



Louisiana Department of Health

Comparison of Louisiana Managed
Care Organization Encounter Data to
Cash Disbursements for Healthy Blue
January 1, 2020 through
December 31, 2021

March 10, 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 January 1, 2020 through December 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.



Healthy Blue Encounter and CDJ Comparison



Summary

LDH requested that, for this study, we review the plan's paid encounters to determine if the paid encounters meet the state contract completeness range of **97 percent to 100 percent** when compared to the cash disbursements journal (CDJ) files that are submitted by the MCO. The encounters and CDJ files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of January 1, 2020 through December 31, 2021;
- CDJ transactions had payment dates within the reporting period of January 1, 2020 through December 31, 2021;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through January 25, 2022.

Table A — Healthy Blue Cumulative Completion Totals and Percentages

Description	Delegated Vendor							
	Entire Plan	Non-Vendor	Superior Vision (Vision)	ModivCare (Non-Emergency Transportation)	MediTrans (Non-Emergency Transportation)	DentaQuest (Dental)	CVS Health (Pharmacy Benefits)	Express Scripts (Pharmacy Benefits)
Encounter Total (FAC reported)	\$2,917,071,201	\$1,971,118,712	\$10,511,758	\$2,016,256	\$39,527,527	\$13,467,912	\$880,407,014	\$22,022
<i>Total Encounter Adjustments (\$)</i>	(\$309,112,406)	(\$277,153,249)	(\$1,071,829)	(\$326,764)	(\$16,761,350)	(\$2,733,967)	(\$11,065,247)	\$0
<i>Total Encounter Adjustments (%)</i>	-10.59%	-14.06%	-10.19%	-16.20%	-42.40%	-20.29%	-1.25%	0.00%
Net Encounter Total	\$2,607,958,795	\$1,693,965,464	\$9,439,928	\$1,689,492	\$22,766,177	\$10,733,945	\$869,341,767	\$22,022
CDJ Total	\$2,741,016,357	\$1,823,071,092	\$10,212,727	\$1,805,729	\$24,720,806	\$10,063,614	\$871,149,519	(\$7,130)
<i>Variance</i>	(\$133,057,562)	(\$129,105,628)	(\$772,798)	(\$116,237)	(\$1,954,629)	\$670,331	(\$1,807,752)	\$29,151
Completion (%)	95.14%	92.91%	92.43%	93.56%	92.09%	106.66%	99.79%	-308.88%
100% Limited^ Completion (%)	95.12%					100.00%		
Contract Minimum Completeness Requirement (%)	97.00%							
Non-Compliant (%)	-1.88%	-4.09%	-4.57%	-3.44%	-4.91%	6.66%		-405.88%

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



Encounter Data Analysis

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCO to the FAC and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by the MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of LDH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis.

Table B — Myers and Stauffer LC's Adjustments to Healthy Blue Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	41,192,895	\$2,917,071,201	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	(9,819,129)	(\$304,633,775)	-10.44%
<i>Calculated Void</i>	(45,083)	(\$2,440,348)	-0.08%
<i>Duplicate</i>	(28,359)	(\$2,038,282)	-0.06%
<i>Total Adjustments Made</i>	(9,892,571)	(\$309,112,406)	-10.59%
Net Encounter Amounts	31,300,324	\$2,607,958,795	89.41%

* Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 7 on page 29 for further explanation.





Data Issues and Recommendations

During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for specific delegated vendors and/or non-vendor. **Section A** details issues related to non-compliant cumulative completion percentages, while **Section B** notes outstanding data issues that Healthy Blue may need to work to identify and resolve.

Please reference Tables 1 through 8 starting on page 10 for Healthy Blue's entire plan, delegated vendor, and non-vendor reconciliation period tables for detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

Please reference Table A on page 4 for Healthy Blue's reconciliation period table. This table contains detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

SECTION A – Data issues that may cause cumulative completion percentages outside the targeted range (below 97 percent or above 100 percent):

1. **MediTrans NET (Table 2):** MediTrans' monthly completion percentages are high for one month and low for fifteen months of the reporting period.
 - The high monthly completion percentage appears to be due to CDJ void transactions not found in the encounters.
 - The low monthly completion percentages appear to be due to missing encounters, encounters that were system-denied by the FAC and/or mismatched paid amounts when compared to the CDJ transactions.
 - The monthly completion percentage for July 2021 is low at 47.4 percent. This appears to be due to missing encounters when compared to the CDJ transactions.

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

2. **ModivCare NET (Table 3):** ModivCare's cumulative completion percentage is below the 97 percent compliance threshold at 93.56 percent for the reporting period. This appears to be due to many low monthly completion percentages. ModivCare is in the run out period as they were replaced by MediTrans on January 22, 2020.

- The low monthly completion percentages appear to be due to missing encounters and/or encounters that were system-denied by the FAC when compared to the CDJ transactions.

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



Healthy Blue Encounter and CDJ Comparison

3. **Superior Vision (Table 4):** Superior Vision's monthly completion percentages are high for six months and low for eleven months of the reporting period.
- The low percentage months appear to be due to mismatched paid amounts and/or missing encounters or encounters that were system-denied by the FAC when compared to the CDJ transactions. The high percentage months appear to be caused by missing CDJ transactions and/or mismatched paid amounts.
 - The monthly completion percentages for several recent months are low in the sixty to seventy percent range. These low percentages appear to be due to missing encounters and/or encounters that were system-denied by the FAC.

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

4. **DentaQuest (Table 5):** The monthly completion percentages are high or low for all but one month of the reporting period.
- We have noted instances of void encounters that are potentially allocated to the month of original payment and not the date the void occurred as seen in the CDJ transactions.
 - We have identified instances of missing CDJ transactions when compared to encounters and missing encounters and/or encounters that were system-denied by the FAC when compared to the CDJ transactions.
 - The low monthly completion percentages for June 2021 and July 2021 appear to be due to a known Gainwell issue that is causing erroneous system denials. The plans have all been instructed to resubmit all dental encounters that denied due to this issue.
 - The monthly completion percentage for August 2021 is high at 369.4 percent. This appears to be due to CDJs voids for prior paid months not found in the encounters, missing CDJ transactions and/or mismatched paid amounts or dates.
 - The monthly completion percentages for October 2021, November 2021 and December 2021 are high at 139.87 percent, 134.25 percent and 149.95 percent, respectively. The high percentages appear to be due to missing CDJ transactions when compared to the encounters.
 - There are approximately \$77,086 of encounters for the June 2021 paid month that were submitted without the appropriate character in the Plan ICN to indicate VAS.

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

Healthy Blue Encounter and CDJ Comparison

5. **Express Scripts (Table 7):** The cumulative completion percentage is -308.88 percent for the reporting period. Express Scripts is in the run out period as they were replaced by CVS Health on May 1, 2019.
- The monthly completion percentages for two of the three months of the reporting period are negative and appear to be due to CDJ void transactions for prior months not included in the reporting period.

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

6. **Non-Vendor (Table 8):** The monthly completion percentages are high or low for all months of the reporting period.
- The high percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ or encounter voids not matching for the same paid month.
 - The low percentages appear to be due to instances of missing encounters or encounters that were system-denied by the FAC that have corresponding CDJ transactions with paid amounts.
 - The September 2021 through December 2021 monthly completion percentages are low in the high sixty to low seventy percent range. These low percentages appear to be due to missing encounters and/or encounters that were system-denied by the FAC.

We recommend Healthy Blue work with 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 cumulative compliance:

1. **CVS Health (Table 6):** There are several monthly completion percentages that are above 100 percent and one below 97 percent.
- These low and high percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ and encounter void transactions not matching for the same paid month.

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



Value-Added Services (VAS) Summary

Value-added services are included in the MCO’s vision, dental, non-emergency transportation (NET) and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the VAS amount 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 January 1, 2020 through December 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 — Healthy Blue VAS Cumulative Completion Totals and Percentages

Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			Superior Vision VAS (Vision)	DentaQuest VAS (Dental)	ModivCare VAS (NET)	MediTrans VAS (NET)
Encounter Total (FAC reported)	\$23,363,097	\$4,401,985	\$4,634,068	\$13,355,991	\$9,126	\$961,927
Total Encounter Adjustments (\$)	(\$4,702,591)	(\$849,747)	(\$199,763)	(\$2,696,478)	\$0	(\$956,603)
Total Encounter Adjustments (%)	-20.12%	-19.30%	-4.31%	-20.18%	0.00%	-99.44%
Net Encounter Total	\$18,660,506	\$3,552,237	\$4,434,305	\$10,659,513	\$9,126	\$5,324
CDJ Total	\$20,943,327	\$5,425,073	\$5,442,155	\$10,062,974	\$13,124	\$0
Variance	(\$2,282,821)	(\$1,872,836)	(\$1,007,850)	\$596,539	(\$3,998)	\$5,324
Completion (%)	89.10%	65.47%	81.48%	105.92%	69.53%	0.00%
100% Limited^ Completion (%)	86.25%			100.00%		
Contract Minimum Completeness Requirement (%)	97.00%					
Non-Compliant (%)	-10.75%	-31.53%	-15.52%	5.92%	-27.47%	0.00%

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

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

1. MediTrans has submitted VAS encounters for several months of the reporting period. No VAS CDJ transactions have been submitted.
2. ModivCare’s VAS cumulative completion percentage is below the 97 percent threshold for the reporting period. This appears to be due to missing encounters when compared to the CDJ transactions.
3. Superior Vision’s VAS completion percentage is below the compliance threshold at 81.48 percent. Six of the monthly completion percentages are high while twelve are low. The high and low monthly completion percentages appear to be due to missing CDJ transactions or encounters and/or mismatched paid amounts. Very few VAS encounters were submitted or identified as VAS for August 2021 through December 2021.
4. Non-Vendor VAS has six monthly completion percentages that are above 100 percent and eighteen months that are below the 97 percent threshold. These high and low completion percentages appear to be due to missing encounters or CDJ transactions and/or mismatched paid amounts. The monthly completion percentages for August 2021 through December 2021 are low which appears to be due to missing encounters, encounters not identified as VAS and/or encounters that were system-denied by the FAC.

1 – Since all dental services are VAS, the VAS dental totals indicated on this page are similar to the totals shown in Table 5 on page 14 – Healthy Blue DentaQuest (Dental). The potential data issues for DentaQuest are addressed in item 4 on page 7.



Healthy Blue Encounter and CDJ Comparison



Healthy Blue Entire Plan Monthly Table

Table 1 — Healthy Blue (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$105,262,953	(\$12,166,367)	-12%	\$93,096,586	\$91,760,546	\$1,336,040	101.45%
February 2020	\$114,005,143	(\$13,651,616)	-12%	\$100,353,527	\$108,854,846	(\$8,501,318)	92.19%
March 2020	\$119,184,509	(\$14,372,045)	-12%	\$104,812,465	\$104,286,742	\$525,723	100.50%
April 2020	\$94,553,446	(\$9,226,078)	-10%	\$85,327,368	\$80,930,637	\$4,396,731	105.43%
May 2020	\$88,476,615	(\$7,082,698)	-8%	\$81,393,917	\$84,930,692	(\$3,536,774)	95.83%
June 2020	\$100,504,773	(\$9,449,347)	-9%	\$91,055,425	\$94,028,599	(\$2,973,174)	96.83%
July 2020	\$121,026,828	(\$10,140,443)	-8%	\$110,886,385	\$114,086,675	(\$3,200,290)	97.19%
August 2020	\$114,654,733	(\$9,854,681)	-9%	\$104,800,052	\$95,573,384	\$9,226,668	109.65%
September 2020	\$118,460,434	(\$9,298,492)	-8%	\$109,161,942	\$118,374,862	(\$9,212,920)	92.21%
October 2020	\$140,527,501	(\$12,844,645)	-9%	\$127,682,855	\$116,287,672	\$11,395,183	109.79%
November 2020	\$131,395,636	(\$11,876,851)	-9%	\$119,518,785	\$113,842,337	\$5,676,448	104.98%
December 2020	\$140,018,528	(\$13,619,665)	-10%	\$126,398,862	\$124,232,260	\$2,166,602	101.74%
January 2021	\$107,051,599	(\$9,714,449)	-9%	\$97,337,150	\$105,222,007	(\$7,884,857)	92.50%
February 2021	\$119,063,967	(\$10,395,844)	-9%	\$108,668,123	\$113,840,039	(\$5,171,915)	95.45%
March 2021	\$133,476,852	(\$5,367,354)	-4%	\$128,109,498	\$131,060,305	(\$2,950,807)	97.74%
April 2021	\$107,781,701	(\$3,592,285)	-3%	\$104,189,416	\$112,886,641	(\$8,697,226)	92.29%
May 2021	\$123,763,035	(\$3,155,743)	-3%	\$120,607,292	\$115,497,771	\$5,109,521	104.42%
June 2021	\$122,547,815	(\$4,624,904)	-4%	\$117,922,911	\$134,214,196	(\$16,291,285)	87.86%
July 2021	\$135,279,506	(\$5,034,612)	-4%	\$130,244,894	\$129,671,983	\$572,911	100.44%
August 2021	\$147,049,425	(\$21,184,987)	-14%	\$125,864,439	\$131,917,418	(\$6,052,979)	95.41%
September 2021	\$133,490,823	(\$30,891,959)	-23%	\$102,598,864	\$128,653,762	(\$26,054,898)	79.74%
October 2021	\$134,109,829	(\$32,151,884)	-24%	\$101,957,945	\$127,694,207	(\$25,736,262)	79.84%
November 2021	\$132,461,281	(\$26,790,641)	-20%	\$105,670,640	\$129,914,417	(\$24,243,777)	81.33%
December 2021	\$132,924,269	(\$22,624,814)	-17%	\$110,299,455	\$133,254,360	(\$22,954,906)	82.77%
Cumulative Totals	\$2,917,071,201	(\$309,112,406)	-11%	\$2,607,958,795	\$2,741,016,357	(\$133,057,562)	95.14%
100% Limited^ Cumulative Total				\$2,607,259,313	\$2,741,016,357	(\$133,757,044)	95.12%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-1.88%

^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 29 for further explanation.

Healthy Blue Encounter and CDJ Comparison



Healthy Blue MediTrans Monthly Table

Table 2 — Healthy Blue MediTrans (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$664,312	(\$400,919)	-60%	\$263,393	\$232,944	\$30,449	113.07%
March 2020	\$1,097,958	(\$537,210)	-49%	\$560,748	\$580,983	(\$20,235)	96.51%
April 2020	\$1,802,309	(\$640,435)	-36%	\$1,161,874	\$1,179,109	(\$17,235)	98.53%
May 2020	\$1,346,505	(\$566,903)	-42%	\$779,602	\$789,898	(\$10,297)	98.69%
June 2020	\$1,438,898	(\$575,462)	-40%	\$863,436	\$879,051	(\$15,615)	98.22%
July 2020	\$2,694,066	(\$1,190,022)	-44%	\$1,504,044	\$1,519,777	(\$15,733)	98.96%
August 2020	\$2,177,056	(\$923,541)	-42%	\$1,253,515	\$1,314,556	(\$61,041)	95.35%
September 2020	\$1,358,652	(\$571,516)	-42%	\$787,136	\$816,429	(\$29,293)	96.41%
October 2020	\$2,310,090	(\$1,106,809)	-48%	\$1,203,281	\$1,225,561	(\$22,280)	98.18%
November 2020	\$2,121,697	(\$974,636)	-46%	\$1,147,061	\$1,179,325	(\$32,264)	97.26%
December 2020	\$4,793,986	(\$3,352,589)	-70%	\$1,441,397	\$1,500,670	(\$59,273)	96.05%
January 2021	\$3,176,342	(\$2,155,767)	-68%	\$1,020,576	\$1,066,505	(\$45,930)	95.69%
February 2021	\$1,923,010	(\$1,004,134)	-52%	\$918,876	\$990,953	(\$72,078)	92.72%
March 2021	\$1,889,518	(\$927,045)	-49%	\$962,473	\$1,009,404	(\$46,931)	95.35%
April 2021	\$1,190,010	(\$124,696)	-10%	\$1,065,314	\$1,155,159	(\$89,845)	92.22%
May 2021	\$881,932	(\$139,367)	-16%	\$742,565	\$798,182	(\$55,617)	93.03%
June 2021	\$1,559,814	(\$660,170)	-42%	\$899,644	\$1,133,251	(\$233,607)	79.38%
July 2021	\$793,636	(\$160,204)	-20%	\$633,432	\$1,336,886	(\$703,454)	47.38%
August 2021	\$1,475,530	(\$696,720)	-47%	\$778,810	\$1,018,780	(\$239,970)	76.44%
September 2021	\$1,103,385	(\$19,312)	-2%	\$1,084,072	\$1,119,453	(\$35,381)	96.83%
October 2021	\$1,217,843	(\$24,338)	-2%	\$1,193,505	\$1,228,214	(\$34,709)	97.17%
November 2021	\$1,151,746	(\$6,581)	-1%	\$1,145,165	\$1,237,325	(\$92,160)	92.55%
December 2021	\$1,359,235	(\$2,976)	0%	\$1,356,259	\$1,408,391	(\$52,132)	96.29%
Cumulative Totals	\$39,527,527	(\$16,761,350)	-42%	\$22,766,177	\$24,720,806	(\$1,954,629)	92.09%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-4.91%

Healthy Blue Encounter and CDJ Comparison



Healthy Blue ModivCare Monthly Table

Table 3 — Healthy Blue ModivCare (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$1,378,772	(\$256,342)	-19%	\$1,122,430	\$1,178,159	(\$55,729)	95.26%
February 2020	\$375,724	(\$51,648)	-14%	\$324,075	\$346,964	(\$22,888)	93.40%
March 2020	\$89,361	(\$223)	0%	\$89,138	\$93,857	(\$4,719)	94.97%
April 2020	\$38,685	(\$96)	0%	\$38,589	\$38,972	(\$384)	99.01%
May 2020	\$40,145	(\$383)	-1%	\$39,762	\$40,673	(\$910)	97.76%
June 2020	\$31,165	\$0	0%	\$31,165	\$32,231	(\$1,066)	96.69%
July 2020	\$17,597	(\$2,714)	-15%	\$14,882	\$18,912	(\$4,030)	78.69%
August 2020	\$10,205	(\$4,927)	-48%	\$5,277	\$8,579	(\$3,301)	61.51%
September 2020	\$9,741	(\$2,188)	-22%	\$7,553	\$10,756	(\$3,203)	70.21%
October 2020	\$9,547	\$0	0%	\$9,547	\$14,422	(\$4,876)	66.19%
November 2020	\$1,174	\$0	0%	\$1,174	\$3,079	(\$1,906)	38.11%
December 2020	\$1,394	(\$35)	-3%	\$1,359	\$9,725	(\$8,366)	13.97%
January 2021	\$4,990	(\$4,073)	-82%	\$917	\$2,089	(\$1,172)	43.89%
February 2021	\$316	\$0	0%	\$316	\$316	\$0	100.00%
March 2021	\$825	\$0	0%	\$825	\$854	(\$29)	96.58%
April 2021	\$43	\$0	0%	\$43	\$1,105	(\$1,062)	3.92%
May 2021	\$2,742	(\$2,061)	-75%	\$681	\$1,754	(\$1,073)	38.84%
June 2021	\$186	\$0	0%	\$186	\$186	\$0	100.00%
July 2021	\$572	(\$286)	-50%	\$286	\$572	(\$286)	49.96%
August 2021	\$0	\$0		\$0	\$0	\$0	
September 2021	\$591	(\$591)	-100%	\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$264	(\$170)	-64%	\$94	\$264	(\$170)	35.58%
December 2021	\$2,218	(\$1,025)	-46%	\$1,193	\$2,260	(\$1,067)	52.77%
Cumulative Totals	\$2,016,256	(\$326,764)	-16%	\$1,689,492	\$1,805,729	(\$116,237)	93.56%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-3.44%

Healthy Blue Encounter and CDJ Comparison



Healthy Blue Superior Vision Monthly Table

Table 4 — Healthy Blue Superior Vision (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$420,237	(\$3,358)	-1%	\$416,879	\$446,697	(\$29,818)	93.32%
February 2020	\$415,447	(\$3,742)	-1%	\$411,705	\$428,189	(\$16,484)	96.15%
March 2020	\$457,351	(\$6,479)	-1%	\$450,872	\$474,689	(\$23,816)	94.98%
April 2020	\$71,545	(\$2,191)	-3%	\$69,354	\$71,292	(\$1,938)	97.28%
May 2020	\$168,161	(\$3,585)	-2%	\$164,576	\$172,413	(\$7,837)	95.45%
June 2020	\$754,685	(\$165,757)	-22%	\$588,928	\$545,265	\$43,663	108.00%
July 2020	\$489,285	(\$5,847)	-1%	\$483,439	\$479,647	\$3,792	100.79%
August 2020	\$494,069	(\$4,355)	-1%	\$489,714	\$492,430	(\$2,716)	99.44%
September 2020	\$462,065	(\$3,619)	-1%	\$458,446	\$462,021	(\$3,575)	99.22%
October 2020	\$544,158	(\$3,050)	-1%	\$541,108	\$540,970	\$138	100.02%
November 2020	\$540,973	(\$2,670)	0%	\$538,303	\$542,873	(\$4,570)	99.15%
December 2020	\$449,885	(\$1,808)	0%	\$448,077	\$448,196	(\$119)	99.97%
January 2021	\$479,228	(\$6,084)	-1%	\$473,144	\$472,653	\$491	100.10%
February 2021	\$410,940	(\$1,663)	0%	\$409,277	\$404,415	\$4,862	101.20%
March 2021	\$549,816	(\$2,080)	0%	\$547,736	\$549,437	(\$1,701)	99.69%
April 2021	\$404,861	(\$2,099)	-1%	\$402,762	\$405,014	(\$2,252)	99.44%
May 2021	\$461,747	(\$27,774)	-6%	\$433,973	\$474,368	(\$40,395)	91.48%
June 2021	\$440,884	(\$5,532)	-1%	\$435,352	\$402,962	\$32,391	108.03%
July 2021	\$396,661	(\$38,889)	-10%	\$357,772	\$399,696	(\$41,924)	89.51%
August 2021	\$509,618	(\$134,161)	-26%	\$375,457	\$518,273	(\$142,817)	72.44%
September 2021	\$351,053	(\$149,128)	-42%	\$201,925	\$351,345	(\$149,419)	57.47%
October 2021	\$471,765	(\$186,681)	-40%	\$285,084	\$427,630	(\$142,546)	66.66%
November 2021	\$389,956	(\$157,739)	-40%	\$232,218	\$321,302	(\$89,085)	72.27%
December 2021	\$377,369	(\$153,541)	-41%	\$223,828	\$380,951	(\$157,122)	58.75%
Cumulative Totals	\$10,511,758	(\$1,071,829)	-10%	\$9,439,928	\$10,212,727	(\$772,798)	92.43%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-4.57%

Healthy Blue Encounter and CDJ Comparison



Healthy Blue DentaQuest Monthly Table

Table 5 — Healthy Blue DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$538,320	(\$39,858)	-7%	\$498,462	\$493,726	\$4,736	100.95%
February 2020	\$511,717	(\$86,222)	-17%	\$425,495	\$302,995	\$122,501	140.42%
March 2020	\$413,138	(\$17,181)	-4%	\$395,957	\$393,620	\$2,337	100.59%
April 2020	\$126,494	(\$20,426)	-16%	\$106,068	\$86,889	\$19,179	122.07%
May 2020	\$254,412	(\$16,635)	-7%	\$237,777	\$201,284	\$36,493	118.13%
June 2020	\$408,543	(\$29,131)	-7%	\$379,412	\$360,777	\$18,635	105.16%
July 2020	\$502,891	(\$41,855)	-8%	\$461,036	\$493,716	(\$32,681)	93.38%
August 2020	\$574,350	(\$134,464)	-23%	\$439,887	\$438,502	\$1,385	100.31%
September 2020	\$376,029	(\$30,762)	-8%	\$345,267	\$342,334	\$2,934	100.85%
October 2020	\$613,817	(\$53,407)	-9%	\$560,410	\$562,528	(\$2,117)	99.62%
November 2020	\$460,371	(\$18,056)	-4%	\$442,315	\$439,856	\$2,460	100.55%
December 2020	\$496,392	(\$30,026)	-6%	\$466,366	\$509,826	(\$43,459)	91.47%
January 2021	\$1,078,679	(\$620,226)	-57%	\$458,454	\$500,552	(\$42,098)	91.58%
February 2021	\$489,323	(\$82,771)	-17%	\$406,552	\$450,414	(\$43,862)	90.26%
March 2021	\$467,490	(\$94,423)	-20%	\$373,067	\$444,355	(\$71,288)	83.95%
April 2021	\$837,036	(\$223,360)	-27%	\$613,676	\$541,294	\$72,382	113.37%
May 2021	\$586,113	(\$118,861)	-20%	\$467,252	\$564,987	(\$97,735)	82.70%
June 2021	\$1,223,805	(\$697,575)	-57%	\$526,230	\$589,743	(\$63,513)	89.23%
July 2021	\$568,736	(\$157,477)	-28%	\$411,259	\$646,912	(\$235,653)	63.57%
August 2021	\$975,099	(\$56,529)	-6%	\$918,570	\$248,660	\$669,910	369.40%
September 2021	\$452,837	(\$36,303)	-8%	\$416,534	\$469,588	(\$53,055)	88.70%
October 2021	\$538,750	(\$70,290)	-13%	\$468,461	\$334,903	\$133,557	139.87%
November 2021	\$491,965	(\$34,343)	-7%	\$457,623	\$340,859	\$116,763	134.25%
December 2021	\$481,604	(\$23,788)	-5%	\$457,815	\$305,295	\$152,521	149.95%
Cumulative Totals	\$13,467,912	(\$2,733,967)	-20%	\$10,733,945	\$10,063,614	\$670,331	106.66%
100% Limited^ Cumulative Total				\$10,063,614	\$10,063,614	\$0	100.00%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							6.66%

^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 29 for further explanation.

Healthy Blue Encounter and CDJ Comparison



Healthy Blue CVS Health Monthly Table

Table 6 — Healthy Blue CVS Health (Pharmacy Benefits)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$27,592,835	(\$215,108)	-1%	\$27,377,727	\$29,434,865	(\$2,057,139)	93.01%
February 2020	\$28,003,124	(\$211,662)	-1%	\$27,791,462	\$27,495,835	\$295,627	101.07%
March 2020	\$28,413,371	(\$529,923)	-2%	\$27,883,448	\$27,882,476	\$972	100.00%
April 2020	\$34,044,762	(\$537,317)	-2%	\$33,507,445	\$33,538,861	(\$31,415)	99.90%
May 2020	\$29,434,115	(\$497,254)	-2%	\$28,936,861	\$27,441,202	\$1,495,659	105.45%
June 2020	\$27,539,146	(\$741,321)	-3%	\$26,797,826	\$26,761,078	\$36,747	100.13%
July 2020	\$37,044,834	(\$1,250,263)	-3%	\$35,794,571	\$35,974,528	(\$179,957)	99.49%
August 2020	\$32,512,616	(\$1,167,645)	-4%	\$31,344,971	\$31,255,703	\$89,268	100.28%
September 2020	\$40,500,795	(\$814,692)	-2%	\$39,686,103	\$40,213,300	(\$527,197)	98.68%
October 2020	\$34,953,154	(\$1,190,681)	-3%	\$33,762,473	\$33,777,380	(\$14,907)	99.95%
November 2020	\$35,323,315	(\$974,265)	-3%	\$34,349,050	\$34,336,499	\$12,551	100.03%
December 2020	\$43,698,154	(\$404,211)	-1%	\$43,293,943	\$43,156,863	\$137,080	100.31%
January 2021	\$32,909,203	(\$198,732)	-1%	\$32,710,471	\$33,522,132	(\$811,661)	97.57%
February 2021	\$34,956,934	(\$96,641)	0%	\$34,860,292	\$35,050,627	(\$190,334)	99.45%
March 2021	\$46,217,450	(\$185,529)	0%	\$46,031,922	\$45,431,306	\$600,616	101.32%
April 2021	\$36,286,501	(\$181,522)	-1%	\$36,104,978	\$36,840,033	(\$735,055)	98.00%
May 2021	\$37,138,627	(\$201,190)	-1%	\$36,937,437	\$38,012,091	(\$1,074,653)	97.17%
June 2021	\$45,045,274	(\$186,946)	0%	\$44,858,328	\$45,793,365	(\$935,037)	97.95%
July 2021	\$37,613,061	(\$146,424)	0%	\$37,466,637	\$37,535,362	(\$68,726)	99.81%
August 2021	\$37,796,636	(\$151,807)	0%	\$37,644,829	\$38,084,156	(\$439,326)	98.84%
September 2021	\$45,639,983	(\$325,903)	-1%	\$45,314,081	\$43,689,290	\$1,624,791	103.71%
October 2021	\$38,048,842	(\$308,584)	-1%	\$37,740,258	\$37,920,856	(\$180,598)	99.52%
November 2021	\$40,681,956	(\$331,449)	-1%	\$40,350,507	\$39,224,511	\$1,125,995	102.87%
December 2021	\$49,012,326	(\$216,178)	0%	\$48,796,148	\$48,777,201	\$18,947	100.03%
Cumulative Totals	\$880,407,014	(\$11,065,247)	-1%	\$869,341,767	\$871,149,519	(\$1,807,752)	99.79%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%

Healthy Blue Encounter and CDJ Comparison



Healthy Blue Express Scripts Monthly Table

Table 7 — Healthy Blue Express Scripts (Pharmacy Benefits)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$21,598	\$0	0%	\$21,598	(\$5,266)	\$26,864	-410.15%
February 2020	\$168	\$0	0%	\$168	\$91	\$77	184.44%
March 2020	\$256	\$0	0%	\$256	(\$1,955)	\$2,210	-13.07%
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$0	\$0		\$0	\$0	\$0	
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
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	
Cumulative Totals	\$22,022	\$0	0%	\$22,022	(\$7,130)	\$29,151	-308.88%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-405.88%

Healthy Blue Encounter and CDJ Comparison



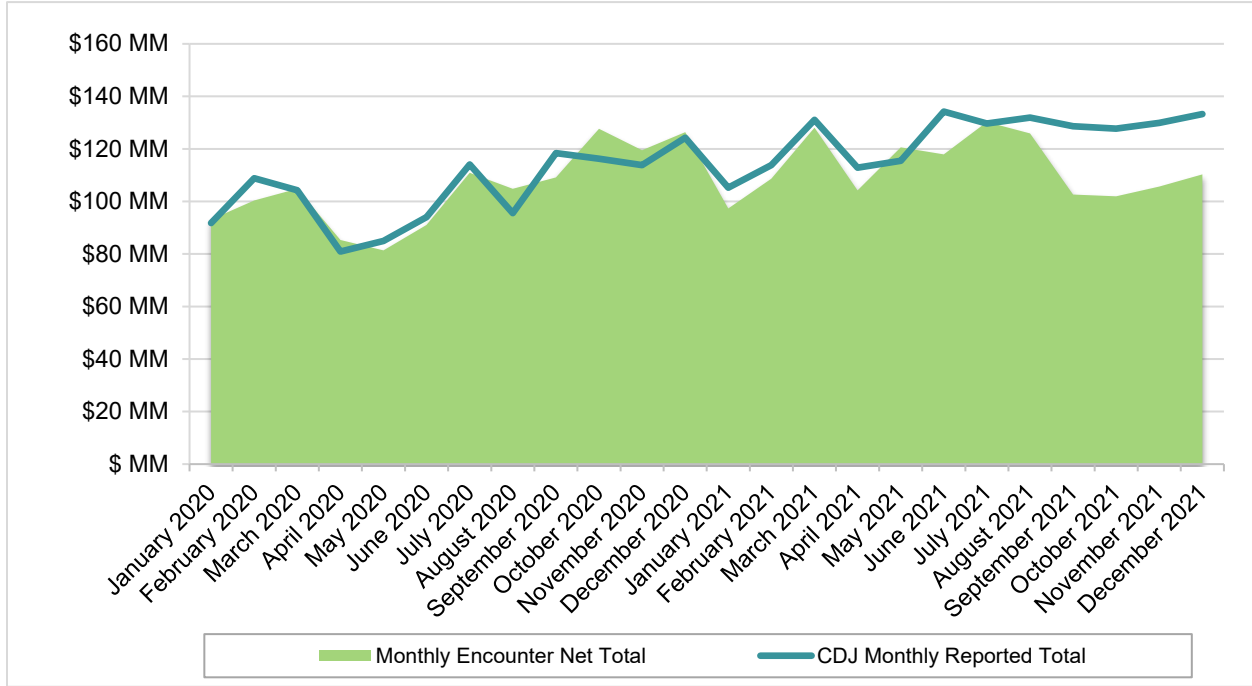
Healthy Blue Non-Vendor Monthly Table

Table 8 — Healthy Blue Non-Vendor							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$75,311,191	(\$11,651,700)	-15%	\$63,659,491	\$60,212,365	\$3,447,126	105.72%
February 2020	\$84,034,651	(\$12,897,422)	-15%	\$71,137,229	\$80,047,828	(\$8,910,599)	88.86%
March 2020	\$88,713,075	(\$13,281,029)	-15%	\$75,432,045	\$74,863,072	\$568,973	100.76%
April 2020	\$58,469,651	(\$8,025,613)	-14%	\$50,444,038	\$46,015,514	\$4,428,523	109.62%
May 2020	\$57,233,278	(\$5,997,938)	-10%	\$51,235,340	\$56,285,223	(\$5,049,883)	91.02%
June 2020	\$70,332,335	(\$7,937,678)	-11%	\$62,394,658	\$65,450,197	(\$3,055,539)	95.33%
July 2020	\$80,278,155	(\$7,649,743)	-10%	\$72,628,412	\$75,600,094	(\$2,971,682)	96.06%
August 2020	\$78,886,437	(\$7,619,749)	-10%	\$71,266,688	\$62,063,614	\$9,203,074	114.82%
September 2020	\$75,753,152	(\$7,875,715)	-10%	\$67,877,437	\$76,530,023	(\$8,652,586)	88.69%
October 2020	\$102,096,734	(\$10,490,699)	-10%	\$91,606,036	\$80,166,811	\$11,439,225	114.26%
November 2020	\$92,948,107	(\$9,907,224)	-11%	\$83,040,882	\$77,340,705	\$5,700,177	107.37%
December 2020	\$90,578,716	(\$9,830,996)	-11%	\$80,747,721	\$78,606,980	\$2,140,740	102.72%
January 2021	\$69,403,157	(\$6,729,568)	-10%	\$62,673,589	\$69,658,076	(\$6,984,487)	89.97%
February 2021	\$81,283,444	(\$9,210,634)	-11%	\$72,072,810	\$76,943,313	(\$4,870,503)	93.67%
March 2021	\$84,351,754	(\$4,158,278)	-5%	\$80,193,475	\$83,624,948	(\$3,431,473)	95.89%
April 2021	\$69,063,251	(\$3,060,608)	-4%	\$66,002,643	\$73,944,036	(\$7,941,394)	89.26%
May 2021	\$84,691,874	(\$2,666,491)	-3%	\$82,025,383	\$75,646,389	\$6,378,994	108.43%
June 2021	\$74,277,852	(\$3,074,681)	-4%	\$71,203,171	\$86,294,689	(\$15,091,518)	82.51%
July 2021	\$95,906,840	(\$4,531,331)	-5%	\$91,375,509	\$89,752,555	\$1,622,954	101.80%
August 2021	\$106,292,542	(\$20,145,769)	-19%	\$86,146,773	\$92,047,549	(\$5,900,776)	93.58%
September 2021	\$85,942,974	(\$30,360,723)	-35%	\$55,582,251	\$83,024,086	(\$27,441,835)	66.94%
October 2021	\$93,832,629	(\$31,561,992)	-34%	\$62,270,638	\$87,782,604	(\$25,511,966)	70.93%
November 2021	\$89,745,394	(\$26,260,360)	-29%	\$63,485,034	\$88,790,155	(\$25,305,121)	71.50%
December 2021	\$81,691,518	(\$22,227,306)	-27%	\$59,464,211	\$82,380,263	(\$22,916,052)	72.18%
Cumulative Totals	\$1,971,118,712	(\$277,153,249)	-14%	\$1,693,965,464	\$1,823,071,092	(\$129,105,628)	92.91%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-4.09%



Healthy Blue Summary Reporting Charts

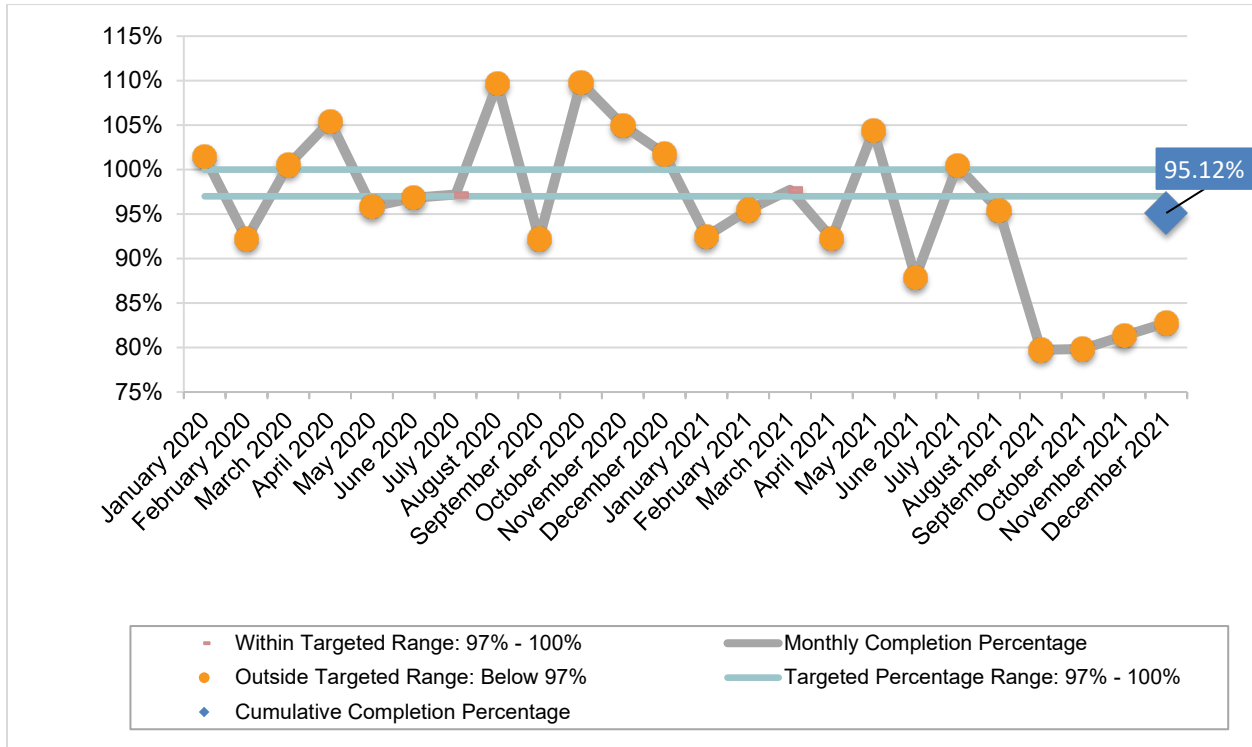
Chart 1. Monthly CDJ totals and encounter submissions for Healthy Blue





Healthy Blue Summary Reporting Charts

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



Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 1V — Healthy Blue VAS (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$851,705	(\$52,985)	-6%	\$798,719	\$835,859	(\$37,139)	95.55%
February 2020	\$1,003,367	(\$249,075)	-25%	\$754,292	\$670,290	\$84,002	112.53%
March 2020	\$985,509	(\$170,856)	-17%	\$814,653	\$812,633	\$2,020	100.24%
April 2020	\$425,637	(\$131,771)	-31%	\$293,867	\$291,794	\$2,073	100.71%
May 2020	\$737,602	(\$169,029)	-23%	\$568,573	\$529,345	\$39,228	107.41%
June 2020	\$1,310,587	(\$347,358)	-27%	\$963,229	\$897,840	\$65,390	107.28%
July 2020	\$1,186,519	(\$191,843)	-16%	\$994,676	\$1,064,821	(\$70,145)	93.41%
August 2020	\$987,947	(\$221,138)	-22%	\$766,809	\$757,223	\$9,586	101.26%
September 2020	\$774,528	(\$122,488)	-16%	\$652,041	\$705,934	(\$53,893)	92.36%
October 2020	\$1,290,992	(\$339,807)	-26%	\$951,185	\$978,468	(\$27,283)	97.21%
November 2020	\$1,104,307	(\$94,583)	-9%	\$1,009,725	\$1,090,280	(\$80,555)	92.61%
December 2020	\$1,003,768	(\$72,792)	-7%	\$930,976	\$1,032,221	(\$101,245)	90.19%
January 2021	\$1,611,405	(\$645,371)	-40%	\$966,035	\$922,519	\$43,516	104.71%
February 2021	\$1,200,618	(\$212,980)	-18%	\$987,639	\$1,073,410	(\$85,771)	92.00%
March 2021	\$921,739	(\$109,988)	-12%	\$811,750	\$906,927	(\$95,177)	89.50%
April 2021	\$1,194,612	(\$234,198)	-20%	\$960,414	\$860,041	\$100,373	111.67%
May 2021	\$972,370	(\$131,584)	-14%	\$840,786	\$958,775	(\$117,989)	87.69%
June 2021	\$1,569,332	(\$715,199)	-46%	\$854,133	\$1,050,660	(\$196,527)	81.29%
July 2021	\$1,009,804	(\$207,428)	-21%	\$802,376	\$1,100,504	(\$298,128)	72.90%
August 2021	\$1,239,160	(\$110,468)	-9%	\$1,128,691	\$947,899	\$180,792	119.07%
September 2021	\$457,805	(\$36,950)	-8%	\$420,855	\$874,536	(\$453,681)	48.12%
October 2021	\$544,156	(\$75,522)	-14%	\$468,634	\$810,264	(\$341,630)	57.83%
November 2021	\$500,298	(\$34,908)	-7%	\$465,390	\$930,365	(\$464,976)	50.02%
December 2021	\$479,330	(\$24,272)	-5%	\$455,058	\$840,718	(\$385,660)	54.12%
Cumulative Totals	\$23,363,097	(\$4,702,591)	-20%	\$18,660,506	\$20,943,327	(\$2,282,821)	89.10%
100% Limited^ Cumulative Total				\$18,063,966	\$20,943,327	(\$2,879,360)	86.25%
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-10.75%

^ - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 29 for further explanation.

Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 2V — Healthy Blue VAS MediTrans (Non-Emergency Transportation)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$109,376	(\$109,376)	-100%	\$0	\$0	\$0	
March 2020	\$84,821	(\$84,735)	-100%	\$86	\$0	\$86	
April 2020	\$90,492	(\$90,492)	-100%	\$0	\$0	\$0	
May 2020	\$91,208	(\$91,208)	-100%	\$0	\$0	\$0	
June 2020	\$104,876	(\$104,846)	-100%	\$31	\$0	\$31	
July 2020	\$125,933	(\$125,679)	-100%	\$253	\$0	\$253	
August 2020	\$77,913	(\$76,767)	-99%	\$1,145	\$0	\$1,145	
September 2020	\$54,543	(\$54,176)	-99%	\$367	\$0	\$367	
October 2020	\$219,063	(\$218,148)	-100%	\$914	\$0	\$914	
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	\$1,550	(\$611)	-39%	\$939	\$0	\$939	
November 2021	\$2,154	(\$565)	-26%	\$1,588	\$0	\$1,588	
December 2021	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$961,927	(\$956,603)	-99%	\$5,324	\$0	\$5,324	
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%

Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 3V — Healthy Blue VAS 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
January 2020	\$6,578	\$0	0%	\$6,578	\$8,957	(\$2,379)	73.43%
February 2020	\$2,549	\$0	0%	\$2,549	\$3,326	(\$778)	76.62%
March 2020	\$0	\$0		\$0	\$623	(\$623)	0.00%
April 2020	\$0	\$0		\$0	\$218	(\$218)	0.00%
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$0	\$0		\$0	\$0	\$0	
October 2020	\$0	\$0		\$0	\$0	\$0	
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
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	
Cumulative Totals	\$9,126	\$0	0%	\$9,126	\$13,124	(\$3,998)	69.53%
100% Limited Cumulative Total							
							State Contract Minimum Completeness Percentage Requirement
							97.00%
						Non-Compliant	-27.47%

Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 4V — Healthy Blue VAS Superior Vision (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$179,785	(\$2,781)	-2%	\$177,004	\$203,706	(\$26,702)	86.89%
February 2020	\$165,015	(\$2,167)	-1%	\$162,848	\$177,180	(\$14,332)	91.91%
March 2020	\$218,193	(\$5,033)	-2%	\$213,160	\$236,657	(\$23,498)	90.07%
April 2020	\$30,866	(\$759)	-2%	\$30,107	\$32,145	(\$2,037)	93.66%
May 2020	\$96,095	(\$1,860)	-2%	\$94,235	\$98,022	(\$3,787)	96.13%
June 2020	\$559,759	(\$158,049)	-28%	\$401,710	\$359,715	\$41,996	111.67%
July 2020	\$278,336	(\$2,860)	-1%	\$275,476	\$278,839	(\$3,362)	98.79%
August 2020	\$269,884	(\$3,315)	-1%	\$266,569	\$268,810	(\$2,241)	99.16%
September 2020	\$261,745	(\$2,739)	-1%	\$259,006	\$261,975	(\$2,969)	98.86%
October 2020	\$304,010	(\$1,629)	-1%	\$302,381	\$301,999	\$382	100.12%
November 2020	\$304,134	(\$1,640)	-1%	\$302,494	\$302,998	(\$503)	99.83%
December 2020	\$260,512	(\$1,438)	-1%	\$259,074	\$259,102	(\$27)	99.98%
January 2021	\$271,308	(\$2,603)	-1%	\$268,705	\$210,459	\$58,246	127.67%
February 2021	\$235,729	(\$776)	0%	\$234,953	\$231,601	\$3,352	101.44%
March 2021	\$309,345	(\$1,262)	0%	\$308,083	\$308,781	(\$698)	99.77%
April 2021	\$232,114	(\$1,602)	-1%	\$230,512	\$182,882	\$47,630	126.04%
May 2021	\$204,809	(\$2,993)	-1%	\$201,815	\$267,537	(\$65,721)	75.43%
June 2021	\$260,246	(\$5,047)	-2%	\$255,199	\$240,118	\$15,081	106.28%
July 2021	\$166,466	(\$901)	-1%	\$165,565	\$216,732	(\$51,167)	76.39%
August 2021	\$25,926	(\$307)	-1%	\$25,619	\$255,761	(\$230,143)	10.01%
September 2021	(\$69)	\$0	0%	(\$69)	\$182,359	(\$182,428)	-0.03%
October 2021	(\$141)	\$0	0%	(\$141)	\$215,486	(\$215,626)	-0.06%
November 2021	\$0	\$0		\$0	\$156,501	(\$156,501)	0.00%
December 2021	\$0	\$0		\$0	\$192,791	(\$192,791)	0.00%
Cumulative Totals	\$4,634,068	(\$199,763)	-4%	\$4,434,305	\$5,442,155	(\$1,007,850)	81.48%
100% Limited Cumulative Total							
State Contract Minimum Completeness Percentage Requirement							97.00%
Non-Compliant							-15.52%

Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 5V — Healthy Blue VAS DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$538,320	(\$39,858)	-7%	\$498,462	\$493,726	\$4,736	100.95%
February 2020	\$511,717	(\$86,222)	-17%	\$425,495	\$302,995	\$122,501	140.42%
March 2020	\$413,138	(\$17,181)	-4%	\$395,957	\$393,620	\$2,337	100.59%
April 2020	\$126,494	(\$20,426)	-16%	\$106,068	\$86,889	\$19,179	122.07%
May 2020	\$254,412	(\$16,635)	-7%	\$237,777	\$201,284	\$36,493	118.13%
June 2020	\$408,543	(\$29,131)	-7%	\$379,412	\$360,777	\$18,635	105.16%
July 2020	\$502,891	(\$41,855)	-8%	\$461,036	\$493,716	(\$32,681)	93.38%
August 2020	\$574,350	(\$134,464)	-23%	\$439,887	\$438,492	\$1,395	100.31%
September 2020	\$376,029	(\$30,762)	-8%	\$345,267	\$342,334	\$2,934	100.85%
October 2020	\$613,817	(\$53,407)	-9%	\$560,410	\$562,527	(\$2,117)	99.62%
November 2020	\$460,371	(\$18,056)	-4%	\$442,315	\$439,662	\$2,653	100.60%
December 2020	\$496,392	(\$30,026)	-6%	\$466,366	\$509,826	(\$43,459)	91.47%
January 2021	\$1,078,679	(\$620,226)	-57%	\$458,454	\$500,552	(\$42,098)	91.58%
February 2021	\$489,323	(\$82,771)	-17%	\$406,552	\$450,414	(\$43,862)	90.26%
March 2021	\$467,490	(\$94,423)	-20%	\$373,067	\$444,340	(\$71,273)	83.95%
April 2021	\$837,036	(\$223,360)	-27%	\$613,676	\$541,108	\$72,567	113.41%
May 2021	\$586,113	(\$118,861)	-20%	\$467,252	\$564,899	(\$97,647)	82.71%
June 2021	\$1,111,885	(\$660,086)	-59%	\$451,798	\$589,680	(\$137,881)	76.61%
July 2021	\$568,736	(\$157,477)	-28%	\$411,259	\$646,902	(\$235,643)	63.57%
August 2021	\$975,099	(\$56,529)	-6%	\$918,570	\$248,663	\$669,906	369.40%
September 2021	\$452,837	(\$36,303)	-8%	\$416,534	\$469,525	(\$52,992)	88.71%
October 2021	\$538,750	(\$70,290)	-13%	\$468,461	\$334,904	\$133,557	139.87%
November 2021	\$491,965	(\$34,343)	-7%	\$457,623	\$340,845	\$116,777	134.26%
December 2021	\$481,604	(\$23,788)	-5%	\$457,815	\$305,295	\$152,521	149.95%
Cumulative Totals	\$13,355,991	(\$2,696,478)	-20%	\$10,659,513	\$10,062,974	\$596,539	105.92%
100% Limited [^] Cumulative Total				\$10,062,974	\$10,062,974	\$0	100.00%
							State Contract Minimum Completeness Percentage Requirement
							97.00%
							Non-Compliant
							5.92%

[^] - Since the DentaQuest cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the total variance in comparison to the CDJ to avoid overstating the Entire Plan results. Please see data analysis assumption number 9 on page 29 for further explanation.

Healthy Blue Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Monthly Tables

Table 6V — Healthy Blue VAS Non-Vendor							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$127,022	(\$10,346)	-8%	\$116,676	\$129,470	(\$12,794)	90.11%
February 2020	\$214,710	(\$51,310)	-24%	\$163,400	\$186,789	(\$23,389)	87.47%
March 2020	\$269,357	(\$63,906)	-24%	\$205,450	\$181,733	\$23,717	113.05%
April 2020	\$177,785	(\$20,094)	-11%	\$157,691	\$172,542	(\$14,851)	91.39%
May 2020	\$295,888	(\$59,326)	-20%	\$236,561	\$230,039	\$6,522	102.83%
June 2020	\$237,408	(\$55,332)	-23%	\$182,076	\$177,348	\$4,728	102.66%
July 2020	\$279,360	(\$21,448)	-8%	\$257,911	\$292,267	(\$34,355)	88.24%
August 2020	\$65,800	(\$6,592)	-10%	\$59,208	\$49,921	\$9,287	118.60%
September 2020	\$82,211	(\$34,811)	-42%	\$47,400	\$101,625	(\$54,225)	46.64%
October 2020	\$154,102	(\$66,623)	-43%	\$87,479	\$113,941	(\$26,462)	76.77%
November 2020	\$339,802	(\$74,887)	-22%	\$264,915	\$347,620	(\$82,705)	76.20%
December 2020	\$246,864	(\$41,328)	-17%	\$205,535	\$263,294	(\$57,758)	78.06%
January 2021	\$261,418	(\$22,542)	-9%	\$238,876	\$211,508	\$27,368	112.93%
February 2021	\$475,566	(\$129,433)	-27%	\$346,134	\$391,394	(\$45,261)	88.43%
March 2021	\$144,904	(\$14,303)	-10%	\$130,600	\$153,806	(\$23,206)	84.91%
April 2021	\$125,463	(\$9,236)	-7%	\$116,227	\$136,051	(\$19,824)	85.42%
May 2021	\$181,448	(\$9,730)	-5%	\$171,719	\$126,340	\$45,379	135.91%
June 2021	\$197,201	(\$50,066)	-25%	\$147,135	\$220,862	(\$73,727)	66.61%
July 2021	\$274,601	(\$49,050)	-18%	\$225,552	\$236,870	(\$11,318)	95.22%
August 2021	\$238,135	(\$53,632)	-23%	\$184,503	\$443,475	(\$258,972)	41.60%
September 2021	\$5,038	(\$647)	-13%	\$4,391	\$222,652	(\$218,261)	1.97%
October 2021	\$3,997	(\$4,621)	-116%	(\$625)	\$259,874	(\$260,499)	-0.24%
November 2021	\$6,179	\$0	0%	\$6,179	\$433,019	(\$426,840)	1.42%
December 2021	(\$2,274)	(\$484)	21%	(\$2,757)	\$342,632	(\$345,390)	-0.80%
Cumulative Totals	\$4,401,985	(\$849,747)	-19%	\$3,552,237	\$5,425,073	(\$1,872,836)	65.47%
100% Limited Cumulative Total							
							State Contract Minimum Completeness Percentage Requirement
							97.00%
							Non-Compliant
							-31.53%



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)



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- **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 the Healthy Blue encounters as follows:

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

1 – Replaced by ModivCare – Effective October 1, 2018

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

3 – Replaced by MediTrans – Effective January 22, 2020





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 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. A cumulative completion percentage exceeding 100 percent was noted for DentaQuest. So that the impacted amount does not overstate the Entire Plan results, we have decreased the applicable encounters' monthly reported total by the variance between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentage was decreased to a maximum of 100 percent (Tables A and 5 on pages 4 and 14, respectively).
10. Opportunities for improving the encounter reconciliation process have been identified during analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the MCOs, their delegated vendors, LDH, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.

