

The background features a blurred medical scene with a green overlay. A large white cross is centered in the middle. Various medical icons are scattered throughout, including a syringe, a pill, a stethoscope, and a group of people. The right side of the page is a dark grey diagonal band containing the title and date.

# Louisiana Department of Health

Comparison of  
Health Plan Encounter Data to  
Cash Disbursements for  
AmeriHealth Caritas Louisiana  
September 1, 2020 – August 31, 2022

November 3, 2022



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## Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana’s fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, “encounter data” are claims that have been paid by AmeriHealth Caritas Louisiana (ACLA) 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 medical transportation (NEMT), dental value-added service (VAS), and pharmacy delegated vendor encounters paid during the reporting period. 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.

## Summary

### Entire Plan

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

- Encounter and CDJ transactions were paid within the reporting period of **September 1, 2020 through August 31, 2022**
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **September 27, 2022**

**Table A — AmeriHealth Caritas Louisiana Cumulative Completion Totals and Percentages**

Description	Delegated Vendor							
	Entire Plan	Non-Vendor	VSP (Vision)	Avesis Vision	Southeasterns (NEMT)	DINA Dental	Avesis Dental	PerformRx (Pharmacy)
<b>Encounter Total (FAC reported)</b>	\$2,006,204,105	\$1,347,392,994	\$2,142	\$14,259,964	\$17,313,894	\$223	\$7,943,980	\$619,290,909
Total Encounter Adjustments (\$)	(\$135,861,419)	(\$85,373,058)	(\$870)	(\$618,925)	(\$583,981)	\$0	(\$1,446,025)	(\$47,838,560)
Total Encounter Adjustments (%)	-6.77%	-6.33%	-40.61%	-4.34%	-3.37%	0.00%	-18.20%	-7.72%
<b>Net Encounter Total</b>	<b>\$1,870,342,686</b>	<b>\$1,262,019,936</b>	<b>\$1,272</b>	<b>\$13,641,040</b>	<b>\$16,729,912</b>	<b>\$223</b>	<b>\$6,497,955</b>	<b>\$571,452,349</b>
<b>CDJ Total</b>	<b>\$1,879,636,462</b>	<b>\$1,268,601,965</b>	<b>\$2,036</b>	<b>\$13,574,985</b>	<b>\$17,772,048</b>	<b>\$65</b>	<b>\$6,353,853</b>	<b>\$573,331,511</b>
Variance	(\$9,293,776)	(\$6,582,029)	(\$764)	\$66,055	(\$1,042,136)	\$158	\$144,102	(\$1,879,162)
<b>Completion (%)</b>	<b>99.50%</b>	<b>99.48%</b>	<b>62.47%</b>	<b>100.48%</b>	<b>94.13%</b>	<b>343.89%</b>	<b>102.26%</b>	<b>99.67%</b>
<b>100% Limited Completion* (%)</b>	<b>99.49%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>97.00%</b>							
<b>Non-Compliant (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>-34.53%</b>	<b>0.48%</b>	<b>-2.87%</b>	<b>243.89%</b>	<b>2.26%</b>	<b>N/A</b>

\* To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.

### 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.

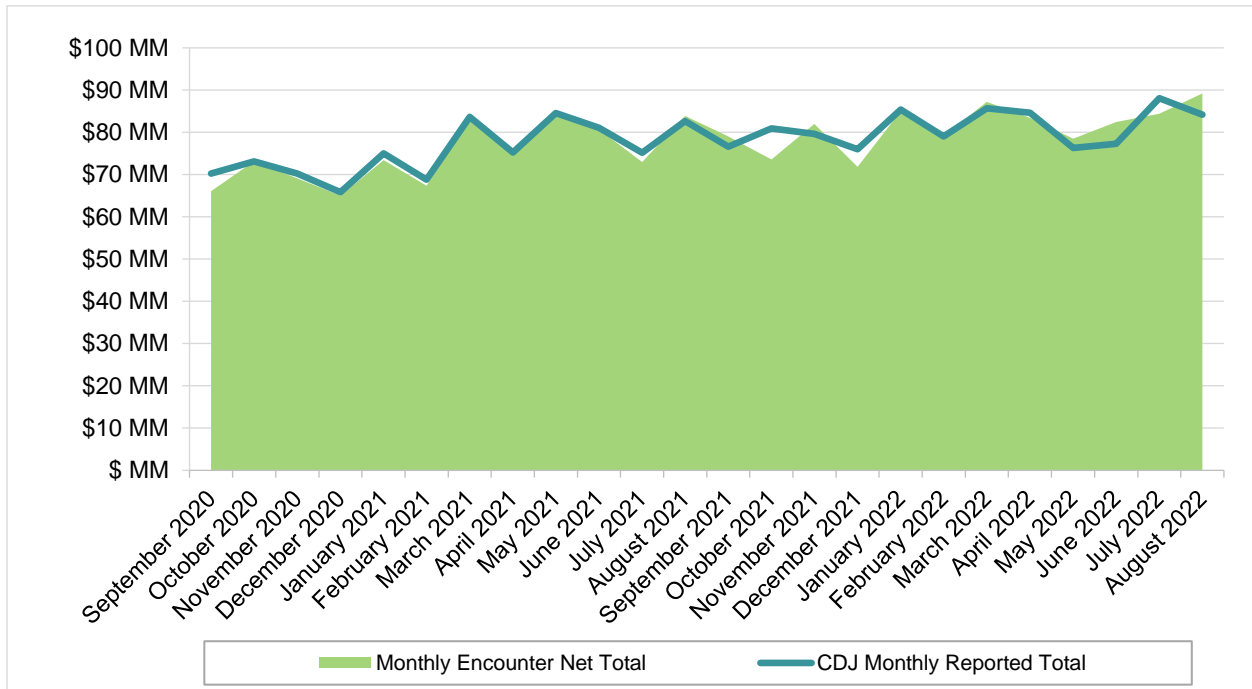
1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we 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 AmeriHealth Caritas Louisiana Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>31,294,669</b>	<b>\$2,006,204,105</b>	<b>100.00%</b>
Adjustment Type			
State System Denied	(961,821)	(\$109,627,914)	-5.46%
Health Plan Denied	(7,874,643)	(\$25,024,110)	-1.24%
Calculated Void	(2,152)	(\$119,039)	0.00%
Duplicate	(11,322)	(\$1,090,357)	-0.05%
Total Adjustments Made	(8,849,938)	(\$135,861,419)	-6.77%
<b>Net Encounter Amounts</b>	<b>22,444,731</b>	<b>\$1,870,342,686</b>	<b>93.23%</b>

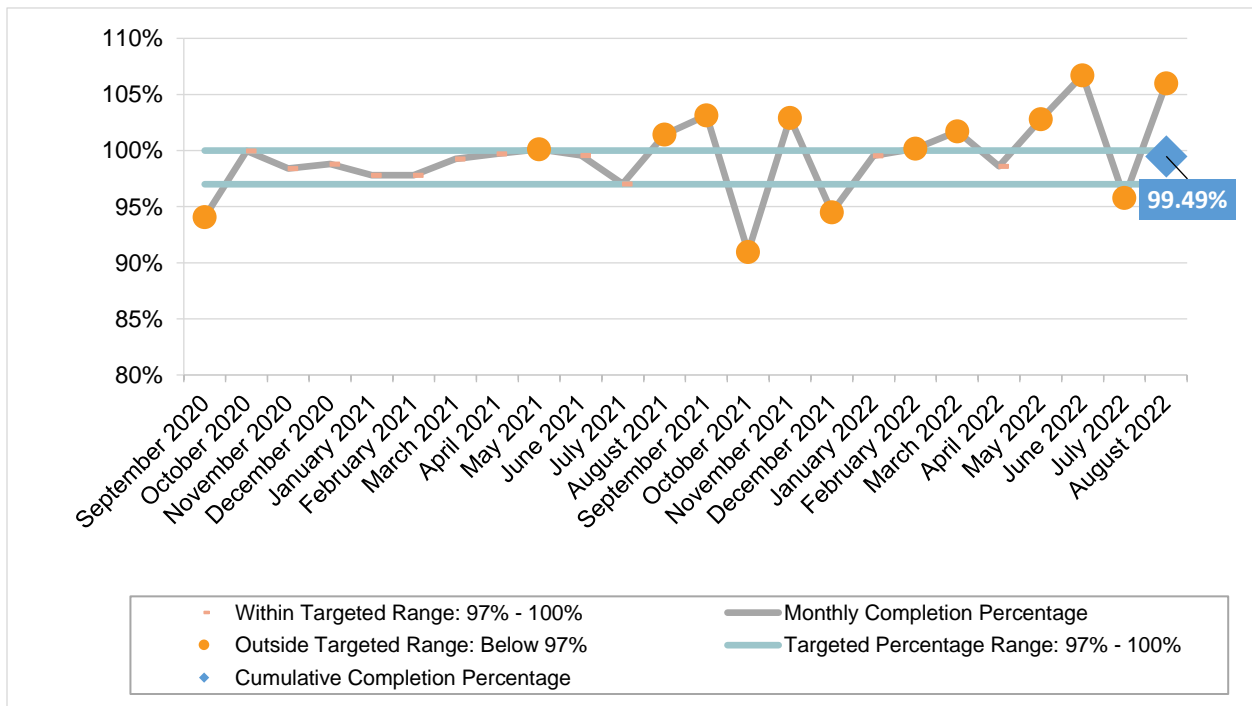
\* Due to rounding, the sum of the displayed percentages in this report may not add up to the total.

**Summary Charts**

**Chart 1. Entire Plan CDJ and Encounter Totals by Paid Month**



**Chart 2. Entire Plan Completion Percentage by Paid Month**



## Data Issues and Recommendations

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

Please reference Tables 1 through 8 for ACLA reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

### Section A: Data issues potentially impacting compliance:

1. **Southeastrans** (Table 2): The overall cumulative completion percentage is out of compliance at 94.13 percent. Monthly completion percentages for March 2022 through May 2022 are below the 97 percent threshold. Monthly completion percentages for June 2022 and July 2022 are above the 100 percent threshold.
  - The percentages above 100 percent for June 2022 and July 2022 may be explained by CDJ transaction amounts not matching with the corresponding encounter transaction amounts. Some CDJ transactions are incremental to original CDJ transactions occurring in earlier months.
  - The low completion percentages for March 2022 through May 2022 appear to be due to state system denied encounters after original encounters were successfully voided.

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

2. **Avesis Dental** (Table 5): The overall cumulative completion percentage is out of compliance at 102.26 percent. There are numerous months where there are fluctuations in the monthly completion percentages above and below the targeted range.
  - The low completion in May 2021 appears to be due primarily to state system denied encounters.
  - The high completion percentages from September 2020 through April 2021, and June 2021 through August 2021 appear to be due to state system denied encounters that were later successfully submitted with paid dates that may differ from the original corresponding CDJ transactions.

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

3. **Avesis Vision** (Table 3): The overall cumulative completion percentage is out of compliance at 100.48 percent. There are two months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 13 months where the monthly completion percentages are above the 100 percent threshold.
  - The low completion percentages appear to be due to state system denied encounters and encounters that appear to be missing when compared to corresponding CDJ transactions.

- The high completion percentages may be due to void encounter transactions appearing in different months from their corresponding CDJ void transactions.

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

## **Section B: Data issues not currently impacting compliance:**

- 4. PerformRx** (Table 7): There are six months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 12 months where the monthly completion percentages are above the 100 percent threshold.
  - These percentages may be explained by void encounter transactions appearing in different months from their corresponding CDJ transactions.

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

- 5. Non-Vendor** (Table 8): There are two months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are eight months where the monthly completion percentages are above the 100 percent threshold.
  - These percentages appear to be due to state system denied encounters and void encounter transactions appearing in different months from their corresponding CDJ transactions.

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

### Value-Added Services (VAS)

Value-added services are included in the MCO’s vision, dental, and non-vendor 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. 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 — AmeriHealth Caritas Louisiana VAS Cumulative Completion Totals and Percentages							
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor				
			VSP VAS (Vision)	Avesis Vision VAS	DINA Dental VAS	Avesis Dental VAS	Southeastrans VAS (NEMT)
<b>Encounter Total (FAC reported)</b>	\$16,855,196	\$3,148,829	\$1,116	\$5,572,973	\$223	\$7,943,980	\$188,075
Total Encounter Adjustments (\$)	(\$2,447,663)	(\$714,371)	(\$752)	(\$284,967)	\$0	(\$1,446,025)	(\$1,549)
Total Encounter Adjustments (%)	-14.52%	-22.68%	-67.40%	-5.11%	0.00%	-18.20%	-0.82%
<b>Net Encounter Total</b>	<b>\$14,407,532</b>	<b>\$2,434,458</b>	<b>\$364</b>	<b>\$5,288,006</b>	<b>\$223</b>	<b>\$6,497,955</b>	<b>\$186,526</b>
<b>CDJ Total</b>	<b>\$14,127,106</b>	<b>\$2,391,365</b>	<b>\$1,500</b>	<b>\$5,182,412</b>	<b>\$65</b>	<b>\$6,353,853</b>	<b>\$197,911</b>
Variance	\$280,427	\$43,093	(\$1,136)	\$105,595	\$158	\$144,102	(\$11,385)
<b>Completion (%)</b>	<b>101.98%</b>	<b>101.80%</b>	<b>24.25%</b>	<b>102.03%</b>	<b>343.89%</b>	<b>102.26%</b>	<b>94.24%</b>
<b>100% Limited Completion (%)</b>	<b>99.91%</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>				<b>97.00%</b>			
<b>Non-Compliant (%)</b>	<b>1.98%</b>	<b>1.80%</b>	<b>-72.75%</b>	<b>2.03%</b>	<b>243.89%</b>	<b>2.26%</b>	<b>-2.76%</b>

\* To avoid overstating the VAS Entire Plan results in situations where an individual vendor’s cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.

Potential VAS data issues:

1. **Avesis Vision VAS** (Table 2V): The cumulative completion percentage for Avesis Vision VAS is out of compliance at 102.03 percent. There are 14 months where the monthly completion percentages are below the 97 percent threshold and 9 months where the monthly completion percentages are above the 100 percent threshold. This appears to be due to Avesis Vision Non-VAS encounters possibly appearing as VAS instead of Non-VAS.
2. **Southeastrans VAS** (Table 6V): The cumulative completion percentage for Southeastrans VAS is out of compliance at 94.24 percent. There are currently no VAS CDJ transactions showing for November 2020. There are six months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are seven months where the monthly completion percentages are above the 100 percent threshold. This appears to be due to Southeastrans VAS encounters possibly showing as Non-VAS instead of VAS.
3. **ACLA's Non-Vendor VAS** (Table 7V): The cumulative completion percentage for Non-Vendor VAS is out of compliance at 101.80 percent. There are seven months where the monthly completion percentages are below the 97 percent threshold. Additionally, there are 11 months where the monthly completion percentages are above the 100 percent threshold. The low percentages appear to be due to VAS encounters that are state system denied. The high monthly percentages in March 2022 and April 2022 appear to be due to encounters having different paid amounts than the corresponding CDJ transactions.

# Monthly Tables

## Entire Plan

Table 1 — AmeriHealth Caritas Louisiana (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$74,401,717	(\$8,298,960)	-11%	\$66,102,757	\$70,269,564	(\$4,166,806)	94.07%
October 2020	\$84,293,880	(\$11,156,122)	-13%	\$73,137,758	\$73,161,698	(\$23,940)	99.96%
November 2020	\$77,499,162	(\$8,386,058)	-11%	\$69,113,105	\$70,234,242	(\$1,121,137)	98.40%
December 2020	\$71,522,170	(\$6,465,736)	-9%	\$65,056,435	\$65,842,124	(\$785,689)	98.80%
January 2021	\$79,954,255	(\$6,536,663)	-8%	\$73,417,592	\$75,058,188	(\$1,640,596)	97.81%
February 2021	\$75,674,470	(\$8,338,443)	-11%	\$67,336,027	\$68,837,602	(\$1,501,575)	97.81%
March 2021	\$90,985,020	(\$7,946,488)	-9%	\$83,038,532	\$83,660,976	(\$622,445)	99.25%
April 2021	\$80,966,289	(\$5,897,745)	-7%	\$75,068,545	\$75,278,016	(\$209,471)	99.72%
May 2021	\$93,482,872	(\$8,781,482)	-9%	\$84,701,390	\$84,587,364	\$114,026	100.13%
June 2021	\$85,873,062	(\$5,135,362)	-6%	\$80,737,700	\$81,070,631	(\$332,930)	99.58%
July 2021	\$76,465,593	(\$3,521,937)	-5%	\$72,943,656	\$75,158,418	(\$2,214,763)	97.05%
August 2021	\$87,885,841	(\$4,019,598)	-5%	\$83,866,243	\$82,673,241	\$1,193,002	101.44%
September 2021	\$82,690,955	(\$3,666,319)	-4%	\$79,024,636	\$76,610,410	\$2,414,225	103.15%
October 2021	\$77,254,426	(\$3,636,037)	-5%	\$73,618,390	\$80,917,763	(\$7,299,373)	90.97%
November 2021	\$85,383,500	(\$3,409,856)	-4%	\$81,973,643	\$79,658,621	\$2,315,022	102.90%
December 2021	\$75,275,306	(\$3,466,574)	-5%	\$71,808,731	\$75,980,029	(\$4,171,298)	94.51%
January 2022	\$88,401,513	(\$3,381,145)	-4%	\$85,020,368	\$85,401,577	(\$381,209)	99.55%
February 2022	\$82,638,620	(\$3,466,989)	-4%	\$79,171,631	\$79,030,800	\$140,831	100.17%
March 2022	\$90,849,217	(\$3,629,749)	-4%	\$87,219,468	\$85,738,552	\$1,480,916	101.72%
April 2022	\$93,566,299	(\$10,118,882)	-11%	\$83,447,418	\$84,619,151	(\$1,171,733)	98.61%
May 2022	\$82,896,571	(\$4,420,366)	-5%	\$78,476,205	\$76,327,540	\$2,148,665	102.81%
June 2022	\$85,751,410	(\$3,278,041)	-4%	\$82,473,369	\$77,286,979	\$5,186,391	106.71%
July 2022	\$88,117,452	(\$3,737,494)	-4%	\$84,379,958	\$88,080,396	(\$3,700,439)	95.79%
August 2022	\$94,374,505	(\$5,165,374)	-5%	\$89,209,132	\$84,152,581	\$5,056,551	106.00%
<b>Cumulative Totals</b>	<b>\$2,006,204,105</b>	<b>(\$135,861,419)</b>	<b>-7%</b>	<b>\$1,870,342,686</b>	<b>\$1,879,636,462</b>	<b>(\$9,293,776)</b>	<b>99.50%</b>
100% Limited Cumulative Total				\$1,870,132,370.71	\$1,879,636,462	(\$9,504,091)	<b>99.49%</b>
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>

**Southeastrans**
**Table 2 — AmeriHealth Caritas Louisiana Southeastrans (NEMT)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$615,384	(\$14,904)	-2%	\$600,480	\$609,528	(\$9,047)	98.51%
October 2020	\$799,144	(\$66,632)	-8%	\$732,512	\$743,290	(\$10,777)	98.55%
November 2020	\$638,318	(\$34,885)	-5%	\$603,433	\$609,184	(\$5,751)	99.05%
December 2020	\$558,916	(\$31,346)	-6%	\$527,570	\$533,311	(\$5,741)	98.92%
January 2021	\$1,120,169	(\$361,118)	-32%	\$759,051	\$766,375	(\$7,325)	99.04%
February 2021	\$626,969	(\$17,640)	-3%	\$609,328	\$619,324	(\$9,996)	98.38%
March 2021	\$623,082	(\$4,203)	-1%	\$618,880	\$626,414	(\$7,534)	98.79%
April 2021	\$626,320	(\$4,964)	-1%	\$621,356	\$624,993	(\$3,636)	99.41%
May 2021	\$449,351	(\$7,522)	-2%	\$441,829	\$445,373	(\$3,544)	99.20%
June 2021	\$686,739	(\$2,439)	0%	\$684,300	\$690,273	(\$5,973)	99.13%
July 2021	\$707,218	(\$1,960)	0%	\$705,258	\$711,133	(\$5,874)	99.17%
August 2021	\$685,214	(\$2,478)	0%	\$682,736	\$685,575	(\$2,839)	99.58%
September 2021	\$664,957	(\$3,206)	0%	\$661,751	\$668,483	(\$6,732)	98.99%
October 2021	\$744,189	(\$2,214)	0%	\$741,974	\$743,347	(\$1,372)	99.81%
November 2021	\$753,184	(\$1,403)	0%	\$751,781	\$755,760	(\$3,979)	99.47%
December 2021	\$928,043	(\$1,874)	0%	\$926,168	\$928,907	(\$2,738)	99.70%
January 2022	\$673,644	(\$2,845)	0%	\$670,800	\$674,392	(\$3,592)	99.46%
February 2022	\$772,492	(\$1,230)	0%	\$771,261	\$769,239	\$2,022	100.26%
March 2022	\$607,225	(\$2,500)	0%	\$604,725	\$915,102	(\$310,377)	66.08%
April 2022	\$427,887	(\$1,849)	0%	\$426,038	\$1,050,636	(\$624,599)	40.55%
May 2022	\$304,792	(\$1,919)	-1%	\$302,873	\$778,537	(\$475,664)	38.90%
June 2022	\$1,204,820	(\$3,881)	0%	\$1,200,939	\$947,831	\$253,107	126.70%
July 2022	\$1,264,648	(\$4,181)	0%	\$1,260,468	\$1,027,984	\$232,484	122.61%
August 2022	\$831,187	(\$6,787)	-1%	\$824,400	\$847,058	(\$22,658)	97.32%
<b>Cumulative Totals</b>	<b>\$17,313,894</b>	<b>(\$583,981)</b>	<b>-3%</b>	<b>\$16,729,912</b>	<b>\$17,772,048</b>	<b>(\$1,042,136)</b>	<b>94.13%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>-2.87%</b>

**Avesis Vision**
**Table 3 — AmeriHealth Caritas Louisiana Avesis Vision**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$886,100	(\$200,914)	-23%	\$685,187	\$563,207	\$121,980	121.65%
October 2020	\$570,408	(\$15,750)	-3%	\$554,658	\$563,637	(\$8,978)	98.40%
November 2020	\$491,912	(\$24,535)	-5%	\$467,376	\$472,768	(\$5,391)	98.85%
December 2020	\$572,967	(\$10,223)	-2%	\$562,744	\$542,867	\$19,877	103.66%
January 2021	\$474,137	(\$17,420)	-4%	\$456,716	\$439,119	\$17,597	104.00%
February 2021	\$617,750	(\$9,930)	-2%	\$607,820	\$581,288	\$26,532	104.56%
March 2021	\$641,839	(\$17,938)	-3%	\$623,901	\$637,358	(\$13,458)	97.88%
April 2021	\$581,916	(\$30,980)	-5%	\$550,936	\$555,026	(\$4,091)	99.26%
May 2021	\$605,201	(\$99,885)	-17%	\$505,317	\$552,623	(\$47,307)	91.43%
June 2021	\$541,869	(\$31,194)	-6%	\$510,675	\$605,620	(\$94,945)	84.32%
July 2021	\$589,127	(\$27,570)	-5%	\$561,557	\$539,945	\$21,613	104.00%
August 2021	\$610,627	(\$30,548)	-5%	\$580,080	\$588,267	(\$8,188)	98.60%
September 2021	\$563,972	(\$8,567)	-2%	\$555,405	\$553,358	\$2,047	100.36%
October 2021	\$531,120	(\$7,080)	-1%	\$524,040	\$529,072	(\$5,033)	99.04%
November 2021	\$489,285	(\$7,212)	-1%	\$482,073	\$479,666	\$2,407	100.50%
December 2021	\$593,481	(\$6,883)	-1%	\$586,598	\$591,699	(\$5,101)	99.13%
January 2022	\$525,282	(\$4,601)	-1%	\$520,681	\$518,079	\$2,602	100.50%
February 2022	\$568,647	(\$7,102)	-1%	\$561,545	\$555,370	\$6,176	101.11%
March 2022	\$714,768	(\$17,647)	-2%	\$697,121	\$709,406	(\$12,285)	98.26%
April 2022	\$540,339	(\$9,877)	-2%	\$530,461	\$523,044	\$7,417	101.41%
May 2022	\$543,408	(\$3,166)	-1%	\$540,242	\$544,489	(\$4,246)	99.22%
June 2022	\$624,430	(\$1,986)	0%	\$622,443	\$621,093	\$1,350	100.21%
July 2022	\$535,454	(\$3,967)	-1%	\$531,487	\$495,374	\$36,113	107.29%
August 2022	\$845,926	(\$23,949)	-3%	\$821,977	\$812,609	\$9,368	101.15%
<b>Cumulative Totals</b>	<b>\$14,259,964</b>	<b>(\$618,925)</b>	<b>-4%</b>	<b>\$13,641,040</b>	<b>\$13,574,985</b>	<b>\$66,055</b>	<b>100.48%</b>
100% Limited Cumulative Total				\$13,574,985	\$13,574,985	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>0.48%</b>

**VSP (Vision)**

Table 4 — AmeriHealth Caritas Louisiana VSP (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$171	\$0	0%	\$171	\$122	\$49	140.20%
October 2020	\$560	\$0	0%	\$560	\$560	\$0	100.00%
November 2020	\$498	\$0	0%	\$498	\$441	\$57	112.90%
December 2020	\$913	(\$870)	-95%	\$43	\$913	(\$870)	4.73%
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$2,142</b>	<b>(\$870)</b>	<b>-41%</b>	<b>\$1,272</b>	<b>\$2,036</b>	<b>(\$764)</b>	<b>62.47%</b>
100% Limited Cumulative Total							<b>N/A</b>
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>-34.53%</b>

**Avesis Dental**
**Table 5 — AmeriHealth Caritas Louisiana Avesis Dental**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$321,789	(\$42,395)	-13%	\$279,394	\$234,958	\$44,436	118.91%
October 2020	\$323,883	(\$26,228)	-8%	\$297,655	\$276,429	\$21,226	107.67%
November 2020	\$226,632	(\$11,392)	-5%	\$215,240	\$205,121	\$10,119	104.93%
December 2020	\$258,000	(\$13,189)	-5%	\$244,811	\$234,373	\$10,438	104.45%
January 2021	\$240,290	(\$17,468)	-7%	\$222,822	\$217,733	\$5,089	102.33%
February 2021	\$380,412	(\$44,029)	-12%	\$336,382	\$292,298	\$44,084	115.08%
March 2021	\$339,704	(\$22,834)	-7%	\$316,870	\$315,609	\$1,260	100.39%
April 2021	\$344,433	(\$51,445)	-15%	\$292,988	\$288,678	\$4,311	101.49%
May 2021	\$273,139	(\$37,999)	-14%	\$235,141	\$248,733	(\$13,593)	94.53%
June 2021	\$551,223	(\$168,293)	-31%	\$382,930	\$366,916	\$16,014	104.36%
July 2021	\$538,453	(\$189,711)	-35%	\$348,742	\$330,351	\$18,391	105.56%
August 2021	\$581,651	(\$269,020)	-46%	\$312,632	\$300,727	\$11,905	103.95%
September 2021	\$417,413	(\$144,874)	-35%	\$272,539	\$273,759	(\$1,220)	99.55%
October 2021	\$292,840	(\$52,432)	-18%	\$240,407	\$239,886	\$521	100.21%
November 2021	\$265,900	(\$45,310)	-17%	\$220,590	\$223,148	(\$2,557)	98.85%
December 2021	\$330,310	(\$46,839)	-14%	\$283,472	\$283,856	(\$384)	99.86%
January 2022	\$269,099	(\$34,043)	-13%	\$235,056	\$237,632	(\$2,576)	98.91%
February 2022	\$276,404	(\$27,081)	-10%	\$249,323	\$251,957	(\$2,634)	98.95%
March 2022	\$335,801	(\$41,909)	-12%	\$293,892	\$299,469	(\$5,578)	98.13%
April 2022	\$301,566	(\$44,004)	-15%	\$257,562	\$262,759	(\$5,197)	98.02%
May 2022	\$280,236	(\$31,693)	-11%	\$248,543	\$251,991	(\$3,447)	98.63%
June 2022	\$317,037	(\$26,721)	-8%	\$290,316	\$292,405	(\$2,089)	99.28%
July 2022	\$241,345	(\$23,520)	-10%	\$217,825	\$221,678	(\$3,853)	98.26%
August 2022	\$236,418	(\$33,597)	-14%	\$202,822	\$203,387	(\$565)	99.72%
<b>Cumulative Totals</b>	<b>\$7,943,980</b>	<b>(\$1,446,025)</b>	<b>-18%</b>	<b>\$6,497,955</b>	<b>\$6,353,853</b>	<b>\$144,102</b>	<b>102.26%</b>
100% Limited Cumulative Total				\$6,353,853	\$6,353,853	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>2.26%</b>

**DINA Dental**
**Table 6 — AmeriHealth Caritas Louisiana DINA Dental**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$65	\$0	0%	\$65	\$65	\$0	100.00%
October 2020	\$158	\$0	0%	\$158	\$0	\$158	N/A
November 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$223</b>	<b>\$0</b>	<b>0%</b>	<b>\$223</b>	<b>\$65</b>	<b>\$158</b>	<b>343.89%</b>
100% Limited Cumulative Total				\$65	\$65	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>97.00%</b>
<b>Non-Compliant</b>							<b>243.89%</b>

**PerformRx (Pharmacy)**

Table 7 — AmeriHealth Caritas Louisiana PerformRx (Pharmacy)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$22,410,329	(\$2,304,984)	-10%	\$20,105,345	\$20,553,734	(\$448,389)	97.81%
October 2020	\$27,918,935	(\$2,496,415)	-9%	\$25,422,520	\$24,773,951	\$648,569	102.61%
November 2020	\$23,356,400	(\$2,998,711)	-13%	\$20,357,689	\$20,137,669	\$220,020	101.09%
December 2020	\$20,190,565	(\$302,386)	-1%	\$19,888,179	\$20,184,327	(\$296,148)	98.53%
January 2021	\$26,028,567	(\$700,046)	-3%	\$25,328,521	\$26,220,948	(\$892,428)	96.59%
February 2021	\$21,260,616	(\$814,367)	-4%	\$20,446,249	\$20,718,500	(\$272,251)	98.68%
March 2021	\$23,276,551	(\$1,022,763)	-4%	\$22,253,788	\$22,502,067	(\$248,279)	98.89%
April 2021	\$29,862,545	(\$1,770,811)	-6%	\$28,091,734	\$27,900,298	\$191,436	100.68%
May 2021	\$25,200,430	(\$3,077,389)	-12%	\$22,123,041	\$21,908,713	\$214,328	100.97%
June 2021	\$23,954,125	(\$1,681,122)	-7%	\$22,273,003	\$22,609,424	(\$336,421)	98.51%
July 2021	\$28,441,898	(\$1,238,275)	-4%	\$27,203,623	\$27,378,333	(\$174,710)	99.36%
August 2021	\$23,325,987	(\$1,279,895)	-5%	\$22,046,092	\$22,854,707	(\$808,614)	96.46%
September 2021	\$24,337,170	(\$1,372,582)	-6%	\$22,964,588	\$21,359,190	\$1,605,398	107.51%
October 2021	\$21,963,455	(\$1,449,451)	-7%	\$20,514,004	\$27,176,609	(\$6,662,605)	75.48%
November 2021	\$26,280,952	(\$1,285,772)	-5%	\$24,995,180	\$21,630,473	\$3,364,707	115.55%
December 2021	\$26,751,460	(\$2,029,719)	-8%	\$24,721,742	\$28,507,554	(\$3,785,812)	86.71%
January 2022	\$25,085,001	(\$1,531,334)	-6%	\$23,553,667	\$22,454,165	\$1,099,502	104.89%
February 2022	\$25,433,737	(\$1,779,757)	-7%	\$23,653,980	\$23,514,266	\$139,714	100.59%
March 2022	\$27,197,350	(\$1,574,139)	-6%	\$25,623,212	\$22,822,254	\$2,800,957	112.27%
April 2022	\$32,473,754	(\$8,477,685)	-26%	\$23,996,069	\$28,243,362	(\$4,247,293)	84.96%
May 2022	\$28,435,290	(\$3,110,106)	-11%	\$25,325,184	\$22,993,024	\$2,332,161	110.14%
June 2022	\$27,880,173	(\$1,781,774)	-6%	\$26,098,399	\$21,249,066	\$4,849,333	122.82%
July 2022	\$26,782,242	(\$1,713,309)	-6%	\$25,068,934	\$30,123,995	(\$5,055,062)	83.21%
August 2022	\$31,443,376	(\$2,045,772)	-7%	\$29,397,604	\$25,514,881	\$3,882,723	115.21%
<b>Cumulative Totals</b>	<b>\$619,290,909</b>	<b>(\$47,838,560)</b>	<b>-8%</b>	<b>\$571,452,349</b>	<b>\$573,331,511</b>	<b>(\$1,879,162)</b>	<b>99.67%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>

**Non-Vendor**

Table 8 — AmeriHealth Caritas Louisiana Non-Vendor							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$50,167,878	(\$5,735,762)	-11%	\$44,432,116	\$48,307,951	(\$3,875,836)	91.97%
October 2020	\$54,680,792	(\$8,551,097)	-16%	\$46,129,695	\$46,803,832	(\$674,138)	98.55%
November 2020	\$52,785,402	(\$5,316,534)	-10%	\$47,468,868	\$48,809,059	(\$1,340,191)	97.25%
December 2020	\$49,940,810	(\$6,107,722)	-12%	\$43,833,088	\$44,346,332	(\$513,244)	98.84%
January 2021	\$52,091,092	(\$5,440,611)	-10%	\$46,650,482	\$47,414,012	(\$763,530)	98.38%
February 2021	\$52,788,724	(\$7,452,477)	-14%	\$45,336,247	\$46,626,192	(\$1,289,945)	97.23%
March 2021	\$66,103,844	(\$6,878,750)	-10%	\$59,225,094	\$59,579,528	(\$354,434)	99.40%
April 2021	\$49,551,075	(\$4,039,545)	-8%	\$45,511,530	\$45,909,021	(\$397,490)	99.13%
May 2021	\$66,954,750	(\$5,558,688)	-8%	\$61,396,062	\$61,431,921	(\$35,859)	99.94%
June 2021	\$60,139,106	(\$3,252,314)	-5%	\$56,886,791	\$56,798,397	\$88,394	100.15%
July 2021	\$46,188,896	(\$2,064,422)	-4%	\$44,124,474	\$46,198,656	(\$2,074,182)	95.51%
August 2021	\$62,682,361	(\$2,437,658)	-4%	\$60,244,703	\$58,243,965	\$2,000,738	103.43%
September 2021	\$56,707,443	(\$2,137,091)	-4%	\$54,570,353	\$53,755,620	\$814,732	101.51%
October 2021	\$53,722,823	(\$2,124,858)	-4%	\$51,597,964	\$52,228,849	(\$630,884)	98.79%
November 2021	\$57,594,179	(\$2,070,160)	-4%	\$55,524,019	\$56,569,574	(\$1,045,555)	98.15%
December 2021	\$46,672,011	(\$1,381,260)	-3%	\$45,290,752	\$45,668,014	(\$377,262)	99.17%
January 2022	\$61,848,487	(\$1,808,322)	-3%	\$60,040,165	\$61,517,308	(\$1,477,143)	97.59%
February 2022	\$55,587,340	(\$1,651,819)	-3%	\$53,935,521	\$53,939,968	(\$4,447)	99.99%
March 2022	\$61,994,072	(\$1,993,554)	-3%	\$60,000,518	\$60,992,320	(\$991,802)	98.37%
April 2022	\$59,822,754	(\$1,585,467)	-3%	\$58,237,287	\$54,539,349	\$3,697,938	106.78%
May 2022	\$53,332,845	(\$1,273,482)	-2%	\$52,059,363	\$51,759,501	\$299,862	100.57%
June 2022	\$55,724,950	(\$1,463,678)	-3%	\$54,261,272	\$54,176,583	\$84,689	100.15%
July 2022	\$59,293,762	(\$1,992,518)	-3%	\$57,301,244	\$56,211,365	\$1,089,879	101.93%
August 2022	\$61,017,598	(\$3,055,269)	-5%	\$57,962,328	\$56,774,646	\$1,187,683	102.09%
<b>Cumulative Totals</b>	<b>\$1,347,392,994</b>	<b>(\$85,373,058)</b>	<b>-6%</b>	<b>\$1,262,019,936</b>	<b>\$1,268,601,965</b>	<b>(\$6,582,029)</b>	<b>99.48%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>

## Appendix A: VAS Monthly Tables

### Entire Plan VAS

Table 1V — AmeriHealth Caritas Louisiana VAS (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$943,535	(\$213,548)	-23%	\$729,988	\$494,729	\$235,258	147.55%
October 2020	\$694,893	(\$49,185)	-7%	\$645,708	\$544,754	\$100,954	118.53%
November 2020	\$592,645	(\$44,882)	-8%	\$547,763	\$474,406	\$73,357	115.46%
December 2020	\$662,554	(\$54,284)	-8%	\$608,271	\$485,652	\$122,619	125.24%
January 2021	\$606,744	(\$51,235)	-8%	\$555,509	\$438,241	\$117,268	126.75%
February 2021	\$826,245	(\$76,695)	-9%	\$749,550	\$588,546	\$161,004	127.35%
March 2021	\$770,320	(\$51,063)	-7%	\$719,257	\$634,606	\$84,651	113.33%
April 2021	\$756,561	(\$101,751)	-13%	\$654,810	\$570,486	\$84,324	114.78%
May 2021	\$719,364	(\$119,845)	-17%	\$599,519	\$590,153	\$9,366	101.58%
June 2021	\$897,407	(\$205,415)	-23%	\$691,992	\$677,961	\$14,031	102.06%
July 2021	\$769,125	(\$219,868)	-29%	\$549,257	\$600,808	(\$51,551)	91.41%
August 2021	\$825,402	(\$301,649)	-37%	\$523,753	\$586,490	(\$62,737)	89.30%
September 2021	\$716,215	(\$175,623)	-25%	\$540,592	\$602,322	(\$61,730)	89.75%
October 2021	\$566,482	(\$73,321)	-13%	\$493,160	\$541,580	(\$48,420)	91.05%
November 2021	\$510,410	(\$49,490)	-10%	\$460,920	\$511,952	(\$51,032)	90.03%
December 2021	\$624,146	(\$74,423)	-12%	\$549,723	\$629,876	(\$80,153)	87.27%
January 2022	\$661,403	(\$93,399)	-14%	\$568,004	\$615,295	(\$47,290)	92.31%
February 2022	\$639,047	(\$50,607)	-8%	\$588,440	\$632,017	(\$43,577)	93.10%
March 2022	\$796,793	(\$67,470)	-8%	\$729,323	\$740,489	(\$11,166)	98.49%
April 2022	\$696,102	(\$88,791)	-13%	\$607,312	\$653,053	(\$45,741)	92.99%
May 2022	\$607,433	(\$67,218)	-11%	\$540,215	\$598,727	(\$58,513)	90.22%
June 2022	\$695,233	(\$56,143)	-8%	\$639,090	\$703,681	(\$64,591)	90.82%
July 2022	\$607,063	(\$94,716)	-16%	\$512,347	\$544,572	(\$32,225)	94.08%
August 2022	\$670,073	(\$67,044)	-10%	\$603,029	\$666,708	(\$63,679)	90.44%
<b>Cumulative Totals</b>	<b>\$16,855,196</b>	<b>(\$2,447,663)</b>	<b>-15%</b>	<b>\$14,407,532</b>	<b>\$14,127,106</b>	<b>\$280,427</b>	<b>101.98%</b>
100% Limited Cumulative Total				\$14,114,584.25	\$14,127,106	(\$12,521)	99.91%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>1.98%</b>



Avesis Vision VAS

Table 2V — AmeriHealth Caritas Louisiana Avesis Vision 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
September 2020	\$484,812	(\$134,151)	-28%	\$350,661	\$136,498	\$214,163	256.89%
October 2020	\$252,762	(\$6,567)	-3%	\$246,196	\$156,841	\$89,355	156.97%
November 2020	\$225,893	(\$13,827)	-6%	\$212,066	\$140,023	\$72,044	151.45%
December 2020	\$267,506	(\$4,709)	-2%	\$262,797	\$170,715	\$92,082	153.93%
January 2021	\$245,311	(\$6,122)	-2%	\$239,189	\$127,034	\$112,155	188.28%
February 2021	\$324,004	(\$3,029)	-1%	\$320,974	\$202,178	\$118,797	158.75%
March 2021	\$305,322	(\$8,681)	-3%	\$296,641	\$216,012	\$80,629	137.32%
April 2021	\$283,701	(\$15,798)	-6%	\$267,903	\$187,441	\$80,461	142.92%
May 2021	\$311,094	(\$50,893)	-16%	\$260,201	\$242,097	\$18,104	107.47%
June 2021	\$216,397	(\$11,548)	-5%	\$204,849	\$207,273	(\$2,424)	98.83%
July 2021	\$117,254	(\$4,171)	-4%	\$113,083	\$182,506	(\$69,423)	61.96%
August 2021	\$105,358	(\$5,622)	-5%	\$99,736	\$176,233	(\$76,497)	56.59%
September 2021	\$172,600	(\$1,445)	-1%	\$171,154	\$234,324	(\$63,170)	73.04%
October 2021	\$169,419	(\$528)	0%	\$168,891	\$212,418	(\$43,527)	79.50%
November 2021	\$154,040	(\$903)	-1%	\$153,137	\$198,930	(\$45,794)	76.98%
December 2021	\$171,265	(\$1,163)	-1%	\$170,102	\$247,169	(\$77,067)	68.82%
January 2022	\$192,582	(\$1,535)	-1%	\$191,048	\$235,952	(\$44,905)	80.96%
February 2022	\$231,079	(\$1,164)	-1%	\$229,915	\$266,014	(\$36,098)	86.42%
March 2022	\$265,495	(\$4,036)	-2%	\$261,459	\$329,984	(\$68,525)	79.23%
April 2022	\$204,292	(\$1,636)	-1%	\$202,656	\$242,739	(\$40,083)	83.48%
May 2022	\$196,623	(\$1,035)	-1%	\$195,588	\$243,143	(\$47,555)	80.44%
June 2022	\$228,445	(\$716)	0%	\$227,729	\$294,017	(\$66,288)	77.45%
July 2022	\$171,519	(\$886)	-1%	\$170,633	\$200,603	(\$29,970)	85.06%
August 2022	\$276,201	(\$4,802)	-2%	\$271,398	\$332,268	(\$60,870)	81.68%
<b>Cumulative Totals</b>	<b>\$5,572,973</b>	<b>(\$284,967)</b>	<b>-5%</b>	<b>\$5,288,006</b>	<b>\$5,182,412</b>	<b>\$105,595</b>	<b>102.03%</b>
100% Limited Cumulative Total				\$5,182,412	\$5,182,412	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>2.03%</b>

**VSP (Vision) VAS**

Table 3V — AmeriHealth Caritas Louisiana VSP VAS (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$102	\$0	0%	\$102	\$102	\$0	100.00%
October 2020	\$57	\$0	0%	\$57	\$441	(\$384)	12.90%
November 2020	\$205	\$0	0%	\$205	\$205	\$0	100.00%
December 2020	\$752	(\$752)	-100%	\$0	\$752	(\$752)	0.00%
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$1,116</b>	<b>(\$752)</b>	<b>-67%</b>	<b>\$364</b>	<b>\$1,500</b>	<b>(\$1,136)</b>	<b>24.25%</b>
100% Limited Cumulative Total							<b>N/A</b>
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>-72.75%</b>

**Avesis Dental VAS**
**Table 4V — AmeriHealth Caritas Louisiana Avesis Dental VAS**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$321,789	(\$42,395)	-13%	\$279,394	\$234,958	\$44,436	118.91%
October 2020	\$323,883	(\$26,228)	-8%	\$297,655	\$276,429	\$21,226	107.67%
November 2020	\$226,632	(\$11,392)	-5%	\$215,240	\$205,121	\$10,119	104.93%
December 2020	\$258,000	(\$13,189)	-5%	\$244,811	\$234,373	\$10,438	104.45%
January 2021	\$240,290	(\$17,468)	-7%	\$222,822	\$217,733	\$5,089	102.33%
February 2021	\$380,412	(\$44,029)	-12%	\$336,382	\$292,298	\$44,084	115.08%
March 2021	\$339,704	(\$22,834)	-7%	\$316,870	\$315,609	\$1,260	100.39%
April 2021	\$344,433	(\$51,445)	-15%	\$292,988	\$288,678	\$4,311	101.49%
May 2021	\$273,139	(\$37,999)	-14%	\$235,141	\$248,733	(\$13,593)	94.53%
June 2021	\$551,223	(\$168,293)	-31%	\$382,930	\$366,916	\$16,014	104.36%
July 2021	\$538,453	(\$189,711)	-35%	\$348,742	\$330,351	\$18,391	105.56%
August 2021	\$581,651	(\$269,020)	-46%	\$312,632	\$300,727	\$11,905	103.95%
September 2021	\$417,413	(\$144,874)	-35%	\$272,539	\$273,759	(\$1,220)	99.55%
October 2021	\$292,840	(\$52,432)	-18%	\$240,407	\$239,886	\$521	100.21%
November 2021	\$265,900	(\$45,310)	-17%	\$220,590	\$223,148	(\$2,557)	98.85%
December 2021	\$330,310	(\$46,839)	-14%	\$283,472	\$283,856	(\$384)	99.86%
January 2022	\$269,099	(\$34,043)	-13%	\$235,056	\$237,632	(\$2,576)	98.91%
February 2022	\$276,404	(\$27,081)	-10%	\$249,323	\$251,957	(\$2,634)	98.95%
March 2022	\$335,801	(\$41,909)	-12%	\$293,892	\$299,469	(\$5,578)	98.13%
April 2022	\$301,566	(\$44,004)	-15%	\$257,562	\$262,759	(\$5,197)	98.02%
May 2022	\$280,236	(\$31,693)	-11%	\$248,543	\$251,991	(\$3,447)	98.63%
June 2022	\$317,037	(\$26,721)	-8%	\$290,316	\$292,405	(\$2,089)	99.28%
July 2022	\$241,345	(\$23,520)	-10%	\$217,825	\$221,678	(\$3,853)	98.26%
August 2022	\$236,418	(\$33,597)	-14%	\$202,822	\$203,387	(\$565)	99.72%
<b>Cumulative Totals</b>	<b>\$7,943,980</b>	<b>(\$1,446,025)</b>	<b>-18%</b>	<b>\$6,497,955</b>	<b>\$6,353,853</b>	<b>\$144,102</b>	<b>102.26%</b>
100% Limited Cumulative Total				\$6,353,853	\$6,353,853	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>2.26%</b>

**DINA Dental VAS**

**Table 5V — AmeriHealth Caritas Louisiana DINA Dental VAS**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
September 2020	\$65	\$0	0%	\$65	\$65	\$0	100.00%
October 2020	\$158	\$0	0%	\$158	\$0	\$158	N/A
November 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$223</b>	<b>\$0</b>	<b>0%</b>	<b>\$223</b>	<b>\$65</b>	<b>\$158</b>	<b>343.89%</b>
100% Limited Cumulative Total				\$65	\$65	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>243.89%</b>

**Southeastrans (NEMT) VAS**

Table 6V— AmeriHealth Caritas Louisiana Southeastrans VAS (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$5,956	(\$79)	-1%	\$5,876	\$5,621	\$256	104.54%
October 2020	\$7,749	(\$478)	-6%	\$7,271	\$7,648	(\$377)	95.07%
November 2020	\$5,270	(\$445)	-8%	\$4,825	\$0	\$4,825	N/A
December 2020	\$6,233	\$0	0%	\$6,233	\$6,571	(\$338)	94.85%
January 2021	\$4,388	(\$56)	-1%	\$4,332	\$4,344	(\$12)	99.72%
February 2021	\$3,987	(\$173)	-4%	\$3,815	\$3,815	\$0	100.00%
March 2021	\$3,054	\$0	0%	\$3,054	\$3,054	\$0	100.00%
April 2021	\$3,836	\$0	0%	\$3,836	\$3,836	\$0	100.00%
May 2021	\$4,282	\$0	0%	\$4,282	\$4,337	(\$55)	98.73%
June 2021	\$5,498	\$0	0%	\$5,498	\$5,569	(\$71)	98.72%
July 2021	\$6,342	(\$31)	0%	\$6,311	\$6,342	(\$31)	99.50%
August 2021	\$9,221	(\$286)	-3%	\$8,935	\$9,337	(\$402)	95.69%
September 2021	\$6,976	\$0	0%	\$6,976	\$7,146	(\$170)	97.61%
October 2021	\$9,515	\$0	0%	\$9,515	\$9,492	\$23	100.24%
November 2021	\$9,169	\$0	0%	\$9,169	\$9,169	\$0	100.00%
December 2021	\$11,593	\$0	0%	\$11,593	\$11,510	\$82	100.71%
January 2022	\$10,864	\$0	0%	\$10,864	\$10,838	\$26	100.23%
February 2022	\$10,436	\$0	0%	\$10,436	\$10,389	\$47	100.45%
March 2022	\$5,173	\$0	0%	\$5,173	\$11,252	(\$6,079)	45.97%
April 2022	\$1,052	\$0	0%	\$1,052	\$11,631	(\$10,580)	9.04%
May 2022	\$3,791	\$0	0%	\$3,791	\$11,645	(\$7,854)	32.55%
June 2022	\$21,202	\$0	0%	\$21,202	\$14,708	\$6,494	144.15%
July 2022	\$18,307	\$0	0%	\$18,307	\$15,366	\$2,941	119.13%
August 2022	\$14,180	\$0	0%	\$14,180	\$14,289	(\$109)	99.23%
<b>Cumulative Totals</b>	<b>\$188,075</b>	<b>(\$1,549)</b>	<b>-1%</b>	<b>\$186,526</b>	<b>\$197,911</b>	<b>(\$11,385)</b>	<b>94.24%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>-2.76%</b>

**Non-Vendor VAS**

Table 7V — AmeriHealth Caritas Louisiana Non-Vendor VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
September 2020	\$130,812	(\$36,922)	-28%	\$93,889	\$117,486	(\$23,597)	79.91%
October 2020	\$110,282	(\$15,912)	-14%	\$94,371	\$103,395	(\$9,025)	91.27%
November 2020	\$134,646	(\$19,218)	-14%	\$115,427	\$129,058	(\$13,631)	89.43%
December 2020	\$130,063	(\$35,633)	-27%	\$94,430	\$73,241	\$21,189	128.93%
January 2021	\$116,755	(\$27,589)	-24%	\$89,166	\$89,130	\$36	100.04%
February 2021	\$117,843	(\$29,463)	-25%	\$88,379	\$90,256	(\$1,877)	97.92%
March 2021	\$122,239	(\$19,547)	-16%	\$102,692	\$99,930	\$2,762	102.76%
April 2021	\$124,591	(\$34,508)	-28%	\$90,083	\$90,530	(\$448)	99.50%
May 2021	\$130,850	(\$30,954)	-24%	\$99,896	\$94,986	\$4,910	105.16%
June 2021	\$124,288	(\$25,574)	-21%	\$98,714	\$98,203	\$512	100.52%
July 2021	\$107,075	(\$25,955)	-24%	\$81,120	\$81,608	(\$488)	99.40%
August 2021	\$129,171	(\$26,721)	-21%	\$102,450	\$100,193	\$2,257	102.25%
September 2021	\$119,227	(\$29,304)	-25%	\$89,923	\$87,093	\$2,830	103.24%
October 2021	\$94,707	(\$20,361)	-21%	\$74,347	\$79,784	(\$5,437)	93.18%
November 2021	\$81,301	(\$3,277)	-4%	\$78,024	\$80,705	(\$2,681)	96.67%
December 2021	\$110,978	(\$26,421)	-24%	\$84,557	\$87,342	(\$2,785)	96.81%
January 2022	\$188,859	(\$57,821)	-31%	\$131,037	\$130,873	\$165	100.12%
February 2022	\$121,127	(\$22,362)	-18%	\$98,765	\$103,657	(\$4,892)	95.28%
March 2022	\$190,324	(\$21,525)	-11%	\$168,800	\$99,783	\$69,016	169.16%
April 2022	\$189,192	(\$43,151)	-23%	\$146,041	\$135,923	\$10,118	107.44%
May 2022	\$126,783	(\$34,490)	-27%	\$92,292	\$91,949	\$344	100.37%
June 2022	\$128,549	(\$28,707)	-22%	\$99,842	\$102,550	(\$2,709)	97.35%
July 2022	\$175,892	(\$70,311)	-40%	\$105,581	\$106,925	(\$1,343)	98.74%
August 2022	\$143,274	(\$28,645)	-20%	\$114,630	\$116,764	(\$2,134)	98.17%
<b>Cumulative Totals</b>	<b>\$3,148,829</b>	<b>(\$714,371)</b>	<b>-23%</b>	<b>\$2,434,458</b>	<b>\$2,391,365</b>	<b>\$43,093</b>	<b>101.80%</b>
100% Limited Cumulative Total				\$2,391,365	\$2,391,365	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>1.80%</b>

## Appendix B: Definitions and Acronyms

The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ)** – A record of 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).
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. In 2020, DXC was sold to Veritas Capital and ultimately formed a new company, Gainwell Technologies.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the Medicaid Management Information System (MMIS); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – Current State fiscal agent contractor. Formerly known as DXC Technology.
- **Healthy Louisiana** – The name of Louisiana’s Medicaid managed care program as of May 2016.
- **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 UnitedHealthcare Community Plan (UHC).
- **Medicaid Management Information System (MMIS)** – The claims and encounter processing system used by the FAC. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **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.



The following terms are used in the monthly tables throughout this document:

- **100% Limited Completion** - When an individual vendor's cumulative completion percentage exceeds 100 percent, the encounter total is decreased by the variance between the encounter and cash disbursement journal payment amounts. This results in a limited cumulative completion percentage of 100%. For the entire plan, (Tables 1 and 1V), the limited cumulative completion percentage is calculated using the adjusted encounter amounts of all limited vendor and non-vendor results. This adjustment is to ensure that the entire plan completion percentage is not over-stated.
- **CDJ Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period reported in the Cash Disbursement Journal (CDJ).
- **Monthly Completion Percentage** – The “Monthly Encounter Net Total” divided by “CDJ Monthly Reported Total”
- **Monthly Encounter Net Total** – The difference between the “Monthly Encounter Total (FAC Reported)” and “Monthly Encounter Total (Adjustments)”
- **Monthly Encounter Total (Adjustments)** – Total paid amount of encounters identified as denied, calculated void or potential duplicate.
  - State System Denied Encounter – A submitted encounter that is paid by the plan but is denied by the Fiscal Agent Contractor (FAC) due to MMIS Claims Subsystem edits.
  - Health Plan Denied Encounter – A submitted encounter that is denied by the plan. This denied encounter is indicated by a value of ‘D’ in the second position of the MCO ICN submitted by the plan.
  - Calculated Voids – A pair of paid encounters having the same base patient account number or plan internal control number (ICN) if applicable. One of the encounters may appear to be a replacement of the other without a corresponding void encounter transaction being present. In this case, an adjustment is made to account for the missing void transaction. The magnitude of this adjustment depends upon the plans’ response to a listing of potential calculated void encounters.
  - Duplicate Encounters – A pair of paid encounters having identically-billed fields that appear to be duplicates of one another. One of these encounters may be excluded from the analysis depending upon the plans’ response to a listing of potential duplicate encounters.
- **Monthly Encounter Total (FAC Reported)** – The sum of all paid amounts on encounters submitted to the MMIS.
- **Monthly Variance** – The difference between the “Monthly Encounter Net Total” and the “CDJ Monthly Reported Total”.
- **Percentage of Encounters Adjusted** – The “Monthly Encounter Total (Adjustments)” divided by “Monthly Encounter Total (FAC Reported)”

## 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 ACLA encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	Southeastrans	Characters 3 and 4 of Plan ICN contain "SE"	
Vision Services	Avesis Vision	Characters 3 and 4 of Plan ICN contain "AV"	
Dental Services	Avesis Dental	Characters 3 and 4 of Plan ICN contain "AD"	
Pharmacy Benefits	PerformRx	Claim type code of '12'	
Non-Vendor	ACLA	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Vision Services	VSP	Characters 2 and 3 of Plan ICN contain "VV" Characters 3 and 4 of Plan ICN contain "VV"	Replaced by Avesis Vision – Effective January 1, 2020
Dental Services	DINA Dental	Characters 3 and 4 of Plan ICN contain "DD"	Replaced by Avesis Dental – Effective January 1, 2020



## Appendix D: Data Analysis Assumptions

1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not 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. CDJ and encounter payments are analyzed to ensure that positive and negative payments correspond to the record's transaction type. For example, a void should have a negative amount. Additionally, the payment's amount on void and back-out encounters should match the amount on the encounter being adjusted. If detected, the payment is adjusted to the appropriate sign or amount.
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. Due to rounding, the sum of the displayed percentages in this report may not add up to the total.
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. 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.