

The background features a blurred image of a person in a hospital bed, overlaid with a green geometric pattern of lines and various medical icons such as a syringe, a pill, a stethoscope, and a group of people. A large white cross is centered over the person's chest.

Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for
Aetna Better Health of Louisiana
May 1, 2020 – April 30, 2022

July 14, 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 Aetna Better Health of Louisiana (Aetna) 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 files utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **May 1, 2020 through April 30, 2022**
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **May 31, 2022**

Table A — Aetna Cumulative Completion Totals and Percentages

Description	Delegated Vendor							
	Entire Plan	Non-Vendor	ModivCare (NEMT)	OneCall (NEMT)	MediTrans (NEMT)	Superior Vision	DentaQuest (Dental)	CVS Health (Pharmacy)
Encounter Total (FAC reported)	\$1,554,830,066	\$1,097,147,226	\$859,986	\$15,693,277	\$0	\$4,317,478	\$16,264,362	\$420,547,736
Total Encounter Adjustments (\$)	(\$309,672,609)	(\$274,570,420)	(\$56,553)	(\$4,387,777)	\$0	(\$231,358)	(\$10,629,953)	(\$19,796,549)
Total Encounter Adjustments (%)	-19.91%	-25.02%	-6.57%	-27.95%		-5.35%	-65.35%	-4.70%
Net Encounter Total	\$1,245,157,457	\$822,576,806	\$803,434	\$11,305,500	\$0	\$4,086,120	\$5,634,409	\$400,751,187
CDJ Total	\$1,256,903,235	\$833,494,980	\$837,693	\$12,108,022	\$79,298	\$4,170,304	\$4,818,519	\$401,394,419
Variance	(\$11,745,778)	(\$10,918,173)	(\$34,259)	(\$802,522)	(\$79,298)	(\$84,183)	\$815,891	(\$643,232)
Completion (%)	99.06%	98.69%	95.91%	93.37%	0.00%	97.98%	116.93%	99.83%
100% Limited Completion* (%)	99.00%	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Minimum Completeness (%)	97.00%							
Non-Compliant (%)	N/A	N/A	-1.09%	-3.63%	-97.00%	N/A	16.93%	N/A

* To avoid overstating the 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.

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 Aetna Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	23,671,017	\$1,554,830,066	100.00%
Adjustment Type			
State System Denied	(2,765,103)	(\$302,087,964)	-19.42%
Health Plan Denied	(4,294,812)	(\$875,150)	-0.05%
Calculated Void	(27,150)	(\$1,464,867)	-0.09%
Duplicate	(101,456)	(\$5,244,627)	-0.33%
Total Adjustments Made	(7,188,521)	(\$309,672,609)	-19.91%
Net Encounter Amounts	16,482,496	\$1,245,157,457	80.09%

* 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

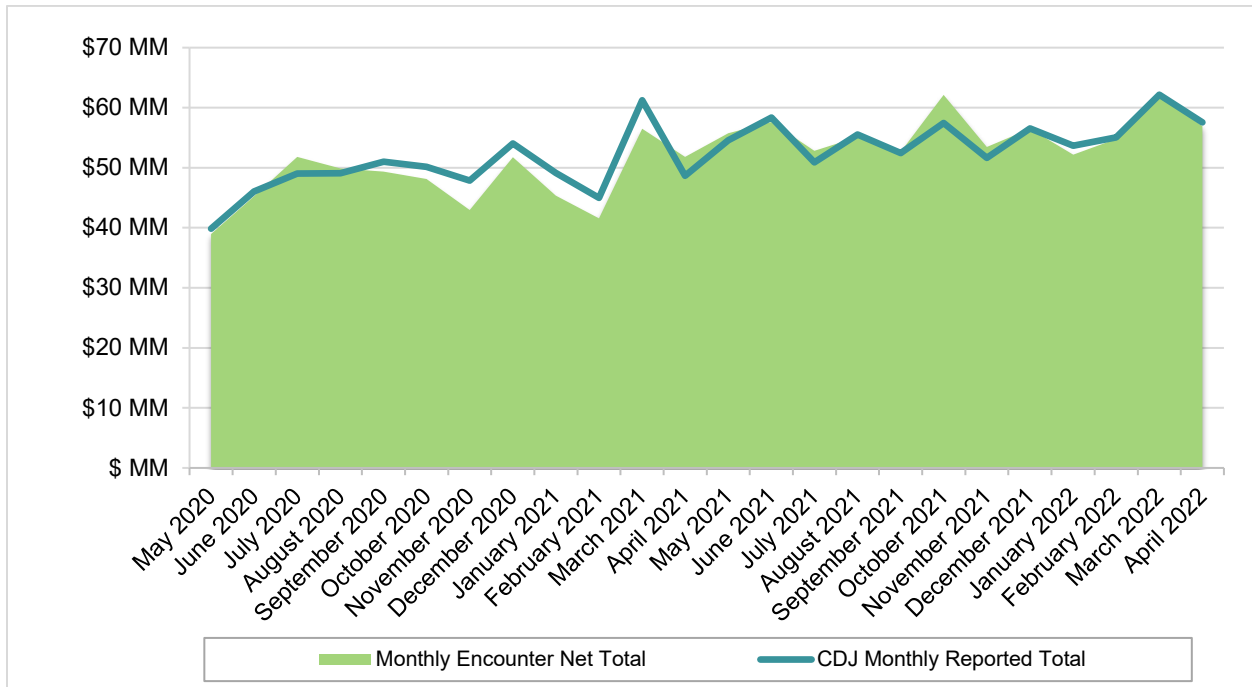
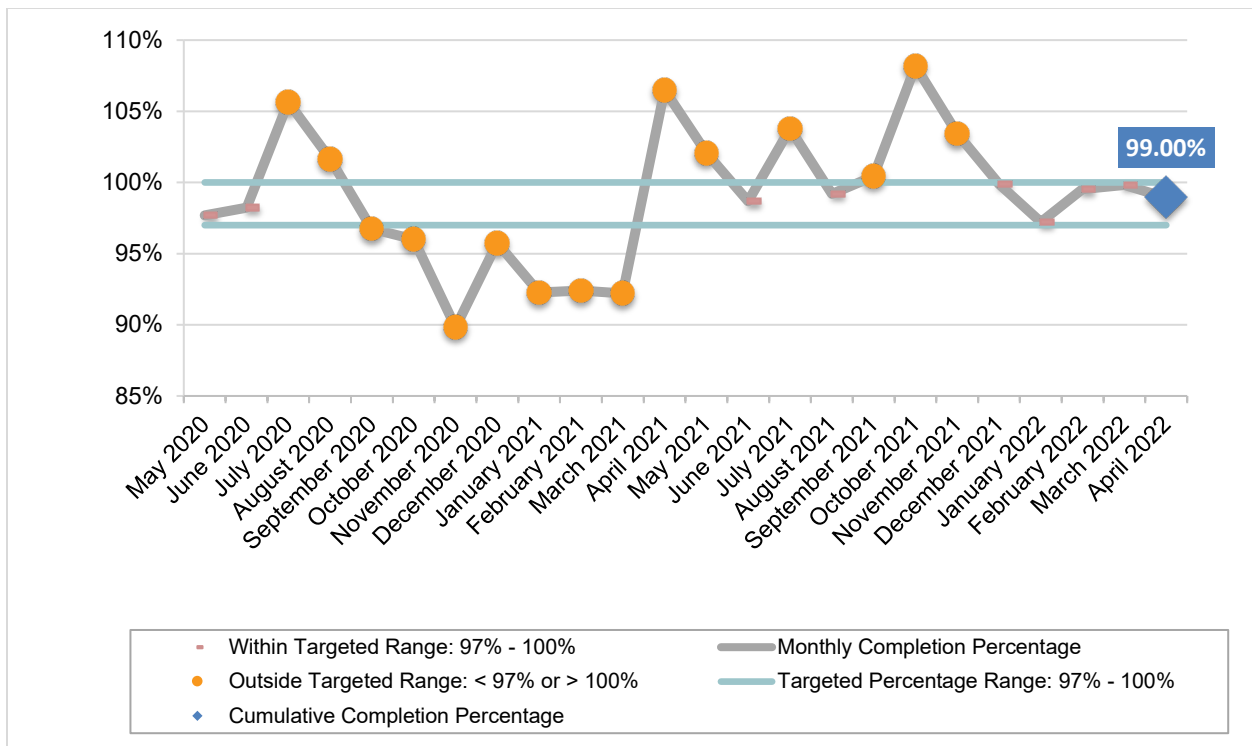


Chart 2. Entire Plan Completion Percentage by Paid Month



Data Issues and Recommendations

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

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

Section A: Data issues potentially impacting compliance:

1. **MediTrans (NEMT)** (Table 2): MediTrans replaced OneCall as Aetna's non-emergency transportation vendor effective April 1, 2022.
 - MediTrans has submitted CDJ transactions for April 2022. There have been no encounters submitted.

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

2. **OneCall (NEMT)** (Table 3): OneCall's monthly completion percentages are high for one month and low for eight months of the reporting period.
 - The low percentages appear to be due to mismatched paid amounts and/or state system denied encounters.
 - The monthly completion percentage for October 2021 is high at 319.00 percent, which appears to be due to CDJ void transactions not found in the encounters for transactions that occurred in prior paid months.
 - The monthly completion percentages for March 2022 and April 2022 are low at 50.66 and 43.86 percent, respectively. These low percentages appear to be due to encounter voids not found in the CDJ transactions.

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

3. **ModivCare (NEMT)** (Table 4): ModivCare's monthly completion percentages are low.
 - July 2020 and December 2020 have low monthly completion percentages of 91.93 and 4.22 percent, respectively. These low percentages appear to be due to missing encounters and/or state system denied encounters. ModivCare has been in run out since July 1, 2020.

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

4. **DentaQuest (Dental)** (Table 6): DentaQuest's cumulative completion percentage is significantly above the 100 percent threshold at 116.93 percent for the reporting period.
 - DentaQuest recently submitted replacement CDJ's for all months through October 2021 of the reporting period. While these resubmissions eliminated some of the monthly completion percentage fluctuations, most monthly completion percentages are now in the middle 120 percentage range. These high monthly completion percentages appear to be due to missing CDJ transactions and/or mismatched paid amounts when compared to the encounters.
 - The monthly completion percentages for July 2021, August 2021 and November 2021 are low at 86.16, 85.68 and 82.68 percent, respectively. These low percentages appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts or dates.
 - The monthly completion percentages are high for several recent months of the reporting period. These high percentages appear to be due to missing CDJ transactions when compared to encounters.

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

Section B: Data issues not currently impacting compliance:

5. **Superior Vision** (Table 5): Superior Vision's monthly completion percentages are high for three months and low for seven months of the reporting period.
 - The high monthly completion percentages appear to be due to missing CDJ transactions and/or mismatched paid amounts.
 - The low monthly completion percentages appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts.
 - The monthly completion percentages for May 2020 and October 2021 are high at 118.74 percent and 110.04 percent, respectively. These high completion percentages appear to be due to missing CDJ transactions when compared to encounters.

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



6. **CVS Health** (Table 7): CVS Health has monthly completion percentages exceeding 100 percent for nine months of the reporting period.
 - These high completion percentages may be explained by instances of encounters that have been voided and resubmitted that do not have matching transactions in the CDJ files (void encounters include the same paid date as the original claim).

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

7. **Non-Vendor** (Table 8): Aetna's Non-Vendor monthly completion percentages are low for nine months and high for eight months of the reporting period.
 - The low completion percentages appear to be due to mismatched paid amounts or dates and/or missing encounters or state system denied encounters.
 - The high completion percentages appear to be due to mismatched paid amounts such as negative CDJ adjustment transactions not found in the encounters.

We recommend Aetna 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, non-emergency medical transportation and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the VAS amount field of the CDJ files received from the MCO and VAS encounter data is identified based on the first 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. 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 — Aetna VAS Cumulative Completion Totals and Percentages							
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor				
			ModivCare VAS (NEMT)	OneCall VAS (NEMT)	MediTrans VAS (NEMT)	Superior Vision VAS	DentaQuest VAS (Dental)
Encounter Total (FAC reported)	\$19,952,137	\$398,826	\$0	\$285,545	\$0	\$3,003,404	\$16,264,362
Total Encounter Adjustments (\$)	(\$10,975,186)	(\$106,316)	\$0	(\$72,577)	\$0	(\$166,340)	(\$10,629,953)
Total Encounter Adjustments (%)	-55.00%	-26.65%	0.00%	-25.41%		-5.53%	-65.35%
Net Encounter Total	\$8,976,951	\$292,509	\$0	\$212,968	\$0	\$2,837,064	\$5,634,409
CDJ Total	\$8,156,668	\$298,491	\$5,309	\$227,339	\$623	\$2,806,388	\$4,818,519
Variance	\$820,283	(\$5,981)	(\$5,309)	(\$14,371)	(\$623)	\$30,677	\$815,891
Completion (%)	110.05%	97.99%	0.00%	93.67%	0.00%	101.09%	116.93%
100% Limited Completion* (%)	99.67%	N/A	N/A	N/A	N/A	100.00%	100.00%
Minimum Completeness (%)	97.00%						
Non-Compliant (%)	10.05%	N/A	-97.00%	-3.33%	-97.00%	1.09%	16.93%

* To avoid overstating the 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. **MediTrans VAS** (Table 2V): MediTrans has submitted CDJ transactions with VAS amounts for April 2022. There have been no VAS encounters submitted.
2. **OneCall VAS** (Table 3V): OneCall's VAS monthly completion percentages are low for twelve months of the reporting period. The low percentage months appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts between the encounters and CDJ transactions. The total VAS CDJ transactions for October 2021 are negative due to void transactions for prior paid months. March 2022 and April 2022 have low monthly completion percentages of 34.20 and 14.45 percent, respectively. These low percentages appear to be due to encounter voids that are not found in the CDJ transactions.
3. **ModivCare VAS** (Table 4V): ModivCare has submitted CDJ transactions with VAS amounts for several months of the reporting period. There have been no VAS encounters submitted.
4. **Superior Vision VAS** (Table 5V): Superior Vision's VAS monthly completion percentages are low for nine months and high for six months of the reporting period. The low monthly percentages appear to be due to missing encounters and/or state system denied encounters. The high monthly completion percentages appear to be due to missing CDJ transactions and/or CDJ transactions not identified as VAS when compared to encounters.
5. **Non-Vendor VAS** (Table 7V): Aetna's Non-Vendor VAS cumulative completion percentage is within the compliance threshold range at 97.99 percent for the reporting period. The monthly completion percentages are either high or low for fifteen of the twenty-four months of the reporting period. The low monthly completion percentages appear to be due to mismatched paid amounts, missing encounters and/or state system denied encounters when compared to the CDJ transactions. The high percentage months appear to be caused by mismatched paid amounts and/or dates.

Monthly Tables

Entire Plan

Table 1 — Aetna (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
May 2020	\$47,839,699	(\$8,908,823)	-19%	\$38,930,876	\$39,850,608	(\$919,732)	97.69%
June 2020	\$57,030,318	(\$11,810,517)	-21%	\$45,219,800	\$46,035,383	(\$815,582)	98.22%
July 2020	\$67,145,895	(\$15,369,076)	-23%	\$51,776,818	\$49,003,628	\$2,773,190	105.65%
August 2020	\$64,216,150	(\$14,330,320)	-22%	\$49,885,830	\$49,080,666	\$805,164	101.64%
September 2020	\$59,866,962	(\$10,532,575)	-18%	\$49,334,387	\$50,987,724	(\$1,653,337)	96.75%
October 2020	\$61,890,748	(\$13,742,659)	-22%	\$48,148,089	\$50,154,169	(\$2,006,080)	96.00%
November 2020	\$53,592,910	(\$10,625,726)	-20%	\$42,967,184	\$47,832,283	(\$4,865,100)	89.82%
December 2020	\$63,595,328	(\$11,836,778)	-19%	\$51,758,550	\$54,054,015	(\$2,295,465)	95.75%
January 2021	\$54,142,893	(\$8,787,014)	-16%	\$45,355,879	\$49,149,893	(\$3,794,013)	92.28%
February 2021	\$51,867,901	(\$10,299,465)	-20%	\$41,568,435	\$44,982,149	(\$3,413,714)	92.41%
March 2021	\$74,635,609	(\$18,165,146)	-24%	\$56,470,463	\$61,234,971	(\$4,764,507)	92.21%
April 2021	\$76,253,268	(\$24,447,568)	-32%	\$51,805,700	\$48,637,389	\$3,168,311	106.51%
May 2021	\$70,081,013	(\$14,358,837)	-20%	\$55,722,176	\$54,586,032	\$1,136,144	102.08%
June 2021	\$72,084,267	(\$14,475,660)	-20%	\$57,608,607	\$58,378,147	(\$769,540)	98.68%
July 2021	\$70,880,841	(\$18,058,535)	-25%	\$52,822,306	\$50,892,274	\$1,930,032	103.79%
August 2021	\$72,867,005	(\$17,757,787)	-24%	\$55,109,218	\$55,553,695	(\$444,477)	99.19%
September 2021	\$63,271,498	(\$10,621,256)	-17%	\$52,650,242	\$52,420,595	\$229,647	100.43%
October 2021	\$76,969,819	(\$14,839,260)	-19%	\$62,130,559	\$57,428,699	\$4,701,860	108.18%
November 2021	\$68,103,909	(\$14,674,833)	-22%	\$53,429,076	\$51,655,182	\$1,773,895	103.43%
December 2021	\$68,513,194	(\$12,036,630)	-18%	\$56,476,563	\$56,527,992	(\$51,428)	99.90%
January 2022	\$62,161,300	(\$9,966,625)	-16%	\$52,194,676	\$53,687,949	(\$1,493,273)	97.21%
February 2022	\$67,911,580	(\$13,107,469)	-19%	\$54,804,111	\$55,062,762	(\$258,650)	99.53%
March 2022	\$66,677,552	(\$4,620,972)	-7%	\$62,056,580	\$62,160,926	(\$104,346)	99.83%
April 2022	\$63,230,408	(\$6,299,078)	-10%	\$56,931,329	\$57,546,105	(\$614,776)	98.93%
Cumulative Totals	\$1,554,830,066	(\$309,672,609)	-20%	\$1,245,157,457	\$1,256,903,235	(\$11,745,778)	99.06%
100% Limited Cumulative Total				\$1,244,341,566	\$1,256,903,235	(\$12,561,669)	99.00%
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

MediTrans (NEMT)
Table 2 — Aetna MediTrans (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
May 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2020	\$0	\$0	N/A	\$0	\$0	\$0	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	\$79,298	(\$79,298)	0.00%
Cumulative Totals	\$0	\$0		\$0	\$79,298	(\$79,298)	0.00%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-97.00%

OneCall (NEMT)
Table 3 — Aetna OneCall (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
May 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2020	\$438,991	(\$245,092)	-56%	\$193,899	\$196,010	(\$2,111)	98.92%
August 2020	\$753,359	(\$407,456)	-54%	\$345,903	\$352,027	(\$6,124)	98.26%
September 2020	\$737,639	(\$351,703)	-48%	\$385,936	\$441,521	(\$55,585)	87.41%
October 2020	\$506,085	(\$59,345)	-12%	\$446,741	\$549,118	(\$102,377)	81.35%
November 2020	\$558,368	(\$90,122)	-16%	\$468,245	\$586,785	(\$118,539)	79.79%
December 2020	\$617,725	(\$163,418)	-26%	\$454,307	\$605,796	(\$151,489)	74.99%
January 2021	\$569,205	(\$132,769)	-23%	\$436,436	\$489,824	(\$53,388)	89.10%
February 2021	\$743,829	(\$264,502)	-36%	\$479,327	\$540,822	(\$61,496)	88.62%
March 2021	\$700,885	(\$186,087)	-27%	\$514,798	\$527,679	(\$12,881)	97.55%
April 2021	\$480,704	(\$120,741)	-25%	\$359,963	\$368,100	(\$8,136)	97.78%
May 2021	\$1,081,556	(\$594,831)	-55%	\$486,725	\$498,175	(\$11,450)	97.70%
June 2021	\$857,541	(\$260,043)	-30%	\$597,498	\$599,337	(\$1,839)	99.69%
July 2021	\$785,179	(\$166,497)	-21%	\$618,682	\$622,769	(\$4,087)	99.34%
August 2021	\$725,890	(\$92,341)	-13%	\$633,549	\$637,009	(\$3,461)	99.45%
September 2021	\$1,023,913	(\$279,980)	-27%	\$743,932	\$753,084	(\$9,151)	98.78%
October 2021	\$834,155	(\$165,731)	-20%	\$668,424	\$209,557	\$458,867	318.97%
November 2021	\$764,012	(\$126,123)	-17%	\$637,889	\$642,842	(\$4,953)	99.22%
December 2021	\$847,612	(\$137,460)	-16%	\$710,152	\$716,018	(\$5,866)	99.18%
January 2022	\$950,927	(\$159,740)	-17%	\$791,187	\$794,944	(\$3,756)	99.52%
February 2022	\$876,162	(\$141,843)	-16%	\$734,319	\$740,578	(\$6,259)	99.15%
March 2022	\$541,845	(\$129,043)	-24%	\$412,802	\$814,721	(\$401,919)	50.66%
April 2022	\$297,696	(\$112,910)	-38%	\$184,787	\$421,307	(\$236,521)	43.86%
Cumulative Totals	\$15,693,277	(\$4,387,777)	-28%	\$11,305,500	\$12,108,022	(\$802,522)	93.37%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-3.63%

ModivCare (NEMT)
Table 4 — Aetna ModivCare (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
May 2020	\$345,601	(\$44,461)	-13%	\$301,140	\$309,081	(\$7,941)	97.43%
June 2020	\$251,086	(\$4,778)	-2%	\$246,308	\$246,696	(\$388)	99.84%
July 2020	\$229,177	(\$6,619)	-3%	\$222,558	\$242,069	(\$19,511)	91.93%
August 2020	\$11,958	(\$478)	-4%	\$11,480	\$11,525	(\$45)	99.61%
September 2020	\$7,819	\$0	0%	\$7,819	\$7,856	(\$37)	99.52%
October 2020	\$5,021	\$0	0%	\$5,021	\$5,046	(\$25)	99.49%
November 2020	\$1,578	\$0	0%	\$1,578	\$1,578	\$0	100.00%
December 2020	\$277	\$0	0%	\$277	\$6,561	(\$6,284)	4.22%
January 2021	\$647	\$0	0%	\$647	\$647	\$0	100.00%
February 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2021	\$2,072	\$0	0%	\$2,072	\$2,072	\$0	100.00%
April 2021	\$0	\$0	N/A	\$0	\$29	(\$29)	0.00%
May 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$592	\$0	0%	\$592	\$592	\$0	100.00%
July 2021	\$666	(\$218)	-33%	\$448	\$448	\$0	100.00%
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$3,431	\$0	0%	\$3,431	\$3,431	\$0	100.00%
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$62	\$0	0%	\$62	\$62	\$0	100.00%
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
Cumulative Totals	\$859,986	(\$56,553)	-7%	\$803,434	\$837,693	(\$34,259)	95.91%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-1.09%

Superior Vision
Table 5 — Aetna Superior 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
May 2020	\$154,199	(\$78,802)	-51%	\$75,397	\$63,496	\$11,901	118.74%
June 2020	\$165,560	(\$7,385)	-4%	\$158,175	\$161,906	(\$3,731)	97.69%
July 2020	\$171,506	(\$8,067)	-5%	\$163,440	\$168,013	(\$4,573)	97.27%
August 2020	\$175,323	(\$10,362)	-6%	\$164,960	\$172,708	(\$7,747)	95.51%
September 2020	\$174,367	(\$17,616)	-10%	\$156,750	\$163,727	(\$6,977)	95.73%
October 2020	\$194,282	(\$10,297)	-5%	\$183,985	\$190,576	(\$6,591)	96.54%
November 2020	\$188,947	(\$4,711)	-2%	\$184,236	\$189,014	(\$4,779)	97.47%
December 2020	\$164,947	(\$4,171)	-3%	\$160,776	\$165,368	(\$4,591)	97.22%
January 2021	\$203,528	(\$7,962)	-4%	\$195,566	\$203,744	(\$8,177)	95.98%
February 2021	\$184,681	(\$7,103)	-4%	\$177,578	\$184,871	(\$7,293)	96.05%
March 2021	\$227,756	(\$7,296)	-3%	\$220,460	\$227,839	(\$7,379)	96.76%
April 2021	\$161,939	(\$3,936)	-2%	\$158,003	\$162,236	(\$4,233)	97.39%
May 2021	\$196,647	(\$5,657)	-3%	\$190,990	\$196,858	(\$5,867)	97.01%
June 2021	\$174,108	(\$4,569)	-3%	\$169,538	\$174,108	(\$4,569)	97.37%
July 2021	\$153,552	(\$3,971)	-3%	\$149,582	\$153,207	(\$3,626)	97.63%
August 2021	\$194,640	(\$4,409)	-2%	\$190,231	\$193,804	(\$3,573)	98.15%
September 2021	\$132,892	(\$4,065)	-3%	\$128,828	\$127,558	\$1,270	100.99%
October 2021	\$173,579	(\$4,141)	-2%	\$169,438	\$153,965	\$15,473	110.04%
November 2021	\$172,326	(\$4,821)	-3%	\$167,504	\$171,112	(\$3,608)	97.89%
December 2021	\$162,006	(\$6,227)	-4%	\$155,779	\$160,095	(\$4,316)	97.30%
January 2022	\$187,478	(\$5,110)	-3%	\$182,368	\$186,575	(\$4,207)	97.74%
February 2022	\$199,159	(\$6,501)	-3%	\$192,658	\$198,643	(\$5,985)	96.98%
March 2022	\$204,389	(\$6,472)	-3%	\$197,917	\$203,026	(\$5,109)	97.48%
April 2022	\$199,669	(\$7,709)	-4%	\$191,961	\$197,855	(\$5,894)	97.02%
Cumulative Totals	\$4,317,478	(\$231,358)	-5%	\$4,086,120	\$4,170,304	(\$84,183)	97.98%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

DentaQuest (Dental)
Table 6— Aetna DentaQuest (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
May 2020	\$519,769	(\$359,213)	-69%	\$160,556	\$116,167	\$44,389	138.21%
June 2020	\$832,845	(\$589,432)	-71%	\$243,413	\$175,276	\$68,137	138.87%
July 2020	\$995,376	(\$705,465)	-71%	\$289,911	\$232,636	\$57,275	124.62%
August 2020	\$986,904	(\$704,623)	-71%	\$282,281	\$235,461	\$46,820	119.88%
September 2020	\$825,107	(\$591,183)	-72%	\$233,924	\$188,578	\$45,347	124.04%
October 2020	\$1,240,936	(\$888,295)	-72%	\$352,641	\$280,848	\$71,793	125.56%
November 2020	\$978,816	(\$708,602)	-72%	\$270,214	\$215,526	\$54,688	125.37%
December 2020	\$1,234,027	(\$919,189)	-74%	\$314,838	\$251,383	\$63,455	125.24%
January 2021	\$982,049	(\$699,332)	-71%	\$282,718	\$222,359	\$60,359	127.14%
February 2021	\$864,193	(\$627,505)	-73%	\$236,688	\$191,065	\$45,623	123.87%
March 2021	\$795,933	(\$573,256)	-72%	\$222,677	\$177,590	\$45,087	125.38%
April 2021	\$1,364,835	(\$984,600)	-72%	\$380,235	\$320,395	\$59,840	118.67%
May 2021	\$988,255	(\$693,396)	-70%	\$294,859	\$237,983	\$56,876	123.89%
June 2021	\$999,314	(\$754,015)	-75%	\$245,299	\$205,638	\$39,661	119.28%
July 2021	\$510,648	(\$330,328)	-65%	\$180,321	\$209,265	(\$28,945)	86.16%
August 2021	\$194,430	(\$43,217)	-22%	\$151,213	\$176,468	(\$25,255)	85.68%
September 2021	\$287,389	(\$106,457)	-37%	\$180,932	\$155,941	\$24,991	116.02%
October 2021	\$185,765	(\$27,951)	-15%	\$157,814	\$162,647	(\$4,832)	97.02%
November 2021	\$175,107	(\$23,811)	-14%	\$151,296	\$182,971	(\$31,674)	82.68%
December 2021	\$183,140	(\$18,278)	-10%	\$164,862	\$164,236	\$626	100.38%
January 2022	\$173,708	(\$21,033)	-12%	\$152,675	\$143,563	\$9,112	106.34%
February 2022	\$287,601	(\$63,987)	-22%	\$223,613	\$209,765	\$13,848	106.60%
March 2022	\$370,340	(\$113,380)	-31%	\$256,961	\$219,370	\$37,591	117.13%
April 2022	\$287,874	(\$83,405)	-29%	\$204,469	\$143,388	\$61,081	142.59%
Cumulative Totals	\$16,264,362	(\$10,629,953)	-65%	\$5,634,409	\$4,818,519	\$815,891	116.93%
100% Limited Cumulative Total				\$4,818,519	\$4,818,519	\$0	100.00%
						Minimum Completeness (%)	97.00%
						Non-Compliant	16.93%

CVS Health (Pharmacy)
Table 7 — Aetna CVS Health (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
May 2020	\$12,799,932	(\$30,939)	0%	\$12,768,993	\$12,853,298	(\$84,305)	99.34%
June 2020	\$13,585,400	(\$547,832)	-4%	\$13,037,568	\$13,129,966	(\$92,398)	99.29%
July 2020	\$18,117,659	(\$661,900)	-4%	\$17,455,759	\$17,431,002	\$24,757	100.14%
August 2020	\$14,531,634	(\$547,684)	-4%	\$13,983,950	\$14,162,631	(\$178,681)	98.73%
September 2020	\$17,452,567	(\$491,727)	-3%	\$16,960,840	\$17,046,812	(\$85,972)	99.49%
October 2020	\$14,893,689	(\$432,253)	-3%	\$14,461,437	\$14,507,071	(\$45,634)	99.68%
November 2020	\$14,787,435	(\$335,535)	-2%	\$14,451,900	\$14,530,105	(\$78,205)	99.46%
December 2020	\$18,783,612	(\$81,306)	0%	\$18,702,306	\$18,754,392	(\$52,086)	99.72%
January 2021	\$13,892,408	(\$41,882)	0%	\$13,850,526	\$14,131,377	(\$280,851)	98.01%
February 2021	\$14,571,502	(\$51,810)	0%	\$14,519,691	\$14,615,898	(\$96,207)	99.34%
March 2021	\$19,676,473	(\$115,074)	-1%	\$19,561,399	\$19,393,875	\$167,524	100.86%
April 2021	\$16,261,999	(\$73,064)	0%	\$16,188,935	\$16,220,447	(\$31,511)	99.80%
May 2021	\$16,267,499	(\$33,048)	0%	\$16,234,451	\$16,190,266	\$44,184	100.27%
June 2021	\$20,247,608	(\$35,941)	0%	\$20,211,667	\$20,171,320	\$40,347	100.20%
July 2021	\$16,458,404	(\$36,922)	0%	\$16,421,481	\$16,493,749	(\$72,268)	99.56%
August 2021	\$20,979,859	(\$4,211,766)	-20%	\$16,768,093	\$16,752,005	\$16,089	100.09%
September 2021	\$18,418,175	(\$45,460)	0%	\$18,372,715	\$18,490,729	(\$118,014)	99.36%
October 2021	\$16,528,011	(\$63,986)	0%	\$16,464,025	\$16,320,410	\$143,615	100.87%
November 2021	\$16,673,615	(\$37,480)	0%	\$16,636,136	\$16,636,043	\$93	100.00%
December 2021	\$28,029,477	(\$7,257,921)	-26%	\$20,771,557	\$20,805,429	(\$33,872)	99.83%
January 2022	\$15,851,231	(\$85,383)	-1%	\$15,765,848	\$16,025,309	(\$259,462)	98.38%
February 2022	\$17,542,011	(\$148,650)	-1%	\$17,393,360	\$17,308,409	\$84,951	100.49%
March 2022	\$22,217,358	(\$24,137)	0%	\$22,193,221	\$21,883,311	\$309,910	101.41%
April 2022	\$21,980,179	(\$4,404,849)	-20%	\$17,575,330	\$17,540,565	\$34,765	100.19%
Cumulative Totals	\$420,547,736	(\$19,796,549)	-5%	\$400,751,187	\$401,394,419	(\$643,232)	99.83%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Non-Vendor
Table 8 — Aetna 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
May 2020	\$34,020,198	(\$8,395,408)	-25%	\$25,624,790	\$26,508,567	(\$883,777)	96.66%
June 2020	\$42,195,427	(\$10,661,091)	-25%	\$31,534,337	\$32,321,538	(\$787,202)	97.56%
July 2020	\$47,193,187	(\$13,741,934)	-29%	\$33,451,252	\$30,733,899	\$2,717,353	108.84%
August 2020	\$47,756,972	(\$12,659,716)	-27%	\$35,097,256	\$34,146,315	\$950,941	102.78%
September 2020	\$40,669,462	(\$9,080,346)	-22%	\$31,589,117	\$33,139,229	(\$1,550,112)	95.32%
October 2020	\$45,050,734	(\$12,352,469)	-27%	\$32,698,265	\$34,621,510	(\$1,923,245)	94.44%
November 2020	\$37,077,767	(\$9,486,757)	-26%	\$27,591,010	\$32,309,275	(\$4,718,265)	85.39%
December 2020	\$42,794,740	(\$10,668,694)	-25%	\$32,126,045	\$34,270,515	(\$2,144,470)	93.74%
January 2021	\$38,495,055	(\$7,905,068)	-21%	\$30,589,986	\$34,101,942	(\$3,511,955)	89.70%
February 2021	\$35,503,696	(\$9,348,544)	-26%	\$26,155,151	\$29,449,493	(\$3,294,342)	88.81%
March 2021	\$53,232,489	(\$17,283,432)	-32%	\$35,949,057	\$40,905,915	(\$4,956,858)	87.88%
April 2021	\$57,983,791	(\$23,265,228)	-40%	\$34,718,563	\$31,566,182	\$3,152,381	109.98%
May 2021	\$51,547,057	(\$13,031,906)	-25%	\$38,515,152	\$37,462,750	\$1,052,401	102.80%
June 2021	\$49,805,105	(\$13,421,092)	-27%	\$36,384,013	\$37,227,153	(\$843,140)	97.73%
July 2021	\$52,972,393	(\$17,520,600)	-33%	\$35,451,793	\$33,412,835	\$2,038,958	106.10%
August 2021	\$50,772,187	(\$13,406,054)	-26%	\$37,366,133	\$37,794,410	(\$428,277)	98.86%
September 2021	\$43,405,699	(\$10,185,294)	-23%	\$33,220,405	\$32,889,852	\$330,553	101.00%
October 2021	\$59,248,309	(\$14,577,451)	-25%	\$44,670,858	\$40,582,121	\$4,088,737	110.07%
November 2021	\$50,318,849	(\$14,482,598)	-29%	\$35,836,251	\$34,022,214	\$1,814,037	105.33%
December 2021	\$39,290,898	(\$4,616,746)	-12%	\$34,674,152	\$34,682,151	(\$7,999)	99.97%
January 2022	\$44,997,957	(\$9,695,358)	-22%	\$35,302,598	\$36,537,558	(\$1,234,960)	96.62%
February 2022	\$49,006,648	(\$12,746,487)	-26%	\$36,260,161	\$36,605,366	(\$345,205)	99.05%
March 2022	\$43,343,620	(\$4,347,941)	-10%	\$38,995,679	\$39,040,498	(\$44,819)	99.88%
April 2022	\$40,464,989	(\$1,690,207)	-4%	\$38,774,783	\$39,163,692	(\$388,909)	99.00%
Cumulative Totals	\$1,097,147,226	(\$274,570,420)	-25%	\$822,576,806	\$833,494,980	(\$10,918,173)	98.69%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

Appendix A: VAS Monthly Tables

Entire Plan VAS

Table 1V — Aetna 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
May 2020	\$639,237	(\$417,924)	-65%	\$221,314	\$169,686	\$51,627	130.42%
June 2020	\$967,367	(\$600,825)	-62%	\$366,542	\$301,336	\$65,206	121.63%
July 2020	\$1,192,241	(\$770,711)	-65%	\$421,531	\$373,146	\$48,384	112.96%
August 2020	\$1,166,408	(\$745,537)	-64%	\$420,872	\$378,471	\$42,400	111.20%
September 2020	\$1,004,976	(\$626,440)	-62%	\$378,537	\$340,763	\$37,774	111.08%
October 2020	\$1,419,224	(\$901,388)	-64%	\$517,836	\$455,803	\$62,032	113.60%
November 2020	\$1,135,597	(\$713,399)	-63%	\$422,198	\$372,794	\$49,404	113.25%
December 2020	\$1,375,567	(\$928,478)	-67%	\$447,090	\$391,390	\$55,700	114.23%
January 2021	\$1,145,383	(\$707,378)	-62%	\$438,005	\$384,471	\$53,535	113.92%
February 2021	\$1,022,387	(\$637,106)	-62%	\$385,281	\$347,763	\$37,518	110.78%
March 2021	\$981,006	(\$584,091)	-60%	\$396,916	\$361,940	\$34,976	109.66%
April 2021	\$1,495,913	(\$990,199)	-66%	\$505,713	\$451,320	\$54,394	112.05%
May 2021	\$1,146,031	(\$698,935)	-61%	\$447,096	\$394,751	\$52,345	113.26%
June 2021	\$1,138,449	(\$758,903)	-67%	\$379,546	\$345,003	\$34,543	110.01%
July 2021	\$632,954	(\$334,447)	-53%	\$298,507	\$330,535	(\$32,028)	90.31%
August 2021	\$337,140	(\$46,806)	-14%	\$290,334	\$317,927	(\$27,593)	91.32%
September 2021	\$400,719	(\$113,456)	-28%	\$287,264	\$262,028	\$25,236	109.63%
October 2021	\$326,273	(\$31,987)	-10%	\$294,287	\$275,046	\$19,240	106.99%
November 2021	\$325,967	(\$33,882)	-10%	\$292,084	\$303,796	(\$11,711)	96.14%
December 2021	\$325,564	(\$24,469)	-8%	\$301,095	\$304,358	(\$3,263)	98.92%
January 2022	\$332,068	(\$26,346)	-8%	\$305,722	\$278,293	\$27,429	109.85%
February 2022	\$456,314	(\$69,904)	-15%	\$386,410	\$354,098	\$32,312	109.12%
March 2022	\$543,446	(\$123,493)	-23%	\$419,953	\$394,679	\$25,274	106.40%
April 2022	\$441,906	(\$89,086)	-20%	\$352,820	\$267,272	\$85,548	132.00%
Cumulative Totals	\$19,952,137	(\$10,975,186)	-55%	\$8,976,951	\$8,156,668	\$820,283	110.05%
100% Limited Cumulative Total				\$8,130,384	\$8,156,668	(\$26,284)	99.67%
						Minimum Completeness (%)	97.00%
						Non-Compliant	10.05%

MediTrans (NEMT) VAS

Table 2V — Aetna MediTrans 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
May 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2020	\$0	\$0	N/A	\$0	\$0	\$0	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	\$623	(\$623)	0.00%
Cumulative Totals	\$0	\$0		\$0	\$623	(\$623)	0.00%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-97.00%

OneCall (NEMT) VAS

Table 3V — Aetna OneCall 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
May 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2020	\$16,815	(\$9,623)	-57%	\$7,192	\$7,371	(\$178)	97.57%
August 2020	\$29,539	(\$16,075)	-54%	\$13,464	\$13,932	(\$468)	96.64%
September 2020	\$43,435	(\$19,466)	-45%	\$23,968	\$26,364	(\$2,395)	90.91%
October 2020	\$36,988	(\$3,388)	-9%	\$33,601	\$37,332	(\$3,732)	90.00%
November 2020	\$15,146	(\$2,070)	-14%	\$13,075	\$15,495	(\$2,420)	84.38%
December 2020	\$9,636	(\$3,698)	-38%	\$5,938	\$8,931	(\$2,992)	66.49%
January 2021	\$7,410	(\$1,629)	-22%	\$5,781	\$5,806	(\$25)	99.57%
February 2021	\$9,905	(\$3,133)	-32%	\$6,772	\$7,740	(\$968)	87.49%
March 2021	\$9,857	(\$3,322)	-34%	\$6,535	\$7,393	(\$858)	88.39%
April 2021	\$7,485	(\$2,464)	-33%	\$5,021	\$5,130	(\$108)	97.89%
May 2021	\$4,781	(\$540)	-11%	\$4,241	\$4,521	(\$280)	93.80%
June 2021	\$6,407	(\$1,153)	-18%	\$5,255	\$5,255	\$0	100.00%
July 2021	\$7,518	(\$16)	0%	\$7,503	\$7,503	\$0	100.00%
August 2021	\$7,696	(\$292)	-4%	\$7,404	\$7,466	(\$61)	99.17%
September 2021	\$7,133	(\$662)	-9%	\$6,471	\$6,758	(\$288)	95.74%
October 2021	\$8,502	(\$750)	-9%	\$7,752	(\$5,630)	\$13,382	-137.68%
November 2021	\$12,053	(\$1,550)	-13%	\$10,503	\$10,842	(\$339)	96.87%
December 2021	\$11,476	(\$485)	-4%	\$10,991	\$10,991	\$0	100.00%
January 2022	\$14,675	(\$549)	-4%	\$14,126	\$14,162	(\$36)	99.74%
February 2022	\$13,484	(\$954)	-7%	\$12,530	\$12,631	(\$101)	99.20%
March 2022	\$4,616	(\$572)	-12%	\$4,044	\$11,824	(\$7,779)	34.20%
April 2022	\$986	(\$187)	-19%	\$799	\$5,524	(\$4,725)	14.45%
Cumulative Totals	\$285,545	(\$72,577)	-25%	\$212,968	\$227,339	(\$14,371)	93.67%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-3.33%



ModivCare (NEMT) VAS

Table 4V — Aetna ModivCare 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
May 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2020	\$0	\$0	N/A	\$0	\$3,515	(\$3,515)	0.00%
August 2020	\$0	\$0	N/A	\$0	\$129	(\$129)	0.00%
September 2020	\$0	\$0	N/A	\$0	\$222	(\$222)	0.00%
October 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2020	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2020	\$0	\$0	N/A	\$0	\$318	(\$318)	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	\$35	(\$35)	0.00%
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	\$30	(\$30)	0.00%
August 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2021	\$0	\$0	N/A	\$0	\$1,060	(\$1,060)	0.00%
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
Cumulative Totals	\$0	\$0		\$0	\$5,309	(\$5,309)	0.00%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	-97.00%

Superior Vision VAS
Table 5V — Aetna Superior 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
May 2020	\$104,266	(\$53,078)	-51%	\$51,188	\$43,675	\$7,514	117.20%
June 2020	\$116,275	(\$5,802)	-5%	\$110,473	\$113,271	(\$2,797)	97.53%
July 2020	\$121,644	(\$6,411)	-5%	\$115,232	\$118,891	(\$3,659)	96.92%
August 2020	\$120,654	(\$6,029)	-5%	\$114,626	\$118,213	(\$3,587)	96.96%
September 2020	\$120,585	(\$14,969)	-12%	\$105,616	\$111,313	(\$5,697)	94.88%
October 2020	\$128,694	(\$8,351)	-6%	\$120,343	\$125,754	(\$5,411)	95.69%
November 2020	\$129,039	(\$2,444)	-2%	\$126,595	\$129,039	(\$2,444)	98.10%
December 2020	\$115,392	(\$3,334)	-3%	\$112,058	\$115,813	(\$3,755)	96.75%
January 2021	\$143,775	(\$5,933)	-4%	\$137,841	\$143,945	(\$6,104)	95.75%
February 2021	\$135,024	(\$5,562)	-4%	\$129,462	\$135,214	(\$5,752)	95.74%
March 2021	\$163,252	(\$5,941)	-4%	\$157,311	\$163,252	(\$5,941)	96.36%
April 2021	\$114,520	(\$2,839)	-2%	\$111,682	\$114,732	(\$3,050)	97.34%
May 2021	\$141,853	(\$4,231)	-3%	\$137,623	\$142,049	(\$4,427)	96.88%
June 2021	\$122,653	(\$3,421)	-3%	\$119,232	\$122,653	(\$3,421)	97.21%
July 2021	\$101,447	(\$3,032)	-3%	\$98,414	\$101,270	(\$2,856)	97.18%
August 2021	\$120,262	(\$2,731)	-2%	\$117,530	\$119,807	(\$2,277)	98.09%
September 2021	\$87,248	(\$1,984)	-2%	\$85,265	\$86,670	(\$1,405)	98.37%
October 2021	\$118,945	(\$3,171)	-3%	\$115,775	\$104,831	\$10,944	110.43%
November 2021	\$117,881	(\$3,680)	-3%	\$114,201	\$99,482	\$14,719	114.79%
December 2021	\$115,338	(\$3,976)	-3%	\$111,362	\$114,568	(\$3,206)	97.20%
January 2022	\$129,960	(\$4,350)	-3%	\$125,610	\$106,802	\$18,808	117.61%
February 2022	\$141,445	(\$4,825)	-3%	\$136,620	\$117,918	\$18,703	115.86%
March 2022	\$150,239	(\$4,911)	-3%	\$145,329	\$149,525	(\$4,196)	97.19%
April 2022	\$143,012	(\$5,336)	-4%	\$137,676	\$107,703	\$29,973	127.82%
Cumulative Totals	\$3,003,404	(\$166,340)	-6%	\$2,837,064	\$2,806,388	\$30,677	101.09%
100% Limited Cumulative Total				\$2,806,388	\$2,806,388	\$0	100.00%
						Minimum Completeness (%)	97.00%
						Non-Compliant	1.09%

DentaQuest (Dental) VAS
Table 6V — Aetna DentaQuest VAS (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
May 2020	\$519,769	(\$359,213)	-69%	\$160,556	\$116,167	\$44,389	138.21%
June 2020	\$832,845	(\$589,432)	-71%	\$243,413	\$175,276	\$68,137	138.87%
July 2020	\$995,376	(\$705,465)	-71%	\$289,911	\$232,636	\$57,275	124.62%
August 2020	\$986,904	(\$704,623)	-71%	\$282,281	\$235,461	\$46,820	119.88%
September 2020	\$825,107	(\$591,183)	-72%	\$233,924	\$188,578	\$45,347	124.04%
October 2020	\$1,240,936	(\$888,295)	-72%	\$352,641	\$280,848	\$71,793	125.56%
November 2020	\$978,816	(\$708,602)	-72%	\$270,214	\$215,526	\$54,688	125.37%
December 2020	\$1,234,027	(\$919,189)	-74%	\$314,838	\$251,383	\$63,455	125.24%
January 2021	\$982,049	(\$699,332)	-71%	\$282,718	\$222,359	\$60,359	127.14%
February 2021	\$864,193	(\$627,505)	-73%	\$236,688	\$191,065	\$45,623	123.87%
March 2021	\$795,933	(\$573,256)	-72%	\$222,677	\$177,590	\$45,087	125.38%
April 2021	\$1,364,835	(\$984,600)	-72%	\$380,235	\$320,395	\$59,840	118.67%
May 2021	\$988,255	(\$693,396)	-70%	\$294,859	\$237,983	\$56,876	123.89%
June 2021	\$999,314	(\$754,015)	-75%	\$245,299	\$205,638	\$39,661	119.28%
July 2021	\$510,648	(\$330,328)	-65%	\$180,321	\$209,265	(\$28,945)	86.16%
August 2021	\$194,430	(\$43,217)	-22%	\$151,213	\$176,468	(\$25,255)	85.68%
September 2021	\$287,389	(\$106,457)	-37%	\$180,932	\$155,941	\$24,991	116.02%
October 2021	\$185,765	(\$27,951)	-15%	\$157,814	\$162,647	(\$4,832)	97.02%
November 2021	\$175,107	(\$23,811)	-14%	\$151,296	\$182,971	(\$31,674)	82.68%
December 2021	\$183,140	(\$18,278)	-10%	\$164,862	\$164,236	\$626	100.38%
January 2022	\$173,708	(\$21,033)	-12%	\$152,675	\$143,563	\$9,112	106.34%
February 2022	\$287,601	(\$63,987)	-22%	\$223,613	\$209,765	\$13,848	106.60%
March 2022	\$370,340	(\$113,380)	-31%	\$256,961	\$219,370	\$37,591	117.13%
April 2022	\$287,874	(\$83,405)	-29%	\$204,469	\$143,388	\$61,081	142.59%
Cumulative Totals	\$16,264,362	(\$10,629,953)	-65%	\$5,634,409	\$4,818,519	\$815,891	116.93%
100% Limited Cumulative Total				\$4,818,519	\$4,818,519	\$0	100.00%
						Minimum Completeness (%)	97.00%
						Non-Compliant	16.93%

Non-Vendor VAS
Table 7V — Aetna VAS Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
May 2020	\$15,202	(\$5,633)	-37%	\$9,569	\$9,845	(\$276)	97.20%
June 2020	\$18,247	(\$5,591)	-31%	\$12,656	\$12,789	(\$133)	98.95%
July 2020	\$58,407	(\$49,211)	-84%	\$9,195	\$10,735	(\$1,540)	85.65%
August 2020	\$29,311	(\$18,810)	-64%	\$10,501	\$10,737	(\$236)	97.80%
September 2020	\$15,849	(\$821)	-5%	\$15,028	\$14,286	\$742	105.19%
October 2020	\$12,606	(\$1,355)	-11%	\$11,251	\$11,869	(\$618)	94.79%
November 2020	\$12,596	(\$283)	-2%	\$12,314	\$12,734	(\$420)	96.69%
December 2020	\$16,511	(\$2,257)	-14%	\$14,255	\$14,945	(\$690)	95.38%
January 2021	\$12,149	(\$484)	-4%	\$11,665	\$12,361	(\$695)	94.37%
February 2021	\$13,264	(\$906)	-7%	\$12,358	\$13,744	(\$1,385)	89.91%
March 2021	\$11,964	(\$1,571)	-13%	\$10,393	\$13,670	(\$3,277)	76.03%
April 2021	\$9,072	(\$297)	-3%	\$8,776	\$11,063	(\$2,288)	79.32%
May 2021	\$11,141	(\$769)	-7%	\$10,373	\$10,197	\$176	101.72%
June 2021	\$10,074	(\$314)	-3%	\$9,761	\$11,457	(\$1,697)	85.19%
July 2021	\$13,340	(\$1,071)	-8%	\$12,269	\$12,467	(\$197)	98.41%
August 2021	\$14,752	(\$565)	-4%	\$14,186	\$14,186	\$0	100.00%
September 2021	\$18,948	(\$4,352)	-23%	\$14,596	\$11,598	\$2,998	125.84%
October 2021	\$13,061	(\$115)	-1%	\$12,946	\$13,199	(\$253)	98.08%
November 2021	\$20,926	(\$4,842)	-23%	\$16,084	\$10,501	\$5,583	153.16%
December 2021	\$15,610	(\$1,731)	-11%	\$13,880	\$14,563	(\$683)	95.31%
January 2022	\$13,725	(\$413)	-3%	\$13,312	\$13,766	(\$455)	96.69%
February 2022	\$13,784	(\$138)	-1%	\$13,646	\$13,784	(\$138)	99.00%
March 2022	\$18,250	(\$4,631)	-25%	\$13,619	\$13,961	(\$342)	97.55%
April 2022	\$10,034	(\$158)	-2%	\$9,876	\$10,034	(\$158)	98.42%
Cumulative Totals	\$398,826	(\$106,316)	-27%	\$292,509	\$298,491	(\$5,981)	97.99%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	97.00%
						Non-Compliant	N/A

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 Aetna encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	MediTrans	Characters 3 and 4 of Plan ICN contain "to be determined"	
Vision Services	Superior Vision	Characters 3 and 4 of Plan ICN contain "VI"	
Dental Services	DentaQuest	Characters 3 and 4 of Plan ICN contain "DE"	
Pharmacy Benefits	CVS Health	Claim type code of '12'	
Non-Vendor	Aetna	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	OneCall	Characters 3 and 4 of Plan ICN contain "OC"	Replaced by MediTrans – Effective April 1, 2022
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "TR"	Replaced by OneCall – Effective July 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.