



**Louisiana Department  
of Health**

**COMPARISON OF LOUISIANA MANAGED  
CARE ORGANIZATION ENCOUNTER DATA TO  
CASH DISBURSEMENTS FOR  
UNITEDHEALTHCARE COMMUNITY PLAN  
SEPTEMBER 1, 2019 THROUGH AUGUST 31,  
2021**

NOVEMBER 4, 2021



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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 September 1, 2019 through August 31, 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.



## UnitedHealthcare Community Plan 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 minimum completeness range of **97 percent to 100 percent** when compared to the CDJ files that are submitted by the MCO. The encounters and CDJ file utilized in this study met the following criteria:

- Encounters were paid within the reporting period of September 1, 2019 through August 31, 2021,
- CDJ transactions had payment dates within the reporting period of September 1, 2019 through August 31, 2021,
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through September 28, 2021.

**Table A — UHC Cumulative Completion Totals and Percentages**

Description	Entire Plan	Non-Vendor	Delegated Vendor					Optum Behavioral Health (Behavioral Health Services)	OptumRx (Pharmacy Benefits)
			National MedTrans (Non-Emergency Transportation)	ModivCare (Non-Emergency Transportation)	MARCH Vision Care (Vision)	Dental Benefit Providers (Dental)			
<b>Encounter Total (FAC reported)</b>	\$3,735,819,538	\$2,131,853,049	\$14,773,622	\$12,944,551	\$23,961,740	\$15,983,274	\$439,975,306	\$1,096,327,997	
<i>Total Encounter Adjustments (\$)</i>	(\$74,896,072)	(\$40,350,172)	(\$633,888)	(\$1,536,082)	(\$68,632)	(\$736,365)	(\$14,987,970)	(\$16,582,964)	
<i>Total Encounter Adjustments (%)</i>	-2.00%	-1.89%	-4.29%	-11.86%	-0.28%	-4.60%	-3.40%	-1.51%	
<b>Net Encounter Total</b>	<b>\$3,660,923,466</b>	\$2,091,502,877	<b>\$14,139,735</b>	<b>\$11,408,469</b>	<b>\$23,893,108</b>	<b>\$15,246,908</b>	<b>\$424,987,337</b>	<b>\$1,079,745,033</b>	
<b>CDJ Total</b>	<b>\$3,668,469,609</b>	<b>\$2,099,555,099</b>	<b>\$14,165,645</b>	<b>\$11,424,020</b>	<b>\$23,946,820</b>	<b>\$15,264,522</b>	<b>\$425,159,301</b>	<b>\$1,078,954,201</b>	
<i>Variance</i>	(\$7,546,143)	(\$8,052,222)	(\$25,910)	(\$15,551)	(\$53,712)	(\$17,614)	(\$171,965)	\$790,831	
<b>Completion (%)</b>	<b>99.79%</b>	<b>99.61%</b>	<b>99.81%</b>	<b>99.86%</b>	<b>99.77%</b>	<b>99.88%</b>	<b>99.95%</b>	<b>100.07%</b>	
<b>100% Limited^ Completion (%)</b>	<b>99.77%</b>							<b>100.00%</b>	
<b>Contract Minimum Completeness Requirement (%)</b>	<b>97.00%</b>								
<b>Non-Compliant (%)</b>								<b>0.07%</b>	

^ - 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 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 UHC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>62,068,874</b>	<b>\$3,735,819,538</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	(13,498,192)	(\$74,365,910)	-1.99%
<i>Calculated Void</i>	(9,051)	(\$171,002)	0.00%
<i>Duplicate</i>	(4,162)	(\$359,160)	0.00%
<i>Total Adjustments Made</i>	(13,511,405)	(\$74,896,072)	-2.00%
<b>Net Encounter Amounts</b>	<b>48,557,469</b>	<b>\$3,660,923,466</b>	<b>98.00%</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





During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for UnitedHealthcare Community Plan. **Section A** details issues related to non-compliant cumulative completion percentages, while **Section B** notes outstanding data issues that UnitedHealthcare Community Plan may need to work to identify and resolve.

Please reference Tables 1 through 8 starting on page 10 for UnitedHealthcare Community Plan reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

#### **Section A: Data issues that may impact completion percentages outside of the targeted range (below 97 percent or above 100 percent):**

UnitedHealthcare Community Plan has no current cumulative completion percentages outside of the target range.

#### **Section B: Data issues and notes that currently may not impact compliance:**

1. **Optum Behavioral Health (Table 2):** Optum Behavioral Health's cumulative completion percentage is in compliance at 99.95 percent; however, there are several months with completion percentages over 100 percent.

**We recommend UnitedHealthcare Community Plan work with Optum Behavioral Health, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

2. **National MedTrans (Table 3):** The National MedTrans paid months, November 2020 through March 2021, all have completion percentages that are less than 97 percent. This is followed by the months, April 2021 through August 2021, which all have completion percentages above 100 percent.
  - These monthly fluctuations may be due to void transactions in the CDJ files appearing in different months than the corresponding encounter void transactions.

**We recommend UnitedHealthcare Community Plan work with National MedTrans, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

3. **Dental Benefit Provider (Table 6):** UHC's Dental Benefit Provider is in compliance at 99.88 percent however, there are several months where the monthly completion percentage is over 100 percent.

**We recommend UnitedHealthcare Community Plan work with DBP, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**

4. **OptumRx (Table 7):** OptumRx completion cumulative completion percentage is elevated at 100.07 percent. There are several monthly completion percentages above 100 percent.

**We recommend UnitedHealthcare Community Plan work with Optum RX, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.**



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

5. **Non-Vendor (Table 8):** UHC's Non-Vendor cumulative completion percentage is in compliance at 99.61 percent. However, there are several monthly completion percentages above 100 percent.

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



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### Value-Added Services (VAS) Summary

Value-added services are included in the MCO’s vision, dental, and non-vendor<sup>1</sup> 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 September 1, 2019 through August 31, 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 — UHC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan	Non-Vendor	Delegated Vendor			
			National MedTrans (Non-Emergency Transportation)	ModivCare (Non-Emergency Transportation)	MARCH Vision Care (Vision)	Dental Benefit Providers (Dental) <sup>1</sup>
<b>Encounter Total (FAC reported)</b>	\$28,153,296	\$2,311,056	\$594,476	\$31,017	\$9,233,336	\$15,983,274
<i>Total Encounter Adjustments (\$)</i>	(\$820,636)	(\$43,692)	(\$15,793)	(\$4,406)	(\$20,380)	(\$736,365)
<i>Total Encounter Adjustments (%)</i>	-2.91%	-1.89%	-2.65%	-14.20%	-0.22%	-4.60%
<b>Net Encounter Total</b>	<b>\$27,332,660</b>	<b>\$2,267,364</b>	<b>\$578,683</b>	<b>\$26,611</b>	<b>\$9,212,956</b>	<b>\$15,246,908</b>
<b>CDJ Total</b>	<b>\$27,379,408</b>	<b>\$2,285,135</b>	<b>\$574,804</b>	<b>\$26,607</b>	<b>\$9,228,339</b>	<b>\$15,264,522</b>
<i>Variance</i>	(\$46,747)	(\$17,771)	\$3,879	\$4	(\$15,383)	(\$17,614)
<b>Completion (%)</b>	<b>99.82%</b>	<b>99.22%</b>	<b>100.67%</b>	<b>100.01%</b>	<b>99.83%</b>	<b>99.88%</b>
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>99.81%</b>		<b>100.00%</b>	<b>100.00%</b>		
<b>Contract Minimum Completeness Requirement (%)</b>	<b>97.00%</b>					
<b>Non-Compliant (%)</b>			<b>0.67%</b>	<b>0.01%</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.

<sup>1</sup> – Since all dental services are VAS, the VAS dental totals indicated on this page are identical to the totals shown in Table 6 – UHC Dental Benefit Providers (Dental).

## UnitedHealthcare Community Plan Encounter and CDJ Comparison

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

1. **Non-Vendor VAS (Table 6V):** UHC's Non-Vendor VAS cumulative percentage is in compliance at 99.22 percent. However, there are several months with completion percentages below 97 percent.



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### | UnitedHealthcare Entire Plan Monthly Table

Table 1 — UnitedHealthcare Community Plan (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
September 2019	\$139,659,948	(\$3,048,870)	-2%	\$136,611,078	\$139,943,649	(\$3,332,571)	97.61%
October 2019	\$150,238,824	(\$2,350,757)	-2%	\$147,888,068	\$149,127,665	(\$1,239,597)	99.16%
November 2019	\$149,893,427	(\$2,300,749)	-2%	\$147,592,678	\$148,125,346	(\$532,667)	99.64%
December 2019	\$135,402,750	(\$1,959,557)	-1%	\$133,443,193	\$133,663,867	(\$220,674)	99.83%
January 2020	\$143,518,717	(\$2,579,978)	-2%	\$140,938,739	\$141,203,461	(\$264,723)	99.81%
February 2020	\$157,321,547	(\$2,714,185)	-2%	\$154,607,362	\$152,864,530	\$1,742,832	101.14%
March 2020	\$155,448,265	(\$8,924,915)	-6%	\$146,523,350	\$146,390,341	\$133,008	100.09%
April 2020	\$140,983,014	(\$2,044,926)	-1%	\$138,938,088	\$137,203,116	\$1,734,971	101.26%
May 2020	\$130,795,437	(\$2,043,343)	-2%	\$128,752,094	\$127,617,428	\$1,134,666	100.88%
June 2020	\$133,622,133	(\$2,811,040)	-2%	\$130,811,093	\$130,003,208	\$807,885	100.62%
July 2020	\$154,221,564	(\$2,752,939)	-2%	\$151,468,625	\$149,797,750	\$1,670,875	101.11%
August 2020	\$155,139,358	(\$3,164,243)	-2%	\$151,975,115	\$152,947,725	(\$972,610)	99.36%
September 2020	\$149,051,660	(\$2,266,888)	-2%	\$146,784,772	\$147,698,908	(\$914,136)	99.38%
October 2020	\$161,187,279	(\$2,443,025)	-2%	\$158,744,255	\$160,698,837	(\$1,954,582)	98.78%
November 2020	\$159,352,093	(\$2,276,279)	-1%	\$157,075,814	\$158,614,973	(\$1,539,159)	99.02%
December 2020	\$171,776,503	(\$4,541,798)	-3%	\$167,234,705	\$167,187,455	\$47,250	100.02%
January 2021	\$150,325,941	(\$2,324,304)	-2%	\$148,001,637	\$150,067,734	(\$2,066,096)	98.62%
February 2021	\$153,477,762	(\$5,192,374)	-3%	\$148,285,389	\$150,967,992	(\$2,682,603)	98.22%
March 2021	\$171,375,281	(\$1,768,639)	-1%	\$169,606,642	\$170,776,044	(\$1,169,402)	99.31%
April 2021	\$174,335,392	(\$2,792,982)	-2%	\$171,542,410	\$171,978,395	(\$435,985)	99.74%
May 2021	\$164,383,058	(\$2,490,253)	-2%	\$161,892,805	\$162,961,889	(\$1,069,084)	99.34%
June 2021	\$174,460,306	(\$3,655,550)	-2%	\$170,804,755	\$169,533,004	\$1,271,752	100.75%
July 2021	\$180,650,520	(\$4,616,831)	-3%	\$176,033,689	\$174,832,368	\$1,201,320	100.68%
August 2021	\$179,198,759	(\$3,831,648)	-2%	\$175,367,111	\$174,263,924	\$1,103,186	100.63%
<b>Cumulative Totals</b>	<b>\$3,735,819,538</b>	<b>(\$74,896,072)</b>	<b>-2%</b>	<b>\$3,660,923,466</b>	<b>\$3,668,469,609</b>	<b>(\$7,546,143)</b>	<b>99.79%</b>
100% Limited^ Cumulative Total				\$3,660,132,634	\$3,668,469,609	(\$8,336,975)	99.77%
							<b>State Contract Minimum Completeness Percentage Requirement 97.00%</b>

^ - 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.



UnitedHealthcare Community Plan Encounter and CDJ Comparison  
**UnitedHealthcare Optum Behavioral Health Monthly Table**

**Table 2 — UnitedHealthcare Community Plan Optum Behavioral Health (Behavioral Health Services)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2019	\$16,239,849	(\$855,897)	-5%	\$15,383,952	\$15,707,369	(\$323,417)	97.94%
October 2019	\$19,169,558	(\$800,684)	-4%	\$18,368,875	\$18,505,213	(\$136,338)	99.26%
November 2019	\$17,973,066	(\$867,295)	-5%	\$17,105,771	\$17,355,738	(\$249,967)	98.55%
December 2019	\$15,649,336	(\$625,707)	-4%	\$15,023,628	\$14,736,609	\$287,019	101.94%
January 2020	\$18,716,657	(\$798,506)	-4%	\$17,918,151	\$17,509,433	\$408,719	102.33%
February 2020	\$18,168,350	(\$584,819)	-3%	\$17,583,531	\$17,686,231	(\$102,700)	99.41%
March 2020	\$18,282,054	(\$554,332)	-3%	\$17,727,722	\$17,823,334	(\$95,612)	99.46%
April 2020	\$16,938,470	(\$327,348)	-2%	\$16,611,122	\$16,482,039	\$129,083	100.78%
May 2020	\$15,778,387	(\$361,132)	-2%	\$15,417,255	\$15,208,883	\$208,373	101.37%
June 2020	\$16,003,600	(\$344,957)	-2%	\$15,658,643	\$15,662,177	(\$3,534)	99.97%
July 2020	\$18,977,790	(\$429,132)	-2%	\$18,548,658	\$18,655,492	(\$106,834)	99.42%
August 2020	\$19,638,372	(\$466,402)	-2%	\$19,171,970	\$19,058,871	\$113,100	100.59%
September 2020	\$16,435,027	(\$315,308)	-2%	\$16,119,719	\$15,946,204	\$173,515	101.08%
October 2020	\$18,594,009	(\$428,287)	-2%	\$18,165,722	\$18,147,096	\$18,626	100.10%
November 2020	\$18,796,528	(\$281,115)	-1%	\$18,515,414	\$18,502,374	\$13,040	100.07%
December 2020	\$20,070,179	(\$354,293)	-2%	\$19,715,886	\$19,590,679	\$125,208	100.63%
January 2021	\$18,588,929	(\$506,905)	-3%	\$18,082,024	\$18,203,377	(\$121,354)	99.33%
February 2021	\$17,751,095	(\$472,678)	-3%	\$17,278,417	\$17,268,370	\$10,047	100.05%
March 2021	\$20,364,417	(\$450,563)	-2%	\$19,913,854	\$20,164,644	(\$250,790)	98.75%
April 2021	\$19,957,321	(\$510,222)	-3%	\$19,447,099	\$19,028,077	\$419,022	102.20%
May 2021	\$18,710,342	(\$789,221)	-4%	\$17,921,121	\$18,074,479	(\$153,358)	99.15%
June 2021	\$20,538,708	(\$1,077,250)	-5%	\$19,461,459	\$19,427,032	\$34,427	100.17%
July 2021	\$20,214,524	(\$1,627,925)	-8%	\$18,586,599	\$18,698,368	(\$111,770)	99.40%
August 2021	\$18,418,737	(\$1,157,993)	-6%	\$17,260,745	\$17,717,214	(\$456,469)	97.42%
<b>Cumulative Totals</b>	<b>\$439,975,306</b>	<b>(\$14,987,970)</b>	<b>-3%</b>	<b>\$424,987,337</b>	<b>\$425,159,301</b>	<b>(\$171,965)</b>	<b>99.95%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



UnitedHealthcare National MedTrans Monthly Table

Table 3 —UnitedHealthcare Community Plan National MedTrans (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
September 2019	\$1,816,870	(\$161,899)	-9%	\$1,654,971	\$1,649,348	\$5,623	100.34%
October 2019	\$1,609,789	(\$154,078)	-10%	\$1,455,712	\$1,433,811	\$21,901	101.52%
November 2019	\$1,233,329	(\$115,021)	-9%	\$1,118,308	\$1,119,555	(\$1,247)	99.88%
December 2019	\$1,228,810	(\$19,181)	-2%	\$1,209,630	\$1,189,966	\$19,663	101.65%
January 2020	\$1,296,013	(\$17,781)	-1%	\$1,278,232	\$1,310,993	(\$32,761)	97.50%
February 2020	\$762,672	(\$6,150)	-1%	\$756,522	\$767,328	(\$10,807)	98.59%
March 2020	\$1,096,827	(\$12,350)	-1%	\$1,084,477	\$1,087,382	(\$2,905)	99.73%
April 2020	\$763,180	(\$1,781)	0%	\$761,400	\$758,062	\$3,338	100.44%
May 2020	\$789,965	(\$3,479)	0%	\$786,486	\$786,315	\$171	100.02%
June 2020	\$821,411	(\$1,667)	0%	\$819,744	\$827,371	(\$7,627)	99.07%
July 2020	\$1,046,765	(\$3,493)	0%	\$1,043,271	\$1,048,240	(\$4,969)	99.52%
August 2020	\$932,259	(\$3,924)	0%	\$928,336	\$928,610	(\$274)	99.97%
September 2020	\$644,152	(\$6,100)	-1%	\$638,052	\$683,830	(\$45,778)	93.30%
October 2020	\$347,101	(\$53,961)	-16%	\$293,140	\$267,929	\$25,211	109.40%
November 2020	\$73,364	(\$579)	-1%	\$72,785	\$81,124	(\$8,338)	89.72%
December 2020	\$94,255	(\$2,499)	-3%	\$91,756	\$96,675	(\$4,920)	94.91%
January 2021	\$79,843	(\$32,546)	-41%	\$47,298	\$50,690	(\$3,392)	93.30%
February 2021	\$15,317	(\$3,088)	-20%	\$12,229	\$13,096	(\$867)	93.37%
March 2021	\$8,660	(\$2,803)	-32%	\$5,858	\$6,465	(\$607)	90.61%
April 2021	\$8,054	(\$628)	-8%	\$7,426	\$4,932	\$2,493	150.55%
May 2021	\$9,557	\$0	0%	\$9,557	\$9,062	\$494	105.45%
June 2021	\$4,301	(\$1,959)	-46%	\$2,342	\$2,151	\$191	108.89%
July 2021	\$67,649	(\$27,409)	-41%	\$40,240	\$28,731	\$11,509	140.05%
August 2021	\$23,479	(\$1,514)	-6%	\$21,965	\$13,978	\$7,987	157.14%
<b>Cumulative Totals</b>	<b>\$14,773,622</b>	<b>(\$633,888)</b>	<b>-4%</b>	<b>\$14,139,735</b>	<b>\$14,165,645</b>	<b>(\$25,910)</b>	<b>99.81%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

## UnitedHealthcare Community Plan Encounter and CDJ Comparison



### UnitedHealthcare ModivCare Monthly Table

Table 4 — UnitedHealthcare Community Plan 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
September 2019	\$0	\$0		\$0	\$0	\$0	
October 2019	\$0	\$0		\$0	\$0	\$0	
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$129,287	(\$81)	0%	\$129,206	\$129,309	(\$102)	99.92%
October 2020	\$613,346	(\$1,475)	0%	\$611,871	\$612,277	(\$406)	99.93%
November 2020	\$533,595	(\$4,447)	-1%	\$529,147	\$529,470	(\$323)	99.93%
December 2020	\$1,983,532	(\$604,145)	-30%	\$1,379,387	\$1,382,126	(\$2,739)	99.80%
January 2021	\$1,483,625	(\$110,662)	-7%	\$1,372,963	\$1,373,213	(\$250)	99.98%
February 2021	\$1,213,192	(\$73,501)	-6%	\$1,139,690	\$1,142,547	(\$2,857)	99.74%
March 2021	\$1,161,948	(\$168,051)	-14%	\$993,896	\$994,711	(\$814)	99.91%
April 2021	\$1,123,693	(\$5,296)	0%	\$1,118,397	\$1,119,070	(\$673)	99.93%
May 2021	\$896,798	(\$21,323)	-2%	\$875,476	\$876,933	(\$1,457)	99.83%
June 2021	\$975,350	(\$4,647)	0%	\$970,704	\$971,969	(\$1,265)	99.86%
July 2021	\$1,356,560	(\$393,205)	-29%	\$963,356	\$965,974	(\$2,618)	99.72%
August 2021	\$1,473,625	(\$149,249)	-10%	\$1,324,375	\$1,326,422	(\$2,047)	99.84%
<b>Cumulative Totals</b>	<b>\$12,944,551</b>	<b>(\$1,536,082)</b>	<b>-12%</b>	<b>\$11,408,469</b>	<b>\$11,424,020</b>	<b>(\$15,551)</b>	<b>99.86%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



UnitedHealthcare March Vision Care Monthly Table

Table 5 — UnitedHealthcare Community Plan MARCH Vision Care (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
September 2019	\$668,032	(\$6,934)	-1%	\$1,036,947	\$1,038,941	(\$1,995)	99.80%
October 2019	\$649,377	(\$7,676)	-1%	\$1,190,983	\$1,194,148	(\$3,165)	99.73%
November 2019	\$820,040	(\$3,784)	0%	\$1,009,592	\$1,010,410	(\$817)	99.91%
December 2019	\$602,191	(\$8,153)	-1%	\$895,050	\$897,487	(\$2,437)	99.72%
January 2020	\$684,768	(\$31,650)	-5%	\$1,150,898	\$1,154,486	(\$3,588)	99.68%
February 2020	\$610,408	(\$8,001)	-1%	\$1,235,841	\$1,238,882	(\$3,041)	99.75%
March 2020	\$750,567	(\$12,607)	-2%	\$1,079,118	\$1,081,957	(\$2,839)	99.73%
April 2020	\$98,445	(\$411)	0%	\$219,771	\$220,773	(\$1,003)	99.54%
May 2020	\$301,660	(\$106)	0%	\$315,443	\$317,169	(\$1,726)	99.45%
June 2020	\$415,224	(\$35,035)	-8%	\$825,579	\$828,391	(\$2,813)	99.66%
July 2020	\$870,311	(\$10,143)	-1%	\$936,548	\$938,514	(\$1,966)	99.79%
August 2020	\$524,618	(\$2,434)	0%	\$1,018,713	\$1,020,071	(\$1,358)	99.86%
September 2020	\$520,263	(\$2,555)	0%	\$1,053,446	\$1,054,562	(\$1,116)	99.89%
October 2020	\$850,808	(\$494)	0%	\$1,140,418	\$1,142,522	(\$2,103)	99.81%
November 2020	\$660,652	(\$17,063)	-3%	\$898,852	\$899,748	(\$896)	99.90%
December 2020	\$588,119	(\$1,681)	0%	\$1,113,630	\$1,115,386	(\$1,756)	99.84%
January 2021	\$819,467	(\$5,929)	-1%	\$1,071,333	\$1,073,007	(\$1,675)	99.84%
February 2021	\$640,658	(\$26,802)	-4%	\$1,096,379	\$1,098,273	(\$1,894)	99.82%
March 2021	\$756,728	(\$30,812)	-4%	\$1,331,560	\$1,333,266	(\$1,707)	99.87%
April 2021	\$868,926	(\$20,757)	-2%	\$1,183,994	\$1,186,845	(\$2,851)	99.75%
May 2021	\$763,540	(\$57,926)	-8%	\$978,307	\$980,020	(\$1,713)	99.82%
June 2021	\$840,486	(\$179,991)	-21%	\$995,906	\$999,792	(\$3,886)	99.61%
July 2021	\$1,018,187	(\$253,502)	-25%	\$977,816	\$980,776	(\$2,960)	99.69%
August 2021	\$659,800	(\$11,918)	-2%	\$1,136,984	\$1,141,394	(\$4,410)	99.61%
<b>Cumulative Totals</b>	<b>\$23,961,740</b>	<b>(\$68,632)</b>	<b>0%</b>	<b>\$23,893,108</b>	<b>\$23,946,820</b>	<b>(\$53,712)</b>	<b>99.77%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



UnitedHealthcare Dental Benefit Providers Monthly Table

Table 6 —UnitedHealthcare Community Plan Dental Benefit Providers (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
September 2019	\$668,032	(\$6,934)	-1%	\$661,098	\$663,025	(\$1,927)	99.70%
October 2019	\$649,377	(\$7,676)	-1%	\$641,701	\$647,592	(\$5,890)	99.09%
November 2019	\$820,040	(\$3,784)	0%	\$816,256	\$817,856	(\$1,599)	99.80%
December 2019	\$602,191	(\$8,153)	-1%	\$594,038	\$591,262	\$2,777	100.46%
January 2020	\$684,768	(\$31,650)	-5%	\$653,117	\$643,768	\$9,349	101.45%
February 2020	\$610,408	(\$8,001)	-1%	\$602,407	\$604,442	(\$2,035)	99.66%
March 2020	\$750,567	(\$12,607)	-2%	\$737,960	\$723,427	\$14,533	102.00%
April 2020	\$98,445	(\$411)	0%	\$98,034	\$82,509	\$15,525	118.81%
May 2020	\$301,660	(\$106)	0%	\$301,554	\$301,660	(\$106)	99.96%
June 2020	\$415,224	(\$35,035)	-8%	\$380,189	\$382,077	(\$1,888)	99.50%
July 2020	\$870,311	(\$10,143)	-1%	\$860,168	\$860,842	(\$674)	99.92%
August 2020	\$524,618	(\$2,434)	0%	\$522,184	\$523,564	(\$1,380)	99.73%
September 2020	\$520,263	(\$2,555)	0%	\$517,708	\$508,687	\$9,021	101.77%
October 2020	\$850,808	(\$494)	0%	\$850,314	\$850,857	(\$542)	99.93%
November 2020	\$660,652	(\$17,063)	-3%	\$643,590	\$645,168	(\$1,578)	99.75%
December 2020	\$588,119	(\$1,681)	0%	\$586,438	\$587,240	(\$802)	99.86%
January 2021	\$819,467	(\$5,929)	-1%	\$813,537	\$814,565	(\$1,028)	99.87%
February 2021	\$640,658	(\$26,802)	-4%	\$613,856	\$614,649	(\$793)	99.87%
March 2021	\$756,728	(\$30,812)	-4%	\$725,915	\$727,979	(\$2,064)	99.71%
April 2021	\$868,926	(\$20,757)	-2%	\$848,168	\$849,530	(\$1,362)	99.83%
May 2021	\$763,540	(\$57,926)	-8%	\$705,613	\$706,188	(\$575)	99.91%
June 2021	\$840,486	(\$179,991)	-21%	\$660,495	\$680,494	(\$19,999)	97.06%
July 2021	\$1,018,187	(\$253,502)	-25%	\$764,686	\$777,485	(\$12,800)	98.35%
August 2021	\$659,800	(\$11,918)	-2%	\$647,881	\$659,656	(\$11,775)	98.21%
<b>Cumulative Totals</b>	<b>\$15,983,274</b>	<b>(\$736,365)</b>	<b>-5%</b>	<b>\$15,246,908</b>	<b>\$15,264,522</b>	<b>(\$17,614)</b>	<b>99.88%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison

 | **UnitedHealthcare OptumRx Monthly Table**

Table 7 — UnitedHealthcare Community Plan OptumRx (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
September 2019	\$40,856,700	(\$85,038)	0%	\$40,771,661	\$41,641,079	(\$869,417)	97.91%
October 2019	\$39,972,766	(\$151,462)	0%	\$39,821,303	\$38,266,139	\$1,555,164	104.06%
November 2019	\$43,293,087	(\$159,325)	0%	\$43,133,762	\$43,475,940	(\$342,178)	99.21%
December 2019	\$39,250,883	(\$187,230)	0%	\$39,063,653	\$39,268,634	(\$204,981)	99.47%
January 2020	\$37,142,801	(\$150,745)	0%	\$36,992,056	\$37,707,130	(\$715,074)	98.10%
February 2020	\$47,302,459	(\$233,426)	0%	\$47,069,033	\$45,963,749	\$1,105,283	102.40%
March 2020	\$51,001,879	(\$6,806,865)	-13%	\$44,195,014	\$44,321,569	(\$126,555)	99.71%
April 2020	\$42,744,879	(\$208,038)	0%	\$42,536,841	\$42,525,502	\$11,338	100.02%
May 2020	\$42,322,043	(\$116,702)	0%	\$42,205,341	\$42,516,925	(\$311,583)	99.26%
June 2020	\$42,314,109	(\$816,255)	-2%	\$41,497,854	\$41,587,195	(\$89,341)	99.78%
July 2020	\$43,367,855	(\$1,025,229)	-2%	\$42,342,626	\$42,696,924	(\$354,298)	99.17%
August 2020	\$46,440,862	(\$1,195,258)	-3%	\$45,245,604	\$45,772,771	(\$527,167)	98.84%
September 2020	\$43,556,408	(\$635,167)	-1%	\$42,921,241	\$42,985,629	(\$64,388)	99.85%
October 2020	\$46,931,650	(\$344,906)	-1%	\$46,586,744	\$46,941,589	(\$354,845)	99.24%
November 2020	\$50,029,653	(\$974,569)	-2%	\$49,055,083	\$49,394,692	(\$339,609)	99.31%
December 2020	\$46,429,407	(\$2,530,756)	-5%	\$43,898,652	\$42,401,973	\$1,496,678	103.52%
January 2021	\$46,637,021	(\$175,506)	0%	\$46,461,514	\$46,614,397	(\$152,883)	99.67%
February 2021	\$39,698,356	(\$43,731)	0%	\$39,654,624	\$39,441,461	\$213,163	100.54%
March 2021	\$52,864,585	(\$85,287)	0%	\$52,779,298	\$52,428,122	\$351,176	100.66%
April 2021	\$51,341,925	(\$174,315)	0%	\$51,167,610	\$51,392,182	(\$224,572)	99.56%
May 2021	\$51,217,662	(\$76,967)	0%	\$51,140,695	\$51,376,515	(\$235,820)	99.54%
June 2021	\$48,921,080	(\$168,672)	0%	\$48,752,408	\$48,590,798	\$161,610	100.33%
July 2021	\$47,495,086	(\$95,391)	0%	\$47,399,696	\$47,012,891	\$386,805	100.82%
August 2021	\$55,194,843	(\$142,123)	0%	\$55,052,720	\$54,630,396	\$422,324	100.77%
<b>Cumulative Totals</b>	<b>\$1,096,327,997</b>	<b>(\$16,582,964)</b>	<b>-2%</b>	<b>\$1,079,745,033</b>	<b>\$1,078,954,201</b>	<b>\$790,831</b>	<b>100.07%</b>
100% Limited^ Cumulative Total				\$1,078,954,201	\$1,078,954,201	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

^ - To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the OptumRx encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 29 for further explanation.

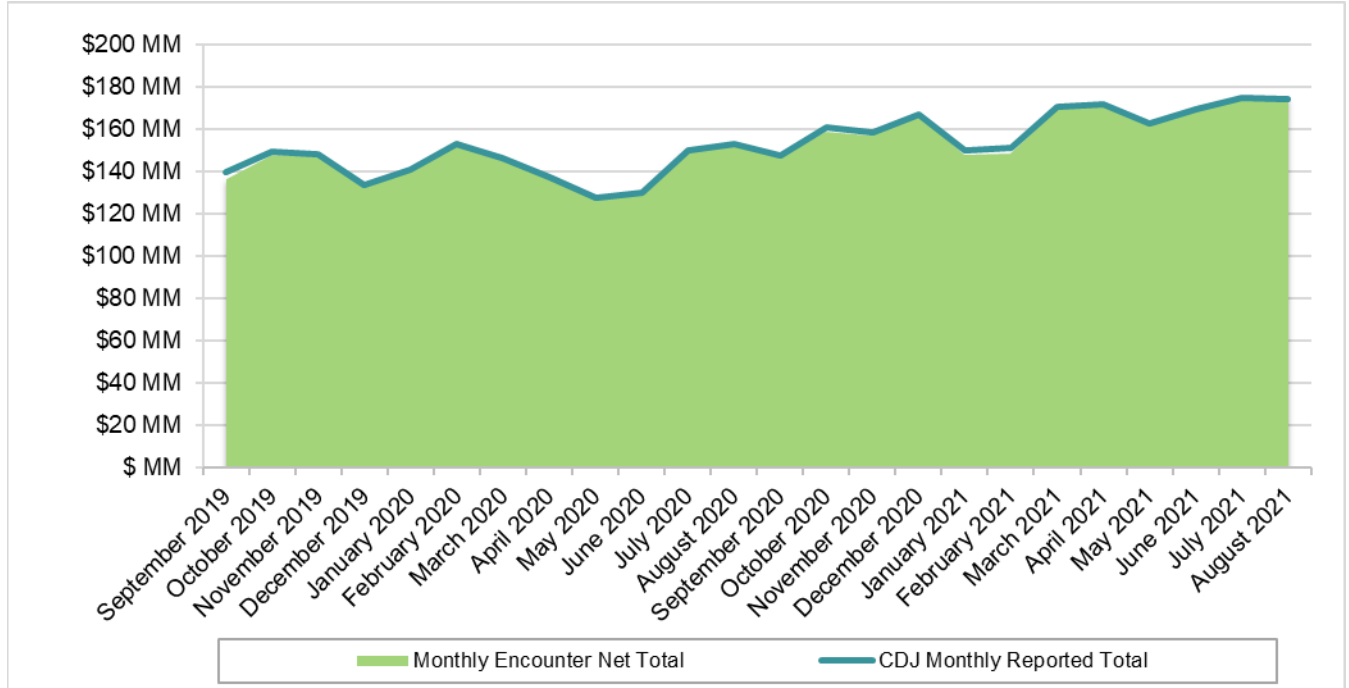
## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### | UnitedHealthcare Non-Vendor Monthly Table

Table 8 — UnitedHealthcare Community Plan - 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
September 2019	\$79,034,973	(\$1,932,524)	-2%	\$77,102,450	\$79,243,887	(\$2,141,437)	97.29%
October 2019	\$87,641,001	(\$1,231,508)	-1%	\$86,409,493	\$89,080,762	(\$2,671,269)	97.00%
November 2019	\$85,562,563	(\$1,153,574)	-1%	\$84,408,988	\$84,345,846	\$63,142	100.07%
December 2019	\$77,773,014	(\$1,115,821)	-1%	\$76,657,193	\$76,979,909	(\$322,715)	99.58%
January 2020	\$84,522,071	(\$1,575,788)	-2%	\$82,946,283	\$82,877,651	\$68,632	100.08%
February 2020	\$89,237,474	(\$1,877,444)	-2%	\$87,360,030	\$86,603,898	\$756,132	100.87%
March 2020	\$83,235,432	(\$1,536,373)	-2%	\$81,699,059	\$81,352,673	\$346,386	100.42%
April 2020	\$80,217,553	(\$1,506,632)	-2%	\$78,710,921	\$77,134,231	\$1,576,691	102.04%
May 2020	\$71,285,726	(\$1,559,712)	-2%	\$69,726,015	\$68,486,477	\$1,239,537	101.80%
June 2020	\$73,239,093	(\$1,610,009)	-2%	\$71,629,084	\$70,715,998	\$913,086	101.29%
July 2020	\$89,020,285	(\$1,282,930)	-1%	\$87,737,355	\$85,597,738	\$2,139,617	102.49%
August 2020	\$86,582,849	(\$1,494,540)	-2%	\$85,088,309	\$85,643,839	(\$555,530)	99.35%
September 2020	\$86,711,172	(\$1,305,772)	-2%	\$85,405,400	\$86,390,688	(\$985,288)	98.85%
October 2020	\$92,706,240	(\$1,610,194)	-2%	\$91,096,045	\$92,736,567	(\$1,640,522)	98.23%
November 2020	\$88,358,278	(\$997,335)	-1%	\$87,360,943	\$88,562,398	(\$1,201,455)	98.64%
December 2020	\$101,495,614	(\$1,046,658)	-1%	\$100,448,956	\$102,013,376	(\$1,564,420)	98.46%
January 2021	\$81,643,475	(\$1,490,506)	-2%	\$80,152,969	\$81,938,483	(\$1,785,515)	97.82%
February 2021	\$93,061,094	(\$4,570,902)	-5%	\$88,490,193	\$91,389,595	(\$2,899,402)	96.82%
March 2021	\$94,885,191	(\$1,028,929)	-1%	\$93,856,262	\$95,120,858	(\$1,264,596)	98.67%
April 2021	\$99,848,274	(\$2,078,558)	-2%	\$97,769,716	\$98,397,758	(\$628,042)	99.36%
May 2021	\$91,805,215	(\$1,543,179)	-2%	\$90,262,036	\$90,938,693	(\$676,657)	99.25%
June 2021	\$102,181,063	(\$2,219,622)	-2%	\$99,961,441	\$98,860,768	\$1,100,673	101.11%
July 2021	\$109,517,580	(\$2,216,284)	-2%	\$107,301,297	\$106,368,143	\$933,154	100.87%
August 2021	\$102,287,819	(\$2,365,379)	-2%	\$99,922,440	\$98,774,864	\$1,147,576	101.16%
<b>Cumulative Totals</b>	<b>\$2,131,853,049</b>	<b>(\$40,350,172)</b>	<b>-2%</b>	<b>\$2,091,502,877</b>	<b>\$2,099,555,099</b>	<b>(\$8,052,222)</b>	<b>99.61%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



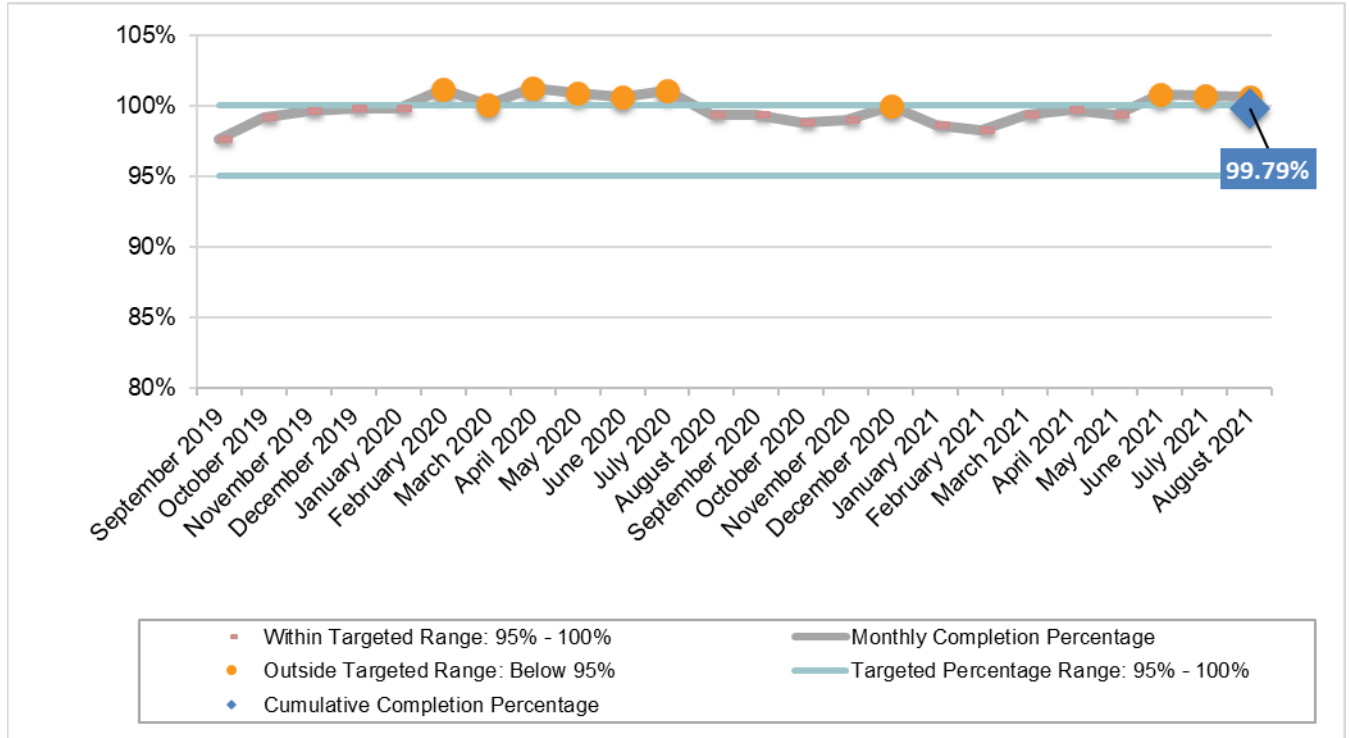
Chart 1. Monthly CDJ totals and encounter submission for UnitedHealthcare Community Plan





UnitedHealthcare Summary Reporting Charts

**Chart 2. UnitedHealthcare Community Plans' monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO monthly CDJ payment**



UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 1V — UnitedHealthcare Community Plan (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
September 2019	\$1,185,208	(\$15,165)	-1%	\$1,170,043	\$1,171,928	(\$1,885)	99.83%
October 2019	\$1,198,863	(\$15,205)	-1%	\$1,183,658	\$1,190,912	(\$7,254)	99.39%
November 2019	\$1,343,547	(\$9,116)	-1%	\$1,334,431	\$1,337,965	(\$3,534)	99.73%
December 2019	\$1,045,990	(\$15,288)	-1%	\$1,030,703	\$1,027,632	\$3,071	100.29%
January 2020	\$1,300,576	(\$36,200)	-3%	\$1,264,376	\$1,259,079	\$5,297	100.42%
February 2020	\$1,236,948	(\$11,647)	-1%	\$1,225,301	\$1,227,903	(\$2,602)	99.78%
March 2020	\$1,263,206	(\$14,410)	-1%	\$1,248,796	\$1,234,564	\$14,233	101.15%
April 2020	\$239,671	(\$3,444)	-1%	\$236,226	\$221,498	\$14,728	106.64%
May 2020	\$491,327	(\$1,830)	0%	\$489,496	\$488,811	\$686	100.14%
June 2020	\$850,317	(\$36,952)	-4%	\$813,365	\$815,687	(\$2,322)	99.71%
July 2020	\$1,346,590	(\$12,005)	-1%	\$1,334,584	\$1,336,192	(\$1,608)	99.87%
August 2020	\$1,064,047	(\$3,751)	0%	\$1,060,297	\$1,063,284	(\$2,987)	99.71%
September 2020	\$1,053,852	(\$4,523)	0%	\$1,049,330	\$1,041,850	\$7,480	100.71%
October 2020	\$1,417,598	(\$7,747)	-1%	\$1,409,851	\$1,409,982	(\$131)	99.99%
November 2020	\$1,098,205	(\$20,597)	-2%	\$1,077,609	\$1,082,369	(\$4,761)	99.56%
December 2020	\$1,061,224	(\$8,528)	-1%	\$1,052,696	\$1,055,622	(\$2,925)	99.72%
January 2021	\$1,359,106	(\$8,291)	-1%	\$1,350,815	\$1,359,220	(\$8,405)	99.38%
February 2021	\$1,231,650	(\$28,049)	-2%	\$1,203,601	\$1,207,322	(\$3,721)	99.69%
March 2021	\$1,489,867	(\$31,862)	-2%	\$1,458,006	\$1,459,525	(\$1,520)	99.89%
April 2021	\$1,491,063	(\$22,156)	-1%	\$1,468,908	\$1,469,939	(\$1,031)	99.92%
May 2021	\$1,291,120	(\$59,819)	-5%	\$1,231,301	\$1,231,821	(\$519)	99.95%
June 2021	\$1,395,843	(\$181,659)	-13%	\$1,214,185	\$1,235,908	(\$21,724)	98.24%
July 2021	\$1,550,064	(\$257,860)	-17%	\$1,292,204	\$1,303,690	(\$11,486)	99.11%
August 2021	\$1,147,411	(\$14,532)	-1%	\$1,132,879	\$1,146,705	(\$13,826)	98.79%
<b>Cumulative Totals</b>	<b>\$28,153,296</b>	<b>(\$820,636)</b>	<b>-3%</b>	<b>\$27,332,660</b>	<b>\$27,379,408</b>	<b>(\$46,747)</b>	<b>99.82%</b>
100% Limited Cumulative Total				\$27,328,777.26	\$27,379,408	(\$50,630)	99.81%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 2V —UnitedHealthcare Community Plan National MedTrans (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
September 2019	\$126,719	(\$4,564)	-4%	\$122,155	\$119,505	\$2,650	102.21%
October 2019	\$116,861	(\$4,294)	-4%	\$112,567	\$110,065	\$2,502	102.27%
November 2019	\$93,397	(\$1,576)	-2%	\$91,821	\$93,354	(\$1,533)	98.35%
December 2019	\$131,269	(\$3,049)	-2%	\$128,220	\$126,512	\$1,709	101.35%
January 2020	\$43,865	(\$224)	-1%	\$43,641	\$45,688	(\$2,047)	95.51%
February 2020	\$48	\$0	0%	\$48	(\$615)	\$663	-7.77%
March 2020	\$5,275	\$0	0%	\$5,275	\$5,254	\$21	100.39%
April 2020	\$6,035	(\$699)	-12%	\$5,335	\$5,835	(\$500)	91.43%
May 2020	\$5,803	\$0	0%	\$5,803	\$5,886	(\$83)	98.59%
June 2020	\$15,095	\$0	0%	\$15,095	\$15,106	(\$11)	99.92%
July 2020	\$14,508	(\$62)	0%	\$14,446	\$14,624	(\$179)	98.77%
August 2020	\$20,651	\$0	0%	\$20,651	\$20,658	(\$6)	99.96%
September 2020	\$9,433	\$0	0%	\$9,433	\$9,625	(\$192)	98.00%
October 2020	\$1,980	(\$201)	-10%	\$1,779	\$1,812	(\$33)	98.17%
November 2020	\$444	\$0	0%	\$444	\$444	\$0	100.00%
December 2020	\$484	\$0	0%	\$484	\$484	\$0	100.00%
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	
July 2021	\$2,248	(\$1,124)	-50%	\$1,124	\$567	\$557	198.20%
August 2021	\$361	\$0	0%	\$361	\$0	\$361	
<b>Cumulative Totals</b>	<b>\$594,476</b>	<b>(\$15,793)</b>	<b>-3%</b>	<b>\$578,683</b>	<b>\$574,804</b>	<b>\$3,879</b>	<b>100.67%</b>
100% Limited Cumulative Total				\$574,804	\$574,804	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 3V — UnitedHealthcare Community Plan 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
September 2019	\$0	\$0		\$0	\$0	\$0	
October 2019	\$0	\$0		\$0	\$0	\$0	
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$1,151	\$0	0%	\$1,151	\$937	\$214	122.83%
October 2020	\$3,333	(\$14)	0%	\$3,320	\$1,668	\$1,651	198.98%
November 2020	\$3,166	(\$40)	-1%	\$3,126	\$1,171	\$1,954	266.87%
December 2020	\$6,508	(\$2,243)	-34%	\$4,266	\$2,975	\$1,290	143.37%
January 2021	(\$2,658)	(\$165)	6%	(\$2,823)	\$2,092	(\$4,915)	-134.89%
February 2021	\$1,535	\$0	0%	\$1,535	\$1,356	\$179	113.17%
March 2021	\$1,828	\$0	0%	\$1,828	\$2,198	(\$370)	83.16%
April 2021	\$3,399	\$0	0%	\$3,399	\$3,399	\$0	100.00%
May 2021	\$1,281	\$0	0%	\$1,281	\$1,281	\$0	100.00%
June 2021	\$2,660	\$0	0%	\$2,660	\$2,660	\$0	100.00%
July 2021	\$5,666	(\$1,326)	-23%	\$4,340	\$4,340	\$0	100.00%
August 2021	\$3,148	(\$619)	-20%	\$2,529	\$2,529	\$0	100.00%
<b>Cumulative Totals</b>	<b>\$31,017</b>	<b>(\$4,406)</b>	<b>-14%</b>	<b>\$26,611</b>	<b>\$26,607</b>	<b>\$4</b>	<b>100.01%</b>
100% Limited Cumulative Total				\$26,607	\$26,607	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 4V — UnitedHealthcare Community Plan MARCH Vision Care (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
September 2019	\$326,869	(\$1,647)	-1%	\$325,221	\$326,032	(\$811)	99.75%
October 2019	\$371,779	(\$1,692)	0%	\$370,087	\$371,034	(\$947)	99.74%
November 2019	\$314,949	(\$613)	0%	\$314,335	\$314,943	(\$608)	99.80%
December 2019	\$260,516	(\$1,639)	-1%	\$258,877	\$259,885	(\$1,008)	99.61%
January 2020	\$499,367	(\$2,223)	0%	\$497,144	\$498,321	(\$1,176)	99.76%
February 2020	\$520,832	(\$2,325)	0%	\$518,507	\$519,980	(\$1,473)	99.71%
March 2020	\$438,476	(\$960)	0%	\$437,515	\$438,382	(\$867)	99.80%
April 2020	\$75,933	(\$286)	0%	\$75,647	\$76,006	(\$359)	99.52%
May 2020	\$123,292	(\$552)	0%	\$122,740	\$122,895	(\$155)	99.87%
June 2020	\$342,915	(\$697)	0%	\$342,218	\$342,915	(\$696)	99.79%
July 2020	\$370,613	(\$421)	0%	\$370,192	\$370,684	(\$493)	99.86%
August 2020	\$353,218	(\$328)	0%	\$352,889	\$353,037	(\$148)	99.95%
September 2020	\$382,213	(\$331)	0%	\$381,882	\$381,912	(\$30)	99.99%
October 2020	\$401,096	(\$403)	0%	\$400,693	\$401,105	(\$411)	99.89%
November 2020	\$325,298	(\$183)	0%	\$325,115	\$325,462	(\$347)	99.89%
December 2020	\$380,718	(\$381)	0%	\$380,337	\$380,991	(\$654)	99.82%
January 2021	\$477,546	(\$681)	0%	\$476,865	\$477,153	(\$288)	99.93%
February 2021	\$518,442	(\$696)	0%	\$517,746	\$518,944	(\$1,197)	99.76%
March 2021	\$593,710	(\$360)	0%	\$593,350	\$593,749	(\$399)	99.93%
April 2021	\$525,605	(\$777)	0%	\$524,828	\$525,446	(\$618)	99.88%
May 2021	\$451,663	(\$557)	0%	\$451,106	\$451,450	(\$344)	99.92%
June 2021	\$421,906	(\$1,089)	0%	\$420,817	\$422,197	(\$1,380)	99.67%
July 2021	\$389,527	(\$892)	0%	\$388,635	\$388,892	(\$257)	99.93%
August 2021	\$366,853	(\$645)	0%	\$366,208	\$366,925	(\$717)	99.80%
<b>Cumulative Totals</b>	<b>\$9,233,336</b>	<b>(\$20,380)</b>	<b>0%</b>	<b>\$9,212,956</b>	<b>\$9,228,339</b>	<b>(\$15,383)</b>	<b>99.83%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 5V —UnitedHealthcare Community Plan Dental Benefit Providers (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
September 2019	\$668,032	(\$6,934)	-1%	\$661,098	\$663,025	(\$1,927)	99.70%
October 2019	\$649,377	(\$7,676)	-1%	\$641,701	\$647,592	(\$5,890)	99.09%
November 2019	\$820,040	(\$3,784)	0%	\$816,256	\$817,856	(\$1,599)	99.80%
December 2019	\$602,191	(\$8,153)	-1%	\$594,038	\$591,262	\$2,777	100.46%
January 2020	\$684,768	(\$31,650)	-5%	\$653,117	\$643,768	\$9,349	101.45%
February 2020	\$610,408	(\$8,001)	-1%	\$602,407	\$604,442	(\$2,035)	99.66%
March 2020	\$750,567	(\$12,607)	-2%	\$737,960	\$723,427	\$14,533	102.00%
April 2020	\$98,445	(\$411)	0%	\$98,034	\$82,509	\$15,525	118.81%
May 2020	\$301,660	(\$106)	0%	\$301,554	\$301,660	(\$106)	99.96%
June 2020	\$415,224	(\$35,035)	-8%	\$380,189	\$382,077	(\$1,888)	99.50%
July 2020	\$870,311	(\$10,143)	-1%	\$860,168	\$860,842	(\$674)	99.92%
August 2020	\$524,618	(\$2,434)	0%	\$522,184	\$523,564	(\$1,380)	99.73%
September 2020	\$520,263	(\$2,555)	0%	\$517,708	\$508,687	\$9,021	101.77%
October 2020	\$850,808	(\$494)	0%	\$850,314	\$850,857	(\$542)	99.93%
November 2020	\$660,652	(\$17,063)	-3%	\$643,590	\$645,168	(\$1,578)	99.75%
December 2020	\$588,119	(\$1,681)	0%	\$586,438	\$587,240	(\$802)	99.86%
January 2021	\$819,467	(\$5,929)	-1%	\$813,537	\$814,565	(\$1,028)	99.87%
February 2021	\$640,658	(\$26,802)	-4%	\$613,856	\$614,649	(\$793)	99.87%
March 2021	\$756,728	(\$30,812)	-4%	\$725,915	\$727,979	(\$2,064)	99.71%
April 2021	\$868,926	(\$20,757)	-2%	\$848,168	\$849,530	(\$1,362)	99.83%
May 2021	\$763,540	(\$57,926)	-8%	\$705,613	\$706,188	(\$575)	99.91%
June 2021	\$840,486	(\$179,991)	-21%	\$660,495	\$680,494	(\$19,999)	97.06%
July 2021	\$1,018,187	(\$253,502)	-25%	\$764,686	\$777,485	(\$12,800)	98.35%
August 2021	\$659,800	(\$11,918)	-2%	\$647,881	\$659,656	(\$11,775)	98.21%
<b>Cumulative Totals</b>	<b>\$15,983,274</b>	<b>(\$736,365)</b>	<b>-5%</b>	<b>\$15,246,908</b>	<b>\$15,264,522</b>	<b>(\$17,614)</b>	<b>99.88%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 6V — UnitedHealthcare Community Plan - 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
September 2019	\$63,589	(\$2,020)	-3%	\$61,569	\$63,366	(\$1,797)	97.16%
October 2019	\$60,846	(\$1,544)	-3%	\$59,303	\$62,221	(\$2,919)	95.30%
November 2019	\$115,161	(\$3,142)	-3%	\$112,019	\$111,813	\$206	100.18%
December 2019	\$52,014	(\$2,447)	-5%	\$49,567	\$49,974	(\$407)	99.18%
January 2020	\$72,577	(\$2,103)	-3%	\$70,474	\$71,303	(\$829)	98.83%
February 2020	\$105,660	(\$1,321)	-1%	\$104,339	\$104,096	\$243	100.23%
March 2020	\$68,889	(\$843)	-1%	\$68,046	\$67,500	\$546	100.80%
April 2020	\$59,258	(\$2,048)	-3%	\$57,210	\$57,148	\$62	100.10%
May 2020	\$60,571	(\$1,172)	-2%	\$59,399	\$58,369	\$1,030	101.76%
June 2020	\$77,083	(\$1,220)	-2%	\$75,862	\$75,590	\$272	100.36%
July 2020	\$91,157	(\$1,378)	-2%	\$89,779	\$90,041	(\$263)	99.70%
August 2020	\$165,560	(\$988)	-1%	\$164,573	\$166,025	(\$1,452)	99.12%
September 2020	\$141,944	(\$2,788)	-2%	\$139,156	\$140,689	(\$1,534)	98.90%
October 2020	\$163,715	(\$9,970)	-6%	\$153,745	\$154,541	(\$796)	99.48%
November 2020	\$111,811	(\$6,477)	-6%	\$105,334	\$110,124	(\$4,790)	95.65%
December 2020	\$91,903	(\$10,731)	-12%	\$81,171	\$83,931	(\$2,760)	96.71%
January 2021	\$62,093	\$1,142	2%	\$63,235	\$65,409	(\$2,173)	96.67%
February 2021	\$72,550	(\$2,086)	-3%	\$70,463	\$72,373	(\$1,909)	97.36%
March 2021	\$139,430	(\$2,517)	-2%	\$136,913	\$135,600	\$1,313	100.96%
April 2021	\$96,533	(\$4,020)	-4%	\$92,513	\$91,564	\$949	101.03%
May 2021	\$75,918	(\$2,617)	-3%	\$73,301	\$72,902	\$399	100.54%
June 2021	\$133,451	(\$3,239)	-2%	\$130,212	\$130,558	(\$345)	99.73%
July 2021	\$140,102	(\$6,683)	-5%	\$133,419	\$132,405	\$1,014	100.76%
August 2021	\$120,259	(\$4,497)	-4%	\$115,762	\$117,595	(\$1,833)	98.44%
<b>Cumulative Totals</b>	<b>\$2,342,073</b>	<b>(\$74,709)</b>	<b>-3%</b>	<b>\$2,267,364</b>	<b>\$2,285,135</b>	<b>(\$17,771)</b>	<b>99.22%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



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)



## UnitedHealthcare Community Plan 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.



## Appendix C– Analysis

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

Based on criteria provided by the MCO, we identified 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)<sup>2</sup>**
  - Plan ICN field prefix contains 'NM' in the third and fourth positions.
- ❖ **ModivCare (formerly known as 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.

1 – Replaced by National MedTrans – Effective April 1, 2018

2 – ModivCare (formerly known as LogistiCare) acquired National MedTrans – Effective May 2020





## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### 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 OptumRx and value-added services (VAS) for National MedTrans and ModivCare. So that the impacted amounts do not overstate the Entire Plan and VAS results, we have decreased the applicable encounters' monthly reported totals by the variances between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentages were decreased to a maximum of 100 percent.
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.

