

The background features a blurred image of a person in a white lab coat, possibly a healthcare professional, with a large green cross overlaid on their chest. The word "MED" is partially visible on the lab coat. The entire scene is overlaid with a semi-transparent green layer containing various medical icons: a syringe, a pill, a virus, a stethoscope, a group of people, and a heart. A dark grey diagonal shape cuts across the right side of the image.

Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for Healthy Blue
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 Healthy Blue 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 — Healthy Blue Cumulative Completion Totals and Percentages

| Description | Entire Plan | Non-Vendor | Delegated Vendor | | | | |
|---------------------------------------|------------------------|------------------------|---------------------|------------------|---------------------|---------------------|-----------------------|
| | | | Superior Vision | ModivCare (NEMT) | MediTrans (NEMT) | DentaQuest (Dental) | CVS Health (Pharmacy) |
| Encounter Total (FAC reported) | \$3,192,973,988 | \$2,174,336,251 | \$11,436,635 | \$138,394 | \$42,507,977 | \$14,551,157 | \$950,003,575 |
| Total Encounter Adjustments (\$) | (\$330,539,296) | (\$289,810,802) | (\$897,826) | (\$23,100) | (\$15,685,951) | (\$2,835,504) | (\$21,286,113) |
| Total Encounter Adjustments (%) | -10.35% | -13.32% | -7.85% | -16.69% | -36.90% | -19.48% | -2.24% |
| Net Encounter Total | \$2,862,434,692 | \$1,884,525,449 | \$10,538,809 | \$115,294 | \$26,822,026 | \$11,715,653 | \$928,717,462 |
| CDJ Total | \$2,896,816,998 | \$1,916,132,999 | \$10,624,557 | \$151,657 | \$27,478,421 | \$12,180,706 | \$930,248,658 |
| Variance | (\$34,382,306) | (\$31,607,550) | (\$85,748) | (\$36,364) | (\$656,396) | (\$465,053) | (\$1,531,195) |
| Completion (%) | 98.81% | 98.35% | 99.19% | 76.02% | 97.61% | 96.18% | 99.83% |
| 100% Limited Completion* (%) | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Minimum Completeness (%) | 97.00% | | | | | | |
| Non-Compliant (%) | N/A | N/A | N/A | -20.98% | N/A | -0.82% | 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 Healthy Blue Encounters | | | |
|--|-------------------|------------------------|---------------------------|
| Description | Encounter Count | Paid Amount | Paid Amount (% of Total*) |
| Total Encounter Amount (FAC Reported) | 44,472,625 | \$3,192,973,988 | 100.00% |
| Adjustment Type | | | |
| State System Denied | (2,036,905) | (\$326,566,992) | -10.22% |
| Health Plan Denied | (8,246,775) | (\$1,970,241) | -0.06% |
| Calculated Void | (7,349) | (\$808,219) | -0.02% |
| Duplicate | (17,715) | (\$1,193,844) | -0.03% |
| Total Adjustments Made | (10,308,744) | (\$330,539,296) | -10.35% |
| Net Encounter Amounts | 34,163,881 | \$2,862,434,692 | 89.65% |

* 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

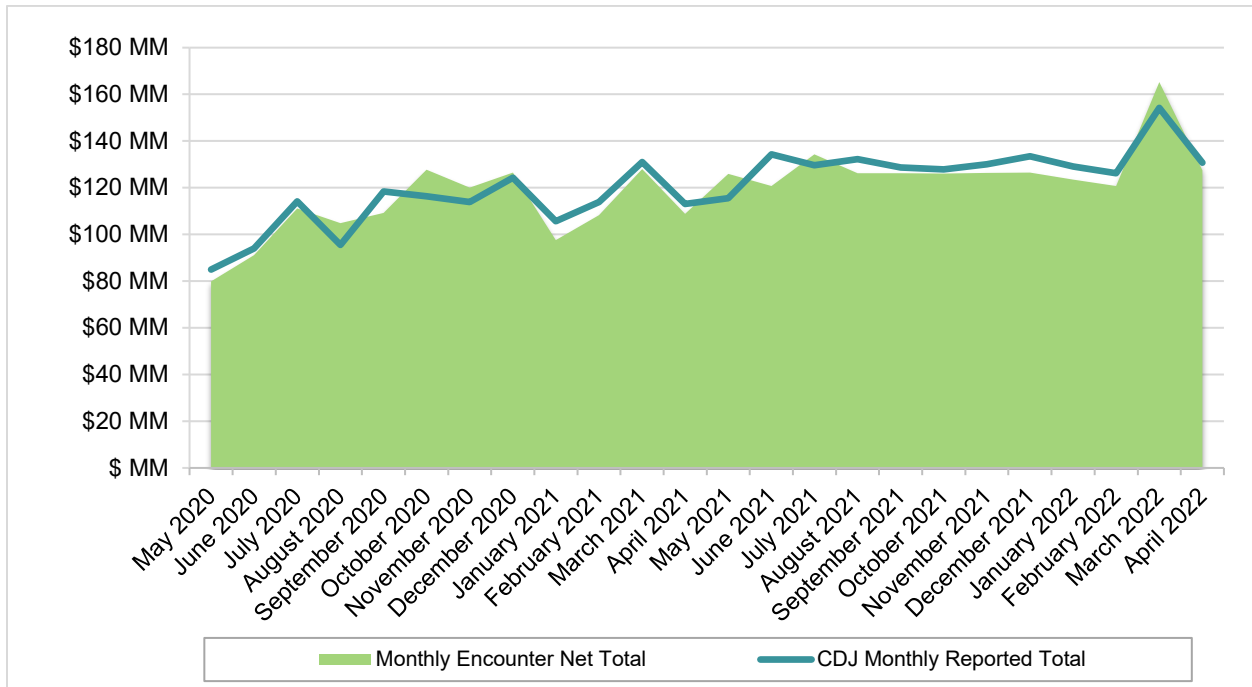
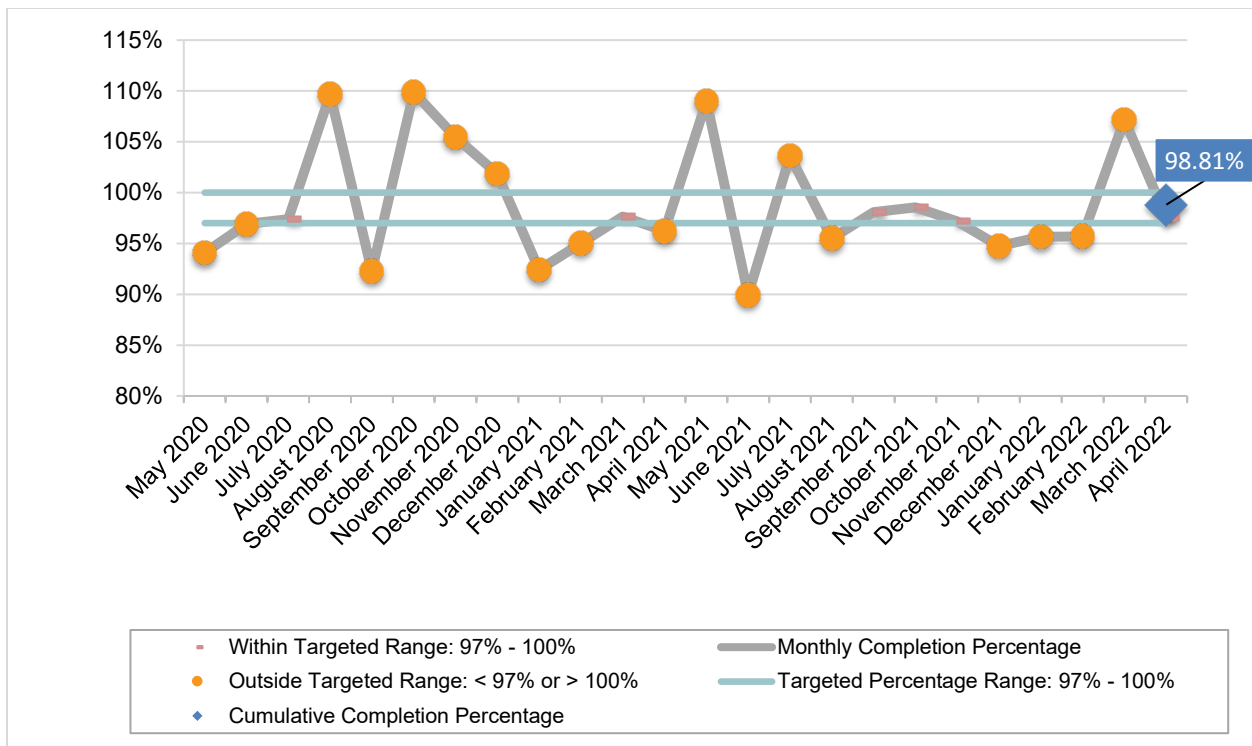


Chart 2. Entire Plan Completion Percentage by Paid Month





Data Issues and Recommendations

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

Please reference Tables 1 through 7 for Healthy Blue reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

Section A: Data issues potentially impacting compliance:

1. **ModivCare (NEMT)** (Table 3): ModivCare's cumulative completion percentage is below the 97 percent compliance threshold at 76.02 percent for the reporting period. This appears to be due to many low monthly completion percentages. ModivCare is in the run out period as they were replaced by MediTrans on January 22, 2020.
 - The low monthly completion percentages appear to be due to missing encounters and/or encounters that were system-denied by the FAC when compared to the CDJ transactions.

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

2. **DentaQuest** (Table 5): The monthly completion percentages are high or low for all but five months of the reporting period.
 - We have noted instances of void encounters that are potentially allocated to the month of original payment and not the date the void occurred as seen in the CDJ transactions.
 - We have identified instances of missing CDJ transactions when compared to encounters and missing encounters and/or encounters that were system-denied by the FAC when compared to the CDJ transactions.
 - The low monthly completion percentages for July 2021 appears to be due to a known Gainwell issue that is causing erroneous system denials. After the known issue is corrected, the encounters can be resubmitted.
 - The monthly completion percentage for August 2021 is high at 178.54 percent. This high monthly percentage appears to be due to missing CDJ transactions and/or mismatched paid amounts or dates.
 - There are approximately \$72,554 of encounters for the June 2021 paid month that were submitted without the appropriate character in the Plan ICN to indicate VAS.

We recommend Healthy Blue 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:

3. **MediTrans (NEMT)** (Table 2): MediTrans' monthly completion percentages are low for 10 months and high for one month of the reporting period.
 - The low monthly completion percentages appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts when compared to the CDJ transactions.
 - The high monthly completion percentage appears to be due to missing CDJ transactions when compared to encounters.

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

4. **Superior Vision** (Table 4): Superior Vision's monthly completion percentages are high for six months and low for three months of the reporting period.
 - The low percentages months appear to be due to mismatched paid amounts and/or missing encounters or state system denied encounters.
 - The high percentages months appear to be caused by missing CDJ transactions and/or mismatched paid amounts.

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

5. **CVS Health** (Table 6): There are ten monthly completion percentages that are above 100 percent.
 - These high percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ and encounter void transactions not matching for the same paid month.

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

6. **Non-Vendor** (Table 7): The monthly completion percentages are high or low for twenty three months of the reporting period.
 - The high percentages appear to be due to missing CDJ transactions and/or mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ or encounter voids not matching for the same paid month.
 - The low percentages appear to be due to instances of missing encounters or state system denied encounters that have corresponding CDJ transactions with paid amounts.

We recommend Healthy Blue 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 — Healthy Blue VAS Cumulative Completion Totals and Percentages | | | | | |
|---|---------------------|--------------------|---------------------|-------------------------|----------------------|
| Description | Entire Plan VAS | Non-Vendor VAS | Delegated Vendor | | |
| | | | Superior Vision VAS | DentaQuest VAS (Dental) | MediTrans VAS (NEMT) |
| Encounter Total (FAC reported) | \$23,552,330 | \$3,527,624 | \$4,867,294 | \$14,441,115 | \$716,298 |
| Total Encounter Adjustments (\$) | (\$4,367,519) | (\$706,898) | (\$190,354) | (\$2,798,015) | (\$672,252) |
| Total Encounter Adjustments (%) | -18.54% | -20.03% | -3.91% | -19.37% | -93.85% |
| Net Encounter Total | \$19,184,811 | \$2,820,726 | \$4,676,939 | \$11,643,100 | \$44,046 |
| CDJ Total | \$24,316,408 | \$6,288,579 | \$5,832,603 | \$12,180,226 | \$15,000 |
| Variance | (\$5,131,598) | (\$3,467,853) | (\$1,155,663) | (\$537,127) | \$29,046 |
| Completion (%) | 78.89% | 44.85% | 80.18% | 95.59% | 293.63% |
| 100% Limited Completion* (%) | 78.77% | N/A | N/A | N/A | 100.00% |
| Minimum Completeness (%) | | | 97.00% | | |
| Non-Compliant (%) | -18.11% | -52.15% | -16.82% | -1.41% | 193.63% |

* 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 high for the reporting period. This is due to VAS encounters submitted for numerous months of the reporting period while VAS CDJ transactions have been submitted for only April 2022.
2. **Superior Vision VAS** (Table 4V): Superior Vision's VAS completion percentage is below the compliance threshold at 80.18 percent. Four of the monthly completion percentages are high while twelve are low. The high and low monthly completion percentages appear to be due to missing CDJ transactions or encounters and/or mismatched paid amounts. Low monthly completion percentages for August 2021 through February 2022 appear to be due to missing encounters or encounters not identified as VAS.
3. **Non-Vendor VAS** (Table 5V): Non-Vendor VAS has six monthly completion percentages that are above 100 percent and eighteen months that are below the 97 percent threshold. These high and low completion percentages appear to be due to missing encounters or CDJ transactions and/or mismatched paid amounts. The monthly completion percentages for August 2021 through April 2022 are low, which appears to be due to missing encounters, encounters not identified as VAS and/or state system denied encounters.

Monthly Tables

Entire Plan

Table 1 — Healthy Blue (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 | \$87,197,566 | (\$7,261,213) | -8% | \$79,936,353 | \$84,965,443 | (\$5,029,090) | 94.08% |
| June 2020 | \$100,859,748 | (\$9,733,543) | -10% | \$91,126,205 | \$94,028,599 | (\$2,902,395) | 96.91% |
| July 2020 | \$121,563,749 | (\$10,455,753) | -9% | \$111,107,996 | \$114,086,675 | (\$2,978,679) | 97.38% |
| August 2020 | \$115,011,292 | (\$10,158,482) | -9% | \$104,852,810 | \$95,573,384 | \$9,279,426 | 109.70% |
| September 2020 | \$118,784,958 | (\$9,561,131) | -8% | \$109,223,827 | \$118,374,862 | (\$9,151,036) | 92.26% |
| October 2020 | \$140,942,033 | (\$13,169,783) | -9% | \$127,772,250 | \$116,287,672 | \$11,484,578 | 109.87% |
| November 2020 | \$132,225,520 | (\$12,187,564) | -9% | \$120,037,956 | \$113,842,337 | \$6,195,619 | 105.44% |
| December 2020 | \$140,441,500 | (\$13,888,193) | -10% | \$126,553,308 | \$124,232,260 | \$2,321,048 | 101.86% |
| January 2021 | \$107,750,783 | (\$10,122,576) | -9% | \$97,628,207 | \$105,640,781 | (\$8,012,573) | 92.41% |
| February 2021 | \$119,393,818 | (\$11,186,776) | -9% | \$108,207,042 | \$113,844,719 | (\$5,637,677) | 95.04% |
| March 2021 | \$133,814,160 | (\$5,829,159) | -4% | \$127,985,001 | \$131,060,228 | (\$3,075,227) | 97.65% |
| April 2021 | \$112,976,946 | (\$4,139,646) | -4% | \$108,837,300 | \$113,092,735 | (\$4,255,435) | 96.23% |
| May 2021 | \$129,966,315 | (\$4,056,179) | -3% | \$125,910,136 | \$115,497,896 | \$10,412,240 | 109.01% |
| June 2021 | \$126,882,712 | (\$6,129,186) | -5% | \$120,753,526 | \$134,250,256 | (\$13,496,731) | 89.94% |
| July 2021 | \$142,544,916 | (\$8,186,581) | -6% | \$134,358,335 | \$129,671,983 | \$4,686,352 | 103.61% |
| August 2021 | \$148,664,594 | (\$22,427,918) | -15% | \$126,236,676 | \$132,188,020 | (\$5,951,344) | 95.49% |
| September 2021 | \$157,974,688 | (\$31,807,675) | -20% | \$126,167,013 | \$128,643,099 | (\$2,476,087) | 98.07% |
| October 2021 | \$158,575,823 | (\$32,546,592) | -21% | \$126,029,231 | \$127,878,806 | (\$1,849,575) | 98.55% |
| November 2021 | \$153,671,772 | (\$27,277,403) | -18% | \$126,394,369 | \$130,093,941 | (\$3,699,572) | 97.15% |
| December 2021 | \$153,768,472 | (\$27,336,832) | -18% | \$126,431,639 | \$133,442,109 | (\$7,010,470) | 94.74% |
| January 2022 | \$138,395,846 | (\$14,939,140) | -11% | \$123,456,705 | \$129,054,183 | (\$5,597,478) | 95.66% |
| February 2022 | \$135,890,709 | (\$15,159,693) | -11% | \$120,731,015 | \$126,175,379 | (\$5,444,364) | 95.68% |
| March 2022 | \$171,756,014 | (\$6,503,929) | -4% | \$165,252,085 | \$154,202,028 | \$11,050,057 | 107.16% |
| April 2022 | \$143,920,053 | (\$16,474,346) | -11% | \$127,445,707 | \$130,689,602 | (\$3,243,894) | 97.51% |
| | | | | | | | |
| Cumulative Totals | \$3,192,973,988 | (\$330,539,296) | -10% | \$2,862,434,692 | \$2,896,816,998 | (\$34,382,306) | 98.81% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | N/A |



MediTrans (NEMT)

Table 2 — Healthy Blue 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 | \$1,376,988 | (\$599,318) | -44% | \$777,670 | \$789,898 | (\$12,228) | 98.45% |
| June 2020 | \$1,460,296 | (\$596,989) | -41% | \$863,308 | \$879,051 | (\$15,743) | 98.20% |
| July 2020 | \$2,731,332 | (\$1,227,549) | -45% | \$1,503,783 | \$1,519,777 | (\$15,994) | 98.94% |
| August 2020 | \$2,203,824 | (\$945,462) | -43% | \$1,258,362 | \$1,314,556 | (\$56,194) | 95.72% |
| September 2020 | \$1,374,533 | (\$590,000) | -43% | \$784,532 | \$816,429 | (\$31,896) | 96.09% |
| October 2020 | \$2,340,122 | (\$1,130,326) | -48% | \$1,209,796 | \$1,225,561 | (\$15,765) | 98.71% |
| November 2020 | \$2,159,454 | (\$1,007,844) | -47% | \$1,151,610 | \$1,179,325 | (\$27,715) | 97.64% |
| December 2020 | \$4,836,442 | (\$3,363,327) | -70% | \$1,473,116 | \$1,500,670 | (\$27,554) | 98.16% |
| January 2021 | \$3,298,310 | (\$2,250,550) | -68% | \$1,047,760 | \$1,066,505 | (\$18,745) | 98.24% |
| February 2021 | \$2,034,916 | (\$1,075,309) | -53% | \$959,608 | \$990,953 | (\$31,346) | 96.83% |
| March 2021 | \$1,964,678 | (\$987,444) | -50% | \$977,234 | \$1,009,404 | (\$32,170) | 96.81% |
| April 2021 | \$1,186,072 | (\$129,596) | -11% | \$1,056,476 | \$1,155,159 | (\$98,683) | 91.45% |
| May 2021 | \$901,668 | (\$132,986) | -15% | \$768,682 | \$798,182 | (\$29,500) | 96.30% |
| June 2021 | \$1,648,292 | (\$607,350) | -37% | \$1,040,942 | \$1,133,251 | (\$92,309) | 91.85% |
| July 2021 | \$1,452,671 | (\$155,791) | -11% | \$1,296,880 | \$1,336,886 | (\$40,006) | 97.00% |
| August 2021 | \$1,690,268 | (\$708,955) | -42% | \$981,313 | \$1,018,780 | (\$37,467) | 96.32% |
| September 2021 | \$1,110,576 | (\$19,329) | -2% | \$1,091,247 | \$1,119,453 | (\$28,206) | 97.48% |
| October 2021 | \$1,222,568 | (\$24,307) | -2% | \$1,198,262 | \$1,228,214 | (\$29,952) | 97.56% |
| November 2021 | \$1,228,940 | (\$22,813) | -2% | \$1,206,127 | \$1,237,325 | (\$31,198) | 97.47% |
| December 2021 | \$1,402,397 | (\$23,498) | -2% | \$1,378,899 | \$1,408,391 | (\$29,491) | 97.90% |
| January 2022 | \$1,089,001 | (\$29,764) | -3% | \$1,059,237 | \$1,103,578 | (\$44,342) | 95.98% |
| February 2022 | \$963,838 | (\$10,797) | -1% | \$953,041 | \$980,918 | (\$27,877) | 97.15% |
| March 2022 | \$1,030,136 | (\$12,410) | -1% | \$1,017,726 | \$1,054,510 | (\$36,784) | 96.51% |
| April 2022 | \$1,800,655 | (\$34,238) | -2% | \$1,766,417 | \$1,611,645 | \$154,772 | 109.60% |
| Cumulative Totals | \$42,507,977 | (\$15,685,951) | -37% | \$26,822,026 | \$27,478,421 | (\$656,396) | 97.61% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | N/A |

ModivCare (NEMT)
Table 3 — Healthy Blue 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 | \$40,145 | (\$383) | -1% | \$39,762 | \$40,673 | (\$910) | 97.76% |
| June 2020 | \$31,165 | \$0 | 0% | \$31,165 | \$32,231 | (\$1,066) | 96.69% |
| July 2020 | \$17,597 | (\$2,714) | -15% | \$14,882 | \$18,912 | (\$4,030) | 78.69% |
| August 2020 | \$10,205 | (\$4,927) | -48% | \$5,277 | \$8,579 | (\$3,301) | 61.51% |
| September 2020 | \$9,741 | (\$2,188) | -22% | \$7,553 | \$10,756 | (\$3,203) | 70.21% |
| October 2020 | \$9,547 | \$0 | 0% | \$9,547 | \$14,422 | (\$4,876) | 66.19% |
| November 2020 | \$1,174 | \$0 | 0% | \$1,174 | \$3,079 | (\$1,906) | 38.11% |
| December 2020 | \$1,394 | (\$35) | -3% | \$1,359 | \$9,725 | (\$8,366) | 13.97% |
| January 2021 | \$4,990 | (\$4,073) | -82% | \$917 | \$2,089 | (\$1,172) | 43.89% |
| February 2021 | \$316 | \$0 | 0% | \$316 | \$316 | \$0 | 100.00% |
| March 2021 | \$825 | \$0 | 0% | \$825 | \$854 | (\$29) | 96.58% |
| April 2021 | \$43 | \$0 | 0% | \$43 | \$1,105 | (\$1,062) | 3.92% |
| May 2021 | \$3,600 | (\$2,919) | -81% | \$681 | \$1,754 | (\$1,073) | 38.84% |
| June 2021 | \$186 | \$0 | 0% | \$186 | \$186 | \$0 | 100.00% |
| July 2021 | \$859 | (\$573) | -67% | \$286 | \$572 | (\$286) | 49.96% |
| August 2021 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| September 2021 | \$591 | (\$591) | -100% | \$0 | \$0 | \$0 | N/A |
| October 2021 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| November 2021 | \$264 | (\$170) | -64% | \$94 | \$264 | (\$170) | 35.58% |
| December 2021 | \$2,218 | (\$1,025) | -46% | \$1,193 | \$2,260 | (\$1,067) | 52.77% |
| January 2022 | \$261 | (\$261) | -100% | \$0 | \$606 | (\$606) | 0.00% |
| February 2022 | \$3,274 | (\$3,240) | -99% | \$34 | \$3,274 | (\$3,240) | 1.02% |
| March 2022 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| April 2022 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| Cumulative Totals | \$138,394 | (\$23,100) | -17% | \$115,294 | \$151,657 | (\$36,364) | 76.02% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -20.98% |

Superior Vision
Table 4 — Healthy Blue 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 | \$168,600 | (\$3,092) | -2% | \$165,508 | \$172,413 | (\$6,905) | 95.99% |
| June 2020 | \$754,730 | (\$165,742) | -22% | \$588,988 | \$545,265 | \$43,723 | 108.01% |
| July 2020 | \$489,503 | (\$5,036) | -1% | \$484,467 | \$479,647 | \$4,820 | 101.00% |
| August 2020 | \$494,314 | (\$4,559) | -1% | \$489,755 | \$492,430 | (\$2,675) | 99.45% |
| September 2020 | \$462,065 | (\$3,519) | -1% | \$458,546 | \$462,021 | (\$3,475) | 99.24% |
| October 2020 | \$544,238 | (\$2,982) | -1% | \$541,256 | \$540,970 | \$285 | 100.05% |
| November 2020 | \$541,049 | (\$2,712) | -1% | \$538,337 | \$542,873 | (\$4,535) | 99.16% |
| December 2020 | \$450,033 | (\$1,837) | 0% | \$448,196 | \$448,196 | \$0 | 100.00% |
| January 2021 | \$479,124 | (\$6,084) | -1% | \$473,040 | \$477,932 | (\$4,892) | 98.97% |
| February 2021 | \$410,987 | (\$1,710) | 0% | \$409,277 | \$408,974 | \$303 | 100.07% |
| March 2021 | \$549,576 | (\$2,080) | 0% | \$547,496 | \$548,740 | (\$1,243) | 99.77% |
| April 2021 | \$404,726 | (\$2,099) | -1% | \$402,627 | \$405,014 | (\$2,387) | 99.41% |
| May 2021 | \$472,663 | (\$27,774) | -6% | \$444,890 | \$474,368 | (\$29,478) | 93.78% |
| June 2021 | \$440,731 | (\$5,532) | -1% | \$435,199 | \$438,483 | (\$3,284) | 99.25% |
| July 2021 | \$411,864 | (\$17,821) | -4% | \$394,042 | \$399,696 | (\$5,654) | 98.58% |
| August 2021 | \$584,708 | (\$77,902) | -13% | \$506,806 | \$518,273 | (\$11,467) | 97.78% |
| September 2021 | \$411,114 | (\$60,529) | -15% | \$350,585 | \$351,345 | (\$760) | 99.78% |
| October 2021 | \$545,585 | (\$74,201) | -14% | \$471,384 | \$471,281 | \$103 | 100.02% |
| November 2021 | \$449,525 | (\$60,029) | -13% | \$389,496 | \$390,079 | (\$583) | 99.85% |
| December 2021 | \$442,672 | (\$62,506) | -14% | \$380,166 | \$380,867 | (\$701) | 99.81% |
| January 2022 | \$473,137 | (\$73,274) | -15% | \$399,863 | \$403,481 | (\$3,619) | 99.10% |
| February 2022 | \$501,703 | (\$76,292) | -15% | \$425,411 | \$418,059 | \$7,352 | 101.75% |
| March 2022 | \$538,512 | (\$85,312) | -16% | \$453,200 | \$453,310 | (\$110) | 99.97% |
| April 2022 | \$415,475 | (\$75,202) | -18% | \$340,273 | \$400,841 | (\$60,568) | 84.88% |
| Cumulative Totals | \$11,436,635 | (\$897,826) | -8% | \$10,538,809 | \$10,624,557 | (\$85,748) | 99.19% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | N/A |

DentaQuest (Dental)
Table 5 — Healthy Blue 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 | \$254,788 | (\$16,635) | -7% | \$238,153 | \$236,035 | \$2,118 | 100.89% |
| June 2020 | \$408,658 | (\$29,209) | -7% | \$379,450 | \$360,777 | \$18,673 | 105.17% |
| July 2020 | \$502,523 | (\$41,896) | -8% | \$460,627 | \$493,716 | (\$33,089) | 93.29% |
| August 2020 | \$574,048 | (\$134,464) | -23% | \$439,585 | \$438,502 | \$1,083 | 100.24% |
| September 2020 | \$375,662 | (\$30,946) | -8% | \$344,716 | \$342,334 | \$2,383 | 100.69% |
| October 2020 | \$613,609 | (\$53,407) | -9% | \$560,202 | \$562,528 | (\$2,325) | 99.58% |
| November 2020 | \$459,672 | (\$18,889) | -4% | \$440,783 | \$439,856 | \$928 | 100.21% |
| December 2020 | \$496,172 | (\$30,026) | -6% | \$466,146 | \$509,826 | (\$43,679) | 91.43% |
| January 2021 | \$1,455,501 | (\$716,926) | -49% | \$738,575 | \$914,047 | (\$175,472) | 80.80% |
| February 2021 | \$498,831 | (\$82,984) | -17% | \$415,847 | \$450,414 | (\$34,567) | 92.32% |
| March 2021 | \$464,054 | (\$94,929) | -20% | \$369,124 | \$444,355 | (\$75,230) | 83.06% |
| April 2021 | \$820,461 | (\$223,755) | -27% | \$596,706 | \$747,387 | (\$150,681) | 79.83% |
| May 2021 | \$570,677 | (\$119,014) | -21% | \$451,663 | \$564,987 | (\$113,325) | 79.94% |
| June 2021 | \$1,303,417 | (\$760,163) | -58% | \$543,254 | \$589,743 | (\$46,489) | 92.11% |
| July 2021 | \$579,386 | (\$157,622) | -27% | \$421,764 | \$646,912 | (\$225,148) | 65.19% |
| August 2021 | \$1,005,020 | (\$77,918) | -8% | \$927,103 | \$519,262 | \$407,841 | 178.54% |
| September 2021 | \$465,711 | (\$37,631) | -8% | \$428,080 | \$439,937 | (\$11,858) | 97.30% |
| October 2021 | \$564,304 | (\$81,609) | -14% | \$482,695 | \$471,785 | \$10,910 | 102.31% |
| November 2021 | \$528,462 | (\$55,786) | -11% | \$472,676 | \$449,724 | \$22,952 | 105.10% |
| December 2021 | \$505,073 | (\$23,785) | -5% | \$481,287 | \$493,016 | (\$11,729) | 97.62% |
| January 2022 | \$435,984 | (\$11,086) | -3% | \$424,897 | \$433,962 | (\$9,064) | 97.91% |
| February 2022 | \$601,537 | (\$8,701) | -1% | \$592,837 | \$555,037 | \$37,799 | 106.81% |
| March 2022 | \$603,156 | (\$11,874) | -2% | \$591,282 | \$591,676 | (\$394) | 99.93% |
| April 2022 | \$464,451 | (\$16,251) | -3% | \$448,200 | \$484,887 | (\$36,687) | 92.43% |
| Cumulative Totals | \$14,551,157 | (\$2,835,504) | -19% | \$11,715,653 | \$12,180,706 | (\$465,053) | 96.18% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -0.82% |

CVS Health (Pharmacy)
Table 6 — Healthy Blue 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 | \$27,985,382 | (\$501,270) | -2% | \$27,484,112 | \$27,441,202 | \$42,910 | 100.15% |
| June 2020 | \$27,545,685 | (\$747,898) | -3% | \$26,797,787 | \$26,761,078 | \$36,709 | 100.13% |
| July 2020 | \$37,054,096 | (\$1,259,548) | -3% | \$35,794,549 | \$35,974,528 | (\$179,979) | 99.49% |
| August 2020 | \$32,516,201 | (\$1,171,230) | -4% | \$31,344,971 | \$31,255,703 | \$89,268 | 100.28% |
| September 2020 | \$40,506,428 | (\$820,369) | -2% | \$39,686,059 | \$40,213,300 | (\$527,241) | 98.68% |
| October 2020 | \$34,955,803 | (\$1,193,342) | -3% | \$33,762,461 | \$33,777,380 | (\$14,919) | 99.95% |
| November 2020 | \$35,323,854 | (\$976,575) | -3% | \$34,347,280 | \$34,336,499 | \$10,780 | 100.03% |
| December 2020 | \$43,700,671 | (\$378,424) | -1% | \$43,322,247 | \$43,156,863 | \$165,384 | 100.38% |
| January 2021 | \$32,912,055 | (\$207,001) | -1% | \$32,705,054 | \$33,522,132 | (\$817,078) | 97.56% |
| February 2021 | \$34,978,389 | (\$134,946) | 0% | \$34,843,443 | \$35,050,627 | (\$207,184) | 99.40% |
| March 2021 | \$46,248,892 | (\$252,996) | -1% | \$45,995,896 | \$45,431,306 | \$564,590 | 101.24% |
| April 2021 | \$36,360,446 | (\$268,658) | -1% | \$36,091,788 | \$36,840,033 | (\$748,245) | 97.96% |
| May 2021 | \$37,219,515 | (\$293,707) | -1% | \$36,925,807 | \$38,012,091 | (\$1,086,283) | 97.14% |
| June 2021 | \$45,013,104 | (\$193,367) | 0% | \$44,819,737 | \$45,793,365 | (\$973,628) | 97.87% |
| July 2021 | \$37,581,130 | (\$148,405) | 0% | \$37,432,724 | \$37,535,362 | (\$102,638) | 99.72% |
| August 2021 | \$37,784,985 | (\$152,095) | 0% | \$37,632,890 | \$38,084,156 | (\$451,265) | 98.81% |
| September 2021 | \$45,600,671 | (\$336,378) | -1% | \$45,264,293 | \$43,689,290 | \$1,575,003 | 103.60% |
| October 2021 | \$38,007,002 | (\$206,349) | -1% | \$37,800,653 | \$37,920,856 | (\$120,203) | 99.68% |
| November 2021 | \$40,788,364 | (\$367,648) | -1% | \$40,420,715 | \$39,224,511 | \$1,196,204 | 103.04% |
| December 2021 | \$48,731,494 | (\$296,273) | -1% | \$48,435,221 | \$48,777,201 | (\$341,980) | 99.29% |
| January 2022 | \$38,273,843 | (\$86,558) | 0% | \$38,187,284 | \$38,549,754 | (\$362,470) | 99.05% |
| February 2022 | \$41,979,363 | (\$66,380) | 0% | \$41,912,983 | \$41,465,586 | \$447,397 | 101.07% |
| March 2022 | \$54,649,240 | (\$159,224) | 0% | \$54,490,015 | \$54,194,604 | \$295,411 | 100.54% |
| April 2022 | \$54,286,964 | (\$11,067,473) | -20% | \$43,219,491 | \$43,241,231 | (\$21,740) | 99.94% |
| Cumulative Totals | \$950,003,575 | (\$21,286,113) | -2% | \$928,717,462 | \$930,248,658 | (\$1,531,195) | 99.83% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | N/A |

Non-Vendor

Table 7 — Healthy Blue 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 | \$57,371,663 | (\$6,140,516) | -11% | \$51,231,147 | \$56,285,223 | (\$5,054,076) | 91.02% |
| June 2020 | \$70,659,213 | (\$8,193,706) | -12% | \$62,465,507 | \$65,450,197 | (\$2,984,689) | 95.43% |
| July 2020 | \$80,768,697 | (\$7,919,010) | -10% | \$72,849,687 | \$75,600,094 | (\$2,750,407) | 96.36% |
| August 2020 | \$79,212,700 | (\$7,897,840) | -10% | \$71,314,861 | \$62,063,614 | \$9,251,246 | 114.90% |
| September 2020 | \$76,056,529 | (\$8,114,108) | -11% | \$67,942,421 | \$76,530,023 | (\$8,587,603) | 88.77% |
| October 2020 | \$102,478,714 | (\$10,789,726) | -11% | \$91,688,988 | \$80,166,811 | \$11,522,178 | 114.37% |
| November 2020 | \$93,740,317 | (\$10,181,545) | -11% | \$83,558,772 | \$77,340,705 | \$6,218,067 | 108.03% |
| December 2020 | \$90,956,787 | (\$10,114,543) | -11% | \$80,842,243 | \$78,606,980 | \$2,235,263 | 102.84% |
| January 2021 | \$69,600,803 | (\$6,937,943) | -10% | \$62,662,860 | \$69,658,076 | (\$6,995,215) | 89.95% |
| February 2021 | \$81,470,379 | (\$9,891,828) | -12% | \$71,578,551 | \$76,943,435 | (\$5,364,884) | 93.02% |
| March 2021 | \$84,586,136 | (\$4,491,710) | -5% | \$80,094,425 | \$83,625,569 | (\$3,531,144) | 95.77% |
| April 2021 | \$74,205,198 | (\$3,515,538) | -5% | \$70,689,660 | \$73,944,036 | (\$3,254,377) | 95.59% |
| May 2021 | \$90,798,192 | (\$3,479,779) | -4% | \$87,318,413 | \$75,646,515 | \$11,671,899 | 115.42% |
| June 2021 | \$78,476,982 | (\$4,562,775) | -6% | \$73,914,207 | \$86,295,229 | (\$12,381,022) | 85.65% |
| July 2021 | \$102,519,007 | (\$7,706,368) | -8% | \$94,812,639 | \$89,752,555 | \$5,060,085 | 105.63% |
| August 2021 | \$107,599,613 | (\$21,411,049) | -20% | \$86,188,564 | \$92,047,549 | (\$5,858,985) | 93.63% |
| September 2021 | \$110,386,026 | (\$31,353,217) | -28% | \$79,032,809 | \$83,043,075 | (\$4,010,266) | 95.17% |
| October 2021 | \$118,236,363 | (\$32,160,126) | -27% | \$86,076,237 | \$87,786,670 | (\$1,710,433) | 98.05% |
| November 2021 | \$110,676,218 | (\$26,770,957) | -24% | \$83,905,261 | \$88,792,038 | (\$4,886,778) | 94.49% |
| December 2021 | \$102,684,618 | (\$26,929,745) | -26% | \$75,754,873 | \$82,380,374 | (\$6,625,501) | 91.95% |
| January 2022 | \$98,123,621 | (\$14,738,197) | -15% | \$83,385,424 | \$88,562,801 | (\$5,177,377) | 94.15% |
| February 2022 | \$91,840,994 | (\$14,994,284) | -16% | \$76,846,710 | \$82,752,506 | (\$5,905,796) | 92.86% |
| March 2022 | \$114,934,970 | (\$6,235,109) | -5% | \$108,699,862 | \$97,907,928 | \$10,791,934 | 111.02% |
| April 2022 | \$86,952,509 | (\$5,281,183) | -6% | \$81,671,326 | \$84,950,998 | (\$3,279,672) | 96.13% |
| Cumulative Totals | \$2,174,336,251 | (\$289,810,802) | -13% | \$1,884,525,449 | \$1,916,132,999 | (\$31,607,550) | 98.35% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | N/A |

Appendix A: VAS Monthly Tables

Entire Plan VAS

| Table 1V — Healthy Blue 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 | \$738,352 | (\$169,029) | -23% | \$569,323 | \$564,097 | \$5,226 | 100.92% |
| June 2020 | \$1,310,747 | (\$347,436) | -27% | \$963,312 | \$897,840 | \$65,472 | 107.29% |
| July 2020 | \$1,186,566 | (\$192,005) | -16% | \$994,561 | \$1,064,821 | (\$70,260) | 93.40% |
| August 2020 | \$987,655 | (\$220,922) | -22% | \$766,733 | \$757,223 | \$9,510 | 101.25% |
| September 2020 | \$774,161 | (\$122,374) | -16% | \$651,787 | \$705,934 | (\$54,147) | 92.32% |
| October 2020 | \$1,290,830 | (\$339,719) | -26% | \$951,111 | \$978,468 | (\$27,357) | 97.20% |
| November 2020 | \$1,102,637 | (\$95,415) | -9% | \$1,007,222 | \$1,090,280 | (\$83,058) | 92.38% |
| December 2020 | \$998,002 | (\$72,792) | -7% | \$925,210 | \$1,032,221 | (\$107,011) | 89.63% |
| January 2021 | \$1,987,018 | (\$742,384) | -37% | \$1,244,634 | \$1,395,937 | (\$151,304) | 89.16% |
| February 2021 | \$1,208,941 | (\$213,557) | -18% | \$995,384 | \$1,076,465 | (\$81,081) | 92.46% |
| March 2021 | \$918,159 | (\$110,741) | -12% | \$807,419 | \$906,999 | (\$99,580) | 89.02% |
| April 2021 | \$1,176,631 | (\$234,838) | -20% | \$941,793 | \$1,066,320 | (\$124,527) | 88.32% |
| May 2021 | \$979,180 | (\$131,737) | -13% | \$847,443 | \$958,775 | (\$111,332) | 88.38% |
| June 2021 | \$1,647,149 | (\$777,787) | -47% | \$869,362 | \$1,069,125 | (\$199,763) | 81.31% |
| July 2021 | \$1,040,056 | (\$207,927) | -20% | \$832,129 | \$1,100,504 | (\$268,375) | 75.61% |
| August 2021 | \$1,378,837 | (\$132,617) | -10% | \$1,246,220 | \$1,218,498 | \$27,722 | 102.27% |
| September 2021 | \$563,839 | (\$38,278) | -7% | \$525,561 | \$844,948 | (\$319,387) | 62.20% |
| October 2021 | \$683,831 | (\$86,891) | -13% | \$596,941 | \$969,917 | (\$372,977) | 61.54% |
| November 2021 | \$627,978 | (\$56,532) | -9% | \$571,446 | \$1,072,151 | (\$500,705) | 53.29% |
| December 2021 | \$595,991 | (\$24,269) | -4% | \$571,722 | \$1,028,389 | (\$456,667) | 55.59% |
| January 2022 | \$432,813 | (\$12,614) | -3% | \$420,199 | \$1,049,399 | (\$629,200) | 40.04% |
| February 2022 | \$719,280 | (\$8,851) | -1% | \$710,429 | \$1,106,327 | (\$395,898) | 64.21% |
| March 2022 | \$699,092 | (\$12,304) | -2% | \$686,788 | \$1,218,045 | (\$531,257) | 56.38% |
| April 2022 | \$504,584 | (\$16,500) | -3% | \$488,084 | \$1,143,726 | (\$655,642) | 42.67% |
| | | | | | | | |
| Cumulative Totals | \$23,552,330 | (\$4,367,519) | -19% | \$19,184,811 | \$24,316,408 | (\$5,131,598) | 78.89% |
| 100% Limited Cumulative Total | | | | \$19,155,765 | \$24,316,408 | (\$5,160,643) | 78.77% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -18.11% |



MediTrans VAS

Table 2V — Healthy Blue VAS 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 | \$91,208 | (\$91,208) | -100% | \$0 | \$0 | \$0 | N/A |
| June 2020 | \$104,876 | (\$104,846) | -100% | \$31 | \$0 | \$31 | N/A |
| July 2020 | \$125,933 | (\$125,679) | -100% | \$253 | \$0 | \$253 | N/A |
| August 2020 | \$77,913 | (\$76,468) | -98% | \$1,445 | \$0 | \$1,445 | N/A |
| September 2020 | \$54,543 | (\$53,879) | -99% | \$664 | \$0 | \$664 | N/A |
| October 2020 | \$219,028 | (\$218,044) | -100% | \$984 | \$0 | \$984 | N/A |
| November 2020 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| December 2020 | \$32 | \$0 | 0% | \$32 | \$0 | \$32 | N/A |
| January 2021 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| February 2021 | \$60 | (\$42) | -70% | \$18 | \$0 | \$18 | 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 | \$1,263 | (\$77) | -6% | \$1,186 | \$0 | \$1,186 | N/A |
| August 2021 | \$671 | \$0 | 0% | \$671 | \$0 | \$671 | N/A |
| September 2021 | \$0 | \$0 | N/A | \$0 | \$0 | \$0 | N/A |
| October 2021 | \$1,550 | (\$611) | -39% | \$939 | \$0 | \$939 | N/A |
| November 2021 | \$2,393 | (\$746) | -31% | \$1,647 | \$0 | \$1,647 | 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 | \$9,023 | (\$96) | -1% | \$8,927 | \$0 | \$8,927 | N/A |
| March 2022 | \$9,722 | (\$307) | -3% | \$9,414 | \$0 | \$9,414 | N/A |
| April 2022 | \$18,085 | (\$250) | -1% | \$17,835 | \$15,000 | \$2,835 | 118.89% |
| Cumulative Totals | \$716,298 | (\$672,252) | -94% | \$44,046 | \$15,000 | \$29,046 | 293.63% |
| 100% Limited Cumulative Total | | | | \$15,000 | \$15,000 | \$0 | 100.00% |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | 193.63% |



Superior Vision VAS

Table 3V — Healthy Blue VAS 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 | \$96,545 | (\$1,860) | -2% | \$94,685 | \$98,022 | (\$3,337) | 96.59% |
| June 2020 | \$559,804 | (\$158,049) | -28% | \$401,755 | \$359,715 | \$42,041 | 111.68% |
| July 2020 | \$278,750 | (\$2,981) | -1% | \$275,769 | \$278,839 | (\$3,069) | 98.89% |
| August 2020 | \$269,894 | (\$3,398) | -1% | \$266,496 | \$268,810 | (\$2,314) | 99.13% |
| September 2020 | \$261,745 | (\$2,739) | -1% | \$259,006 | \$261,975 | (\$2,969) | 98.86% |
| October 2020 | \$304,090 | (\$1,645) | -1% | \$302,445 | \$301,999 | \$446 | 100.14% |
| November 2020 | \$304,099 | (\$1,640) | -1% | \$302,459 | \$302,998 | (\$538) | 99.82% |
| December 2020 | \$260,512 | (\$1,438) | -1% | \$259,074 | \$259,102 | (\$27) | 99.98% |
| January 2021 | \$271,308 | (\$2,603) | -1% | \$268,705 | \$270,436 | (\$1,732) | 99.35% |
| February 2021 | \$235,660 | (\$776) | 0% | \$234,884 | \$234,657 | \$227 | 100.09% |
| March 2021 | \$309,106 | (\$1,262) | 0% | \$307,843 | \$308,853 | (\$1,009) | 99.67% |
| April 2021 | \$231,979 | (\$1,602) | -1% | \$230,377 | \$182,882 | \$47,495 | 125.97% |
| May 2021 | \$227,932 | (\$2,993) | -1% | \$224,939 | \$267,537 | (\$42,598) | 84.07% |
| June 2021 | \$260,246 | (\$5,047) | -2% | \$255,199 | \$258,583 | (\$3,384) | 98.69% |
| July 2021 | \$190,711 | (\$997) | -1% | \$189,715 | \$216,732 | (\$27,017) | 87.53% |
| August 2021 | \$142,791 | (\$1,067) | -1% | \$141,724 | \$255,761 | (\$114,038) | 55.41% |
| September 2021 | \$93,091 | \$0 | 0% | \$93,091 | \$182,359 | (\$89,268) | 51.04% |
| October 2021 | \$113,981 | (\$49) | 0% | \$113,931 | \$238,258 | (\$124,326) | 47.81% |
| November 2021 | \$90,944 | \$0 | 0% | \$90,944 | \$189,409 | (\$98,464) | 48.01% |
| December 2021 | \$93,192 | \$0 | 0% | \$93,192 | \$192,740 | (\$99,548) | 48.35% |
| January 2022 | \$82,119 | (\$30) | 0% | \$82,089 | \$219,422 | (\$137,334) | 37.41% |
| February 2022 | \$101,338 | (\$55) | 0% | \$101,284 | \$224,354 | (\$123,070) | 45.14% |
| March 2022 | \$80,404 | (\$123) | 0% | \$80,281 | \$244,295 | (\$164,014) | 32.86% |
| April 2022 | \$7,052 | \$0 | 0% | \$7,052 | \$214,865 | (\$207,813) | 3.28% |
| Cumulative Totals | \$4,867,294 | (\$190,354) | -4% | \$4,676,939 | \$5,832,603 | (\$1,155,663) | 80.18% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -16.82% |

DentaQuest (Dental) VAS
Table 4V — Healthy Blue VAS 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 | \$254,788 | (\$16,635) | -7% | \$238,153 | \$236,035 | \$2,118 | 100.89% |
| June 2020 | \$408,658 | (\$29,209) | -7% | \$379,450 | \$360,777 | \$18,673 | 105.17% |
| July 2020 | \$502,523 | (\$41,896) | -8% | \$460,627 | \$493,716 | (\$33,089) | 93.29% |
| August 2020 | \$574,048 | (\$134,464) | -23% | \$439,585 | \$438,492 | \$1,093 | 100.24% |
| September 2020 | \$375,662 | (\$30,946) | -8% | \$344,716 | \$342,334 | \$2,383 | 100.69% |
| October 2020 | \$613,609 | (\$53,407) | -9% | \$560,202 | \$562,527 | (\$2,325) | 99.58% |
| November 2020 | \$459,672 | (\$18,889) | -4% | \$440,783 | \$439,662 | \$1,121 | 100.25% |
| December 2020 | \$496,172 | (\$30,026) | -6% | \$466,146 | \$509,826 | (\$43,679) | 91.43% |
| January 2021 | \$1,455,501 | (\$716,926) | -49% | \$738,575 | \$913,993 | (\$175,418) | 80.80% |
| February 2021 | \$498,831 | (\$82,984) | -17% | \$415,847 | \$450,414 | (\$34,567) | 92.32% |
| March 2021 | \$464,054 | (\$94,929) | -20% | \$369,124 | \$444,340 | (\$75,215) | 83.07% |
| April 2021 | \$820,461 | (\$223,755) | -27% | \$596,706 | \$747,387 | (\$150,681) | 79.83% |
| May 2021 | \$570,677 | (\$119,014) | -21% | \$451,663 | \$564,899 | (\$113,236) | 79.95% |
| June 2021 | \$1,193,375 | (\$722,674) | -61% | \$470,700 | \$589,680 | (\$118,979) | 79.82% |
| July 2021 | \$579,386 | (\$157,622) | -27% | \$421,764 | \$646,902 | (\$225,138) | 65.19% |
| August 2021 | \$1,005,020 | (\$77,918) | -8% | \$927,103 | \$519,262 | \$407,841 | 178.54% |
| September 2021 | \$465,711 | (\$37,631) | -8% | \$428,080 | \$439,937 | (\$11,858) | 97.30% |
| October 2021 | \$564,304 | (\$81,609) | -14% | \$482,695 | \$471,785 | \$10,910 | 102.31% |
| November 2021 | \$528,462 | (\$55,786) | -11% | \$472,676 | \$449,724 | \$22,952 | 105.10% |
| December 2021 | \$505,073 | (\$23,785) | -5% | \$481,287 | \$493,016 | (\$11,729) | 97.62% |
| January 2022 | \$435,984 | (\$11,086) | -3% | \$424,897 | \$433,962 | (\$9,064) | 97.91% |
| February 2022 | \$601,537 | (\$8,701) | -1% | \$592,837 | \$555,037 | \$37,799 | 106.81% |
| March 2022 | \$603,156 | (\$11,874) | -2% | \$591,282 | \$591,632 | (\$350) | 99.94% |
| April 2022 | \$464,451 | (\$16,251) | -3% | \$448,200 | \$484,887 | (\$36,687) | 92.43% |
| Cumulative Totals | \$14,441,115 | (\$2,798,015) | -19% | \$11,643,100 | \$12,180,226 | (\$537,127) | 95.59% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -1.41% |



Non-Vendor VAS

Table 5V — Healthy Blue 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 | \$295,811 | (\$59,326) | -20% | \$236,485 | \$230,039 | \$6,446 | 102.80% |
| June 2020 | \$237,408 | (\$55,332) | -23% | \$182,076 | \$177,348 | \$4,728 | 102.66% |
| July 2020 | \$279,360 | (\$21,448) | -8% | \$257,911 | \$292,267 | (\$34,355) | 88.24% |
| August 2020 | \$65,800 | (\$6,592) | -10% | \$59,208 | \$49,921 | \$9,287 | 118.60% |
| September 2020 | \$82,211 | (\$34,811) | -42% | \$47,400 | \$101,625 | (\$54,225) | 46.64% |
| October 2020 | \$154,102 | (\$66,623) | -43% | \$87,479 | \$113,941 | (\$26,462) | 76.77% |
| November 2020 | \$338,866 | (\$74,887) | -22% | \$263,979 | \$347,620 | (\$83,641) | 75.93% |
| December 2020 | \$241,285 | (\$41,328) | -17% | \$199,957 | \$263,294 | (\$63,337) | 75.94% |
| January 2021 | \$260,209 | (\$22,855) | -9% | \$237,354 | \$211,508 | \$25,846 | 112.21% |
| February 2021 | \$474,390 | (\$129,754) | -27% | \$344,635 | \$391,394 | (\$46,759) | 88.05% |
| March 2021 | \$145,000 | (\$14,549) | -10% | \$130,451 | \$153,806 | (\$23,355) | 84.81% |
| April 2021 | \$124,191 | (\$9,482) | -8% | \$114,710 | \$136,051 | (\$21,341) | 84.31% |
| May 2021 | \$180,571 | (\$9,730) | -5% | \$170,841 | \$126,340 | \$44,502 | 135.22% |
| June 2021 | \$193,528 | (\$50,066) | -26% | \$143,463 | \$220,862 | (\$77,399) | 64.95% |
| July 2021 | \$268,696 | (\$49,231) | -18% | \$219,465 | \$236,870 | (\$17,406) | 92.65% |
| August 2021 | \$230,355 | (\$53,632) | -23% | \$176,723 | \$443,475 | (\$266,752) | 39.84% |
| September 2021 | \$5,038 | (\$647) | -13% | \$4,391 | \$222,652 | (\$218,261) | 1.97% |
| October 2021 | \$3,997 | (\$4,621) | -116% | (\$625) | \$259,874 | (\$260,499) | -0.24% |
| November 2021 | \$6,179 | (\$0) | 0% | \$6,179 | \$433,019 | (\$426,840) | 1.42% |
| December 2021 | (\$2,274) | (\$484) | 21% | (\$2,757) | \$342,632 | (\$345,390) | -0.80% |
| January 2022 | (\$85,289) | (\$1,498) | 2% | (\$86,788) | \$396,014 | (\$482,802) | -21.91% |
| February 2022 | \$7,382 | \$0 | 0% | \$7,382 | \$326,935 | (\$319,554) | 2.25% |
| March 2022 | \$5,810 | \$0 | 0% | \$5,810 | \$382,118 | (\$376,307) | 1.52% |
| April 2022 | \$14,997 | \$0 | 0% | \$14,997 | \$428,973 | (\$413,976) | 3.49% |
| Cumulative Totals | \$3,527,624 | (\$706,898) | -20% | \$2,820,726 | \$6,288,579 | (\$3,467,853) | 44.85% |
| 100% Limited Cumulative Total | | | | | | | N/A |
| | | | | | | Minimum Completeness (%) | 97.00% |
| | | | | | | Non-Compliant | -52.15% |

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 Healthy Blue 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 "BL" Characters 3 through 6 of Plan ICN contain "EQBV" | |
| Dental Services | DentaQuest | Characters 3 and 4 of Plan ICN contain "DQ" | |
| Pharmacy Benefits | CVS Health | Claim type code of '12' Dates of service beginning on May 1, 2019 | |
| Non-Vendor | Healthy Blue | All other plan submitted encounters | |

| Inactive Vendors | | | |
|---|----------------------------------|--|--|
| Vendor Type | Vendor Name | Identified By | Notes |
| Pharmacy Benefits | Express Scripts | Claim type code of '12' Dates of services between February 1, 2015 and April 30, 2019 | Replaced by CVS Health – Effective May 1, 2019 |
| Non-Emergency Medical Transportation (NEMT) | ModivCare (formerly LogistiCare) | Characters 3 and 4 of Plan ICN contain "LC" | Replaced by MediTrans – Effective January 22, 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.