



# Louisiana Department of Health

**COMPARISON OF LOUISIANA  
MANAGED CARE ORGANIZATION  
ENCOUNTER DATA TO CASH  
DISBURSEMENTS FOR  
UNITEDHEALTHCARE COMMUNITY  
PLAN  
JANUARY 1, 2020 THROUGH  
DECEMBER 31, 2021**

March 10, 2022



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### Study Purpose

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

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



## UnitedHealthcare Community Plan Encounter and CDJ Comparison



### Summary

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

- Encounters were paid within the reporting period of 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 — UHC Cumulative Completion Totals and Percentages**

Description	Entire Plan	Non-Vendor	Delegated Vendor					
			National MedTrans (Non-Emergency Transportation)	ModivCare (Non-Emergency Transportation)	MARCH Vision Care (Vision)	Dental Benefit Providers (Dental)	Optum Behavioral Health (Behavioral Health Services)	OptumRx (Pharmacy Benefits)
<b>Encounter Total (FAC reported)</b>	\$3,874,700,967	\$2,218,290,024	\$8,995,330	\$17,848,786	\$23,875,155	\$15,579,624	\$444,749,632	\$1,145,362,417
<i>Total Encounter Adjustments (\$)</i>	(\$77,155,082)	(\$43,106,382)	(\$297,534)	(\$1,545,102)	(\$354,654)	(\$728,680)	(\$14,417,010)	(\$16,705,718)
<i>Total Encounter Adjustments (%)</i>	-1.99%	-1.94%	-3.30%	-8.65%	-1.48%	-4.67%	-3.24%	-1.45%
<b>Net Encounter Total</b>	<b>\$3,797,545,886</b>	<b>\$2,175,183,641</b>	<b>\$8,697,795</b>	<b>\$16,303,683</b>	<b>\$23,520,501</b>	<b>\$14,850,944</b>	<b>\$430,332,622</b>	<b>\$1,128,656,699</b>
<b>CDJ Total</b>	<b>\$3,818,642,497</b>	<b>\$2,192,078,195</b>	<b>\$8,736,901</b>	<b>\$16,328,563</b>	<b>\$23,595,517</b>	<b>\$14,889,910</b>	<b>\$435,341,207</b>	<b>\$1,127,672,204</b>
<i>Variance</i>	(\$21,096,612)	(\$16,894,554)	(\$39,106)	(\$24,880)	(\$75,016)	(\$38,966)	(\$5,008,585)	\$984,496
<b>Completion (%)</b>	<b>99.44%</b>	<b>99.22%</b>	<b>99.55%</b>	<b>99.84%</b>	<b>99.68%</b>	<b>99.73%</b>	<b>98.84%</b>	<b>100.08%</b>
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>99.42%</b>							<b>100.00%</b>
<b>Contract Minimum Completeness Requirement (%)</b>	<b>97.00%</b>							
<b>Non-Compliant (%)</b>								<b>0.08%</b>

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



## Encounter Data Analysis

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

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

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

Table B — Myers and Stauffer LC's Adjustments to UHC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>62,349,475</b>	<b>\$3,874,700,967</b>	<b>100.00%</b>
<i>Adjustment Type</i>			
<i>Denied</i>	(13,560,296)	(\$76,104,030)	-1.96%
<i>Calculated Void</i>	(12,370)	(\$322,795)	0.00%
<i>Duplicate</i>	(8,193)	(\$728,256)	-0.01%
<i>Total Adjustments Made</i>	(13,580,859)	(\$77,155,082)	-1.99%
<b>Net Encounter Amounts</b>	<b>48,768,616</b>	<b>\$3,797,545,886</b>	<b>98.01%</b>

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





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

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

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

1. **OptumRx (Table 7):** OptumRx completion cumulative completion percentage is out of compliance at 100.08 percent. There are ten months in the reporting period that have monthly completion percentages above 100 percent.

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

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

2. **National MedTrans (Table 3):** The National MedTrans paid months, November 2020 through March 2021, all have completion percentages that are less than 97 percent. This is followed by the months, April 2021 through August 2021, which all have completion percentages above 100 percent.

- These monthly fluctuations may be due to void transactions in the CDJ transactions appearing in different months than the corresponding encounter void transactions.

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

3. **Dental Benefit Provider (Table 6):** UHC's Dental Benefit Provider is in compliance at 99.73 percent however; there are several months where the monthly completion percentage is over 100 percent including April 2020 at 118.81 percent.

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

4. **Non-Vendor (Table 8):** UHC's Non-Vendor cumulative completion percentage is in compliance at 99.22 percent. However, the completion percentages in November 2020 and November 2021 are below the compliance threshold at 81.40 percent and 71.83 percent, respectively. Additionally, there are fifteen months with monthly completion percentages above 100 percent.

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



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### Value-Added Services (VAS) Summary

Value-added services are included in the MCO’s vision, dental, and non-vendor<sup>1</sup> CDJ and encounter totals. VAS CDJ data is identified based on the VAS amount field in the CDJ files received from the MCO and VAS encounter data is identified based on the first character 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 — UHC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan	Non-Vendor	Delegated Vendor			
			National MedTrans (Non-Emergency Transportation)	ModivCare (Non-Emergency Transportation)	MARCH Vision Care (Vision)	Dental Benefit Providers (Dental)
<b>Encounter Total (FAC reported)</b>	\$27,828,147	\$2,773,866	\$151,558	\$49,623	\$9,272,373	\$15,579,624
<i>Total Encounter Adjustments (\$)</i>	(\$833,600)	(\$40,074)	(\$6,119)	(\$4,540)	(\$54,049)	(\$728,680)
<i>Total Encounter Adjustments (%)</i>	-2.99%	-1.44%	-4.03%	-9.14%	-0.58%	-4.67%
<b>Net Encounter Total</b>	<b>\$26,994,547</b>	<b>\$2,733,792</b>	<b>\$145,440</b>	<b>\$45,083</b>	<b>\$9,218,324</b>	<b>\$14,850,944</b>
<b>CDJ Total</b>	<b>\$27,051,433</b>	<b>\$2,757,512</b>	<b>\$124,887</b>	<b>\$36,598</b>	<b>\$9,242,526</b>	<b>\$14,889,910</b>
<i>Variance</i>	(\$56,886)	(\$23,720)	\$20,553	\$8,485	(\$24,202)	(\$38,966)
<b>Completion (%)</b>	<b>99.78%</b>	<b>99.13%</b>	<b>116.45%</b>	<b>123.18%</b>	<b>99.73%</b>	<b>99.73%</b>
<b>100% Limited<sup>^</sup> Completion (%)</b>	<b>99.68%</b>		<b>100.00%</b>	<b>100.00%</b>		
<b>Contract Minimum Completeness Requirement (%)</b>			<b>97.00%</b>			
<b>Non-Compliant (%)</b>			<b>16.45%</b>	<b>23.18%</b>		

<sup>^</sup> – To avoid overstating the VAS Entire Plan results in situations when the MCO or an individual vendor’s cumulative completion percentage exceeds 100 percent, we reduced such encounter totals by the period’s variance in comparison with the CDJs. Please see data analysis assumption number 10 on page 29 for further explanation.

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

UHC reported a Behavioral Health VAS amount of \$965.00 during the reporting period. There are no CDJ transaction amounts for Behavioral Health VAS for the reporting period.

## UnitedHealthcare Community Plan Encounter and CDJ Comparison

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

1. **National MedTrans VAS (Table 2V):** UHC's National Med Trans VAS cumulative percentage is out of compliance at 116.45 percent. There are several months with monthly completion percentages above 100 percent.
2. **ModivCare VAS (Table 3V):** UHC's ModivCare VAS cumulative percentage is out of compliance at 123.18 percent. There are several months with monthly completion percentages above 100 percent.



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

### | UnitedHealthcare Entire Plan Monthly Table

**Table 1 — UnitedHealthcare Community Plan (Entire Plan)**

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$144,686,857	(\$2,585,900)	-2%	\$142,100,957	\$141,203,461	\$897,495	100.63%
February 2020	\$158,729,129	(\$2,714,440)	-2%	\$156,014,689	\$152,864,530	\$3,150,159	102.06%
March 2020	\$157,387,131	(\$8,926,675)	-6%	\$148,460,456	\$146,390,341	\$2,070,115	101.41%
April 2020	\$141,906,895	(\$2,047,082)	-1%	\$139,859,813	\$137,203,116	\$2,656,696	101.93%
May 2020	\$131,443,413	(\$2,054,907)	-2%	\$129,388,506	\$127,617,428	\$1,771,078	101.38%
June 2020	\$134,322,202	(\$2,812,534)	-2%	\$131,509,668	\$130,003,208	\$1,506,460	101.15%
July 2020	\$154,579,542	(\$2,755,019)	-2%	\$151,824,523	\$149,797,750	\$2,026,773	101.35%
August 2020	\$155,355,897	(\$3,171,642)	-2%	\$152,184,256	\$152,947,725	(\$763,469)	99.50%
September 2020	\$149,145,223	(\$2,267,606)	-2%	\$146,877,618	\$147,698,908	(\$821,290)	99.44%
October 2020	\$162,011,013	(\$2,449,902)	-2%	\$159,561,111	\$160,698,837	(\$1,137,726)	99.29%
November 2020	\$143,960,689	(\$2,278,345)	-2%	\$141,682,344	\$158,614,973	(\$16,932,629)	89.32%
December 2020	\$172,478,779	(\$4,544,915)	-3%	\$167,933,864	\$167,187,455	\$746,409	100.44%
January 2021	\$151,554,360	(\$2,327,951)	-2%	\$149,226,409	\$150,067,734	(\$841,325)	99.43%
February 2021	\$155,791,104	(\$5,208,452)	-3%	\$150,582,652	\$150,967,992	(\$385,340)	99.74%
March 2021	\$173,957,943	(\$1,769,651)	-1%	\$172,188,291	\$170,776,044	\$1,412,247	100.82%
April 2021	\$176,015,865	(\$2,830,427)	-2%	\$173,185,437	\$171,978,395	\$1,207,043	100.70%
May 2021	\$165,997,662	(\$2,497,524)	-2%	\$163,500,137	\$162,961,889	\$538,248	100.33%
June 2021	\$174,896,583	(\$3,685,079)	-2%	\$171,211,504	\$169,533,004	\$1,678,500	100.99%
July 2021	\$180,866,336	(\$4,565,312)	-3%	\$176,301,024	\$174,832,368	\$1,468,656	100.84%
August 2021	\$179,664,550	(\$3,645,172)	-2%	\$176,019,377	\$174,263,924	\$1,755,453	101.00%
September 2021	\$182,847,122	(\$3,148,534)	-2%	\$179,698,588	\$178,460,104	\$1,238,485	100.69%
October 2021	\$199,408,221	(\$3,074,165)	-2%	\$196,334,056	\$195,658,708	\$675,348	100.34%
November 2021	\$141,660,451	(\$2,642,476)	-2%	\$139,017,975	\$163,507,206	(\$24,489,231)	85.02%
December 2021	\$186,034,001	(\$3,151,370)	-2%	\$182,882,631	\$183,407,397	(\$524,766)	99.71%
<b>Cumulative Totals</b>	<b>\$3,874,700,967</b>	<b>(\$77,155,082)</b>	<b>-2%</b>	<b>\$3,797,545,886</b>	<b>\$3,818,642,497</b>	<b>(\$21,096,612)</b>	<b>99.44%</b>
100% Limited <sup>^</sup> Cumulative Total				\$3,796,561,390	\$3,818,642,497	(\$22,081,107)	99.42%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

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



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

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

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
January 2020	\$18,164,440	(\$798,416)	-4%	\$17,366,023	\$17,509,433	(\$143,409)	99.18%
February 2020	\$18,148,379	(\$584,819)	-3%	\$17,563,560	\$17,686,231	(\$122,671)	99.30%
March 2020	\$18,187,026	(\$554,586)	-3%	\$17,632,440	\$17,823,334	(\$190,893)	98.92%
April 2020	\$16,732,346	(\$327,636)	-2%	\$16,404,709	\$16,482,039	(\$77,330)	99.53%
May 2020	\$15,511,176	(\$370,802)	-2%	\$15,140,374	\$15,208,883	(\$68,509)	99.54%
June 2020	\$15,975,739	(\$345,897)	-2%	\$15,629,843	\$15,662,177	(\$32,334)	99.79%
July 2020	\$19,034,128	(\$429,796)	-2%	\$18,604,332	\$18,655,492	(\$51,161)	99.72%
August 2020	\$19,428,843	(\$466,661)	-2%	\$18,962,182	\$19,058,871	(\$96,689)	99.49%
September 2020	\$16,233,945	(\$315,813)	-2%	\$15,918,132	\$15,946,204	(\$28,071)	99.82%
October 2020	\$18,547,658	(\$428,637)	-2%	\$18,119,021	\$18,147,096	(\$28,075)	99.84%
November 2020	\$18,676,359	(\$281,674)	-2%	\$18,394,685	\$18,502,374	(\$107,689)	99.41%
December 2020	\$19,807,578	(\$356,471)	-2%	\$19,451,107	\$19,590,679	(\$139,572)	99.28%
January 2021	\$18,554,647	(\$507,894)	-3%	\$18,046,754	\$18,203,377	(\$156,624)	99.13%
February 2021	\$17,603,514	(\$473,677)	-3%	\$17,129,837	\$17,268,370	(\$138,533)	99.19%
March 2021	\$20,381,055	(\$451,106)	-2%	\$19,929,949	\$20,164,644	(\$234,695)	98.83%
April 2021	\$19,378,790	(\$510,896)	-3%	\$18,867,894	\$19,028,077	(\$160,183)	99.15%
May 2021	\$18,588,967	(\$801,079)	-4%	\$17,787,888	\$18,074,479	(\$286,591)	98.41%
June 2021	\$20,116,530	(\$1,088,462)	-5%	\$19,028,068	\$19,427,032	(\$398,964)	97.94%
July 2021	\$19,921,570	(\$1,585,283)	-8%	\$18,336,287	\$18,698,368	(\$362,081)	98.06%
August 2021	\$18,538,452	(\$1,037,455)	-6%	\$17,500,997	\$17,717,214	(\$216,217)	98.77%
September 2021	\$18,752,260	(\$673,947)	-4%	\$18,078,313	\$18,420,564	(\$342,251)	98.14%
October 2021	\$19,975,928	(\$663,589)	-3%	\$19,312,339	\$19,819,012	(\$506,673)	97.44%
November 2021	\$17,581,945	(\$548,054)	-3%	\$17,033,891	\$17,451,126	(\$417,235)	97.60%
December 2021	\$20,908,359	(\$814,361)	-4%	\$20,093,998	\$20,796,133	(\$702,135)	96.62%
<b>Cumulative Totals</b>	<b>\$444,749,632</b>	<b>(\$14,417,010)</b>	<b>-3%</b>	<b>\$430,332,622</b>	<b>\$435,341,207</b>	<b>(\$5,008,585)</b>	<b>98.84%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



UnitedHealthcare National MedTrans Monthly Table

Table 3 —UnitedHealthcare Community Plan National MedTrans (Non-Emergency Transportation)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$1,295,863	(\$17,856)	-1%	\$1,278,006	\$1,310,993	(\$32,987)	97.48%
February 2020	\$762,672	(\$6,150)	-1%	\$756,522	\$767,328	(\$10,807)	98.59%
March 2020	\$1,096,850	(\$12,385)	-1%	\$1,084,465	\$1,087,382	(\$2,917)	99.73%
April 2020	\$763,180	(\$1,781)	0%	\$761,400	\$758,062	\$3,338	100.44%
May 2020	\$789,233	(\$3,479)	0%	\$785,754	\$786,315	(\$561)	99.92%
June 2020	\$821,013	(\$1,698)	0%	\$819,315	\$827,371	(\$8,055)	99.02%
July 2020	\$1,046,765	(\$3,493)	0%	\$1,043,271	\$1,048,240	(\$4,969)	99.52%
August 2020	\$932,807	(\$4,628)	0%	\$928,178	\$928,610	(\$431)	99.95%
September 2020	\$643,694	(\$6,100)	-1%	\$637,594	\$683,830	(\$46,236)	93.23%
October 2020	\$347,790	(\$54,650)	-16%	\$293,140	\$267,929	\$25,211	109.40%
November 2020	\$73,144	(\$579)	-1%	\$72,565	\$81,124	(\$8,559)	89.44%
December 2020	\$94,255	(\$2,499)	-3%	\$91,756	\$96,675	(\$4,920)	94.91%
January 2021	\$74,460	(\$32,546)	-44%	\$41,914	\$50,690	(\$8,776)	82.68%
February 2021	\$15,317	(\$3,088)	-20%	\$12,229	\$13,096	(\$867)	93.37%
March 2021	\$8,660	(\$2,803)	-32%	\$5,858	\$6,465	(\$607)	90.61%
April 2021	\$8,054	(\$628)	-8%	\$7,426	\$4,932	\$2,493	150.55%
May 2021	\$9,557	\$0	0%	\$9,557	\$9,062	\$494	105.45%
June 2021	\$4,301	(\$1,959)	-46%	\$2,342	\$2,151	\$191	108.89%
July 2021	\$67,649	(\$27,312)	-40%	\$40,337	\$28,731	\$11,606	140.39%
August 2021	\$23,806	(\$1,703)	-7%	\$22,103	\$13,978	\$8,125	158.12%
September 2021	\$116,262	(\$112,198)	-97%	\$4,064	(\$36,063)	\$40,127	-11.26%
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$8,995,330</b>	<b>(\$297,534)</b>	<b>-3%</b>	<b>\$8,697,795</b>	<b>\$8,736,901</b>	<b>(\$39,106)</b>	<b>99.55%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

## UnitedHealthcare Community Plan Encounter and CDJ Comparison



### UnitedHealthcare ModivCare Monthly Table

Table 4 — UnitedHealthcare Community Plan ModivCare (Non-Emergency Transportation)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$129,311	(\$129)	0%	\$129,182	\$129,309	(\$127)	99.90%
October 2020	\$613,317	(\$1,475)	0%	\$611,843	\$612,277	(\$435)	99.92%
November 2020	\$533,610	(\$4,483)	-1%	\$529,127	\$529,470	(\$343)	99.93%
December 2020	\$1,983,583	(\$604,196)	-30%	\$1,379,387	\$1,382,126	(\$2,739)	99.80%
January 2021	\$1,483,802	(\$110,662)	-7%	\$1,373,140	\$1,373,213	(\$73)	99.99%
February 2021	\$1,213,192	(\$73,501)	-6%	\$1,139,690	\$1,142,547	(\$2,857)	99.74%
March 2021	\$1,161,936	(\$168,051)	-14%	\$993,884	\$994,711	(\$826)	99.91%
April 2021	\$1,123,693	(\$5,296)	0%	\$1,118,397	\$1,119,070	(\$673)	99.93%
May 2021	\$896,798	(\$21,323)	-2%	\$875,476	\$876,933	(\$1,457)	99.83%
June 2021	\$975,350	(\$4,647)	0%	\$970,704	\$971,969	(\$1,265)	99.86%
July 2021	\$1,356,560	(\$393,205)	-29%	\$963,356	\$965,974	(\$2,618)	99.72%
August 2021	\$1,473,625	(\$149,249)	-10%	\$1,324,375	\$1,326,422	(\$2,047)	99.84%
September 2021	\$779,287	(\$2,497)	0%	\$776,790	\$779,287	(\$2,497)	99.67%
October 2021	\$1,252,601	(\$1,583)	0%	\$1,251,019	\$1,253,137	(\$2,118)	99.83%
November 2021	\$1,305,301	(\$1,835)	0%	\$1,303,466	\$1,305,301	(\$1,835)	99.85%
December 2021	\$1,566,818	(\$2,970)	0%	\$1,563,848	\$1,566,818	(\$2,970)	99.81%
<b>Cumulative Totals</b>	<b>\$17,848,786</b>	<b>(\$1,545,102)</b>	<b>-9%</b>	<b>\$16,303,683</b>	<b>\$16,328,563</b>	<b>(\$24,880)</b>	<b>99.84%</b>
100% Limited <sup>^</sup> Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



UnitedHealthcare March Vision Monthly Table

Table 5 — UnitedHealthcare Community Plan MARCH Vision Care (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$1,156,428	(\$5,508)	0%	\$1,150,920	\$1,154,486	(\$3,566)	99.69%
February 2020	\$1,240,284	(\$4,344)	0%	\$1,235,939	\$1,238,882	(\$2,943)	99.76%
March 2020	\$1,081,843	(\$2,675)	0%	\$1,079,168	\$1,081,957	(\$2,789)	99.74%
April 2020	\$221,267	(\$716)	0%	\$220,551	\$220,773	(\$222)	99.89%
May 2020	\$317,473	(\$2,212)	-1%	\$315,260	\$317,169	(\$1,909)	99.39%
June 2020	\$828,696	(\$3,117)	0%	\$825,579	\$828,391	(\$2,813)	99.66%
July 2020	\$938,351	(\$2,011)	0%	\$936,341	\$938,514	(\$2,173)	99.76%
August 2020	\$1,020,322	(\$1,685)	0%	\$1,018,637	\$1,020,071	(\$1,434)	99.85%
September 2020	\$1,055,453	(\$1,905)	0%	\$1,053,548	\$1,054,562	(\$1,014)	99.90%
October 2020	\$1,144,161	(\$3,709)	0%	\$1,140,452	\$1,142,522	(\$2,070)	99.81%
November 2020	\$900,023	(\$1,171)	0%	\$898,852	\$899,748	(\$896)	99.90%
December 2020	\$1,115,297	(\$1,767)	0%	\$1,113,530	\$1,115,386	(\$1,856)	99.83%
January 2021	\$1,073,674	(\$2,248)	0%	\$1,071,426	\$1,073,007	(\$1,582)	99.85%
February 2021	\$1,097,952	(\$1,672)	0%	\$1,096,279	\$1,098,273	(\$1,994)	99.81%
March 2021	\$1,333,541	(\$2,193)	0%	\$1,331,347	\$1,333,266	(\$1,919)	99.85%
April 2021	\$1,187,282	(\$3,206)	0%	\$1,184,076	\$1,186,845	(\$2,769)	99.76%
May 2021	\$980,007	(\$1,638)	0%	\$978,369	\$980,020	(\$1,651)	99.83%
June 2021	\$999,740	(\$3,410)	0%	\$996,330	\$999,792	(\$3,463)	99.65%
July 2021	\$982,078	(\$3,063)	0%	\$979,015	\$980,776	(\$1,761)	99.82%
August 2021	\$1,141,529	(\$3,341)	0%	\$1,138,188	\$1,141,394	(\$3,206)	99.71%
September 2021	\$770,281	(\$2,067)	0%	\$768,214	\$771,838	(\$3,625)	99.53%
October 2021	\$1,083,863	(\$74,500)	-7%	\$1,009,363	\$1,014,075	(\$4,712)	99.53%
November 2021	\$1,279,353	(\$201,399)	-16%	\$1,077,954	\$1,091,598	(\$13,644)	98.75%
December 2021	\$926,259	(\$25,094)	-3%	\$901,165	\$912,171	(\$11,007)	98.79%
<b>Cumulative Totals</b>	<b>\$23,875,155</b>	<b>(\$354,654)</b>	<b>-1%</b>	<b>\$23,520,501</b>	<b>\$23,595,517</b>	<b>(\$75,016)</b>	<b>99.68%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



UnitedHealthcare Dental Benefit Providers Monthly Table

Table 6 —UnitedHealthcare Community Plan Dental Benefit Providers (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$684,768	(\$31,650)	-5%	\$653,117	\$643,768	\$9,349	101.45%
February 2020	\$610,408	(\$8,001)	-1%	\$602,407	\$604,442	(\$2,035)	99.66%
March 2020	\$750,567	(\$12,607)	-2%	\$737,960	\$723,427	\$14,533	102.00%
April 2020	\$98,445	(\$411)	0%	\$98,034	\$82,509	\$15,525	118.81%
May 2020	\$301,660	(\$106)	0%	\$301,554	\$301,660	(\$106)	99.96%
June 2020	\$415,224	(\$35,035)	-8%	\$380,189	\$382,077	(\$1,888)	99.50%
July 2020	\$870,311	(\$10,143)	-1%	\$860,168	\$860,842	(\$674)	99.92%
August 2020	\$524,618	(\$2,434)	0%	\$522,184	\$523,564	(\$1,380)	99.73%
September 2020	\$520,263	(\$2,555)	0%	\$517,708	\$508,687	\$9,021	101.77%
October 2020	\$850,675	(\$494)	0%	\$850,182	\$850,857	(\$675)	99.92%
November 2020	\$660,652	(\$17,063)	-3%	\$643,590	\$645,168	(\$1,578)	99.75%
December 2020	\$588,058	(\$1,681)	0%	\$586,377	\$587,240	(\$863)	99.85%
January 2021	\$819,467	(\$5,929)	-1%	\$813,537	\$814,565	(\$1,028)	99.87%
February 2021	\$640,658	(\$26,802)	-4%	\$613,856	\$614,649	(\$793)	99.87%
March 2021	\$756,301	(\$30,812)	-4%	\$725,489	\$727,979	(\$2,491)	99.65%
April 2021	\$868,655	(\$20,757)	-2%	\$847,897	\$849,530	(\$1,633)	99.80%
May 2021	\$763,610	(\$57,926)	-8%	\$705,683	\$706,188	(\$505)	99.92%
June 2021	\$840,268	(\$179,991)	-21%	\$660,278	\$680,494	(\$20,216)	97.02%
July 2021	\$1,017,800	(\$253,502)	-25%	\$764,299	\$777,485	(\$13,187)	98.30%
August 2021	\$660,277	(\$11,918)	-2%	\$648,358	\$659,656	(\$11,298)	98.28%
September 2021	\$556,585	(\$6,835)	-1%	\$549,751	\$556,145	(\$6,394)	98.85%
October 2021	\$593,599	(\$11,007)	-2%	\$582,591	\$592,371	(\$9,780)	98.34%
November 2021	\$565,627	(\$403)	0%	\$565,224	\$569,670	(\$4,446)	99.21%
December 2021	\$621,129	(\$617)	0%	\$620,512	\$626,936	(\$6,424)	98.97%
<b>Cumulative Totals</b>	<b>\$15,579,624</b>	<b>(\$728,680)</b>	<b>-5%</b>	<b>\$14,850,944</b>	<b>\$14,889,910</b>	<b>(\$38,966)</b>	<b>99.73%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison

 | UnitedHealthcare OptumRx Monthly Table

Table 7 — UnitedHealthcare Community Plan OptumRx (Pharmacy Benefits)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$37,117,857	(\$154,435)	0%	\$36,963,422	\$37,707,130	(\$743,709)	98.02%
February 2020	\$47,280,569	(\$233,426)	0%	\$47,047,143	\$45,963,749	\$1,083,394	102.35%
March 2020	\$50,950,918	(\$6,806,865)	-13%	\$44,144,052	\$44,321,569	(\$177,516)	99.59%
April 2020	\$42,693,995	(\$208,038)	0%	\$42,485,957	\$42,525,502	(\$39,546)	99.90%
May 2020	\$42,292,019	(\$116,702)	0%	\$42,175,317	\$42,516,925	(\$341,607)	99.19%
June 2020	\$42,290,827	(\$816,255)	-2%	\$41,474,572	\$41,587,195	(\$112,622)	99.72%
July 2020	\$43,341,281	(\$1,025,229)	-2%	\$42,316,052	\$42,696,924	(\$380,872)	99.10%
August 2020	\$46,421,024	(\$1,195,258)	-3%	\$45,225,766	\$45,772,771	(\$547,005)	98.80%
September 2020	\$43,451,752	(\$635,167)	-1%	\$42,816,585	\$42,985,629	(\$169,044)	99.60%
October 2020	\$46,873,486	(\$344,906)	-1%	\$46,528,581	\$46,941,589	(\$413,008)	99.12%
November 2020	\$50,022,851	(\$974,569)	-2%	\$49,048,282	\$49,394,692	(\$346,411)	99.29%
December 2020	\$46,419,969	(\$2,530,756)	-5%	\$43,889,213	\$42,401,973	\$1,487,240	103.50%
January 2021	\$46,626,770	(\$175,506)	0%	\$46,451,263	\$46,614,397	(\$163,134)	99.65%
February 2021	\$39,676,081	(\$43,731)	0%	\$39,632,350	\$39,441,461	\$190,888	100.48%
March 2021	\$52,852,089	(\$85,287)	0%	\$52,766,802	\$52,428,122	\$338,680	100.64%
April 2021	\$51,342,039	(\$174,349)	0%	\$51,167,690	\$51,392,182	(\$224,492)	99.56%
May 2021	\$51,201,233	(\$77,006)	0%	\$51,124,226	\$51,376,515	(\$252,288)	99.50%
June 2021	\$48,859,539	(\$168,748)	0%	\$48,690,791	\$48,590,798	\$99,993	100.20%
July 2021	\$47,493,353	(\$95,391)	0%	\$47,397,963	\$47,012,891	\$385,072	100.81%
August 2021	\$55,065,297	(\$142,157)	0%	\$54,923,141	\$54,630,396	\$292,745	100.53%
September 2021	\$47,687,068	(\$173,510)	0%	\$47,513,558	\$47,550,191	(\$36,633)	99.92%
October 2021	\$52,224,011	(\$165,990)	0%	\$52,058,020	\$51,864,099	\$193,922	100.37%
November 2021	\$56,316,717	(\$124,174)	0%	\$56,192,543	\$55,601,370	\$591,173	101.06%
December 2021	\$56,861,674	(\$238,262)	0%	\$56,623,412	\$56,354,135	\$269,277	100.47%
<b>Cumulative Totals</b>	<b>\$1,145,362,417</b>	<b>(\$16,705,718)</b>	<b>-1%</b>	<b>\$1,128,656,699</b>	<b>\$1,127,672,204</b>	<b>\$984,496</b>	<b>100.08%</b>
100% Limited^ Cumulative Total				\$1,127,672,204	\$1,127,672,204	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

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

UnitedHealthcare Community Plan Encounter and CDJ Comparison

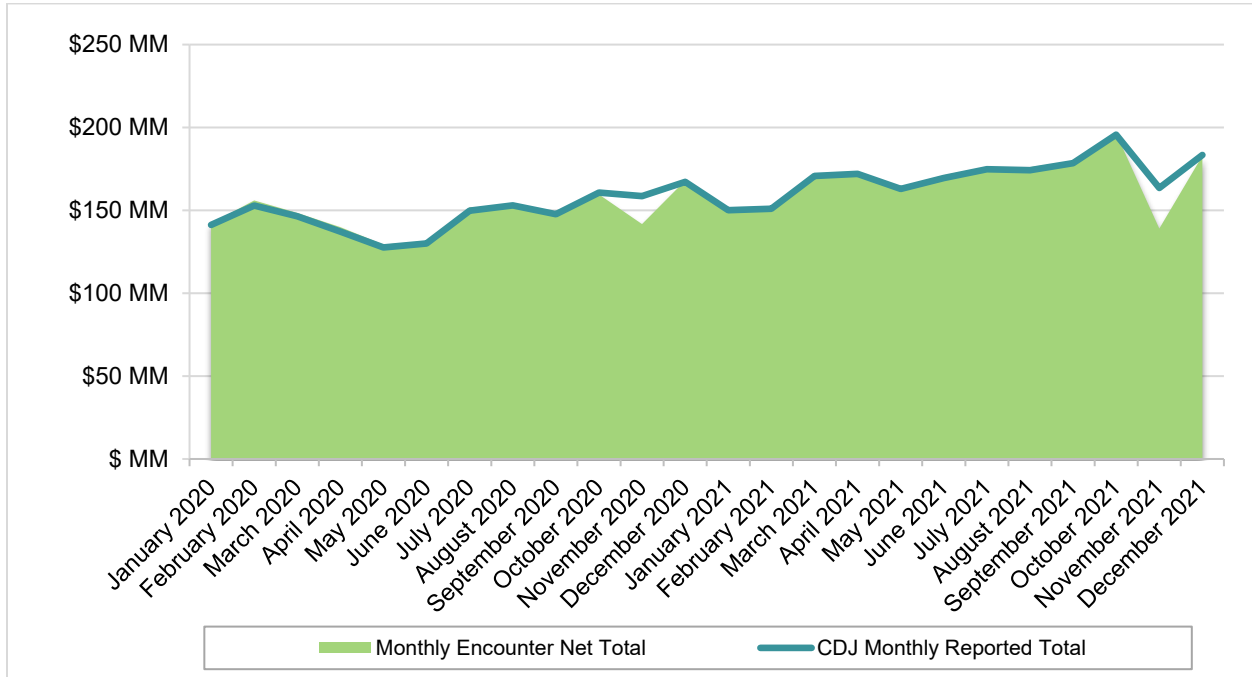
 | UnitedHealthcare Non-Vendor Monthly Table

Table 8 — UnitedHealthcare Community Plan - Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$86,267,502	(\$1,578,034)	-2%	\$84,689,468	\$82,877,651	\$1,811,817	102.18%
February 2020	\$90,686,818	(\$1,877,699)	-2%	\$88,809,118	\$86,603,898	\$2,205,221	102.54%
March 2020	\$85,319,926	(\$1,537,556)	-2%	\$83,782,371	\$81,352,673	\$2,429,698	102.98%
April 2020	\$81,397,662	(\$1,508,500)	-2%	\$79,889,162	\$77,134,231	\$2,754,932	103.57%
May 2020	\$72,231,853	(\$1,561,606)	-2%	\$70,670,248	\$68,486,477	\$2,183,770	103.18%
June 2020	\$73,990,702	(\$1,610,532)	-2%	\$72,380,170	\$70,715,998	\$1,664,172	102.35%
July 2020	\$89,348,706	(\$1,284,346)	-1%	\$88,064,360	\$85,597,738	\$2,466,622	102.88%
August 2020	\$87,028,285	(\$1,500,975)	-2%	\$85,527,310	\$85,643,839	(\$116,529)	99.86%
September 2020	\$87,110,804	(\$1,305,936)	-1%	\$85,804,868	\$86,390,688	(\$585,820)	99.32%
October 2020	\$93,633,925	(\$1,616,032)	-2%	\$92,017,892	\$92,736,567	(\$718,674)	99.22%
November 2020	\$73,094,051	(\$998,807)	-1%	\$72,095,244	\$88,562,398	(\$16,467,154)	81.40%
December 2020	\$102,470,040	(\$1,047,546)	-1%	\$101,422,494	\$102,013,376	(\$590,882)	99.42%
January 2021	\$82,921,540	(\$1,493,165)	-2%	\$81,428,375	\$81,938,483	(\$510,108)	99.37%
February 2021	\$95,544,392	(\$4,585,981)	-5%	\$90,958,411	\$91,389,595	(\$431,184)	99.52%
March 2021	\$97,464,361	(\$1,029,399)	-1%	\$96,434,963	\$95,120,858	\$1,314,105	101.38%
April 2021	\$102,107,353	(\$2,115,295)	-2%	\$99,992,058	\$98,397,758	\$1,594,300	101.62%
May 2021	\$93,557,491	(\$1,538,552)	-2%	\$92,018,939	\$90,938,693	\$1,080,246	101.18%
June 2021	\$103,100,854	(\$2,237,862)	-2%	\$100,862,991	\$98,860,768	\$2,002,223	102.02%
July 2021	\$110,027,326	(\$2,207,557)	-2%	\$107,819,768	\$106,368,143	\$1,451,625	101.36%
August 2021	\$102,761,564	(\$2,299,349)	-2%	\$100,462,215	\$98,774,864	\$1,687,351	101.70%
September 2021	\$114,185,379	(\$2,177,480)	-2%	\$112,007,898	\$110,418,141	\$1,589,757	101.43%
October 2021	\$124,278,219	(\$2,157,496)	-2%	\$122,120,724	\$121,116,015	\$1,004,709	100.82%
November 2021	\$64,611,507	(\$1,766,609)	-3%	\$62,844,898	\$87,488,140	(\$24,643,242)	71.83%
December 2021	\$105,149,763	(\$2,070,067)	-2%	\$103,079,697	\$103,151,204	(\$71,507)	99.93%
<b>Cumulative Totals</b>	<b>\$2,218,290,024</b>	<b>(\$43,106,382)</b>	<b>-2%</b>	<b>\$2,175,183,641</b>	<b>\$2,192,078,195</b>	<b>(\$16,894,554)</b>	<b>99.22%</b>
100% Limited^ Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



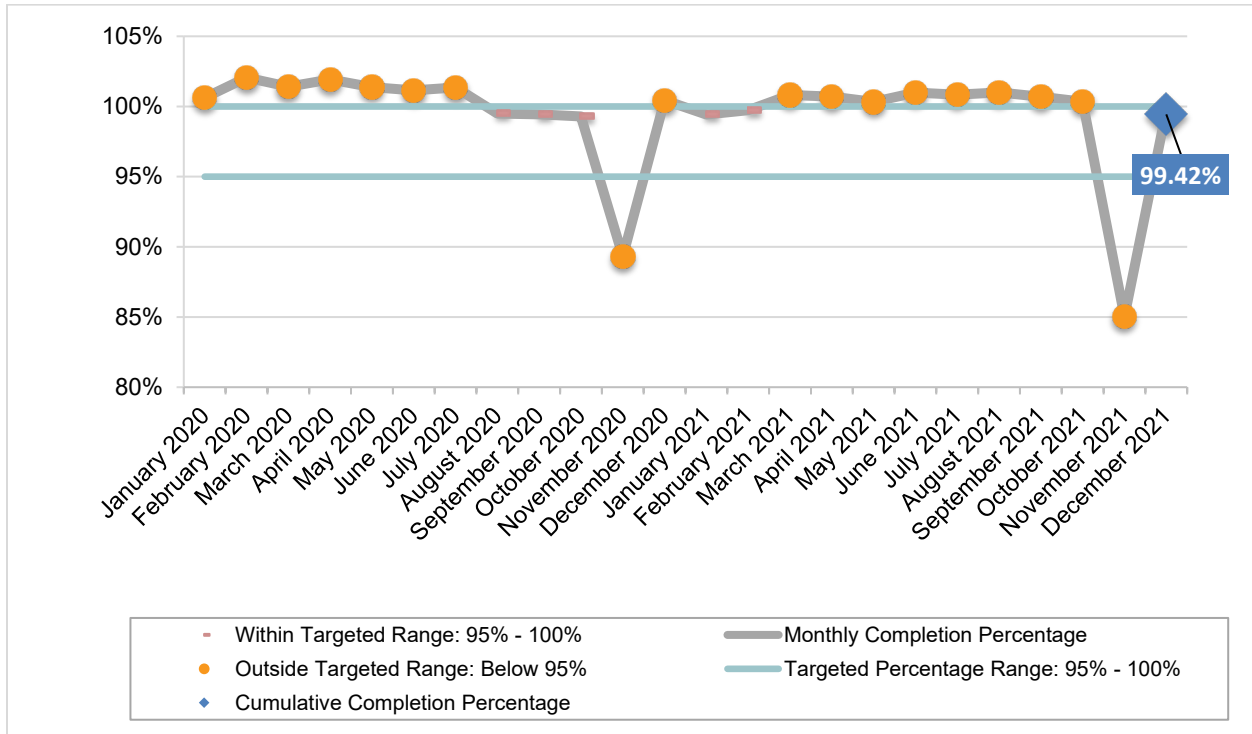
Chart 1. Monthly CDJ totals and encounter submission for UnitedHealthcare





UnitedHealthcare Summary Reporting Charts

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



## UnitedHealthcare Community Plan Encounter and CDJ Comparison



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

**Table 1V — UnitedHealthcare Community Plan (Entire Plan)**

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$1,312,505	(\$36,275)	-3%	\$1,276,230	\$1,259,079	\$17,151	101.36%
February 2020	\$1,243,633	(\$11,647)	-1%	\$1,231,985	\$1,227,903	\$4,083	100.33%
March 2020	\$1,267,897	(\$14,446)	-1%	\$1,253,451	\$1,234,564	\$18,888	101.52%
April 2020	\$241,138	(\$3,444)	-1%	\$237,693	\$221,498	\$16,196	107.31%
May 2020	\$491,442	(\$1,830)	0%	\$489,612	\$488,811	\$801	100.16%
June 2020	\$851,030	(\$36,983)	-4%	\$814,046	\$815,687	(\$1,641)	99.79%
July 2020	\$1,347,658	(\$12,005)	-1%	\$1,335,652	\$1,336,192	(\$540)	99.95%
August 2020	\$1,065,120	(\$4,103)	0%	\$1,061,017	\$1,063,284	(\$2,267)	99.78%
September 2020	\$1,055,052	(\$4,571)	0%	\$1,050,481	\$1,041,850	\$8,631	100.82%
October 2020	\$1,419,705	(\$8,092)	-1%	\$1,411,613	\$1,409,982	\$1,631	100.11%
November 2020	\$1,092,789	(\$20,632)	-2%	\$1,072,156	\$1,082,369	(\$10,213)	99.05%
December 2020	\$1,065,844	(\$8,578)	-1%	\$1,057,266	\$1,055,622	\$1,644	100.15%
January 2021	\$1,361,500	(\$8,291)	-1%	\$1,353,208	\$1,359,220	(\$6,011)	99.55%
February 2021	\$1,233,874	(\$28,049)	-2%	\$1,205,825	\$1,207,322	(\$1,497)	99.87%
March 2021	\$1,490,740	(\$31,862)	-2%	\$1,458,879	\$1,459,525	(\$647)	99.95%
April 2021	\$1,492,347	(\$22,156)	-1%	\$1,470,192	\$1,469,939	\$253	100.01%
May 2021	\$1,291,160	(\$59,819)	-5%	\$1,231,341	\$1,231,821	(\$479)	99.96%
June 2021	\$1,397,178	(\$181,659)	-13%	\$1,215,519	\$1,235,908	(\$20,389)	98.35%
July 2021	\$1,550,174	(\$257,860)	-17%	\$1,292,314	\$1,303,690	(\$11,376)	99.12%
August 2021	\$1,147,891	(\$14,532)	-1%	\$1,133,359	\$1,146,705	(\$13,346)	98.83%
September 2021	\$943,941	(\$11,074)	-1%	\$932,866	\$939,477	(\$6,611)	99.29%
October 2021	\$1,265,858	(\$20,378)	-2%	\$1,245,480	\$1,260,945	(\$15,465)	98.77%
November 2021	\$1,172,655	(\$21,520)	-2%	\$1,151,135	\$1,177,964	(\$26,829)	97.72%
December 2021	\$1,027,017	(\$13,793)	-1%	\$1,013,224	\$1,022,076	(\$8,852)	99.13%
<b>Cumulative Totals</b>	<b>\$27,828,147</b>	<b>(\$833,600)</b>	<b>-3%</b>	<b>\$26,994,547</b>	<b>\$27,051,433</b>	<b>(\$56,886)</b>	<b>99.78%</b>
100% Limited Cumulative Total				\$26,965,508.88	\$27,051,433	(\$85,924)	99.68%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

## UnitedHealthcare Community Plan Encounter and CDJ Comparison



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

Table 2V —UnitedHealthcare Community Plan National MedTrans (Non-Emergency Transportation)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$55,167	(\$299)	-1%	\$54,868	\$45,688	\$9,180	120.09%
February 2020	\$4,181	\$0	0%	\$4,181	(\$615)	\$4,796	-680.08%
March 2020	\$9,635	(\$35)	0%	\$9,600	\$5,254	\$4,346	182.70%
April 2020	\$6,654	(\$699)	-11%	\$5,955	\$5,835	\$120	102.04%
May 2020	\$6,102	\$0	0%	\$6,102	\$5,886	\$216	103.66%
June 2020	\$15,585	(\$31)	0%	\$15,554	\$15,106	\$447	102.96%
July 2020	\$14,884	(\$62)	0%	\$14,821	\$14,624	\$197	101.34%
August 2020	\$21,038	(\$352)	-2%	\$20,686	\$20,658	\$29	100.13%
September 2020	\$9,457	\$0	0%	\$9,457	\$9,625	(\$167)	98.26%
October 2020	\$2,348	(\$545)	-23%	\$1,802	\$1,812	(\$10)	99.47%
November 2020	\$444	\$0	0%	\$444	\$444	\$0	100.00%
December 2020	\$484	\$0	0%	\$484	\$484	\$0	100.00%
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
July 2021	\$2,248	(\$1,124)	-50%	\$1,124	\$567	\$557	198.20%
August 2021	\$361	\$0	0%	\$361	\$0	\$361	
September 2021	\$2,970	(\$2,970)	-100%	\$0	(\$483)	\$483	0.00%
October 2021	\$0	\$0		\$0	\$0	\$0	
November 2021	\$0	\$0		\$0	\$0	\$0	
December 2021	\$0	\$0		\$0	\$0	\$0	
<b>Cumulative Totals</b>	<b>\$151,558</b>	<b>(\$6,119)</b>	<b>-4%</b>	<b>\$145,440</b>	<b>\$124,887</b>	<b>\$20,553</b>	<b>116.45%</b>
100% Limited Cumulative Total				\$124,887	\$124,887	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>16.45%</b>

## UnitedHealthcare Community Plan Encounter and CDJ Comparison



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

Table 3V — UnitedHealthcare Community Plan ModivCare (Non-Emergency Transportation)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$0	\$0		\$0	\$0	\$0	
February 2020	\$0	\$0		\$0	\$0	\$0	
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$0	\$0		\$0	\$0	\$0	
May 2020	\$0	\$0		\$0	\$0	\$0	
June 2020	\$0	\$0		\$0	\$0	\$0	
July 2020	\$0	\$0		\$0	\$0	\$0	
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$1,452	(\$48)	-3%	\$1,404	\$937	\$467	149.80%
October 2020	\$4,372	(\$14)	0%	\$4,359	\$1,668	\$2,690	261.26%
November 2020	\$4,490	(\$76)	-2%	\$4,415	\$1,171	\$3,243	376.93%
December 2020	\$9,843	(\$2,293)	-23%	\$7,550	\$2,975	\$4,575	253.75%
January 2021	(\$1,088)	(\$165)	15%	(\$1,253)	\$2,092	(\$3,346)	-59.88%
February 2021	\$2,205	\$0	0%	\$2,205	\$1,356	\$848	162.55%
March 2021	\$2,115	\$0	0%	\$2,115	\$2,198	(\$83)	96.23%
April 2021	\$3,399	\$0	0%	\$3,399	\$3,399	\$0	100.00%
May 2021	\$1,281	\$0	0%	\$1,281	\$1,281	\$0	100.00%
June 2021	\$2,749	\$0	0%	\$2,749	\$2,660	\$90	103.36%
July 2021	\$5,666	(\$1,326)	-23%	\$4,340	\$4,340	\$0	100.00%
August 2021	\$3,148	(\$619)	-20%	\$2,529	\$2,529	\$0	100.00%
September 2021	\$1,627	\$0	0%	\$1,627	\$1,627	\$0	100.00%
October 2021	\$2,062	\$0	0%	\$2,062	\$2,062	\$0	100.00%
November 2021	\$3,103	\$0	0%	\$3,103	\$3,103	\$0	100.00%
December 2021	\$3,199	\$0	0%	\$3,199	\$3,199	\$0	100.00%
<b>Cumulative Totals</b>	<b>\$49,623</b>	<b>(\$4,540)</b>	<b>-9%</b>	<b>\$45,083</b>	<b>\$36,598</b>	<b>\$8,485</b>	<b>123.18%</b>
100% Limited Cumulative Total				\$36,598	\$36,598	\$0	100.00%
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>23.18%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Tables

Table 4V — UnitedHealthcare Community Plan MARCH Vision Care (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$499,341	(\$2,223)	0%	\$497,118	\$498,321	(\$1,203)	99.75%
February 2020	\$520,931	(\$2,325)	0%	\$518,605	\$519,980	(\$1,374)	99.73%
March 2020	\$438,306	(\$960)	0%	\$437,346	\$438,382	(\$1,037)	99.76%
April 2020	\$76,172	(\$286)	0%	\$75,886	\$76,006	(\$120)	99.84%
May 2020	\$123,109	(\$552)	0%	\$122,557	\$122,895	(\$338)	99.72%
June 2020	\$342,915	(\$697)	0%	\$342,218	\$342,915	(\$696)	99.79%
July 2020	\$370,418	(\$421)	0%	\$369,997	\$370,684	(\$687)	99.81%
August 2020	\$353,154	(\$328)	0%	\$352,825	\$353,037	(\$212)	99.93%
September 2020	\$382,213	(\$331)	0%	\$381,882	\$381,912	(\$30)	99.99%
October 2020	\$401,130	(\$403)	0%	\$400,727	\$401,105	(\$378)	99.90%
November 2020	\$325,298	(\$183)	0%	\$325,115	\$325,462	(\$347)	99.89%
December 2020	\$380,618	(\$381)	0%	\$380,237	\$380,991	(\$754)	99.80%
January 2021	\$477,639	(\$681)	0%	\$476,958	\$477,153	(\$195)	99.95%
February 2021	\$518,342	(\$696)	0%	\$517,646	\$518,944	(\$1,297)	99.74%
March 2021	\$593,510	(\$360)	0%	\$593,150	\$593,749	(\$599)	99.89%
April 2021	\$525,589	(\$777)	0%	\$524,813	\$525,446	(\$633)	99.87%
May 2021	\$451,495	(\$557)	0%	\$450,938	\$451,450	(\$512)	99.88%
June 2021	\$422,276	(\$1,089)	0%	\$421,187	\$422,197	(\$1,010)	99.76%
July 2021	\$389,819	(\$892)	0%	\$388,927	\$388,892	\$34	100.00%
August 2021	\$367,132	(\$645)	0%	\$366,487	\$366,925	(\$438)	99.88%
September 2021	\$265,685	(\$685)	0%	\$264,999	\$266,101	(\$1,102)	99.58%
October 2021	\$337,654	(\$7,440)	-2%	\$330,214	\$331,490	(\$1,276)	99.61%
November 2021	\$390,101	(\$19,085)	-5%	\$371,017	\$375,890	(\$4,873)	98.70%
December 2021	\$319,525	(\$12,051)	-4%	\$307,474	\$312,599	(\$5,125)	98.36%
<b>Cumulative Totals</b>	<b>\$9,272,373</b>	<b>(\$54,049)</b>	<b>-1%</b>	<b>\$9,218,324</b>	<b>\$9,242,526</b>	<b>(\$24,202)</b>	<b>99.73%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Tables

Table 5V —UnitedHealthcare Community Plan Dental Benefit Providers (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$684,768	(\$31,650)	-5%	\$653,117	\$643,768	\$9,349	101.45%
February 2020	\$610,408	(\$8,001)	-1%	\$602,407	\$604,442	(\$2,035)	99.66%
March 2020	\$750,567	(\$12,607)	-2%	\$737,960	\$723,427	\$14,533	102.00%
April 2020	\$98,445	(\$411)	0%	\$98,034	\$82,509	\$15,525	118.81%
May 2020	\$301,660	(\$106)	0%	\$301,554	\$301,660	(\$106)	99.96%
June 2020	\$415,224	(\$35,035)	-8%	\$380,189	\$382,077	(\$1,888)	99.50%
July 2020	\$870,311	(\$10,143)	-1%	\$860,168	\$860,842	(\$674)	99.92%
August 2020	\$524,618	(\$2,434)	0%	\$522,184	\$523,564	(\$1,380)	99.73%
September 2020	\$520,263	(\$2,555)	0%	\$517,708	\$508,687	\$9,021	101.77%
October 2020	\$850,675	(\$494)	0%	\$850,182	\$850,857	(\$675)	99.92%
November 2020	\$660,652	(\$17,063)	-3%	\$643,590	\$645,168	(\$1,578)	99.75%
December 2020	\$588,058	(\$1,681)	0%	\$586,377	\$587,240	(\$863)	99.85%
January 2021	\$819,467	(\$5,929)	-1%	\$813,537	\$814,565	(\$1,028)	99.87%
February 2021	\$640,658	(\$26,802)	-4%	\$613,856	\$614,649	(\$793)	99.87%
March 2021	\$756,301	(\$30,812)	-4%	\$725,489	\$727,979	(\$2,491)	99.65%
April 2021	\$868,655	(\$20,757)	-2%	\$847,897	\$849,530	(\$1,633)	99.80%
May 2021	\$763,610	(\$57,926)	-8%	\$705,683	\$706,188	(\$505)	99.92%
June 2021	\$840,268	(\$179,991)	-21%	\$660,278	\$680,494	(\$20,216)	97.02%
July 2021	\$1,017,800	(\$253,502)	-25%	\$764,299	\$777,485	(\$13,187)	98.30%
August 2021	\$660,277	(\$11,918)	-2%	\$648,358	\$659,656	(\$11,298)	98.28%
September 2021	\$556,585	(\$6,835)	-1%	\$549,751	\$556,145	(\$6,394)	98.85%
October 2021	\$593,599	(\$11,007)	-2%	\$582,591	\$592,371	(\$9,780)	98.34%
November 2021	\$565,627	(\$403)	0%	\$565,224	\$569,670	(\$4,446)	99.21%
December 2021	\$621,129	(\$617)	0%	\$620,512	\$626,936	(\$6,424)	98.97%
<b>Cumulative Totals</b>	<b>\$15,579,624</b>	<b>(\$728,680)</b>	<b>-5%</b>	<b>\$14,850,944</b>	<b>\$14,889,910</b>	<b>(\$38,966)</b>	<b>99.73%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>

UnitedHealthcare Community Plan Encounter and CDJ Comparison



Appendix A – Value Added Services (VAS) Tables

Table 6V — UnitedHealthcare Community Plan - Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
January 2020	\$73,230	(\$2,103)	-3%	\$71,127	\$71,303	(\$176)	99.75%
February 2020	\$108,113	(\$1,321)	-1%	\$106,792	\$104,096	\$2,696	102.59%
March 2020	\$69,389	(\$843)	-1%	\$68,546	\$67,500	\$1,046	101.54%
April 2020	\$59,867	(\$2,048)	-3%	\$57,819	\$57,148	\$671	101.17%
May 2020	\$60,571	(\$1,172)	-2%	\$59,399	\$58,369	\$1,030	101.76%
June 2020	\$77,306	(\$1,220)	-2%	\$76,085	\$75,590	\$496	100.65%
July 2020	\$92,044	(\$1,378)	-1%	\$90,666	\$90,041	\$625	100.69%
August 2020	\$166,310	(\$988)	-1%	\$165,322	\$166,025	(\$703)	99.57%
September 2020	\$141,666	(\$1,637)	-1%	\$140,029	\$140,689	(\$660)	99.53%
October 2020	\$161,179	(\$6,636)	-4%	\$154,543	\$154,541	\$2	100.00%
November 2020	\$101,904	(\$3,311)	-3%	\$98,593	\$110,124	(\$11,531)	89.52%
December 2020	\$86,841	(\$4,223)	-5%	\$82,618	\$83,931	(\$1,314)	98.43%
January 2021	\$65,482	(\$1,516)	-2%	\$63,966	\$65,409	(\$1,442)	97.79%
February 2021	\$72,670	(\$551)	-1%	\$72,118	\$72,373	(\$255)	99.64%
March 2021	\$138,814	(\$689)	0%	\$138,125	\$135,600	\$2,526	101.86%
April 2021	\$94,705	(\$621)	-1%	\$94,083	\$91,564	\$2,519	102.75%
May 2021	\$74,775	(\$1,336)	-2%	\$73,439	\$72,902	\$537	100.73%
June 2021	\$131,884	(\$579)	0%	\$131,305	\$130,558	\$748	100.57%
July 2021	\$134,641	(\$1,017)	-1%	\$133,624	\$132,405	\$1,219	100.92%
August 2021	\$116,835	(\$1,349)	-1%	\$115,486	\$117,595	(\$2,108)	98.20%
September 2021	\$116,798	(\$584)	0%	\$116,214	\$116,086	\$128	100.11%
October 2021	\$332,268	(\$1,793)	-1%	\$330,475	\$335,022	(\$4,547)	98.64%
November 2021	\$213,410	(\$2,032)	-1%	\$211,378	\$229,302	(\$17,924)	92.18%
December 2021	\$83,165	(\$1,126)	-1%	\$82,039	\$79,342	\$2,697	103.39%
<b>Cumulative Totals</b>	<b>\$2,773,866</b>	<b>(\$40,074)</b>	<b>-1%</b>	<b>\$2,733,792</b>	<b>\$2,757,512</b>	<b>(\$23,720)</b>	<b>99.13%</b>
100% Limited Cumulative Total							
<b>State Contract Minimum Completeness Percentage Requirement</b>							<b>97.00%</b>



The following terms are used throughout this document:

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



## UnitedHealthcare Community Plan Encounter and CDJ Comparison

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



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

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

- ❖ **Optum Behavioral Health – Behavioral Health Services (BHS)**
  - Plan ICN field prefix contains ‘BH’ in the third and fourth positions.
- ❖ **National MedTrans - Non-Emergency Transportation (NET)<sup>2</sup>**
  - Plan ICN field prefix contains ‘NM’ in the third and fourth positions.
- ❖ **ModivCare (formerly known as LogistiCare) - Non-Emergency Transportation (NET)<sup>1</sup>**
  - Plan ICN field prefix contains ‘LG’ in the third and fourth positions.
- ❖ **MARCH Vision Care - Vision Services**
  - Plan ICN field prefix contains ‘MV’ in the third and fourth positions.
- ❖ **UHC Dental Benefit Providers (DBP) - Dental Services**
  - Plan ICN field prefix contains ‘DB’ in the third and fourth positions.
- ❖ **OptumRx - Pharmacy Benefits**
  - Claim type code of ‘12’.
- ❖ **UHC - Non-Vendor**
  - All other plan submitted encounters that do not meet the listed criteria.

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

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





### Appendix D – Data Analysis Assumptions

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

