



Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for
Louisiana Healthcare Connections
March 1, 2021 – February 28, 2023

June 6, 2023
Revised



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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 Louisiana Healthcare Connections (LHCC) 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 **99 percent to 100 percent** when compared to the cash disbursement journal (CDJ) files that are submitted by the MCO. The encounters and CDJ file utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **March 1, 2021 through February 28, 2023**.
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **March 28, 2023**.
- Table A on page 4 contains LHCC cumulative completion totals and percentages over report period, prior contract period (March 1, 2021 through December 31, 2022) with 97 percent to 100 percent state contract completeness range, as well as current contract period (January 1, 2023 through February 28, 2023).

Table A – LHCC Entire Plan Summary Table

Table A — LHCC Cumulative Completion Totals and Percentages Measurement Period (March 2021 – February 2023)							
Description	Entire Plan	Non-Vendor	Delegated Vendor				
			Involve Vision	Involve Dental	ModivCare (NEMT)	Veyo (NEMT)	CVS Health (Pharmacy)
Encounter Total (FAC reported)	\$4,682,358,536	\$3,201,542,457	\$39,186,419	\$21,318,791	\$2,878,874	\$58,299,390	\$1,359,132,605
Total Encounter Adjustments (\$)	(\$366,504,239)	(\$333,276,612)	(\$818,285)	(\$1,941,973)	(\$127,476)	(\$10,103,217)	(\$20,236,675)
Total Encounter Adjustments (%)	-7.82%	-10.40%	-2.08%	-9.10%	-4.42%	-17.32%	-1.48%
Net Encounter Total	\$4,315,854,297	\$2,868,265,844	\$38,368,133	\$19,376,817	\$2,751,398	\$48,196,174	\$1,338,895,930
CDJ Total	\$4,365,344,342	\$2,898,116,415	\$38,676,370	\$19,558,520	\$2,825,786	\$49,814,004	\$1,356,353,247
Variance	(\$49,490,045)	(\$29,850,570)	(\$308,237)	(\$181,703)	(\$74,388)	(\$1,617,831)	(\$17,457,317)
Completion (%)	98.86%	98.97%	99.20%	99.07%	97.36%	96.75%	98.71%
100% Limited Completion* (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%						
Non-Compliant (%)	-0.14%	-0.03%	N/A	N/A	-1.64%	-2.25%	-0.29%
Prior Contract Period (March 2021 – December 2022)							
Completion (%)	98.86%	98.94%	99.13%	99.34%	97.36%	97.57%	98.73%
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	N/A	N/A	N/A	N/A
Current Contract Period (January 2023 – February 2023)							
Completion (%)	98.87%	99.27%	99.97%	96.05%		90.37%	98.52%
100% Limited Completion* (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%						
Non-Compliant (%)	-0.13%	N/A	N/A	-2.95%	N/A	-8.63%	-0.48%

* 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 data analysis assumption number 8 on page 26 for further explanation.

Encounter Data Analysis

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCO to the FAC and loaded into the FAC 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 LHCC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	72,879,622	\$4,682,358,536	100.00%
Adjustment Type			
State System Denied	(3,183,204)	(\$321,754,194)	-6.87%
Health Plan Denied	(12,526,283)	(\$38,502,200)	-0.82%
Calculated Void	(11,859)	(\$809,689)	-0.01%
Duplicate	(62,755)	(\$5,438,156)	-0.11%
Total Adjustments Made	(15,784,101)	(\$366,504,239)	-7.82%
Net Encounter Amounts	57,095,521	\$4,315,854,297	92.18%

* 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

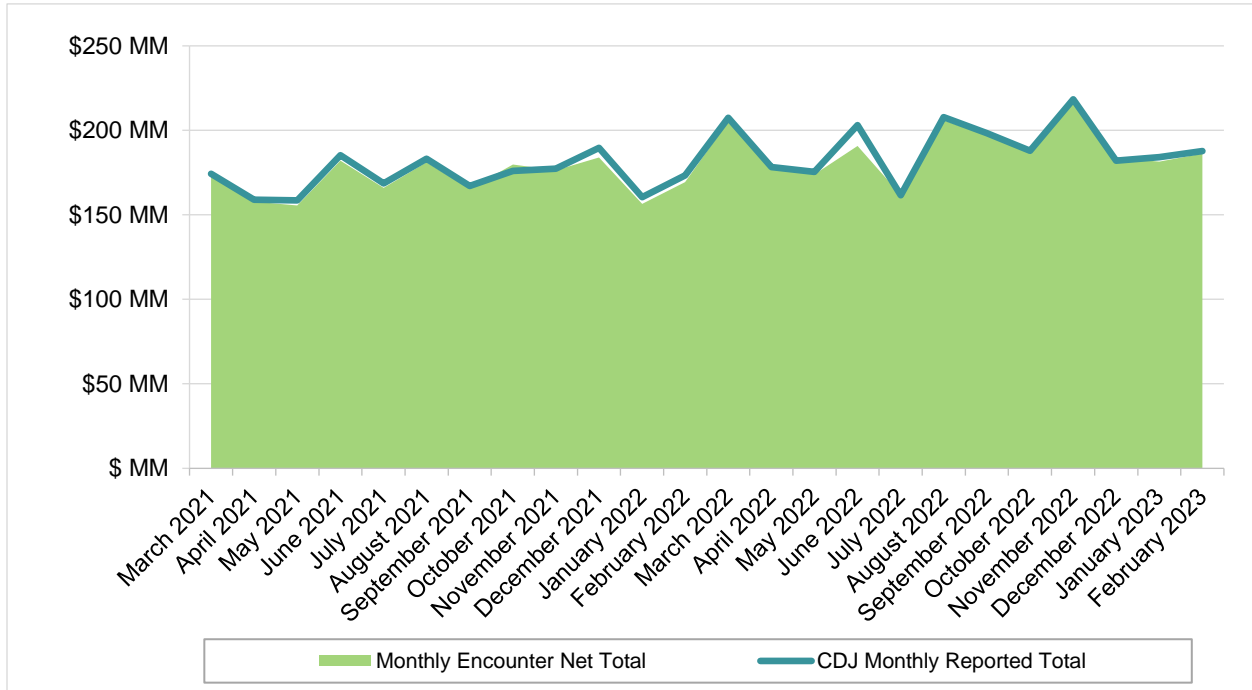
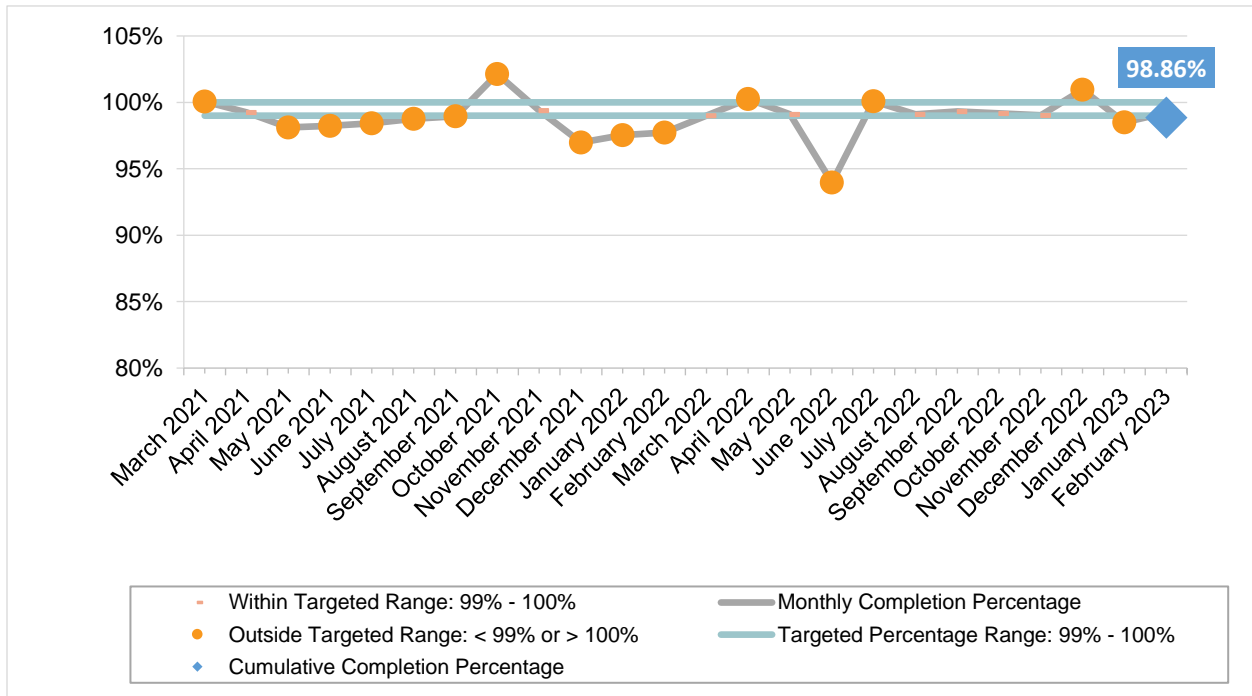


Chart 2. Entire Plan Completion Percentage by Paid Month



Data Issues and Recommendations

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

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

Section A: Data issues potentially impacting compliance:

1. **ModivCare** (Table 2): ModivCare's cumulative completion percentage is below the 99 percent threshold at 97.36 percent. There are currently six months below the 99 percent threshold and three months above the 100 percent threshold. ModivCare has been in runout since May 1, 2021.
 - The low percentages in March 2021, April 2021, and June 2021 appear to be due to state system denied encounters.
 - The low percentages in August 2021 and November 2021 appear to be due to missing encounters.
 - The high percentages appear to be due to paid amount differences between encounter transactions and their corresponding CDJ transactions.

We recommend LHCC work with ModivCare, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

2. **Veyo** (Table 5): Veyo's cumulative completion percentage is below the 99 percent threshold at 96.75 percent. There are currently nine months below the 99 percent threshold and five months above the 100 percent threshold.
 - The low percentages in March 2022, May 2022, and June 2022 appear to be due to paid amount differences between encounter transactions and their corresponding CDJ transactions.
 - The low percentages in August 2021, January 2023, and February 2023 appear to be due to state system denied encounters.
 - The low percentages for January 2022 and February 2022 appear to be due a combination of state system denied encounters and missing encounters.
 - The high percentages for April 2022 and August 2022 appear to be due to possible missing CDJ transactions when compared to corresponding encounter transactions.

We recommend LHCC work with Veyo, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.



3. **CVS Health** (Table 6): CVS Health's cumulative completion percentage is below the 99 percent threshold at 98.71 percent. There are seven months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are six months where the monthly completion percentages are above the 100 percent threshold.
 - The low percentages appear to be due to void encounter transactions appearing in different months than their corresponding CDJ transactions.
 - The high percentages for March 2022 and December 2022 may be due to CDJ void transactions appearing in different months than their corresponding encounter void transactions.

We recommend LHCC work with CVS, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

4. **Non-Vendor** (Table 7): The cumulative completion percentage is below the 99 percent threshold at 98.97 percent. There are fifteen months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are three months where the monthly completion percentages are above the 100 percent threshold.
 - The low percentages for May 2021 through August 2021, December 2021 through March 2022, and June 2022 appear to be due to encounters appearing in an earlier month than the corresponding CDJ transactions and encounter transaction amounts not matching with the corresponding CDJ transaction amounts.
 - The high percentage for October 2021 appears to be due to void encounter transactions appearing in different months than their corresponding CDJ transactions.

We recommend LHCC work with LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

Section B: Data issues not currently impacting compliance:

5. **Engage Vision** (Table 3): There are five months where the monthly completion percentages are below the 99 percent threshold. Additionally, there is one month where the monthly completion percentages are above the 100 percent threshold.
- The low percentage for April 2021 appears to be due to a combination of missing CDJ transactions and void encounter transactions occurring in an earlier month than the corresponding CDJ transactions.
 - The low percentages for June 2021, July 2021, August 2022, and January 2023 appear to be due to state system denied encounters.
 - The high percentage for February 2023 appears to be due to void encounter transactions occurring in an earlier month than the corresponding CDJ transactions.

We recommend LHCC work with Engage Vision, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

6. **Engage Dental** (Table 4): There are eleven months where the monthly completion percentage is below the 99 percent threshold. Additionally, there are three months where the monthly completion percentages are above the 100 percent threshold.
- The low completion percentages appear to be due to state system denied encounters.
 - The high percentage for August 2022 appears to be due to CDJ void transactions not found in the encounter transactions.

We recommend LHCC work with Engage Dental, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

Value-Added Services (VAS)

Value-added services are included in the MCO's vision, dental, and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the activity type field of the CDJ files received from the MCO and VAS encounter data is identified based on the first two characters of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell, for the reporting period. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

Table C — LHCC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			Envolve Vision VAS	Envolve Dental VAS	ModivCare VAS (NEMT)	Veyo VAS (NEMT)
Encounter Total (FAC reported)	\$40,661,061	\$5,610,164	\$11,346,786	\$21,318,791	\$78,902	\$2,306,419
Total Encounter Adjustments (\$)	(\$5,695,702)	(\$3,300,021)	(\$103,384)	(\$1,941,973)	(\$3,512)	(\$346,812)
Total Encounter Adjustments (%)	-14.00%	-58.82%	-0.91%	-9.10%	-4.45%	-15.03%
Net Encounter Total	\$34,965,359	\$2,310,143	\$11,243,402	\$19,376,817	\$75,390	\$1,959,607
CDJ Total	\$35,259,409	\$2,272,504	\$11,315,738	\$19,558,520	\$78,260	\$2,034,386
Variance	(\$294,050)	\$37,638	(\$72,336)	(\$181,703)	(\$2,870)	(\$74,780)
Completion (%)	99.16%	101.65%	99.36%	99.07%	96.33%	96.32%
100% Limited Completion (%)	99.05%	100.00%	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%					
Non-Compliant (%)	N/A	1.65%	N/A	N/A	-2.67%	-2.68%

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

Potential VAS data issues:

1. **ModivCare VAS** (Table 2V): The cumulative completion percentage for ModivCare VAS is out of compliance at 96.33 percent. The monthly completion percentages for six months are below the 99 percent threshold. ModivCare has been in runout since May 1, 2021.
2. **Engolve Vision VAS** (Table 3V): The monthly completion percentages for three months are below the 99 percent threshold. The low percentages in January 2023 and February 2023 appear to be due to system denied encounters.
3. **Veyo VAS** (Table 5V): The cumulative completion percentage for Veyo VAS is out of compliance at 96.32 percent. The monthly completion percentages for eight months are below the 99 percent threshold. August 2022 is above the 100 percent threshold at 102.20 percent. The low percentages in March 2022 and April 2022 appear to be due to encounter transaction amounts not matching with the corresponding CDJ transaction amounts. The low percentages in May 2022, June 2022, January 2023, and February 2023 appear to be due to state system denied encounters. The high percentage for August 2022 appears to be due to missing CDJ transactions when compared to corresponding encounter transactions.
4. **Non-Vendor VAS** (Table 6V): The cumulative completion percentage for Non-Vendor VAS is out of compliance at 101.65 percent. The monthly completion percentages are above 100 percent for twenty-two months and below 99 percent for two months. The low percentages appear to be due to VAS encounters identified as non-VAS instead of VAS. The high percentages appear to be due to non-VAS encounters identified as VAS instead of non-VAS.

Monthly Tables

Entire Plan

Table 1 — LHCC (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
March 2021	\$189,386,605	(\$14,950,100)	-7.89%	\$174,436,505	\$174,328,614	\$107,891	100.06%
April 2021	\$169,637,666	(\$11,896,627)	-7.01%	\$157,741,039	\$158,922,004	(\$1,180,966)	99.25%
May 2021	\$162,848,643	(\$7,259,154)	-4.45%	\$155,589,489	\$158,568,106	(\$2,978,617)	98.12%
June 2021	\$195,338,642	(\$13,296,507)	-6.80%	\$182,042,135	\$185,322,236	(\$3,280,102)	98.23%
July 2021	\$209,244,107	(\$43,329,808)	-20.70%	\$165,914,298	\$168,569,688	(\$2,655,390)	98.42%
August 2021	\$211,620,551	(\$30,581,365)	-14.45%	\$181,039,186	\$183,285,849	(\$2,246,664)	98.77%
September 2021	\$179,481,388	(\$14,121,885)	-7.86%	\$165,359,503	\$167,106,014	(\$1,746,511)	98.95%
October 2021	\$195,506,027	(\$15,653,580)	-8.00%	\$179,852,447	\$176,084,201	\$3,768,246	102.14%
November 2021	\$189,477,591	(\$13,134,492)	-6.93%	\$176,343,099	\$177,397,798	(\$1,054,699)	99.40%
December 2021	\$222,234,213	(\$38,345,086)	-17.25%	\$183,889,127	\$189,627,617	(\$5,738,490)	96.97%
January 2022	\$162,746,474	(\$6,215,002)	-3.81%	\$156,531,473	\$160,494,130	(\$3,962,657)	97.53%
February 2022	\$175,243,888	(\$5,854,247)	-3.34%	\$169,389,641	\$173,333,317	(\$3,943,676)	97.72%
March 2022	\$212,212,373	(\$6,871,936)	-3.23%	\$205,340,437	\$207,413,662	(\$2,073,225)	99.00%
April 2022	\$185,744,997	(\$6,915,926)	-3.72%	\$178,829,071	\$178,351,269	\$477,802	100.26%
May 2022	\$181,184,941	(\$7,298,044)	-4.02%	\$173,886,897	\$175,473,980	(\$1,587,083)	99.09%
June 2022	\$209,391,577	(\$18,636,854)	-8.90%	\$190,754,723	\$203,012,341	(\$12,257,619)	93.96%
July 2022	\$171,359,376	(\$9,586,323)	-5.59%	\$161,773,052	\$161,632,551	\$140,501	100.08%
August 2022	\$226,042,840	(\$20,057,429)	-8.87%	\$205,985,412	\$207,830,526	(\$1,845,114)	99.11%
September 2022	\$207,048,984	(\$10,001,334)	-4.83%	\$197,047,650	\$198,397,131	(\$1,349,481)	99.31%
October 2022	\$202,869,736	(\$16,501,320)	-8.13%	\$186,368,417	\$187,927,095	(\$1,558,678)	99.17%
November 2022	\$224,209,289	(\$7,928,589)	-3.53%	\$216,280,700	\$218,364,606	(\$2,083,906)	99.04%
December 2022	\$207,464,850	(\$23,736,097)	-11.44%	\$183,728,753	\$181,998,840	\$1,729,913	100.95%
January 2023	\$192,175,431	(\$10,681,041)	-5.55%	\$181,494,390	\$184,235,909	(\$2,741,519)	98.51%
February 2023	\$199,888,347	(\$13,651,493)	-6.82%	\$186,236,854	\$187,666,856	(\$1,430,002)	99.23%
Cumulative Totals	\$4,682,358,536	(\$366,504,239)	-7.82%	\$4,315,854,297	\$4,365,344,342	(\$49,490,045)	98.86%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.14%

ModivCare (NEMT)

Table 2 — LHCC 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
March 2021	\$956,335	(\$35,006)	-3.66%	\$921,328	\$940,377	(\$19,049)	97.97%
April 2021	\$1,234,591	(\$17,938)	-1.45%	\$1,216,653	\$1,235,589	(\$18,936)	98.46%
May 2021	\$532,662	(\$18,260)	-3.42%	\$514,402	\$506,473	\$7,929	101.56%
June 2021	\$83,609	(\$19,971)	-23.88%	\$63,639	\$83,609	(\$19,971)	76.11%
July 2021	\$17,240	(\$2,572)	-14.92%	\$14,668	\$11,307	\$3,361	129.72%
August 2021	\$17,879	(\$11,762)	-65.78%	\$6,117	\$17,038	(\$10,921)	35.90%
September 2021	\$4,936	\$0	0.00%	\$4,936	\$4,936	\$0	100.00%
October 2021	\$0	\$0	N/A	\$0	\$1,805	(\$1,805)	0.00%
November 2021	\$17,759	(\$15,104)	-85.04%	\$2,655	\$17,759	(\$15,104)	14.95%
December 2021	\$6,475	(\$2,054)	-31.72%	\$4,421	\$4,313	\$108	102.50%
January 2022	\$1,220	\$0	0.00%	\$1,220	\$1,220	\$0	100.00%
February 2022	\$3,899	(\$2,541)	-65.16%	\$1,358	\$1,358	\$0	100.00%
March 2022	\$2,267	(\$2,267)	-100.00%	\$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
September 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
Cumulative Totals	\$2,878,874	(\$127,476)	-4.42%	\$2,751,398	\$2,825,786	(\$74,388)	97.36%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-1.64%

Engolve Vision
Table 3 — LHCC Engolve 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
March 2021	\$1,521,366	(\$22,760)	-1.49%	\$1,498,606	\$1,511,002	(\$12,396)	99.17%
April 2021	\$1,931,274	(\$32,112)	-1.66%	\$1,899,162	\$1,930,419	(\$31,257)	98.38%
May 2021	\$1,443,440	(\$19,382)	-1.34%	\$1,424,057	\$1,431,343	(\$7,286)	99.49%
June 2021	\$1,567,327	(\$185,333)	-11.82%	\$1,381,994	\$1,405,399	(\$23,405)	98.33%
July 2021	\$2,102,922	(\$236,535)	-11.24%	\$1,866,388	\$1,897,611	(\$31,224)	98.35%
August 2021	\$1,543,280	(\$12,165)	-0.78%	\$1,531,115	\$1,537,704	(\$6,589)	99.57%
September 2021	\$1,485,383	(\$11,654)	-0.78%	\$1,473,729	\$1,482,275	(\$8,547)	99.42%
October 2021	\$1,470,155	(\$8,613)	-0.58%	\$1,461,542	\$1,468,937	(\$7,395)	99.49%
November 2021	\$1,471,212	(\$10,987)	-0.74%	\$1,460,225	\$1,469,220	(\$8,995)	99.38%
December 2021	\$1,667,899	(\$11,394)	-0.68%	\$1,656,505	\$1,668,436	(\$11,931)	99.28%
January 2022	\$1,384,404	(\$15,226)	-1.09%	\$1,369,178	\$1,381,585	(\$12,407)	99.10%
February 2022	\$1,676,688	(\$8,420)	-0.50%	\$1,668,268	\$1,678,667	(\$10,399)	99.38%
March 2022	\$1,958,937	(\$11,849)	-0.60%	\$1,947,088	\$1,961,091	(\$14,003)	99.28%
April 2022	\$1,535,222	(\$7,981)	-0.51%	\$1,527,241	\$1,537,645	(\$10,404)	99.32%
May 2022	\$1,553,878	(\$25,222)	-1.62%	\$1,528,656	\$1,538,578	(\$9,922)	99.35%
June 2022	\$1,748,391	(\$13,783)	-0.78%	\$1,734,608	\$1,743,797	(\$9,188)	99.47%
July 2022	\$1,447,289	(\$14,702)	-1.01%	\$1,432,586	\$1,443,136	(\$10,549)	99.26%
August 2022	\$1,713,420	(\$22,861)	-1.33%	\$1,690,559	\$1,721,728	(\$31,169)	98.18%
September 2022	\$2,010,923	(\$20,305)	-1.00%	\$1,990,618	\$2,002,665	(\$12,047)	99.39%
October 2022	\$1,607,140	(\$13,829)	-0.86%	\$1,593,312	\$1,608,139	(\$14,827)	99.07%
November 2022	\$1,600,347	(\$12,045)	-0.75%	\$1,588,302	\$1,596,215	(\$7,913)	99.50%
December 2022	\$1,664,939	(\$11,075)	-0.66%	\$1,653,863	\$1,669,639	(\$15,776)	99.05%
January 2023	\$1,334,587	(\$28,600)	-2.14%	\$1,305,987	\$1,339,426	(\$33,439)	97.50%
February 2023	\$1,745,996	(\$61,452)	-3.51%	\$1,684,544	\$1,651,712	\$32,832	101.98%
Cumulative Totals	\$39,186,419	(\$818,285)	-2.08%	\$38,368,133	\$38,676,370	(\$308,237)	99.20%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Engolve Dental
Table 4 — LHCC Engolve 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
March 2021	\$940,378	(\$46,640)	-4.95%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,014,827	(\$99,104)	-9.76%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$892,970	(\$117,198)	-13.12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,288,715	(\$500,886)	-38.86%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,167,408	(\$325,016)	-27.84%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$873,993	(\$53,890)	-6.16%	\$820,102	\$840,436	(\$20,334)	97.58%
September 2021	\$608,725	(\$41,953)	-6.89%	\$566,772	\$576,698	(\$9,926)	98.27%
October 2021	\$847,764	(\$97,052)	-11.44%	\$750,712	\$765,573	(\$14,861)	98.05%
November 2021	\$754,130	(\$10,593)	-1.40%	\$743,537	\$748,300	(\$4,762)	99.36%
December 2021	\$777,325	(\$5,162)	-0.66%	\$772,163	\$772,593	(\$430)	99.94%
January 2022	\$767,024	(\$4,715)	-0.61%	\$762,309	\$763,959	(\$1,651)	99.78%
February 2022	\$886,761	(\$10,897)	-1.22%	\$875,864	\$872,151	\$3,713	100.42%
March 2022	\$901,427	(\$5,912)	-0.65%	\$895,515	\$896,247	(\$732)	99.91%
April 2022	\$784,633	(\$7,985)	-1.01%	\$776,648	\$780,120	(\$3,472)	99.55%
May 2022	\$839,502	(\$8,111)	-0.96%	\$831,391	\$834,091	(\$2,699)	99.67%
June 2022	\$879,601	(\$10,936)	-1.24%	\$868,665	\$872,807	(\$4,142)	99.52%
July 2022	\$710,367	(\$6,629)	-0.93%	\$703,739	\$704,870	(\$1,132)	99.83%
August 2022	\$946,731	(\$33,712)	-3.56%	\$913,019	\$889,760	\$23,259	102.61%
September 2022	\$983,488	(\$4,771)	-0.48%	\$978,716	\$975,172	\$3,544	100.36%
October 2022	\$877,931	(\$16,312)	-1.85%	\$861,619	\$875,973	(\$14,354)	98.36%
November 2022	\$743,778	(\$8,825)	-1.18%	\$734,953	\$742,879	(\$7,926)	98.93%
December 2022	\$746,617	(\$9,250)	-1.23%	\$737,367	\$746,137	(\$8,770)	98.82%
January 2023	\$1,049,957	(\$247,034)	-23.52%	\$802,923	\$836,231	(\$33,308)	96.01%
February 2023	\$1,034,739	(\$269,392)	-26.03%	\$765,347	\$796,409	(\$31,062)	96.09%
Cumulative Totals	\$21,318,791	(\$1,941,973)	-9.10%	\$19,376,817	\$19,558,520	(\$181,703)	99.07%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Veyo (NEMT)
Table 5 — LHCC Veyo (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
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$355,402	(\$4,230)	-1%	\$351,172	\$350,456	\$716	100.20%
June 2021	\$1,338,607	(\$36,293)	-3%	\$1,302,314	\$1,312,587	(\$10,273)	99.21%
July 2021	\$1,513,410	(\$17,789)	-1.17%	\$1,495,622	\$1,501,602	(\$5,981)	99.60%
August 2021	\$1,440,486	(\$59,236)	-4.11%	\$1,381,250	\$1,411,487	(\$30,237)	97.85%
September 2021	\$1,278,908	(\$34,592)	-2.70%	\$1,244,316	\$1,256,505	(\$12,189)	99.02%
October 2021	\$1,566,151	(\$117,707)	-7.51%	\$1,448,444	\$1,477,317	(\$28,873)	98.04%
November 2021	\$1,504,110	(\$121,531)	-8.07%	\$1,382,579	\$1,395,562	(\$12,983)	99.06%
December 2021	\$2,091,284	(\$280,074)	-13.39%	\$1,811,209	\$1,828,440	(\$17,231)	99.05%
January 2022	\$2,638,310	(\$936,844)	-35.50%	\$1,701,466	\$2,065,346	(\$363,880)	82.38%
February 2022	\$2,443,882	(\$102,731)	-4.20%	\$2,341,151	\$3,337,684	(\$996,533)	70.14%
March 2022	\$2,053,063	(\$25,680)	-1.25%	\$2,027,383	\$2,060,748	(\$33,365)	98.38%
April 2022	\$4,579,349	(\$1,129,221)	-24.65%	\$3,450,128	\$2,326,898	\$1,123,229	148.27%
May 2022	\$2,736,829	(\$704,121)	-25.72%	\$2,032,708	\$2,267,521	(\$234,813)	89.64%
June 2022	\$6,151,896	(\$2,936,388)	-47.73%	\$3,215,508	\$3,705,752	(\$490,244)	86.77%
July 2022	\$2,485,141	(\$83,470)	-3.35%	\$2,401,671	\$2,402,695	(\$1,024)	99.95%
August 2022	\$5,567,791	(\$2,858,387)	-51.33%	\$2,709,404	\$2,676,081	\$33,322	101.24%
September 2022	\$3,237,243	(\$30,802)	-0.95%	\$3,206,442	\$3,209,232	(\$2,790)	99.91%
October 2022	\$3,131,561	(\$36,294)	-1.15%	\$3,095,266	\$3,087,490	\$7,777	100.25%
November 2022	\$2,935,109	(\$4,275)	-0.14%	\$2,930,834	\$2,922,168	\$8,666	100.29%
December 2022	\$3,561,622	(\$15,718)	-0.44%	\$3,545,905	\$3,551,757	(\$5,852)	99.83%
January 2023	\$2,551,596	(\$243,542)	-9.54%	\$2,308,053	\$2,530,467	(\$222,413)	91.21%
February 2023	\$3,137,640	(\$324,291)	-10.33%	\$2,813,348	\$3,136,210	(\$322,861)	89.70%
Cumulative Totals	\$58,299,390	(\$10,103,217)	-17.32%	\$48,196,174	\$49,814,004	(\$1,617,831)	96.75%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-2.25%

CVS Health (Pharmacy)

Table 6 — LHCC 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
March 2021	\$56,833,200	(\$421,723)	-0.74%	\$56,411,477	\$56,410,361	\$1,116	100.00%
April 2021	\$45,732,198	(\$351,534)	-0.76%	\$45,380,664	\$45,312,185	\$68,478	100.15%
May 2021	\$45,850,207	(\$356,602)	-0.77%	\$45,493,605	\$45,823,964	(\$330,359)	99.27%
June 2021	\$57,781,100	(\$404,453)	-0.69%	\$57,376,647	\$57,349,917	\$26,730	100.04%
July 2021	\$45,914,520	(\$301,044)	-0.65%	\$45,613,476	\$46,201,900	(\$588,424)	98.72%
August 2021	\$47,580,562	(\$406,912)	-0.85%	\$47,173,650	\$47,331,407	(\$157,757)	99.66%
September 2021	\$54,382,885	(\$539,798)	-0.99%	\$53,843,087	\$54,689,712	(\$846,625)	98.45%
October 2021	\$47,482,140	(\$284,223)	-0.59%	\$47,197,916	\$47,546,805	(\$348,889)	99.26%
November 2021	\$48,272,695	(\$344,206)	-0.71%	\$47,928,489	\$48,613,059	(\$684,570)	98.59%
December 2021	\$57,384,351	(\$218,401)	-0.38%	\$57,165,950	\$60,909,052	(\$3,743,102)	93.85%
January 2022	\$47,415,489	(\$184,388)	-0.38%	\$47,231,101	\$48,675,089	(\$1,443,988)	97.03%
February 2022	\$52,219,651	(\$241,659)	-0.46%	\$51,977,992	\$51,801,250	\$176,742	100.34%
March 2022	\$67,707,372	(\$218,285)	-0.32%	\$67,489,086	\$66,801,748	\$687,338	101.02%
April 2022	\$54,484,438	(\$188,713)	-0.34%	\$54,295,725	\$54,474,425	(\$178,701)	99.67%
May 2022	\$54,162,289	(\$351,319)	-0.64%	\$53,810,971	\$53,900,980	(\$90,010)	99.83%
June 2022	\$68,507,585	(\$8,348,051)	-12.18%	\$60,159,535	\$69,135,016	(\$8,975,482)	87.01%
July 2022	\$54,323,068	(\$315,006)	-0.57%	\$54,008,062	\$54,010,139	(\$2,078)	99.99%
August 2022	\$70,283,821	(\$386,748)	-0.55%	\$69,897,073	\$70,264,712	(\$367,639)	99.47%
September 2022	\$59,333,450	(\$338,047)	-0.56%	\$58,995,402	\$59,011,837	(\$16,435)	99.97%
October 2022	\$60,006,001	(\$454,480)	-0.75%	\$59,551,522	\$59,788,673	(\$237,152)	99.60%
November 2022	\$75,912,706	(\$385,205)	-0.50%	\$75,527,501	\$75,929,015	(\$401,514)	99.47%
December 2022	\$60,177,752	(\$649,398)	-1.07%	\$59,528,354	\$57,700,349	\$1,828,005	103.16%
January 2023	\$61,930,538	(\$4,104,558)	-6.62%	\$57,825,980	\$59,756,109	(\$1,930,129)	96.76%
February 2023	\$65,454,589	(\$441,922)	-0.67%	\$65,012,666	\$64,915,541	\$97,125	100.14%
Cumulative Totals	\$1,359,132,605	(\$20,236,675)	-1.48%	\$1,338,895,930	\$1,356,353,247	(\$17,457,317)	98.71%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.29%

Non-Vendor
Table 7 — LHCC 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
March 2021	\$129,135,326	(\$14,423,971)	-11.16%	\$114,711,355	\$114,571,109	\$140,246	100.12%
April 2021	\$119,724,775	(\$11,395,939)	-9.51%	\$108,328,837	\$109,515,371	(\$1,186,535)	98.91%
May 2021	\$113,773,962	(\$6,743,481)	-5.92%	\$107,030,481	\$109,664,743	(\$2,634,263)	97.59%
June 2021	\$133,279,284	(\$12,149,571)	-9.11%	\$121,129,713	\$124,361,361	(\$3,231,648)	97.40%
July 2021	\$158,528,607	(\$42,446,853)	-26.77%	\$116,081,754	\$118,113,849	(\$2,032,095)	98.27%
August 2021	\$160,164,352	(\$30,037,401)	-18.75%	\$130,126,951	\$132,147,777	(\$2,020,826)	98.47%
September 2021	\$121,720,550	(\$13,493,888)	-11.08%	\$108,226,663	\$109,095,888	(\$869,225)	99.20%
October 2021	\$144,139,817	(\$15,145,985)	-10.50%	\$128,993,832	\$124,823,764	\$4,170,069	103.34%
November 2021	\$137,457,684	(\$12,632,071)	-9.18%	\$124,825,613	\$125,153,897	(\$328,284)	99.73%
December 2021	\$160,306,880	(\$37,828,001)	-23.59%	\$122,478,879	\$124,444,782	(\$1,965,903)	98.42%
January 2022	\$110,540,028	(\$5,073,830)	-4.59%	\$105,466,199	\$107,606,929	(\$2,140,731)	98.01%
February 2022	\$118,013,007	(\$5,488,000)	-4.65%	\$112,525,007	\$115,642,207	(\$3,117,200)	97.30%
March 2022	\$139,589,307	(\$6,607,943)	-4.73%	\$132,981,365	\$135,693,827	(\$2,712,462)	98.00%
April 2022	\$124,361,354	(\$5,582,024)	-4.48%	\$118,779,330	\$119,232,180	(\$452,851)	99.62%
May 2022	\$121,892,444	(\$6,209,272)	-5.09%	\$115,683,172	\$116,932,811	(\$1,249,639)	98.93%
June 2022	\$132,104,103	(\$7,327,696)	-5.54%	\$124,776,407	\$127,554,969	(\$2,778,563)	97.82%
July 2022	\$112,393,511	(\$9,166,516)	-8.15%	\$103,226,995	\$103,071,711	\$155,284	100.15%
August 2022	\$147,531,077	(\$16,755,720)	-11.35%	\$130,775,357	\$132,278,245	(\$1,502,888)	98.86%
September 2022	\$141,483,880	(\$9,607,408)	-6.79%	\$131,876,472	\$133,198,225	(\$1,321,753)	99.00%
October 2022	\$137,247,103	(\$15,980,405)	-11.64%	\$121,266,698	\$122,566,821	(\$1,300,123)	98.93%
November 2022	\$143,017,348	(\$7,518,240)	-5.25%	\$135,499,109	\$137,174,329	(\$1,675,220)	98.77%
December 2022	\$141,313,919	(\$23,050,656)	-16.31%	\$118,263,264	\$118,330,958	(\$67,695)	99.94%
January 2023	\$125,308,753	(\$6,057,307)	-4.83%	\$119,251,446	\$119,773,676	(\$522,230)	99.56%
February 2023	\$128,515,384	(\$12,554,435)	-9.76%	\$115,960,948	\$117,166,984	(\$1,206,036)	98.97%
Cumulative Totals	\$3,201,542,457	(\$333,276,612)	-10.40%	\$2,868,265,844	\$2,898,116,415	(\$29,850,570)	98.97%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.03%

Appendix A: VAS Monthly Tables

Entire Plan VAS

Table 1V — LHCC VAS (Entire Plan)

Paid Month	VAS Monthly Encounter Total (FAC Reported)	VAS Monthly Encounter Total (Adjustments)	VAS Percentage of Encounters Adjusted	VAS Monthly Encounter Net Total	VAS CDJ Monthly Reported Total	VAS Monthly Variance	VAS Monthly Completion Percentage
March 2021	\$1,627,126	(\$63,628)	-3.91%	\$1,563,498	\$1,556,716	\$6,782	100.43%
April 2021	\$1,767,567	(\$115,040)	-6.50%	\$1,652,527	\$1,667,520	(\$14,993)	99.10%
May 2021	\$1,550,628	(\$135,377)	-8.73%	\$1,415,251	\$1,427,049	(\$11,797)	99.17%
June 2021	\$1,968,402	(\$515,908)	-26.20%	\$1,452,494	\$1,469,613	(\$17,119)	98.83%
July 2021	\$1,820,671	(\$342,074)	-18.78%	\$1,478,597	\$1,544,718	(\$66,121)	95.71%
August 2021	\$1,419,307	(\$65,259)	-4.59%	\$1,354,048	\$1,403,974	(\$49,926)	96.44%
September 2021	\$1,169,401	(\$54,964)	-4.70%	\$1,114,437	\$1,118,175	(\$3,737)	99.66%
October 2021	\$1,444,726	(\$110,857)	-7.67%	\$1,333,869	\$1,340,794	(\$6,925)	99.48%
November 2021	\$1,308,806	(\$20,633)	-1.57%	\$1,288,173	\$1,287,213	\$960	100.07%
December 2021	\$1,420,232	(\$41,495)	-2.92%	\$1,378,737	\$1,375,080	\$3,657	100.26%
January 2022	\$1,343,635	(\$11,972)	-0.89%	\$1,331,663	\$1,330,192	\$1,472	100.11%
February 2022	\$1,624,965	(\$27,951)	-1.72%	\$1,597,014	\$1,591,174	\$5,840	100.36%
March 2022	\$1,828,340	(\$94,113)	-5.14%	\$1,734,227	\$1,737,774	(\$3,547)	99.79%
April 2022	\$1,512,336	(\$95,713)	-6.32%	\$1,416,623	\$1,424,686	(\$8,063)	99.43%
May 2022	\$1,604,274	(\$122,976)	-7.66%	\$1,481,298	\$1,494,237	(\$12,939)	99.13%
June 2022	\$2,019,036	(\$431,729)	-21.38%	\$1,587,307	\$1,607,816	(\$20,510)	98.72%
July 2022	\$1,423,167	(\$128,376)	-9.02%	\$1,294,791	\$1,289,587	\$5,204	100.40%
August 2022	\$3,246,414	(\$1,688,942)	-52.02%	\$1,557,472	\$1,536,535	\$20,937	101.36%
September 2022	\$2,621,832	(\$883,026)	-33.67%	\$1,738,806	\$1,727,484	\$11,322	100.65%
October 2022	\$1,609,305	(\$127,762)	-7.93%	\$1,481,543	\$1,491,343	(\$9,800)	99.34%
November 2022	\$1,399,480	(\$17,124)	-1.22%	\$1,382,356	\$1,389,756	(\$7,400)	99.46%
December 2022	\$1,412,290	(\$21,839)	-1.54%	\$1,390,452	\$1,399,043	(\$8,592)	99.38%
January 2023	\$1,673,840	(\$266,097)	-15.89%	\$1,407,742	\$1,455,777	(\$48,035)	96.70%
February 2023	\$1,845,282	(\$312,848)	-16.95%	\$1,532,434	\$1,593,154	(\$60,720)	96.18%
Cumulative Totals	\$40,661,061	(\$5,695,702)	-14.00%	\$34,965,359	\$35,259,409	(\$294,050)	99.16%
100% Limited Cumulative Total				\$34,927,721	\$35,259,409	(\$331,688)	99.05%
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

ModivCare (NEMT) VAS
Table 2V — LHCC 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
March 2021	\$26,837	(\$273)	-1.01%	\$26,564	\$26,837	(\$273)	98.98%
April 2021	\$32,315	(\$577)	-1.78%	\$31,737	\$32,315	(\$577)	98.21%
May 2021	\$15,291	(\$442)	-2.89%	\$14,849	\$14,649	\$200	101.36%
June 2021	\$1,754	(\$686)	-39.08%	\$1,069	\$1,754	(\$686)	60.91%
July 2021	\$421	(\$57)	-13.59%	\$364	\$421	(\$57)	86.40%
August 2021	\$478	(\$443)	-92.58%	\$35	\$478	(\$443)	7.41%
September 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$1,109	(\$1,034)	-93.17%	\$76	\$1,109	(\$1,034)	6.82%
December 2021	\$106	\$0	0.00%	\$106	\$106	\$0	100.00%
January 2022	\$590	\$0	0.00%	\$590	\$590	\$0	100.00%
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
September 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
Cumulative Totals	\$78,902	(\$3,512)	-4.45%	\$75,390	\$78,260	(\$2,870)	96.33%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-2.67%

Engolve Vision VAS
Table 3V — LHCC Engolve 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
March 2021	\$519,963	(\$2,299)	-0.44%	\$517,664	\$519,307	(\$1,643)	99.68%
April 2021	\$619,209	(\$5,837)	-0.94%	\$613,372	\$617,202	(\$3,829)	99.37%
May 2021	\$471,732	(\$7,375)	-1.56%	\$464,357	\$465,339	(\$981)	99.78%
June 2021	\$401,451	(\$3,392)	-0.84%	\$398,059	\$399,795	(\$1,736)	99.56%
July 2021	\$513,352	(\$6,509)	-1.26%	\$506,843	\$510,564	(\$3,721)	99.27%
August 2021	\$386,242	(\$2,866)	-0.74%	\$383,376	\$383,751	(\$375)	99.90%
September 2021	\$401,206	(\$1,452)	-0.36%	\$399,754	\$400,377	(\$623)	99.84%
October 2021	\$407,262	(\$877)	-0.21%	\$406,385	\$406,817	(\$432)	99.89%
November 2021	\$382,957	(\$1,922)	-0.50%	\$381,035	\$382,125	(\$1,090)	99.71%
December 2021	\$439,394	(\$1,945)	-0.44%	\$437,448	\$437,791	(\$342)	99.92%
January 2022	\$426,509	(\$1,227)	-0.28%	\$425,282	\$425,880	(\$598)	99.85%
February 2022	\$548,640	(\$1,151)	-0.20%	\$547,488	\$548,677	(\$1,189)	99.78%
March 2022	\$631,928	(\$2,035)	-0.32%	\$629,893	\$632,528	(\$2,635)	99.58%
April 2022	\$482,411	(\$719)	-0.14%	\$481,692	\$482,642	(\$950)	99.80%
May 2022	\$486,902	(\$5,420)	-1.11%	\$481,483	\$483,583	(\$2,100)	99.56%
June 2022	\$522,915	(\$1,610)	-0.30%	\$521,305	\$521,277	\$28	100.00%
July 2022	\$425,162	(\$3,179)	-0.74%	\$421,983	\$422,936	(\$953)	99.77%
August 2022	\$432,510	(\$3,686)	-0.85%	\$428,825	\$433,587	(\$4,762)	98.90%
September 2022	\$543,605	(\$4,694)	-0.86%	\$538,911	\$542,957	(\$4,046)	99.25%
October 2022	\$437,382	(\$2,675)	-0.61%	\$434,707	\$437,561	(\$2,855)	99.34%
November 2022	\$426,569	(\$2,917)	-0.68%	\$423,652	\$425,451	(\$1,799)	99.57%
December 2022	\$444,560	(\$3,522)	-0.79%	\$441,037	\$445,186	(\$4,149)	99.06%
January 2023	\$416,788	(\$11,061)	-2.65%	\$405,727	\$420,564	(\$14,838)	96.47%
February 2023	\$578,138	(\$25,014)	-4.32%	\$553,124	\$569,840	(\$16,716)	97.06%
Cumulative Totals	\$11,346,786	(\$103,384)	-0.91%	\$11,243,402	\$11,315,738	(\$72,336)	99.36%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A



Engolve Dental VAS

Table 4V — LHCC Engolve Dental 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
March 2021	\$940,378	(\$46,640)	-4.95%	\$893,738	\$895,765	(\$2,026)	99.77%
April 2021	\$1,014,827	(\$99,104)	-9.76%	\$915,724	\$928,440	(\$12,716)	98.63%
May 2021	\$892,970	(\$117,198)	-13.12%	\$775,772	\$791,127	(\$15,355)	98.05%
June 2021	\$1,288,715	(\$500,886)	-38.86%	\$787,829	\$809,363	(\$21,534)	97.33%
July 2021	\$1,167,408	(\$325,016)	-27.84%	\$842,392	\$843,420	(\$1,028)	99.87%
August 2021	\$873,993	(\$53,890)	-6.16%	\$820,102	\$840,436	(\$20,334)	97.58%
September 2021	\$608,725	(\$41,953)	-6.89%	\$566,772	\$576,698	(\$9,926)	98.27%
October 2021	\$847,764	(\$97,052)	-11.44%	\$750,712	\$765,573	(\$14,861)	98.05%
November 2021	\$754,130	(\$10,593)	-1.40%	\$743,537	\$748,300	(\$4,762)	99.36%
December 2021	\$777,325	(\$5,162)	-0.66%	\$772,163	\$772,593	(\$430)	99.94%
January 2022	\$767,024	(\$4,715)	-0.61%	\$762,309	\$763,959	(\$1,651)	99.78%
February 2022	\$886,761	(\$10,897)	-1.22%	\$875,864	\$872,151	\$3,713	100.42%
March 2022	\$901,427	(\$5,912)	-0.65%	\$895,515	\$896,247	(\$732)	99.91%
April 2022	\$784,633	(\$7,985)	-1.01%	\$776,648	\$780,120	(\$3,472)	99.55%
May 2022	\$839,502	(\$8,111)	-0.96%	\$831,391	\$834,091	(\$2,699)	99.67%
June 2022	\$879,601	(\$10,936)	-1.24%	\$868,665	\$872,807	(\$4,142)	99.52%
July 2022	\$710,367	(\$6,629)	-0.93%	\$703,739	\$704,870	(\$1,132)	99.83%
August 2022	\$946,731	(\$33,712)	-3.56%	\$913,019	\$889,760	\$23,259	102.61%
September 2022	\$983,488	(\$4,771)	-0.48%	\$978,716	\$975,172	\$3,544	100.36%
October 2022	\$877,931	(\$16,312)	-1.85%	\$861,619	\$875,973	(\$14,354)	98.36%
November 2022	\$743,778	(\$8,825)	-1.18%	\$734,953	\$742,879	(\$7,926)	98.93%
December 2022	\$746,617	(\$9,250)	-1.23%	\$737,367	\$746,137	(\$8,770)	98.82%
January 2023	\$1,049,957	(\$247,034)	-23.52%	\$802,923	\$836,231	(\$33,308)	96.01%
February 2023	\$1,034,739	(\$269,392)	-26.03%	\$765,347	\$796,409	(\$31,062)	96.09%
Cumulative Totals	\$21,318,791	(\$1,941,973)	-9.10%	\$19,376,817	\$19,558,520	(\$181,703)	99.07%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Veyo (NEMT) VAS
Table 5V — LHCC Veyo 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
March 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2021	\$71,579	(\$309)	-0.43%	\$71,270	\$71,606	(\$336)	99.53%
June 2021	\$151,040	(\$1,119)	-0.74%	\$149,921	\$151,714	(\$1,794)	98.81%
July 2021	\$91,842	(\$189)	-0.20%	\$91,653	\$92,419	(\$766)	99.17%
August 2021	\$75,557	(\$678)	-0.89%	\$74,879	\$75,275	(\$395)	99.47%
September 2021	\$59,912	(\$1,751)	-2.92%	\$58,161	\$58,514	(\$354)	99.39%
October 2021	\$77,204	(\$6,714)	-8.69%	\$70,490	\$71,138	(\$648)	99.08%
November 2021	\$59,755	(\$3,096)	-5.18%	\$56,659	\$56,724	(\$64)	99.88%
December 2021	\$76,671	(\$2,547)	-3.32%	\$74,124	\$74,325	(\$201)	99.72%
January 2022	\$64,108	(\$4,804)	-7.49%	\$59,304	\$60,119	(\$815)	98.64%
February 2022	\$88,630	(\$6,346)	-7.16%	\$82,284	\$82,801	(\$518)	99.37%
March 2022	\$102,704	(\$576)	-0.56%	\$102,128	\$104,603	(\$2,475)	97.63%
April 2022	\$61,133	(\$82)	-0.13%	\$61,051	\$68,303	(\$7,253)	89.38%
May 2022	\$112,016	(\$37,759)	-33.70%	\$74,256	\$88,625	(\$14,368)	83.78%
June 2022	\$238,580	(\$136,654)	-57.27%	\$101,926	\$123,957	(\$22,030)	82.22%
July 2022	\$89,102	(\$1,367)	-1.53%	\$87,734	\$87,859	(\$125)	99.85%
August 2022	\$216,030	(\$115,530)	-53.47%	\$100,500	\$98,330	\$2,169	102.20%
September 2022	\$117,076	(\$1,692)	-1.44%	\$115,383	\$115,939	(\$556)	99.52%
October 2022	\$91,712	(\$1,115)	-1.21%	\$90,597	\$90,516	\$81	100.08%
November 2022	\$117,227	(\$136)	-0.11%	\$117,091	\$117,091	\$0	100.00%
December 2022	\$117,170	(\$57)	-0.04%	\$117,113	\$117,415	(\$302)	99.74%
January 2023	\$88,909	(\$6,775)	-7.61%	\$82,135	\$88,615	(\$6,481)	92.68%
February 2023	\$138,462	(\$17,516)	-12.65%	\$120,946	\$138,497	(\$17,551)	87.32%
Cumulative Totals	\$2,306,419	(\$346,812)	-15.03%	\$1,959,607	\$2,034,386	(\$74,780)	96.32%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-2.68%

Non-Vendor VAS

Table 6V — LHCC Non-Vendor VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2021	\$139,948	(\$14,415)	-10.30%	\$125,532	\$114,807	\$10,725	109.34%
April 2021	\$101,215	(\$9,522)	-9.40%	\$91,693	\$89,563	\$2,130	102.37%
May 2021	\$99,057	(\$10,054)	-10.14%	\$89,003	\$84,328	\$4,675	105.54%
June 2021	\$125,442	(\$9,825)	-7.83%	\$115,617	\$106,987	\$8,630	108.06%
July 2021	\$47,648	(\$10,303)	-21.62%	\$37,345	\$97,894	(\$60,549)	38.14%
August 2021	\$83,037	(\$7,381)	-8.88%	\$75,656	\$104,034	(\$28,378)	72.72%
September 2021	\$99,557	(\$9,808)	-9.85%	\$89,750	\$82,586	\$7,164	108.67%
October 2021	\$112,496	(\$6,215)	-5.52%	\$106,282	\$97,265	\$9,016	109.26%
November 2021	\$110,854	(\$3,989)	-3.59%	\$106,865	\$98,955	\$7,911	107.99%
December 2021	\$126,736	(\$31,841)	-25.12%	\$94,895	\$90,264	\$4,631	105.13%
January 2022	\$85,404	(\$1,226)	-1.43%	\$84,178	\$79,643	\$4,535	105.69%
February 2022	\$100,935	(\$9,557)	-9.46%	\$91,378	\$87,545	\$3,834	104.37%
March 2022	\$192,281	(\$85,590)	-44.51%	\$106,691	\$104,396	\$2,295	102.19%
April 2022	\$184,160	(\$86,927)	-47.20%	\$97,233	\$93,621	\$3,612	103.85%
May 2022	\$165,854	(\$71,687)	-43.22%	\$94,168	\$87,939	\$6,229	107.08%
June 2022	\$377,939	(\$282,529)	-74.75%	\$95,411	\$89,776	\$5,634	106.27%
July 2022	\$198,536	(\$117,201)	-59.03%	\$81,335	\$73,922	\$7,413	110.02%
August 2022	\$1,651,143	(\$1,536,014)	-93.02%	\$115,128	\$114,858	\$271	100.23%
September 2022	\$977,663	(\$871,868)	-89.17%	\$105,795	\$93,416	\$12,379	113.25%
October 2022	\$202,280	(\$107,660)	-53.22%	\$94,621	\$87,294	\$7,327	108.39%
November 2022	\$111,905	(\$5,246)	-4.68%	\$106,659	\$104,334	\$2,324	102.22%
December 2022	\$103,944	(\$9,010)	-8.66%	\$94,934	\$90,305	\$4,629	105.12%
January 2023	\$118,186	(\$1,228)	-1.03%	\$116,958	\$110,366	\$6,592	105.97%
February 2023	\$93,943	(\$926)	-0.98%	\$93,017	\$88,408	\$4,609	105.21%
Cumulative Totals	\$5,610,164	(\$3,300,021)	-58.82%	\$2,310,143	\$2,272,504	\$37,638	101.65%
100% Limited Cumulative Total				\$2,272,504	\$2,272,504	\$0	100.00%
						Minimum Completeness (%)	99.00%
						Non-Compliant	1.65%

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 LHCC encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Vision Services	Envolve Vision (formerly OptiCare)	Characters 3 and 4 of Plan ICN contain "OC"	
Dental Services	Envolve Dental	Characters 3 and 4 of Plan ICN contain "DH"	
Non-Emergency Medical Transportation (NEMT)	Veyo	Characters 3 and 4 of Plan ICN contain "VE"	
Pharmacy Benefits	CVS Health	Claim type code of '12' and Dates of service beginning on September 1, 2017	
Non-Vendor	LHCC	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Pharmacy Benefits	Envolve Pharmacy Solutions (formerly US Script)	Claim type code of '12' and Dates of service prior to September 1, 2017	Replaced by CVS Health – Effective September 1, 2017
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LC"	Replaced by Veyo – Effective May 1, 2021



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.