

LOUISIANA DEPARTMENT OF HEALTH

Coordinated System of Care (CSoC) Annual Report State Fiscal Year 2023

Agency Response to LA. Revised Statute 40:1253.3

Louisiana Department of Health

Office of Behavioral Health

June 2024

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Executive Summary

Louisiana law R.S. 40:1253.3 requires the Louisiana Department of Health (LDH, or the Department) to provide an annual report of its Coordinated System of Care, or CSoC program. CSoC is a Medicaid waiver that allows LDH to offer a network of coordinated behavioral health services to children who meet certain eligibility requirements. Magellan Health of Louisiana, Inc. coordinates, administers, and manages the services for the children and youth ages 5-20 who may be eligible for or enrolled in the CSoC waiver.

This report addresses questions and requests made by the Legislature about the program and its management. Data included in this report includes provider participation, member enrollment, requests for services and referrals, and claims and payment information. Additional measures included in this report demonstrate achievement of the following outcomes expressed in R.S. 40:1253.3:

- Continued implementation of the Coordinated System of Care;
- Advancement of resiliency, recovery, and a consumer-focused system of person-centered care; and
- Implementation of best practices and evidence-based practices that are effective and supported by data collected from measuring outcomes, quality, and accountability.

Preface

In December 2015, LDH integrated specialized behavioral health services previously provided under the Louisiana Behavioral Health Partnership (LBHP) by adding them to the services offered through the state's Healthy Louisiana managed care program for physical and primary healthcare.

The Coordinated System of Care (CSoC) is a specialty waiver program that remains excluded from the Healthy Louisiana managed care program. CSoC serves children and youth who have the most complex behavioral health conditions and are in or at the most risk of out-of-home placement. This program offers a comprehensive array of intensive services with the goal of enabling high-risk children and youth to remain in or return to their homes and communities. Wraparound, the model used to meet the goals of CSoC, is a process to help youth with complex behavioral health needs benefit from individualized, coordinated care planning. This process produces a single plan of care that coordinates all agencies and providers. The Department applied for statewide implementation of CSoC with the Centers for Medicare and Medicaid Services (CMS) in state fiscal year (SFY) 2014 and received approval for statewide expansion in September 2014. As of January 2021, the Department secured CMS approval to increase the number of youth who may enroll in the CSoC program from 2,400 to 2,900.

LDH offers the following measures and outcomes as part of this CSoC annual report. As required by R.S. 40:1253.3, the reporting period enclosed includes SFY 2023 (July 2022-June 2023) with Magellan. In preparation for the submission of this report, LDH worked with a governmental auditing firm to review independently the data submitted by Magellan. Magellan's data aligns with LDH's review findings.

1 PROVIDER INFORMATION

Since implementation of CSoC, OBH and Magellan have overseen the expansion of the network of providers available to deliver CSoC services across the state. This provider number is defined by entry point, so a provider is identified by each location where services are provided. Magellan’s provider network includes providers of specialized behavioral health state plan services, and specialized CSoC services including Short Term Respite, Youth Support and Training, Parent Support and Training, and Independent Living Skills Building. CSoC provider network data captures a point in time in the cycle of provider credentialing and contracting. For purposes of this transparency report, provider data is reflective of the CSoC network as of June 30, 2023

The comprehensive list of contracted providers enrolled in the Magellan network prior to June 30, 2022, by provider type, is available at the following links:

- https://ldh.la.gov/assets/csoc/SFY_23_Annual_Report/Provider_Network_Reports/Transparency_Report_Provider_Detail_2023.xlsx
- https://ldh.la.gov/assets/csoc/SFY_23_Annual_Report/Provider_Network_Reports/Transparency_Report_Provider_Type_2023.xlsx

Parish	Provider Type	Count
Acadia	Advanced Practice Registered Nurse Practitioner	1
Acadia	Behavioral Health Rehab Provider Agency	1
Acadia	Distinct Part Psychiatric Unit	1
Acadia	Licensed Clinical Social Worker	1
Acadia	Licensed Marriage and Family Therapist	1
Acadia	Licensed Professional Counselor	3
Acadia	Psychiatrist	2
Allen	Advanced Practice Registered Nurse Practitioner	1
Allen	Federally Qualified Health Center	1
Allen	Mental Health Clinic (LGE Clinics)	3
Allen	School-Based Health Center	1
Ascension	Behavioral Health Rehab Provider Agency	5
Ascension	Licensed Clinical Social Worker	5
Ascension	Licensed Professional Counselor	2
Ascension	Mental Health Clinic (LGE Clinics)	5

Ascension	Mental Health Rehabilitation Agency	2
Ascension	Psychologist - Clinical	3
Ascension	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
Ascension	Transition Coordinator	1
Assumption	Federally Qualified Health Center	1
Assumption	Licensed Professional Counselor	1
Avoyelles	Licensed Clinical Social Worker	2
Avoyelles	Mental Health Clinic (LGE Clinics)	1
Avoyelles	Mental Health Rehabilitation Agency	8
Avoyelles	Psychiatrist	1
Avoyelles	Substance Abuse and Alcohol Abuse Center (Outpatient)	3
Avoyelles	Transition Coordinator	1
Beauregard	Free Standing Psychiatric Hospital	1
Beauregard	Licensed Professional Counselor	1
Beauregard	Mental Health Clinic (LGE Clinics)	3
Beauregard	Mental Health Rehabilitation Agency	4
Beauregard	Psychiatrist	1
Beauregard	Transition Coordinator	1
Bienville	Behavioral Health Rehab Provider Agency	4
Bienville	Federally Qualified Health Center	1
Bienville	Licensed Marriage and Family Therapist	1
Bienville	Transition Coordinator	1
Bossier	Assertive Community Treatment (ACT)	2
Bossier	Behavioral Health Rehab Provider Agency	9
Bossier	Federally Qualified Health Center	1
Bossier	Licensed Professional Counselor	6
Bossier	Psychiatrist	2
Bossier	Psychologist - Clinical	2

Bossier	Transition Coordinator	3
Caddo	Assertive Community Treatment (ACT)	2
Caddo	Behavioral Health Rehab Provider Agency	96
Caddo	Distinct Part Psychiatric Unit	2
Caddo	Federally Qualified Health Center	8
Caddo	Free Standing Psychiatric Hospital	2
Caddo	Licensed Clinical Social Worker	5
Caddo	Licensed Marriage and Family Therapist	4
Caddo	Licensed Professional Counselor	33
Caddo	Mental Health Clinic (LGE Clinics)	4
Caddo	Mental Health Rehabilitation Agency	12
Caddo	Methadone Clinic	1
Caddo	Psychiatrist	7
Caddo	Psychologist - Clinical	2
Caddo	Short-Term Respite - Child-Placing Agency (Therapeutic Foster Care)	1
Caddo	Short-Term Respite - Respite Care Services Agency	1
Caddo	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Caddo	Therapeutic Foster Care	1
Caddo	Transition Coordinator	14
Caddo	Wrap Around Agency	1
Calcasieu	Advanced Practice Registered Nurse Practitioner	10
Calcasieu	Assertive Community Treatment (ACT)	1
Calcasieu	Behavioral Health Rehab Provider Agency	12
Calcasieu	Distinct Part Psychiatric Unit	2
Calcasieu	Free Standing Psychiatric Hospital	1
Calcasieu	Licensed Clinical Social Worker	6
Calcasieu	Licensed Marriage and Family Therapist	5
Calcasieu	Licensed Professional Counselor	19

Calcasieu	Mental Health Clinic (LGE Clinics)	6
Calcasieu	Mental Health Rehabilitation Agency	18
Calcasieu	Physician Assistant	1
Calcasieu	Psychiatrist	12
Calcasieu	Psychologist - Clinical	3
Calcasieu	Short-Term Respite - Respite Care Services Agency	2
Calcasieu	Transition Coordinator	3
Calcasieu	Wrap Around Agency	1
Caldwell	Behavioral Health Rehab Provider Agency	4
Caldwell	Mental Health Clinic (LGE Clinics)	2
Caldwell	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Catahoula	Mental Health Clinic (LGE Clinics)	1
Claiborne	Federally Qualified Health Center	1
Claiborne	Licensed Clinical Social Worker	1
Concordia	Behavioral Health Rehab Provider Agency	8
Concordia	Mental Health Rehabilitation Agency	4
Concordia	Transition Coordinator	3
DeSoto	Licensed Professional Counselor	1
DeSoto	Mental Health Rehabilitation Agency	4
DeSoto	Transition Coordinator	1
East Baton Rouge	Advanced Practice Registered Nurse Practitioner	4
East Baton Rouge	Behavioral Health Rehab Provider Agency	91
East Baton Rouge	Distinct Part Psychiatric Unit	1
East Baton Rouge	Family Support Organization	2
East Baton Rouge	Federally Qualified Health Center	1
East Baton Rouge	Free Standing Psychiatric Hospital	3
East Baton Rouge	Licensed Addiction Counselor	2
East Baton Rouge	Licensed Clinical Social Worker	16

East Baton Rouge	Licensed Marriage and Family Therapist	2
East Baton Rouge	Licensed Professional Counselor	18
East Baton Rouge	Mental Health Clinic (LGE Clinics)	15
East Baton Rouge	Mental Health Rehabilitation Agency	14
East Baton Rouge	Methadone Clinic	1
East Baton Rouge	Psychiatrist	61
East Baton Rouge	Psychologist - Clinical	8
East Baton Rouge	Short-Term Respite - Child-Placing Agency (Therapeutic Foster Care)	1
East Baton Rouge	Short-Term Respite - Respite Care Services Agency	5
East Baton Rouge	Substance Abuse and Alcohol Abuse Center (Outpatient)	4
East Baton Rouge	Transition Coordinator	18
East Baton Rouge	Wrap Around Agency	1
East Carroll	Behavioral Health Rehab Provider Agency	1
East Carroll	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
East Carroll	Transition Coordinator	2
East Feliciana	Behavioral Health Rehab Provider Agency	4
East Feliciana	Free Standing Psychiatric Hospital	1
East Feliciana	Licensed Clinical Social Worker	5
East Feliciana	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
Evangeline	Advanced Practice Registered Nurse Practitioner	2
Franklin	Behavioral Health Rehab Provider Agency	1
Franklin	Licensed Clinical Social Worker	1
Franklin	Mental Health Clinic (LGE Clinics)	1
Franklin	Rural Health Clinic (Provider Based)	1
Franklin	Transition Coordinator	1
Grant	Licensed Professional Counselor	3
Grant	Psychologist - Clinical	1
Grant	School-Based Health Center	5

Iberia	Advanced Practice Registered Nurse Practitioner	1
Iberia	Behavioral Health Rehab Provider Agency	5
Iberia	Federally Qualified Health Center	1
Iberia	Licensed Clinical Social Worker	2
Iberia	Licensed Marriage and Family Therapist	1
Iberia	Licensed Professional Counselor	3
Iberia	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
Iberia	Transition Coordinator	2
Iberville	Behavioral Health Rehab Provider Agency	1
Iberville	Federally Qualified Health Center	2
Iberville	Licensed Professional Counselor	1
Iberville	Mental Health Clinic (LGE Clinics)	4
Iberville	Psychiatrist	1
Jackson	Behavioral Health Rehab Provider Agency	4
Jackson	Licensed Professional Counselor	2
Jackson	Transition Coordinator	1
Jefferson	Behavioral Health Rehab Provider Agency	51
Jefferson	Federally Qualified Health Center	8
Jefferson	Free Standing Psychiatric Hospital	4
Jefferson	Licensed Clinical Social Worker	25
Jefferson	Licensed Marriage and Family Therapist	2
Jefferson	Licensed Professional Counselor	33
Jefferson	Mental Health Clinic (LGE Clinics)	8
Jefferson	Mental Health Rehabilitation Agency	12
Jefferson	Psychiatrist	18
Jefferson	Psychologist - Clinical	8
Jefferson	School-Based Health Center	3
Jefferson	Short-Term Respite - Respite Care Services Agency	2

Jefferson	Transition Coordinator	9
Jefferson	Wrap Around Agency	1
Jefferson Davis	Behavioral Health Rehab Provider Agency	4
Jefferson Davis	Licensed Marriage and Family Therapist	1
Jefferson Davis	Licensed Professional Counselor	3
Jefferson Davis	Mental Health Clinic (LGE Clinics)	2
Jefferson Davis	Mental Health Rehabilitation Agency	4
Jefferson Davis	Transition Coordinator	1
Lafayette	Advanced Practice Registered Nurse Practitioner	8
Lafayette	Assertive Community Treatment (ACT)	1
Lafayette	Behavioral Health Rehab Provider Agency	21
Lafayette	Federally Qualified Health Center	1
Lafayette	Free Standing Psychiatric Hospital	3
Lafayette	Licensed Clinical Social Worker	8
Lafayette	Licensed Marriage and Family Therapist	1
Lafayette	Licensed Professional Counselor	7
Lafayette	Mental Health Rehabilitation Agency	9
Lafayette	Physician Assistant	1
Lafayette	Psychiatrist	8
Lafayette	Psychologist - Clinical	2
Lafayette	Short-Term Respite - Respite Care Services Agency	1
Lafayette	Transition Coordinator	5
Lafayette	Wrap Around Agency	1
Lafourche	Advanced Practice Registered Nurse Practitioner	1
Lafourche	Assertive Community Treatment (ACT)	1
Lafourche	Federally Qualified Health Center	3
Lafourche	Licensed Clinical Social Worker	1
Lafourche	Licensed Professional Counselor	4

Lafourche	Mental Health Clinic (LGE Clinics)	4
Lafourche	Mental Health Rehabilitation Agency	2
Lafourche	Transition Coordinator	1
Lincoln	Advanced Practice Registered Nurse Practitioner	1
Lincoln	Assertive Community Treatment (ACT)	1
Lincoln	Behavioral Health Rehab Provider Agency	9
Lincoln	Licensed Clinical Social Worker	1
Lincoln	Licensed Marriage and Family Therapist	1
Lincoln	Licensed Professional Counselor	11
Lincoln	Mental Health Clinic (LGE Clinics)	2
Lincoln	Mental Health Rehabilitation Agency	4
Lincoln	Psychiatrist	1
Lincoln	Psychologist - Clinical	1
Lincoln	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Lincoln	Transition Coordinator	1
Livingston	Advanced Practice Registered Nurse Practitioner	1
Livingston	Behavioral Health Rehab Provider Agency	8
Livingston	Licensed Addiction Counselor	2
Livingston	Licensed Clinical Social Worker	4
Livingston	Licensed Professional Counselor	1
Livingston	Mental Health Clinic (LGE Clinics)	2
Livingston	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Livingston	Transition Coordinator	2
Madison	Behavioral Health Rehab Provider Agency	4
Madison	Licensed Professional Counselor	2
Madison	Mental Health Clinic (LGE Clinics)	1
Madison	Mental Health Rehabilitation Agency	1
Madison	Short-Term Respite - Respite Care Services Agency	1

Madison	Substance Abuse and Alcohol Abuse Center (Outpatient)	3
Madison	Transition Coordinator	3
Natchitoches	Behavioral Health Rehab Provider Agency	4
Natchitoches	Distinct Part Psychiatric Unit	1
Natchitoches	Licensed Professional Counselor	1
Natchitoches	Mental Health Clinic (LGE Clinics)	4
Natchitoches	Mental Health Rehabilitation Agency	12
Natchitoches	Psychiatrist	1
Natchitoches	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Natchitoches	Transition Coordinator	1
Orleans	Behavioral Health Rehab Provider Agency	61
Orleans	Distinct Part Psychiatric Unit	2
Orleans	Federally Qualified Health Center	5
Orleans	Free Standing Psychiatric Hospital	2
Orleans	Licensed Clinical Social Worker	28
Orleans	Licensed Marriage and Family Therapist	2
Orleans	Licensed Professional Counselor	24
Orleans	Mental Health Rehabilitation Agency	32
Orleans	Psychiatrist	86
Orleans	Psychologist - Clinical	58
Orleans	Substance Abuse and Alcohol Abuse Center (Outpatient)	3
Orleans	Transition Coordinator	13
Ouachita	Advanced Practice Registered Nurse Practitioner	2
Ouachita	Assertive Community Treatment (ACT)	2
Ouachita	Behavioral Health Rehab Provider Agency	32
Ouachita	Distinct Part Psychiatric Unit	1
Ouachita	Federally Qualified Health Center	3
Ouachita	Licensed Clinical Social Worker	1

Ouachita	Licensed Marriage and Family Therapist	6
Ouachita	Licensed Professional Counselor	30
Ouachita	Mental Health Clinic (LGE Clinics)	2
Ouachita	Mental Health Rehabilitation Agency	30
Ouachita	Methadone Clinic	1
Ouachita	Psychiatrist	3
Ouachita	Short-Term Respite - Respite Care Services Agency	3
Ouachita	Substance Abuse and Alcohol Abuse Center (Outpatient)	10
Ouachita	Transition Coordinator	14
Ouachita	Wrap Around Agency	1
Plaquemines	Federally Qualified Health Center	1
Plaquemines	Licensed Clinical Social Worker	1
Plaquemines	Licensed Professional Counselor	1
Pointe Coupee	Licensed Clinical Social Worker	1
Rapides	Advanced Practice Registered Nurse Practitioner	5
Rapides	Assertive Community Treatment (ACT)	1
Rapides	Behavioral Health Rehab Provider Agency	30
Rapides	Federally Qualified Health Center	1
Rapides	Free Standing Psychiatric Hospital	1
Rapides	Licensed Addiction Counselor	1
Rapides	Licensed Clinical Social Worker	4
Rapides	Licensed Marriage and Family Therapist	3
Rapides	Licensed Professional Counselor	11
Rapides	Mental Health Clinic (LGE Clinics)	1
Rapides	Mental Health Rehabilitation Agency	5
Rapides	Methadone Clinic	1
Rapides	Psychiatrist	5
Rapides	Psychologist - Clinical	5

Rapides	Short-Term Respite - Respite Care Services Agency	1
Rapides	Transition Coordinator	4
Rapides	Wrap Around Agency	1
Red River	Behavioral Health Rehab Provider Agency	2
Richland	Behavioral Health Rehab Provider Agency	9
Richland	Federally Qualified Health Center	2
Richland	School-Based Health Center	3
Richland	Transition Coordinator	1
Sabine	Federally Qualified Health Center	1
Sabine	Mental Health Clinic (LGE Clinics)	4
Sabine	Mental Health Rehabilitation Agency	4
Sabine	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Sabine	Transition Coordinator	1
Saint Bernard	Behavioral Health Rehab Provider Agency	4
Saint Bernard	Federally Qualified Health Center	1
Saint Bernard	Licensed Professional Counselor	2
Saint Bernard	School-Based Health Center	1
Saint Bernard	Transition Coordinator	1
Saint Charles	Federally Qualified Health Center	4
Saint Charles	Licensed Professional Counselor	6
Saint Charles	School-Based Health Center	1
Saint Charles	Short-Term Respite - Respite Care Services Agency	1
Saint Helena	Federally Qualified Health Center	4
Saint Helena	Licensed Professional Counselor	1
Saint James	Federally Qualified Health Center	1
Saint James	Free Standing Psychiatric Hospital	1
Saint James	Licensed Professional Counselor	2
Saint Landry	Advanced Practice Registered Nurse Practitioner	2

Saint Landry	Assertive Community Treatment (ACT)	1
Saint Landry	Behavioral Health Rehab Provider Agency	2
Saint Landry	Free Standing Psychiatric Hospital	1
Saint Landry	Licensed Professional Counselor	2
Saint Landry	Psychiatrist	3
Saint Landry	Psychologist - Clinical	1
Saint Landry	Transition Coordinator	2
Saint Martin	Behavioral Health Rehab Provider Agency	4
Saint Martin	Distinct Part Psychiatric Unit	1
Saint Martin	Federally Qualified Health Center	1
Saint Martin	Free Standing Psychiatric Hospital	1
Saint Martin	Methadone Clinic	1
Saint Martin	School-Based Health Center	3
Saint Martin	Short-Term Respite - Respite Care Services Agency	1
Saint Martin	Transition Coordinator	1
Saint Mary	Federally Qualified Health Center	2
Saint Mary	Licensed Clinical Social Worker	2
Saint Mary	Licensed Professional Counselor	3
Saint Mary	Mental Health Clinic (LGE Clinics)	5
Saint Mary	School-Based Health Center	1
Saint Tammany	Advanced Practice Registered Nurse Practitioner	7
Saint Tammany	Behavioral Health Rehab Provider Agency	12
Saint Tammany	Distinct Part Psychiatric Unit	1
Saint Tammany	Federally Qualified Health Center	3
Saint Tammany	Free Standing Psychiatric Hospital	3
Saint Tammany	Licensed Clinical Social Worker	19
Saint Tammany	Licensed Marriage and Family Therapist	2
Saint Tammany	Licensed Professional Counselor	12

Saint Tammany	Mental Health Clinic (LGE Clinics)	4
Saint Tammany	Mental Health Rehabilitation Agency	7
Saint Tammany	Psychiatrist	13
Saint Tammany	Psychologist - Clinical	8
Saint Tammany	Substance Abuse and Alcohol Abuse Center (Outpatient)	5
Saint Tammany	Transition Coordinator	4
St. John the Baptist	Behavioral Health Rehab Provider Agency	20
St. John the Baptist	Federally Qualified Health Center	2
St. John the Baptist	Free Standing Psychiatric Hospital	1
St. John the Baptist	Licensed Professional Counselor	2
St. John the Baptist	Mental Health Clinic (LGE Clinics)	8
St. John the Baptist	Mental Health Rehabilitation Agency	4
St. John the Baptist	Methadone Clinic	1
St. John the Baptist	School-Based Health Center	1
St. John the Baptist	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
St. John the Baptist	Transition Coordinator	5
Tangipahoa	Assertive Community Treatment (ACT)	1
Tangipahoa	Behavioral Health Rehab Provider Agency	13
Tangipahoa	Federally Qualified Health Center	6
Tangipahoa	Free Standing Psychiatric Hospital	1
Tangipahoa	Licensed Clinical Social Worker	7
Tangipahoa	Licensed Marriage and Family Therapist	1
Tangipahoa	Licensed Professional Counselor	15
Tangipahoa	Mental Health Clinic (LGE Clinics)	8
Tangipahoa	Mental Health Rehabilitation Agency	4
Tangipahoa	Methadone Clinic	1
Tangipahoa	Psychiatrist	1
Tangipahoa	Short-Term Respite - Respite Care Services Agency	2

Tangipahoa	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
Tangipahoa	Transition Coordinator	4
Tangipahoa	Wrap Around Agency	1
Terrebonne	Advanced Practice Registered Nurse Practitioner	2
Terrebonne	Behavioral Health Rehab Provider Agency	8
Terrebonne	Federally Qualified Health Center	2
Terrebonne	Licensed Clinical Social Worker	2
Terrebonne	Licensed Marriage and Family Therapist	1
Terrebonne	Licensed Professional Counselor	1
Terrebonne	Mental Health Clinic (LGE Clinics)	8
Terrebonne	Mental Health Rehabilitation Agency	3
Terrebonne	Short-Term Respite - Respite Care Services Agency	1
Terrebonne	Transition Coordinator	1
Terrebonne	Wrap Around Agency	1
Union	Behavioral Health Rehab Provider Agency	8
Union	Transition Coordinator	1
Vermilion	Distinct Part Psychiatric Unit	1
Vermilion	Licensed Professional Counselor	1
Vermilion	Psychiatrist	1
Vermilion	Substance Abuse and Alcohol Abuse Center (Outpatient)	2
Vernon	Behavioral Health Rehab Provider Agency	4
Vernon	Licensed Professional Counselor	3
Vernon	Mental Health Clinic (LGE Clinics)	1
Vernon	Mental Health Rehabilitation Agency	4
Vernon	Psychologist - Clinical	1
Vernon	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Vernon	Transition Coordinator	1
Washington	Behavioral Health Rehab Provider Agency	4

Washington	Federally Qualified Health Center	2
Washington	Licensed Clinical Social Worker	2
Washington	Mental Health Clinic (LGE Clinics)	2
Washington	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Washington	Transition Coordinator	1
Webster	Distinct Part Psychiatric Unit	1
Webster	Federally Qualified Health Center	1
Webster	Licensed Clinical Social Worker	1
Webster	Licensed Professional Counselor	10
Webster	Mental Health Clinic (LGE Clinics)	3
Webster	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
West Baton Rouge	Licensed Clinical Social Worker	2
Winn	Advanced Practice Registered Nurse Practitioner	1
Winn	Federally Qualified Health Center	2
Winn	Licensed Professional Counselor	1
Winn	Mental Health Rehabilitation Agency	4
Winn	Psychiatrist	2
Winn	Psychologist - Clinical	1
Winn	School-Based Health Center	1
Winn	Substance Abuse and Alcohol Abuse Center (Outpatient)	1
Winn	Transition Coordinator	1
Total		2,109

2 MEMBER INFORMATION

Magellan’s CSoC health plan during this reporting period covered over 4,700 members who had access to information, education and services under the CSoC program. Details of the following legislative request are in the appendices referenced below. The data represents the 2023 fiscal year (July 1, 2022-June 30, 2023).

Statutory Number	Data Book Tab Label	Total
SECTION 2	Appendix II: Total of Medicaid and non-Medicaid members enrolled by parish	4,700
SECTION 3	Appendix III: Total and monthly average of adult Medicaid enrollees receiving services by parish	Total Adults = 43 Monthly Average of Adults = 3.58 Total Member Months (MM) = 266 Monthly Average of MM = 22.17
SECTION 4	Total and monthly average number of adults not enrolled in the Medicaid program receiving services in each parish	0
SECTION 5	Appendix IV: Total and monthly average of children receiving CSoC services by parish	Total Children = 4,465 Monthly Average of Children = 372 Total (MM) = 26,367 Monthly Average of MM = 2,197
SECTION 6	Appendix V: Total and monthly average number of children receiving Louisiana Behavioral Health Partnership (LBHP)** services outside of CSoC by parish	Total = 16,702 Monthly Average = 1,392
SECTION 7	Total and monthly average number of children not enrolled in the Medicaid program receiving LBHP **services outside of CSoC	0

*Counts reflect unduplicated recipients or enrollees

**LBHP services are currently referred to as Specialized Behavioral Health Services

***Member months are a count of individuals for each month the individual participated in the program

****Children include ages 5-18 and adults include ages 19-20

3 PERCENTAGE OF REFERRALS CONSIDERED IMMEDIATE, URGENT AND ROUTINE

Magellan processes referrals based on the behavioral health needs of the client when presenting for authorization for services. Referrals for service are grouped into the following classifications: a life-threatening emergency requiring immediate attention; an urgent need, which is generally when a client could face severe harm or pain if not expediently linked to services through urgent care (within 48 hours); or a routine behavioral health service need (within 14 days). Upon referral, Magellan authorizes services based on the necessary clinical criteria.

Percentage of Referrals Considered Immediate, Urgent and Routine (SFY 2023)

Parish Name	EMERGENT		URGENT		ROUTINE		Overall Avg Hrs to Decision	% in Range
	% of Auths	Avg Hrs to Decision	% of Auths	Avg Hrs to Decision	% of Auths	Avg Hrs to Decision		
Acadia	-	-	3.14%	-	96.86%	295.36	286.09	92.55%
Allen	-	-	-	-	100.00%	251.76	251.76	92.73%
Ascension	-	-	6.21%	1.14	93.79%	220.22	206.60	97.18%
Assumption	-	-	3.24%	2.78	96.76%	283.43	274.34	94.60%
Avoyelles	-	-	4.06%	0.69	95.94%	308.50	296.00	95.10%
Beauregard	-	-	1.49%	0.50	98.51%	276.02	271.91	94.78%
Bienville	-	-	-	-	100.00%	131.53	131.53	100.00%
Bossier	-	-	4.26%	0.91	95.74%	274.10	262.45	94.57%
Caddo	-	-	4.03%	2.05	95.97%	262.10	251.61	96.88%
Calcasieu	-	-	4.68%	1.29	95.32%	289.33	275.86	92.91%
Caldwell	-	-	5.63%	0.50	94.37%	294.54	277.97	100.00%
Cameron	-	-	-	-	100.00%	180.25	180.25	100.00%
Catahoula	-	-	-	-	100.00%	216.00	216.00	100.00%
Claiborne	-	-	12.00%	0.33	88.00%	109.00	95.96	100.00%
Concordia	-	-	2.31%	0.33	97.69%	287.47	280.85	88.46%
DeSoto	-	-	16.49%	0.50	83.51%	274.48	229.29	96.91%
East Baton Rouge	-	-	6.58%	0.81	93.42%	246.16	230.02	98.38%
East Carroll	-	-	-	-	100.00%	203.17	203.17	93.62%
East Feliciana	-	-	4.76%	-	95.24%	283.05	269.57	100.00%
Evangeline	-	-	6.25%	0.18	93.75%	297.42	278.84	97.73%
Franklin	-	-	3.27%	1.11	96.73%	264.31	255.69	97.09%
Grant	-	-	12.22%	2.91	87.78%	187.32	164.78	95.56%
Iberia	-	-	5.76%	0.67	94.24%	289.49	272.87	97.12%
Iberville	-	-	5.33%	0.46	94.67%	229.18	217.00	98.77%
Jackson	-	-	-	-	100.00%	195.69	195.69	100.00%
Jefferson	-	-	7.01%	0.76	92.99%	253.86	236.12	97.40%
Jefferson Davis	-	-	7.04%	-	92.96%	291.35	270.83	88.73%

LaSalle	-	-	5.71%	0.50	94.29%	381.58	359.80	88.57%
Lafayette	-	-	6.48%	0.22	93.52%	297.35	278.11	95.52%
Lafourche	-	-	10.22%	1.26	89.78%	304.47	273.49	94.99%
Lincoln	-	-	4.96%	0.15	95.04%	237.05	225.29	99.01%
Livingston	-	-	5.74%	2.95	94.26%	273.06	257.57	95.81%
Madison	-	-	-	-	100.00%	235.66	235.66	99.49%
Morehouse	-	-	1.65%	0.75	98.35%	212.88	209.37	99.17%
Natchitoches	-	-	17.24%	6.40	82.76%	238.79	198.72	96.55%
Orleans	-	-	4.49%	1.96	95.51%	262.78	251.07	98.35%
Ouachita	-	-	2.92%	0.69	97.08%	249.35	242.10	98.58%
Plaquemines	-	-	5.49%	0.60	94.51%	174.81	165.24	100.00%
Pointe Coupee	-	-	13.89%	0.20	86.11%	208.03	179.17	94.44%
Rapides	-	-	8.46%	0.96	91.54%	281.94	258.18	94.80%
Red River	-	-	-	-	100.00%	152.78	152.78	100.00%
Richland	-	-	2.11%	0.20	97.89%	219.92	215.28	98.73%
Sabine	-	-	12.90%	0.08	87.10%	321.07	279.66	95.70%
Saint Bernard	-	-	7.69%	0.38	92.31%	257.79	237.99	100.00%
Saint Charles	-	-	5.99%	0.12	94.01%	375.59	353.12	96.83%
Saint Helena	-	-	2.86%	-	97.14%	221.15	214.83	100.00%
Saint James	-	-	7.83%	0.23	92.17%	313.61	289.07	96.39%
Saint Landry	-	-	2.52%	0.39	97.48%	282.72	275.60	95.72%
Saint Martin	-	-	5.77%	0.57	94.23%	253.14	238.57	96.98%
Saint Mary	-	-	2.03%	0.14	97.97%	293.38	287.43	97.10%
Saint Tammany	-	-	5.13%	1.74	94.87%	264.59	251.11	97.59%
St. John the Naptist	-	-	9.48%	10.82	90.52%	318.07	288.93	96.12%
Tangipahoa	-	-	7.47%	1.89	92.53%	264.56	244.94	96.31%
Tensas	-	-	9.43%	0.20	90.57%	220.67	199.87	100.00%
Terrebonne	-	-	5.28%	0.84	94.72%	308.83	292.58	94.84%
Union	-	-	6.81%	2.25	93.19%	253.92	236.79	99.57%
Vermilion	-	-	6.06%	0.14	93.94%	256.48	240.95	96.97%
Vernon	-	-	7.66%	1.70	92.34%	263.20	243.16	96.17%
Washington	-	-	14.47%	2.23	85.53%	248.02	212.45	99.34%
Webster	-	-	6.00%	-	94.00%	259.79	244.20	100.00%
West Baton Rouge	-	-	6.92%	2.73	93.08%	249.81	232.72	99.37%
West Carroll	-	-	3.57%	-	96.43%	279.21	269.24	96.43%
Winn	-	-	23.33%	2.14	76.67%	204.30	157.13	96.67%
State Totals	-	-	4.88%	1.59	95.12%	275.12	261.76	96.95%

4 CLEAN CLAIMS

According to the Centers for Medicare and Medicaid Services (CMS), a clean claim is one that requires no further information from either the healthcare provider or a third party to be processed. It includes a claim with errors originating in the state or contractor’s system. It does not include a claim from a provider who is under investigation for fraud and abuse or a claim under review for medical necessity. A provider submits a clean claim by providing the required data elements on the standard claims forms along with any attachments, additional elements or revisions of which the provider has knowledge. However, Magellan does not typically require attachments or other information in addition to the standard forms.

The requested data includes the percentage of clean claims paid within 30 days for each provider type and the average number of days to pay all claims for each provider type. This information is provided per local governing entity (LGE, or human service district and/or authority). Overall, Magellan paid 90% of clean claims within 30 days.

Clean Claims Paid by Provider Type (SFY23)

Provider Type	Clean Claims Paid in 30 Days	All Clean Claims Paid	% Paid within 30 Days
Family support organization	294,033	328,623	89.5
Mental rehab agency (in-state)	22,732	23,545	96.5
Respite care service agency	15,211	15,412	98.7
Behavioral health rehab agency	5,618	6,017	93.4
Transition coordination	3,370	3,459	97.4
Mental health clinic (in-state)	2,576	2,817	91.4
Physician (independent group)	1,584	1,662	95.3
Mental health hospital (free-stand)	1,452	1,578	92
Federally qualified health center (in-state)	888	960	92.5
Licensed clinical social worker (in-state)	427	444	96.2
Licensed profession counselor	300	300	100
Substance/alcohol abuse center (crossovers)	125	149	83.9
Distinct part psych hospital (in-state)	128	144	88.9
Psychologist (licensed/med) (in-state)	101	103	98.1
Community mental health center/part hospital	84	84	100
Multi-systemic therapy (in-state)	44	83	53
Nurse practitioner (independent group)	48	52	92.3
School-based health center (in-state)	1	1	100
Total	348,722	385,433	90%

Clean Claims by LGE (SFY23)

LGE	Days to Pay	# of Claims	Avg # Days to Pay Claims
01 Metropolitan Human Services District	185,190	22,764	8.1
02 Capital Area Human Services District	676,737	47,709	14.2
03 South Central Louisiana Human Services Authority	847,079	47,403	17.9
04 Acadiana Area Human Services District	434,109	46,168	9.4
05 Imperial Calcasieu Human Service Authority	550,058	31,489	17.5
06 Central Louisiana Human Services District	510,767	33,345	15.3
07 Northwest Louisiana Human Services District	538,659	30,245	17.8
08 Northeast Delta Human Services Authority	577,789	63,175	9.1
09 Florida Parishes Human Services Authority	302,659	44,386	6.8
10 Jefferson Parish Human Services Authority	139,521	18,712	7.5

5 CLAIMS DENIED

There were 96,970 denied claims during SFY23. Claims may be denied for multiple reasons. Submission errors are the top reason claims get denied. Common errors include the provider submitting duplicate claims, the member being ineligible for the service submitted for reimbursement, or a lack of prior authorization. For SFY23, no authorization on file was the primary reason for claims denial at 29%, followed by duplicate previously submitted (26%), patient not eligible (23%), non-covered code(15%), and invalid procedure code/modifier combination (7%). Please note that this requested list of items is not exhaustive of causes for claims denied.

Top 5 Reasons for Denial of Claims (SFY 2023)

Denial Type	Denial Type Count	All Denial Count	% of All Denials
No Authorization on File	27,503	96,970	29%
Duplicate Previously Submitted	25,329	96,970	26%
Patient Not Eligible	22,490	96,970	23%
Non-Covered Code	14,914	96,970	15%
Invalid Procedure Code/Modifier Combination	6,734	96,970	7%

6 PERCENTAGE OF MEMBERS ASKED TO PROVIDE CONSENT FOR RELEASE OF INFORMATION TO COORDINATE WITH PRIMARY CARE PHYSICIAN

Magellan monitored the percentage of members asked to provide consent for release of information to coordinate with primary care physician (PCP) through the treatment record review process. Details of the process are as follows:

- **Treatment record review** is one component of Magellan’s oversight of the quality of its network providers. It is a process in which Magellan reviews documentation and record keeping processes to ensure compliance with quality standards and federal/state guidelines.
- The Quality Improvement Committee and the Regional Network and Credentialing Committees (RNCC) analyze treatment record review results to identify opportunities for improvement in individual provider and overall network treatment documentation and adherence to clinical practice guidelines.
- An RNCC and/or local designated medical director reviews results of individual practitioner/provider treatment record reviews prior to making decisions about credentialing, re-credentialing, corrective or disciplinary action, or termination from Magellan’s provider network.

The following table outlines results for July 1, 2022, through June 30, 2023.

**Percentage of Members Asked to Provide
Consent for Release of Information to
Coordinate with Primary Care Physicians
July 1, 2022-June 30, 2023**

Total Providers Reviewed	55
Total Records Reviewed	383
Total Records in Compliance	354
% asked for Release of Information to Primary Care Physician	92.4%

Magellan reviewed 55 providers from July 1, 2022, to June 30, 2023, as part of the treatment record review process. Of the 383 records reviewed, 354 were in compliance (release of information was either approved or declined) for releases of information with PCPs and other healthcare providers for a total compliance rate of 92.4%. Magellan implemented provider remediation actions for any provider not meeting the minimum performance threshold.

7 BEHAVIORAL HEALTH IN EMERGENCY DEPARTMENTS

Magellan is responsible for professional services claims provided by psychiatrists or licensed mental health professionals during an emergency department (ED) visit. Below is the number of outpatient members who received services in hospital-based EDs billed to Magellan.

Year	Unique Members Presenting in ED
SFY 2023	7

8 REPORT ON QUALITY MANAGEMENT

Magellan maintains an internal quality assurance and process improvement program in accordance with 42 CFR 438.200. Further information on the specific reporting request made in Act 158 (formerly Act 212) relative to Magellan’s performance on quality management can be found in the following attached reports:

- Quality Assurance /Performance Improvement Program Description (2023)
- Louisiana Coordinated System of Care Quality Assurance Performance Improvement Program Evaluation (2023)

The staffing resources allocated to the quality program are detailed in the CSoC Quality Assurance/Performance Improvement Program Description. For calendar year 2023, the team consisted of multiple Louisiana-based and corporate level staff to support quality functions as indicated in the table below.

Louisiana CSoC Unit Staff	Percent of FTE Allocated to QI
Vice-President / General Manager of CSoC	25%
Chief Medical Director	100%
CSoC Clinical Director	40%
Manager Clinical Services	10%
Member Service Administrator	10%
Compliance Officer	25%
Quality and Outcomes Director	100%
Clinical Project Manager (2)	100%
Quality and Improvement Clinical Reviewer (2)	100%
Senior Data Reporting Analyst (2)	100%
Managed Care Organization Liaison	15%
CSoC Coordinators (5)	50%
Provider Network Director	20%
Network Management Specialist (2)	50%
Corporate Staff	Percent of FTE Allocated to QI
Vice President Quality Improvement	25%
National Director, Quality Improvement	10%
National Director, Quality & Accreditation	15%
Vice President, Outcomes & Evaluations	20%
Chief Medical Officer – Behavioral Health	10%

Magellan used the following mechanisms for generating input and participation of members, families/caregivers, and other stakeholders in the monitoring of service quality and determining strategies to improve outcomes:

Member satisfaction surveys, which are administered on an annual basis for the purpose of assessing member satisfaction with service delivery, access, and outcomes of care.

- Wraparound facilitator contacts with members and caregivers on a monthly basis to identify and remediate any reported access to care issues.
- Analysis of member and provider grievances.
- Participation in ongoing quality-related meetings with the Wraparound Agencies, provider network, and CSoC Governance Board.

In order to demonstrate its compliance with all federal regulations at 42 CFR 438.240 and the utilization management requirements by the Medicaid program as described at 42 CFR 456, Magellan provided the following:

42 CFR 456

To meet the mandates of federal regulation 42 CFR 456, Magellan’s clinical services department includes personnel responsible for the utilization management (UM) functions. The UM program is supported at both the corporate and regional levels with designated staff and committees that include a behavioral health practitioner. UM activities include referral and eligibility determinations, development, and application of medical necessity criteria, plan of care review and approvals, service authorizations, and monitoring of service utilization patterns.

Further details surrounding the utilization management program and its outcomes and measures are in the Louisiana Coordinated System of Care Quality Improvement Program Evaluation.

42 CFR 438.240

Per the requirements of 42 CFR 438.240, Magellan’s Quality department monitors performance measures on an ongoing basis to assess the quality and appropriateness of care furnished to CSoC members and to detect and address under- and over-utilization.

Magellan further works to enhance quality through the implementation of performance improvement projects (PIPs), which are required by CMS and are part of the external quality review (EQR) function of managed care. Performance improvement projects are targeted efforts to boost specific quality measures. These ongoing initiatives involve regular tracking and interventions designed to improve both health outcomes and member satisfaction.

The PIP implemented during the reporting year was *Enhancing the Quality of Wraparound Care Plans through Improved Incorporation of Evidence-Based Practices and Refinement of Strategies for the Child and Family Team*. Its goals are to improve utilization of evidence-based practices, develop customized strategies based on individual member strengths and needs, and enhanced coordination and collaboration. For the baseline period (calendar year 2023), approximately 37% of plans integrated evidence-based practices when

appropriate, with approximately 47% of plans updated to address member strengths, needs, and plan effectiveness. Magellan has identified barriers, developed interventions to address barriers/reach performance goals, and developed a continuous quality improvement plan for analyzing/monitoring the degree to which interventions result in improvement and adjusting interventions as needed.

Magellan has also documented the implementation and maintenance of a formal outcomes assessment process that is standardized, reliable, and valid in accordance with industry standards (see the Louisiana Coordinated System of Care Quality Improvement Program Evaluation for more information). OBH established the CSoC Quality Monitoring Team (QMT), composed of subject matter experts within OBH, to facilitate monitoring of the CSoC performance measures. The QMT meets regularly and has established a schedule for reporting and accountability with Magellan, including monthly, quarterly, and annual reporting reviews. The QMT receives reports, reviews and offers analysis and provides feedback to Magellan. This structure was developed in late 2012, and the QMT continues to refine its processes.

9 TOTAL FUNDING PAID FOR CLAIMS TO PROVIDERS, ADMINISTRATIVE COSTS, AND PROFIT

The following table details payments to providers during the reporting period (pursuant to R.S. 40:1300.363(A)(14)). Please also reference the attached Merit Health Insurance Company Income Statements (a subsidiary of Magellan that operates the CSoC contract) dated December 31, 2023, which details its administrative expenses and net profit in Louisiana.

Magellan Payments to Providers for SFY23 CSoC Services	\$14,941,283.77
Magellan Payments to Providers Including Wrap Around Agency for SFY23 CSoC Services	\$41,322,240.35
Per Member Per Month Payments to Magellan for SFY23 CSoC Services	\$68,731,872.00

10 EXPLANATION OF PROGRAM CHANGES

See below for explanation of all changes during the reporting period (pursuant to R.S. 40:1300.363(A)(15)) in the following program aspects:

- a) Changes in standards or processes for submission of claims by behavioral health service providers to the CSoC program:**
There were no changes in standards or processes for submissions of claims by behavioral health providers to the CSoC program during the 2023 SFY (July 1, 2022-June 30, 2023).

- b) Changes in types of behavioral health services covered through CSoC:**
There were no changes in types of behavioral health services covered through CSoC during the 2023 SFY (July 1, 2022-June 30, 2023).

- c) Changes in reimbursement rates for covered services:**
There were no fee schedule rate changes for covered services; however, temporary APRA funding was utilized for incentive payments to psychiatrists and licensed mental health professionals (LMHPs) during SFY2023 (July 1, 2022-June 30, 2023).

11 ADDITIONAL METRICS/MEASURES

The Louisiana Coordinated System of Care (CSoC) began March 1, 2012. CSoC continues to help children and youth from ages 5 through 20 who have serious mental health and substance use challenges and who are in or at risk of out-of-home placement. It offers services and supports that help these youth return to or remain at home while they receive care. At inception, the goals of the CSoC included:

- Reducing state’s costs by leveraging Medicaid and other funding sources as well as increasing service effectiveness and reducing duplication across agencies;
- Reducing out-of-home placement for children currently in placement and future admissions of children and youth with significant behavioral health challenges and co-occurring disorders; and
- Improving the overall outcomes of children and their caregivers.

Through its management of the CSoC program, Magellan made many notable achievements in calendar year 2023.

- Magellan served 4,973 individual members, an increase of more than 400 members from the previous year and 800 cumulatively since 2021. The average number of eligible members served monthly was 2,265.
- Magellan met all performance goals for telephonic access by answering 8,811 calls, an increase of 1,844 calls from 2022. Despite a significant call volume increase, Magellan saw improvements in the call abandonment rate, from 3.16% in 2022 to 2.85% in 2023, and average speed to answer (ASA) of 19.27 seconds, which declined 2.96 seconds.
- Magellan continued to expand its footprint in serving youth involved in child-serving agencies, which included an increase in the percentage of youth with CSoC and OCDD dual-waiver eligibility from 1.9% in 2022 to 2.8% in 2023. The percentage of members with DCFS or OJJ involvement reached a three-year high of 24.3% in 2023.
- The prevalence of actionable needs related to caregivers identifying and accessing social resources dropped from 37.4% to 23.4%, a decrease of 14.0 percentage points. This improvement not only reduces risks associated with social determinants of health (SDOH) but also enhances protective factors by bolstering the support network around youth, critical for their overall stability and resilience.
- Geographic density standards showed 100% of urban youth had access to all provider types within a 15-mile radius (i.e., psychiatrist, behavioral health specialists, non-medical outpatient and prescriber).
- In 2023, Magellan negotiated 26 single-case agreements with 16 distinct providers, with 13 providers either successfully joining the network or in the process of joining at the time this report was compiled.
- The 2023 Member Experience of Care Survey revealed a positive increase in responses indicating timely access to services for CSoC youth, up from 73.3% in 2022 to 73.5% in 2023, and whether services are available at a good time, up from 86.4% in 2022 to 89.2% in 2023.

- The adherence to the wraparound model of care within Magellan's operations in 2023 is strongly evidenced by the following key points:
 - A review of 2,033 Plans of Care (POCs) showed compliance rates varying between 87.3% and 99.9% across 24 fidelity items, indicating robust alignment with wraparound practice standards.
 - Notably, 15 of the 24 fidelity items demonstrated exceptionally high compliance, with rates achieving 98% or higher.
 - “Family Voice & Choice” and “Strength-Driven” elements soared to near-perfect compliance, reaching 99.9%.
- The compliance rate for the Average Timely Contact Standard improved, increasing from 96.0% in 2022 (N = 2,452) to 97.4% in 2023 (N = 2,951).
- In 2023, an analysis of CANS data for 1,156 paired initial and discharge assessments revealed significant improvements: 75% (N = 868) of these assessments showed at least a one-point reduction in global change score. Of the CSoC youth demonstrating improvement, 87.3% experienced a decrease of five or more points. Notably, 58.4% of these youth saw their scores improve by 15 points or more and 12.4% (N = 108) achieved a dramatic improvement of 35 points or greater.
- In 2023, the Provider Satisfaction Survey assessed experiences with Magellan. Positive responses regarding the pleasantness of working with Magellan staff and systems increased from 81.0% in 2022 (N = 58) to 89.3% in 2023 (N = 28), with no negative responses reported in 2023.

APPENDICES

- Appendix I: Healthcare Providers in Each Parish by Provider Type, Applicable Credentialing Status, and Specialty
- Appendix II: Medicaid and Non-Medicaid Members by Parish
- Appendix III: Adults Receiving Services Through CSoC by Parish
- Appendix IV: Children Receiving Services Through CSoC by Parish
- Appendix V: Total and Average Number of Children Receiving LBHP Services Outside of CSoC
- Appendix VI: Percentage of Referrals Considered Immediate, Urgent, and Routine
- Appendix VII: Clean Claims
- Appendix VIII: Top Five Claims Denial Reasons
- Appendix IX: Report on Quality Management
- Appendix X: Total Funding Paid for Claims to Providers, Administrative Costs, and Profit

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