

**Louisiana  
Department of Health**

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER DATA TO  
CASH DISBURSEMENTS FOR  
LOUISIANA HEALTHCARE CONNECTIONS  
NOVEMBER 1, 2019 THROUGH  
OCTOBER 31, 2021**

January 13, 2022



**MYERS AND  
STAUFFER**<sub>LC</sub>  
CERTIFIED PUBLIC ACCOUNTANTS



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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 November 1, 2019 through October 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.

## Louisiana Healthcare Connections Health Plan Encounter and CDJ Comparison



### Summary

LDH requested that, for this study, we review the plan’s paid encounters to determine if the paid encounters meet the state contract minimum completeness requirement range of **97 percent to 100 percent** when compared to the Cash Disbursement Journal (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 November 1, 2019 through October 31, 2021;
- CDJ transactions had payment dates within the reporting period of November 1, 2019 through October 31, 2021;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through November 30, 2021.

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

Description	Delegated Vendor						
	Entire Plan	Non-Vendor	Enville Vision (Vision Services)	Enville Dental (Dental Services)	ModivCare (NET)	Veyo (NET)	CVS Health (Pharmacy Benefits)
<b>Encounter Total (FAC reported)</b>	\$4,085,396,327	\$2,915,292,830	\$35,265,900	\$17,559,317	\$28,632,515	\$5,118,206	\$1,083,527,560
<i>Total Encounter Adjustments (\$)</i>	(\$443,403,704)	(\$389,189,696)	(\$2,194,376)	(\$2,183,866)	(\$11,263,954)	(\$98,060)	(\$38,473,753)
<i>Total Encounter Adjustments (%)</i>	-10.85%	-13.34%	-6.22%	-12.43%	-39.33%	-1.91%	-3.55%
<b>Net Encounter Total</b>	<b>\$3,641,992,623</b>	<b>\$2,526,103,134</b>	<b>\$33,071,524</b>	<b>\$15,375,451</b>	<b>\$17,368,561</b>	<b>\$5,020,146</b>	<b>\$1,045,053,807</b>
<b>CDJ Total</b>	<b>\$3,693,873,492</b>	<b>\$2,565,655,681</b>	<b>\$33,473,857</b>	<b>\$15,594,205</b>	<b>\$17,543,141</b>	<b>\$7,309,954</b>	<b>\$1,054,296,654</b>
<i>Variance</i>	(\$51,880,869)	(\$39,552,547)	(\$402,333)	(\$218,754)	(\$174,580)	(\$2,289,808)	(\$9,242,847)
<b>Completion (%)</b>	<b>98.59%</b>	<b>98.45%</b>	<b>98.79%</b>	<b>98.59%</b>	<b>99.00%</b>	<b>68.67%</b>	<b>99.12%</b>
<b>100% Limited Completion (%)</b>							
<b>Contract Minimum Completeness Requirement (%)</b>	<b>97.00%</b>						
<b>Non-Compliant (%)</b>						<b>-28.33%</b>	



## 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 LHCC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>65,746,029</b>	<b>\$4,085,396,327</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	(14,837,201)	(\$441,329,976)	-10.80%
<i>Calculated Void</i>	(111)	(\$7,992)	0.00%
<i>Duplicate</i>	(26,515)	(\$2,065,736)	-0.05%
<i>Total Adjustments Made</i>	(14,863,827)	(\$443,403,704)	-10.85%
<b>Net Encounter Amounts</b>	<b>50,882,202</b>	<b>\$3,641,992,623</b>	<b>89.15%</b>

\* Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 6 on page 26 for further explanation



## Data Issues and Recommendations

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

Please reference Tables 1 through 7 starting on page 9 for LHCC's entire plan, delegated vendor, and non-vendor reconciliation period tables for 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. **Veyo (Table 5):** The overall cumulative completion percentage is currently out of compliance (68.67 percent). The monthly completion percentages for August 2021 (86.98 percent), September 2021 (0.15 percent), and October 2021 (43.93%) are below the 97 percent threshold.
  - The low percentages appear to be due to missing encounters when compared to the CDJ transactions.

**We recommend LHCC work with Veyo, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.**

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

1. **ModivCare (Table 2):** There are seven months with monthly completion percentages below the 97 percent threshold. There are three months where the monthly completion percentage is over 100 percent.
  - This result appears to be due to mismatched paid amounts between adjustments and voids in the encounters and their corresponding CDJ void transactions.

**We recommend LHCC work with ModivCare, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.**

2. **Envolve Vision (Table 3):** There are nine months with monthly completion percentages below the 97 percent threshold. There are two months where the monthly completion percentage is over 100 percent.
  - These percentages appear to be due to mismatched paid amounts between voids in the encounters and their corresponding CDJ void transactions.

**We recommend LHCC work with Envolve Vision, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.**

## Louisiana Healthcare Connections Health Plan Encounter and CDJ Comparison

3. **Envolve Dental (Table 4):** Monthly completion percentages for November 2019 (96.74 percent), and November 2020 (96.71 percent), and September 2021 (96.35 percent) are below the 97 percent threshold.

- The low percentages appear to be due to system-denied encounters.

**We recommend LHCC work with Envolve Dental, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.**

4. **CVS (Table 6):** The monthly completion percentage is under the 97 percent threshold for July 2020 and over 100 percent for August 2020.

- This result appears to be due to mismatched paid amounts between voids in the encounters and their corresponding CDJ void transactions.

**We recommend LHCC work with CVS, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.**



## Value-Added Services (VAS) Summary

Value-added services are included in the MCO's vision, dental, and non-vendor<sup>1</sup> CDJ and encounter totals. VAS CDJ data is identified based on the activity type field of the CDJ files received from the MCO and VAS encounter data is identified based on the first two characters of the Plan ICN field

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell, for the reporting period of November 1, 2019 through October 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 — LHCC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan	Non-Vendor	Delegated Vendor			
			Envolve Vision (Vision Services)	Envolve Dental (Dental Services)	ModivCare (NET)	Veyo (NET)
<b>Encounter Total (FAC reported)</b>	\$31,937,361	\$2,412,551	\$10,674,135	\$17,559,317	\$870,753	\$420,605
Total Encounter Adjustments (\$)	(\$3,598,313)	(\$254,534)	(\$508,604)	(\$2,183,866)	(\$646,116)	(\$5,193)
Total Encounter Adjustments (%)	-11.26%	-10.55%	-4.76%	-12.43%	-74.20%	-1.23%
<b>Net Encounter Total</b>	<b>\$28,339,048</b>	<b>\$2,158,017</b>	<b>\$10,165,531</b>	<b>\$15,375,451</b>	<b>\$224,637</b>	<b>\$415,412</b>
<b>CDJ Total</b>	<b>\$28,569,516</b>	<b>\$2,145,233</b>	<b>\$9,721,321</b>	<b>\$15,594,205</b>	<b>\$588,091</b>	<b>\$520,666</b>
Variance	(\$230,468)	\$12,784	\$444,209	(\$218,754)	(\$363,454)	(\$105,254)
Completion (%)	99.19%	100.59%	104.56%	98.59%	38.19%	79.78%
100% Limited <sup>^</sup> Completion (%)	97.59%	100.00%	100.00%			
Contract Minimum Completeness Requirement (%)	97.00%					
Non-Compliant (%)		0.59%	4.56%		-58.81%	-17.22%

<sup>^</sup> – To avoid overstating the VAS Entire Plan results in situations when the MCO or an individual vendor's cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period's variance in comparison with the CDJs. Please see data analysis assumption number 9 on page 27 for further explanation.

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

1. ModivCare VAS monthly completion percentages for July 2020 through January 2021 and June 2021 through August 2021 are all below the 97 percent threshold. This appears to be due to missing VAS encounters or VAS encounters being mis-identified as Non-VAS encounters.
2. Envolve Vision VAS monthly completion percentages for November 2019 through December 2020 are all above 100 percent. These percentages appear to be caused by VAS encounter voids that are identified as Non-VAS encounters.
3. Veyo VAS monthly completion percentages for August 2021 through October 2021 are all below the 97 percent threshold. These percentages appear to be due to missing encounters when compared to the CDJ transactions.





## LHCC Entire Plan Monthly Table

Table 1 — LHCC (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
November 2019	\$161,087,859	(\$24,810,504)	-15%	\$136,277,355	\$139,024,019	(\$2,746,664)	98.02%
December 2019	\$168,657,826	(\$21,222,930)	-13%	\$147,434,896	\$147,305,048	\$129,847	100.08%
January 2020	\$159,794,305	(\$17,249,013)	-11%	\$142,545,292	\$144,543,182	(\$1,997,890)	98.61%
February 2020	\$156,547,250	(\$15,606,426)	-10%	\$140,940,824	\$142,555,981	(\$1,615,157)	98.86%
March 2020	\$176,045,812	(\$22,652,107)	-13%	\$153,393,706	\$154,690,673	(\$1,296,967)	99.16%
April 2020	\$171,941,910	(\$54,995,486)	-32%	\$116,946,425	\$119,769,622	(\$2,823,197)	97.64%
May 2020	\$125,246,887	(\$11,827,687)	-9%	\$113,419,201	\$113,927,122	(\$507,921)	99.55%
June 2020	\$156,065,058	(\$17,130,023)	-11%	\$138,935,035	\$141,428,870	(\$2,493,834)	98.23%
July 2020	\$185,559,462	(\$37,556,191)	-20%	\$148,003,271	\$152,204,168	(\$4,200,897)	97.23%
August 2020	\$159,307,505	(\$23,399,869)	-15%	\$135,907,637	\$134,803,440	\$1,104,197	100.81%
September 2020	\$176,443,678	(\$19,410,520)	-11%	\$157,033,158	\$159,516,628	(\$2,483,470)	98.44%
October 2020	\$169,779,240	(\$13,018,046)	-8%	\$156,761,194	\$159,210,519	(\$2,449,325)	98.46%
November 2020	\$141,010,489	(\$11,460,441)	-8%	\$129,550,048	\$131,970,888	(\$2,420,840)	98.16%
December 2020	\$186,397,218	(\$12,267,725)	-7%	\$174,129,492	\$176,450,945	(\$2,321,452)	98.68%
January 2021	\$170,174,369	(\$20,799,898)	-12%	\$149,374,471	\$152,143,267	(\$2,768,796)	98.18%
February 2021	\$170,845,962	(\$20,526,484)	-12%	\$150,319,478	\$152,119,324	(\$1,799,846)	98.81%
March 2021	\$180,552,652	(\$7,861,742)	-4%	\$172,690,909	\$174,330,333	(\$1,639,423)	99.05%
April 2021	\$164,111,109	(\$7,447,528)	-5%	\$156,663,580	\$158,922,004	(\$2,258,424)	98.57%
May 2021	\$159,102,238	(\$4,336,675)	-3%	\$154,765,563	\$158,573,304	(\$3,807,741)	97.59%
June 2021	\$189,149,430	(\$7,955,980)	-4%	\$181,193,450	\$185,322,236	(\$4,128,786)	97.77%
July 2021	\$199,090,566	(\$34,006,188)	-17%	\$165,084,378	\$168,585,016	(\$3,500,638)	97.92%
August 2021	\$202,860,690	(\$22,916,082)	-11%	\$179,944,608	\$183,286,690	(\$3,342,082)	98.17%
September 2021	\$171,407,011	(\$7,622,283)	-4%	\$163,784,728	\$167,106,014	(\$3,321,286)	98.01%
October 2021	\$184,217,502	(\$7,323,579)	-4%	\$176,893,923	\$176,084,201	\$809,722	100.45%
<b>Cumulative Totals</b>	<b>\$4,085,396,029</b>	<b>(\$443,403,406)</b>	<b>-11%</b>	<b>\$3,641,992,623</b>	<b>\$3,693,873,492</b>	<b>(\$51,880,869)</b>	<b>98.59%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



## LHCC ModivCare Monthly Table

Table 2 — LHCC ModivCare (NET)

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
November 2019	\$1,422,262	(\$17,946)	-1%	\$1,404,316	\$1,422,283	(\$17,966)	98.73%
December 2019	\$1,015,007	(\$9,970)	-1%	\$1,005,036	\$1,015,007	(\$9,970)	99.01%
January 2020	\$1,260,311	(\$107,985)	-9%	\$1,152,326	\$1,156,443	(\$4,117)	99.64%
February 2020	\$1,196,832	(\$118,288)	-10%	\$1,078,544	\$1,086,045	(\$7,501)	99.30%
March 2020	\$1,579,696	(\$453,025)	-29%	\$1,126,670	\$1,031,022	\$95,649	109.27%
April 2020	\$560,287	(\$42,966)	-8%	\$517,321	\$520,267	(\$2,947)	99.43%
May 2020	\$585,120	(\$40,750)	-7%	\$544,371	\$545,398	(\$1,027)	99.81%
June 2020	\$614,287	(\$44,750)	-7%	\$569,537	\$570,145	(\$608)	99.89%
July 2020	\$992,094	(\$70,382)	-7%	\$921,712	\$937,440	(\$15,727)	98.32%
August 2020	\$790,419	(\$65,616)	-8%	\$724,802	\$771,518	(\$46,715)	93.94%
September 2020	\$702,277	(\$48,088)	-7%	\$654,189	\$680,839	(\$26,650)	96.08%
October 2020	\$1,102,405	(\$247,049)	-22%	\$855,356	\$888,000	(\$32,644)	96.32%
November 2020	\$551,854	(\$166,369)	-30%	\$385,485	\$395,911	(\$10,426)	97.36%
December 2020	\$2,500,260	(\$1,173,971)	-47%	\$1,326,289	\$1,581,914	(\$255,625)	83.84%
January 2021	\$9,547,973	(\$7,966,449)	-83%	\$1,581,524	\$1,324,118	\$257,406	119.43%
February 2021	\$1,364,178	(\$584,838)	-43%	\$779,339	\$792,573	(\$13,234)	98.33%
March 2021	\$956,335	(\$35,006)	-4%	\$921,328	\$942,096	(\$20,767)	97.79%
April 2021	\$1,234,591	(\$17,938)	-1%	\$1,216,653	\$1,235,589	(\$18,936)	98.46%
May 2021	\$532,662	(\$18,260)	-3%	\$514,402	\$511,671	\$2,731	100.53%
June 2021	\$83,609	(\$19,971)	-24%	\$63,639	\$83,609	(\$19,971)	76.11%
July 2021	\$17,240	(\$2,572)	-15%	\$14,668	\$26,634	(\$11,967)	55.07%
August 2021	\$17,879	(\$11,762)	-66%	\$6,117	\$17,879	(\$11,762)	34.21%
September 2021	\$4,936	\$0	0%	\$4,936	\$4,936	\$0	100.00%
October 2021	\$0	\$0	0%	\$0	\$1,805	(\$1,805)	0.00%
<b>Cumulative Totals</b>	<b>\$28,632,515</b>	<b>(\$11,263,954)</b>	<b>-39%</b>	<b>\$17,368,561</b>	<b>\$17,543,141</b>	<b>(\$174,580)</b>	<b>99.00%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



## LHCC Envolve Vision Monthly Table

Table 3 — LHCC Envolve Vision (Vision Services)

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
November 2019	\$1,292,502	(\$58,691)	-5%	\$1,233,811	\$1,253,084	(\$19,273)	98.46%
December 2019	\$1,457,475	(\$93,623)	-6%	\$1,363,852	\$1,394,285	(\$30,434)	97.81%
January 2020	\$1,493,003	(\$100,283)	-7%	\$1,392,720	\$1,408,571	(\$15,850)	98.87%
February 2020	\$1,685,287	(\$149,060)	-9%	\$1,536,227	\$1,583,288	(\$47,061)	97.02%
March 2020	\$1,495,452	(\$108,770)	-7%	\$1,386,682	\$1,419,788	(\$33,106)	97.66%
April 2020	\$523,764	(\$82,371)	-16%	\$441,393	\$470,545	(\$29,152)	93.80%
May 2020	\$615,294	(\$55,206)	-9%	\$560,088	\$606,159	(\$46,071)	92.39%
June 2020	\$1,144,559	(\$74,378)	-6%	\$1,070,181	\$1,101,092	(\$30,911)	97.19%
July 2020	\$1,513,907	(\$88,723)	-6%	\$1,425,184	\$1,468,824	(\$43,640)	97.02%
August 2020	\$1,441,157	(\$100,420)	-7%	\$1,340,737	\$1,387,241	(\$46,504)	96.64%
September 2020	\$1,220,997	(\$70,063)	-6%	\$1,150,933	\$1,194,841	(\$43,908)	96.32%
October 2020	\$1,854,005	(\$118,935)	-6%	\$1,735,070	\$1,796,819	(\$61,749)	96.56%
November 2020	\$1,357,103	(\$71,004)	-5%	\$1,286,100	\$1,342,039	(\$55,939)	95.83%
December 2020	\$1,572,192	(\$63,851)	-4%	\$1,508,341	\$1,567,082	(\$58,741)	96.25%
January 2021	\$1,628,679	(\$356,981)	-22%	\$1,271,698	\$1,298,968	(\$27,270)	97.90%
February 2021	\$1,554,952	(\$84,974)	-5%	\$1,469,978	\$1,516,540	(\$46,563)	96.92%
March 2021	\$1,487,429	(\$22,672)	-2%	\$1,464,757	\$1,511,002	(\$46,245)	96.93%
April 2021	\$1,913,002	(\$30,721)	-2%	\$1,882,281	\$1,930,419	(\$48,138)	97.50%
May 2021	\$1,415,679	(\$16,910)	-1%	\$1,398,770	\$1,431,343	(\$32,574)	97.72%
June 2021	\$1,764,444	(\$183,292)	-10%	\$1,581,152	\$1,405,399	\$175,752	112.50%
July 2021	\$2,329,366	(\$231,199)	-10%	\$2,098,167	\$1,897,611	\$200,556	110.56%
August 2021	\$1,542,884	(\$12,031)	-1%	\$1,530,852	\$1,537,704	(\$6,852)	99.55%
September 2021	\$1,485,828	(\$10,175)	-1%	\$1,475,653	\$1,482,275	(\$6,623)	99.55%
October 2021	\$1,476,943	(\$10,044)	-1%	\$1,466,899	\$1,468,937	(\$2,038)	99.86%
<b>Cumulative Totals</b>	<b>\$35,265,900</b>	<b>(\$2,194,376)</b>	<b>-6%</b>	<b>\$33,071,524</b>	<b>\$33,473,857</b>	<b>(\$402,333)</b>	<b>98.79%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>





## LHCC Enroll Dental Monthly Table

Table 4 — LHCC Enroll Dental (Dental Services)

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
November 2019	\$896,883	(\$125,432)	-14%	\$771,451	\$797,428	(\$25,978)	96.74%
December 2019	\$477,165	(\$20,509)	-4%	\$456,656	\$456,651	\$5	100.00%
January 2020	\$666,239	(\$45,811)	-7%	\$620,428	\$622,548	(\$2,120)	99.65%
February 2020	\$612,458	(\$18,229)	-3%	\$594,229	\$595,021	(\$792)	99.86%
March 2020	\$527,620	(\$13,657)	-3%	\$513,963	\$514,624	(\$661)	99.87%
April 2020	\$166,601	(\$6,822)	-4%	\$159,779	\$160,063	(\$284)	99.82%
May 2020	\$319,052	(\$20,451)	-6%	\$298,602	\$298,798	(\$196)	99.93%
June 2020	\$445,823	(\$28,475)	-6%	\$417,348	\$423,674	(\$6,327)	98.50%
July 2020	\$545,095	(\$62,641)	-11%	\$482,454	\$485,490	(\$3,036)	99.37%
August 2020	\$816,678	(\$231,702)	-28%	\$584,976	\$594,129	(\$9,153)	98.45%
September 2020	\$735,661	(\$154,488)	-21%	\$581,173	\$593,591	(\$12,418)	97.90%
October 2020	\$808,635	(\$54,171)	-7%	\$754,464	\$766,917	(\$12,453)	98.37%
November 2020	\$700,527	(\$51,821)	-7%	\$648,706	\$670,710	(\$22,004)	96.71%
December 2020	\$727,511	(\$44,744)	-6%	\$682,767	\$691,397	(\$8,629)	98.75%
January 2021	\$801,312	(\$56,041)	-7%	\$745,272	\$747,081	(\$1,809)	99.75%
February 2021	\$785,961	(\$62,007)	-8%	\$723,955	\$725,261	(\$1,307)	99.81%
March 2021	\$939,646	(\$45,908)	-5%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,005,158	(\$89,434)	-9%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$885,711	(\$109,939)	-12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,274,725	(\$486,896)	-38%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,152,058	(\$309,666)	-27%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$856,185	(\$37,505)	-4%	\$818,680	\$840,436	(\$21,757)	97.41%
September 2021	\$578,331	(\$22,661)	-4%	\$555,670	\$576,698	(\$21,028)	96.35%
October 2021	\$834,282	(\$84,858)	-10%	\$749,425	\$765,573	(\$16,148)	97.89%
<b>Cumulative Totals</b>	<b>\$17,559,317</b>	<b>(\$2,183,866)</b>	<b>-12%</b>	<b>\$15,375,451</b>	<b>\$15,594,205</b>	<b>(\$218,754)</b>	<b>98.59%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



LHCC Veyo Monthly Table

Table 5 — LHCC Veyo (NET)							
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
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$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	\$354,447	(\$3,348)	-1%	\$351,098	\$350,456	\$642	100.18%
June 2021	\$1,334,226	(\$30,328)	-2%	\$1,303,897	\$1,312,587	(\$8,689)	99.33%
July 2021	\$1,500,150	(\$13,750)	-1%	\$1,486,400	\$1,501,602	(\$15,203)	98.98%
August 2021	\$1,238,651	(\$10,877)	-1%	\$1,227,774	\$1,411,487	(\$183,712)	86.98%
September 2021	\$1,989	\$0	0%	\$1,989	\$1,256,505	(\$1,254,516)	0.15%
October 2021	\$688,744	(\$39,756)	-6%	\$648,988	\$1,477,317	(\$828,329)	43.93%
<b>Cumulative Totals</b>	<b>\$5,118,206</b>	<b>(\$98,060)</b>	<b>-2%</b>	<b>\$5,020,146</b>	<b>\$7,309,954</b>	<b>(\$2,289,808)</b>	<b>68.67%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-28.33%</b>



## LHCC CVS Health Monthly Table

Table 6 — LHCC 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
November 2019	\$36,989,131	(\$974,991)	-3%	\$36,014,139	\$36,329,377	(\$315,237)	99.13%
December 2019	\$37,754,435	(\$1,422,498)	-4%	\$36,331,937	\$36,606,771	(\$274,834)	99.24%
January 2020	\$41,543,596	(\$1,765,651)	-4%	\$39,777,945	\$40,409,096	(\$631,152)	98.43%
February 2020	\$38,276,903	(\$1,164,825)	-3%	\$37,112,077	\$36,944,909	\$167,169	100.45%
March 2020	\$39,291,489	(\$1,286,639)	-3%	\$38,004,850	\$38,576,381	(\$571,531)	98.51%
April 2020	\$44,749,815	(\$682,323)	-2%	\$44,067,492	\$44,719,672	(\$652,180)	98.54%
May 2020	\$35,558,952	(\$582,490)	-2%	\$34,976,462	\$35,362,846	(\$386,384)	98.90%
June 2020	\$38,504,818	(\$2,150,607)	-6%	\$36,354,211	\$36,686,443	(\$332,232)	99.09%
July 2020	\$50,315,102	(\$2,711,356)	-5%	\$47,603,746	\$49,429,248	(\$1,825,501)	96.30%
August 2020	\$42,000,603	(\$2,143,849)	-5%	\$39,856,755	\$39,375,520	\$481,235	101.22%
September 2020	\$47,562,622	(\$1,739,464)	-4%	\$45,823,158	\$46,157,706	(\$334,549)	99.27%
October 2020	\$41,705,415	(\$2,582,648)	-6%	\$39,122,767	\$39,907,064	(\$784,296)	98.03%
November 2020	\$42,115,585	(\$2,151,812)	-5%	\$39,963,774	\$40,690,851	(\$727,077)	98.21%
December 2020	\$51,752,109	(\$1,175,369)	-2%	\$50,576,740	\$51,256,953	(\$680,213)	98.67%
January 2021	\$39,768,216	(\$858,404)	-2%	\$38,909,812	\$40,059,999	(\$1,150,187)	97.12%
February 2021	\$52,830,485	(\$12,398,443)	-23%	\$40,432,042	\$41,117,569	(\$685,527)	98.33%
March 2021	\$56,859,077	(\$414,169)	-1%	\$56,444,908	\$56,410,361	\$34,547	100.06%
April 2021	\$45,770,092	(\$350,310)	-1%	\$45,419,782	\$45,312,185	\$107,597	100.23%
May 2021	\$45,879,097	(\$354,840)	-1%	\$45,524,257	\$45,823,964	(\$299,706)	99.34%
June 2021	\$57,737,135	(\$354,646)	-1%	\$57,382,489	\$57,349,917	\$32,573	100.05%
July 2021	\$46,077,293	(\$276,440)	-1%	\$45,800,852	\$46,201,900	(\$401,047)	99.13%
August 2021	\$47,939,654	(\$390,394)	-1%	\$47,549,259	\$47,331,407	\$217,852	100.46%
September 2021	\$54,717,979	(\$316,007)	-1%	\$54,401,972	\$54,689,712	(\$287,739)	99.47%
October 2021	\$47,827,957	(\$225,578)	0%	\$47,602,379	\$47,546,805	\$55,574	100.11%
<b>Cumulative Totals</b>	<b>\$1,083,527,560</b>	<b>(\$38,473,753)</b>	<b>-4%</b>	<b>\$1,045,053,807</b>	<b>\$1,054,296,654</b>	<b>(\$9,242,847)</b>	<b>99.12%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>





## LHCC Non-Vendor Monthly Table

Table 7 — LHCC Non-Vendor

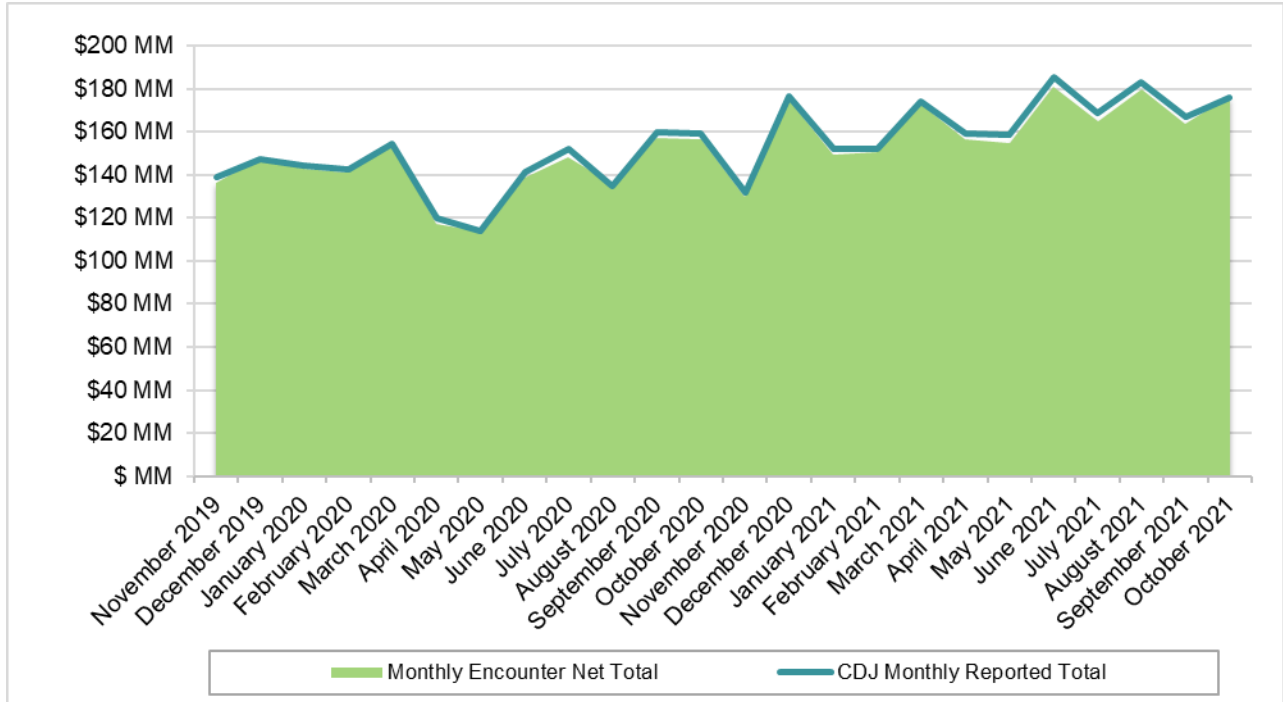
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2019	\$120,487,082	(\$23,633,444)	-20%	\$96,853,638	\$99,221,848	(\$2,368,210)	97.61%
December 2019	\$127,953,745	(\$19,676,330)	-15%	\$108,277,415	\$107,832,334	\$445,080	100.41%
January 2020	\$114,831,156	(\$15,229,282)	-13%	\$99,601,874	\$100,946,525	(\$1,344,652)	98.66%
February 2020	\$114,775,771	(\$14,156,024)	-12%	\$100,619,747	\$102,346,719	(\$1,726,972)	98.31%
March 2020	\$133,151,556	(\$20,790,016)	-16%	\$112,361,540	\$113,148,857	(\$787,317)	99.30%
April 2020	\$125,941,444	(\$54,181,003)	-43%	\$71,760,441	\$73,899,075	(\$2,138,635)	97.10%
May 2020	\$88,168,469	(\$11,128,790)	-13%	\$77,039,679	\$77,113,921	(\$74,242)	99.90%
June 2020	\$115,355,571	(\$14,831,813)	-13%	\$100,523,759	\$102,647,515	(\$2,123,756)	97.93%
July 2020	\$132,193,264	(\$34,623,090)	-26%	\$97,570,175	\$99,883,167	(\$2,312,992)	97.68%
August 2020	\$114,258,648	(\$20,858,282)	-18%	\$93,400,366	\$92,675,033	\$725,333	100.78%
September 2020	\$126,222,121	(\$17,398,416)	-14%	\$108,823,705	\$110,889,650	(\$2,065,945)	98.13%
October 2020	\$124,308,779	(\$10,015,243)	-8%	\$114,293,536	\$115,851,719	(\$1,558,183)	98.65%
November 2020	\$96,285,419	(\$9,019,436)	-9%	\$87,265,983	\$88,871,376	(\$1,605,393)	98.19%
December 2020	\$129,845,146	(\$9,809,791)	-8%	\$120,035,355	\$121,353,599	(\$1,318,244)	98.91%
January 2021	\$118,428,188	(\$11,562,023)	-10%	\$106,866,165	\$108,713,101	(\$1,846,936)	98.30%
February 2021	\$114,310,387	(\$7,396,222)	-6%	\$106,914,164	\$107,967,380	(\$1,053,216)	99.02%
March 2021	\$120,310,165	(\$7,343,987)	-6%	\$112,966,178	\$114,571,109	(\$1,604,931)	98.59%
April 2021	\$114,188,266	(\$6,959,125)	-6%	\$107,229,141	\$109,515,371	(\$2,286,231)	97.91%
May 2021	\$110,034,641	(\$3,833,378)	-3%	\$106,201,264	\$109,664,743	(\$3,463,480)	96.84%
June 2021	\$126,955,292	(\$6,880,847)	-5%	\$120,074,444	\$124,361,361	(\$4,286,917)	96.55%
July 2021	\$148,014,459	(\$33,172,560)	-22%	\$114,841,899	\$118,113,849	(\$3,271,949)	97.22%
August 2021	\$151,265,438	(\$22,453,512)	-15%	\$128,811,926	\$132,147,777	(\$3,335,851)	97.47%
September 2021	\$114,617,949	(\$7,273,441)	-6%	\$107,344,508	\$109,095,888	(\$1,751,379)	98.39%
October 2021	\$133,389,576	(\$6,963,343)	-5%	\$126,426,234	\$124,823,764	\$1,602,470	101.28%
<b>Cumulative Totals</b>	<b>\$2,915,292,532</b>	<b>(\$389,189,398)</b>	<b>-13%</b>	<b>\$2,526,103,134</b>	<b>\$2,565,655,681</b>	<b>(\$39,552,547)</b>	<b>98.45%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>





## LHCC Summary Reporting Charts

**Chart 1. Monthly CDJ totals and encounter submission for Louisiana Healthcare Connections'**





LHCC Summary Reporting Charts

**Chart 2. Louisiana Healthcare Connections’ monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO monthly CDJ payment**





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

Table 1V — LHCC VAS (Entire Plan)							
Paid Month	VAS Monthly Encounter Total (FAC Reported)	VAS Monthly Encounter Total (Adjustments)	VAS Percentage of Encounters Adjusted	VAS Monthly Encounter Net Total	VAS CDJ Monthly Reported Total	VAS Monthly Variance	VAS Monthly Completion Percentage
November 2019	\$1,334,799	(\$149,484)	-11%	\$1,185,314	\$1,182,721	\$2,594	100.21%
December 2019	\$985,579	(\$55,736)	-6%	\$929,843	\$889,625	\$40,218	104.52%
January 2020	\$1,336,283	(\$145,087)	-11%	\$1,191,196	\$1,126,519	\$64,677	105.74%
February 2020	\$1,385,173	(\$137,276)	-10%	\$1,247,897	\$1,171,595	\$76,302	106.51%
March 2020	\$1,205,846	(\$101,470)	-8%	\$1,104,376	\$1,034,490	\$69,885	106.75%
April 2020	\$372,391	(\$39,748)	-11%	\$332,642	\$312,320	\$20,322	106.50%
May 2020	\$559,600	(\$49,513)	-9%	\$510,087	\$489,325	\$20,762	104.24%
June 2020	\$956,111	(\$73,263)	-8%	\$882,849	\$842,610	\$40,239	104.77%
July 2020	\$1,236,691	(\$164,018)	-13%	\$1,072,673	\$1,087,079	(\$14,406)	98.67%
August 2020	\$1,355,641	(\$259,680)	-19%	\$1,095,961	\$1,118,366	(\$22,405)	97.99%
September 2020	\$1,276,771	(\$217,187)	-17%	\$1,059,584	\$1,083,599	(\$24,015)	97.78%
October 2020	\$1,514,073	(\$99,522)	-7%	\$1,414,551	\$1,443,060	(\$28,509)	98.02%
November 2020	\$1,218,160	(\$78,234)	-6%	\$1,139,926	\$1,168,500	(\$28,574)	97.55%
December 2020	\$1,364,886	(\$101,768)	-7%	\$1,263,118	\$1,360,952	(\$97,835)	92.81%
January 2021	\$1,931,292	(\$589,814)	-31%	\$1,341,478	\$1,382,631	(\$41,153)	97.02%
February 2021	\$1,446,776	(\$96,953)	-7%	\$1,349,823	\$1,347,393	\$2,430	100.18%
March 2021	\$1,607,870	(\$51,846)	-3%	\$1,556,024	\$1,556,835	(\$812)	99.94%
April 2021	\$1,751,730	(\$99,842)	-6%	\$1,651,888	\$1,667,520	(\$15,632)	99.06%
May 2021	\$1,530,685	(\$119,807)	-8%	\$1,410,877	\$1,427,103	(\$16,225)	98.86%
June 2021	\$1,944,333	(\$494,470)	-25%	\$1,449,863	\$1,469,613	(\$19,750)	98.65%
July 2021	\$1,790,332	(\$317,036)	-18%	\$1,473,295	\$1,544,718	(\$71,422)	95.37%
August 2021	\$1,384,550	(\$41,725)	-3%	\$1,342,825	\$1,403,974	(\$61,149)	95.64%
September 2021	\$1,065,819	(\$24,933)	-2%	\$1,040,886	\$1,118,175	(\$77,289)	93.08%
October 2021	\$1,381,970	(\$89,898)	-7%	\$1,292,072	\$1,340,794	(\$48,721)	96.36%
<b>Cumulative Totals</b>	<b>\$31,937,361</b>	<b>(\$3,598,313)</b>	<b>-11%</b>	<b>\$28,339,048</b>	<b>\$28,569,516</b>	<b>(\$230,468)</b>	<b>99.19%</b>
100% Limited^ Cumulative Total				\$27,882,054	\$28,569,516	(\$687,462)	97.59%
							<b>State Contract Minimum Completeness Percentage Requirement</b>
							97.00%

^ - 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 27 for further explanation.



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

Table 2V — LHCC ModivCare (NET)

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
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$81,470	(\$71,468)	-88%	\$10,002	\$0	\$10,002	
February 2020	\$92,478	(\$83,341)	-90%	\$9,137	\$0	\$9,137	
March 2020	\$77,005	(\$68,238)	-89%	\$8,767	\$0	\$8,767	
April 2020	\$20,046	(\$16,381)	-82%	\$3,664	\$0	\$3,664	
May 2020	\$21,644	(\$19,003)	-88%	\$2,641	\$0	\$2,641	
June 2020	\$34,722	(\$30,093)	-87%	\$4,629	\$0	\$4,629	
July 2020	\$38,123	(\$33,892)	-89%	\$4,230	\$71,702	(\$67,472)	5.90%
August 2020	\$8,310	(\$7,501)	-90%	\$809	\$55,712	(\$54,904)	1.45%
September 2020	\$10,497	(\$9,164)	-87%	\$1,334	\$46,116	(\$44,782)	2.89%
October 2020	\$20,028	(\$16,825)	-84%	\$3,204	\$58,320	(\$55,116)	5.49%
November 2020	\$11,834	(\$9,930)	-84%	\$1,904	\$39,826	(\$37,922)	4.78%
December 2020	\$46,709	(\$36,664)	-78%	\$10,045	\$108,298	(\$98,253)	9.27%
January 2021	\$293,571	(\$224,976)	-77%	\$68,595	\$110,131	(\$41,536)	62.28%
February 2021	\$37,220	(\$16,162)	-43%	\$21,058	\$21,358	(\$300)	98.59%
March 2021	\$26,837	(\$273)	-1%	\$26,564	\$26,956	(\$392)	98.54%
April 2021	\$32,315	(\$577)	-2%	\$31,737	\$32,315	(\$577)	98.21%
May 2021	\$15,291	(\$442)	-3%	\$14,849	\$14,703	\$146	100.99%
June 2021	\$1,754	(\$686)	-39%	\$1,069	\$1,754	(\$686)	60.91%
July 2021	\$421	(\$57)	-14%	\$364	\$421	(\$57)	86.40%
August 2021	\$478	(\$443)	-93%	\$35	\$478	(\$443)	7.41%
September 2021	\$0	\$0		\$0	\$0	\$0	
October 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$870,753</b>	<b>(\$646,116)</b>	<b>-74%</b>	<b>\$224,637</b>	<b>\$588,091</b>	<b>(\$363,454)</b>	<b>38.19%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-58.81%</b>



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

Table 3V — LHCC VAS Envolve 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
November 2019	\$330,613	(\$8,572)	-3%	\$322,041	\$299,239	\$22,801	107.61%
December 2019	\$376,191	(\$12,330)	-3%	\$363,861	\$335,842	\$28,019	108.34%
January 2020	\$477,696	(\$16,218)	-3%	\$461,478	\$416,211	\$45,267	110.87%
February 2020	\$582,376	(\$29,573)	-5%	\$552,802	\$499,118	\$53,684	110.75%
March 2020	\$487,259	(\$10,175)	-2%	\$477,084	\$431,775	\$45,309	110.49%
April 2020	\$117,619	(\$7,812)	-7%	\$109,808	\$99,033	\$10,774	110.87%
May 2020	\$154,320	(\$6,826)	-4%	\$147,494	\$130,022	\$17,472	113.43%
June 2020	\$389,585	(\$9,703)	-2%	\$379,882	\$340,270	\$39,612	111.64%
July 2020	\$502,348	(\$10,541)	-2%	\$491,807	\$446,562	\$45,246	110.13%
August 2020	\$433,885	(\$7,493)	-2%	\$426,393	\$391,078	\$35,315	109.03%
September 2020	\$375,749	(\$6,140)	-2%	\$369,608	\$337,563	\$32,045	109.49%
October 2020	\$573,931	(\$14,449)	-3%	\$559,482	\$518,645	\$40,837	107.87%
November 2020	\$413,479	(\$7,599)	-2%	\$405,880	\$374,356	\$31,524	108.42%
December 2020	\$475,673	(\$9,755)	-2%	\$465,919	\$459,333	\$6,586	101.43%
January 2021	\$734,087	(\$303,790)	-41%	\$430,297	\$430,271	\$26	100.00%
February 2021	\$524,553	(\$18,133)	-3%	\$506,420	\$508,852	(\$2,432)	99.52%
March 2021	\$519,608	(\$2,368)	0%	\$517,240	\$519,307	(\$2,067)	99.60%
April 2021	\$620,962	(\$5,304)	-1%	\$615,658	\$617,202	(\$1,544)	99.74%
May 2021	\$470,518	(\$6,584)	-1%	\$463,933	\$465,339	(\$1,405)	99.69%
June 2021	\$402,196	(\$3,465)	-1%	\$398,732	\$399,795	(\$1,064)	99.73%
July 2021	\$516,511	(\$6,481)	-1%	\$510,030	\$510,564	(\$534)	99.89%
August 2021	\$385,247	(\$2,928)	-1%	\$382,319	\$383,751	(\$1,432)	99.62%
September 2021	\$401,626	(\$1,452)	0%	\$400,174	\$400,377	(\$203)	99.94%
October 2021	\$408,104	(\$914)	0%	\$407,190	\$406,817	\$373	100.09%
<b>Cumulative Totals</b>	<b>\$10,674,135</b>	<b>(\$508,604)</b>	<b>-5%</b>	<b>\$10,165,531</b>	<b>\$9,721,321</b>	<b>\$444,209</b>	<b>104.56%</b>
100% Limited^ Cumulative Total				\$9,721,321	\$9,721,321	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>4.56%</b>

^ - To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Envolve Vision VAS encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 27 for further explanation.



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

Table 4V — LHCC VAS Envolve 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
November 2019	\$896,883	(\$125,432)	-14%	\$771,451	\$797,428	(\$25,978)	96.74%
December 2019	\$477,165	(\$20,509)	-4%	\$456,656	\$456,651	\$5	100.00%
January 2020	\$666,239	(\$45,811)	-7%	\$620,428	\$622,548	(\$2,120)	99.65%
February 2020	\$612,458	(\$18,229)	-3%	\$594,229	\$595,021	(\$792)	99.86%
March 2020	\$527,620	(\$13,657)	-3%	\$513,963	\$514,624	(\$661)	99.87%
April 2020	\$166,601	(\$6,822)	-4%	\$159,779	\$160,063	(\$284)	99.82%
May 2020	\$319,052	(\$20,451)	-6%	\$298,602	\$298,798	(\$196)	99.93%
June 2020	\$445,823	(\$28,475)	-6%	\$417,348	\$423,674	(\$6,327)	98.50%
July 2020	\$545,095	(\$62,641)	-11%	\$482,454	\$485,490	(\$3,036)	99.37%
August 2020	\$816,678	(\$231,702)	-28%	\$584,976	\$594,129	(\$9,153)	98.45%
September 2020	\$735,661	(\$154,488)	-21%	\$581,173	\$593,591	(\$12,418)	97.90%
October 2020	\$808,635	(\$54,171)	-7%	\$754,464	\$766,917	(\$12,453)	98.37%
November 2020	\$700,527	(\$51,821)	-7%	\$648,706	\$670,710	(\$22,004)	96.71%
December 2020	\$727,511	(\$44,744)	-6%	\$682,767	\$691,397	(\$8,629)	98.75%
January 2021	\$801,312	(\$56,041)	-7%	\$745,272	\$747,081	(\$1,809)	99.75%
February 2021	\$785,961	(\$62,007)	-8%	\$723,955	\$725,261	(\$1,307)	99.81%
March 2021	\$939,646	(\$45,908)	-5%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,005,158	(\$89,434)	-9%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$885,711	(\$109,939)	-12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,274,725	(\$486,896)	-38%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,152,058	(\$309,666)	-27%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$856,185	(\$37,505)	-4%	\$818,680	\$840,436	(\$21,757)	97.41%
September 2021	\$578,331	(\$22,661)	-4%	\$555,670	\$576,698	(\$21,028)	96.35%
October 2021	\$834,282	(\$84,858)	-10%	\$749,425	\$765,573	(\$16,148)	97.89%
<b>Cumulative Totals</b>	<b>\$17,559,317</b>	<b>(\$2,183,866)</b>	<b>-12%</b>	<b>\$15,375,451</b>	<b>\$15,594,205</b>	<b>(\$218,754)</b>	<b>98.59%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



Appendix A – Value Added Services (VAS) Monthly Tables

Table 5V — LHCC Veyo (NET)							
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
November 2019	\$0	\$0		\$0	\$0	\$0	
December 2019	\$0	\$0		\$0	\$0	\$0	
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$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	\$71,579	(\$309)	0%	\$71,270	\$71,606	(\$336)	99.53%
June 2021	\$151,445	(\$948)	-1%	\$150,497	\$151,714	(\$1,217)	99.19%
July 2021	\$91,901	(\$102)	0%	\$91,800	\$92,419	(\$619)	99.32%
August 2021	\$70,817	(\$454)	-1%	\$70,363	\$75,275	(\$4,912)	93.47%
September 2021	\$54	\$0	0%	\$54	\$58,514	(\$58,460)	0.09%
October 2021	\$34,809	(\$3,380)	-10%	\$31,429	\$71,138	(\$39,709)	44.18%
<b>Cumulative Totals</b>	<b>\$420,605</b>	<b>(\$5,193)</b>	<b>-1%</b>	<b>\$415,412</b>	<b>\$520,666</b>	<b>(\$105,254)</b>	<b>79.78%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>-17.22%</b>



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

Table 6V — LHCC 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
November 2019	\$107,303	(\$15,480)	-14%	\$91,823	\$86,053	\$5,770	106.70%
December 2019	\$132,223	(\$22,897)	-17%	\$109,326	\$97,131	\$12,195	112.55%
January 2020	\$110,878	(\$11,590)	-10%	\$99,288	\$87,760	\$11,528	113.13%
February 2020	\$97,861	(\$6,133)	-6%	\$91,729	\$77,456	\$14,273	118.42%
March 2020	\$113,962	(\$9,401)	-8%	\$104,561	\$88,091	\$16,471	118.69%
April 2020	\$68,125	(\$8,734)	-13%	\$59,391	\$53,224	\$6,167	111.58%
May 2020	\$64,584	(\$3,233)	-5%	\$61,351	\$60,505	\$846	101.39%
June 2020	\$85,982	(\$4,992)	-6%	\$80,990	\$78,666	\$2,324	102.95%
July 2020	\$151,126	(\$56,944)	-38%	\$94,181	\$83,326	\$10,856	113.02%
August 2020	\$96,768	(\$12,984)	-13%	\$83,783	\$77,446	\$6,337	108.18%
September 2020	\$154,864	(\$47,395)	-31%	\$107,469	\$106,329	\$1,140	101.07%
October 2020	\$111,479	(\$14,077)	-13%	\$97,401	\$99,179	(\$1,777)	98.20%
November 2020	\$92,320	(\$8,885)	-10%	\$83,436	\$83,608	(\$173)	99.79%
December 2020	\$114,992	(\$10,606)	-9%	\$104,387	\$101,925	\$2,461	102.41%
January 2021	\$102,322	(\$5,008)	-5%	\$97,314	\$95,148	\$2,166	102.27%
February 2021	\$99,041	(\$651)	-1%	\$98,390	\$91,922	\$6,468	107.03%
March 2021	\$121,779	(\$3,297)	-3%	\$118,482	\$114,807	\$3,674	103.20%
April 2021	\$93,295	(\$4,527)	-5%	\$88,769	\$89,563	(\$794)	99.11%
May 2021	\$87,586	(\$2,533)	-3%	\$85,053	\$84,328	\$725	100.85%
June 2021	\$114,213	(\$2,476)	-2%	\$111,737	\$106,987	\$4,751	104.44%
July 2021	\$29,440	(\$730)	-2%	\$28,710	\$97,894	(\$69,184)	29.32%
August 2021	\$71,823	(\$395)	-1%	\$71,428	\$104,034	(\$32,606)	68.65%
September 2021	\$85,809	(\$820)	-1%	\$84,988	\$82,586	\$2,403	102.90%
October 2021	\$104,775	(\$746)	-1%	\$104,029	\$97,265	\$6,764	106.95%
<b>Cumulative Totals</b>	<b>\$2,412,551</b>	<b>(\$254,534)</b>	<b>-11%</b>	<b>\$2,158,017</b>	<b>\$2,145,233</b>	<b>\$12,784</b>	<b>100.59%</b>
100% Limited^ Cumulative Total				\$2,145,233	\$2,145,233	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>0.59%</b>

^ - To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Non-Vendor VAS encounter totals by the total variance in comparison to the CDJ. Please see data analysis assumption number 9 on page 27 for further explanation.



## Appendix B – Definitions and Acronyms

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The following terms are used throughout this document:

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



## Louisiana Healthcare Connections Health Plan Encounter and CDJ Comparison

- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Louisiana Medicaid and LaCHIP claims. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Molina Medicaid Solutions (MMS)** – State fiscal agent contractor prior to October 1, 2018. Now known as Gainwell.
- **Monthly Encounter Total** – The sum of all paid amounts for a given month on the encounters submitted to and stored in the FAC's system.
- **Monthly Variance** – The difference between the monthly encounter total and the CDJ monthly reported total.
- **Value-Added Services (VAS)** – A covered service provided by the MCO to its members that is currently a non-covered service in the state's fee-for-service plan, for which the MCO received no additional capitated payment. Also known as Expanded Services.



## Appendix C – Analysis

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

Based on criteria provided by the MCO, we identified Louisiana Healthcare Connections encounters as follows:

- ❖ **ModivCare – Non-Emergency Transportation (NET)<sup>1</sup>**
  - Plan ICN field prefix contains ‘LC’ in the third and fourth positions.
- ❖ **Envolve Vision - Vision Services<sup>2</sup>**
  - Plan ICN field contains ‘V’ in the first position of the string.
  - Plan ICN field prefix contains ‘OC’ in the third and fourth positions.
- ❖ **Envolve Dental - Dental Services**
  - Plan ICN field prefix contains ‘DH’ in the third and fourth positions.
- ❖ **Veyo – Non-Emergency Transportation (NET)**
  - Plan ICN field prefix contains ‘VE’ in the third and fourth positions.
- ❖ **CVS Health - Pharmacy Benefits**
  - Claim type code of ‘12’.
  - Dates of service beginning on September 1, 2017.
- ❖ **Envolve Pharmacy Solutions - Pharmacy Benefits<sup>3,4</sup>**
  - Claim type code of ‘12’.
  - Dates of service prior to September 1, 2017.
- ❖ **Louisiana Healthcare Connections - Non-Vendor**
  - All other plan submitted encounters that do not meet the listed criteria.

1 – Formerly identified in reports as LogistiCare.

2 – Formerly identified in reports as OptiCare.

3 – Formerly identified in reports as US Script.

4 – Replaced by CVS Health – Effective September 1, 2017





1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not being transmitted to Myers and Stauffer LC.
2. For the purposes of this study, the payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. Instances were noted where a record's transaction type implied a specific sign valuation for the MCO paid amount (e.g., a void implied that the amount should be negative). However, the data submitted for these records did not accurately reflect the correct sign valuation. In addition, the paid amounts of certain void and backout encounters did not accurately reflect the paid amount of the corresponding encounter being adjusted. Where possible, these CDJ and/or encounter payment amounts were adjusted to reflect the expected sign and amount of the payment in accordance with the transaction type.
5. We instructed the MCOs to exclude referral fees, management fees, and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transactions.
7. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum total (Tables A, B and C).
8. The short run-out period for encounter submissions may not allow sufficient time for the MCOs to resolve encounter submission issues noted in previous reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Cumulative completion percentages exceeding 100 percent were noted for value-added service (VAS) totals for Non-Vendor and Envolve Vision. So that the impacted amounts do not overstate the 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.

