQuest (Dental Services) | 97.51% | 97.51% |
| CVS Health (Pharmacy Benefits) | 99.69% | 99.69% |
| Express Scripts (Pharmacy Benefits) | 108.65% | 100.00% |
| Healthy Blue - Non-Vendor | 100.29% | 100.00% |

[^] – 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.

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. MediTrans replaced ModivCare as the transportation vendor effective January 22, 2020. The low cumulative completion percentage appears to be due to mismatched paid amounts, missing encounters and/or encounters denied by the FAC when compared to the CDJ transactions.
2. Southeastrans’ cumulative completion percentage is below the 97 percent compliance threshold at 91.35 percent. Southeastrans was replaced by ModivCare on October 1, 2018. The low cumulative completion percentage appears to be due to missing encounters and/or mismatched paid amounts.
3. Express Scripts’ cumulative completion percentage is above the 100 percent compliance threshold at 108.65 percent. Express Scripts was replaced by CVS on May 1, 2019. The high cumulative completion percentage appears to be due to CDJ voids for prior periods in May 2019 not found in the encounters.
4. Healthy Blue Non-Vendor’s cumulative completion percentage is slightly above the 100 percent compliance threshold. This appears to be due to several recent months with high monthly completion percentages caused by missing CDJ transactions and/or mismatched paid amounts when compared to encounters.



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.
- Louisiana Department of Health (LDH) – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- Healthy Louisiana – The state of Louisiana’s Medicaid managed care program name as of May 2016, formerly Bayou Health.
- 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 (HB), AmeriHealth Caritas Louisiana (ACLA), Louisiana Healthcare Connections (LHCC), Aetna Better Health of Louisiana (Aetna) and UnitedHealthcare Community Plan (UHC).

LA MCO Encounter and CDJ Comparison

- 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.
- 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 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), 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's paid encounters that appear to be included in the FAC's database. This analysis includes these percentages for the entire plan as well as separate vision, non-emergency transportation (NET), dental value-added service (VAS) and pharmacy delegated vendor encounters paid during the period May 1, 2019 through April 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 Louisiana Department of Health (LDH), and should not be used for any other purpose.

LA MCO Encounter and CDJ Comparison



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, ACLA and LHCC). Effective February 1, 2015, two additional health plans (Aetna and UHC) joined the other three MCOs to provide services to the enrolled members and were added to the encounter data extracts in early May 2015. The data used for this report includes encounters received and accepted by the FAC and transmitted to Myers and Stauffer LC through May 25, 2021.

Initially, the FAC did not capture and store the MCO's encounter paid date information in their data warehouse. Therefore, Healthy Blue 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. Healthy Blue 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 May 1, 2019 through April 30, 2021. 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 the Healthy Blue encounters as follows:

- ❖ **ModivCare (formerly known as LogistiCare) - Non-Emergency Transportation (NET)³**
 - Plan ICN field contains 'LT' in the last two positions of the string or the last three characters begin with the string 'LT'.
 - Plan ICN field prefix contains 'LC' in the third and fourth positions.
- ❖ **MediTrans, Inc.- Non-Emergency Transportation (NET)**
 - Plan ICN field prefix contains 'MT' in the third and fourth positions.
- ❖ **Southeastrans, Inc.- Non-Emergency Transportation (NET)¹**
 - Plan ICN field prefix contains 'ST' in the third and fourth positions.
- ❖ **Superior Vision - Vision Services**
 - Plan ICN field prefix contains 'BL' in the third and fourth positions.
 - Plan ICN field prefix contains 'EQBV' in the third through sixth positions.
- ❖ **DentaQuest - Dental Services**
 - Plan ICN field prefix contains 'DQ' in the third and fourth positions.
- ❖ **CVS Health – Pharmacy Benefits**
 - Claim type code of '12'.
 - Dates of service beginning on May 1, 2019.
- ❖ **Express Scripts - Pharmacy Benefits²**
 - Claim type code of '12'.
 - Claims list provided by Healthy Blue for pharmacy benefit encounter submissions between February 2015 and October 2015.
 - Dates of service between February 1, 2015 and April 30, 2019.
- ❖ **Healthy Blue - Non-Vendor**
 - Encounters with plan ICN field prefixes that contain 'NF' in the third and fourth positions (i.e., NET services for Medicaid's fee-for-service population) have been excluded from the analysis.
 - All other plan-submitted encounters that do not meet the listed criteria.

1 – Replaced by ModivCare – Effective October 1, 2018

2 – Replaced by CVS Health – Effective May 1, 2019

3 – Replaced by MediTrans – Effective January 22, 2020





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. There appear to be instances of encounters for which a paid date was not provided in the monthly data extracts transmitted to Myers and Stauffer LC by the FAC. Additionally, there appear to be instances of void encounters where the associated original encounter may have been submitted by a different MCO and the void's payment date cannot be confirmed. Encounters without a valid payment date were included in a separate "unallocated date encounter total" and not included as part of the encounter reconciliation totals. These "unallocated date encounter total" amounts are included with the entire plan, Non-Vendor and Express Scripts pharmacy benefit completion tables on the following pages of this report. The cash disbursements associated with these encounters may be included in the cash disbursement journal totals. Please also note that these unallocated totals may contain amounts applicable to months outside the reporting period.
4. 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.
5. 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.
6. 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 Healthy Blue for examination. We have reviewed Healthy Blue's disputed duplicate response files submitted to us prior to May 15, 2021. The accepted responses have been incorporated into the analysis for this month's report.
7. 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.
8. 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.
9. Cumulative completion percentages exceeding 100 percent were noted for Superior Vision value-added services (VAS), Express Scripts and Non-Vendor. 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 (Table 1, 2, 10 and 11 on pages 13, 14, 23 and 24, respectively).

LA MCO Encounter and CDJ Comparison

10. 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.
11. 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 encounter 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. MediTrans replaced ModivCare as the transportation vendor effective January 22, 2020. All monthly completion percentages are very low for the reporting period. The low monthly completion percentages appear to be due to missing encounters, encounters denied by the FAC and/or mismatched paid amounts when compared to the CDJ transactions. We recommend Healthy Blue work with MediTrans, LDH and Gainwell to resolve any encounter data submission issues.
3. ModivCare's cumulative completion percentage is in compliance for the reporting period; however, there are several monthly completion percentages below the compliance threshold. These low monthly completion percentages appear to be due to missing or system denied encounters when compared to the CDJ transactions. We recommend Healthy Blue work with ModivCare, LDH and Gainwell to identify and resolve any encounter data submission issues.
4. Southeastrans' cumulative completion percentage is below the compliance threshold for the reporting period due to several low monthly completion percentages. 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. We recommend Healthy Blue work with Southeastrans, LDH and Gainwell to identify and resolve any encounter data submission issues.
5. Superior Vision's monthly completion percentages are high for five months and low for nine months of the reporting period. The low percentage months appear to be due to mismatched paid amounts and/or missing or system denied encounters when compared to the CDJ transactions while the high percentage months appear to be caused by missing CDJ transactions and/or mismatched paid amounts. We recommend Healthy Blue work with Superior Vision, LDH and Gainwell to identify and resolve any CDJ and/or encounter data submission issues.
6. The DentaQuest monthly completion percentages are high and low for many months of the reporting period. We have noted instances of void encounters that are potentially allocated to the month of original payment and not the date the void occurred as seen in the CDJ transactions. Additionally, we have identified instances of missing CDJ transactions when compared to encounters and missing encounters and/or encounters denied by the FAC that appear to be paid when compared to the CDJ. We recommend Healthy Blue work with DentaQuest, LDH and Gainwell to identify and resolve any CDJ and/or encounter data submission issues.
7. The CVS Health cumulative completion percentage is in compliance for the reporting period; however, there are several monthly completion percentages that are above 100 percent and three below 97 percent. These percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ or encounter voids not matching for the same paid month. Additionally, there appear to be instances of missing encounters or encounters denied by the FAC that have corresponding CDJ transactions with paid amounts. We recommend Healthy Blue work with CVS Health, LDH and Gainwell to resolve any CDJ and/or encounter data submission issues.

LA MCO Encounter and CDJ Comparison

8. Express Scripts' (ESI) cumulative completion percentage is over the 100 percent compliance threshold for the reporting period. Express Scripts is in the run out period as they were replaced by CVS Health on May 1, 2019. The monthly completion percentage for May 2019 is high and appears to be due to CDJ void transactions for prior periods not found in the encounters. We recommend Healthy Blue continue to work with Express Scripts, LDH and Gainwell to identify and resolve any CDJ and/or encounter data submission issues.
9. Monthly completion percentages over 100 percent were noted for Healthy Blue's Non-Vendor encounters for eleven months of the reporting period. These high months appear to be due to missing encounter adjustments when compared to the CDJs and/or missing CDJs. Additionally, instances of potentially missing encounter payments and/or CDJ voids, and instances of system denied encounters, may be causing many other months to be below the completion percentage threshold. We recommend Healthy Blue continue to work with LDH and Gainwell to identify and resolve any CDJ and/or encounter data submission issues.



HEALTHY BLUE – ENTIRE PLAN

Healthy Blue appears to have submitted approximately 100 percent of their encounter data for this period, with a cumulative monthly range between 99 percent and 100 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Table 1 — Healthy Blue (Entire Plan)

| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
|----------------|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| May 2019 | \$91,207,862 | \$96,454,282 | \$5,246,420 | \$91,207,862 | \$96,454,282 | \$5,246,420 | 105.75% | 105.75% |
| June 2019 | \$83,160,274 | \$88,104,911 | \$4,944,637 | \$174,368,136 | \$184,559,193 | \$10,191,057 | 105.94% | 105.84% |
| July 2019 | \$93,812,274 | \$92,866,907 | (\$945,367) | \$268,180,410 | \$277,426,100 | \$9,245,690 | 98.99% | 103.44% |
| August 2019 | \$100,930,446 | \$95,435,838 | (\$5,494,608) | \$369,110,856 | \$372,861,938 | \$3,751,082 | 94.55% | 101.01% |
| September 2019 | \$86,398,925 | \$92,460,128 | \$6,061,203 | \$455,509,781 | \$465,322,066 | \$9,812,285 | 107.01% | 102.15% |
| October 2019 | \$108,003,862 | \$110,961,620 | \$2,957,758 | \$563,513,643 | \$576,283,686 | \$12,770,043 | 102.73% | 102.26% |
| November 2019 | \$91,759,606 | \$89,915,043 | (\$1,844,563) | \$655,273,249 | \$666,198,729 | \$10,925,480 | 97.98% | 101.66% |
| December 2019 | \$97,598,686 | \$91,053,971 | (\$6,544,716) | \$752,871,936 | \$757,252,700 | \$4,380,764 | 93.29% | 100.58% |
| January 2020 | \$91,762,059 | \$93,372,046 | \$1,609,987 | \$844,633,994 | \$850,624,746 | \$5,990,752 | 101.75% | 100.70% |
| February 2020 | \$108,897,683 | \$100,580,049 | (\$8,317,635) | \$953,531,678 | \$951,204,794 | (\$2,326,883) | 92.36% | 99.75% |
| March 2020 | \$104,291,655 | \$105,084,798 | \$793,143 | \$1,057,823,332 | \$1,056,289,592 | (\$1,533,740) | 100.76% | 99.85% |
| April 2020 | \$80,935,923 | \$85,546,647 | \$4,610,723 | \$1,138,759,255 | \$1,141,836,239 | \$3,076,983 | 105.69% | 100.27% |
| May 2020 | \$84,930,692 | \$81,566,391 | (\$3,364,300) | \$1,223,689,947 | \$1,223,402,630 | (\$287,317) | 96.03% | 99.97% |
| June 2020 | \$94,112,988 | \$91,550,331 | (\$2,562,657) | \$1,317,802,936 | \$1,314,952,961 | (\$2,849,974) | 97.27% | 99.78% |
| July 2020 | \$114,017,268 | \$111,143,900 | (\$2,873,368) | \$1,431,820,204 | \$1,426,096,861 | (\$5,723,343) | 97.47% | 99.60% |
| August 2020 | \$95,578,503 | \$105,215,019 | \$9,636,517 | \$1,527,398,707 | \$1,531,311,881 | \$3,913,174 | 110.08% | 100.25% |
| September 2020 | \$118,382,362 | \$109,519,414 | (\$8,862,948) | \$1,645,781,068 | \$1,640,831,294 | (\$4,949,774) | 92.51% | 99.69% |
| October 2020 | \$116,296,307 | \$128,554,939 | \$12,258,632 | \$1,762,077,375 | \$1,769,386,233 | \$7,308,859 | 110.54% | 100.41% |
| November 2020 | \$113,765,309 | \$120,479,899 | \$6,714,591 | \$1,875,842,684 | \$1,889,866,133 | \$14,023,449 | 105.90% | 100.74% |
| December 2020 | \$124,212,099 | \$127,282,955 | \$3,070,856 | \$2,000,054,782 | \$2,017,149,088 | \$17,094,306 | 102.47% | 100.85% |
| January 2021 | \$105,222,007 | \$98,751,019 | (\$6,470,988) | \$2,105,276,789 | \$2,115,900,107 | \$10,623,318 | 93.85% | 100.50% |
| February 2021 | \$113,840,039 | \$110,521,602 | (\$3,318,436) | \$2,219,116,828 | \$2,226,421,710 | \$7,304,882 | 97.08% | 100.32% |
| March 2021 | \$131,060,305 | \$130,108,531 | (\$951,773) | \$2,350,177,132 | \$2,356,530,241 | \$6,353,108 | 99.27% | 100.27% |
| April 2021 | \$112,886,641 | \$106,779,004 | (\$6,107,638) | \$2,463,063,774 | \$2,463,309,244 | \$245,471 | 94.58% | 100.00% |
| Adjustments^ | \$0 | (\$5,644,602) | (\$5,644,602) | \$2,463,063,774 | \$2,457,664,643 | (\$5,399,131) | | 99.78% |

^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.

Unallocated date encounter total* (\$29,446) * Please reference data analysis assumption number 3 on page 9 for further explanation.



VALUE-ADDED SERVICES
(VAS) SUMMARY

Value-added services are included in the MCO's non-emergency transportation, vision, dental¹, and Non-Vendor CDJ and encounter totals. VAS CDJ data is identified based on a separate field in the CDJ files received from the MCO and VAS encounter data is identified based on the first character of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendors and Non-Vendor paid VAS encounters submitted to Gainwell, for the reporting period of May 1, 2019 through April 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.

| MCO/Delegated Vendor | VAS CDJ Cumulative Reported Total | VAS Cumulative Encounter Total | VAS Cumulative Variance | VAS Cumulative Completion (%) | Adjusted[^] VAS Cumulative Completion (%) |
|--|--|---------------------------------------|--------------------------------|--------------------------------------|---|
| Entire Plan | \$20,170,054 | \$20,249,348 | \$79,294 | 100.39% | 97.10% |
| ModivCare (Non-Emergency Transportation) | \$94,425 | \$74,808 | (\$19,617) | 79.22% | 79.22% |
| Superior Vision (Vision Services) | \$5,185,074 | \$5,848,110 | \$663,036 | 112.78% | 100.00% |
| DentaQuest (Dental Services) | \$10,145,187 | \$9,893,360 | (\$251,827) | 97.51% | 97.51% |
| Healthy Blue - Non-Vendor | \$4,745,367 | \$4,433,070 | (\$312,297) | 93.41% | 93.41% |

[^] – 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.

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

1. ModivCare's VAS cumulative completion percentage is below the 97 percent threshold for the reporting period. This appears to be due to missing encounters when compared to the CDJ transactions. We recommend Healthy Blue work with ModivCare, LDH and Gainwell to identify and resolve any VAS CDJ or encounter data submission issues.
2. Superior Vision's VAS completion percentage is above the compliance threshold at 112.78 percent. Sixteen of the monthly completion percentages are high while four are low. The high monthly completion percentages appear to be due to missing CDJ transactions and/or mismatched paid amounts when compared to encounters. The low percentage months appear to be due to mismatched paid amounts or dates and/or missing encounters or encounters denied by the FAC when compared to the CDJ transactions. We recommend Healthy Blue work with Superior Vision and LDH to identify and resolve any VAS CDJ or encounter data submission issues.
3. Non-Vendor VAS has nine monthly completion percentages that are above 100 percent and fourteen months that are below the 97 percent threshold. These high and low completion percentages appear to be due to missing and/or mismatched encounters and/or CDJ transactions. We recommend Healthy Blue work with LDH and Gainwell to identify and resolve any VAS encounter or CDJ data submission issues.

¹ – Since all dental services are VAS, the VAS dental totals indicated on this page are close to the totals shown in Table 8 – Healthy Blue DentaQuest (Dental). The potential data issues for DentaQuest are addressed in item 6 on page 11.

LA MCO Encounter and CDJ Comparison



HEALTHY BLUE CALCULATED VOID AND DUPLICATE SUMMARY

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

Table 3 — Healthy Blue Calculated Void and Duplicate Summary

| Paid Month | Count of Encounters | Total Sum (MCO Submitted Paid Amounts) | Count of CV PDUP Encounters | CV PDUP Amount Removed | % of CV PDUP Encounters | % of CV PDUP Amount Removed |
|----------------|---------------------|--|-----------------------------|------------------------|-------------------------|-----------------------------|
| May 2019 | 1,491,927 | \$97,327,310 | 12,059 | \$873,028 | 0.81% | 0.90% |
| June 2019 | 1,212,139 | \$88,581,619 | 5,131 | \$476,709 | 0.42% | 0.54% |
| July 2019 | 1,289,550 | \$93,105,556 | 2,519 | \$238,648 | 0.20% | 0.26% |
| August 2019 | 1,192,140 | \$95,583,770 | 2,184 | \$147,932 | 0.18% | 0.15% |
| September 2019 | 1,187,542 | \$92,582,156 | 1,188 | \$122,028 | 0.10% | 0.13% |
| October 2019 | 1,445,541 | \$111,266,936 | 3,941 | \$305,316 | 0.27% | 0.27% |
| November 2019 | 1,122,891 | \$90,299,845 | 4,773 | \$384,802 | 0.43% | 0.43% |
| December 2019 | 1,176,195 | \$91,371,260 | 4,337 | \$317,290 | 0.37% | 0.35% |
| January 2020 | 1,290,181 | \$93,512,170 | 2,212 | \$140,124 | 0.17% | 0.15% |
| February 2020 | 1,340,170 | \$100,766,641 | 2,867 | \$186,592 | 0.21% | 0.19% |
| March 2020 | 1,392,475 | \$105,183,380 | 2,218 | \$98,582 | 0.16% | 0.09% |
| April 2020 | 931,187 | \$85,621,303 | 1,430 | \$74,656 | 0.15% | 0.09% |
| May 2020 | 887,378 | \$81,602,624 | 945 | \$36,232 | 0.11% | 0.04% |
| June 2020 | 1,094,720 | \$91,617,178 | 1,429 | \$66,847 | 0.13% | 0.07% |
| July 2020 | 1,194,336 | \$111,242,675 | 1,648 | \$98,775 | 0.14% | 0.09% |
| August 2020 | 1,248,779 | \$105,352,135 | 2,017 | \$137,116 | 0.16% | 0.13% |
| September 2020 | 1,132,317 | \$109,624,950 | 1,579 | \$105,536 | 0.14% | 0.10% |
| October 2020 | 1,459,098 | \$128,704,152 | 2,031 | \$149,213 | 0.14% | 0.12% |
| November 2020 | 1,343,264 | \$120,599,127 | 1,970 | \$119,228 | 0.15% | 0.10% |
| December 2020 | 1,324,488 | \$127,407,130 | 2,022 | \$124,174 | 0.15% | 0.10% |
| January 2021 | 1,112,528 | \$98,820,639 | 728 | \$69,620 | 0.07% | 0.07% |
| February 2021 | 1,165,473 | \$110,567,489 | 481 | \$45,886 | 0.04% | 0.04% |
| March 2021 | 1,383,238 | \$130,163,917 | 475 | \$55,386 | 0.03% | 0.04% |
| April 2021 | 1,183,603 | \$106,824,159 | 433 | \$45,155 | 0.04% | 0.04% |
| TOTALS | 29,601,160 | \$2,467,728,121 | 60,617 | \$4,418,875 | 0.20% | 0.18% |

- **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 #6 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. Healthy Blue's CDJ totals and encounter totals as reported monthly.

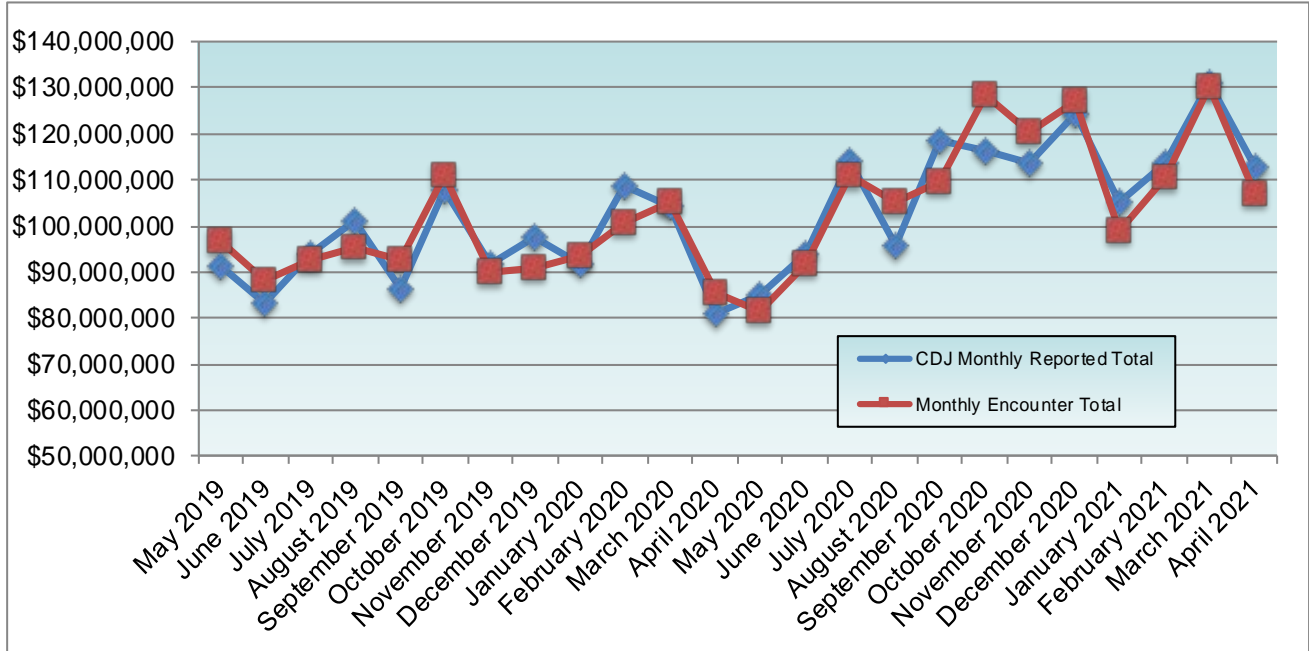
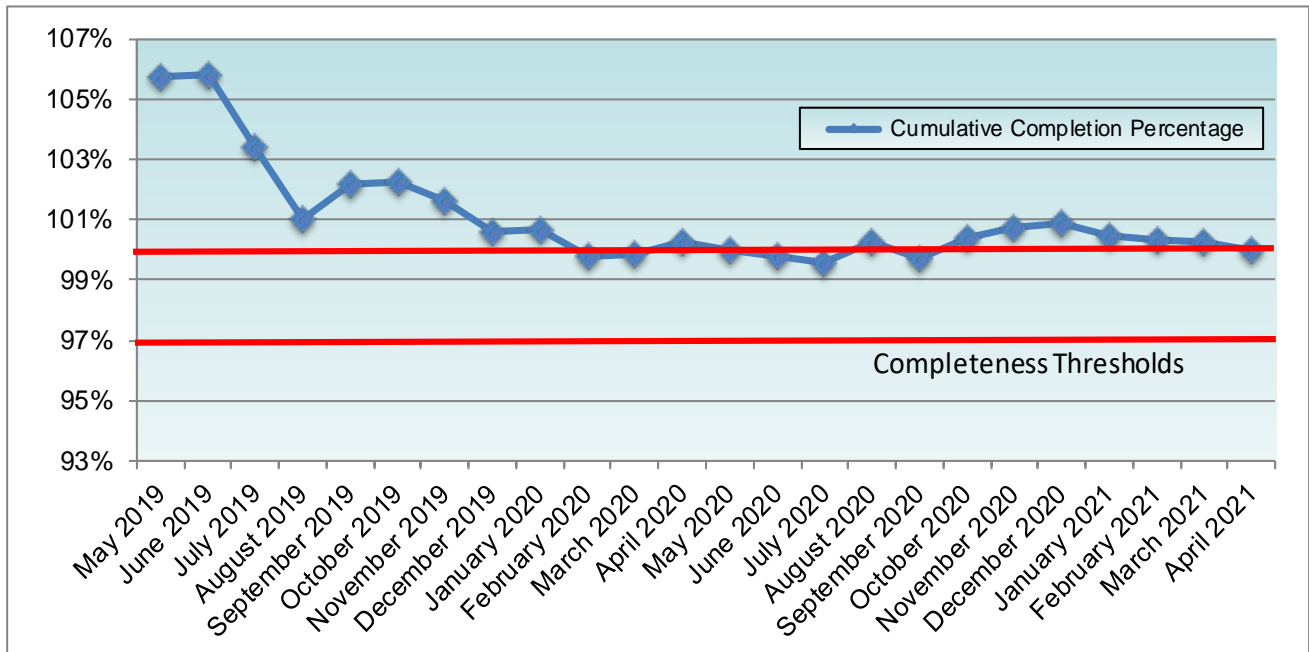


Chart 2. Healthy Blue's cumulative encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments.



LA MCO Encounter and CDJ Comparison

Healthy Blue delegated vendors include, or have included: ModivCare (Non-Emergency Transportation), Southeastrans, Inc. (Non-Emergency Transportation), MediTrans (Non-Emergency Transportation), Superior Vision (Vision), DentaQuest (Dental), CVS Health (Pharmacy), and Express Scripts (Pharmacy).

HEALTHY BLUE – MEDI TRANS (NON-EMERGENCY TRANSPORTATION)

Healthy Blue appears to have submitted approximately 83 percent of the MediTrans non-emergency transportation encounter data for this period, with a cumulative monthly range between 83 percent and 93 percent.

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

| Table 4 — Healthy Blue MediTrans (Non-Emergency Transportation) | | | | | | | | |
|---|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| February 2020 | \$266,888 | \$248,681 | (\$18,207) | \$266,888 | \$248,681 | (\$18,207) | 93.17% | 93.17% |
| March 2020 | \$580,983 | \$533,722 | (\$47,261) | \$847,870 | \$782,403 | (\$65,467) | 91.86% | 92.27% |
| April 2020 | \$1,179,109 | \$1,065,897 | (\$113,212) | \$2,026,979 | \$1,848,299 | (\$178,680) | 90.39% | 91.18% |
| May 2020 | \$789,898 | \$718,696 | (\$71,202) | \$2,816,877 | \$2,566,996 | (\$249,882) | 90.98% | 91.12% |
| June 2020 | \$879,051 | \$815,925 | (\$63,126) | \$3,695,928 | \$3,382,921 | (\$313,008) | 92.81% | 91.53% |
| July 2020 | \$1,519,777 | \$1,404,604 | (\$115,173) | \$5,215,705 | \$4,787,525 | (\$428,181) | 92.42% | 91.79% |
| August 2020 | \$1,314,556 | \$1,189,839 | (\$124,717) | \$6,530,262 | \$5,977,364 | (\$552,898) | 90.51% | 91.53% |
| September 2020 | \$816,429 | \$749,026 | (\$67,403) | \$7,346,691 | \$6,726,390 | (\$620,301) | 91.74% | 91.55% |
| October 2020 | \$1,225,719 | \$1,115,678 | (\$110,041) | \$8,572,409 | \$7,842,068 | (\$730,341) | 91.02% | 91.48% |
| November 2020 | \$1,179,185 | \$1,068,032 | (\$111,153) | \$9,751,594 | \$8,910,100 | (\$841,494) | 90.57% | 91.37% |
| December 2020 | \$1,480,782 | \$976,907 | (\$503,874) | \$11,232,376 | \$9,887,007 | (\$1,345,369) | 65.97% | 88.02% |
| January 2021 | \$1,066,505 | \$722,919 | (\$343,586) | \$12,298,881 | \$10,609,926 | (\$1,688,955) | 67.78% | 86.26% |
| February 2021 | \$990,953 | \$705,251 | (\$285,702) | \$13,289,835 | \$11,315,177 | (\$1,974,657) | 71.16% | 85.14% |
| March 2021 | \$1,009,404 | \$739,506 | (\$269,898) | \$14,299,239 | \$12,054,683 | (\$2,244,555) | 73.26% | 84.30% |
| April 2021 | \$1,155,159 | \$896,439 | (\$258,720) | \$15,454,397 | \$12,951,122 | (\$2,503,275) | 77.60% | 83.80% |

HEALTHY BLUE – MODIVCARE (NON-EMERGENCY TRANSPORTATION)

Healthy Blue appears to have submitted approximately 99 percent of the ModivCare non-emergency transportation encounter data for this period.

Please reference potential data issue 3 on page 11 for details on what may be impacting the completion percentages.

| Table 5 — Healthy Blue ModivCare (Non-Emergency Transportation) | | | | | | | | |
|---|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| May 2019 | \$1,115,236 | \$1,111,658 | (\$3,578) | \$1,115,236 | \$1,111,658 | (\$3,578) | 99.67% | 99.67% |
| June 2019 | \$973,563 | \$969,578 | (\$3,985) | \$2,088,799 | \$2,081,236 | (\$7,563) | 99.59% | 99.63% |
| July 2019 | \$898,013 | \$888,176 | (\$9,837) | \$2,986,812 | \$2,969,412 | (\$17,400) | 98.90% | 99.41% |
| August 2019 | \$1,324,888 | \$1,320,520 | (\$4,368) | \$4,311,700 | \$4,289,932 | (\$21,768) | 99.67% | 99.49% |
| September 2019 | \$1,208,974 | \$1,195,455 | (\$13,519) | \$5,520,674 | \$5,485,387 | (\$35,287) | 98.88% | 99.36% |
| October 2019 | \$991,871 | \$987,832 | (\$4,039) | \$6,512,545 | \$6,473,219 | (\$39,326) | 99.59% | 99.39% |
| November 2019 | \$1,546,821 | \$1,539,946 | (\$6,875) | \$8,059,366 | \$8,013,165 | (\$46,201) | 99.55% | 99.42% |
| December 2019 | \$1,110,851 | \$1,100,585 | (\$10,265) | \$9,170,217 | \$9,113,750 | (\$56,467) | 99.07% | 99.38% |
| January 2020 | \$1,178,159 | \$1,174,230 | (\$3,929) | \$10,348,376 | \$10,287,980 | (\$60,396) | 99.66% | 99.41% |
| February 2020 | \$346,964 | \$337,449 | (\$9,514) | \$10,695,340 | \$10,625,430 | (\$69,910) | 97.25% | 99.34% |
| March 2020 | \$93,857 | \$90,233 | (\$3,624) | \$10,789,197 | \$10,715,663 | (\$73,534) | 96.13% | 99.31% |
| April 2020 | \$38,972 | \$38,972 | \$0 | \$10,828,169 | \$10,754,635 | (\$73,534) | 100.00% | 99.32% |
| May 2020 | \$40,673 | \$39,861 | (\$811) | \$10,868,841 | \$10,794,497 | (\$74,345) | 98.00% | 99.31% |
| June 2020 | \$32,231 | \$31,165 | (\$1,066) | \$10,901,073 | \$10,825,661 | (\$75,411) | 96.69% | 99.30% |
| July 2020 | \$18,912 | \$14,035 | (\$4,877) | \$10,919,985 | \$10,839,697 | (\$80,288) | 74.21% | 99.26% |
| August 2020 | \$8,579 | \$3,635 | (\$4,944) | \$10,928,564 | \$10,843,332 | (\$85,232) | 42.37% | 99.22% |
| September 2020 | \$10,756 | \$7,553 | (\$3,203) | \$10,939,320 | \$10,850,885 | (\$88,435) | 70.21% | 99.19% |
| October 2020 | \$14,422 | \$9,547 | (\$4,876) | \$10,953,742 | \$10,860,431 | (\$93,311) | 66.19% | 99.14% |
| November 2020 | \$3,079 | \$1,236 | (\$1,843) | \$10,956,821 | \$10,861,667 | (\$95,154) | 40.13% | 99.13% |
| December 2020 | \$9,725 | \$1,359 | (\$8,366) | \$10,966,546 | \$10,863,026 | (\$103,520) | 13.97% | 99.05% |
| January 2021 | \$2,089 | \$339 | (\$1,750) | \$10,968,635 | \$10,863,365 | (\$105,270) | 16.21% | 99.04% |
| February 2021 | \$316 | \$316 | \$0 | \$10,968,951 | \$10,863,681 | (\$105,270) | 100.00% | 99.04% |
| March 2021 | \$854 | \$854 | \$0 | \$10,969,805 | \$10,864,535 | (\$105,270) | 100.00% | 99.04% |
| April 2021 | \$1,105 | \$43 | (\$1,062) | \$10,970,910 | \$10,864,578 | (\$106,332) | 3.92% | 99.03% |

HEALTHY BLUE – SOUTHEASTRANS (NON-EMERGENCY TRANSPORTATION)

Healthy Blue appears to have submitted approximately 91 percent of the Southeastrans non-emergency transportation encounter data for this period, with a cumulative monthly range between 90 percent and 99 percent.

Please reference potential data issue 4 on page 11 for details on what may be impacting the completion percentages.

| Table 6 — Healthy Blue Southeastrans (Non-Emergency Transportation) | | | | | | | | |
|---|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| May 2019 | \$9,349 | \$9,273 | (\$76) | \$9,349 | \$9,273 | (\$76) | 99.18% | 99.18% |
| June 2019 | \$1,383 | \$658 | (\$725) | \$10,732 | \$9,931 | (\$801) | 47.57% | 92.53% |
| July 2019 | \$66,571 | \$60,200 | (\$6,371) | \$77,303 | \$70,131 | (\$7,172) | 90.43% | 90.72% |
| August 2019 | \$4,632 | \$4,503 | (\$129) | \$81,935 | \$74,634 | (\$7,301) | 97.21% | 91.08% |
| September 2019 | \$2,067 | \$2,067 | \$0 | \$84,002 | \$76,701 | (\$7,301) | 100.00% | 91.30% |
| October 2019 | \$1,230 | \$1,135 | (\$95) | \$85,232 | \$77,836 | (\$7,396) | 92.27% | 91.32% |
| November 2019 | \$297 | \$297 | \$0 | \$85,529 | \$78,133 | (\$7,396) | 100.00% | 91.35% |
| December 2019 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| January 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| February 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| March 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| April 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| May 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| June 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| July 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| August 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| September 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| October 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| November 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| December 2020 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| January 2021 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| February 2021 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| March 2021 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |
| April 2021 | \$0 | \$0 | \$0 | \$85,529 | \$78,133 | (\$7,396) | | 91.35% |

HEALTHY BLUE – SUPERIOR VISION (VISION SERVICES)

Healthy Blue appears to have submitted approximately 97 percent of the Superior Vision services encounter data for this period, with a cumulative monthly range between 83 percent and 98 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Please reference potential data issue 5 on page 11 for details on what may be impacting the completion percentages.

| Table 7 — Healthy Blue Superior Vision (Vision) | | | | | | | | |
|---|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| May 2019 | \$604,072 | \$505,678 | (\$98,394) | \$604,072 | \$505,678 | (\$98,394) | 83.71% | 83.71% |
| June 2019 | \$504,067 | \$495,184 | (\$8,883) | \$1,108,139 | \$1,000,862 | (\$107,278) | 98.23% | 90.31% |
| July 2019 | \$523,312 | \$518,807 | (\$4,505) | \$1,631,451 | \$1,519,668 | (\$111,783) | 99.13% | 93.14% |
| August 2019 | \$629,294 | \$626,386 | (\$2,908) | \$2,260,745 | \$2,146,055 | (\$114,690) | 99.53% | 94.92% |
| September 2019 | \$604,384 | \$601,319 | (\$3,065) | \$2,865,129 | \$2,747,374 | (\$117,756) | 99.49% | 95.89% |
| October 2019 | \$576,136 | \$572,342 | (\$3,794) | \$3,441,265 | \$3,319,716 | (\$121,550) | 99.34% | 96.46% |
| November 2019 | \$487,087 | \$481,466 | (\$5,621) | \$3,928,352 | \$3,801,182 | (\$127,170) | 98.84% | 96.76% |
| December 2019 | \$350,120 | \$339,509 | (\$10,611) | \$4,278,472 | \$4,140,691 | (\$137,781) | 96.96% | 96.77% |
| January 2020 | \$448,209 | \$416,914 | (\$31,294) | \$4,726,681 | \$4,557,605 | (\$169,076) | 93.01% | 96.42% |
| February 2020 | \$437,083 | \$411,979 | (\$25,104) | \$5,163,764 | \$4,969,584 | (\$194,180) | 94.25% | 96.23% |
| March 2020 | \$479,601 | \$451,299 | (\$28,302) | \$5,643,366 | \$5,420,883 | (\$222,482) | 94.09% | 96.05% |
| April 2020 | \$76,578 | \$68,878 | (\$7,700) | \$5,719,944 | \$5,489,762 | (\$230,182) | 89.94% | 95.97% |
| May 2020 | \$172,413 | \$165,026 | (\$7,387) | \$5,892,357 | \$5,654,787 | (\$237,569) | 95.71% | 95.96% |
| June 2020 | \$629,654 | \$589,511 | (\$40,143) | \$6,522,010 | \$6,244,298 | (\$277,712) | 93.62% | 95.74% |
| July 2020 | \$410,241 | \$483,031 | \$72,790 | \$6,932,251 | \$6,727,329 | (\$204,922) | 117.74% | 97.04% |
| August 2020 | \$497,549 | \$489,792 | (\$7,757) | \$7,429,800 | \$7,217,121 | (\$212,678) | 98.44% | 97.13% |
| September 2020 | \$469,520 | \$458,497 | (\$11,023) | \$7,899,320 | \$7,675,618 | (\$223,702) | 97.65% | 97.16% |
| October 2020 | \$549,447 | \$540,703 | (\$8,745) | \$8,448,767 | \$8,216,321 | (\$232,446) | 98.40% | 97.24% |
| November 2020 | \$465,985 | \$538,322 | \$72,338 | \$8,914,752 | \$8,754,643 | (\$160,109) | 115.52% | 98.20% |
| December 2020 | \$447,924 | \$448,279 | \$355 | \$9,362,675 | \$9,202,922 | (\$159,754) | 100.07% | 98.29% |
| January 2021 | \$472,653 | \$473,249 | \$596 | \$9,835,329 | \$9,676,170 | (\$159,158) | 100.12% | 98.38% |
| February 2021 | \$404,415 | \$409,448 | \$5,032 | \$10,239,744 | \$10,085,618 | (\$154,126) | 101.24% | 98.49% |
| March 2021 | \$549,437 | \$473,872 | (\$75,565) | \$10,789,181 | \$10,559,490 | (\$229,691) | 86.24% | 97.87% |
| April 2021 | \$405,014 | \$402,749 | (\$2,265) | \$11,194,195 | \$10,962,240 | (\$231,956) | 99.44% | 97.92% |

HEALTHY BLUE – DENTAQUEST (DENTAL SERVICES)

Healthy Blue appears to have submitted approximately 97 percent of the DentaQuest dental services encounter data for this period, with a cumulative monthly range between 94 percent and 100 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Please reference potential data issue 6 on page 11 for details on what may be significantly impacting the completion percentages.

| Table 8 — Healthy Blue DentaQuest (Dental) | | | | | | | | |
|--|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| May 2019 | \$792,868 | \$757,261 | (\$35,608) | \$792,868 | \$757,261 | (\$35,608) | 95.50% | 95.50% |
| June 2019 | \$379,854 | \$360,512 | (\$19,342) | \$1,172,722 | \$1,117,772 | (\$54,950) | 94.90% | 95.31% |
| July 2019 | \$362,721 | \$327,022 | (\$35,699) | \$1,535,443 | \$1,444,794 | (\$90,649) | 90.15% | 94.09% |
| August 2019 | \$473,482 | \$452,690 | (\$20,792) | \$2,008,925 | \$1,897,484 | (\$111,441) | 95.60% | 94.45% |
| September 2019 | \$406,556 | \$383,336 | (\$23,220) | \$2,415,481 | \$2,280,821 | (\$134,660) | 94.28% | 94.42% |
| October 2019 | \$489,636 | \$472,748 | (\$16,888) | \$2,905,117 | \$2,753,569 | (\$151,548) | 96.55% | 94.78% |
| November 2019 | \$375,568 | \$358,373 | (\$17,195) | \$3,280,685 | \$3,111,942 | (\$168,743) | 95.42% | 94.85% |
| December 2019 | \$302,240 | \$332,112 | \$29,872 | \$3,582,926 | \$3,444,055 | (\$138,871) | 109.88% | 96.12% |
| January 2020 | \$493,726 | \$493,860 | \$135 | \$4,076,652 | \$3,937,915 | (\$138,737) | 100.02% | 96.59% |
| February 2020 | \$302,995 | \$421,222 | \$118,227 | \$4,379,646 | \$4,359,137 | (\$20,509) | 139.01% | 99.53% |
| March 2020 | \$393,620 | \$391,545 | (\$2,075) | \$4,773,266 | \$4,750,682 | (\$22,584) | 99.47% | 99.52% |
| April 2020 | \$86,889 | \$101,001 | \$14,112 | \$4,860,155 | \$4,851,683 | (\$8,472) | 116.24% | 99.82% |
| May 2020 | \$201,284 | \$233,848 | \$32,565 | \$5,061,439 | \$5,085,531 | \$24,092 | 116.17% | 100.47% |
| June 2020 | \$360,777 | \$374,448 | \$13,671 | \$5,422,216 | \$5,459,979 | \$37,763 | 103.78% | 100.69% |
| July 2020 | \$493,716 | \$450,421 | (\$43,295) | \$5,915,932 | \$5,910,400 | (\$5,532) | 91.23% | 99.90% |
| August 2020 | \$438,502 | \$401,484 | (\$37,018) | \$6,354,434 | \$6,311,884 | (\$42,551) | 91.55% | 99.33% |
| September 2020 | \$342,334 | \$341,852 | (\$481) | \$6,696,768 | \$6,653,736 | (\$43,032) | 99.85% | 99.35% |
| October 2020 | \$562,528 | \$550,807 | (\$11,721) | \$7,259,296 | \$7,204,543 | (\$54,753) | 97.91% | 99.24% |
| November 2020 | \$439,856 | \$439,554 | (\$301) | \$7,699,151 | \$7,644,097 | (\$55,054) | 99.93% | 99.28% |
| December 2020 | \$509,826 | \$454,804 | (\$55,021) | \$8,208,977 | \$8,098,902 | (\$110,075) | 89.20% | 98.65% |
| January 2021 | \$500,552 | \$431,215 | (\$69,338) | \$8,709,529 | \$8,530,116 | (\$179,413) | 86.14% | 97.94% |
| February 2021 | \$450,414 | \$401,134 | (\$49,280) | \$9,159,943 | \$8,931,250 | (\$228,693) | 89.05% | 97.50% |
| March 2021 | \$444,355 | \$380,434 | (\$63,921) | \$9,604,298 | \$9,311,684 | (\$292,614) | 85.61% | 96.95% |
| April 2021 | \$541,294 | \$581,676 | \$40,382 | \$10,145,592 | \$9,893,360 | (\$252,232) | 107.46% | 97.51% |

* Since all dental services are value-added services, the cumulative totals above reflect similar totals as in the value-added services summary (see Value-Added Services Summary on page 14).

HEALTHY BLUE – CVS HEALTH (PHARMACY BENEFITS)

Healthy Blue appears to have submitted approximately 99 percent of the CVS Health pharmacy benefit encounter data for this period, with a cumulative monthly range between 88 percent and 99 percent. Monthly percentages exceeded 100 percent during some months of the reporting period. Please reference potential data issue number 1 on page 9 for an explanation of the possible causes.

Please reference potential data issue 7 on page 11 for details on what may be significantly impacting the completion percentages.

Table 9 — Healthy Blue CVS Health (Pharmacy Benefits)

| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
|----------------|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| May 2019 | \$17,537,033 | \$15,458,564 | (\$2,078,469) | \$17,537,033 | \$15,458,564 | (\$2,078,469) | 88.14% | 88.14% |
| June 2019 | \$23,255,225 | \$22,152,857 | (\$1,102,367) | \$40,792,258 | \$37,611,422 | (\$3,180,837) | 95.25% | 92.20% |
| July 2019 | \$29,018,956 | \$30,815,954 | \$1,796,998 | \$69,811,214 | \$68,427,376 | (\$1,383,838) | 106.19% | 98.01% |
| August 2019 | \$26,257,127 | \$26,470,341 | \$213,214 | \$96,068,342 | \$94,897,717 | (\$1,170,625) | 100.81% | 98.78% |
| September 2019 | \$27,522,669 | \$27,498,859 | (\$23,810) | \$123,591,011 | \$122,396,576 | (\$1,194,435) | 99.91% | 99.03% |
| October 2019 | \$34,375,074 | \$34,380,713 | \$5,639 | \$157,966,085 | \$156,777,290 | (\$1,188,795) | 100.01% | 99.24% |
| November 2019 | \$26,750,626 | \$26,619,924 | (\$130,702) | \$184,716,711 | \$183,397,214 | (\$1,319,497) | 99.51% | 99.28% |
| December 2019 | \$27,034,238 | \$26,735,199 | (\$299,039) | \$211,750,949 | \$210,132,412 | (\$1,618,537) | 98.89% | 99.23% |
| January 2020 | \$29,434,865 | \$27,445,715 | (\$1,989,150) | \$241,185,814 | \$237,578,128 | (\$3,607,686) | 93.24% | 98.50% |
| February 2020 | \$27,495,835 | \$27,793,929 | \$298,094 | \$268,681,649 | \$265,372,057 | (\$3,309,592) | 101.08% | 98.76% |
| March 2020 | \$27,882,476 | \$27,886,103 | \$3,627 | \$296,564,125 | \$293,258,160 | (\$3,305,966) | 100.01% | 98.88% |
| April 2020 | \$33,538,861 | \$33,576,681 | \$37,821 | \$330,102,986 | \$326,834,841 | (\$3,268,145) | 100.11% | 99.00% |
| May 2020 | \$27,441,202 | \$28,852,679 | \$1,411,477 | \$357,544,188 | \$355,687,520 | (\$1,856,668) | 105.14% | 99.48% |
| June 2020 | \$26,761,078 | \$26,804,855 | \$43,777 | \$384,305,266 | \$382,492,375 | (\$1,812,891) | 100.16% | 99.52% |
| July 2020 | \$35,974,528 | \$35,795,994 | (\$178,534) | \$420,279,794 | \$418,288,369 | (\$1,991,425) | 99.50% | 99.52% |
| August 2020 | \$31,255,703 | \$31,357,016 | \$101,313 | \$451,535,497 | \$449,645,384 | (\$1,890,112) | 100.32% | 99.58% |
| September 2020 | \$40,213,300 | \$39,675,247 | (\$538,053) | \$491,748,797 | \$489,320,631 | (\$2,428,166) | 98.66% | 99.50% |
| October 2020 | \$33,777,380 | \$33,758,532 | (\$18,848) | \$525,526,177 | \$523,079,163 | (\$2,447,014) | 99.94% | 99.53% |
| November 2020 | \$34,336,499 | \$34,312,683 | (\$23,816) | \$559,862,676 | \$557,391,846 | (\$2,470,830) | 99.93% | 99.55% |
| December 2020 | \$43,156,863 | \$43,299,070 | \$142,207 | \$603,019,539 | \$600,690,916 | (\$2,328,623) | 100.32% | 99.61% |
| January 2021 | \$33,522,132 | \$32,724,031 | (\$798,100) | \$636,541,671 | \$633,414,947 | (\$3,126,723) | 97.61% | 99.50% |
| February 2021 | \$35,050,627 | \$34,959,106 | (\$91,520) | \$671,592,297 | \$668,374,054 | (\$3,218,244) | 99.73% | 99.52% |
| March 2021 | \$45,431,306 | \$46,038,783 | \$607,477 | \$717,023,604 | \$714,412,837 | (\$2,610,767) | 101.33% | 99.63% |
| April 2021 | \$36,840,033 | \$37,152,860 | \$312,827 | \$753,863,637 | \$751,565,697 | (\$2,297,940) | 100.84% | 99.69% |

HEALTHY BLUE – EXPRESS SCRIPTS (PHARMACY BENEFITS)

Healthy Blue appears to have submitted approximately 100 percent of the Express Scripts pharmacy benefit encounter data for this period. Monthly percentages exceeded 100 percent during a few months of the reporting period and for the overall study period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Please reference potential data issue 8 on page 12 for details on what may be significantly impacting the completion percentages.

Table 10 — Healthy Blue Express Scripts (Pharmacy Benefits)

| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
|----------------|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| May 2019 | \$9,679,808 | \$10,387,165 | \$707,357 | \$9,679,808 | \$10,387,165 | \$707,357 | 107.30% | 107.30% |
| June 2019 | (\$18,779) | \$14,954 | \$33,733 | \$9,661,029 | \$10,402,118 | \$741,090 | -79.62% | 107.67% |
| July 2019 | (\$2,135) | \$6,735 | \$8,870 | \$9,658,893 | \$10,408,853 | \$749,960 | -315.39% | 107.76% |
| August 2019 | \$2,474 | \$2,868 | \$394 | \$9,661,367 | \$10,411,722 | \$750,354 | 115.92% | 107.76% |
| September 2019 | (\$7,147) | \$1,087 | \$8,234 | \$9,654,220 | \$10,412,809 | \$758,589 | -15.20% | 107.85% |
| October 2019 | (\$35,797) | \$203 | \$36,000 | \$9,618,423 | \$10,413,011 | \$794,588 | -0.56% | 108.26% |
| November 2019 | (\$3,713) | \$374 | \$4,087 | \$9,614,710 | \$10,413,385 | \$798,675 | -10.07% | 108.30% |
| December 2019 | (\$2,672) | \$769 | \$3,442 | \$9,612,038 | \$10,414,155 | \$802,117 | -28.78% | 108.34% |
| January 2020 | (\$5,266) | \$21,598 | \$26,864 | \$9,606,772 | \$10,435,753 | \$828,981 | -410.15% | 108.62% |
| February 2020 | \$91 | \$168 | \$77 | \$9,606,863 | \$10,435,921 | \$829,058 | 184.44% | 108.62% |
| March 2020 | (\$1,955) | \$256 | \$2,210 | \$9,604,908 | \$10,436,176 | \$831,268 | -13.07% | 108.65% |
| April 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| May 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| June 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| July 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| August 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| September 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| October 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| November 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| December 2020 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| January 2021 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| February 2021 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| March 2021 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| April 2021 | \$0 | \$0 | \$0 | \$9,604,908 | \$10,436,176 | \$831,268 | | 108.65% |
| | | | | | | | | |
| Adjustments^ | \$0 | (\$831,268) | (\$831,268) | \$9,604,908 | \$9,604,908 | \$0 | | 100.00% |

^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.

HEALTHY BLUE –NON-VENDOR

Healthy Blue appears to have submitted approximately 100 percent of the Healthy Blue non-vendor encounter data for this period, with a cumulative monthly range between 99 percent and 100 percent. Monthly percentages exceeded 100 percent during some months of the reporting period and for the overall study period. Please reference potential data issue number 1 on page 11 for an explanation of the possible causes.

Please reference potential data issue 9 on page 12 for details on what may be significantly impacting the completion percentages.

| Table 11 — Healthy Blue Non-Vendor | | | | | | | | |
|------------------------------------|----------------------------|-------------------------|------------------|-------------------------------|----------------------------|---------------------|-------------------------------|----------------------------------|
| Paid Month | CDJ Monthly Reported Total | Monthly Encounter Total | Monthly Variance | CDJ Cumulative Reported Total | Cumulative Encounter Total | Cumulative Variance | Monthly Completion Percentage | Cumulative Completion Percentage |
| May 2019 | \$61,469,496 | \$68,224,684 | \$6,755,188 | \$61,469,496 | \$68,224,684 | \$6,755,188 | 110.98% | 110.98% |
| June 2019 | \$58,064,961 | \$64,111,168 | \$6,046,207 | \$119,534,456 | \$132,335,852 | \$12,801,396 | 110.41% | 110.70% |
| July 2019 | \$62,944,837 | \$60,250,013 | (\$2,694,824) | \$182,479,293 | \$192,585,865 | \$10,106,572 | 95.71% | 105.53% |
| August 2019 | \$72,238,548 | \$66,558,529 | (\$5,680,019) | \$254,717,841 | \$259,144,394 | \$4,426,553 | 92.13% | 101.73% |
| September 2019 | \$56,661,422 | \$62,778,005 | \$6,116,582 | \$311,379,264 | \$321,922,399 | \$10,543,135 | 110.79% | 103.38% |
| October 2019 | \$71,605,711 | \$74,546,646 | \$2,940,935 | \$382,984,975 | \$396,469,045 | \$13,484,070 | 104.10% | 103.52% |
| November 2019 | \$62,602,920 | \$60,914,663 | (\$1,688,258) | \$445,587,896 | \$457,383,708 | \$11,795,812 | 97.30% | 102.64% |
| December 2019 | \$68,803,910 | \$62,545,796 | (\$6,258,114) | \$514,391,805 | \$519,929,504 | \$5,537,699 | 90.90% | 101.07% |
| January 2020 | \$60,212,365 | \$63,819,728 | \$3,607,362 | \$574,604,171 | \$583,749,232 | \$9,145,061 | 105.99% | 101.59% |
| February 2020 | \$80,047,828 | \$71,366,621 | (\$8,681,208) | \$654,651,999 | \$655,115,852 | \$463,854 | 89.15% | 100.07% |
| March 2020 | \$74,863,072 | \$75,731,639 | \$868,567 | \$729,515,071 | \$730,847,492 | \$1,332,420 | 101.16% | 100.18% |
| April 2020 | \$46,015,514 | \$50,695,218 | \$4,679,703 | \$775,530,586 | \$781,542,709 | \$6,012,123 | 110.16% | 100.77% |
| May 2020 | \$56,285,223 | \$51,556,281 | (\$4,728,941) | \$831,815,808 | \$833,098,991 | \$1,283,182 | 91.59% | 100.15% |
| June 2020 | \$65,450,197 | \$62,934,428 | (\$2,515,769) | \$897,266,005 | \$896,033,418 | (\$1,232,587) | 96.15% | 99.86% |
| July 2020 | \$75,600,094 | \$72,995,814 | (\$2,604,280) | \$972,866,099 | \$969,029,232 | (\$3,836,867) | 96.55% | 99.60% |
| August 2020 | \$62,063,614 | \$71,773,254 | \$9,709,640 | \$1,034,929,713 | \$1,040,802,486 | \$5,872,773 | 115.64% | 100.56% |
| September 2020 | \$76,530,023 | \$68,287,239 | (\$8,242,785) | \$1,111,459,736 | \$1,109,089,725 | (\$2,370,012) | 89.22% | 99.78% |
| October 2020 | \$80,166,811 | \$92,579,673 | \$12,412,863 | \$1,191,626,547 | \$1,201,669,398 | \$10,042,851 | 115.48% | 100.84% |
| November 2020 | \$77,340,705 | \$84,120,073 | \$6,779,367 | \$1,268,967,252 | \$1,285,789,471 | \$16,822,218 | 108.76% | 101.32% |
| December 2020 | \$78,606,980 | \$82,102,536 | \$3,495,556 | \$1,347,574,232 | \$1,367,892,006 | \$20,317,774 | 104.44% | 101.50% |
| January 2021 | \$69,658,076 | \$64,399,267 | (\$5,258,809) | \$1,417,232,308 | \$1,432,291,273 | \$15,058,965 | 92.45% | 101.06% |
| February 2021 | \$76,943,313 | \$74,046,347 | (\$2,896,966) | \$1,494,175,621 | \$1,506,337,620 | \$12,161,999 | 96.23% | 100.81% |
| March 2021 | \$83,624,948 | \$82,475,082 | (\$1,149,866) | \$1,577,800,569 | \$1,588,812,702 | \$11,012,133 | 98.62% | 100.69% |
| April 2021 | \$73,944,036 | \$67,745,236 | (\$6,198,800) | \$1,651,744,605 | \$1,656,557,938 | \$4,813,333 | 91.61% | 100.29% |
| Adjustments^ | \$0 | (\$4,813,333) | (\$4,813,333) | \$1,651,744,605 | \$1,651,744,605 | \$0 | | 100.00% |

^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.

Unallocated date encounter total* (\$29,446)

* Please reference data analysis assumption number 3 on page 9 for further explanation.