

Louisiana Department of Health

Comparison of Louisiana Managed
Care Organization Encounter Data
to Cash Disbursements for
AmeriHealth Caritas Louisiana
March 1, 2020 through
February 28, 2022

May 5, 2022



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Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana’s fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, “encounter data” are claims that have been paid by MCOs or delegated vendors (e.g., vision and pharmacy) to health care providers that have provided health care services to members enrolled with the MCO. Encounter data is submitted to LDH via the FAC for LDH’s use in rate setting, federal reporting, program management and oversight, tracking, accounting, ad hoc analyses, and other activities.

LDH requested that, for this study, we estimate the percentage of each MCO delegated vendor paid encounters that appear to be included in the FAC’s database. This analysis includes these percentages for the entire plan as well as separate vision, non-emergency transportation (NET), dental value-added service (VAS), and pharmacy delegated vendor encounters paid during the period March 1, 2020 through February 28, 2022. 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.

AmeriHealth Caritas Louisiana Encounter and CDJ Comparison



Summary

LDH requested that, for this study, we review the plan's paid encounters to determine if the paid encounters meet the state contract completeness range of **97 percent to 100 percent** when compared to the 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 March 1, 2020 through February 28, 2022;
- CDJ transactions had payment dates within the reporting period of March 1, 2020 through February 28, 2022;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through March 29, 2022.

Table A — ACLA Cumulative Completion Totals and Percentages

Description	Entire Plan	Non-Vendor	Delegated Vendor					
			VSP (Vision)	Avesis Vision (Vision)	Southeastrans (NEMT)	DINA Dental (Dental)	Avesis Dental (Dental)	PerformRx (Pharmacy Benefits)
Encounter Total (FAC reported)	\$1,920,389,264	\$1,305,029,097	\$29,086	\$12,841,662	\$16,170,810	\$41,627	\$6,930,152	\$579,346,830
<i>Total Encounter Adjustments (\$)</i>	(\$144,229,940)	(\$106,207,035)	(\$4,798)	(\$642,639)	(\$573,182)	(\$625)	(\$1,364,778)	(\$35,436,882)
<i>Total Encounter Adjustments (%)</i>	-7.51%	-8.13%	-16.49%	-5.00%	-3.54%	-1.50%	-19.69%	-6.11%
Net Encounter Total	\$1,776,159,324	\$1,198,822,061	\$24,288	\$12,199,024	\$15,597,627	\$41,002	\$5,565,374	\$543,909,948
CDJ Total	\$1,798,568,239	\$1,213,115,038	\$28,135	\$12,413,576	\$15,690,163	\$46,400	\$5,905,086	\$551,369,841
<i>Variance</i>	(\$22,408,914)	(\$14,292,977)	(\$3,847)	(\$214,552)	(\$92,536)	(\$5,399)	(\$339,712)	(\$7,459,893)
Completion (%)	98.75%	98.82%	86.32%	98.27%	99.41%	88.36%	94.24%	98.64%
100% Limited Completion (%)								
Contract Minimum Completeness Requirement (%)	97.00%							
Non-Compliant (%)			-10.68%			-8.64%	-2.76%	



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 ACLA Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	30,444,485	\$1,920,389,264	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	(8,608,672)	(\$143,156,502)	-7.45%
<i>Calculated Void</i>	(6,915)	(\$387,506)	-0.02%
<i>Duplicate</i>	(8,125)	(\$685,932)	-0.03%
<i>Total Adjustments Made</i>	(8,623,712)	(\$144,229,940)	-7.51%
Net Encounter Amounts	21,820,773	\$1,776,159,324	92.49%

* 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 30 for further explanation





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

Please reference Tables 1 through 8 starting on page 10 for AmeriHealth Caritas Louisiana's 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 the targeted range (below 97 percent or above 100 percent):

1. **Avesis Dental (Table 5):** The overall cumulative completion percentage is out of compliance at 94.24 percent. There are numerous months where there are fluctuations in the monthly completion percentages above and below the targeted range.
 - The low completion months from May 2021 through December 2021 appear to be due primarily to encounters that were system-denied by the FAC when compared to corresponding CDJ transactions.
 - The fluctuating completion percentages March 2020 through February 2021, January 2022 and February 2022 appear to be due to system-denied encounters that were later successfully submitted with paid dates that may differ from the original corresponding CDJ transactions.

We recommend AmeriHealth Caritas Louisiana work with Avesis Dental, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

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

2. **Southeastrans (Table 2):** Monthly completion percentages for July 2020, August 2020 and October 2020 through January 2021 are all below the 97 percent threshold. Monthly completion percentages for September 2020 and May 2021 are above the 100 percent threshold.
 - These percentages may be explained by void encounter transactions appearing in different months from their corresponding CDJ void transactions.

We recommend AmeriHealth Caritas Louisiana work with Southeastrans, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



Data Issues and Recommendations

3. **Avesis Vision (Table 3):** There are 9 months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 9 months where the monthly completion percentages are above the 100 percent threshold. These percentages may be explained by the following reasons:
- Encounter transactions that appear to be missing when compared to corresponding CDJ transactions.
 - Void encounter transactions appearing in different months from their corresponding CDJ void transactions.
 - Encounters that were system-denied by the FAC when compared to their corresponding CDJ transactions.

We recommend AmeriHealth Caritas Louisiana work with Avesis Vision, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

4. **PerformRx (Table 7):** There are 9 months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 7 months where the monthly completion percentages are above the 100 percent threshold.
- These percentages may be explained by void encounter transactions appearing in different months from their corresponding CDJ transactions.

We recommend AmeriHealth Caritas Louisiana work with PerformRx, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

5. **Non-Vendor (Table 8):** There are 7 months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 7 months where the monthly completion percentages are above the 100 percent threshold. These percentages may be explained by the following reasons:
- Encounter transactions that were system-denied by the FAC when compared to their corresponding CDJ transactions.
 - Void encounter transactions appearing in different months from their corresponding CDJ transactions.

We recommend AmeriHealth Caritas Louisiana work with LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues

AmeriHealth Caritas Louisiana Encounter and CDJ Comparison



Value-Added Services (VAS) Summary

Value-added services are included in the MCO's vision, dental, and non-vendor¹ 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 March 1, 2020 through February 28, 2022. 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 — ACLA VAS Cumulative Completion Totals and Percentages							
Description	Delegated Vendor						
	Entire Plan VAS	Non-Vendor VAS	VSP VAS (Vision)	Avesis VAS (Vision)	DINA Dental VAS (Dental)	Avesis VAS (Dental)	Southeastern VAS (NET)
Encounter Total (FAC reported)	\$14,788,948	\$2,350,749	\$13,167	\$5,339,143	\$41,627	\$6,929,489	\$114,772
<i>Total Encounter Adjustments (\$)</i>	(\$2,159,480)	(\$483,138)	(\$3,530)	(\$307,099)	(\$625)	(\$1,364,225)	(\$863)
<i>Total Encounter Adjustments (%)</i>	-14.60%	-20.55%	-26.81%	-5.75%	-1.50%	-19.68%	-0.75%
Net Encounter Total	\$12,629,468	\$1,867,611	\$9,637	\$5,032,045	\$41,002	\$5,565,264	\$113,909
CDJ Total	\$12,901,367	\$2,443,306	\$15,158	\$4,367,134	\$46,400	\$5,905,086	\$124,283
<i>Variance</i>	(\$271,899)	(\$575,695)	(\$5,521)	\$664,911	(\$5,399)	(\$339,822)	(\$10,374)
Completion (%)	97.89%	76.43%	63.57%	115.22%	88.36%	94.24%	91.65%
100% Limited[^] Completion (%)	92.73%			100.00%			
Contract Minimum Completeness Requirement (%)				97.00%			
Non-Compliant (%)	-4.27%	-20.57%	-33.43%	15.22%	-8.64%	-2.76%	-5.35%

[^] - 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 30 for further explanation.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are similar to the totals shown in Table 5 and 6 – Avesis Dental and DINA Dental. The potential data issues for Avesis Dental are addressed in item 1 on page 6.



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

1. **Avesis Vision VAS (Table 2V):** The cumulative completion percentage for Avesis Vision VAS is 115.22 percent. There are 9 months where the monthly completion percentages are below the 97 percent threshold and 14 months where the monthly completion percentages are above the 100 percent threshold. This appears to be due to Avesis Vision Non-VAS encounters possibly appearing as VAS instead of Non-VAS.
2. **Avesis Dental VAS (Table 4V):** The cumulative completion percent for Avesis Dental VAS is 94.24 percent. There are 16 months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 8 months where the monthly completion percentages are above the 100 percent threshold. This appears to be due to Avesis Dental Non-VAS encounters possibly appearing as VAS instead of Non-VAS.
3. **Southeastrans VAS (Table 6V):** There are currently no VAS CDJ transactions showing for March 2020 through July 2020 and November 2020. Monthly completion percentages for August 2020 through October 2020, December 2020, August 2021 and September 2021 are all below the 97 percent threshold. This appears to be due to Southeastrans VAS encounters possibly showing as Non-VAS instead of VAS.
4. **AmeriHealth Caritas Louisiana's Non-Vendor VAS (Table 7V):** The cumulative completion percent for Non-Vendor VAS is 76.43 percent. There are 21 months where the monthly completion percentages are below the 97 percent threshold. These low percentages appear to be due to VAS encounters that have been system-denied by the FAC.



AmeriHealth Caritas Louisiana Encounter and CDJ Comparison



AmeriHealth Caritas Louisiana Monthly Table

Table 1 — AmeriHealth Caritas Louisiana (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
March 2020	\$82,751,283	(\$6,252,859)	-8%	\$76,498,423	\$79,763,150	(\$3,264,727)	95.90%
April 2020	\$65,364,557	(\$5,598,001)	-9%	\$59,766,556	\$62,886,072	(\$3,119,517)	95.03%
May 2020	\$57,317,772	(\$3,116,981)	-5%	\$54,200,792	\$55,696,912	(\$1,496,120)	97.31%
June 2020	\$68,953,739	(\$5,462,290)	-8%	\$63,491,449	\$67,221,566	(\$3,730,117)	94.45%
July 2020	\$80,845,831	(\$11,495,852)	-14%	\$69,349,978	\$74,002,751	(\$4,652,773)	93.71%
August 2020	\$80,511,323	(\$9,966,617)	-12%	\$70,544,706	\$75,566,524	(\$5,021,818)	93.35%
September 2020	\$79,884,243	(\$8,153,957)	-10%	\$71,730,286	\$70,269,564	\$1,460,722	102.07%
October 2020	\$82,391,013	(\$10,736,347)	-13%	\$71,654,666	\$73,161,698	(\$1,507,031)	97.94%
November 2020	\$76,570,000	(\$8,291,920)	-11%	\$68,278,080	\$70,234,242	(\$1,956,162)	97.21%
December 2020	\$71,360,519	(\$6,332,655)	-9%	\$65,027,865	\$65,842,124	(\$814,259)	98.76%
January 2021	\$79,967,993	(\$6,402,407)	-8%	\$73,565,585	\$75,058,188	(\$1,492,603)	98.01%
February 2021	\$75,488,828	(\$8,142,491)	-11%	\$67,346,337	\$68,837,602	(\$1,491,265)	97.83%
March 2021	\$91,025,157	(\$7,776,666)	-9%	\$83,248,491	\$83,660,976	(\$412,485)	99.50%
April 2021	\$80,963,278	(\$5,751,509)	-7%	\$75,211,768	\$75,278,016	(\$66,247)	99.91%
May 2021	\$93,740,240	(\$8,523,464)	-9%	\$85,216,777	\$84,587,364	\$629,413	100.74%
June 2021	\$85,985,758	(\$4,940,440)	-6%	\$81,045,318	\$81,070,631	(\$25,312)	99.96%
July 2021	\$76,824,814	(\$3,410,790)	-4%	\$73,414,024	\$75,158,418	(\$1,744,394)	97.67%
August 2021	\$88,358,242	(\$3,887,322)	-4%	\$84,470,919	\$82,673,241	\$1,797,678	102.17%
September 2021	\$86,225,765	(\$3,513,515)	-4%	\$82,712,249	\$76,610,410	\$6,101,839	107.96%
October 2021	\$77,794,177	(\$3,461,713)	-4%	\$74,332,464	\$80,917,763	(\$6,585,299)	91.86%
November 2021	\$85,204,864	(\$3,237,132)	-4%	\$81,967,732	\$79,658,621	\$2,309,110	102.89%
December 2021	\$79,725,635	(\$3,276,394)	-4%	\$76,449,241	\$75,980,029	\$469,211	100.61%
January 2022	\$89,290,556	(\$3,153,344)	-4%	\$86,137,213	\$85,401,577	\$735,636	100.86%
February 2022	\$83,843,677	(\$3,345,273)	-4%	\$80,498,405	\$79,030,800	\$1,467,605	101.85%
Cumulative Totals	\$1,920,389,264	(\$144,229,940)	-8%	\$1,776,159,324	\$1,798,568,239	(\$22,408,914)	98.75%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%



AmeriHealth Caritas Louisiana – Southeastrans Monthly Table

Table 2 — AmeriHealth Caritas Louisiana Southeastrans (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$589,905	(\$1,351)	0%	\$588,554	\$591,838	(\$3,285)	99.44%
April 2020	\$668,902	(\$2,585)	0%	\$666,317	\$669,304	(\$2,987)	99.55%
May 2020	\$524,574	(\$884)	0%	\$523,690	\$524,637	(\$947)	99.81%
June 2020	\$519,117	(\$3,641)	-1%	\$515,476	\$518,297	(\$2,821)	99.45%
July 2020	\$582,177	(\$2,110)	0%	\$580,066	\$627,725	(\$47,659)	92.40%
August 2020	\$459,479	(\$2,051)	0%	\$457,427	\$553,461	(\$96,034)	82.64%
September 2020	\$751,073	(\$14,904)	-2%	\$736,168	\$609,528	\$126,641	120.77%
October 2020	\$772,774	(\$66,404)	-9%	\$706,369	\$743,290	(\$36,920)	95.03%
November 2020	\$608,052	(\$32,751)	-5%	\$575,302	\$609,184	(\$33,882)	94.43%
December 2020	\$531,947	(\$31,174)	-6%	\$500,773	\$533,311	(\$32,538)	93.89%
January 2021	\$1,094,688	(\$358,438)	-33%	\$736,250	\$766,375	(\$30,126)	96.06%
February 2021	\$624,387	(\$17,640)	-3%	\$606,747	\$619,324	(\$12,577)	97.96%
March 2021	\$622,031	(\$4,203)	-1%	\$617,829	\$626,414	(\$8,585)	98.62%
April 2021	\$624,382	(\$4,964)	-1%	\$619,418	\$624,993	(\$5,575)	99.10%
May 2021	\$581,885	(\$7,522)	-1%	\$574,363	\$445,373	\$128,990	128.96%
June 2021	\$689,873	(\$2,439)	0%	\$687,434	\$690,273	(\$2,839)	99.58%
July 2021	\$707,908	(\$2,131)	0%	\$705,777	\$711,133	(\$5,356)	99.24%
August 2021	\$684,928	(\$2,192)	0%	\$682,736	\$685,575	(\$2,839)	99.58%
September 2021	\$664,957	(\$3,206)	0%	\$661,751	\$668,483	(\$6,732)	98.99%
October 2021	\$744,189	(\$2,214)	0%	\$741,974	\$743,347	(\$1,372)	99.81%
November 2021	\$753,184	(\$2,549)	0%	\$750,634	\$755,760	(\$5,125)	99.32%
December 2021	\$928,061	(\$2,710)	0%	\$925,351	\$928,907	(\$3,556)	99.61%
January 2022	\$673,644	(\$3,704)	-1%	\$669,941	\$674,392	(\$4,451)	99.33%
February 2022	\$768,693	(\$1,415)	0%	\$767,278	\$769,239	(\$1,961)	99.74%
Cumulative Totals	\$16,170,810	(\$573,182)	-4%	\$15,597,627	\$15,690,163	(\$92,536)	99.41%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%



AmeriHealth Caritas Louisiana – Avesis Vision Monthly Table

Table 3 — AmeriHealth Caritas Louisiana Avesis Vision (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$371,794	(\$13,367)	-4%	\$358,427	\$431,392	(\$72,965)	83.08%
April 2020	\$198,080	(\$10,353)	-5%	\$187,728	\$273,038	(\$85,311)	68.75%
May 2020	\$196,919	(\$11,343)	-6%	\$185,576	\$208,714	(\$23,138)	88.91%
June 2020	\$452,987	(\$15,931)	-4%	\$437,056	\$479,828	(\$42,772)	91.08%
July 2020	\$571,852	(\$18,637)	-3%	\$553,215	\$601,062	(\$47,847)	92.03%
August 2020	\$533,439	(\$21,856)	-4%	\$511,582	\$550,572	(\$38,989)	92.91%
September 2020	\$838,949	(\$200,914)	-24%	\$638,035	\$563,207	\$74,828	113.28%
October 2020	\$565,351	(\$15,750)	-3%	\$549,601	\$563,637	(\$14,035)	97.50%
November 2020	\$478,689	(\$24,535)	-5%	\$454,153	\$472,768	(\$18,615)	96.06%
December 2020	\$558,467	(\$10,223)	-2%	\$548,244	\$542,867	\$5,377	100.99%
January 2021	\$566,930	(\$17,420)	-3%	\$549,510	\$439,119	\$110,391	125.13%
February 2021	\$633,422	(\$9,930)	-2%	\$623,492	\$581,288	\$42,204	107.26%
March 2021	\$645,362	(\$17,938)	-3%	\$627,424	\$637,358	(\$9,934)	98.44%
April 2021	\$582,583	(\$30,980)	-5%	\$551,602	\$555,026	(\$3,424)	99.38%
May 2021	\$601,965	(\$94,431)	-16%	\$507,535	\$552,623	(\$45,089)	91.84%
June 2021	\$544,587	(\$29,915)	-5%	\$514,672	\$605,620	(\$90,948)	84.98%
July 2021	\$592,782	(\$27,570)	-5%	\$565,212	\$539,945	\$25,267	104.67%
August 2021	\$614,184	(\$30,548)	-5%	\$583,636	\$588,267	(\$4,631)	99.21%
September 2021	\$566,572	(\$8,567)	-2%	\$558,005	\$553,358	\$4,647	100.83%
October 2021	\$534,872	(\$7,058)	-1%	\$527,814	\$529,072	(\$1,259)	99.76%
November 2021	\$493,642	(\$7,117)	-1%	\$486,525	\$479,666	\$6,859	101.42%
December 2021	\$586,025	(\$6,515)	-1%	\$579,510	\$591,699	(\$12,189)	97.94%
January 2022	\$533,858	(\$4,616)	-1%	\$529,242	\$518,079	\$11,163	102.15%
February 2022	\$578,353	(\$7,126)	-1%	\$571,227	\$555,370	\$15,857	102.85%
Cumulative Totals	\$12,841,662	(\$642,639)	-5%	\$12,199,024	\$12,413,576	(\$214,552)	98.27%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%



AmeriHealth Caritas Louisiana – VSP Monthly Table

Table 4 — AmeriHealth Caritas Louisiana VSP (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
March 2020	\$7,155	(\$747)	-10%	\$6,409	\$6,577	(\$168)	97.45%
April 2020	\$14,595	(\$2,057)	-14%	\$12,538	\$14,576	(\$2,037)	86.02%
May 2020	\$2,482	(\$167)	-7%	\$2,316	\$2,482	(\$167)	93.28%
June 2020	\$2,116	(\$729)	-34%	\$1,387	\$1,884	(\$497)	73.61%
July 2020	\$443	(\$141)	-32%	\$303	\$428	(\$126)	70.64%
August 2020	\$151	(\$88)	-58%	\$63	\$151	(\$88)	41.70%
September 2020	\$171	\$0	0%	\$171	\$122	\$49	140.20%
October 2020	\$560	\$0	0%	\$560	\$560	\$0	100.00%
November 2020	\$498	\$0	0%	\$498	\$441	\$57	112.90%
December 2020	\$913	(\$870)	-95%	\$43	\$913	(\$870)	4.73%
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	\$0	\$0		\$0	\$0	\$0	
August 2021	\$0	\$0		\$0	\$0	\$0	
September 2021	\$0	\$0		\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
January 2022	\$0	\$0		\$0	\$0	\$0	
February 2022	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$29,086	(\$4,798)	-16%	\$24,288	\$28,135	(\$3,847)	86.32%
100% Limited Cumulative Total							
					State Contract Minimum Completeness Percentage Requirement		97.00%
						Non-Compliant	-10.68%



AmeriHealth Caritas Louisiana – Avesis Dental Monthly Table

Table 5 — AmeriHealth Caritas Louisiana Avesis Dental (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
March 2020	\$191,050	(\$28,679)	-15%	\$162,371	\$195,570	(\$33,199)	83.02%
April 2020	\$75,939	(\$15,074)	-20%	\$60,865	\$77,578	(\$16,714)	78.45%
May 2020	\$127,687	(\$20,296)	-16%	\$107,391	\$132,965	(\$25,573)	80.76%
June 2020	\$186,951	(\$23,223)	-12%	\$163,728	\$195,514	(\$31,786)	83.74%
July 2020	\$229,266	(\$24,221)	-11%	\$205,045	\$247,363	(\$42,318)	82.89%
August 2020	\$222,497	(\$32,709)	-15%	\$189,788	\$233,933	(\$44,145)	81.12%
September 2020	\$319,334	(\$41,168)	-13%	\$278,167	\$234,958	\$43,209	118.39%
October 2020	\$323,883	(\$26,228)	-8%	\$297,655	\$276,429	\$21,226	107.67%
November 2020	\$226,632	(\$11,392)	-5%	\$215,240	\$205,121	\$10,119	104.93%
December 2020	\$257,110	(\$12,398)	-5%	\$244,711	\$234,373	\$10,339	104.41%
January 2021	\$239,540	(\$16,671)	-7%	\$222,870	\$217,733	\$5,136	102.35%
February 2021	\$379,452	(\$43,432)	-11%	\$336,019	\$292,298	\$43,721	114.95%
March 2021	\$339,880	(\$22,834)	-7%	\$317,045	\$315,609	\$1,436	100.45%
April 2021	\$341,867	(\$48,879)	-14%	\$292,988	\$288,678	\$4,311	101.49%
May 2021	\$272,953	(\$37,638)	-14%	\$235,315	\$248,733	(\$13,418)	94.60%
June 2021	\$519,421	(\$168,043)	-32%	\$351,378	\$366,916	(\$15,538)	95.76%
July 2021	\$503,001	(\$188,036)	-37%	\$314,965	\$330,351	(\$15,386)	95.34%
August 2021	\$550,343	(\$269,042)	-49%	\$281,300	\$300,727	(\$19,427)	93.54%
September 2021	\$384,236	(\$140,472)	-37%	\$243,764	\$273,759	(\$29,995)	89.04%
October 2021	\$209,309	(\$44,009)	-21%	\$165,300	\$239,886	(\$74,586)	68.90%
November 2021	\$232,541	(\$45,012)	-19%	\$187,529	\$223,148	(\$35,619)	84.03%
December 2021	\$301,623	(\$46,331)	-15%	\$255,292	\$283,856	(\$28,563)	89.93%
January 2022	\$243,188	(\$30,863)	-13%	\$212,325	\$237,632	(\$25,307)	89.35%
February 2022	\$252,449	(\$28,127)	-11%	\$224,322	\$251,957	(\$27,635)	89.03%
Cumulative Totals	\$6,930,152	(\$1,364,778)	-20%	\$5,565,374	\$5,905,086	(\$339,712)	94.24%
100% Limited Cumulative Total							
						State Contract Minimum Completeness Percentage Requirement	97.00%
						Non-Compliant	-2.76%



AmeriHealth Caritas Louisiana – DINA Dental Monthly Table

Table 6 — AmeriHealth Caritas Louisiana DINA Dental (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
March 2020	\$32,574	(\$496)	-2%	\$32,079	\$32,443	(\$364)	98.87%
April 2020	\$6,509	\$0	0%	\$6,509	\$6,509	\$0	100.00%
May 2020	\$12	\$0	0%	\$12	\$6,952	(\$6,940)	0.17%
June 2020	\$2,309	(\$130)	-6%	\$2,179	\$432	\$1,747	504.48%
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$65	\$0	0%	\$65	\$65	\$0	100.00%
October 2020	\$158	\$0	0%	\$158	\$0	\$158	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
July 2021	\$0	\$0		\$0	\$0	\$0	
August 2021	\$0	\$0		\$0	\$0	\$0	
September 2021	\$0	\$0		\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
January 2022	\$0	\$0		\$0	\$0	\$0	
February 2022	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$41,627	(\$625)	-2%	\$41,002	\$46,400	(\$5,399)	88.36%
100% Limited Cumulative Total							
							State Contract Minimum Completeness Percentage Requirement
							97.00%
							Non-Compliant
							-8.64%



AmeriHealth Caritas Louisiana – PerformRx Monthly Table

Table 7 — AmeriHealth Caritas Louisiana PerformRx (RX 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
March 2020	\$22,360,263	(\$1,046,264)	-5%	\$21,313,999	\$21,644,553	(\$330,554)	98.47%
April 2020	\$19,867,027	(\$681,739)	-3%	\$19,185,288	\$19,728,042	(\$542,754)	97.24%
May 2020	\$23,448,240	(\$414,529)	-2%	\$23,033,710	\$23,495,666	(\$461,955)	98.03%
June 2020	\$19,410,340	(\$1,095,371)	-6%	\$18,314,969	\$19,068,558	(\$753,589)	96.04%
July 2020	\$25,123,582	(\$1,498,241)	-6%	\$23,625,341	\$24,626,627	(\$1,001,286)	95.93%
August 2020	\$19,419,872	(\$1,611,811)	-8%	\$17,808,061	\$20,421,467	(\$2,613,406)	87.20%
September 2020	\$21,863,875	(\$2,289,430)	-10%	\$19,574,445	\$20,553,734	(\$979,289)	95.23%
October 2020	\$26,451,887	(\$2,488,638)	-9%	\$23,963,250	\$24,773,951	(\$810,702)	96.72%
November 2020	\$22,454,052	(\$2,998,711)	-13%	\$19,455,341	\$20,137,669	(\$682,328)	96.61%
December 2020	\$20,191,348	(\$302,386)	-1%	\$19,888,962	\$20,184,327	(\$295,364)	98.53%
January 2021	\$26,029,472	(\$700,046)	-3%	\$25,329,426	\$26,220,948	(\$891,522)	96.59%
February 2021	\$21,249,369	(\$814,367)	-4%	\$20,435,002	\$20,718,500	(\$283,498)	98.63%
March 2021	\$23,268,848	(\$1,014,986)	-4%	\$22,253,862	\$22,502,067	(\$248,205)	98.89%
April 2021	\$29,862,716	(\$1,762,880)	-6%	\$28,099,836	\$27,900,298	\$199,538	100.71%
May 2021	\$25,202,103	(\$3,069,458)	-12%	\$22,132,646	\$21,908,713	\$223,933	101.02%
June 2021	\$23,953,957	(\$1,681,122)	-7%	\$22,272,836	\$22,609,424	(\$336,589)	98.51%
July 2021	\$28,433,771	(\$1,238,275)	-4%	\$27,195,496	\$27,378,333	(\$182,837)	99.33%
August 2021	\$23,332,521	(\$1,279,895)	-5%	\$22,052,626	\$22,854,707	(\$802,081)	96.49%
September 2021	\$27,447,648	(\$1,372,582)	-5%	\$26,075,067	\$21,359,190	\$4,715,877	122.07%
October 2021	\$22,512,602	(\$1,449,451)	-6%	\$21,063,151	\$27,176,609	(\$6,113,458)	77.50%
November 2021	\$25,860,679	(\$1,285,772)	-5%	\$24,574,907	\$21,630,473	\$2,944,434	113.61%
December 2021	\$30,882,127	(\$2,029,719)	-7%	\$28,852,408	\$28,507,554	\$344,854	101.20%
January 2022	\$25,119,439	(\$1,531,357)	-6%	\$23,588,083	\$22,454,165	\$1,133,918	105.04%
February 2022	\$25,601,093	(\$1,779,856)	-7%	\$23,821,238	\$23,514,266	\$306,972	101.30%
Cumulative Totals	\$579,346,830	(\$35,436,882)	-6%	\$543,909,948	\$551,369,841	(\$7,459,893)	98.64%
100% Limited Cumulative Total							
							State Contract Minimum Completeness Percentage Requirement 97.00%

AmeriHealth Caritas Louisiana Encounter and CDJ Comparison



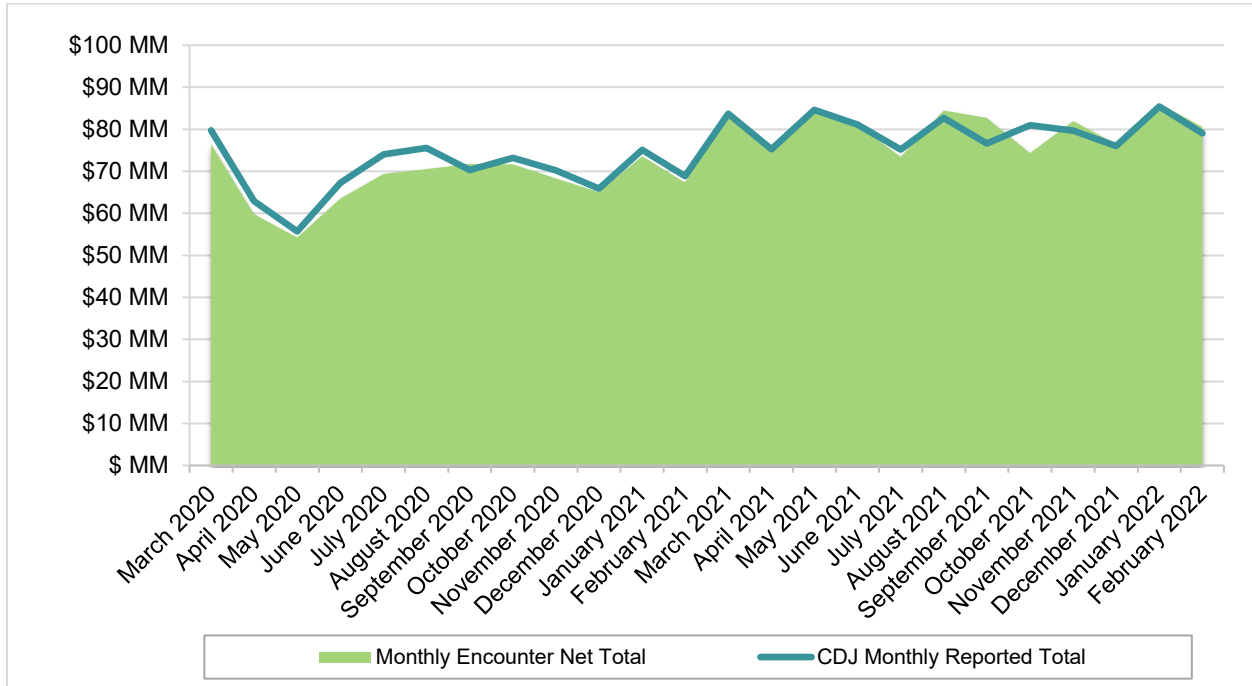
AmeriHealth Caritas Louisiana – Non-Vendor Monthly Table

Table 8 — AmeriHealth Caritas Louisiana 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
March 2020	\$59,198,542	(\$5,161,957)	-9%	\$54,036,585	\$56,860,777	(\$2,824,192)	95.03%
April 2020	\$44,533,505	(\$4,886,194)	-11%	\$39,647,311	\$42,117,025	(\$2,469,714)	94.13%
May 2020	\$33,017,859	(\$2,669,761)	-8%	\$30,348,097	\$31,325,497	(\$977,400)	96.87%
June 2020	\$48,379,919	(\$4,323,265)	-9%	\$44,056,654	\$46,957,052	(\$2,900,398)	93.82%
July 2020	\$54,338,512	(\$9,952,502)	-18%	\$44,386,010	\$47,899,546	(\$3,513,536)	92.66%
August 2020	\$59,875,885	(\$8,298,101)	-14%	\$51,577,784	\$53,806,940	(\$2,229,156)	95.85%
September 2020	\$56,110,776	(\$5,607,541)	-10%	\$50,503,236	\$48,307,951	\$2,195,284	104.54%
October 2020	\$54,276,400	(\$8,139,327)	-15%	\$46,137,073	\$46,803,832	(\$666,759)	98.57%
November 2020	\$52,802,077	(\$5,224,532)	-10%	\$47,577,546	\$48,809,059	(\$1,231,513)	97.47%
December 2020	\$49,820,734	(\$5,975,604)	-12%	\$43,845,130	\$44,346,332	(\$501,202)	98.86%
January 2021	\$52,037,362	(\$5,309,833)	-10%	\$46,727,530	\$47,414,012	(\$686,482)	98.55%
February 2021	\$52,602,198	(\$7,257,122)	-14%	\$45,345,077	\$46,626,192	(\$1,281,115)	97.25%
March 2021	\$66,149,036	(\$6,716,706)	-10%	\$59,432,331	\$59,579,528	(\$147,197)	99.75%
April 2021	\$49,551,730	(\$3,903,806)	-8%	\$45,647,923	\$45,909,021	(\$261,097)	99.43%
May 2021	\$67,081,333	(\$5,314,416)	-8%	\$61,766,918	\$61,431,921	\$334,996	100.54%
June 2021	\$60,277,920	(\$3,058,921)	-5%	\$57,218,999	\$56,798,397	\$420,601	100.74%
July 2021	\$46,587,353	(\$1,954,779)	-4%	\$44,632,574	\$46,198,656	(\$1,566,082)	96.61%
August 2021	\$63,176,266	(\$2,305,645)	-4%	\$60,870,621	\$58,243,965	\$2,626,656	104.50%
September 2021	\$57,162,352	(\$1,988,689)	-3%	\$55,173,663	\$53,755,620	\$1,418,042	102.63%
October 2021	\$53,793,206	(\$1,958,981)	-4%	\$51,834,225	\$52,228,849	(\$394,624)	99.24%
November 2021	\$57,864,818	(\$1,896,682)	-3%	\$55,968,136	\$56,569,574	(\$601,438)	98.93%
December 2021	\$47,027,798	(\$1,191,119)	-3%	\$45,836,679	\$45,668,014	\$168,665	100.36%
January 2022	\$62,720,427	(\$1,582,804)	-3%	\$61,137,622	\$61,517,308	(\$379,686)	99.38%
February 2022	\$56,643,089	(\$1,528,749)	-3%	\$55,114,340	\$53,939,968	\$1,174,372	102.17%
Cumulative Totals	\$1,305,029,097	(\$106,207,035)	-8%	\$1,198,822,061	\$1,213,115,038	(\$14,292,977)	98.82%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%



AmeriHealth Caritas Louisiana Summary

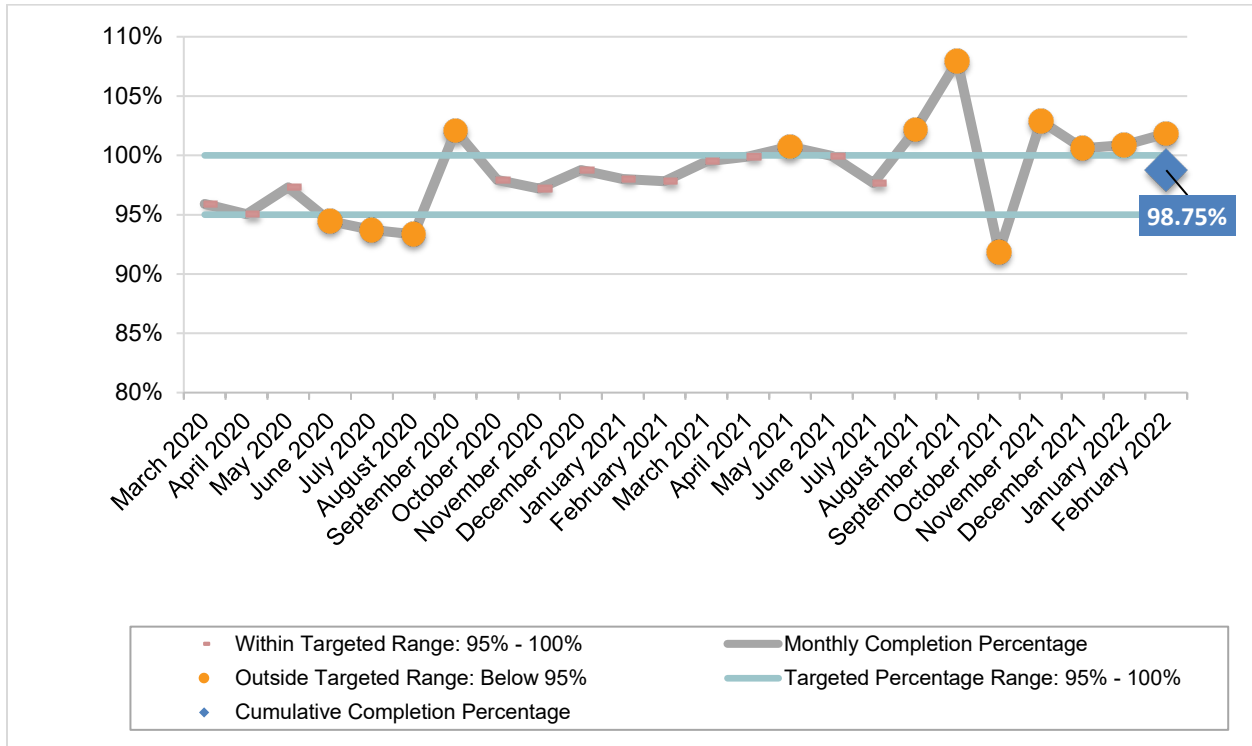
Chart 1. Monthly CDJ totals and encounter submission for AmeriHealth Caritas Louisiana.





AmeriHealth Caritas Louisiana Summary

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



AmeriHealth Caritas Louisiana Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Tables Monthly

Table 1V — AmeriHealth Caritas Louisiana VAS (Entire Plan)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$485,239	(\$37,637)	-8%	\$447,603	\$614,626	(\$167,024)	72.82%
April 2020	\$201,283	(\$19,900)	-10%	\$181,383	\$234,365	(\$52,982)	77.39%
May 2020	\$302,076	(\$34,551)	-11%	\$267,526	\$276,581	(\$9,056)	96.72%
June 2020	\$537,605	(\$34,310)	-6%	\$503,296	\$477,604	\$25,692	105.37%
July 2020	\$608,000	(\$34,895)	-6%	\$573,105	\$544,216	\$28,889	105.30%
August 2020	\$582,281	(\$53,636)	-9%	\$528,645	\$534,100	(\$5,455)	98.97%
September 2020	\$915,053	(\$199,792)	-22%	\$715,261	\$494,729	\$220,532	144.57%
October 2020	\$686,897	(\$42,475)	-6%	\$644,422	\$544,754	\$99,668	118.29%
November 2020	\$580,954	(\$36,019)	-6%	\$544,935	\$474,406	\$70,529	114.86%
December 2020	\$622,148	(\$53,493)	-9%	\$568,655	\$485,652	\$83,003	117.09%
January 2021	\$634,783	(\$50,425)	-8%	\$584,358	\$438,241	\$146,117	133.34%
February 2021	\$804,560	(\$75,623)	-9%	\$728,936	\$588,546	\$140,390	123.85%
March 2021	\$753,511	(\$50,966)	-7%	\$702,545	\$634,606	\$67,939	110.70%
April 2021	\$721,778	(\$99,185)	-14%	\$622,593	\$570,486	\$52,107	109.13%
May 2021	\$690,867	(\$116,168)	-17%	\$574,699	\$590,153	(\$15,454)	97.38%
June 2021	\$842,262	(\$204,871)	-24%	\$637,391	\$677,961	(\$40,570)	94.01%
July 2021	\$709,421	(\$218,000)	-31%	\$491,422	\$600,808	(\$109,387)	81.79%
August 2021	\$765,618	(\$301,133)	-39%	\$464,485	\$586,490	(\$122,005)	79.19%
September 2021	\$652,139	(\$171,137)	-26%	\$481,002	\$602,322	(\$121,321)	79.85%
October 2021	\$464,893	(\$64,464)	-14%	\$400,428	\$541,580	(\$141,152)	73.93%
November 2021	\$476,571	(\$48,033)	-10%	\$428,538	\$511,952	(\$83,414)	83.70%
December 2021	\$571,696	(\$73,915)	-13%	\$497,781	\$629,876	(\$132,095)	79.02%
January 2022	\$581,076	(\$89,297)	-15%	\$491,779	\$615,295	(\$123,516)	79.92%
February 2022	\$598,235	(\$49,554)	-8%	\$548,682	\$632,017	(\$83,335)	86.81%
Cumulative Totals	\$14,788,948	(\$2,159,480)	-15%	\$12,629,468	\$12,901,367	(\$271,899)	97.89%
100% Limited^ Cumulative Total				\$11,964,557.22	\$12,901,367	(\$936,810)	92.73%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-4.27%

^ - To avoid overstating the Entire Plan VAS results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan VAS encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 30 for further explanation.



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

Table 2V — AmeriHealth Caritas Louisiana Avesis VAS (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$169,704	(\$5,640)	-3%	\$164,065	\$144,154	\$19,911	113.81%
April 2020	\$48,869	(\$2,864)	-6%	\$46,005	\$78,765	(\$32,760)	58.40%
May 2020	\$92,874	(\$4,208)	-5%	\$88,666	\$65,183	\$23,483	136.02%
June 2020	\$227,515	(\$6,973)	-3%	\$220,542	\$161,644	\$58,899	136.43%
July 2020	\$286,662	(\$7,995)	-3%	\$278,667	\$205,408	\$73,259	135.66%
August 2020	\$245,014	(\$10,782)	-4%	\$234,232	\$172,323	\$61,909	135.92%
September 2020	\$459,477	(\$134,151)	-29%	\$325,326	\$136,498	\$188,828	238.33%
October 2020	\$250,356	(\$6,567)	-3%	\$243,790	\$156,841	\$86,949	155.43%
November 2020	\$220,398	(\$13,827)	-6%	\$206,571	\$140,023	\$66,548	147.52%
December 2020	\$263,053	(\$4,709)	-2%	\$258,344	\$170,715	\$87,630	151.33%
January 2021	\$299,999	(\$6,122)	-2%	\$293,877	\$127,034	\$166,843	231.33%
February 2021	\$331,293	(\$3,029)	-1%	\$328,263	\$202,178	\$126,086	162.36%
March 2021	\$307,070	(\$8,681)	-3%	\$298,388	\$216,012	\$82,376	138.13%
April 2021	\$284,826	(\$15,798)	-6%	\$269,028	\$187,441	\$81,587	143.52%
May 2021	\$309,215	(\$47,673)	-15%	\$261,542	\$242,097	\$19,445	108.03%
June 2021	\$218,141	(\$11,548)	-5%	\$206,593	\$207,273	(\$680)	99.67%
July 2021	\$118,058	(\$4,171)	-4%	\$113,887	\$182,506	(\$68,620)	62.40%
August 2021	\$105,987	(\$5,622)	-5%	\$100,365	\$176,233	(\$75,867)	56.95%
September 2021	\$173,664	(\$1,445)	-1%	\$172,219	\$234,324	(\$62,105)	73.49%
October 2021	\$170,405	(\$528)	0%	\$169,877	\$212,418	(\$42,541)	79.97%
November 2021	\$155,512	(\$903)	-1%	\$154,609	\$198,930	(\$44,321)	77.72%
December 2021	\$172,454	(\$1,163)	-1%	\$171,291	\$247,169	(\$75,877)	69.30%
January 2022	\$194,537	(\$1,535)	-1%	\$193,002	\$235,952	(\$42,950)	81.79%
February 2022	\$234,059	(\$1,164)	0%	\$232,895	\$266,014	(\$33,119)	87.55%
Cumulative Totals	\$5,339,143	(\$307,099)	-6%	\$5,032,045	\$4,367,134	\$664,911	115.22%
100% Limited^ Cumulative Total				\$4,367,134	\$4,367,134	\$0	100.00%
				State Contract Minimum Completeness Percentage Requirement			97.00%
						Non-Compliant	15.22%

^ - To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Avesis Vision VAS Plan encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 30 for further explanation.



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

Table 3V — AmeriHealth Caritas Louisiana VSP VAS (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$3,507	(\$381)	-11%	\$3,127	\$4,019	(\$892)	77.80%
April 2020	\$6,556	(\$1,611)	-25%	\$4,945	\$7,528	(\$2,583)	65.68%
May 2020	\$738	(\$83)	-11%	\$655	\$681	(\$27)	96.07%
June 2020	\$1,136	(\$646)	-57%	\$490	\$1,191	(\$701)	41.15%
July 2020	\$114	(\$57)	-50%	\$57	\$238	(\$181)	23.88%
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$102	\$0	0%	\$102	\$102	\$0	100.00%
October 2020	\$57	\$0	0%	\$57	\$441	(\$384)	12.90%
November 2020	\$205	\$0	0%	\$205	\$205	\$0	100.00%
December 2020	\$752	(\$752)	-100%	\$0	\$752	(\$752)	0.00%
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	\$0	\$0		\$0	\$0	\$0	
August 2021	\$0	\$0		\$0	\$0	\$0	
September 2021	\$0	\$0		\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
January 2022	\$0	\$0		\$0	\$0	\$0	
February 2022	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$13,167	(\$3,530)	-27%	\$9,637	\$15,158	(\$5,521)	63.57%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-33.43%



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

Table 4V — AmeriHealth Caritas Louisiana Avesis VAS (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$191,050	(\$28,679)	-15%	\$162,371	\$195,570	(\$33,199)	83.02%
April 2020	\$75,939	(\$15,074)	-20%	\$60,865	\$77,578	(\$16,714)	78.45%
May 2020	\$127,687	(\$20,296)	-16%	\$107,391	\$132,965	(\$25,573)	80.76%
June 2020	\$186,596	(\$22,953)	-12%	\$163,643	\$195,514	(\$31,872)	83.69%
July 2020	\$228,957	(\$23,937)	-10%	\$205,020	\$247,363	(\$42,343)	82.88%
August 2020	\$222,497	(\$32,709)	-15%	\$189,788	\$233,933	(\$44,145)	81.12%
September 2020	\$319,334	(\$41,168)	-13%	\$278,167	\$234,958	\$43,209	118.39%
October 2020	\$323,883	(\$26,228)	-8%	\$297,655	\$276,429	\$21,226	107.67%
November 2020	\$226,632	(\$11,392)	-5%	\$215,240	\$205,121	\$10,119	104.93%
December 2020	\$257,110	(\$12,398)	-5%	\$244,711	\$234,373	\$10,339	104.41%
January 2021	\$239,540	(\$16,671)	-7%	\$222,870	\$217,733	\$5,136	102.35%
February 2021	\$379,452	(\$43,432)	-11%	\$336,019	\$292,298	\$43,721	114.95%
March 2021	\$339,880	(\$22,834)	-7%	\$317,045	\$315,609	\$1,436	100.45%
April 2021	\$341,867	(\$48,879)	-14%	\$292,988	\$288,678	\$4,311	101.49%
May 2021	\$272,953	(\$37,638)	-14%	\$235,315	\$248,733	(\$13,418)	94.60%
June 2021	\$519,421	(\$168,043)	-32%	\$351,378	\$366,916	(\$15,538)	95.76%
July 2021	\$503,001	(\$188,036)	-37%	\$314,965	\$330,351	(\$15,386)	95.34%
August 2021	\$550,343	(\$269,042)	-49%	\$281,300	\$300,727	(\$19,427)	93.54%
September 2021	\$384,236	(\$140,472)	-37%	\$243,764	\$273,759	(\$29,995)	89.04%
October 2021	\$209,309	(\$44,009)	-21%	\$165,300	\$239,886	(\$74,586)	68.90%
November 2021	\$232,541	(\$45,012)	-19%	\$187,529	\$223,148	(\$35,619)	84.03%
December 2021	\$301,623	(\$46,331)	-15%	\$255,292	\$283,856	(\$28,563)	89.93%
January 2022	\$243,188	(\$30,863)	-13%	\$212,325	\$237,632	(\$25,307)	89.35%
February 2022	\$252,449	(\$28,127)	-11%	\$224,322	\$251,957	(\$27,635)	89.03%
Cumulative Totals	\$6,929,489	(\$1,364,225)	-20%	\$5,565,264	\$5,905,086	(\$339,822)	94.24%
100% Limited Cumulative Total							
						State Contract Minimum Completeness Percentage Requirement	97.00%
						Non-Compliant	-2.76%



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

Table 5V — AmeriHealth Caritas Louisiana DINA Dental VAS (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$32,574	(\$496)	-2%	\$32,079	\$32,443	(\$364)	98.87%
April 2020	\$6,509	\$0	0%	\$6,509	\$6,509	\$0	100.00%
May 2020	\$12	\$0	0%	\$12	\$6,952	(\$6,940)	0.17%
June 2020	\$2,309	(\$130)	-6%	\$2,179	\$432	\$1,747	504.48%
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$65	\$0	0%	\$65	\$65	\$0	
October 2020	\$158	\$0	0%	\$158	\$0	\$158	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
July 2021	\$0	\$0		\$0	\$0	\$0	
August 2021	\$0	\$0		\$0	\$0	\$0	
September 2021	\$0	\$0		\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
January 2022	\$0	\$0		\$0	\$0	\$0	
February 2022	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$41,627	(\$625)	-2%	\$41,002	\$46,400	(\$5,399)	88.36%
100% Limited Cumulative Total							
							State Contract Minimum Completeness Percentage Requirement
							97.00%
							Non-Compliant
							-8.64%



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

Table 6V— AmeriHealth Caritas Louisiana Southeasterns VAS (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2020	\$4,275	(\$39)	-1%	\$4,235	\$0	\$4,235	
April 2020	\$460	\$0	0%	\$460	\$0	\$460	
May 2020	\$924	\$0	0%	\$924	\$0	\$924	
June 2020	\$922	\$0	0%	\$922	\$0	\$922	
July 2020	\$1,314	\$0	0%	\$1,314	\$0	\$1,314	
August 2020	\$680	\$0	0%	\$680	\$5,264	(\$4,584)	12.92%
September 2020	\$3,945	(\$79)	-2%	\$3,865	\$5,621	(\$1,756)	68.76%
October 2020	\$4,794	(\$478)	-10%	\$4,315	\$7,648	(\$3,333)	56.42%
November 2020	\$2,558	(\$18)	-1%	\$2,540	\$0	\$2,540	
December 2020	\$3,877	\$0	0%	\$3,877	\$6,571	(\$2,694)	59.00%
January 2021	\$4,358	(\$44)	-1%	\$4,314	\$4,344	(\$30)	99.30%
February 2021	\$3,987	(\$173)	-4%	\$3,815	\$3,815	\$0	100.00%
March 2021	\$3,054	\$0	0%	\$3,054	\$3,054	\$0	100.00%
April 2021	\$3,836	\$0	0%	\$3,836	\$3,836	\$0	100.00%
May 2021	\$4,337	\$0	0%	\$4,337	\$4,337	\$0	100.00%
June 2021	\$5,569	\$0	0%	\$5,569	\$5,569	\$0	100.00%
July 2021	\$6,342	(\$31)	0%	\$6,311	\$6,342	(\$31)	99.50%
August 2021	\$4,996	\$0	0%	\$4,996	\$9,337	(\$4,341)	53.50%
September 2021	\$2,990	\$0	0%	\$2,990	\$7,146	(\$4,156)	41.84%
October 2021	\$9,492	\$0	0%	\$9,492	\$9,492	(\$0)	99.99%
November 2021	\$9,169	\$0	0%	\$9,169	\$9,169	\$0	100.00%
December 2021	\$11,593	\$0	0%	\$11,593	\$11,510	\$82	100.71%
January 2022	\$10,864	\$0	0%	\$10,864	\$10,838	\$26	100.23%
February 2022	\$10,436	\$0	0%	\$10,436	\$10,389	\$47	100.45%
Cumulative Totals	\$114,772	(\$863)	-1%	\$113,909	\$124,283	(\$10,374)	91.65%
100% Limited Cumulative Total							
						State Contract Minimum Completeness Percentage Requirement	97.00%
						Non-Compliant	-5.35%



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

Table 7V — AmeriHealth Caritas Louisiana Non-Vendor VAS

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
March 2020	\$84,129	(\$2,402)	-3%	\$81,726	\$238,441	(\$156,714)	34.27%
April 2020	\$62,951	(\$351)	-1%	\$62,601	\$63,985	(\$1,384)	97.83%
May 2020	\$79,841	(\$9,963)	-12%	\$69,878	\$70,800	(\$922)	98.69%
June 2020	\$119,127	(\$3,608)	-3%	\$115,520	\$118,823	(\$3,303)	97.22%
July 2020	\$90,953	(\$2,906)	-3%	\$88,046	\$91,206	(\$3,160)	96.53%
August 2020	\$114,089	(\$10,145)	-9%	\$103,944	\$122,580	(\$18,636)	84.79%
September 2020	\$132,131	(\$24,394)	-18%	\$107,736	\$117,486	(\$9,750)	91.70%
October 2020	\$107,648	(\$9,202)	-9%	\$98,447	\$103,395	(\$4,948)	95.21%
November 2020	\$131,161	(\$10,782)	-8%	\$120,379	\$129,058	(\$8,679)	93.27%
December 2020	\$97,355	(\$35,633)	-37%	\$61,722	\$73,241	(\$11,519)	84.27%
January 2021	\$90,886	(\$27,589)	-30%	\$63,297	\$89,130	(\$25,833)	71.01%
February 2021	\$89,828	(\$28,989)	-32%	\$60,839	\$90,256	(\$29,417)	67.40%
March 2021	\$103,508	(\$19,450)	-19%	\$84,057	\$99,930	(\$15,873)	84.11%
April 2021	\$91,248	(\$34,508)	-38%	\$56,740	\$90,530	(\$33,790)	62.67%
May 2021	\$104,362	(\$30,857)	-30%	\$73,505	\$94,986	(\$21,481)	77.38%
June 2021	\$99,131	(\$25,280)	-26%	\$73,851	\$98,203	(\$24,352)	75.20%
July 2021	\$82,021	(\$25,762)	-31%	\$56,259	\$81,608	(\$25,349)	68.93%
August 2021	\$104,292	(\$26,468)	-25%	\$77,823	\$100,193	(\$22,369)	77.67%
September 2021	\$91,248	(\$29,220)	-32%	\$62,028	\$87,093	(\$25,065)	71.22%
October 2021	\$75,687	(\$19,927)	-26%	\$55,759	\$79,784	(\$24,024)	69.88%
November 2021	\$79,349	(\$2,118)	-3%	\$77,231	\$80,705	(\$3,474)	95.69%
December 2021	\$86,026	(\$26,421)	-31%	\$59,605	\$87,342	(\$27,737)	68.24%
January 2022	\$132,487	(\$56,899)	-43%	\$75,589	\$130,873	(\$55,284)	57.75%
February 2022	\$101,291	(\$20,263)	-20%	\$81,028	\$103,657	(\$22,629)	78.16%
Cumulative Totals	\$2,350,749	(\$483,138)	-21%	\$1,867,611	\$2,443,306	(\$575,695)	76.43%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-20.57%



Appendix B – Definitions and Acronyms

The following terms are used throughout this document:

- **Bayou Health** – The state of Louisiana’s Medicaid managed care program name from inception through April 2016. Starting in February 2012, many members of the traditional Medicaid “delivery system” were transitioned from fee-for-service to Bayou Health. Prior to February 1, 2015, Bayou Health’s executed contracts included three risk-based prepaid health plans and two non-risk based shared savings plans (**Bayou Health 1.0**). Beginning February 1, 2015, the prepaid risk bearing managed care organization (MCO) model became the only delivery system for the Bayou Health program (**Bayou Health 2.0**). Effective May 2016, the Louisiana Medicaid managed care program was rebranded and became **Healthy Louisiana**.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for a given month as reported by the MCO to the Louisiana Department of Health (LDH).
- **CDJ Cumulative Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period as reported by the MCO to the LDH. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Encounter Total** – The sum of all paid amounts on the encounters submitted to and stored in the fiscal agent contractor’s (FAC) system. This amount is inclusive of all amounts within the reporting period.
- **Cumulative Variance** – The difference between the cumulative encounter total and the CDJ cumulative reported total.
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. Now known as Gainwell.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the claims processing system (Medicaid Management Information System); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – State fiscal agent contractor, known as DXC Technology prior to October 1, 2020.
- **Healthy Louisiana** – The state of Louisiana’s Medicaid managed care program name as of May 2016, formerly Bayou Health.
- **Louisiana Department of Health (LDH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Managed Care Organization (MCO)** – A private organization that has entered into a risk-based contractual arrangement with LDH to obtain and finance care for enrolled Medicaid or Louisiana Children’s Health Insurance Program (LaCHIP) members. MCOs receive a capitation or per member, per month (PMPM) payment from LDH for each enrolled member. During the reporting period, five MCOs were operating in Louisiana. They are Healthy Blue – formerly Amerigroup Louisiana, Inc., AmeriHealth Caritas Louisiana (ACLA), Louisiana Healthcare Connections (LHCC), Aetna Better Health of Louisiana (Aetna), and United Healthcare Community Plan (UHC)





Appendix B – Definitions and Acronyms

- **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.





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 AmeriHealth Caritas Louisiana encounters as follows:

- ❖ ***Southeastrans - Non-Emergency Transportation (NET)***
 - Plan ICN field prefix contains 'SE' in the third and fourth positions.
- ❖ ***ModivCare (formerly known as LogistiCare) - Non-Emergency Transportation (NET)¹***
 - Plan ICN field prefix contains 'LC' in the third and fourth positions.
- ❖ ***Avesis Vision - Vision Services***
 - Plan ICN field contains 'AV' in the third and fourth positions of the string.
- ❖ ***VSP - Vision Services³***
 - Plan ICN field contains 'VV' in the second and third positions of the string.
 - Plan ICN field prefix contains 'VV' in the third and fourth positions.
- ❖ ***Avesis Dental - Dental Services***
 - Plan ICN field prefix contains 'AD' in the third and fourth positions.
- ❖ ***DINA Dental - Dental Services⁴***
 - Plan ICN field prefix contains 'DD' in the third and fourth positions.
- ❖ ***PerformRx - Pharmacy Benefits***
 - Claim type code of '12'.
- ❖ ***AmeriHealth Caritas Louisiana - Non-Vendor***
 - Plan ICN field contains a 'Z' in the first position of the string and does not contain 'VV' in the second and third positions of the string.
 - Plan ICN field prefix contains 'LA' in the third and fourth positions.
 - All other plan submitted encounters that do not meet the listed criteria.

1 – Replaced by Southeastrans – Effective April 1, 2018
 2 – Replaced by DINA Dental – Effective January 1, 2018
 3 – Replaced by Avesis Vision – Effective January 1, 2020
 4 – Replaced by Avesis Dental – Effective January 1, 2020





Appendix D – Data Analysis Assumptions

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