

The background features a blurred medical scene with a green overlay. A white diagonal line separates the green area from a dark grey area on the right. Various medical icons are scattered throughout, including a syringe, a pill, a stethoscope, a group of people, and a cross. The word 'MED' is partially visible on a white object.

Louisiana Department of Health

Comparison of
Health Plan Encounter Data to
Cash Disbursements for
UnitedHealthcare Community Plan
March 1, 2021 – February 28, 2023

June 6, 2023
Revised



Table of Contents

- **Study Purpose**.....3
- **Summary**3
 - Entire Plan 3
 - Table A – UHC Entire Plan Summary Table 4
 - Encounter Data Analysis..... 5
 - Summary Charts 6
 - Data Issues and Recommendations 7
 - Value-Added Services (VAS) 9
- **Monthly Tables**.....11
 - Entire Plan 11
 - Optum Behavioral Health..... 12
 - National MedTrans (NEMT)..... 13
 - ModivCare (NEMT) 14
 - MARCH Vision Care 15
 - Dental Benefit Providers 16
 - OptumRx (Pharmacy) 17
 - Non-Vendor 18
- **Appendix A: VAS Monthly Tables**.....19
 - Entire Plan VAS 19
 - National MedTrans VAS..... 20
 - ModivCare VAS..... 21
 - MARCH Vision VAS 22
 - Dental Benefit Providers VAS 23
 - Non-Vendor VAS..... 24
- **Appendix B: Definitions and Acronyms**25
- **Appendix C: Analysis**.....27
- **Appendix D: Data Analysis Assumptions**28

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 UnitedHealthcare Community Plan (UHC) 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 UHC 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 – UHC Entire Plan Summary Table

Table A — UHC Cumulative Completion Totals and Percentages Measurement Period (March 2021 – February 2023)								
Description	Entire Plan	Non-Vendor	Delegated Vendor					
			National MedTrans (NEMT)	ModivCare (NEMT)	MARCH Vision Care	Dental Benefit Providers	Optum Behavioral Health	OptumRx (Pharmacy)
Encounter Total (FAC reported)	\$4,346,203,388	\$2,462,322,360	\$237,978	\$30,742,927	\$26,297,456	\$16,037,238	\$474,667,995	\$1,335,897,433
Total Encounter Adjustments (\$)	(\$91,454,674)	(\$69,593,766)	(\$146,602)	(\$3,263,329)	(\$680,593)	(\$626,717)	(\$13,597,797)	(\$3,545,870)
Total Encounter Adjustments (%)	-2.10%	-2.82%	-61.60%	-10.61%	-2.58%	-3.90%	-2.86%	-0.26%
Net Encounter Total	\$4,254,748,713	\$2,392,728,593	\$91,376	\$27,479,598	\$25,616,863	\$15,410,521	\$461,070,198	\$1,332,351,563
CDJ Total	\$4,281,951,002	\$2,412,296,222	\$29,256	\$27,859,599	\$25,936,324	\$15,474,915	\$465,971,079	\$1,334,383,607
Variance	(\$27,202,289)	(\$19,567,628)	\$62,120	(\$380,001)	(\$319,461)	(\$64,393)	(\$4,900,881)	(\$2,032,044)
Completion (%)	99.36%	99.18%	312.33%	98.63%	98.76%	99.58%	98.94%	99.84%
100% Limited Completion* (%)	99.36%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%							
Non-Compliant (%)	N/A	N/A	212.33%	-0.37%	-0.24%	N/A	-0.06%	N/A
Prior Contract Period (March 2021 – December 2022)								
Completion (%)	99.50%	99.24%	312.33%	99.72%	99.60%	99.72%	99.44%	99.98%
100% Limited Completion* (%)	99.50%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	97.00%							
Non-Compliant (%)	N/A	N/A	212.33%	N/A	N/A	N/A	N/A	N/A
Current Contract Period (January 2023 – February 2023)								
Completion (%)	97.77%	98.52%	N/A	85.98%	90.50%	96.45%	93.25%	98.40%
100% Limited Completion* (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%							
Non-Compliant (%)	-1.23%	-0.48%	N/A	-13.02%	-8.50%	-2.55%	-5.75%	-0.60%

*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 UHC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	70,167,755	\$4,346,203,388	100.00%
Adjustment Type			
State System Denied	(1,452,598)	(\$90,887,604)	-2.09%
Health Plan Denied	(14,643,435)	(\$9,150)	0.00%
Calculated Void	0	\$0	0.00%
Duplicate	(10,411)	(\$557,921)	-0.01%
Total Adjustments Made	(16,106,444)	(\$91,454,674)	-2.10%
Net Encounter Amounts	54,061,311	\$4,254,748,713	97.90%

* 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

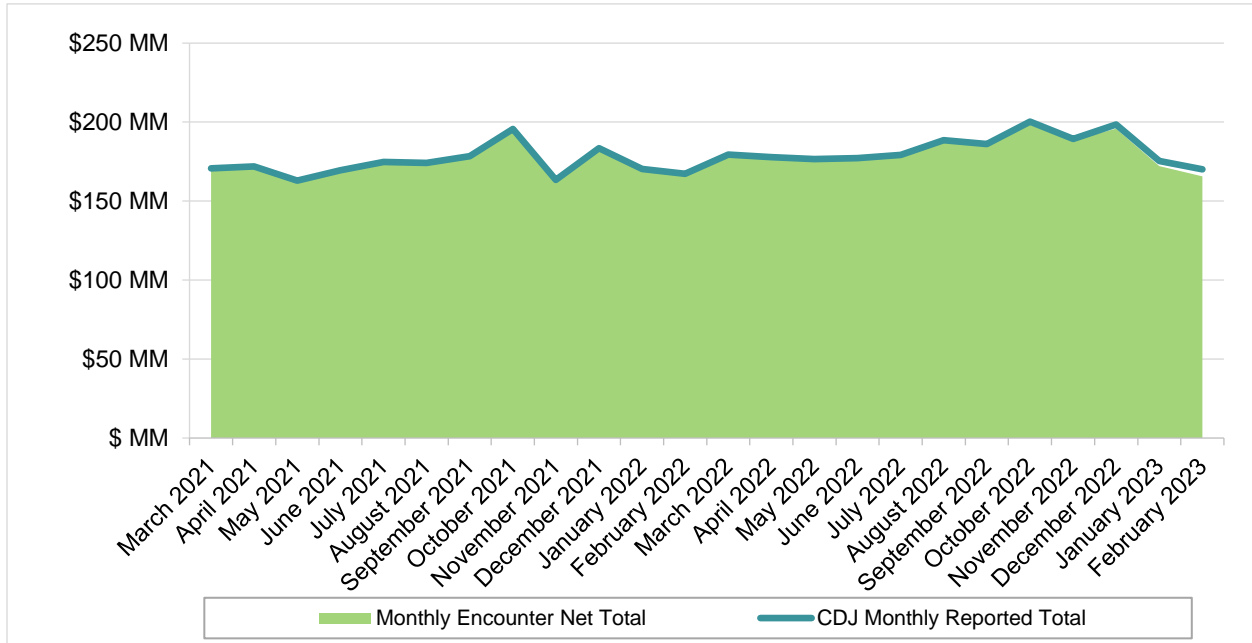
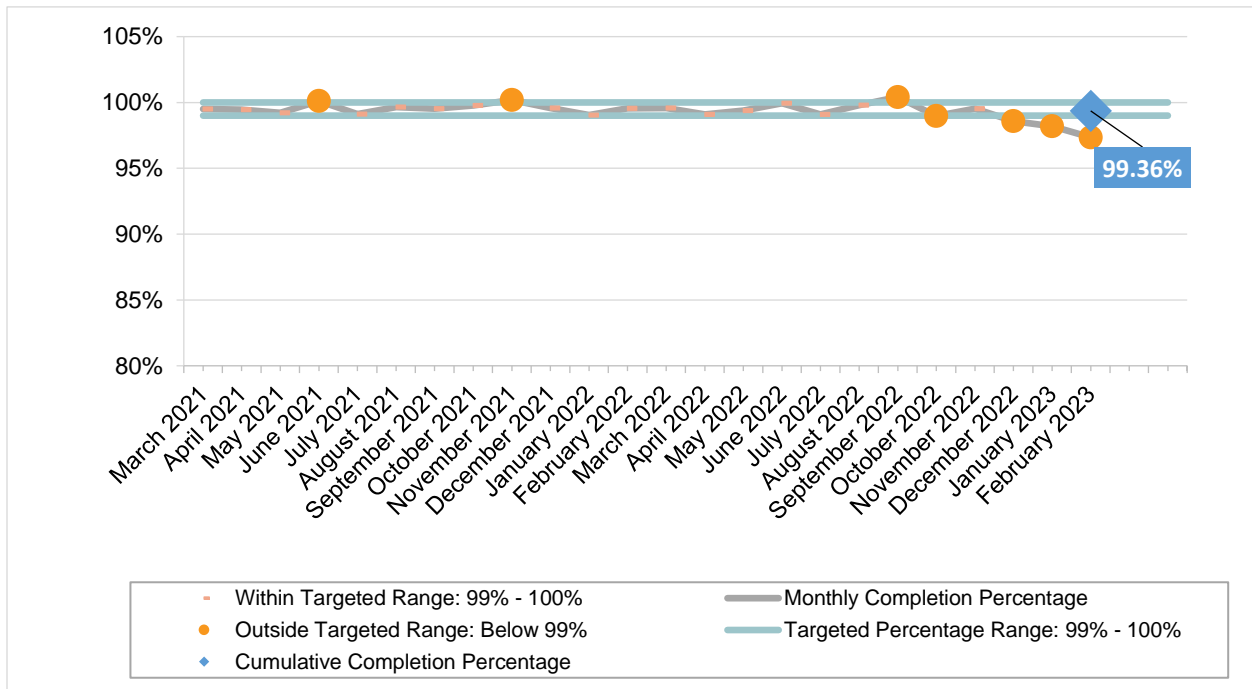


Chart 2. Entire Plan Completion Percentage by Paid Month



Data Issues and Recommendations

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

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

Section A: Data issues potentially impacting compliance:

1. **Optum Behavioral Health (OBH)** (Table 2): Optum Behavioral Health is below the 99 percent threshold at 98.94 percent.

- The low completion percentages in January 2023 (88.72 percent) and February 2023 (97.62 percent) appear to be due to state system denied encounters.

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

2. **ModivCare (NEMT)** (Table 4): ModivCare is below the 99 percent threshold at 98.63 percent.

- The low completion percentages in January 2023 (90.59 percent) and February 2023 (82.07 percent) appear to be due to state system denied encounters.

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

3. **March Vision Care (MVC)** (Table 5): March Vision Care is below the 99 percent threshold at 98.76 percent.

- The low completion percentages in January 2023 (91.29 percent) and February 2023 (89.66 percent) appear to be due to state system denied encounters.

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

Section B: Data issues not currently impacting compliance:

4. **Dental Benefit Providers (DBP)** (Table 6): Dental Benefit Providers is in compliance at 99.58 percent; however, there are two recent months where the monthly completion percentage is below the 99 percent threshold.

- The low completion percentages in January 2023 (96.33 percent) and February 2023 (96.68 percent) appear to be due to state system denied encounters.

We recommend UHC work with Dental Benefit Provider, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



5. **OptumRx** (Table 7): OptumRx is in compliance at 99.84 percent; however, there is a recent month where the monthly completion percentage is below the 99 percent threshold.
 - The low completion percentage in February 2023 (97.26 percent) appears to be due to state system denied encounters.

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

Value-Added Services (VAS)

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

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

Table C — UHC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan VAS*	Non-Vendor VAS	Delegated Vendor			
			National MedTrans VAS (NEMT)	ModivCare VAS (NEMT)	MARCH Vision Care VAS	Dental Benefit Providers VAS
Encounter Total (FAC reported)	\$29,249,555	\$2,862,548	\$5,579	\$85,643	\$10,258,408	\$16,037,238
Total Encounter Adjustments (\$)	(\$895,991)	(\$41,988)	(\$4,094)	(\$12,268)	(\$210,786)	(\$626,717)
Total Encounter Adjustments (%)	-3.06%	-1.46%	-73.38%	-14.32%	-2.05%	-3.90%
Net Encounter Total	\$28,353,564	\$2,820,560	\$1,485	\$73,375	\$10,047,622	\$15,410,521
CDJ Total	\$28,613,325	\$2,872,305	\$84	\$73,205	\$10,192,816	\$15,474,915
Variance	(\$259,761)	(\$51,745)	\$1,400	\$170	(\$145,194)	(\$64,393)
Completion (%)	99.09%	98.19%	1758.53%	100.23%	98.57%	99.58%
100% Limited Completion* (%)	99.08%	N/A	99.99%	100.00%	N/A	N/A
Minimum Completeness (%)	99.00%					
Non-Compliant (%)	N/A	-0.81%	1658.53%	0.23%	-0.43%	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.

Potential VAS data issues:

1. **ModivCare VAS** (Table 3V): UHC's ModivCare VAS cumulative percentage is out of compliance at 100.23 percent. There are seven months with completion percentages over 100 percent and eight months with completion percentages under 99 percent.
2. **March Vision Care** (Table 4V): UHC's March Vision Care VAS cumulative percentage is out of compliance at 98.57 percent. The low completion percentages for January 2023 and February 2023 appear to be due to state system denied encounters.
3. **Non-Vendor VAS** (Table 6V): UHC's Non-Vendor VAS cumulative percentage is out of compliance at 98.19 percent. Twelve months have completion percentages less than 99 percent.

Monthly Tables

Entire Plan

Table 1 — UnitedHealthcare Community Plan (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	\$171,735,933	(\$1,802,279)	-1.04%	\$169,933,653	\$170,776,044	(\$842,391)	99.50%
April 2021	\$173,923,246	(\$2,888,558)	-1.66%	\$171,034,688	\$171,978,395	(\$943,707)	99.45%
May 2021	\$164,193,957	(\$2,516,525)	-1.53%	\$161,677,432	\$162,961,889	(\$1,284,457)	99.21%
June 2021	\$173,458,668	(\$3,727,805)	-2.14%	\$169,730,863	\$169,533,004	\$197,860	100.11%
July 2021	\$177,964,049	(\$4,668,212)	-2.62%	\$173,295,837	\$174,832,368	(\$1,536,531)	99.12%
August 2021	\$177,372,978	(\$3,685,253)	-2.07%	\$173,687,725	\$174,263,924	(\$576,199)	99.66%
September 2021	\$180,825,394	(\$3,185,480)	-1.76%	\$177,639,914	\$178,460,104	(\$820,190)	99.54%
October 2021	\$198,103,783	(\$2,902,005)	-1.46%	\$195,201,777	\$195,658,708	(\$456,931)	99.76%
November 2021	\$166,345,466	(\$2,511,586)	-1.50%	\$163,833,880	\$163,507,206	\$326,674	100.19%
December 2021	\$185,584,540	(\$2,932,470)	-1.58%	\$182,652,070	\$183,407,397	(\$755,327)	99.58%
January 2022	\$170,726,254	(\$2,092,033)	-1.22%	\$168,634,221	\$170,242,767	(\$1,608,545)	99.05%
February 2022	\$168,396,461	(\$1,783,204)	-1.05%	\$166,613,257	\$167,346,494	(\$733,237)	99.56%
March 2022	\$180,872,355	(\$2,127,964)	-1.17%	\$178,744,391	\$179,488,363	(\$743,972)	99.58%
April 2022	\$178,486,099	(\$2,167,425)	-1.21%	\$176,318,675	\$177,910,606	(\$1,591,931)	99.10%
May 2022	\$177,274,280	(\$1,769,228)	-0.99%	\$175,505,051	\$176,589,724	(\$1,084,673)	99.38%
June 2022	\$178,606,144	(\$1,423,146)	-0.79%	\$177,182,998	\$177,281,904	(\$98,906)	99.94%
July 2022	\$179,754,788	(\$2,216,943)	-1.23%	\$177,537,845	\$179,160,194	(\$1,622,349)	99.09%
August 2022	\$191,594,739	(\$3,364,471)	-1.75%	\$188,230,268	\$188,607,161	(\$376,893)	99.80%
September 2022	\$189,055,277	(\$2,177,927)	-1.15%	\$186,877,350	\$186,099,319	\$778,031	100.41%
October 2022	\$200,738,740	(\$2,485,328)	-1.23%	\$198,253,411	\$200,295,550	(\$2,042,139)	98.98%
November 2022	\$197,626,229	(\$9,052,793)	-4.58%	\$188,573,436	\$189,461,482	(\$888,046)	99.53%
December 2022	\$214,493,944	(\$18,723,783)	-8.72%	\$195,770,161	\$198,578,748	(\$2,808,587)	98.58%
January 2023	\$178,636,032	(\$6,513,557)	-3.64%	\$172,122,475	\$175,310,518	(\$3,188,043)	98.18%
February 2023	\$170,434,033	(\$4,736,698)	-2.77%	\$165,697,336	\$170,199,135	(\$4,501,799)	97.35%
Cumulative Totals	\$4,346,203,388	(\$91,454,674)	-2.10%	\$4,254,748,713	\$4,281,951,002	(\$27,202,289)	99.36%
100% Limited Cumulative Total				\$4,254,686,594	\$4,281,951,002	(\$27,264,409)	99.36%
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Optum Behavioral Health
Table 2 — UnitedHealthcare Community Plan Optum Behavioral Health

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	\$20,559,069	(\$457,061)	-2.22%	\$20,102,008	\$20,164,644	(\$62,636)	99.68%
April 2021	\$19,490,041	(\$514,283)	-2.63%	\$18,975,758	\$19,028,077	(\$52,319)	99.72%
May 2021	\$18,804,303	(\$808,373)	-4.29%	\$17,995,931	\$18,074,479	(\$78,548)	99.56%
June 2021	\$20,415,880	(\$1,101,105)	-5.39%	\$19,314,775	\$19,427,032	(\$112,256)	99.42%
July 2021	\$20,155,045	(\$1,602,670)	-7.95%	\$18,552,375	\$18,698,368	(\$145,993)	99.21%
August 2021	\$18,666,646	(\$1,050,016)	-5.62%	\$17,616,631	\$17,717,214	(\$100,583)	99.43%
September 2021	\$18,951,484	(\$648,952)	-3.42%	\$18,302,533	\$18,420,564	(\$118,031)	99.35%
October 2021	\$20,229,027	(\$512,425)	-2.53%	\$19,716,602	\$19,819,012	(\$102,410)	99.48%
November 2021	\$17,791,028	(\$421,736)	-2.37%	\$17,369,292	\$17,451,126	(\$81,835)	99.53%
December 2021	\$21,197,737	(\$593,007)	-2.79%	\$20,604,730	\$20,796,133	(\$191,403)	99.07%
January 2022	\$18,800,070	(\$305,778)	-1.62%	\$18,494,291	\$18,607,187	(\$112,896)	99.39%
February 2022	\$18,710,928	(\$341,975)	-1.82%	\$18,368,954	\$18,464,279	(\$95,325)	99.48%
March 2022	\$19,087,099	(\$296,842)	-1.55%	\$18,790,257	\$18,873,074	(\$82,816)	99.56%
April 2022	\$20,226,601	(\$392,839)	-1.94%	\$19,833,762	\$19,996,116	(\$162,354)	99.18%
May 2022	\$20,860,815	(\$222,213)	-1.06%	\$20,638,602	\$20,746,916	(\$108,314)	99.47%
June 2022	\$19,988,685	(\$239,270)	-1.19%	\$19,749,415	\$19,848,020	(\$98,605)	99.50%
July 2022	\$20,902,346	(\$265,719)	-1.27%	\$20,636,627	\$20,771,851	(\$135,224)	99.34%
August 2022	\$20,559,748	(\$717,511)	-3.48%	\$19,842,238	\$19,854,691	(\$12,454)	99.93%
September 2022	\$19,511,225	(\$334,785)	-1.71%	\$19,176,440	\$19,299,986	(\$123,546)	99.35%
October 2022	\$22,549,026	(\$299,696)	-1.32%	\$22,249,331	\$22,392,897	(\$143,566)	99.35%
November 2022	\$19,067,992	(\$335,294)	-1.75%	\$18,732,698	\$18,881,869	(\$149,171)	99.20%
December 2022	\$21,268,571	(\$267,505)	-1.25%	\$21,001,067	\$21,101,462	(\$100,395)	99.52%
January 2023	\$17,027,108	(\$692,023)	-4.06%	\$16,335,086	\$18,410,550	(\$2,075,464)	88.72%
February 2023	\$19,847,517	(\$1,176,722)	-5.92%	\$18,670,796	\$19,125,533	(\$454,738)	97.62%
Cumulative Totals	\$474,667,995	(\$13,597,797)	-2.86%	\$461,070,198	\$465,971,079	(\$4,900,881)	98.94%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.06%

National MedTrans (NEMT)
Table 3 —UnitedHealthcare Community Plan National MedTrans (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	\$8,660	(\$2,803)	-32.36%	\$5,858	\$6,465	(\$607)	90.61%
April 2021	\$7,893	(\$628)	-7.95%	\$7,265	\$4,932	\$2,333	147.29%
May 2021	\$9,500	\$0	0.00%	\$9,500	\$9,062	\$438	104.83%
June 2021	\$4,301	(\$1,959)	-45.55%	\$2,342	\$2,151	\$191	108.89%
July 2021	\$67,581	(\$27,312)	-40.41%	\$40,269	\$28,731	\$11,538	140.15%
August 2021	\$23,806	(\$1,703)	-7.15%	\$22,103	\$13,978	\$8,125	158.12%
September 2021	\$116,237	(\$112,198)	-96.52%	\$4,039	(\$36,063)	\$40,102	-11.20%
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
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	\$237,978	(\$146,602)	-61.60%	\$91,376	\$29,256	\$62,120	312.33%
100% Limited Cumulative Total				\$29,256	\$29,256	\$0	100.00%
						Minimum Completeness (%)	99.00%
						Non-Compliant	212.33%

ModivCare (NEMT)
Table 4 — UnitedHealthcare Community Plan 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	\$1,160,984	(\$168,919)	-14.54%	\$992,065	\$994,711	(\$2,645)	99.73%
April 2021	\$1,123,661	(\$5,296)	-0.47%	\$1,118,365	\$1,119,070	(\$705)	99.93%
May 2021	\$896,553	(\$21,323)	-2.37%	\$875,231	\$876,933	(\$1,702)	99.80%
June 2021	\$971,216	(\$4,647)	-0.47%	\$966,569	\$971,969	(\$5,400)	99.44%
July 2021	\$1,357,934	(\$393,205)	-28.95%	\$964,729	\$965,974	(\$1,245)	99.87%
August 2021	\$1,472,144	(\$149,249)	-10.13%	\$1,322,894	\$1,326,422	(\$3,528)	99.73%
September 2021	\$780,985	(\$2,497)	-0.31%	\$778,488	\$779,287	(\$799)	99.89%
October 2021	\$1,253,507	(\$1,583)	-0.12%	\$1,251,924	\$1,253,137	(\$1,213)	99.90%
November 2021	\$1,306,359	(\$1,835)	-0.14%	\$1,304,524	\$1,305,301	(\$777)	99.94%
December 2021	\$1,567,684	(\$2,970)	-0.18%	\$1,564,714	\$1,566,818	(\$2,104)	99.86%
January 2022	\$947,293	(\$4,193)	-0.44%	\$943,100	\$945,411	(\$2,311)	99.75%
February 2022	\$1,153,325	(\$3,005)	-0.26%	\$1,150,320	\$1,152,092	(\$1,771)	99.84%
March 2022	\$813,924	(\$237,318)	-29.15%	\$576,606	\$1,080,816	(\$504,210)	53.34%
April 2022	\$1,697,812	(\$295,546)	-17.40%	\$1,402,266	\$1,320,088	\$82,178	106.22%
May 2022	\$921,255	(\$1,944)	-0.21%	\$919,311	\$995,446	(\$76,134)	92.35%
June 2022	\$643,535	(\$28,807)	-4.47%	\$614,727	\$921,688	(\$306,961)	66.69%
July 2022	\$2,038,160	(\$43,921)	-2.15%	\$1,994,239	\$1,220,505	\$773,734	163.39%
August 2022	\$1,248,198	(\$21,323)	-1.70%	\$1,226,875	\$1,216,153	\$10,722	100.88%
September 2022	\$1,398,271	(\$383,894)	-27.45%	\$1,014,378	\$1,299,755	(\$285,378)	78.04%
October 2022	\$1,690,208	(\$485,712)	-28.73%	\$1,204,496	\$1,214,747	(\$10,251)	99.15%
November 2022	\$2,225,738	(\$611,285)	-27.46%	\$1,614,453	\$1,586,488	\$27,966	101.76%
December 2022	\$1,823,042	(\$46,064)	-2.52%	\$1,776,978	\$1,534,491	\$242,488	115.80%
January 2023	\$1,042,540	(\$121,367)	-11.64%	\$921,172	\$1,016,824	(\$95,652)	90.59%
February 2023	\$1,208,600	(\$227,427)	-18.81%	\$981,172	\$1,195,476	(\$214,304)	82.07%
Cumulative Totals	\$30,742,927	(\$3,263,329)	-10.61%	\$27,479,598	\$27,859,599	(\$380,001)	98.63%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.37%

MARCH Vision Care
Table 5 — UnitedHealthcare Community Plan MARCH Vision Care

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	\$1,332,907	(\$2,193)	-0.16%	\$1,330,714	\$1,333,266	(\$2,552)	99.80%
April 2021	\$1,187,012	(\$3,206)	-0.27%	\$1,183,806	\$1,186,845	(\$3,039)	99.74%
May 2021	\$979,350	(\$1,638)	-0.16%	\$977,712	\$980,020	(\$2,308)	99.76%
June 2021	\$998,640	(\$3,410)	-0.34%	\$995,230	\$999,792	(\$4,562)	99.54%
July 2021	\$981,703	(\$3,063)	-0.31%	\$978,640	\$980,776	(\$2,137)	99.78%
August 2021	\$1,141,193	(\$3,341)	-0.29%	\$1,137,852	\$1,141,394	(\$3,542)	99.68%
September 2021	\$770,266	(\$2,067)	-0.26%	\$768,198	\$771,838	(\$3,640)	99.52%
October 2021	\$1,086,148	(\$74,492)	-6.85%	\$1,011,656	\$1,014,075	(\$2,419)	99.76%
November 2021	\$1,289,667	(\$201,198)	-15.60%	\$1,088,468	\$1,091,598	(\$3,130)	99.71%
December 2021	\$933,112	(\$24,999)	-2.67%	\$908,113	\$912,171	(\$4,058)	99.55%
January 2022	\$1,001,443	(\$13,246)	-1.32%	\$988,197	\$991,056	(\$2,859)	99.71%
February 2022	\$1,160,246	(\$10,391)	-0.89%	\$1,149,855	\$1,152,803	(\$2,949)	99.74%
March 2022	\$1,307,543	(\$5,302)	-0.40%	\$1,302,241	\$1,301,538	\$704	100.05%
April 2022	\$1,160,580	(\$1,810)	-0.15%	\$1,158,771	\$1,165,026	(\$6,256)	99.46%
May 2022	\$1,121,591	(\$4,748)	-0.42%	\$1,116,843	\$1,121,194	(\$4,351)	99.61%
June 2022	\$848,947	(\$2,309)	-0.27%	\$846,637	\$850,374	(\$3,737)	99.56%
July 2022	\$1,041,594	(\$7,730)	-0.74%	\$1,033,864	\$1,041,063	(\$7,199)	99.30%
August 2022	\$1,370,634	(\$8,245)	-0.60%	\$1,362,389	\$1,370,388	(\$7,999)	99.41%
September 2022	\$1,111,342	(\$6,367)	-0.57%	\$1,104,975	\$1,112,889	(\$7,914)	99.28%
October 2022	\$971,505	(\$6,816)	-0.70%	\$964,689	\$975,959	(\$11,270)	98.84%
November 2022	\$1,164,506	(\$6,389)	-0.54%	\$1,158,117	\$1,166,491	(\$8,373)	99.28%
December 2022	\$898,679	(\$5,555)	-0.61%	\$893,124	\$892,676	\$448	100.05%
January 2023	\$1,245,832	(\$128,998)	-10.35%	\$1,116,834	\$1,223,270	(\$106,436)	91.29%
February 2023	\$1,193,016	(\$153,079)	-12.83%	\$1,039,937	\$1,159,820	(\$119,883)	89.66%
Cumulative Totals	\$26,297,456	(\$680,593)	-2.58%	\$25,616,863	\$25,936,324	(\$319,461)	98.76%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.24%

Dental Benefit Providers
Table 6 —UnitedHealthcare Community Plan Dental Benefit Providers

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	\$756,301	(\$30,812)	-4.07%	\$725,489	\$727,979	(\$2,491)	99.65%
April 2021	\$868,655	(\$20,757)	-2.38%	\$847,897	\$849,530	(\$1,633)	99.80%
May 2021	\$763,610	(\$57,926)	-7.58%	\$705,683	\$706,188	(\$505)	99.92%
June 2021	\$840,268	(\$179,991)	-21.42%	\$660,278	\$680,494	(\$20,216)	97.02%
July 2021	\$1,017,796	(\$253,651)	-24.92%	\$764,145	\$777,485	(\$13,340)	98.28%
August 2021	\$664,598	(\$16,239)	-2.44%	\$648,358	\$659,656	(\$11,298)	98.28%
September 2021	\$559,537	(\$9,787)	-1.74%	\$549,751	\$556,145	(\$6,394)	98.85%
October 2021	\$598,492	(\$16,131)	-2.69%	\$582,361	\$592,371	(\$10,010)	98.31%
November 2021	\$565,627	(\$403)	-0.07%	\$565,224	\$569,670	(\$4,446)	99.21%
December 2021	\$620,993	(\$617)	-0.09%	\$620,377	\$626,936	(\$6,559)	98.95%
January 2022	\$661,039	(\$755)	-0.11%	\$660,284	\$648,595	\$11,689	101.80%
February 2022	\$673,711	(\$2,833)	-0.42%	\$670,878	\$672,900	(\$2,022)	99.69%
March 2022	\$603,655	(\$1,061)	-0.17%	\$602,593	\$602,889	(\$296)	99.95%
April 2022	\$882,062	(\$1,249)	-0.14%	\$880,813	\$848,256	\$32,557	103.83%
May 2022	\$639,975	(\$519)	-0.08%	\$639,456	\$639,843	(\$386)	99.93%
June 2022	\$585,971	(\$899)	-0.15%	\$585,071	\$585,698	(\$626)	99.89%
July 2022	\$711,724	(\$915)	-0.12%	\$710,809	\$711,807	(\$997)	99.85%
August 2022	\$665,015	(\$92)	-0.01%	\$664,923	\$665,674	(\$751)	99.88%
September 2022	\$802,726	(\$214)	-0.02%	\$802,512	\$802,264	\$248	100.03%
October 2022	\$645,330	(\$863)	-0.13%	\$644,467	\$645,652	(\$1,185)	99.81%
November 2022	\$593,715	(\$562)	-0.09%	\$593,153	\$595,649	(\$2,496)	99.58%
December 2022	\$647,244	(\$249)	-0.03%	\$646,995	\$646,751	\$244	100.03%
January 2023	\$439,825	(\$20,002)	-4.54%	\$419,823	\$435,787	(\$15,964)	96.33%
February 2023	\$229,370	(\$10,190)	-4.44%	\$219,180	\$226,694	(\$7,514)	96.68%
Cumulative Totals	\$16,037,238	(\$626,717)	-3.90%	\$15,410,521	\$15,474,915	(\$64,393)	99.58%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

OptumRx (Pharmacy)
Table 7 — UnitedHealthcare Community Plan OptumRx (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	\$52,398,951	(\$85,485)	-0.16%	\$52,313,466	\$52,428,122	(\$114,656)	99.78%
April 2021	\$51,415,857	(\$176,076)	-0.34%	\$51,239,781	\$51,392,182	(\$152,401)	99.70%
May 2021	\$50,671,593	(\$78,287)	-0.15%	\$50,593,307	\$51,376,515	(\$783,208)	98.47%
June 2021	\$49,885,736	(\$169,682)	-0.34%	\$49,716,054	\$48,590,798	\$1,125,256	102.31%
July 2021	\$46,493,345	(\$96,795)	-0.20%	\$46,396,550	\$47,012,891	(\$616,341)	98.68%
August 2021	\$54,934,885	(\$145,365)	-0.26%	\$54,789,520	\$54,630,396	\$159,124	100.29%
September 2021	\$47,791,354	(\$176,249)	-0.36%	\$47,615,105	\$47,550,191	\$64,914	100.13%
October 2021	\$52,241,984	(\$168,433)	-0.32%	\$52,073,551	\$51,864,099	\$209,452	100.40%
November 2021	\$56,425,647	(\$126,010)	-0.22%	\$56,299,637	\$55,601,370	\$698,267	101.25%
December 2021	\$56,576,902	(\$240,392)	-0.42%	\$56,336,510	\$56,354,135	(\$17,625)	99.96%
January 2022	\$45,477,656	(\$85,083)	-0.18%	\$45,392,573	\$45,981,840	(\$589,268)	98.71%
February 2022	\$49,646,570	(\$105,318)	-0.21%	\$49,541,252	\$49,591,818	(\$50,566)	99.89%
March 2022	\$58,419,780	(\$159,753)	-0.27%	\$58,260,027	\$57,894,278	\$365,749	100.63%
April 2022	\$55,501,658	(\$172,179)	-0.31%	\$55,329,480	\$55,796,810	(\$467,331)	99.16%
May 2022	\$58,429,617	(\$104,344)	-0.17%	\$58,325,273	\$58,301,805	\$23,468	100.04%
June 2022	\$57,905,964	(\$110,862)	-0.19%	\$57,795,102	\$57,533,155	\$261,947	100.45%
July 2022	\$55,724,200	(\$86,084)	-0.15%	\$55,638,116	\$56,103,073	(\$464,956)	99.17%
August 2022	\$63,243,685	(\$99,320)	-0.15%	\$63,144,364	\$63,241,915	(\$97,551)	99.84%
September 2022	\$59,633,380	(\$184,200)	-0.30%	\$59,449,179	\$58,246,931	\$1,202,248	102.06%
October 2022	\$64,988,033	(\$142,378)	-0.21%	\$64,845,655	\$65,322,667	(\$477,012)	99.26%
November 2022	\$67,923,309	(\$133,644)	-0.19%	\$67,789,664	\$67,467,359	\$322,305	100.47%
December 2022	\$62,452,404	(\$319,902)	-0.51%	\$62,132,502	\$62,865,758	(\$733,256)	98.83%
January 2023	\$58,927,314	(\$176,367)	-0.29%	\$58,750,947	\$59,003,797	(\$252,850)	99.57%
February 2023	\$58,787,611	(\$203,663)	-0.34%	\$58,583,949	\$60,231,704	(\$1,647,755)	97.26%
Cumulative Totals	\$1,335,897,433	(\$3,545,870)	-0.26%	\$1,332,351,563	\$1,334,383,607	(\$2,032,044)	99.84%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Non-Vendor
Table 8 — UnitedHealthcare Community Plan - 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	\$95,519,060	(\$1,055,006)	-1.10%	\$94,464,054	\$95,120,858	(\$656,804)	99.30%
April 2021	\$99,830,127	(\$2,168,312)	-2.17%	\$97,661,815	\$98,397,758	(\$735,943)	99.25%
May 2021	\$92,069,047	(\$1,548,978)	-1.68%	\$90,520,068	\$90,938,693	(\$418,625)	99.53%
June 2021	\$100,342,626	(\$2,267,011)	-2.25%	\$98,075,615	\$98,860,768	(\$785,153)	99.20%
July 2021	\$107,890,645	(\$2,291,516)	-2.12%	\$105,599,129	\$106,368,143	(\$769,014)	99.27%
August 2021	\$100,469,707	(\$2,319,340)	-2.30%	\$98,150,367	\$98,774,864	(\$624,498)	99.36%
September 2021	\$111,855,530	(\$2,233,731)	-1.99%	\$109,621,799	\$110,418,141	(\$796,342)	99.27%
October 2021	\$122,694,625	(\$2,128,941)	-1.73%	\$120,565,684	\$121,116,015	(\$550,331)	99.54%
November 2021	\$88,967,138	(\$1,760,403)	-1.97%	\$87,206,735	\$87,488,140	(\$281,405)	99.67%
December 2021	\$104,688,112	(\$2,070,486)	-1.97%	\$102,617,626	\$103,151,204	(\$533,578)	99.48%
January 2022	\$103,838,754	(\$1,682,977)	-1.62%	\$102,155,776	\$103,068,678	(\$912,901)	99.11%
February 2022	\$97,051,681	(\$1,319,683)	-1.35%	\$95,731,998	\$96,312,602	(\$580,604)	99.39%
March 2022	\$100,640,354	(\$1,427,689)	-1.41%	\$99,212,665	\$99,735,767	(\$523,102)	99.47%
April 2022	\$99,017,385	(\$1,303,802)	-1.31%	\$97,713,583	\$98,784,309	(\$1,070,726)	98.91%
May 2022	\$95,301,027	(\$1,435,462)	-1.50%	\$93,865,565	\$94,784,521	(\$918,955)	99.03%
June 2022	\$98,633,042	(\$1,040,998)	-1.05%	\$97,592,044	\$97,542,969	\$49,075	100.05%
July 2022	\$99,336,765	(\$1,812,575)	-1.82%	\$97,524,189	\$99,311,895	(\$1,787,705)	98.19%
August 2022	\$104,507,460	(\$2,517,981)	-2.40%	\$101,989,479	\$102,258,340	(\$268,862)	99.73%
September 2022	\$106,598,334	(\$1,268,468)	-1.18%	\$105,329,867	\$105,337,493	(\$7,627)	99.99%
October 2022	\$109,894,638	(\$1,549,864)	-1.41%	\$108,344,774	\$109,743,628	(\$1,398,854)	98.72%
November 2022	\$106,650,969	(\$7,965,619)	-7.46%	\$98,685,350	\$99,763,626	(\$1,078,276)	98.91%
December 2022	\$127,404,003	(\$18,084,508)	-14.19%	\$109,319,495	\$111,537,611	(\$2,218,116)	98.01%
January 2023	\$99,953,413	(\$5,374,801)	-5.37%	\$94,578,613	\$95,220,290	(\$641,677)	99.32%
February 2023	\$89,167,919	(\$2,965,617)	-3.32%	\$86,202,302	\$88,259,908	(\$2,057,605)	97.66%
Cumulative Totals	\$2,462,322,360	(\$69,593,766)	-2.82%	\$2,392,728,593	\$2,412,296,222	(\$19,567,628)	99.18%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Appendix A: VAS Monthly Tables

Entire Plan VAS

Table 1V — UnitedHealthcare Community Plan 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
March 2021	\$1,487,210	(\$31,862)	-2.14%	\$1,455,348	\$1,459,525	(\$4,177)	99.71%
April 2021	\$1,489,583	(\$22,156)	-1.48%	\$1,467,427	\$1,469,939	(\$2,512)	99.82%
May 2021	\$1,289,678	(\$59,819)	-4.63%	\$1,229,859	\$1,231,821	(\$1,962)	99.84%
June 2021	\$1,395,260	(\$181,659)	-13.01%	\$1,213,602	\$1,235,908	(\$22,307)	98.19%
July 2021	\$1,547,432	(\$258,009)	-16.67%	\$1,289,423	\$1,303,690	(\$14,267)	98.90%
August 2021	\$1,150,092	(\$18,853)	-1.63%	\$1,131,239	\$1,146,705	(\$15,466)	98.65%
September 2021	\$945,826	(\$14,026)	-1.48%	\$931,800	\$939,477	(\$7,677)	99.18%
October 2021	\$1,274,204	(\$25,640)	-2.01%	\$1,248,564	\$1,260,945	(\$12,381)	99.01%
November 2021	\$1,191,094	(\$21,020)	-1.76%	\$1,170,074	\$1,177,964	(\$7,890)	99.33%
December 2021	\$1,026,717	(\$13,793)	-1.34%	\$1,012,923	\$1,022,076	(\$9,153)	99.10%
January 2022	\$1,208,197	(\$8,694)	-0.71%	\$1,199,503	\$1,191,875	\$7,627	100.63%
February 2022	\$1,294,748	(\$9,330)	-0.72%	\$1,285,418	\$1,288,516	(\$3,098)	99.75%
March 2022	\$1,261,334	(\$5,165)	-0.40%	\$1,256,169	\$1,256,695	(\$526)	99.95%
April 2022	\$1,444,346	(\$3,841)	-0.26%	\$1,440,505	\$1,411,302	\$29,203	102.06%
May 2022	\$1,209,271	(\$6,828)	-0.56%	\$1,202,443	\$1,207,074	(\$4,631)	99.61%
June 2022	\$1,025,497	(\$8,065)	-0.78%	\$1,017,432	\$1,023,398	(\$5,966)	99.41%
July 2022	\$1,164,998	(\$4,955)	-0.42%	\$1,160,043	\$1,161,779	(\$1,736)	99.85%
August 2022	\$1,191,207	(\$7,722)	-0.64%	\$1,183,484	\$1,186,742	(\$3,258)	99.72%
September 2022	\$1,303,301	(\$3,335)	-0.25%	\$1,299,966	\$1,304,125	(\$4,159)	99.68%
October 2022	\$1,062,851	(\$6,278)	-0.59%	\$1,056,573	\$1,063,178	(\$6,606)	99.37%
November 2022	\$1,089,217	(\$2,725)	-0.25%	\$1,086,492	\$1,089,411	(\$2,919)	99.73%
December 2022	\$1,117,566	(\$1,562)	-0.13%	\$1,116,004	\$1,117,482	(\$1,478)	99.86%
January 2023	\$1,160,586	(\$91,737)	-7.90%	\$1,068,849	\$1,155,306	(\$86,457)	92.51%
February 2023	\$919,339	(\$88,917)	-9.67%	\$830,423	\$908,391	(\$77,969)	91.41%
Cumulative Totals	\$29,249,555	(\$895,991)	-3.06%	\$28,353,564	\$28,613,325	(\$259,761)	99.09%
100% Limited Cumulative Total				\$28,351,993.22	\$28,613,325	(\$261,332)	99.08%
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

National MedTrans VAS
Table 2V —UnitedHealthcare Community Plan National MedTrans 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	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2021	\$2,248	(\$1,124)	-50%	\$1,124	\$567	\$557	198.20%
August 2021	\$361	\$0	0%	\$361	\$0	\$361	N/A
September 2021	\$2,970	(\$2,970)	-100.00%	\$0	(\$483)	\$483	0.00%
October 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2021	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
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	\$5,579	(\$4,094)	-73.38%	\$1,485	\$84	\$1,400	1758.53%
100% Limited Cumulative Total				\$84	\$84	\$0	99.99%
						Minimum Completeness (%)	99.00%
						Non-Compliant	1658.53%

ModivCare VAS
Table 3V — UnitedHealthcare Community Plan 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	\$2,115	\$0	0.00%	\$2,115	\$2,198	(\$83)	96.23%
April 2021	\$3,399	\$0	0.00%	\$3,399	\$3,399	\$0	100.00%
May 2021	\$1,281	\$0	0.00%	\$1,281	\$1,281	\$0	100.00%
June 2021	\$2,749	\$0	0.00%	\$2,749	\$2,660	\$90	103.36%
July 2021	\$5,666	(\$1,326)	-23.39%	\$4,340	\$4,340	\$0	100.00%
August 2021	\$3,148	(\$619)	-19.66%	\$2,529	\$2,529	\$0	100.00%
September 2021	\$1,627	\$0	0.00%	\$1,627	\$1,627	\$0	100.00%
October 2021	\$2,062	\$0	0.00%	\$2,062	\$2,062	\$0	100.00%
November 2021	\$3,103	\$0	0.00%	\$3,103	\$3,103	\$0	100.00%
December 2021	\$3,199	\$0	0.00%	\$3,199	\$3,199	\$0	100.00%
January 2022	\$1,477	(\$89)	-6.01%	\$1,388	\$1,477	(\$89)	93.98%
February 2022	\$1,720	\$0	0.00%	\$1,720	\$1,720	\$0	100.00%
March 2022	\$2,710	(\$2,238)	-82.59%	\$472	\$3,601	(\$3,129)	13.09%
April 2022	\$7,795	(\$1,621)	-20.79%	\$6,174	\$4,604	\$1,570	134.11%
May 2022	\$4,396	\$0	0.00%	\$4,396	\$4,893	(\$497)	89.85%
June 2022	\$1,157	(\$59)	-5.06%	\$1,098	\$2,799	(\$1,701)	39.23%
July 2022	\$7,495	(\$383)	-5.10%	\$7,112	\$3,507	\$3,605	202.82%
August 2022	\$4,275	\$0	0.00%	\$4,275	\$4,125	\$150	103.64%
September 2022	\$2,515	(\$706)	-28.08%	\$1,809	\$2,464	(\$655)	73.40%
October 2022	\$3,395	(\$1,513)	-44.55%	\$1,883	\$2,274	(\$391)	82.80%
November 2022	\$3,753	(\$1,245)	-33.18%	\$2,508	\$1,826	\$682	137.36%
December 2022	\$3,596	\$0	0.00%	\$3,596	\$2,785	\$811	129.12%
January 2023	\$4,825	(\$649)	-13.44%	\$4,176	\$3,184	\$992	131.15%
February 2023	\$8,185	(\$1,821)	-22.24%	\$6,364	\$7,551	(\$1,187)	84.28%
Cumulative Totals	\$85,643	(\$12,268)	-14.32%	\$73,375	\$73,205	\$170	100.23%
100% Limited Cumulative Total				\$73,205	\$73,205	\$0	100.00%
						Minimum Completeness (%)	99.00%
						Non-Compliant	0.23%

MARCH Vision VAS
Table 4V — UnitedHealthcare Community Plan MARCH Vision Care 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	\$593,080	(\$360)	-0.06%	\$592,720	\$593,749	(\$1,029)	99.82%
April 2021	\$525,389	(\$777)	-0.14%	\$524,613	\$525,446	(\$833)	99.84%
May 2021	\$450,985	(\$557)	-0.12%	\$450,428	\$451,450	(\$1,022)	99.77%
June 2021	\$421,630	(\$1,089)	-0.25%	\$420,541	\$422,197	(\$1,655)	99.60%
July 2021	\$389,456	(\$892)	-0.22%	\$388,564	\$388,892	(\$329)	99.91%
August 2021	\$366,846	(\$645)	-0.17%	\$366,200	\$366,925	(\$725)	99.80%
September 2021	\$265,685	(\$685)	-0.25%	\$264,999	\$266,101	(\$1,102)	99.58%
October 2021	\$338,656	(\$7,440)	-2.19%	\$331,216	\$331,490	(\$274)	99.91%
November 2021	\$393,846	(\$19,085)	-4.84%	\$374,762	\$375,890	(\$1,128)	99.69%
December 2021	\$322,997	(\$12,051)	-3.73%	\$310,947	\$312,599	(\$1,653)	99.47%
January 2022	\$431,683	(\$6,892)	-1.59%	\$424,792	\$427,276	(\$2,484)	99.41%
February 2022	\$525,547	(\$5,551)	-1.05%	\$519,997	\$520,199	(\$202)	99.96%
March 2022	\$558,441	(\$1,435)	-0.25%	\$557,006	\$554,587	\$2,419	100.43%
April 2022	\$468,921	(\$534)	-0.11%	\$468,387	\$470,430	(\$2,043)	99.56%
May 2022	\$476,150	(\$1,570)	-0.32%	\$474,581	\$475,933	(\$1,353)	99.71%
June 2022	\$333,614	(\$404)	-0.12%	\$333,210	\$333,904	(\$695)	99.79%
July 2022	\$363,964	(\$2,989)	-0.82%	\$360,976	\$363,933	(\$2,957)	99.18%
August 2022	\$415,381	(\$2,120)	-0.51%	\$413,261	\$415,656	(\$2,395)	99.42%
September 2022	\$380,736	(\$1,654)	-0.43%	\$379,081	\$381,407	(\$2,325)	99.39%
October 2022	\$322,452	(\$2,039)	-0.63%	\$320,413	\$323,111	(\$2,698)	99.16%
November 2022	\$413,453	(\$918)	-0.22%	\$412,536	\$413,071	(\$535)	99.87%
December 2022	\$310,631	(\$899)	-0.28%	\$309,732	\$310,787	(\$1,055)	99.66%
January 2023	\$597,410	(\$67,715)	-11.33%	\$529,695	\$588,875	(\$59,180)	89.95%
February 2023	\$591,452	(\$72,486)	-12.25%	\$518,966	\$578,906	(\$59,940)	89.64%
Cumulative Totals	\$10,258,408	(\$210,786)	-2.05%	\$10,047,622	\$10,192,816	(\$145,194)	98.57%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.43%

Dental Benefit Providers VAS
Table 5V —UnitedHealthcare Community Plan Dental Benefit Providers 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	\$756,301	(\$30,812)	-4.07%	\$725,489	\$727,979	(\$2,491)	99.65%
April 2021	\$868,655	(\$20,757)	-2.38%	\$847,897	\$849,530	(\$1,633)	99.80%
May 2021	\$763,610	(\$57,926)	-7.58%	\$705,683	\$706,188	(\$505)	99.92%
June 2021	\$840,268	(\$179,991)	-21.42%	\$660,278	\$680,494	(\$20,216)	97.02%
July 2021	\$1,017,796	(\$253,651)	-24.92%	\$764,145	\$777,485	(\$13,340)	98.28%
August 2021	\$664,598	(\$16,239)	-2.44%	\$648,358	\$659,656	(\$11,298)	98.28%
September 2021	\$559,537	(\$9,787)	-1.74%	\$549,751	\$556,145	(\$6,394)	98.85%
October 2021	\$598,492	(\$16,131)	-2.69%	\$582,361	\$592,371	(\$10,010)	98.31%
November 2021	\$565,627	(\$403)	-0.07%	\$565,224	\$569,670	(\$4,446)	99.21%
December 2021	\$620,993	(\$617)	-0.09%	\$620,377	\$626,936	(\$6,559)	98.95%
January 2022	\$661,039	(\$755)	-0.11%	\$660,284	\$648,595	\$11,689	101.80%
February 2022	\$673,711	(\$2,833)	-0.42%	\$670,878	\$672,900	(\$2,022)	99.69%
March 2022	\$603,655	(\$1,061)	-0.17%	\$602,593	\$602,889	(\$296)	99.95%
April 2022	\$882,062	(\$1,249)	-0.14%	\$880,813	\$848,256	\$32,557	103.83%
May 2022	\$639,975	(\$519)	-0.08%	\$639,456	\$639,843	(\$386)	99.93%
June 2022	\$585,971	(\$899)	-0.15%	\$585,071	\$585,698	(\$626)	99.89%
July 2022	\$711,724	(\$915)	-0.12%	\$710,809	\$711,807	(\$997)	99.85%
August 2022	\$665,015	(\$92)	-0.01%	\$664,923	\$665,674	(\$751)	99.88%
September 2022	\$802,726	(\$214)	-0.02%	\$802,512	\$802,264	\$248	100.03%
October 2022	\$645,330	(\$863)	-0.13%	\$644,467	\$645,652	(\$1,185)	99.81%
November 2022	\$593,715	(\$562)	-0.09%	\$593,153	\$595,649	(\$2,496)	99.58%
December 2022	\$647,244	(\$249)	-0.03%	\$646,995	\$646,751	\$244	100.03%
January 2023	\$439,825	(\$20,002)	-4.54%	\$419,823	\$435,787	(\$15,964)	96.33%
February 2023	\$229,370	(\$10,190)	-4.44%	\$219,180	\$226,694	(\$7,514)	96.68%
Cumulative Totals	\$16,037,238	(\$626,717)	-3.90%	\$15,410,521	\$15,474,915	(\$64,393)	99.58%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	N/A

Non-Vendor VAS
Table 6V — UnitedHealthcare Community Plan - 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	\$135,714	(\$689)	-0.50%	\$135,025	\$135,600	(\$575)	99.57%
April 2021	\$92,140	(\$621)	-0.67%	\$91,518	\$91,564	(\$46)	99.94%
May 2021	\$73,803	(\$1,336)	-1.81%	\$72,467	\$72,902	(\$435)	99.40%
June 2021	\$130,612	(\$579)	-0.44%	\$130,033	\$130,558	(\$524)	99.59%
July 2021	\$132,267	(\$1,017)	-0.76%	\$131,250	\$132,405	(\$1,155)	99.12%
August 2021	\$115,140	(\$1,349)	-1.17%	\$113,790	\$117,595	(\$3,804)	96.76%
September 2021	\$116,007	(\$584)	-0.50%	\$115,423	\$116,086	(\$663)	99.42%
October 2021	\$334,856	(\$1,931)	-0.57%	\$332,925	\$335,022	(\$2,097)	99.37%
November 2021	\$228,517	(\$1,532)	-0.67%	\$226,986	\$229,302	(\$2,316)	98.98%
December 2021	\$79,527	(\$1,126)	-1.41%	\$78,401	\$79,342	(\$941)	98.81%
January 2022	\$113,997	(\$959)	-0.84%	\$113,039	\$114,527	(\$1,489)	98.70%
February 2022	\$93,770	(\$947)	-1.01%	\$92,823	\$93,697	(\$874)	99.06%
March 2022	\$96,528	(\$430)	-0.44%	\$96,098	\$95,618	\$480	100.50%
April 2022	\$85,567	(\$437)	-0.51%	\$85,131	\$88,013	(\$2,882)	96.72%
May 2022	\$88,749	(\$4,739)	-5.33%	\$84,010	\$86,405	(\$2,395)	97.22%
June 2022	\$104,756	(\$6,703)	-6.39%	\$98,053	\$100,997	(\$2,944)	97.08%
July 2022	\$81,815	(\$670)	-0.81%	\$81,146	\$82,532	(\$1,387)	98.31%
August 2022	\$106,536	(\$5,510)	-5.17%	\$101,026	\$101,287	(\$262)	99.74%
September 2022	\$117,324	(\$760)	-0.64%	\$116,564	\$117,990	(\$1,426)	98.79%
October 2022	\$91,673	(\$1,863)	-2.03%	\$89,810	\$92,141	(\$2,331)	97.47%
November 2022	\$78,296	\$0	0.00%	\$78,296	\$78,865	(\$569)	99.27%
December 2022	\$156,096	(\$413)	-0.26%	\$155,682	\$157,159	(\$1,477)	99.06%
January 2023	\$118,526	(\$3,372)	-2.84%	\$115,154	\$127,459	(\$12,305)	90.34%
February 2023	\$90,332	(\$4,420)	-4.89%	\$85,912	\$95,240	(\$9,328)	90.20%
Cumulative Totals	\$2,862,548	(\$41,988)	-1.46%	\$2,820,560	\$2,872,305	(\$51,745)	98.19%
100% Limited Cumulative Total							N/A
						Minimum Completeness (%)	99.00%
						Non-Compliant	-0.81%

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 UHC encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Behavioral Health	Optum Behavioral Health Services (BHS)	Characters 3 and 4 of Plan ICN contain "BH"	
Non-Emergency Medical Transportation (NEMT)	ModivCare	Characters 3 and 4 of Plan ICN contain "LG"	
Vision Services	MARCH Vision Care	Characters 3 and 4 of Plan ICN contain "MV"	
Dental Services	UHC Dental Benefit Providers (DBP)	Characters 3 and 4 of Plan ICN contain "DB"	
Pharmacy Benefits	OptumRx	Claim type code of '12'	
Non-Vendor	UHC	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LG"	Replaced by National MedTrans – Effective April 1, 2018
Non-Emergency Medical Transportation (NEMT)	National MedTrans	Characters 3 and 4 of Plan ICN contain "NM"	ModivCare acquired National MedTrans – Effective May 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.