

The background features a blurred medical scene with a patient lying down. A green semi-transparent overlay covers the image, containing various medical icons: a syringe, a pill, a stethoscope, a group of people, and a large cross. A dark grey diagonal band runs from the bottom left towards the top right, serving as a background for the text.

Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for
Aetna Better Health of 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 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 **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 — 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) | \$1,559,628,823 | \$1,079,975,305 | \$22,165 | \$16,520,117 | \$1,851,954 | \$4,585,095 | \$13,915,597 | \$442,758,589 |
| Total Encounter Adjustments (\$) | (\$269,345,366) | (\$237,374,872) | (\$218) | (\$5,046,183) | (\$34,256) | (\$193,831) | (\$8,349,045) | (\$18,346,962) |
| Total Encounter Adjustments (%) | -17.26% | -21.97% | -0.98% | -30.54% | -1.84% | -4.22% | -59.99% | -4.14% |
| Net Encounter Total | \$1,290,283,457 | \$842,600,434 | \$21,947 | \$11,473,934 | \$1,817,698 | \$4,391,264 | \$5,566,553 | \$424,411,628 |
| CDJ Total | \$1,306,515,604 | \$857,970,883 | \$28,322 | \$12,391,793 | \$2,332,338 | \$4,170,306 | \$4,773,478 | \$424,848,483 |
| Variance | (\$16,232,146) | (\$15,370,450) | (\$6,375) | (\$917,859) | (\$514,640) | \$220,958 | \$793,074 | (\$436,855) |
| Completion (%) | 98.75% | 98.20% | 77.49% | 92.59% | 77.93% | 105.29% | 116.61% | 99.89% |
| 100% Limited Completion* (%) | 98.67% | N/A | N/A | N/A | N/A | 100.00% | 100.00% | N/A |
| Minimum Completeness (%) | 97.00% | | | | | | | |
| Non-Compliant (%) | N/A | N/A | -19.51% | -4.41% | -19.07% | 5.29% | 16.61% | 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) | 23,651,347 | \$1,559,628,823 | 100.00% |
| Adjustment Type | | | |
| State System Denied | (2,337,715) | (\$262,841,620) | -16.85% |
| Health Plan Denied | (4,541,985) | (\$871,483) | -0.05% |
| Calculated Void | (30,368) | (\$1,652,742) | -0.10% |
| Duplicate | (68,611) | (\$3,979,520) | -0.25% |
| Total Adjustments Made | (6,978,679) | (\$269,345,366) | -17.26% |
| Net Encounter Amounts | 16,672,668 | \$1,290,283,457 | 82.74% |

* 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

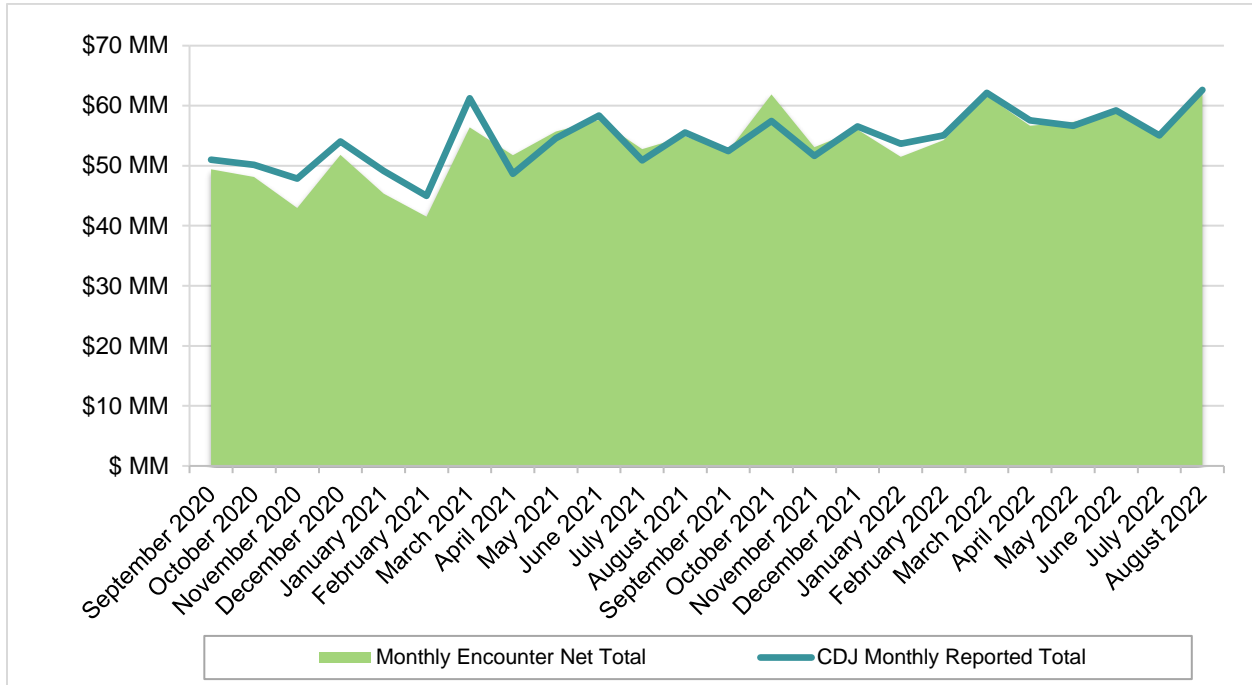
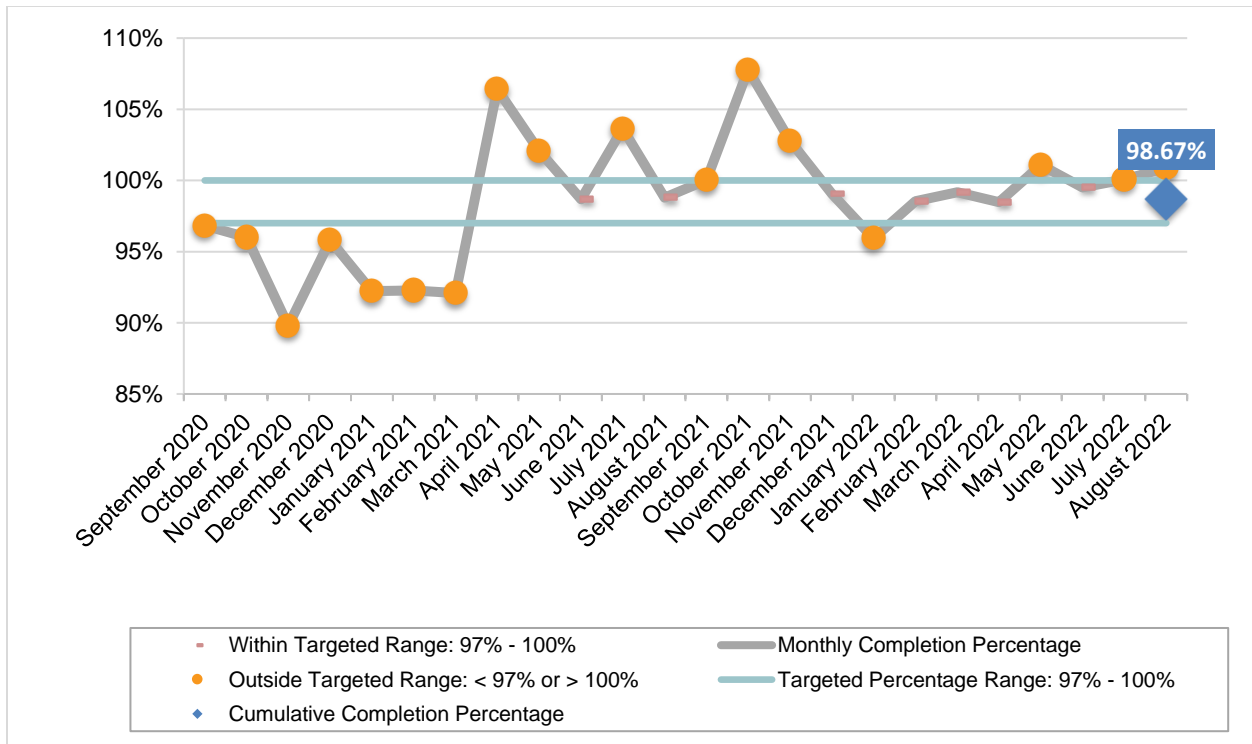


Chart 2. Entire Plan Completion Percentage by Paid Month



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): The MediTrans cumulative completion percentage is 77.93 percent for the reporting period.
 - There are CDJ transactions for April 2022 but no corresponding encounters.
 - Four of the five monthly completion percentages are below the 97 percent threshold. This appears to be due to missing or state system denied encounters.

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 twelve months of the reporting period.
 - The low percentages appear to be due to mismatched paid amounts and/or state system denied encounters.
 - The low monthly completion percentages for September 2020 through December 2020 may be explained by a recent request by LDH to void transportation Value Added Benefit (VAB) encounters not having a Value Added Benefit indicator. OneCall had approximately 17,000 encounters affected by this void request.
 - The monthly completion percentage for October 2021 is high at 319.91 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 51.29 and 43.88 percent, respectively. These low percentages appear to be due to encounter voids not found in the CDJ transactions. LDH recently directed the MCOs to hold transportation encounters until they could submit them with A0170 for temporary mileage increase per LDH Informational Bulletin 22-10.
 - The monthly completion percentages for July 2022 and August 2022 are low at 68.08 and 60.38 percent, respectively. This appears to be due to missing and/or state system denied encounters.

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 percentage is low for one month of the reporting period.
 - December 2020 has a low monthly completion percentage of 4.22 percent. This low percentage appears 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. **Superior Vision** (Table 5): Superior Vision’s monthly completion percentages are high for three months of the reporting period.
 - The high monthly completion percentages appear to be due to missing CDJ transactions and/or mismatched paid amounts.
 - The monthly completion percentage for October 2021 is high at 111.90 percent. This high completion percentage appears to be due to missing CDJ transactions when compared to encounters.
 - The CDJ file for August 2022 could not be included in the current report due to data issues with the file that were not resolved by the report cutoff date.

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

5. **DentaQuest (Dental)** (Table 6): DentaQuest’s cumulative completion percentage is significantly above the 100 percent threshold at 116.61 percent for the reporting period.
 - DentaQuest 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 87.35, 93.32 and 86.30 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.
 - There was no CDJ file for August 2022 submitted.

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:

6. **CVS Health** (Table 7): The monthly completion percentage for March 2022 is above the 100 percent threshold at 101.41 percent.
 - This high completion percentage may be explained by instances of encounters that have been voided 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 eight months and high for nine 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 and/or mismatched paid dates.

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) | \$17,719,377 | \$323,708 | \$0 | \$255,093 | \$25,841 | \$3,199,138 | \$13,915,597 |
| Total Encounter Adjustments (\$) | (\$8,586,976) | (\$28,693) | \$0 | (\$61,180) | (\$1,352) | (\$146,706) | (\$8,349,045) |
| Total Encounter Adjustments (%) | -48.46% | -8.86% | 0.00% | -23.98% | -5.23% | -4.58% | -59.99% |
| Net Encounter Total | \$9,132,402 | \$295,015 | \$0 | \$193,913 | \$24,490 | \$3,052,432 | \$5,566,553 |
| CDJ Total | \$8,100,819 | \$300,275 | \$1,666 | \$209,226 | \$33,677 | \$2,782,497 | \$4,773,478 |
| Variance | \$1,031,583 | (\$5,260) | (\$1,666) | (\$15,314) | (\$9,187) | \$269,935 | \$793,074 |
| Completion (%) | 112.73% | 98.24% | 0.00% | 92.68% | 72.71% | 109.70% | 116.61% |
| 100% Limited Completion* (%) | 99.61% | N/A | N/A | N/A | N/A | 100.00% | 100.00% |
| Minimum Completeness (%) | | | | 97.00% | | | |
| Non-Compliant (%) | 12.73% | N/A | -97.00% | -4.32% | -24.29% | 9.70% | 16.61% |

* 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): The MediTrans VAS cumulative completion percentage is 72.71 percent for the reporting period. This appears to be due to missing or state system denied encounters.
2. **OneCall VAS** (Table 3V): OneCall's VAS monthly completion percentages are low for fourteen 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 through June 2022 have low monthly completion percentages. These low percentages appear to be due to state system denied encounters and/or 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. It appears that no VAS encounters have been submitted.
4. **Superior Vision VAS** (Table 5V): Superior Vision's VAS monthly completion percentages are high for eight months of the reporting period. These high monthly completion percentages appear to be due to missing CDJ transactions and/or CDJ transactions not identified as VAS when compared to encounters. The CDJ file for August 2022 could not be included in the current report due to data issues with the file that were not resolved by the report cutoff date.
5. **Non-Vendor VAS** (Table 7V): Aetna's Non-Vendor VAS cumulative completion percentage is within the compliance threshold range at 98.24 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 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 due to 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 |
|-------------------------------|--|---------------------------------------|-----------------------------------|-----------------------------|----------------------------|---------------------------------|-------------------------------|
| September 2020 | \$59,988,694 | (\$10,607,142) | -18% | \$49,381,552 | \$50,987,724 | (\$1,606,172) | 96.84% |
| October 2020 | \$61,928,168 | (\$13,778,001) | -22% | \$48,150,167 | \$50,154,169 | (\$2,004,002) | 96.00% |
| November 2020 | \$53,613,833 | (\$10,661,707) | -20% | \$42,952,127 | \$47,832,283 | (\$4,880,157) | 89.79% |
| December 2020 | \$63,701,030 | (\$11,908,371) | -19% | \$51,792,659 | \$54,054,015 | (\$2,261,356) | 95.81% |
| January 2021 | \$54,167,343 | (\$8,835,465) | -16% | \$45,331,878 | \$49,149,893 | (\$3,818,015) | 92.23% |
| February 2021 | \$51,850,077 | (\$10,339,611) | -20% | \$41,510,467 | \$44,982,149 | (\$3,471,683) | 92.28% |
| March 2021 | \$74,864,845 | (\$18,466,546) | -25% | \$56,398,299 | \$61,234,971 | (\$4,836,671) | 92.10% |
| April 2021 | \$76,291,866 | (\$24,536,134) | -32% | \$51,755,732 | \$48,637,389 | \$3,118,343 | 106.41% |
| May 2021 | \$70,118,612 | (\$14,401,020) | -21% | \$55,717,592 | \$54,586,032 | \$1,131,560 | 102.07% |
| June 2021 | \$72,112,871 | (\$14,504,987) | -20% | \$57,607,884 | \$58,378,147 | (\$770,263) | 98.68% |
| July 2021 | \$70,919,982 | (\$18,165,245) | -26% | \$52,754,736 | \$50,892,274 | \$1,862,462 | 103.65% |
| August 2021 | \$72,699,587 | (\$17,812,723) | -25% | \$54,886,864 | \$55,553,695 | (\$666,831) | 98.79% |
| September 2021 | \$63,174,061 | (\$10,736,970) | -17% | \$52,437,091 | \$52,420,595 | \$16,496 | 100.03% |
| October 2021 | \$76,821,194 | (\$14,920,731) | -19% | \$61,900,464 | \$57,428,699 | \$4,471,764 | 107.78% |
| November 2021 | \$67,851,819 | (\$14,747,005) | -22% | \$53,104,813 | \$51,655,182 | \$1,449,632 | 102.80% |
| December 2021 | \$68,344,227 | (\$12,352,734) | -18% | \$55,991,493 | \$56,527,992 | (\$536,499) | 99.05% |
| January 2022 | \$61,569,679 | (\$10,065,689) | -16% | \$51,503,990 | \$53,687,949 | (\$2,183,959) | 95.93% |
| February 2022 | \$67,456,176 | (\$13,189,227) | -20% | \$54,266,949 | \$55,062,762 | (\$795,813) | 98.55% |
| March 2022 | \$66,826,904 | (\$5,174,684) | -8% | \$61,652,220 | \$62,160,926 | (\$508,706) | 99.18% |
| April 2022 | \$63,365,592 | (\$6,690,669) | -11% | \$56,674,924 | \$57,546,105 | (\$871,181) | 98.48% |
| May 2022 | \$59,592,686 | (\$2,315,485) | -4% | \$57,277,201 | \$56,655,554 | \$621,648 | 101.09% |
| June 2022 | \$60,784,580 | (\$1,842,052) | -3% | \$58,942,528 | \$59,234,010 | (\$291,483) | 99.50% |
| July 2022 | \$56,526,606 | (\$1,410,274) | -2% | \$55,116,332 | \$55,068,705 | \$47,628 | 100.08% |
| August 2022 | \$65,058,390 | (\$1,882,895) | -3% | \$63,175,495 | \$62,624,385 | \$551,110 | 100.88% |
| Cumulative Totals | \$1,559,628,823 | (\$269,345,366) | -17% | \$1,290,283,457 | \$1,306,515,604 | (\$16,232,146) | 98.75% |
| 100% Limited Cumulative Total | | | | \$1,289,269,425 | \$1,306,515,604 | (\$17,246,179) | 98.67% |
| | | | | | | 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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| 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% |
| May 2022 | \$188,736 | (\$8,913) | -5% | \$179,824 | \$311,664 | (\$131,840) | 57.69% |
| June 2022 | \$385,537 | (\$7,457) | -2% | \$378,080 | \$388,014 | (\$9,934) | 97.43% |
| July 2022 | \$678,272 | (\$7,352) | -1% | \$670,920 | \$877,364 | (\$206,444) | 76.46% |
| August 2022 | \$599,409 | (\$10,535) | -2% | \$588,875 | \$675,998 | (\$87,123) | 87.11% |
| | | | | | | | |
| Cumulative Totals | \$1,851,954 | (\$34,256) | -2% | \$1,817,698 | \$2,332,338 | (\$514,640) | 77.93% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -19.07% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| 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 | \$558,892 | (\$90,646) | -16% | \$468,245 | \$586,785 | (\$118,539) | 79.79% |
| December 2020 | \$622,585 | (\$168,809) | -27% | \$453,777 | \$605,796 | (\$152,019) | 74.90% |
| January 2021 | \$569,312 | (\$132,877) | -23% | \$436,436 | \$489,824 | (\$53,388) | 89.10% |
| February 2021 | \$743,984 | (\$264,507) | -36% | \$479,477 | \$540,822 | (\$61,346) | 88.65% |
| March 2021 | \$700,984 | (\$186,186) | -27% | \$514,798 | \$527,679 | (\$12,881) | 97.55% |
| April 2021 | \$481,427 | (\$121,464) | -25% | \$359,963 | \$368,100 | (\$8,136) | 97.78% |
| May 2021 | \$1,087,829 | (\$601,104) | -55% | \$486,725 | \$498,175 | (\$11,450) | 97.70% |
| June 2021 | \$858,489 | (\$260,991) | -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 | \$1,024,264 | (\$279,981) | -27% | \$744,283 | \$753,084 | (\$8,801) | 98.83% |
| October 2021 | \$836,302 | (\$165,903) | -20% | \$670,399 | \$209,557 | \$460,842 | 319.91% |
| November 2021 | \$766,692 | (\$126,283) | -16% | \$640,409 | \$642,842 | (\$2,434) | 99.62% |
| December 2021 | \$852,268 | (\$137,460) | -16% | \$714,808 | \$716,018 | (\$1,210) | 99.83% |
| January 2022 | \$951,396 | (\$159,740) | -17% | \$791,657 | \$794,944 | (\$3,287) | 99.58% |
| February 2022 | \$876,162 | (\$141,843) | -16% | \$734,319 | \$740,578 | (\$6,259) | 99.15% |
| March 2022 | \$937,947 | (\$520,035) | -55% | \$417,913 | \$814,721 | (\$396,808) | 51.29% |
| April 2022 | \$523,915 | (\$339,044) | -65% | \$184,872 | \$421,307 | (\$236,436) | 43.88% |
| May 2022 | \$639,405 | (\$316,152) | -49% | \$323,253 | \$361,293 | (\$38,040) | 89.47% |
| June 2022 | \$424,596 | (\$205,254) | -48% | \$219,343 | \$237,493 | (\$18,150) | 92.35% |
| July 2022 | \$185,458 | (\$95,820) | -52% | \$89,638 | \$131,646 | (\$42,008) | 68.08% |
| August 2022 | \$123,417 | (\$62,201) | -50% | \$61,216 | \$101,377 | (\$40,161) | 60.38% |
| Cumulative Totals | \$16,520,117 | (\$5,046,183) | -31% | \$11,473,934 | \$12,391,793 | (\$917,859) | 92.59% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -4.41% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| 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 |
| 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 |
| Cumulative Totals | \$22,165 | (\$218) | -1% | \$21,947 | \$28,322 | (\$6,375) | 77.49% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -19.51% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| September 2020 | \$180,103 | (\$19,635) | -11% | \$160,469 | \$163,727 | (\$3,259) | 98.00% |
| October 2020 | \$199,935 | (\$12,335) | -6% | \$187,600 | \$190,576 | (\$2,976) | 98.43% |
| November 2020 | \$194,336 | (\$6,736) | -3% | \$187,600 | \$189,014 | (\$1,414) | 99.25% |
| December 2020 | \$169,249 | (\$5,337) | -3% | \$163,912 | \$165,368 | (\$1,456) | 99.11% |
| January 2021 | \$210,316 | (\$10,360) | -5% | \$199,956 | \$203,744 | (\$3,788) | 98.14% |
| February 2021 | \$190,727 | (\$9,066) | -5% | \$181,661 | \$184,871 | (\$3,210) | 98.26% |
| March 2021 | \$237,435 | (\$11,376) | -5% | \$226,060 | \$227,839 | (\$1,779) | 99.21% |
| April 2021 | \$167,916 | (\$6,279) | -4% | \$161,637 | \$162,236 | (\$599) | 99.63% |
| May 2021 | \$204,099 | (\$8,765) | -4% | \$195,335 | \$196,858 | (\$1,523) | 99.22% |
| June 2021 | \$179,169 | (\$6,568) | -4% | \$172,600 | \$174,108 | (\$1,507) | 99.13% |
| July 2021 | \$158,689 | (\$5,997) | -4% | \$152,692 | \$153,207 | (\$516) | 99.66% |
| August 2021 | \$200,943 | (\$7,198) | -4% | \$193,745 | \$193,804 | (\$59) | 99.96% |
| September 2021 | \$136,070 | (\$5,467) | -4% | \$130,604 | \$127,558 | \$3,046 | 102.38% |
| October 2021 | \$178,376 | (\$6,087) | -3% | \$172,288 | \$153,965 | \$18,323 | 111.90% |
| November 2021 | \$177,253 | (\$6,795) | -4% | \$170,458 | \$171,112 | (\$655) | 99.61% |
| December 2021 | \$169,014 | (\$9,074) | -5% | \$159,940 | \$160,095 | (\$155) | 99.90% |
| January 2022 | \$193,802 | (\$7,424) | -4% | \$186,378 | \$186,575 | (\$197) | 99.89% |
| February 2022 | \$208,112 | (\$9,798) | -5% | \$198,314 | \$198,643 | (\$329) | 99.83% |
| March 2022 | \$211,924 | (\$9,055) | -4% | \$202,869 | \$203,026 | (\$157) | 99.92% |
| April 2022 | \$208,415 | (\$10,707) | -5% | \$197,708 | \$197,855 | (\$146) | 99.92% |
| May 2022 | \$211,906 | (\$9,067) | -4% | \$202,839 | \$199,818 | \$3,021 | 101.51% |
| June 2022 | \$172,507 | (\$4,868) | -3% | \$167,639 | \$168,927 | (\$1,287) | 99.23% |
| July 2022 | \$198,114 | (\$1,761) | -1% | \$196,354 | \$197,380 | (\$1,026) | 99.48% |
| August 2022 | \$226,684 | (\$4,077) | -2% | \$222,607 | \$0 | \$222,607 | N/A |
| Cumulative Totals | \$4,585,095 | (\$193,831) | -4% | \$4,391,264 | \$4,170,306 | \$220,958 | 105.29% |
| 100% Limited Cumulative Total | | | | \$4,170,306 | \$4,170,306 | \$0 | 100.00% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 5.29% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| 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 | \$513,126 | (\$330,328) | -64% | \$182,798 | \$209,265 | (\$26,467) | 87.35% |
| August 2021 | \$208,115 | (\$43,430) | -21% | \$164,684 | \$176,468 | (\$11,784) | 93.32% |
| September 2021 | \$294,712 | (\$106,457) | -36% | \$188,255 | \$155,941 | \$32,313 | 120.72% |
| October 2021 | \$193,657 | (\$27,951) | -14% | \$165,706 | \$162,647 | \$3,060 | 101.88% |
| November 2021 | \$181,871 | (\$23,960) | -13% | \$157,911 | \$182,971 | (\$25,059) | 86.30% |
| December 2021 | \$196,222 | (\$18,576) | -9% | \$177,646 | \$164,236 | \$13,410 | 108.16% |
| January 2022 | \$175,856 | (\$21,244) | -12% | \$154,613 | \$143,563 | \$11,050 | 107.69% |
| February 2022 | \$291,956 | (\$64,827) | -22% | \$227,128 | \$209,765 | \$17,363 | 108.27% |
| March 2022 | \$376,566 | (\$114,373) | -30% | \$262,194 | \$219,370 | \$42,824 | 119.52% |
| April 2022 | \$293,221 | (\$83,955) | -29% | \$209,266 | \$143,388 | \$65,879 | 145.94% |
| May 2022 | \$284,341 | (\$48,687) | -17% | \$235,654 | \$240,012 | (\$4,358) | 98.18% |
| June 2022 | \$255,736 | (\$12,580) | -5% | \$243,156 | \$251,204 | (\$8,049) | 96.79% |
| July 2022 | \$225,029 | (\$7,651) | -3% | \$217,378 | \$223,282 | (\$5,903) | 97.35% |
| August 2022 | \$151,724 | (\$5,654) | -4% | \$146,070 | \$0 | \$146,070 | N/A |
| Cumulative Totals | \$13,915,597 | (\$8,349,045) | -60% | \$5,566,553 | \$4,773,478 | \$793,074 | 116.61% |
| 100% Limited Cumulative Total | | | | \$4,773,478 | \$4,773,478 | \$0 | 100.00% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 16.61% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| September 2020 | \$17,453,596 | (\$491,820) | -3% | \$16,961,776 | \$17,046,812 | (\$85,036) | 99.50% |
| October 2020 | \$14,895,364 | (\$433,265) | -3% | \$14,462,099 | \$14,507,071 | (\$44,972) | 99.69% |
| November 2020 | \$14,788,369 | (\$335,593) | -2% | \$14,452,776 | \$14,530,105 | (\$77,329) | 99.46% |
| December 2020 | \$18,783,957 | (\$81,365) | 0% | \$18,702,592 | \$18,754,392 | (\$51,800) | 99.72% |
| January 2021 | \$13,882,397 | (\$41,882) | 0% | \$13,840,515 | \$14,131,377 | (\$290,863) | 97.94% |
| February 2021 | \$14,572,733 | (\$53,645) | 0% | \$14,519,088 | \$14,615,898 | (\$96,810) | 99.33% |
| March 2021 | \$19,677,456 | (\$116,062) | -1% | \$19,561,393 | \$19,393,875 | \$167,518 | 100.86% |
| April 2021 | \$16,262,685 | (\$73,977) | 0% | \$16,188,707 | \$16,220,447 | (\$31,740) | 99.80% |
| May 2021 | \$16,267,039 | (\$33,048) | 0% | \$16,233,991 | \$16,190,266 | \$43,725 | 100.27% |
| June 2021 | \$20,250,820 | (\$39,772) | 0% | \$20,211,048 | \$20,171,320 | \$39,729 | 100.19% |
| July 2021 | \$16,465,721 | (\$44,132) | 0% | \$16,421,589 | \$16,493,749 | (\$72,160) | 99.56% |
| August 2021 | \$20,988,826 | (\$4,220,163) | -20% | \$16,768,663 | \$16,752,005 | \$16,658 | 100.09% |
| September 2021 | \$18,432,950 | (\$60,407) | 0% | \$18,372,543 | \$18,490,729 | (\$118,186) | 99.36% |
| October 2021 | \$16,526,476 | (\$65,022) | 0% | \$16,461,454 | \$16,320,410 | \$141,044 | 100.86% |
| November 2021 | \$16,677,730 | (\$41,681) | 0% | \$16,636,049 | \$16,636,043 | \$6 | 100.00% |
| December 2021 | \$28,026,136 | (\$7,259,677) | -26% | \$20,766,459 | \$20,805,429 | (\$38,970) | 99.81% |
| January 2022 | \$15,854,450 | (\$89,372) | -1% | \$15,765,078 | \$16,025,309 | (\$260,232) | 98.37% |
| February 2022 | \$17,535,979 | (\$158,631) | -1% | \$17,377,347 | \$17,308,409 | \$68,938 | 100.39% |
| March 2022 | \$22,240,217 | (\$46,868) | 0% | \$22,193,349 | \$21,883,311 | \$310,038 | 101.41% |
| April 2022 | \$21,975,896 | (\$4,428,934) | -20% | \$17,546,962 | \$17,540,565 | \$6,396 | 100.03% |
| May 2022 | \$18,464,629 | (\$69,888) | 0% | \$18,394,740 | \$18,406,974 | (\$12,234) | 99.93% |
| June 2022 | \$22,408,272 | (\$57,850) | 0% | \$22,350,422 | \$22,390,506 | (\$40,083) | 99.82% |
| July 2022 | \$17,767,675 | (\$55,626) | 0% | \$17,712,049 | \$17,786,797 | (\$74,748) | 99.57% |
| August 2022 | \$22,559,218 | (\$48,280) | 0% | \$22,510,938 | \$22,446,684 | \$64,254 | 100.28% |
| Cumulative Totals | \$442,758,589 | (\$18,346,962) | -4% | \$424,411,628 | \$424,848,483 | (\$436,855) | 99.89% |
| 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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| September 2020 | \$40,784,429 | (\$9,152,802) | -22% | \$31,631,627 | \$33,139,229 | (\$1,507,601) | 95.45% |
| October 2020 | \$45,080,827 | (\$12,384,761) | -27% | \$32,696,065 | \$34,621,510 | (\$1,925,444) | 94.43% |
| November 2020 | \$37,091,843 | (\$9,520,130) | -26% | \$27,571,713 | \$32,309,275 | (\$4,737,562) | 85.33% |
| December 2020 | \$42,890,934 | (\$10,733,670) | -25% | \$32,157,264 | \$34,270,515 | (\$2,113,251) | 93.83% |
| January 2021 | \$38,522,621 | (\$7,951,014) | -21% | \$30,571,607 | \$34,101,942 | (\$3,530,335) | 89.64% |
| February 2021 | \$35,478,440 | (\$9,384,888) | -26% | \$26,093,552 | \$29,449,493 | (\$3,355,941) | 88.60% |
| March 2021 | \$53,450,964 | (\$17,579,666) | -33% | \$35,871,299 | \$40,905,915 | (\$5,034,616) | 87.69% |
| April 2021 | \$58,015,005 | (\$23,349,814) | -40% | \$34,665,190 | \$31,566,182 | \$3,099,008 | 109.81% |
| May 2021 | \$51,571,390 | (\$13,064,708) | -25% | \$38,506,683 | \$37,462,750 | \$1,043,933 | 102.78% |
| June 2021 | \$49,824,487 | (\$13,443,640) | -27% | \$36,380,846 | \$37,227,153 | (\$846,307) | 97.72% |
| July 2021 | \$52,996,602 | (\$17,618,074) | -33% | \$35,378,528 | \$33,412,835 | \$1,965,693 | 105.88% |
| August 2021 | \$50,575,813 | (\$13,449,590) | -27% | \$37,126,224 | \$37,794,410 | (\$668,186) | 98.23% |
| September 2021 | \$43,282,634 | (\$10,284,658) | -24% | \$32,997,976 | \$32,889,852 | \$108,124 | 100.32% |
| October 2021 | \$59,086,383 | (\$14,655,767) | -25% | \$44,430,616 | \$40,582,121 | \$3,848,495 | 109.48% |
| November 2021 | \$50,048,273 | (\$14,548,286) | -29% | \$35,499,987 | \$34,022,214 | \$1,477,774 | 104.34% |
| December 2021 | \$39,100,525 | (\$4,927,946) | -13% | \$34,172,578 | \$34,682,151 | (\$509,573) | 98.53% |
| January 2022 | \$44,394,176 | (\$9,787,911) | -22% | \$34,606,265 | \$36,537,558 | (\$1,931,293) | 94.71% |
| February 2022 | \$48,543,967 | (\$12,814,127) | -26% | \$35,729,840 | \$36,605,366 | (\$875,526) | 97.60% |
| March 2022 | \$43,060,249 | (\$4,484,354) | -10% | \$38,575,895 | \$39,040,498 | (\$464,603) | 98.80% |
| April 2022 | \$40,364,145 | (\$1,828,029) | -5% | \$38,536,116 | \$39,163,692 | (\$627,576) | 98.39% |
| May 2022 | \$39,803,669 | (\$1,862,778) | -5% | \$37,940,891 | \$37,135,793 | \$805,099 | 102.16% |
| June 2022 | \$37,137,932 | (\$1,554,043) | -4% | \$35,583,888 | \$35,797,868 | (\$213,979) | 99.40% |
| July 2022 | \$37,472,058 | (\$1,242,065) | -3% | \$36,229,993 | \$35,852,236 | \$377,757 | 101.05% |
| August 2022 | \$41,397,939 | (\$1,752,149) | -4% | \$39,645,789 | \$39,400,327 | \$245,463 | 100.62% |
| Cumulative Totals | \$1,079,975,305 | (\$237,374,872) | -22% | \$842,600,434 | \$857,970,883 | (\$15,370,450) | 98.20% |
| 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 |
| September 2020 | \$1,009,321 | (\$627,805) | -62% | \$381,516 | \$340,763 | \$40,753 | 111.95% |
| October 2020 | \$1,423,887 | (\$903,202) | -63% | \$520,685 | \$455,803 | \$64,882 | 114.23% |
| November 2020 | \$1,138,987 | (\$714,790) | -63% | \$424,197 | \$372,794 | \$51,403 | 113.78% |
| December 2020 | \$1,379,232 | (\$929,567) | -67% | \$449,665 | \$391,390 | \$58,276 | 114.88% |
| January 2021 | \$1,151,062 | (\$709,460) | -62% | \$441,602 | \$384,471 | \$57,131 | 114.85% |
| February 2021 | \$1,027,118 | (\$638,574) | -62% | \$388,543 | \$347,763 | \$40,781 | 111.72% |
| March 2021 | \$988,948 | (\$587,434) | -59% | \$401,514 | \$361,940 | \$39,575 | 110.93% |
| April 2021 | \$1,500,185 | (\$991,876) | -66% | \$508,309 | \$451,320 | \$56,989 | 112.62% |
| May 2021 | \$1,151,385 | (\$701,055) | -61% | \$450,329 | \$394,751 | \$55,578 | 114.07% |
| June 2021 | \$1,142,875 | (\$760,680) | -67% | \$382,195 | \$345,003 | \$37,192 | 110.78% |
| July 2021 | \$639,639 | (\$336,177) | -53% | \$303,462 | \$330,535 | (\$27,073) | 91.80% |
| August 2021 | \$354,618 | (\$48,696) | -14% | \$305,923 | \$317,927 | (\$12,004) | 96.22% |
| September 2021 | \$411,050 | (\$114,760) | -28% | \$296,290 | \$262,028 | \$34,263 | 113.07% |
| October 2021 | \$338,383 | (\$33,849) | -10% | \$304,534 | \$275,046 | \$29,488 | 110.72% |
| November 2021 | \$336,788 | (\$35,580) | -11% | \$301,208 | \$303,796 | (\$2,587) | 99.14% |
| December 2021 | \$343,885 | (\$26,843) | -8% | \$317,042 | \$304,358 | \$12,685 | 104.16% |
| January 2022 | \$339,446 | (\$28,384) | -8% | \$311,061 | \$278,293 | \$32,769 | 111.77% |
| February 2022 | \$467,502 | (\$73,299) | -16% | \$394,202 | \$354,098 | \$40,104 | 111.32% |
| March 2022 | \$563,193 | (\$134,078) | -24% | \$429,115 | \$394,679 | \$34,436 | 108.72% |
| April 2022 | \$457,423 | (\$95,949) | -21% | \$361,474 | \$267,272 | \$94,202 | 135.24% |
| May 2022 | \$457,369 | (\$56,847) | -12% | \$400,521 | \$386,487 | \$14,034 | 103.63% |
| June 2022 | \$400,087 | (\$17,447) | -4% | \$382,639 | \$392,203 | (\$9,564) | 97.56% |
| July 2022 | \$376,105 | (\$9,797) | -3% | \$366,308 | \$362,999 | \$3,310 | 100.91% |
| August 2022 | \$320,891 | (\$10,826) | -3% | \$310,065 | \$25,102 | \$284,963 | 1235.20% |
| Cumulative Totals | \$17,719,377 | (\$8,586,976) | -48% | \$9,132,402 | \$8,100,819 | \$1,031,583 | 112.73% |
| 100% Limited Cumulative Total | | | | \$8,069,392 | \$8,100,819 | (\$31,427) | 99.61% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 12.73% |



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 |
| 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% |
| May 2022 | \$3,493 | (\$253) | -7% | \$3,240 | \$5,660 | (\$2,419) | 57.25% |
| June 2022 | \$7,500 | (\$84) | -1% | \$7,415 | \$7,500 | (\$84) | 98.87% |
| July 2022 | \$7,576 | (\$521) | -7% | \$7,055 | \$11,238 | (\$4,183) | 62.77% |
| August 2022 | \$7,272 | (\$494) | -7% | \$6,779 | \$8,656 | (\$1,878) | 78.30% |
| Cumulative Totals | \$25,841 | (\$1,352) | -5% | \$24,490 | \$33,677 | (\$9,187) | 72.71% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -24.29% |

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 |
| 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 | \$15,275 | (\$2,200) | -14% | \$13,075 | \$15,495 | (\$2,420) | 84.38% |
| December 2020 | \$9,811 | (\$3,872) | -39% | \$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 | \$7,501 | (\$2,479) | -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 | \$8,527 | (\$750) | -9% | \$7,777 | (\$5,630) | \$13,407 | -138.12% |
| November 2021 | \$12,392 | (\$1,550) | -13% | \$10,842 | \$10,842 | \$0 | 100.00% |
| 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 | \$12,263 | (\$8,219) | -67% | \$4,044 | \$11,824 | (\$7,779) | 34.20% |
| April 2022 | \$5,474 | (\$4,676) | -85% | \$799 | \$5,524 | (\$4,725) | 14.45% |
| May 2022 | \$938 | (\$682) | -73% | \$256 | \$938 | (\$682) | 27.29% |
| June 2022 | \$644 | (\$233) | -36% | \$411 | \$644 | (\$233) | 63.79% |
| July 2022 | \$176 | (\$22) | -13% | \$154 | \$283 | (\$129) | 54.29% |
| August 2022 | \$1,326 | (\$908) | -69% | \$418 | \$1,326 | (\$908) | 31.49% |
| Cumulative Totals | \$255,093 | (\$61,180) | -24% | \$193,913 | \$209,226 | (\$15,314) | 92.68% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -4.32% |

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 |
|-------------------------------|---|--|--|------------------------------------|-----------------------------------|---------------------------------|--------------------------------------|
| 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 |
| 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 |
| Cumulative Totals | \$0 | \$0 | | \$0 | \$1,666 | (\$1,666) | 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 |
|-------------------------------|--|---------------------------------------|-----------------------------------|-----------------------------|----------------------------|---------------------------------|-------------------------------|
| September 2020 | \$124,929 | (\$16,334) | -13% | \$108,595 | \$111,313 | (\$2,718) | 97.55% |
| October 2020 | \$133,357 | (\$10,165) | -8% | \$123,192 | \$125,754 | (\$2,562) | 97.96% |
| November 2020 | \$132,300 | (\$3,706) | -3% | \$128,594 | \$129,039 | (\$445) | 99.65% |
| December 2020 | \$118,883 | (\$4,248) | -4% | \$114,634 | \$115,813 | (\$1,179) | 98.98% |
| January 2021 | \$149,454 | (\$8,016) | -5% | \$141,438 | \$143,945 | (\$2,507) | 98.25% |
| February 2021 | \$139,755 | (\$7,030) | -5% | \$132,725 | \$135,214 | (\$2,489) | 98.15% |
| March 2021 | \$171,193 | (\$9,284) | -5% | \$161,909 | \$163,252 | (\$1,343) | 99.17% |
| April 2021 | \$118,777 | (\$4,500) | -4% | \$114,277 | \$114,732 | (\$455) | 99.60% |
| May 2021 | \$147,207 | (\$6,351) | -4% | \$140,856 | \$142,049 | (\$1,193) | 99.16% |
| June 2021 | \$127,079 | (\$5,198) | -4% | \$121,881 | \$122,653 | (\$772) | 99.37% |
| July 2021 | \$105,655 | (\$4,763) | -5% | \$100,892 | \$101,270 | (\$378) | 99.62% |
| August 2021 | \$124,056 | (\$4,408) | -4% | \$119,648 | \$119,807 | (\$159) | 99.86% |
| September 2021 | \$90,257 | (\$3,288) | -4% | \$86,969 | \$86,670 | \$299 | 100.34% |
| October 2021 | \$123,276 | (\$5,033) | -4% | \$118,243 | \$104,831 | \$13,412 | 112.79% |
| November 2021 | \$121,600 | (\$5,228) | -4% | \$116,371 | \$99,482 | \$16,889 | 116.97% |
| December 2021 | \$120,577 | (\$6,052) | -5% | \$114,525 | \$114,568 | (\$42) | 99.96% |
| January 2022 | \$135,190 | (\$6,178) | -5% | \$129,011 | \$106,802 | \$22,210 | 120.79% |
| February 2022 | \$148,278 | (\$7,380) | -5% | \$140,897 | \$117,918 | \$22,980 | 119.48% |
| March 2022 | \$156,113 | (\$6,856) | -4% | \$149,258 | \$149,525 | (\$267) | 99.82% |
| April 2022 | \$148,830 | (\$7,160) | -5% | \$141,670 | \$107,703 | \$33,967 | 131.53% |
| May 2022 | \$156,286 | (\$6,923) | -4% | \$149,362 | \$127,863 | \$21,499 | 116.81% |
| June 2022 | \$126,433 | (\$3,894) | -3% | \$122,539 | \$123,080 | (\$541) | 99.56% |
| July 2022 | \$134,205 | (\$1,241) | -1% | \$132,964 | \$119,215 | \$13,749 | 111.53% |
| August 2022 | \$145,449 | (\$3,468) | -2% | \$141,981 | \$0 | \$141,981 | N/A |
| Cumulative Totals | \$3,199,138 | (\$146,706) | -5% | \$3,052,432 | \$2,782,497 | \$269,935 | 109.70% |
| 100% Limited Cumulative Total | | | | \$2,782,497 | \$2,782,497 | \$0 | 100.00% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 9.70% |

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 |
| 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 | \$513,126 | (\$330,328) | -64% | \$182,798 | \$209,265 | (\$26,467) | 87.35% |
| August 2021 | \$208,115 | (\$43,430) | -21% | \$164,684 | \$176,468 | (\$11,784) | 93.32% |
| September 2021 | \$294,712 | (\$106,457) | -36% | \$188,255 | \$155,941 | \$32,313 | 120.72% |
| October 2021 | \$193,657 | (\$27,951) | -14% | \$165,706 | \$162,647 | \$3,060 | 101.88% |
| November 2021 | \$181,871 | (\$23,960) | -13% | \$157,911 | \$182,971 | (\$25,059) | 86.30% |
| December 2021 | \$196,222 | (\$18,576) | -9% | \$177,646 | \$164,236 | \$13,410 | 108.16% |
| January 2022 | \$175,856 | (\$21,244) | -12% | \$154,613 | \$143,563 | \$11,050 | 107.69% |
| February 2022 | \$291,956 | (\$64,827) | -22% | \$227,128 | \$209,765 | \$17,363 | 108.27% |
| March 2022 | \$376,566 | (\$114,373) | -30% | \$262,194 | \$219,370 | \$42,824 | 119.52% |
| April 2022 | \$293,221 | (\$83,955) | -29% | \$209,266 | \$143,388 | \$65,879 | 145.94% |
| May 2022 | \$284,341 | (\$48,687) | -17% | \$235,654 | \$240,012 | (\$4,358) | 98.18% |
| June 2022 | \$255,736 | (\$12,580) | -5% | \$243,156 | \$251,204 | (\$8,049) | 96.79% |
| July 2022 | \$225,029 | (\$7,651) | -3% | \$217,378 | \$223,282 | (\$5,903) | 97.35% |
| August 2022 | \$151,724 | (\$5,654) | -4% | \$146,070 | \$0 | \$146,070 | N/A |
| | | | | | | | |
| Cumulative Totals | \$13,915,597 | (\$8,349,045) | -60% | \$5,566,553 | \$4,773,478 | \$793,074 | 116.61% |
| 100% Limited Cumulative Total | | | | \$4,773,478 | \$4,773,478 | \$0 | 100.00% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 16.61% |



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 |
|-------------------------------|--|---------------------------------------|-----------------------------------|-----------------------------|----------------------------|---------------------------------|-------------------------------|
| 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 | \$12,923 | (\$115) | -1% | \$12,808 | \$13,199 | (\$390) | 97.04% |
| 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 | \$9,897 | (\$158) | -2% | \$9,738 | \$10,034 | (\$296) | 97.04% |
| May 2022 | \$12,310 | (\$302) | -2% | \$12,008 | \$12,014 | (\$6) | 99.95% |
| June 2022 | \$9,775 | (\$656) | -7% | \$9,119 | \$9,775 | (\$656) | 93.28% |
| July 2022 | \$9,119 | (\$362) | -4% | \$8,757 | \$8,981 | (\$224) | 97.50% |
| August 2022 | \$15,120 | (\$302) | -2% | \$14,818 | \$15,120 | (\$302) | 98.00% |
| Cumulative Totals | \$323,708 | (\$28,693) | -9% | \$295,015 | \$300,275 | (\$5,260) | 98.24% |
| 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 "MT" | |
| 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.