



# Louisiana Department of Health

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

September 9, 2021



**MYERS AND  
STAUFFER**<sub>L.C.</sub>  
CERTIFIED PUBLIC ACCOUNTANTS



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### Study Purpose

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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.



## Healthy Blue Encounter and CDJ Comparison



### Summary

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 files 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 — Healthy Blue Cumulative Completion Totals and Percentages**

Description			Delegated Vendor							
	Entire Plan	Non-Vendor	Superior Vision (Vision)	ModivCare (Non-Emergency Transportation)	Southeastrans (Non-Emergency Transportation)	MediTrans (Non-Emergency Transportation)	DentaQuest (Dental)	CVS Health (Pharmacy Benefits)	Express Scripts (Pharmacy Benefits)	
<b>Encounter Total (FAC reported)</b>	\$2,764,845,291	\$1,894,847,551	\$11,178,643	\$10,998,704	\$70,684	\$27,995,567	\$12,102,126	\$807,601,895	\$50,123	
<i>Total Encounter Adjustments (\$)</i>	(\$254,369,615)	(\$227,024,777)	(\$274,546)	(\$2,214,494)	(\$2,481)	(\$12,378,184)	(\$2,426,135)	(\$10,032,933)	(\$16,064)	
<i>Total Encounter Adjustments (%)</i>	-9.20%	-11.98%	-2.45%	-20.13%	-3.51%	-44.21%	-20.04%	-1.24%	-32.05%	
<b>Net Encounter Total</b>	<b>\$2,510,475,676</b>	<b>\$1,667,822,773</b>	<b>\$10,904,097</b>	<b>\$8,784,209</b>	<b>\$68,202</b>	<b>\$15,617,383</b>	<b>\$9,675,991</b>	<b>\$797,568,962</b>	<b>\$34,058</b>	
<b>CDJ Total</b>	<b>\$2,538,433,617</b>	<b>\$1,694,151,228</b>	<b>\$10,982,938</b>	<b>\$8,884,050</b>	<b>\$74,797</b>	<b>\$17,392,290</b>	<b>\$10,127,601</b>	<b>\$796,876,834</b>	<b>(\$56,121)</b>	
<i>Variance</i>	(\$27,957,941)	(\$26,328,454)	(\$78,841)	(\$99,841)	(\$6,595)	(\$1,774,906)	(\$451,609)	\$692,127	\$90,179	
<b>Completion (%)</b>	<b>98.89%</b>	<b>98.44%</b>	<b>99.28%</b>	<b>98.87%</b>	<b>91.18%</b>	<b>89.79%</b>	<b>95.54%</b>	<b>100.08%</b>	<b>-60.68%</b>	
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>98.86%</b>							<b>100.00%</b>		
<b>Contract Minimum Completeness Requirement (%)</b>						<b>97.00%</b>				
<b>Non-Compliant (%)</b>						<b>-5.82%</b>	<b>-7.21%</b>	<b>-1.46%</b>	<b>0.08%</b>	<b>-157.68%</b>

<sup>^</sup> - 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 29 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 Healthy Blue Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>39,105,263</b>	<b>\$2,764,845,291</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	(9,636,892)	(\$251,102,148)	-9.08%
<i>Calculated Void</i>	(2,589)	(\$184,261)	0.00%
<i>Duplicate</i>	(41,954)	(\$3,083,206)	-0.11%
<i>Total Adjustments Made</i>	(9,681,435)	(\$254,369,615)	-9.20%
<b>Net Encounter Amounts</b>	<b>29,423,828</b>	<b>\$2,510,475,676</b>	<b>90.80%</b>

\* 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 29 for further explanation.





### Data Issues and Recommendations

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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 Healthy Blue may need to work to identify and resolve.

Please reference Tables 1 through 9 starting on page 10 for Healthy Blue'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 Healthy Blue'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. **MediTrans NEMT (Table 2):** All monthly completion percentages are 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 LDH, MediTrans and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

2. **Southeastrans NEMT (Table 4):** The cumulative completion percentage is below the compliance threshold for the reporting period due to several low monthly completion percentages. Southeastrans is in the run out period as they were replaced by ModivCare on October 1, 2018.

- 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 LDH, Southeastrans and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

3. **DentaQuest (Table 6):** The monthly completion percentages are high or 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.
- 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 transactions.
- The low monthly percentage for June 2021 appears to be due to a known Gainwell issue that is causing incorrect system denials. The plans have all been informed to resubmit all encounters that denied due to this issue.

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



## Healthy Blue Encounter and CDJ Comparison

4. **CVS Health (Table 7):** There are several monthly completion percentages that are above 100 percent and one below 97 percent.
  - These low and high 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.
  - 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 LDH, CVS Health and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

5. **Express Scripts (Table 8):** The cumulative completion percentage is -60.68 percent 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 percentages for most of the reporting period are negative and appear to be due to CDJ void transactions for prior periods not found in the encounters.

**We recommend Healthy Blue work with LDH, Express Scripts and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

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

6. **ModivCare NEMT (Table 3):** ModivCare's cumulative completion percentage is in compliance for the reporting period; however, there are many monthly completion percentages below the compliance threshold. ModivCare is in the run out period as they were replaced by MediTrans on January 22, 2020.
  - The 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 LDH, ModivCare and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

7. **Superior Vision (Table 5):** Superior Vision's monthly completion percentages are high for six months and low for six 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. The high percentage months appear to be caused by missing CDJ transactions and/or mismatched paid amounts.
  - Superior Vision recently submitted replacement CDJ files which improved some of the recent monthly completion percentages.

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

## Healthy Blue Encounter and CDJ Comparison

8. **Non-Vendor (Table 9):** The monthly completion percentages are high or low for 22 months of the reporting period. The June 2021 monthly completion percentage is very low at 79.44 percent which appears to be due to mismatched paid amounts.
- The high 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.
  - The low percentages appear to be due to instances of missing encounters or encounters denied by the FAC that have corresponding CDJ transactions with paid amounts.

**We recommend Healthy Blue 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 — Healthy Blue VAS Cumulative Completion Totals and Percentages					
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor		
			VAS Superior Vision (Vision)	VAS DentaQuest (Dental) <sup>1</sup>	VAS ModivCare (NEMT)
<b>Encounter Total (FAC reported)</b>	\$23,588,226	\$5,445,896	\$5,993,190	\$11,987,551	\$60,998
Total Encounter Adjustments (\$)	(\$3,786,823)	(\$1,077,452)	(\$216,538)	(\$2,388,646)	(\$3,596)
Total Encounter Adjustments (%)	-16.05%	-19.78%	-3.61%	-19.92%	-5.89%
<b>Net Encounter Total</b>	<b>\$19,801,403</b>	\$4,368,444	<b>\$5,776,651</b>	<b>\$9,598,906</b>	<b>\$57,402</b>
<b>CDJ Total</b>	<b>\$20,696,249</b>	<b>\$4,724,147</b>	<b>\$5,770,813</b>	<b>\$10,127,044</b>	<b>\$74,245</b>
Variance	(\$894,846)	(\$355,703)	\$5,839	(\$528,138)	(\$16,843)
<b>Completion (%)</b>	<b>95.67%</b>	<b>92.47%</b>	<b>100.10%</b>	<b>94.78%</b>	<b>77.31%</b>
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>95.64%</b>		<b>100.00%</b>		
<b>Contract Minimum Completeness Requirement (%)</b>	<b>97.00%</b>				
<b>Non-Compliant (%)</b>	<b>-1.33%</b>	<b>-4.53%</b>	<b>0.10%</b>	<b>-2.22%</b>	<b>-19.69%</b>

<sup>^</sup> – To avoid overstating the VAS Entire Plan results in situations when the MCO or an individual vendor’s cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period’s variance in comparison with the CDJs. Please see data analysis assumption number 9 on page 29 for further explanation.

Potential issues that may cause a significant impact on the VAS 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.
2. Superior Vision’s VAS completion percentage is slightly above the compliance threshold at 100.10 percent. Seven of the monthly completion percentages are high while seven are low. The high and low monthly completion percentages appear to be due to missing CDJ transactions or encounters and/or mismatched paid amounts. Superior Vision recently submitted replacement CDJ files that improved many of the monthly completion percentages of the reporting period.
3. Non-Vendor VAS has ten 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 encounters or CDJ transactions and/or mismatched paid amounts.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are similar to the totals shown in Table 6 on page 15 – Healthy Blue DentaQuest (Dental). The potential data issues for DentaQuest are addressed in item 3 on page 6.



## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue Entire Plan Monthly Table

Table 1 — Healthy Blue (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	\$113,412,277	(\$20,562,364)	-18%	\$92,849,913	\$93,812,159	(\$962,245)	98.97%
August 2019	\$114,659,237	(\$19,242,921)	-17%	\$95,416,316	\$100,930,446	(\$5,514,130)	94.53%
September 2019	\$102,279,032	(\$9,854,591)	-10%	\$92,424,440	\$86,398,416	\$6,026,024	106.97%
October 2019	\$134,021,577	(\$23,087,821)	-17%	\$110,933,755	\$108,003,862	\$2,929,893	102.71%
November 2019	\$102,159,742	(\$12,268,150)	-12%	\$89,891,592	\$91,759,606	(\$1,868,014)	97.96%
December 2019	\$98,872,151	(\$7,877,073)	-8%	\$90,995,078	\$97,598,386	(\$6,603,308)	93.23%
January 2020	\$105,306,535	(\$12,110,158)	-11%	\$93,196,378	\$91,760,546	\$1,435,831	101.56%
February 2020	\$114,023,666	(\$13,569,031)	-12%	\$100,454,635	\$108,888,789	(\$8,434,154)	92.25%
March 2020	\$118,837,404	(\$13,922,368)	-12%	\$104,915,037	\$104,286,742	\$628,295	100.60%
April 2020	\$94,289,847	(\$8,982,157)	-10%	\$85,307,690	\$80,930,637	\$4,377,053	105.40%
May 2020	\$88,195,207	(\$6,824,320)	-8%	\$81,370,887	\$84,930,692	(\$3,559,805)	95.80%
June 2020	\$100,240,827	(\$9,128,725)	-9%	\$91,112,103	\$94,028,599	(\$2,916,497)	96.89%
July 2020	\$120,800,948	(\$9,837,026)	-8%	\$110,963,922	\$114,086,675	(\$3,122,753)	97.26%
August 2020	\$114,349,780	(\$9,457,409)	-8%	\$104,892,371	\$95,573,384	\$9,318,987	109.75%
September 2020	\$118,282,006	(\$8,958,208)	-8%	\$109,323,798	\$118,374,862	(\$9,051,065)	92.35%
October 2020	\$139,884,135	(\$11,834,101)	-8%	\$128,050,034	\$116,287,830	\$11,762,204	110.11%
November 2020	\$131,034,531	(\$11,113,670)	-8%	\$119,920,862	\$113,842,197	\$6,078,665	105.33%
December 2020	\$139,172,762	(\$12,303,265)	-9%	\$126,869,497	\$124,212,371	\$2,657,125	102.13%
January 2021	\$106,994,405	(\$9,048,047)	-8%	\$97,946,358	\$105,222,007	(\$7,275,649)	93.08%
February 2021	\$119,480,648	(\$9,811,020)	-8%	\$109,669,628	\$113,840,039	(\$4,170,410)	96.33%
March 2021	\$133,930,460	(\$4,620,005)	-3%	\$129,310,455	\$131,060,305	(\$1,749,850)	98.66%
April 2021	\$109,043,825	(\$3,197,973)	-3%	\$105,845,852	\$112,886,641	(\$7,040,790)	93.76%
May 2021	\$125,744,328	(\$2,933,235)	-2%	\$122,811,093	\$115,504,231	\$7,306,863	106.32%
June 2021	\$119,829,962	(\$3,825,978)	-3%	\$116,003,983	\$134,214,196	(\$18,210,213)	86.43%
<b>Cumulative Totals</b>	<b>\$2,764,845,291</b>	<b>(\$254,369,615)</b>	<b>-9%</b>	<b>\$2,510,475,676</b>	<b>\$2,538,433,617</b>	<b>(\$27,957,941)</b>	<b>98.89%</b>
100% Limited <sup>^</sup> Cumulative Total				\$2,509,693,370	\$2,538,433,617	(\$28,740,247)	98.86%
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							<b>97.00%</b>

<sup>^</sup> - Since the CVS Health 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 29 for further explanation.

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue MediTrans Monthly Table

**Table 2 — Healthy Blue MediTrans (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	\$638,132	(\$389,451)	-61%	\$248,681	\$266,888	(\$18,207)	93.17%
March 2020	\$975,339	(\$444,535)	-46%	\$530,804	\$580,983	(\$50,179)	91.36%
April 2020	\$1,587,771	(\$523,857)	-33%	\$1,063,914	\$1,179,109	(\$115,195)	90.23%
May 2020	\$1,171,462	(\$452,766)	-39%	\$718,696	\$789,898	(\$71,202)	90.98%
June 2020	\$1,268,123	(\$452,198)	-36%	\$815,925	\$879,051	(\$63,126)	92.81%
July 2020	\$2,447,755	(\$1,043,151)	-43%	\$1,404,604	\$1,519,777	(\$115,173)	92.42%
August 2020	\$2,017,638	(\$827,799)	-41%	\$1,189,839	\$1,314,556	(\$124,717)	90.51%
September 2020	\$1,263,343	(\$494,377)	-39%	\$768,966	\$816,429	(\$47,462)	94.18%
October 2020	\$1,991,812	(\$824,063)	-41%	\$1,167,749	\$1,225,719	(\$57,969)	95.27%
November 2020	\$1,770,080	(\$655,725)	-37%	\$1,114,354	\$1,179,185	(\$64,831)	94.50%
December 2020	\$3,948,708	(\$2,600,830)	-66%	\$1,347,878	\$1,480,782	(\$132,904)	91.02%
January 2021	\$2,789,012	(\$1,819,584)	-65%	\$969,427	\$1,066,505	(\$97,078)	90.89%
February 2021	\$1,592,623	(\$714,382)	-45%	\$878,241	\$990,953	(\$112,712)	88.62%
March 2021	\$1,563,199	(\$640,875)	-41%	\$922,324	\$1,009,404	(\$87,080)	91.37%
April 2021	\$1,053,019	(\$39,463)	-4%	\$1,013,556	\$1,155,159	(\$141,603)	87.74%
May 2021	\$789,872	(\$79,709)	-10%	\$710,164	\$804,642	(\$94,478)	88.25%
June 2021	\$1,127,680	(\$375,418)	-33%	\$752,262	\$1,133,251	(\$380,989)	66.38%
<b>Cumulative Totals</b>	<b>\$27,995,567</b>	<b>(\$12,378,184)</b>	<b>-44%</b>	<b>\$15,617,383</b>	<b>\$17,392,290</b>	<b>(\$1,774,906)</b>	<b>89.79%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-7.21%</b>

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue ModivCare Monthly Table

**Table 3 — Healthy Blue 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	\$1,114,949	(\$226,773)	-20%	\$888,176	\$898,013	(\$9,837)	98.90%
August 2019	\$1,640,850	(\$320,331)	-20%	\$1,320,520	\$1,324,888	(\$4,368)	99.67%
September 2019	\$1,583,540	(\$388,086)	-25%	\$1,195,455	\$1,208,974	(\$13,519)	98.88%
October 2019	\$1,348,366	(\$360,534)	-27%	\$987,832	\$991,871	(\$4,039)	99.59%
November 2019	\$1,930,276	(\$390,330)	-20%	\$1,539,946	\$1,546,821	(\$6,875)	99.55%
December 2019	\$1,318,089	(\$217,504)	-17%	\$1,100,585	\$1,110,851	(\$10,265)	99.07%
January 2020	\$1,428,065	(\$253,835)	-18%	\$1,174,230	\$1,178,159	(\$3,929)	99.66%
February 2020	\$383,824	(\$46,375)	-12%	\$337,449	\$346,964	(\$9,514)	97.25%
March 2020	\$90,233	\$0	0%	\$90,233	\$93,857	(\$3,624)	96.13%
April 2020	\$39,068	(\$96)	0%	\$38,972	\$38,972	\$0	100.00%
May 2020	\$40,053	(\$192)	0%	\$39,861	\$40,673	(\$811)	98.00%
June 2020	\$31,165	\$0	0%	\$31,165	\$32,231	(\$1,066)	96.69%
July 2020	\$16,750	(\$2,714)	-16%	\$14,035	\$18,912	(\$4,877)	74.21%
August 2020	\$8,562	(\$4,927)	-58%	\$3,635	\$8,579	(\$4,944)	42.37%
September 2020	\$7,553	\$0	0%	\$7,553	\$10,756	(\$3,203)	70.21%
October 2020	\$9,547	\$0	0%	\$9,547	\$14,422	(\$4,876)	66.19%
November 2020	\$1,236	\$0	0%	\$1,236	\$3,079	(\$1,843)	40.13%
December 2020	\$1,376	(\$18)	-1%	\$1,359	\$9,725	(\$8,366)	13.97%
January 2021	\$2,089	(\$1,750)	-84%	\$339	\$2,089	(\$1,750)	16.21%
February 2021	\$316	\$0	0%	\$316	\$316	\$0	100.00%
March 2021	\$854	\$0	0%	\$854	\$854	\$0	100.00%
April 2021	\$43	\$0	0%	\$43	\$1,105	(\$1,062)	3.92%
May 2021	\$1,712	(\$1,030)	-60%	\$681	\$1,754	(\$1,073)	38.84%
June 2021	\$186	\$0	0%	\$186	\$186	\$0	100.00%
<b>Cumulative Totals</b>	<b>\$10,998,704</b>	<b>(\$2,214,494)</b>	<b>-20%</b>	<b>\$8,784,209</b>	<b>\$8,884,050</b>	<b>(\$99,841)</b>	<b>98.87%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue Southeastrans Monthly Table

**Table 4 — Healthy Blue Southeastrans (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	\$62,461	(\$2,261)	-4%	\$60,200	\$66,571	(\$6,371)	90.43%
August 2019	\$4,503	\$0	0%	\$4,503	\$4,632	(\$129)	97.21%
September 2019	\$2,067	\$0	0%	\$2,067	\$2,067	\$0	100.00%
October 2019	\$1,356	(\$221)	-16%	\$1,135	\$1,230	(\$95)	92.27%
November 2019	\$297	\$0	0%	\$297	\$297	\$0	100.00%
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	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$0	\$0		\$0	\$0	\$0	
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$70,684</b>	<b>(\$2,481)</b>	<b>-4%</b>	<b>\$68,202</b>	<b>\$74,797</b>	<b>(\$6,595)</b>	<b>91.18%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-5.82%</b>

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue Superior Vision Monthly Table

Table 5 — Healthy Blue 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	\$524,151	(\$5,344)	-1%	\$518,807	\$523,196	(\$4,390)	99.16%
August 2019	\$632,010	(\$5,624)	-1%	\$626,386	\$629,294	(\$2,908)	99.53%
September 2019	\$604,307	(\$2,988)	0%	\$601,319	\$603,875	(\$2,556)	99.57%
October 2019	\$577,262	(\$4,920)	-1%	\$572,342	\$576,136	(\$3,794)	99.34%
November 2019	\$485,978	(\$4,512)	-1%	\$481,466	\$487,087	(\$5,621)	98.84%
December 2019	\$341,966	(\$2,458)	-1%	\$339,509	\$349,819	(\$10,311)	97.05%
January 2020	\$420,273	(\$3,358)	-1%	\$416,914	\$446,697	(\$29,782)	93.33%
February 2020	\$415,733	(\$3,754)	-1%	\$411,979	\$428,189	(\$16,210)	96.21%
March 2020	\$457,721	(\$6,422)	-1%	\$451,299	\$474,689	(\$23,389)	95.07%
April 2020	\$70,331	(\$1,453)	-2%	\$68,878	\$71,292	(\$2,413)	96.61%
May 2020	\$167,494	(\$2,468)	-1%	\$165,026	\$172,413	(\$7,387)	95.71%
June 2020	\$755,085	(\$165,573)	-22%	\$589,511	\$545,265	\$44,246	108.11%
July 2020	\$487,059	(\$4,028)	-1%	\$483,031	\$479,647	\$3,384	100.70%
August 2020	\$494,062	(\$4,270)	-1%	\$489,792	\$492,430	(\$2,638)	99.46%
September 2020	\$462,046	(\$3,549)	-1%	\$458,497	\$462,021	(\$3,524)	99.23%
October 2020	\$543,550	(\$2,847)	-1%	\$540,703	\$540,970	(\$268)	99.95%
November 2020	\$540,958	(\$2,636)	0%	\$538,322	\$542,873	(\$4,550)	99.16%
December 2020	\$450,087	(\$1,808)	0%	\$448,279	\$448,196	\$83	100.01%
January 2021	\$479,333	(\$6,084)	-1%	\$473,249	\$472,653	\$596	100.12%
February 2021	\$411,111	(\$1,663)	0%	\$409,448	\$404,415	\$5,032	101.24%
March 2021	\$549,901	(\$2,384)	0%	\$547,516	\$549,437	(\$1,921)	99.65%
April 2021	\$404,978	(\$2,229)	-1%	\$402,749	\$405,014	(\$2,265)	99.44%
May 2021	\$462,113	(\$28,148)	-6%	\$433,965	\$474,368	(\$40,403)	91.48%
June 2021	\$441,135	(\$6,025)	-1%	\$435,110	\$402,962	\$32,149	107.97%
<b>Cumulative Totals</b>	<b>\$11,178,643</b>	<b>(\$274,546)</b>	<b>-2%</b>	<b>\$10,904,097</b>	<b>\$10,982,938</b>	<b>(\$78,841)</b>	<b>99.28%</b>
100% Limited <sup>A</sup> Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue DentaQuest Monthly Table

**Table 6 — Healthy Blue 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	\$347,959	(\$20,937)	-6%	\$327,022	\$362,721	(\$35,699)	90.15%
August 2019	\$492,326	(\$39,636)	-8%	\$452,690	\$473,482	(\$20,792)	95.60%
September 2019	\$440,837	(\$57,501)	-13%	\$383,336	\$406,556	(\$23,220)	94.28%
October 2019	\$517,309	(\$44,561)	-9%	\$472,748	\$489,636	(\$16,888)	96.55%
November 2019	\$395,014	(\$36,641)	-9%	\$358,373	\$375,568	(\$17,195)	95.42%
December 2019	\$373,089	(\$40,976)	-11%	\$332,112	\$302,240	\$29,872	109.88%
January 2020	\$534,533	(\$39,858)	-7%	\$494,676	\$493,726	\$950	100.19%
February 2020	\$508,228	(\$86,222)	-17%	\$422,006	\$302,995	\$119,012	139.27%
March 2020	\$409,882	(\$17,181)	-4%	\$392,701	\$393,620	(\$919)	99.76%
April 2020	\$121,299	(\$20,298)	-17%	\$101,001	\$86,889	\$14,112	116.24%
May 2020	\$251,184	(\$16,635)	-7%	\$234,549	\$201,284	\$33,266	116.52%
June 2020	\$401,852	(\$26,759)	-7%	\$375,093	\$360,777	\$14,316	103.96%
July 2020	\$492,235	(\$41,814)	-8%	\$450,421	\$493,716	(\$43,295)	91.23%
August 2020	\$536,512	(\$134,464)	-25%	\$402,048	\$438,502	(\$36,454)	91.68%
September 2020	\$373,128	(\$30,717)	-8%	\$342,411	\$342,334	\$78	100.02%
October 2020	\$608,075	(\$48,390)	-8%	\$559,684	\$562,528	(\$2,843)	99.49%
November 2020	\$459,109	(\$18,056)	-4%	\$441,053	\$439,856	\$1,198	100.27%
December 2020	\$488,558	(\$30,026)	-6%	\$458,532	\$509,826	(\$51,294)	89.93%
January 2021	\$1,063,340	(\$613,291)	-58%	\$450,050	\$500,552	(\$50,502)	89.91%
February 2021	\$487,545	(\$80,838)	-17%	\$406,708	\$450,414	(\$43,707)	90.29%
March 2021	\$466,153	(\$79,100)	-17%	\$387,053	\$444,355	(\$57,302)	87.10%
April 2021	\$810,164	(\$222,802)	-28%	\$587,362	\$541,294	\$46,068	108.51%
May 2021	\$607,125	(\$116,745)	-19%	\$490,380	\$564,987	(\$74,608)	86.79%
June 2021	\$916,669	(\$562,689)	-61%	\$353,980	\$589,743	(\$235,763)	60.02%
<b>Cumulative Totals</b>	<b>\$12,102,126</b>	<b>(\$2,426,135)</b>	<b>-20%</b>	<b>\$9,675,991</b>	<b>\$10,127,601</b>	<b>(\$451,609)</b>	<b>95.54%</b>
100% Limited <sup>A</sup> Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-1.46%</b>

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue CVS Health Monthly Table

**Table 7 — Healthy Blue 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	\$30,975,606	(\$160,317)	-1%	\$30,815,289	\$29,018,956	\$1,796,332	106.19%
August 2019	\$26,646,569	(\$176,251)	-1%	\$26,470,318	\$26,257,127	\$213,191	100.81%
September 2019	\$27,623,743	(\$126,040)	0%	\$27,497,704	\$27,522,669	(\$24,966)	99.90%
October 2019	\$34,573,515	(\$198,029)	-1%	\$34,375,486	\$34,375,074	\$412	100.00%
November 2019	\$26,824,419	(\$205,318)	-1%	\$26,619,101	\$26,750,626	(\$131,524)	99.50%
December 2019	\$26,983,426	(\$254,013)	-1%	\$26,729,413	\$27,034,238	(\$304,825)	98.87%
January 2020	\$27,590,462	(\$212,735)	-1%	\$27,377,727	\$29,434,865	(\$2,057,139)	93.01%
February 2020	\$28,001,919	(\$209,628)	-1%	\$27,792,291	\$27,495,835	\$296,456	101.07%
March 2020	\$28,283,608	(\$399,888)	-1%	\$27,883,721	\$27,882,476	\$1,244	100.00%
April 2020	\$33,977,433	(\$469,988)	-1%	\$33,507,445	\$33,538,861	(\$31,415)	99.90%
May 2020	\$29,409,664	(\$494,225)	-2%	\$28,915,439	\$27,441,202	\$1,474,237	105.37%
June 2020	\$27,513,102	(\$715,217)	-3%	\$26,797,885	\$26,761,078	\$36,806	100.13%
July 2020	\$37,004,367	(\$1,209,785)	-3%	\$35,794,582	\$35,974,528	(\$179,946)	99.49%
August 2020	\$32,465,130	(\$1,120,198)	-3%	\$31,344,932	\$31,255,703	\$89,230	100.28%
September 2020	\$40,412,976	(\$739,021)	-2%	\$39,673,955	\$40,213,300	(\$539,345)	98.65%
October 2020	\$34,909,548	(\$1,151,338)	-3%	\$33,758,209	\$33,777,380	(\$19,171)	99.94%
November 2020	\$35,262,245	(\$950,196)	-3%	\$34,312,049	\$34,336,499	(\$24,451)	99.92%
December 2020	\$43,577,342	(\$282,695)	-1%	\$43,294,647	\$43,156,863	\$137,784	100.31%
January 2021	\$32,871,699	(\$159,184)	0%	\$32,712,515	\$33,522,132	(\$809,617)	97.58%
February 2021	\$34,955,652	(\$97,961)	0%	\$34,857,691	\$35,050,627	(\$192,936)	99.44%
March 2021	\$46,250,222	(\$226,588)	0%	\$46,023,634	\$45,431,306	\$592,328	101.30%
April 2021	\$37,238,472	(\$171,759)	0%	\$37,066,713	\$36,840,033	\$226,680	100.61%
May 2021	\$38,199,267	(\$156,996)	0%	\$38,042,271	\$38,012,091	\$30,180	100.07%
June 2021	\$46,051,509	(\$145,563)	0%	\$45,905,946	\$45,793,365	\$112,581	100.24%
<b>Cumulative Totals</b>	<b>\$807,601,895</b>	<b>(\$10,032,933)</b>	<b>-1%</b>	<b>\$797,568,962</b>	<b>\$796,876,834</b>	<b>\$692,127</b>	<b>100.08%</b>
100% Limited <sup>^</sup> Cumulative Total				\$796,876,834	\$796,876,834	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>0.08%</b>

<sup>^</sup> - Since the CVS Health 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 29 for further explanation.

## Healthy Blue Encounter and CDJ Comparison



### Healthy Blue Express Scripts Monthly Table

**Table 8 — Healthy Blue Express Scripts (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	\$22,333	(\$15,598)	-70%	\$6,735	(\$2,135)	\$8,870	-315.39%
August 2019	\$3,335	(\$466)	-14%	\$2,868	\$2,474	\$394	115.92%
September 2019	\$1,087	\$0	0%	\$1,087	(\$7,147)	\$8,234	-15.20%
October 2019	\$203	\$0	0%	\$203	(\$35,797)	\$36,000	-0.56%
November 2019	\$374	\$0	0%	\$374	(\$3,713)	\$4,087	-10.07%
December 2019	\$769	\$0	0%	\$769	(\$2,672)	\$3,442	-28.78%
January 2020	\$21,598	\$0	0%	\$21,598	(\$5,266)	\$26,864	-410.15%
February 2020	\$168	\$0	0%	\$168	\$91	\$77	184.44%
March 2020	\$256	\$0	0%	\$256	(\$1,955)	\$2,210	-13.07%
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	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$0	\$0		\$0	\$0	\$0	
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$50,123</b>	<b>(\$16,064)</b>	<b>-32%</b>	<b>\$34,058</b>	<b>(\$56,121)</b>	<b>\$90,179</b>	<b>-60.68%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-157.68%</b>

## Healthy Blue Encounter and CDJ Comparison



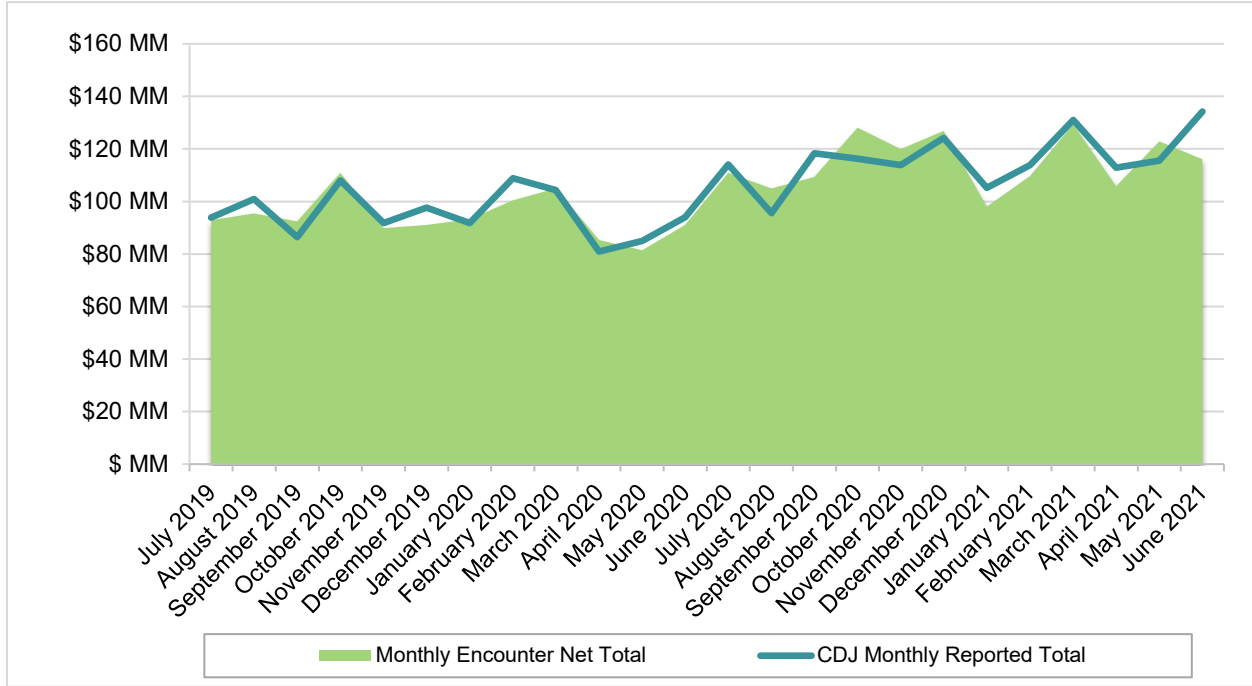
### Healthy Blue Non-Vendor Monthly Table

Table 9 — Healthy Blue 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	\$80,364,819	(\$20,131,134)	-25%	\$60,233,685	\$62,944,837	(\$2,711,152)	95.69%
August 2019	\$85,239,643	(\$18,700,613)	-22%	\$66,539,030	\$72,238,548	(\$5,699,518)	92.11%
September 2019	\$72,023,450	(\$9,279,977)	-13%	\$62,743,473	\$56,661,422	\$6,082,051	110.73%
October 2019	\$97,003,566	(\$22,479,557)	-23%	\$74,524,009	\$71,605,711	\$2,918,298	104.07%
November 2019	\$72,523,383	(\$11,631,349)	-16%	\$60,892,034	\$62,602,920	(\$1,710,886)	97.26%
December 2019	\$69,854,812	(\$7,362,122)	-11%	\$62,492,690	\$68,803,910	(\$6,311,220)	90.82%
January 2020	\$75,311,604	(\$11,600,371)	-15%	\$63,711,233	\$60,212,365	\$3,498,868	105.81%
February 2020	\$84,075,661	(\$12,833,601)	-15%	\$71,242,061	\$80,047,828	(\$8,805,768)	88.99%
March 2020	\$88,620,365	(\$13,054,341)	-15%	\$75,566,024	\$74,863,072	\$702,951	100.93%
April 2020	\$58,493,945	(\$7,966,465)	-14%	\$50,527,479	\$46,015,514	\$4,511,965	109.80%
May 2020	\$57,155,351	(\$5,858,034)	-10%	\$51,297,316	\$56,285,223	(\$4,987,906)	91.13%
June 2020	\$70,271,501	(\$7,768,977)	-11%	\$62,502,524	\$65,450,197	(\$2,947,673)	95.49%
July 2020	\$80,352,782	(\$7,535,534)	-9%	\$72,817,248	\$75,600,094	(\$2,782,846)	96.31%
August 2020	\$78,827,875	(\$7,365,751)	-9%	\$71,462,124	\$62,063,614	\$9,398,510	115.14%
September 2020	\$75,762,959	(\$7,690,544)	-10%	\$68,072,415	\$76,530,023	(\$8,457,608)	88.94%
October 2020	\$101,821,604	(\$9,807,462)	-10%	\$92,014,142	\$80,166,811	\$11,847,331	114.77%
November 2020	\$93,000,904	(\$9,487,056)	-10%	\$83,513,848	\$77,340,705	\$6,173,142	107.98%
December 2020	\$90,706,691	(\$9,387,889)	-10%	\$81,318,803	\$78,606,980	\$2,711,822	103.44%
January 2021	\$69,788,932	(\$6,448,154)	-9%	\$63,340,778	\$69,658,076	(\$6,317,298)	90.93%
February 2021	\$82,033,401	(\$8,916,176)	-11%	\$73,117,225	\$76,943,313	(\$3,826,088)	95.02%
March 2021	\$85,100,131	(\$3,671,058)	-4%	\$81,429,073	\$83,624,948	(\$2,195,875)	97.37%
April 2021	\$69,537,149	(\$2,761,721)	-4%	\$66,775,428	\$73,944,036	(\$7,168,608)	90.30%
May 2021	\$85,684,240	(\$2,550,606)	-3%	\$83,133,633	\$75,646,389	\$7,487,244	109.89%
June 2021	\$71,292,783	(\$2,736,283)	-4%	\$68,556,500	\$86,294,689	(\$17,738,190)	79.44%
<b>Cumulative Totals</b>	<b>\$1,894,847,551</b>	<b>(\$227,024,777)</b>	<b>-12%</b>	<b>\$1,667,822,773</b>	<b>\$1,694,151,228</b>	<b>(\$26,328,454)</b>	<b>98.44%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



Healthy Blue Summary Reporting Charts

Chart 1. Monthly CDJ totals and encounter submission for Health Blue





Healthy Blue Summary Reporting Charts

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



## Healthy Blue Encounter and CDJ Comparison



### Appendix A – Value Added Services (VAS) Monthly Tables

Table 1V — Healthy Blue 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	\$850,441	(\$54,508)	-6%	\$795,934	\$823,087	(\$27,153)	96.70%
August 2019	\$969,305	(\$55,675)	-6%	\$913,629	\$987,896	(\$74,267)	92.48%
September 2019	\$1,017,451	(\$148,176)	-15%	\$869,275	\$891,464	(\$22,189)	97.51%
October 2019	\$1,244,245	(\$176,787)	-14%	\$1,067,457	\$1,085,360	(\$17,903)	98.35%
November 2019	\$899,356	(\$102,421)	-11%	\$796,935	\$797,472	(\$537)	99.93%
December 2019	\$716,971	(\$51,945)	-7%	\$665,025	\$671,930	(\$6,904)	98.97%
January 2020	\$847,918	(\$52,985)	-6%	\$794,933	\$835,859	(\$40,926)	95.10%
February 2020	\$991,118	(\$240,303)	-24%	\$750,816	\$670,290	\$80,526	112.01%
March 2020	\$897,711	(\$86,120)	-10%	\$811,590	\$812,633	(\$1,043)	99.87%
April 2020	\$330,062	(\$41,151)	-12%	\$288,911	\$291,794	(\$2,883)	99.01%
May 2020	\$643,179	(\$77,834)	-12%	\$565,346	\$529,345	\$36,000	106.80%
June 2020	\$1,199,227	(\$240,021)	-20%	\$959,206	\$897,840	\$61,367	106.83%
July 2020	\$1,055,258	(\$66,122)	-6%	\$989,136	\$1,064,821	(\$75,686)	92.89%
August 2020	\$872,245	(\$144,371)	-17%	\$727,874	\$757,223	(\$29,348)	96.12%
September 2020	\$717,085	(\$68,267)	-10%	\$648,818	\$705,934	(\$57,116)	91.90%
October 2020	\$1,066,083	(\$116,643)	-11%	\$949,441	\$978,468	(\$29,027)	97.03%
November 2020	\$1,103,058	(\$94,583)	-9%	\$1,008,475	\$1,090,280	(\$81,805)	92.49%
December 2020	\$1,007,199	(\$72,792)	-7%	\$934,407	\$1,032,221	(\$97,814)	90.52%
January 2021	\$1,597,504	(\$638,435)	-40%	\$959,068	\$922,519	\$36,550	103.96%
February 2021	\$1,213,749	(\$217,497)	-18%	\$996,252	\$1,073,410	(\$77,158)	92.81%
March 2021	\$921,218	(\$96,561)	-10%	\$824,657	\$906,927	(\$82,270)	90.92%
April 2021	\$1,168,326	(\$233,653)	-20%	\$934,673	\$860,041	\$74,632	108.67%
May 2021	\$994,840	(\$129,551)	-13%	\$865,289	\$958,775	(\$93,487)	90.24%
June 2021	\$1,264,679	(\$580,423)	-46%	\$684,256	\$1,050,660	(\$366,404)	65.12%
<b>Cumulative Totals</b>	<b>\$23,588,226</b>	<b>(\$3,786,823)</b>	<b>-16%</b>	<b>\$19,801,403</b>	<b>\$20,696,249</b>	<b>(\$894,846)</b>	<b>95.67%</b>
100% Limited^ Cumulative Total				\$19,795,564	\$20,696,249	(\$900,685)	95.64%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-1.33%</b>

^ - Since the Superior Vision 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 29 for further explanation.

## Healthy Blue Encounter and CDJ Comparison



### Appendix A – Value Added Services (VAS) Monthly Tables

Table 2V — Healthy Blue VAS ModivCare (NEMT)							
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	\$4,743	\$0	0%	\$4,743	\$5,364	(\$620)	88.43%
August 2019	\$9,047	(\$3,325)	-37%	\$5,722	\$10,882	(\$5,159)	52.58%
September 2019	\$6,727	(\$34)	-1%	\$6,693	\$8,102	(\$1,409)	82.61%
October 2019	\$9,178	(\$143)	-2%	\$9,035	\$10,315	(\$1,280)	87.58%
November 2019	\$12,922	(\$95)	-1%	\$12,827	\$14,220	(\$1,392)	90.20%
December 2019	\$9,255	\$0	0%	\$9,255	\$12,239	(\$2,984)	75.61%
January 2020	\$6,578	\$0	0%	\$6,578	\$8,957	(\$2,379)	73.43%
February 2020	\$2,549	\$0	0%	\$2,549	\$3,326	(\$778)	76.62%
March 2020	\$0	\$0		\$0	\$623	(\$623)	0.00%
April 2020	\$0	\$0		\$0	\$218	(\$218)	0.00%
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$0	\$0		\$0	\$0	\$0	
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$60,998</b>	<b>(\$3,596)</b>	<b>-6%</b>	<b>\$57,402</b>	<b>\$74,245</b>	<b>(\$16,843)</b>	<b>77.31%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-19.69%</b>

## Healthy Blue Encounter and CDJ Comparison



### Appendix A – Value Added Services (VAS) Monthly Tables

Table 3V — Healthy Blue VAS 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	\$253,260	(\$4,461)	-2%	\$248,799	\$251,279	(\$2,481)	99.01%
August 2019	\$288,256	(\$3,320)	-1%	\$284,936	\$286,173	(\$1,237)	99.56%
September 2019	\$303,063	(\$2,309)	-1%	\$300,754	\$301,671	(\$917)	99.69%
October 2019	\$282,973	(\$3,174)	-1%	\$279,799	\$280,849	(\$1,050)	99.62%
November 2019	\$249,204	(\$2,610)	-1%	\$246,595	\$249,086	(\$2,491)	99.00%
December 2019	\$172,969	(\$1,926)	-1%	\$171,043	\$179,231	(\$8,187)	95.43%
January 2020	\$179,785	(\$2,781)	-2%	\$177,004	\$203,706	(\$26,702)	86.89%
February 2020	\$165,040	(\$2,180)	-1%	\$162,860	\$177,180	(\$14,320)	91.91%
March 2020	\$218,473	(\$5,033)	-2%	\$213,439	\$236,657	(\$23,218)	90.18%
April 2020	\$30,978	(\$759)	-2%	\$30,219	\$32,145	(\$1,926)	94.00%
May 2020	\$96,108	(\$1,873)	-2%	\$94,235	\$98,022	(\$3,787)	96.13%
June 2020	\$559,967	(\$157,930)	-28%	\$402,037	\$359,715	\$42,323	111.76%
July 2020	\$278,481	(\$2,860)	-1%	\$275,621	\$278,839	(\$3,218)	98.84%
August 2020	\$269,933	(\$3,315)	-1%	\$266,618	\$268,810	(\$2,192)	99.18%
September 2020	\$261,745	(\$2,739)	-1%	\$259,006	\$261,975	(\$2,969)	98.86%
October 2020	\$303,906	(\$1,629)	-1%	\$302,277	\$301,999	\$278	100.09%
November 2020	\$304,147	(\$1,640)	-1%	\$302,507	\$302,998	(\$491)	99.83%
December 2020	\$260,680	(\$1,438)	-1%	\$259,242	\$259,102	\$140	100.05%
January 2021	\$271,413	(\$2,603)	-1%	\$268,810	\$210,459	\$58,351	127.72%
February 2021	\$235,900	(\$776)	0%	\$235,124	\$231,601	\$3,522	101.52%
March 2021	\$309,431	(\$1,335)	0%	\$308,096	\$308,781	(\$685)	99.77%
April 2021	\$232,114	(\$1,614)	-1%	\$230,499	\$182,882	\$47,617	126.03%
May 2021	\$204,974	(\$3,076)	-2%	\$201,898	\$267,537	(\$65,639)	75.46%
June 2021	\$260,391	(\$5,157)	-2%	\$255,234	\$240,118	\$15,116	106.29%
<b>Cumulative Totals</b>	<b>\$5,993,190</b>	<b>(\$216,538)</b>	<b>-4%</b>	<b>\$5,776,651</b>	<b>\$5,770,813</b>	<b>\$5,839</b>	<b>100.10%</b>
100% Limited^ Cumulative Total				\$5,770,813	\$5,770,813	\$0	100.00%
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							<b>97.00%</b>
						<b>Non-Compliant</b>	<b>0.10%</b>

^ - Since the Superior Vision 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 29 for further explanation.

## Healthy Blue Encounter and CDJ Comparison



### Appendix A – Value Added Services (VAS) Monthly Tables

Table 4V — Healthy Blue VAS 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	\$347,959	(\$20,937)	-6%	\$327,022	\$362,721	(\$35,699)	90.15%
August 2019	\$492,326	(\$39,636)	-8%	\$452,690	\$473,482	(\$20,792)	95.60%
September 2019	\$440,837	(\$57,501)	-13%	\$383,336	\$406,556	(\$23,220)	94.28%
October 2019	\$517,309	(\$44,561)	-9%	\$472,748	\$489,636	(\$16,888)	96.55%
November 2019	\$395,014	(\$36,641)	-9%	\$358,373	\$375,568	(\$17,195)	95.42%
December 2019	\$373,089	(\$40,976)	-11%	\$332,112	\$302,240	\$29,872	109.88%
January 2020	\$534,533	(\$39,858)	-7%	\$494,676	\$493,726	\$950	100.19%
February 2020	\$508,228	(\$86,222)	-17%	\$422,006	\$302,995	\$119,012	139.27%
March 2020	\$409,882	(\$17,181)	-4%	\$392,701	\$393,620	(\$919)	99.76%
April 2020	\$121,299	(\$20,298)	-17%	\$101,001	\$86,889	\$14,112	116.24%
May 2020	\$251,184	(\$16,635)	-7%	\$234,549	\$201,284	\$33,266	116.52%
June 2020	\$401,852	(\$26,759)	-7%	\$375,093	\$360,777	\$14,316	103.96%
July 2020	\$492,235	(\$41,814)	-8%	\$450,421	\$493,716	(\$43,295)	91.23%
August 2020	\$536,512	(\$134,464)	-25%	\$402,048	\$438,492	(\$36,443)	91.68%
September 2020	\$373,128	(\$30,717)	-8%	\$342,411	\$342,334	\$78	100.02%
October 2020	\$608,075	(\$48,390)	-8%	\$559,684	\$562,527	(\$2,843)	99.49%
November 2020	\$459,109	(\$18,056)	-4%	\$441,053	\$439,662	\$1,391	100.31%
December 2020	\$488,558	(\$30,026)	-6%	\$458,532	\$509,826	(\$51,294)	89.93%
January 2021	\$1,063,340	(\$613,291)	-58%	\$450,050	\$500,552	(\$50,502)	89.91%
February 2021	\$487,545	(\$80,838)	-17%	\$406,708	\$450,414	(\$43,707)	90.29%
March 2021	\$466,153	(\$79,100)	-17%	\$387,053	\$444,340	(\$57,287)	87.10%
April 2021	\$810,164	(\$222,802)	-28%	\$587,362	\$541,108	\$46,254	108.54%
May 2021	\$607,125	(\$116,745)	-19%	\$490,380	\$564,899	(\$74,519)	86.80%
June 2021	\$802,095	(\$525,200)	-65%	\$276,895	\$589,680	(\$312,785)	46.95%
<b>Cumulative Totals</b>	<b>\$11,987,551</b>	<b>(\$2,388,646)</b>	<b>-20%</b>	<b>\$9,598,906</b>	<b>\$10,127,044</b>	<b>(\$528,138)</b>	<b>94.78%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-2.22%</b>

## Healthy Blue Encounter and CDJ Comparison



### Appendix A – Value Added Services (VAS) Monthly Tables

Table 5V — Healthy Blue 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	\$244,480	(\$29,110)	-12%	\$215,370	\$203,724	\$11,646	105.71%
August 2019	\$179,676	(\$9,395)	-5%	\$170,281	\$217,359	(\$47,078)	78.34%
September 2019	\$266,824	(\$88,333)	-33%	\$178,492	\$175,136	\$3,356	101.91%
October 2019	\$434,785	(\$128,910)	-30%	\$305,875	\$304,560	\$1,316	100.43%
November 2019	\$242,215	(\$63,075)	-26%	\$179,140	\$158,599	\$20,541	112.95%
December 2019	\$161,658	(\$9,043)	-6%	\$152,615	\$178,220	(\$25,605)	85.63%
January 2020	\$127,022	(\$10,346)	-8%	\$116,676	\$129,470	(\$12,794)	90.11%
February 2020	\$315,301	(\$151,901)	-48%	\$163,400	\$186,789	(\$23,389)	87.47%
March 2020	\$269,357	(\$63,906)	-24%	\$205,450	\$181,733	\$23,717	113.05%
April 2020	\$177,785	(\$20,094)	-11%	\$157,691	\$172,542	(\$14,851)	91.39%
May 2020	\$295,888	(\$59,326)	-20%	\$236,561	\$230,039	\$6,522	102.83%
June 2020	\$237,408	(\$55,332)	-23%	\$182,076	\$177,348	\$4,728	102.66%
July 2020	\$284,542	(\$21,448)	-8%	\$263,094	\$292,267	(\$29,173)	90.01%
August 2020	\$65,800	(\$6,592)	-10%	\$59,208	\$49,921	\$9,287	118.60%
September 2020	\$82,211	(\$34,811)	-42%	\$47,400	\$101,625	(\$54,225)	46.64%
October 2020	\$154,102	(\$66,623)	-43%	\$87,479	\$113,941	(\$26,462)	76.77%
November 2020	\$339,802	(\$74,887)	-22%	\$264,915	\$347,620	(\$82,705)	76.20%
December 2020	\$257,961	(\$41,328)	-16%	\$216,633	\$263,294	(\$46,661)	82.27%
January 2021	\$262,750	(\$22,542)	-9%	\$240,209	\$211,508	\$28,701	113.56%
February 2021	\$490,303	(\$135,883)	-28%	\$354,421	\$391,394	(\$36,973)	90.55%
March 2021	\$145,635	(\$16,127)	-11%	\$129,508	\$153,806	(\$24,298)	84.20%
April 2021	\$126,048	(\$9,236)	-7%	\$116,812	\$136,051	(\$19,239)	85.85%
May 2021	\$182,741	(\$9,730)	-5%	\$173,011	\$126,340	\$46,672	136.94%
June 2021	\$202,193	(\$50,066)	-25%	\$152,127	\$220,862	(\$68,735)	68.87%
<b>Cumulative Totals</b>	<b>\$5,546,487</b>	<b>(\$1,178,043)</b>	<b>-21%</b>	<b>\$4,368,444</b>	<b>\$4,724,147</b>	<b>(\$355,703)</b>	<b>92.47%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-4.53%</b>



### Appendix B – Definitions and Acronyms

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The following terms are used throughout this document:

- **Bayou Health** – The state of Louisiana’s Medicaid managed care program name from inception through April 2016. Starting in February 2012, many members of the traditional Medicaid “delivery system” were transitioned from fee-for-service to Bayou Health. Prior to February 1, 2015, Bayou Health’s executed contracts included three risk-based prepaid health plans and two non-risk based shared savings plans (**Bayou Health 1.0**). Beginning February 1, 2015, the prepaid risk bearing managed care organization (MCO) model became the only delivery system for the Bayou Health program (**Bayou Health 2.0**). Effective May 2016, the Louisiana Medicaid managed care program was rebranded and became **Healthy Louisiana**.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for a given month as reported by the MCO to the Louisiana Department of Health (LDH).
- **CDJ Cumulative Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period as reported by the MCO to the LDH. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Encounter Total** – The sum of all paid amounts on the encounters submitted to and stored in the fiscal agent contractor’s (FAC) system. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Variance** – The difference between the cumulative encounter total and the CDJ cumulative reported total.
- **DXC Technology (DXC)** – State fiscal agent contractor 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



## Healthy Blue Encounter and CDJ Comparison

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 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.





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)<sup>3</sup>**
  - 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)<sup>1</sup>**
  - 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 Benefits<sup>2</sup>**
  - 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





## Appendix D – Data Analysis Assumptions

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1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not being transmitted to Myers and Stauffer LC.
2. For the purposes of this study, the payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. Instances were noted where a record's transaction type implied a specific sign valuation for the MCO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. In addition, the paid amounts of certain void and backout 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 reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Cumulative completion percentages exceeding 100 percent were noted for Superior Vision value-added services (VAS) and CVS Health. 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, 7, 1V and 3V on pages 4, 9, 10, 16, 21 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.

