

NOVEMBER 1, 2018 THROUGH OCTOBER 31, 2020

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
UNITED HEALTHCARE COMMUNITY PLAN**



**JANUARY 12, 2021**





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The January 2021 Louisiana Encounter Reconciliation report is an analysis of UnitedHealthcare Community Plan’s (UHC) 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 vendors and non-vendor paid encounters submitted to Louisiana’s fiscal agent contractor (FAC), Gainwell Technologies (Gainwell), for the reporting period of November 1, 2018 through October 31, 2020.

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 7/1/2020.

UnitedHealthcare Community Plan — Cumulative Completion Percentages		
MCO/Delegated Vendor	Cumulative Completion (%)	Adjusted^ Cumulative Completion (%)
Entire Plan	99.80%	99.78%
Optum Behavioral Health (Behavioral Health Services)	99.65%	99.65%
National MedTrans (Non-Emergency Transportation)	96.43%	96.43%
LogistiCare (Non-Emergency Transportation)	99.69%	99.69%
MARCH Vision Care (Vision Services)	99.80%	99.80%
Dental Benefit Providers (Dental Services)	99.84%	99.84%
OptumRx (Pharmacy Benefits)	99.47%	99.47%
UHC - Non-Vendor	100.04%	100.00%

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 10):

1. UHC Non-Vendor’s cumulative completion percentage is slightly above 100 percent for the reporting period. There are several recent months where the monthly completion percentage exceeds 100 percent.



## 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, known as DXC prior to October 1, 2020, now known as Gainwell Technologies.
- **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 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 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 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.



### STUDY PURPOSE

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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 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 behavioral health, vision, non-emergency transportation (NET), dental value-added service (VAS) and pharmacy delegated vendor encounters paid during the period November 1, 2018 through October 31, 2020. We have also included the percentages for total non-vendor MCO paid encounters.





Myers and Stauffer LC receives encounter data on a monthly basis from the FAC in a standardized data extract containing MCO institutional, medical and pharmacy encounters. These data extracts included encounters from the three MCOs operating in Louisiana between February 1, 2012 and January 31, 2015 (Healthy Blue – formerly Amerigroup Louisiana, Inc., ACLA and LHCC). Effective February 1, 2015, two additional health plans (Aetna and UHC) joined the other three MCOs to provide services to the enrolled members and were added to the encounter data extracts in early May 2015. The data used for this report includes encounters received and accepted by the FAC and transmitted to Myers and Stauffer LC through December 1, 2020.

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 November 1, 2018 through October 31, 2020. Each MCO was also asked to provide any additional information related to its cash disbursements not reflected in the MCO encounter data.



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

Based on criteria provided by the MCO, we identified UHC encounters as follows:

- ❖ **Optum Behavioral Health – Behavioral Health Services (BHS)**
  - Plan ICN field prefix contains 'BH' in the third and fourth positions.
- ❖ **National MedTrans - Non-Emergency Transportation (NET)**
  - Plan ICN field prefix contains 'NM' in the third and fourth positions.
- ❖ **LogistiCare - Non-Emergency Transportation (NET)<sup>1</sup>**
  - Plan ICN field prefix contains 'LG' in the third and fourth positions.
- ❖ **MARCH Vision Care - Vision Services**
  - Plan ICN field prefix contains 'MV' in the third and fourth positions.
- ❖ **UHC Dental Benefit Providers (DBP) - Dental Services**
  - Plan ICN field prefix contains 'DB' in the third and fourth positions.
- ❖ **OptumRx - Pharmacy Benefits**
  - Claim type code of '12'.
- ❖ **UHC - Non-Vendor**
  - All other plan submitted encounters that do not meet the listed criteria.

<sup>1</sup> – LogistiCare was UHC's NET delegated vendor until April 1, 2018 when it was replaced by National MedTrans. LogistiCare then replaced National MedTrans as the NET delegated vendor effective September 1, 2020.





### 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 MCO denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. Instances were noted where a record's transaction type implied a specific sign valuation for the MCO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. In addition, 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 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 UHC for examination. We have reviewed UHC's disputed duplicate response files submitted to us as of November 13, 2020. The accepted responses have been incorporated into the analysis for this month's report. Responses requiring further explanation have not been added to this report and will be resubmitted to the MCO.
6. We instructed the MCOs to exclude referral fees, management fees and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
7. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transaction amounts.
8. Cumulative completion percentages exceeding 100 percent were noted for UHC Non-Vendor, VAS Non-Vendor and VAS LogistiCare. 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 1, 2 and 10).
9. The short run-out period for encounter submissions may not allow sufficient time for the MCOs to resolve the encounter submission issues noted in previous encounter reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
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.





## POTENTIAL DATA ISSUES

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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 exceed 100 percent during some months of the reporting period. These overstated monthly completion rates may be due to certain claim voids and replacements that were absent from the encounter data, but were accounted for in the CDJ. Also, duplicate records may have existed in the encounter data that we were unable to identify and remove. Additionally, CDJ payment dates may not have matched the payment dates that were reported in the encounter data.
2. The overall Optum Behavioral Health cumulative completion percentage is in compliance at 99.65 percent. However, there are 6 monthly completion percentages reported during the reporting period that remain inflated at over 101 percent. Additionally, the monthly completion percentage for November of 2018 and March of 2019 are below the 97 percent threshold. We recommend UHC continue to work with LDH, Optum Behavioral Health and Gainwell to resolve any CDJ and/or encounter data submission issues.
3. The overall National MedTrans cumulative completion percentage is in compliance at 96.43 percent. However, the plan continues to have monthly completion percentages that exceed 100 percent. We recommend UHC continue to work with LDH, National MedTrans and Gainwell to resolve any CDJ file and/or encounter data submission issues.
4. The overall LogistiCare cumulative completion percentage is in compliance at 99.69 percent. It is noteworthy that LogistiCare was in runout during most of this reporting period. Submission of encounters and CDJ transactions resumed in September 2020 when LogistiCare replaced National MedTrans as the new NET delegated vendor.
5. The overall Dental Benefit Providers (DBP) cumulative completion percentage is currently in compliance at 99.84 percent. However, we noted that the April 2020 monthly completion percentage is significantly below the 97 percent threshold at 74.27 percent. This appears to be due to possible missing encounter submissions. We also noted that the monthly completion percentage reported in June of 2020 exceeds 100 percent. We recommend UHC work with DBP, LDH and Gainwell to identify and correct any potential issues with encounter data submissions.
6. The overall OptumRx completion percentage is in compliance at 99.47 percent. However, there are several months during this reporting period with slightly inflated monthly completion percentages including October of 2019 and February of 2020. This appears to be caused by some missing encounter voids, when compared to the CDJ. Additionally, the completion percentage reported in July of 2019 is slightly below the 97 percent threshold at 95.78 percent. We recommend UHC continue to work with LDH, OptumRx and Gainwell to resolve any CDJ and/or encounter data submission issues.
7. UHC Non-Vendor overall completion percentage is at 100.04 percent which improved from the last reporting period. February 2019 completion percentage is now in compliance (97.42 percent, down from 126.51 percent) but September 2019 and August 2020 remain elevated at 108.36 and 108.61 percent, respectively. These percentages may be due to changes to CDJ transactions in recent resubmissions of Non-Vendor CDJ files. We recommend UHC continue to work with LDH, and Gainwell to resolve any CDJ and/or encounter data submission issues.





## UNITEDHEALTHCARE COMMUNITY PLAN – ENTIRE PLAN

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of their encounter data for this period, with a cumulative monthly range between 98 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 10 for an explanation of the possible causes.

**Table 1 — UnitedHealthcare Community Plan (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
November 2018	\$141,277,782	\$140,515,048	(\$762,734)	\$141,277,782	\$140,515,048	(\$762,734)	99.46%	99.46%
December 2018	\$127,156,863	\$126,444,825	(\$712,037)	\$268,434,644	\$266,959,873	(\$1,474,771)	99.44%	99.45%
January 2019	\$130,256,530	\$130,142,963	(\$113,567)	\$398,691,174	\$397,102,836	(\$1,588,338)	99.91%	99.60%
February 2019	\$132,711,561	\$130,536,828	(\$2,174,733)	\$531,402,736	\$527,639,664	(\$3,763,071)	98.36%	99.29%
March 2019	\$138,725,839	\$136,869,553	(\$1,856,286)	\$670,128,575	\$664,509,218	(\$5,619,357)	98.66%	99.16%
April 2019	\$127,592,239	\$125,305,992	(\$2,286,247)	\$797,720,814	\$789,815,210	(\$7,905,604)	98.20%	99.00%
May 2019	\$140,082,424	\$137,256,612	(\$2,825,812)	\$937,803,238	\$927,071,822	(\$10,731,416)	97.98%	98.85%
June 2019	\$132,124,582	\$131,354,903	(\$769,679)	\$1,069,927,820	\$1,058,426,725	(\$11,501,095)	99.41%	98.92%
July 2019	\$133,436,764	\$130,277,815	(\$3,158,949)	\$1,203,364,584	\$1,188,704,540	(\$14,660,044)	97.63%	98.78%
August 2019	\$143,088,105	\$140,537,705	(\$2,550,399)	\$1,346,452,689	\$1,329,242,245	(\$17,210,444)	98.21%	98.72%
September 2019	\$139,943,649	\$145,395,926	\$5,452,277	\$1,486,396,338	\$1,474,638,171	(\$11,758,167)	103.89%	99.20%
October 2019	\$149,127,665	\$151,495,007	\$2,367,342	\$1,635,524,003	\$1,626,133,178	(\$9,390,825)	101.58%	99.42%
November 2019	\$148,125,346	\$147,268,326	(\$857,020)	\$1,783,649,348	\$1,773,401,503	(\$10,247,845)	99.42%	99.42%
December 2019	\$134,031,002	\$133,578,654	(\$452,348)	\$1,917,680,350	\$1,906,980,157	(\$10,700,193)	99.66%	99.44%
January 2020	\$141,203,461	\$140,312,250	(\$891,211)	\$2,058,883,811	\$2,047,292,407	(\$11,591,404)	99.36%	99.43%
February 2020	\$152,864,530	\$153,269,615	\$405,085	\$2,211,748,342	\$2,200,562,022	(\$11,186,320)	100.26%	99.49%
March 2020	\$146,393,453	\$143,174,999	(\$3,218,454)	\$2,358,141,795	\$2,343,737,021	(\$14,404,774)	97.80%	99.38%
April 2020	\$137,252,598	\$137,013,853	(\$238,745)	\$2,495,394,393	\$2,480,750,875	(\$14,643,519)	99.82%	99.41%
May 2020	\$127,617,428	\$126,974,023	(\$643,404)	\$2,623,011,821	\$2,607,724,898	(\$15,286,923)	99.49%	99.41%
June 2020	\$130,003,208	\$128,752,788	(\$1,250,420)	\$2,753,015,029	\$2,736,477,686	(\$16,537,343)	99.03%	99.39%
July 2020	\$149,786,914	\$149,834,552	\$47,638	\$2,902,801,943	\$2,886,312,239	(\$16,489,705)	100.03%	99.43%
August 2020	\$152,947,899	\$159,158,922	\$6,211,023	\$3,055,749,843	\$3,045,471,161	(\$10,278,682)	104.06%	99.66%
September 2020	\$147,632,004	\$149,726,672	\$2,094,668	\$3,203,381,847	\$3,195,197,833	(\$8,184,014)	101.41%	99.74%
October 2020	\$160,736,329	\$162,477,373	\$1,741,044	\$3,364,118,176	\$3,357,675,206	(\$6,442,970)	101.08%	99.80%
Adjustments^	\$0	(\$869,369)	(\$869,369)	\$3,364,118,176	\$3,356,805,837	(\$7,312,340)		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 variance in comparison with the CDJs. Please see data analysis assumption number 8 on page 9 for further explanation.



**VALUE-ADDED SERVICES  
(VAS) SUMMARY**

Value-added services are included in the MCO’s behavioral health, vision, dental<sup>1</sup>, 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 vendors and non-vendor paid VAS encounters submitted to Gainwell, for the reporting period of November 1, 2018 through October 31, 2020. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

<b>Table 2 — UnitedHealthcare Community Plan Cumulative VAS Completion Percentages</b>					
<b>MCO/Delegated Vendor</b>	<b>VAS CDJ Cumulative Reported Total</b>	<b>VAS Cumulative Encounter Total</b>	<b>VAS Cumulative Variance</b>	<b>VAS Cumulative Completion (%)</b>	<b>Adjusted<sup>^</sup> VAS Cumulative Completion (%)</b>
Entire Plan	\$29,380,668	\$29,390,962	\$10,293	100.03%	99.76%
Optum Behavioral Health (Behavioral Health Services)	\$0	\$0	\$0		
National MedTrans (Non-Emergency Transportation)	\$1,883,649	\$1,853,843	(\$29,806)	98.41%	98.41%
LogistiCare (Non-Emergency Transportation)	\$4,920	\$5,072	\$152	103.09%	100.00%
MARCH Vision Care (Vision Services)	\$8,535,335	\$8,521,962	(\$13,373)	99.84%	99.84%
Dental Benefit Providers (Dental Services)	\$16,738,072	\$16,712,023	(\$26,049)	99.84%	99.84%
UHC - Non-Vendor	\$2,218,693	\$2,298,062	\$79,369	103.57%	100.00%

<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 variance in comparison with the CDJs..

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

1. UHC’s Non-Vendor VAS cumulative completion percentage is inflated at 103.57 percent with the five most recent months’ percentages exceeding 100 percent. We recommend UHC continue to work with LDH and Gainwell to resolve any CDJ and/or encounter data submission issues regarding VAS.
2. UHC’s LogistiCare VAS cumulative completion percentage is at 103.09 percent. However, since LogistiCare resumed as an NET vendor in September 2020, this percentage is based on only two months in this reporting period.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are identical to the totals shown in Table 8 – UHC Dental Benefit Providers (Dental).



**UNITEDHEALTHCARE COMMUNITY PLAN  
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 — UnitedHealthcare Community Plan Calculated Void and Duplicate Summary**

<b>Paid Month</b>	<b>Count of Encounters</b>	<b>Total Sum (MCO Submitted Paid Amounts)</b>	<b>Count of CV PDUP Encounters</b>	<b>CV PDUP Amount Removed</b>	<b>% of CV PDUP Encounters</b>	<b>% of CV PDUP Amount Removed</b>
November 2018	2,329,933	\$140,541,625	412	\$26,577	0.02%	0.02%
December 2018	2,062,936	\$126,459,840	342	\$15,015	0.02%	0.01%
January 2019	2,007,057	\$130,162,256	332	\$19,293	0.02%	0.01%
February 2019	2,070,185	\$130,574,329	410	\$37,501	0.02%	0.03%
March 2019	2,235,943	\$136,889,222	208	\$19,669	0.01%	0.01%
April 2019	2,085,480	\$125,313,254	118	\$7,261	0.01%	0.01%
May 2019	2,136,571	\$137,262,873	129	\$6,261	0.01%	0.00%
June 2019	2,158,398	\$131,364,478	137	\$9,574	0.01%	0.01%
July 2019	2,157,291	\$130,290,646	292	\$12,831	0.01%	0.01%
August 2019	2,186,909	\$140,557,571	242	\$19,866	0.01%	0.01%
September 2019	2,146,528	\$145,404,058	121	\$8,132	0.01%	0.01%
October 2019	2,204,004	\$151,505,928	151	\$10,921	0.01%	0.01%
November 2019	2,198,489	\$147,273,118	66	\$4,793	0.00%	0.00%
December 2019	1,877,331	\$133,583,865	92	\$5,211	0.00%	0.00%
January 2020	1,889,305	\$140,313,432	92	\$1,182	0.00%	0.00%
February 2020	2,063,136	\$153,272,459	131	\$2,844	0.01%	0.00%
March 2020	1,978,199	\$143,180,334	143	\$5,334	0.01%	0.00%
April 2020	1,649,659	\$137,024,859	226	\$11,005	0.01%	0.01%
May 2020	1,554,722	\$126,986,008	206	\$11,984	0.01%	0.01%
June 2020	1,744,373	\$128,761,317	410	\$8,529	0.02%	0.01%
July 2020	1,857,783	\$149,846,508	291	\$11,956	0.02%	0.01%
August 2020	2,266,759	\$159,199,279	296	\$40,357	0.01%	0.03%
September 2020	1,736,046	\$149,804,593	777	\$77,921	0.04%	0.05%
October 2020	2,126,438	\$162,656,868	2,340	\$179,494	0.11%	0.11%
<b>TOTALS</b>	<b>48,723,475</b>	<b>\$3,358,228,720</b>	<b>7,964</b>	<b>\$553,511</b>	<b>0.02%</b>	<b>0.02%</b>

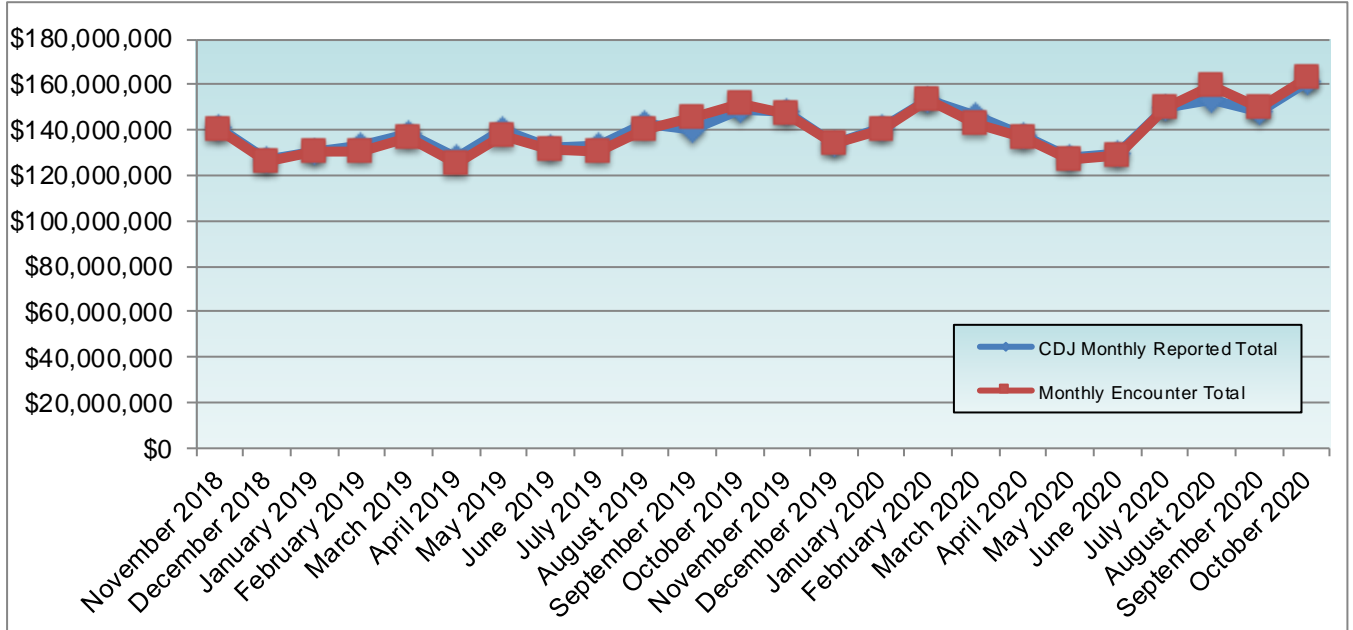
- **Count of Encounters** – The number of encounters processed by the FAC (excluding encounters marked as denied by the FAC).
- **Total Sum (MCO Submitted Paid Amounts)** – The total paid amounts in a month per the encounter data provided by the FAC. These amounts do not incorporate the corrections to paid amounts as explained in #4 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.



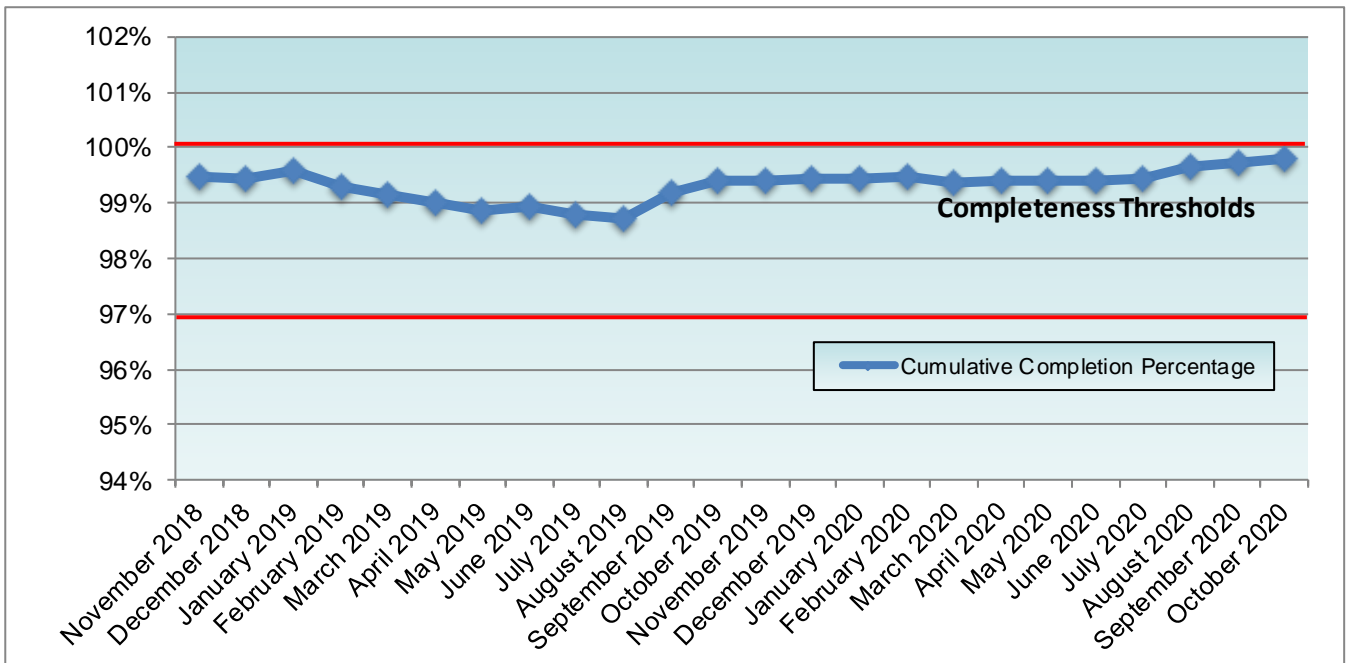


**UNITEDHEALTHCARE COMMUNITY PLAN  
SUMMARY REPORTING CHARTS**

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



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



## LA MCO Encounter and CDJ Comparison

Reported UHC vendors include Optum Behavioral Health (BHS), National MedTrans (Non-Emergency Transportation), LogistiCare (Non-Emergency Transportation), MARCH Vision Care (Vision), UHC Dental Benefit Providers (Dental) and OptumRx (Pharmacy).

### UNITEDHEALTHCARE COMMUNITY PLAN – OPTUM BEHAVIORAL HEALTH (BHS)

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of the Optum Behavioral Health encounter data for this period, with a cumulative monthly range between 96 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 10 for an explanation of the possible causes.

Please reference potential data issue 2 on page 10 for details on what may be significantly impacting the completion percentages.

Table 4 — UnitedHealthcare Community Plan Optum Behavioral Health (Behavioral Health Services)								
Paid Month	CDJ Monthly Reported Total	Monthly Encounter Total	Monthly Variance	CDJ Cumulative Reported Total	Cumulative Encounter Total	Cumulative Variance	Monthly Completion Percentage	Cumulative Completion Percentage
November 2018	\$17,237,144	\$16,640,448	(\$596,695)	\$17,237,144	\$16,640,448	(\$596,695)	96.53%	96.53%
December 2018	\$15,975,210	\$15,547,695	(\$427,515)	\$33,212,354	\$32,188,143	(\$1,024,211)	97.32%	96.91%
January 2019	\$16,052,135	\$16,328,432	\$276,297	\$49,264,489	\$48,516,575	(\$747,914)	101.72%	98.48%
February 2019	\$15,070,113	\$15,288,036	\$217,922	\$64,334,603	\$63,804,611	(\$529,992)	101.44%	99.17%
March 2019	\$16,002,901	\$15,459,863	(\$543,038)	\$80,337,504	\$79,264,474	(\$1,073,030)	96.60%	98.66%
April 2019	\$15,330,984	\$15,126,734	(\$204,250)	\$95,668,487	\$94,391,208	(\$1,277,280)	98.66%	98.66%
May 2019	\$18,412,806	\$18,024,864	(\$387,942)	\$114,081,293	\$112,416,072	(\$1,665,221)	97.89%	98.54%
June 2019	\$15,981,983	\$16,134,785	\$152,802	\$130,063,276	\$128,550,857	(\$1,512,419)	100.95%	98.83%
July 2019	\$15,916,063	\$16,072,209	\$156,146	\$145,979,339	\$144,623,065	(\$1,356,273)	100.98%	99.07%
August 2019	\$17,596,026	\$17,397,110	(\$198,916)	\$163,575,365	\$162,020,176	(\$1,555,190)	98.86%	99.04%
September 2019	\$15,707,369	\$15,374,467	(\$332,901)	\$179,282,734	\$177,394,643	(\$1,888,091)	97.88%	98.94%
October 2019	\$18,505,213	\$18,380,261	(\$124,952)	\$197,787,947	\$195,774,904	(\$2,013,043)	99.32%	98.98%
November 2019	\$17,355,738	\$17,107,018	(\$248,720)	\$215,143,685	\$212,881,922	(\$2,261,763)	98.56%	98.94%
December 2019	\$14,736,609	\$15,022,423	\$285,814	\$229,880,294	\$227,904,345	(\$1,975,949)	101.93%	99.14%
January 2020	\$17,509,433	\$17,951,170	\$441,737	\$247,389,727	\$245,855,515	(\$1,534,212)	102.52%	99.37%
February 2020	\$17,686,231	\$17,592,017	(\$94,214)	\$265,075,958	\$263,447,532	(\$1,628,426)	99.46%	99.38%
March 2020	\$17,823,334	\$17,740,014	(\$83,319)	\$282,899,291	\$281,187,546	(\$1,711,745)	99.53%	99.39%
April 2020	\$16,482,039	\$16,665,490	\$183,451	\$299,381,330	\$297,853,036	(\$1,528,294)	101.11%	99.48%
May 2020	\$15,208,883	\$15,390,669	\$181,786	\$314,590,213	\$313,243,704	(\$1,346,508)	101.19%	99.57%
June 2020	\$15,661,480	\$15,644,276	(\$17,204)	\$330,251,693	\$328,887,980	(\$1,363,713)	99.89%	99.58%
July 2020	\$18,655,492	\$18,584,417	(\$71,076)	\$348,907,185	\$347,472,397	(\$1,434,788)	99.61%	99.58%
August 2020	\$19,058,871	\$19,031,453	(\$27,418)	\$367,966,056	\$366,503,850	(\$1,462,206)	99.85%	99.60%
September 2020	\$15,946,204	\$16,098,828	\$152,624	\$383,912,260	\$382,602,678	(\$1,309,582)	100.95%	99.65%
October 2020	\$18,147,096	\$18,082,772	(\$64,324)	\$402,059,356	\$400,685,450	(\$1,373,906)	99.64%	99.65%

## UNITEDHEALTHCARE COMMUNITY PLAN – NATIONAL MEDTRANS (NET)

UnitedHealthcare Community Plan appears to have submitted approximately 96 percent of the National MedTrans non-emergency transportation encounter data for this period, with a cumulative monthly range between 96 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 10 for an explanation of the possible causes.

Please reference potential data issue 3 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 5 —UnitedHealthcare Community Plan National MedTrans (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
November 2018	\$1,481,989	\$1,472,511	(\$9,478)	\$1,481,989	\$1,472,511	(\$9,478)	99.36%	99.36%
December 2018	\$1,363,317	\$1,382,669	\$19,352	\$2,845,306	\$2,855,179	\$9,874	101.41%	100.34%
January 2019	\$1,269,713	\$1,256,213	(\$13,500)	\$4,115,018	\$4,111,392	(\$3,626)	98.93%	99.91%
February 2019	\$1,985,397	\$1,962,526	(\$22,871)	\$6,100,416	\$6,073,918	(\$26,497)	98.84%	99.56%
March 2019	\$1,803,313	\$1,788,972	(\$14,341)	\$7,903,729	\$7,862,890	(\$40,838)	99.20%	99.48%
April 2019	\$1,288,136	\$1,281,796	(\$6,340)	\$9,191,865	\$9,144,686	(\$47,178)	99.50%	99.48%
May 2019	\$1,821,382	\$1,802,271	(\$19,111)	\$11,013,247	\$10,946,957	(\$66,289)	98.95%	99.39%
June 2019	\$1,579,686	\$1,559,234	(\$20,452)	\$12,592,932	\$12,506,191	(\$86,741)	98.70%	99.31%
July 2019	\$1,957,640	\$1,962,442	\$4,802	\$14,550,572	\$14,468,633	(\$81,940)	100.24%	99.43%
August 2019	\$1,311,936	\$1,316,686	\$4,750	\$15,862,508	\$15,785,318	(\$77,190)	100.36%	99.51%
September 2019	\$1,649,348	\$1,656,113	\$6,765	\$17,511,856	\$17,441,431	(\$70,425)	100.41%	99.59%
October 2019	\$1,433,811	\$1,423,390	(\$10,422)	\$18,945,667	\$18,864,821	(\$80,846)	99.27%	99.57%
November 2019	\$1,119,555	\$1,114,153	(\$5,403)	\$20,065,222	\$19,978,974	(\$86,249)	99.51%	99.57%
December 2019	\$1,557,101	\$1,561,012	\$3,910	\$21,622,324	\$21,539,985	(\$82,338)	100.25%	99.61%
January 2020	\$1,310,993	\$1,328,748	\$17,755	\$22,933,317	\$22,868,733	(\$64,583)	101.35%	99.71%
February 2020	\$767,328	\$769,621	\$2,293	\$23,700,645	\$23,638,355	(\$62,290)	100.29%	99.73%
March 2020	\$1,087,382	\$1,099,562	\$12,181	\$24,788,027	\$24,737,917	(\$50,110)	101.12%	99.79%
April 2020	\$758,062	\$767,255	\$9,194	\$25,546,089	\$25,505,172	(\$40,916)	101.21%	99.83%
May 2020	\$786,315	\$783,106	(\$3,208)	\$26,332,403	\$26,288,279	(\$44,125)	99.59%	99.83%
June 2020	\$827,371	\$828,122	\$752	\$27,159,774	\$27,116,401	(\$43,373)	100.09%	99.84%
July 2020	\$1,037,404	\$756,881	(\$280,523)	\$28,197,179	\$27,873,282	(\$323,896)	72.95%	98.85%
August 2020	\$928,610	\$397,993	(\$530,617)	\$29,125,788	\$28,271,275	(\$854,514)	42.85%	97.06%
September 2020	\$616,926	\$400,069	(\$216,857)	\$29,742,715	\$28,671,344	(\$1,071,371)	64.84%	96.39%
October 2020	\$305,441	\$305,664	\$223	\$30,048,156	\$28,977,008	(\$1,071,148)	100.07%	96.43%

## UNITEDHEALTHCARE COMMUNITY PLAN – LOGISTICARE (NET)

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of the LogistiCare non-emergency transportation encounter data for this period, with a cumulative monthly range between 98 percent and 100 percent. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

Please reference potential data issue 4 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 6 — UnitedHealthcare Community Plan LogistiCare (Non-Emergency Transportation)<sup>1</sup>**

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
November 2018	\$2,400	\$2,400	\$0	\$2,400	\$2,400	\$0	100.00%	100.00%
December 2018	\$4,046	\$4,046	\$0	\$6,446	\$6,446	\$0	100.00%	100.00%
January 2019	\$16,998	\$16,732	(\$266)	\$23,443	\$23,178	(\$266)	98.43%	98.86%
February 2019	\$7,617	\$7,617	\$0	\$31,060	\$30,795	(\$266)	100.00%	99.14%
March 2019	\$0	\$0	\$0	\$31,060	\$30,795	(\$266)		99.14%
April 2019	\$107,575	\$107,575	\$0	\$138,635	\$138,370	(\$266)	100.00%	99.80%
May 2019	\$9,575	\$9,575	\$0	\$148,211	\$147,945	(\$266)	100.00%	99.82%
June 2019	\$1,406	\$966	(\$440)	\$149,616	\$148,911	(\$706)	68.71%	99.52%
July 2019	\$0	\$0	\$0	\$149,616	\$148,911	(\$706)		99.52%
August 2019	\$1,706	\$1,706	\$0	\$151,322	\$150,617	(\$706)	100.00%	99.53%
September 2019	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
October 2019	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
November 2019	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
December 2019	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
January 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
February 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
March 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
April 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
May 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
June 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
July 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
August 2020	\$0	\$0	\$0	\$151,322	\$150,617	(\$706)		99.53%
September 2020	\$129,309	\$128,975	(\$333)	\$280,631	\$279,592	(\$1,039)	99.74%	99.62%
October 2020	\$612,258	\$610,602	(\$1,657)	\$892,889	\$890,194	(\$2,696)	99.72%	99.69%

<sup>1</sup> – LogistiCare was UHC’s NET delegated vendor until April 1, 2018 when it was replaced by National MedTrans. LogistiCare then replaced National MedTrans as the NET delegated vendor effective September 1, 2020.

## UNITEDHEALTHCARE COMMUNITY PLAN – MARCH VISION CARE (VISION SERVICES)

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of the MARCH Vision Care encounter data for this period, with a cumulative monthly range between 99 percent and 100 percent. Monthly percentages exceeded 100 percent during one month of the reporting period. Please reference potential data issue number 1 on page 10 for an explanation of the possible causes.

**Table 7 — UnitedHealthcare Community Plan MARCH Vision Care (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
November 2018	\$1,002,714	\$1,005,777	\$3,063	\$1,002,714	\$1,005,777	\$3,063	100.30%	100.30%
December 2018	\$894,319	\$893,145	(\$1,173)	\$1,897,033	\$1,898,922	\$1,890	99.86%	100.09%
January 2019	\$1,139,688	\$1,138,111	(\$1,577)	\$3,036,721	\$3,037,034	\$313	99.86%	100.01%
February 2019	\$1,245,254	\$1,240,412	(\$4,842)	\$4,281,975	\$4,277,446	(\$4,529)	99.61%	99.89%
March 2019	\$1,109,273	\$1,107,769	(\$1,504)	\$5,391,248	\$5,385,215	(\$6,033)	99.86%	99.88%
April 2019	\$1,070,071	\$1,068,929	(\$1,142)	\$6,461,319	\$6,454,143	(\$7,176)	99.89%	99.88%
May 2019	\$1,092,282	\$1,090,549	(\$1,733)	\$7,553,601	\$7,544,693	(\$8,908)	99.84%	99.88%
June 2019	\$838,137	\$835,973	(\$2,164)	\$8,391,738	\$8,380,665	(\$11,073)	99.74%	99.86%
July 2019	\$1,041,755	\$1,040,171	(\$1,584)	\$9,433,493	\$9,420,836	(\$12,656)	99.84%	99.86%
August 2019	\$1,325,297	\$1,319,868	(\$5,429)	\$10,758,790	\$10,740,704	(\$18,086)	99.59%	99.83%
September 2019	\$1,038,941	\$1,036,947	(\$1,995)	\$11,797,731	\$11,777,651	(\$20,080)	99.80%	99.82%
October 2019	\$1,194,148	\$1,190,983	(\$3,165)	\$12,991,879	\$12,968,634	(\$23,245)	99.73%	99.82%
November 2019	\$1,010,410	\$1,009,592	(\$817)	\$14,002,288	\$13,978,226	(\$24,062)	99.91%	99.82%
December 2019	\$897,487	\$895,050	(\$2,437)	\$14,899,776	\$14,873,276	(\$26,499)	99.72%	99.82%
January 2020	\$1,154,486	\$1,151,259	(\$3,226)	\$16,054,261	\$16,024,536	(\$29,726)	99.72%	99.81%
February 2020	\$1,238,882	\$1,236,108	(\$2,774)	\$17,293,144	\$17,260,644	(\$32,500)	99.77%	99.81%
March 2020	\$1,081,957	\$1,079,218	(\$2,739)	\$18,375,101	\$18,339,862	(\$35,239)	99.74%	99.80%
April 2020	\$220,773	\$219,771	(\$1,003)	\$18,595,874	\$18,559,633	(\$36,241)	99.54%	99.80%
May 2020	\$317,169	\$315,611	(\$1,557)	\$18,913,043	\$18,875,244	(\$37,798)	99.50%	99.80%
June 2020	\$828,391	\$825,484	(\$2,907)	\$19,741,434	\$19,700,729	(\$40,706)	99.64%	99.79%
July 2020	\$938,514	\$936,548	(\$1,966)	\$20,679,948	\$20,637,276	(\$42,672)	99.79%	99.79%
August 2020	\$1,020,071	\$1,018,871	(\$1,200)	\$21,700,019	\$21,656,147	(\$43,872)	99.88%	99.79%
September 2020	\$1,054,562	\$1,053,392	(\$1,169)	\$22,754,581	\$22,709,539	(\$45,041)	99.88%	99.80%
October 2020	\$1,142,522	\$1,140,803	(\$1,718)	\$23,897,102	\$23,850,343	(\$46,759)	99.84%	99.80%

## UNITEDHEALTHCARE COMMUNITY PLAN – DBP (DENTAL SERVICES)

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of the Dental Benefit Providers 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 10 for an explanation of the possible causes.

Please reference potential data issue 5 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 8 —UnitedHealthcare Community Plan Dental Benefit Providers (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
November 2018	\$841,948	\$848,644	\$6,696	\$841,948	\$848,644	\$6,696	100.79%	100.79%
December 2018	\$726,962	\$725,189	(\$1,773)	\$1,568,910	\$1,573,833	\$4,922	99.75%	100.31%
January 2019	\$835,571	\$831,965	(\$3,606)	\$2,404,482	\$2,405,798	\$1,316	99.56%	100.05%
February 2019	\$907,599	\$904,589	(\$3,010)	\$3,312,081	\$3,310,387	(\$1,694)	99.66%	99.94%
March 2019	\$1,008,088	\$1,003,276	(\$4,812)	\$4,320,169	\$4,313,663	(\$6,506)	99.52%	99.84%
April 2019	\$872,192	\$872,680	\$488	\$5,192,361	\$5,186,343	(\$6,018)	100.05%	99.88%
May 2019	\$902,946	\$904,877	\$1,932	\$6,095,306	\$6,091,220	(\$4,086)	100.21%	99.93%
June 2019	\$814,725	\$820,412	\$5,688	\$6,910,031	\$6,911,633	\$1,602	100.69%	100.02%
July 2019	\$545,039	\$544,605	(\$433)	\$7,455,069	\$7,456,238	\$1,169	99.92%	100.01%
August 2019	\$1,031,955	\$1,026,089	(\$5,866)	\$8,487,024	\$8,482,327	(\$4,697)	99.43%	99.94%
September 2019	\$663,025	\$660,359	(\$2,666)	\$9,150,049	\$9,142,686	(\$7,363)	99.59%	99.91%
October 2019	\$647,592	\$639,913	(\$7,679)	\$9,797,641	\$9,782,599	(\$15,041)	98.81%	99.84%
November 2019	\$817,856	\$809,570	(\$8,285)	\$10,615,496	\$10,592,169	(\$23,327)	98.98%	99.78%
December 2019	\$591,262	\$591,179	(\$83)	\$11,206,758	\$11,183,348	(\$23,409)	99.98%	99.79%
January 2020	\$643,768	\$645,563	\$1,795	\$11,850,526	\$11,828,912	(\$21,615)	100.27%	99.81%
February 2020	\$604,442	\$596,219	(\$8,223)	\$12,454,968	\$12,425,130	(\$29,838)	98.63%	99.76%
March 2020	\$723,427	\$727,707	\$4,280	\$13,178,395	\$13,152,837	(\$25,558)	100.59%	99.80%
April 2020	\$131,991	\$98,034	(\$33,957)	\$13,310,387	\$13,250,871	(\$59,515)	74.27%	99.55%
May 2020	\$301,660	\$301,059	(\$601)	\$13,612,046	\$13,551,930	(\$60,117)	99.80%	99.55%
June 2020	\$382,077	\$411,146	\$29,070	\$13,994,123	\$13,963,076	(\$31,047)	107.60%	99.77%
July 2020	\$860,842	\$859,482	(\$1,360)	\$14,854,965	\$14,822,558	(\$32,407)	99.84%	99.78%
August 2020	\$523,564	\$522,075	(\$1,489)	\$15,378,529	\$15,344,633	(\$33,896)	99.71%	99.77%
September 2020	\$508,687	\$517,838	\$9,151	\$15,887,216	\$15,862,471	(\$24,745)	101.79%	99.84%
October 2020	\$850,857	\$849,552	(\$1,304)	\$16,738,072	\$16,712,023	(\$26,049)	99.84%	99.84%

\* Since all dental services are value-added services, the cumulative totals above reflect the same totals as in the value-added services summary (see Value-Added Services Summary on page 12).

## UNITEDHEALTHCARE COMMUNITY PLAN – OPTUMRX (PHARMACY BENEFITS)

UnitedHealthcare Community Plan appears to have submitted approximately 99 percent of the OptumRx pharmacy benefit encounter data for this period, with a cumulative monthly range between 98 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 10 for an explanation of the possible causes.

Please reference potential data issue 6 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 9 — UnitedHealthcare Community Plan OptumRx (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
November 2018	\$31,574,877	\$31,371,794	(\$203,084)	\$31,574,877	\$31,371,794	(\$203,084)	99.35%	99.35%
December 2018	\$30,189,677	\$30,267,184	\$77,506	\$61,764,555	\$61,638,977	(\$125,577)	100.25%	99.79%
January 2019	\$28,637,686	\$28,369,749	(\$267,937)	\$90,402,241	\$90,008,726	(\$393,515)	99.06%	99.56%
February 2019	\$29,395,709	\$29,202,273	(\$193,436)	\$119,797,950	\$119,210,999	(\$586,951)	99.34%	99.51%
March 2019	\$34,554,213	\$34,681,983	\$127,769	\$154,352,163	\$153,892,982	(\$459,182)	100.36%	99.70%
April 2019	\$30,224,840	\$29,817,864	(\$406,976)	\$184,577,003	\$183,710,846	(\$866,157)	98.65%	99.53%
May 2019	\$34,076,529	\$34,097,671	\$21,142	\$218,653,532	\$217,808,517	(\$845,015)	100.06%	99.61%
June 2019	\$35,036,380	\$35,012,243	(\$24,136)	\$253,689,912	\$252,820,760	(\$869,151)	99.93%	99.65%
July 2019	\$33,046,180	\$31,653,883	(\$1,392,297)	\$286,736,092	\$284,474,643	(\$2,261,448)	95.78%	99.21%
August 2019	\$37,619,784	\$36,815,621	(\$804,163)	\$324,355,875	\$321,290,264	(\$3,065,611)	97.86%	99.05%
September 2019	\$41,641,079	\$40,797,439	(\$843,639)	\$365,996,954	\$362,087,704	(\$3,909,250)	97.97%	98.93%
October 2019	\$38,266,139	\$39,846,618	\$1,580,479	\$404,263,093	\$401,934,322	(\$2,328,771)	104.13%	99.42%
November 2019	\$43,475,940	\$43,149,658	(\$326,282)	\$447,739,033	\$445,083,980	(\$2,655,054)	99.24%	99.40%
December 2019	\$39,268,634	\$39,098,596	(\$170,038)	\$487,007,667	\$484,182,576	(\$2,825,091)	99.56%	99.41%
January 2020	\$37,707,130	\$37,018,526	(\$688,605)	\$524,714,798	\$521,201,102	(\$3,513,696)	98.17%	99.33%
February 2020	\$45,963,749	\$47,420,775	\$1,457,026	\$570,678,547	\$568,621,877	(\$2,056,670)	103.16%	99.63%
March 2020	\$44,321,569	\$43,086,272	(\$1,235,297)	\$615,000,116	\$611,708,149	(\$3,291,967)	97.21%	99.46%
April 2020	\$42,525,502	\$42,576,930	\$51,428	\$657,525,618	\$654,285,079	(\$3,240,539)	100.12%	99.50%
May 2020	\$42,516,925	\$42,243,227	(\$273,697)	\$700,042,543	\$696,528,306	(\$3,514,236)	99.35%	99.49%
June 2020	\$41,587,195	\$41,494,304	(\$92,890)	\$741,629,737	\$738,022,611	(\$3,607,127)	99.77%	99.51%
July 2020	\$42,696,924	\$42,319,259	(\$377,665)	\$784,326,662	\$780,341,870	(\$3,984,791)	99.11%	99.49%
August 2020	\$45,772,771	\$45,164,121	(\$608,650)	\$830,099,432	\$825,505,991	(\$4,593,441)	98.67%	99.44%
September 2020	\$42,985,629	\$42,937,881	(\$47,748)	\$873,085,061	\$868,443,872	(\$4,641,189)	99.88%	99.46%
October 2020	\$46,941,589	\$46,790,996	(\$150,593)	\$920,026,650	\$915,234,868	(\$4,791,782)	99.67%	99.47%

## UNITEDHEALTHCARE COMMUNITY PLAN – NON-VENDOR

UnitedHealthcare Community Plan appears to have submitted approximately 100 percent of the UHC Non-Vendor encounter data for this period, with a cumulative monthly range between 98 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 10 for an explanation of the possible causes.

Please reference potential data issue 7 on page 10 for details on what may be significantly impacting the completion percentages.

**Table 10 — UnitedHealthcare Community Plan - 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
November 2018	\$89,136,711	\$89,173,476	\$36,765	\$89,136,711	\$89,173,476	\$36,765	100.04%	100.04%
December 2018	\$78,003,330	\$77,624,897	(\$378,434)	\$167,140,041	\$166,798,373	(\$341,669)	99.51%	99.79%
January 2019	\$82,304,739	\$82,201,761	(\$102,977)	\$249,444,780	\$249,000,134	(\$444,646)	99.87%	99.82%
February 2019	\$84,099,871	\$81,931,375	(\$2,168,496)	\$333,544,651	\$330,931,509	(\$2,613,142)	97.42%	99.21%
March 2019	\$84,248,051	\$82,827,691	(\$1,420,360)	\$417,792,702	\$413,759,200	(\$4,033,502)	98.31%	99.03%
April 2019	\$78,698,442	\$77,030,415	(\$1,668,027)	\$496,491,144	\$490,789,615	(\$5,701,530)	97.88%	98.85%
May 2019	\$83,766,904	\$81,326,803	(\$2,440,101)	\$580,258,048	\$572,116,418	(\$8,141,631)	97.08%	98.59%
June 2019	\$77,872,267	\$76,991,291	(\$880,976)	\$658,130,315	\$649,107,708	(\$9,022,607)	98.86%	98.62%
July 2019	\$80,930,088	\$79,004,505	(\$1,925,583)	\$739,060,403	\$728,112,213	(\$10,948,190)	97.62%	98.51%
August 2019	\$84,201,401	\$82,660,626	(\$1,540,775)	\$823,261,804	\$810,772,839	(\$12,488,965)	98.17%	98.48%
September 2019	\$79,243,887	\$85,870,600	\$6,626,713	\$902,505,692	\$896,643,439	(\$5,862,252)	108.36%	99.35%
October 2019	\$89,080,762	\$90,013,842	\$933,079	\$991,586,454	\$986,657,281	(\$4,929,173)	101.04%	99.50%
November 2019	\$84,345,846	\$84,078,334	(\$267,512)	\$1,075,932,300	\$1,070,735,615	(\$5,196,685)	99.68%	99.51%
December 2019	\$76,979,909	\$76,410,394	(\$569,515)	\$1,152,912,209	\$1,147,146,009	(\$5,766,200)	99.26%	99.49%
January 2020	\$82,877,651	\$82,216,984	(\$660,667)	\$1,235,789,860	\$1,229,362,993	(\$6,426,867)	99.20%	99.47%
February 2020	\$86,603,898	\$85,654,875	(\$949,023)	\$1,322,393,758	\$1,315,017,868	(\$7,375,890)	98.90%	99.44%
March 2020	\$81,355,785	\$79,442,225	(\$1,913,560)	\$1,403,749,542	\$1,394,460,093	(\$9,289,449)	97.64%	99.33%
April 2020	\$77,134,231	\$76,686,374	(\$447,857)	\$1,480,883,773	\$1,471,146,467	(\$9,737,306)	99.41%	99.34%
May 2020	\$68,486,477	\$67,940,351	(\$546,126)	\$1,549,370,250	\$1,539,086,818	(\$10,283,433)	99.20%	99.33%
June 2020	\$70,716,695	\$69,549,455	(\$1,167,240)	\$1,620,086,945	\$1,608,636,273	(\$11,450,672)	98.34%	99.29%
July 2020	\$85,597,738	\$86,377,966	\$780,228	\$1,705,684,683	\$1,695,014,239	(\$10,670,445)	100.91%	99.37%
August 2020	\$85,644,013	\$93,024,409	\$7,380,396	\$1,791,328,696	\$1,788,038,648	(\$3,290,048)	108.61%	99.81%
September 2020	\$86,390,688	\$88,589,688	\$2,199,000	\$1,877,719,384	\$1,876,628,336	(\$1,091,048)	102.54%	99.94%
October 2020	\$92,736,567	\$94,696,984	\$1,960,418	\$1,970,455,951	\$1,971,325,320	\$869,369	102.11%	100.04%
Adjustments^	\$0	(\$869,369)	(\$869,369)	\$1,970,455,951	\$1,970,455,951	\$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 variance in comparison with the CDJs. Please see data analysis assumption number 8 on page 9 for further explanation.