

# **Annual Contract Status Report BAYOU HEALTH**

**2014 - 2015**

Submitted to:  
**State of Louisiana**  
**Department of Health and Hospitals**

November 30, 2015

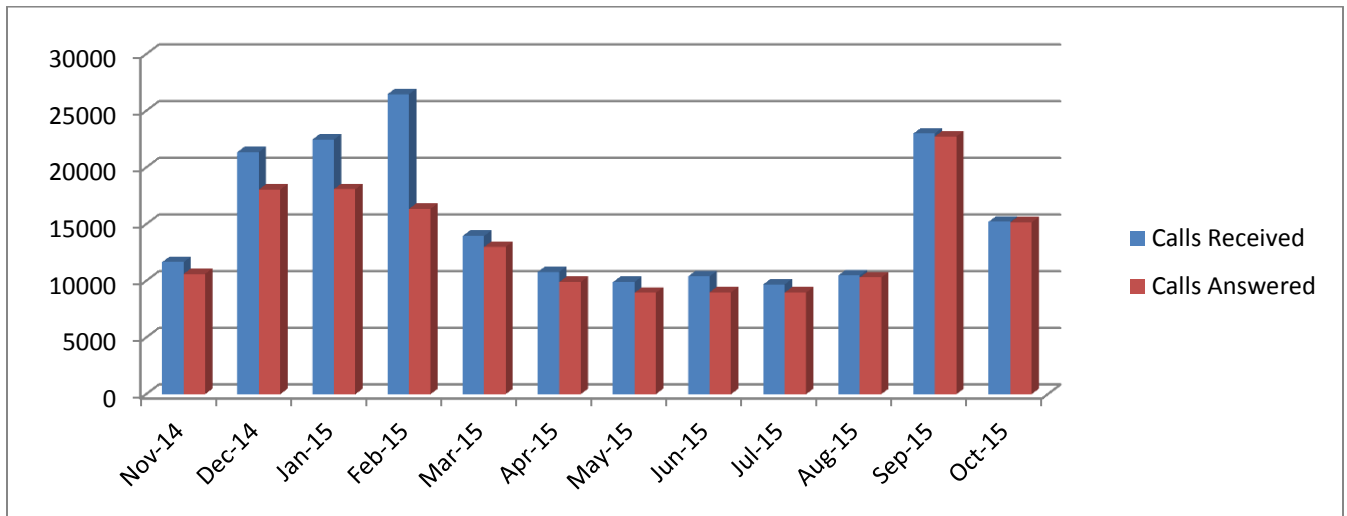
XXXX  
Medicaid Managed Care Program  
Louisiana Department of Health and Hospitals  
628 North 4<sup>th</sup> Street  
Baton Rouge, LA 70802

Dear XXXX:

XXX is pleased to submit our annual contract status report and summary reports detailing the activities of the BAYOU HEALTH enrollment center for the contract year **November 1, 2014 to October 31, 2015**. During this year in operations, we continued our processing efforts to maximize enrollments. Towards this effort we've accomplished the following this year:

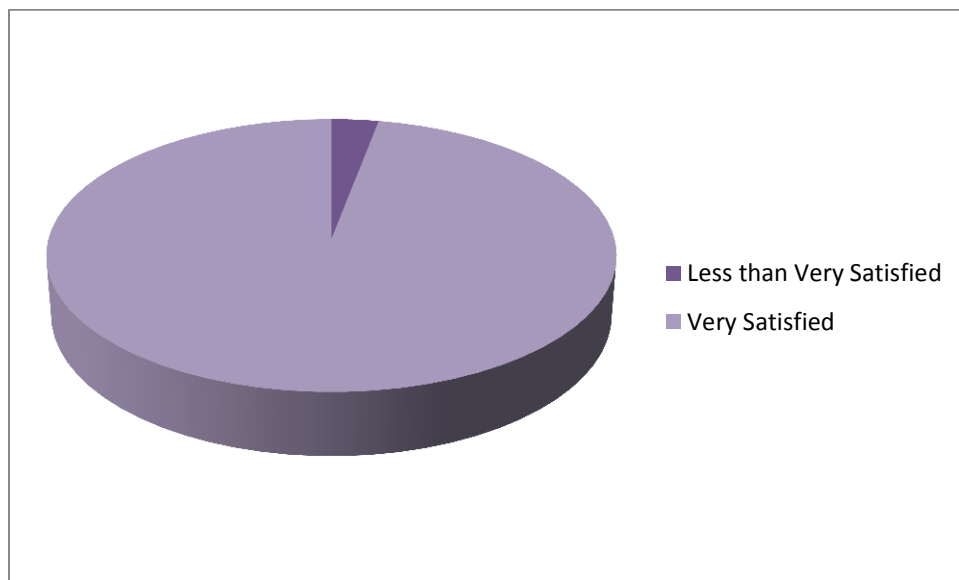
- As of October 31, 2015 **978,022 members** are enrolled in Bayou Health.
- Our BAYOU HEALTH enrollment center **received 185,369 calls** from consumers during the year and our BAYOU HEALTH agents have answered **161,081 calls**, allowing **87%** of our callers to reach a live agent over the course of the contract year.

## Call Center Statistics



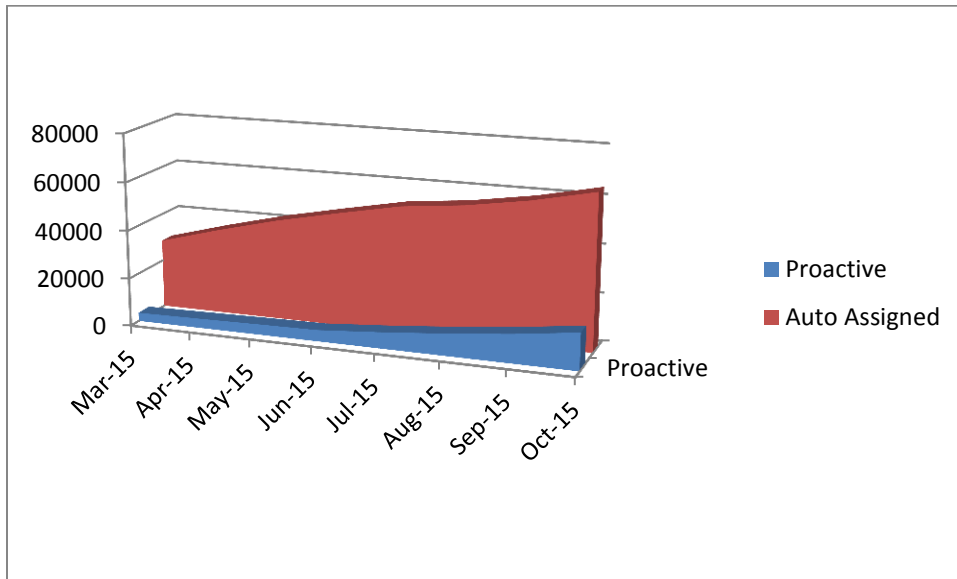
□ Our callers continue to express great satisfaction with the quality of their experience with the BAYOU HEALTH agents. During the year over **21,000 callers** have elected to participate in our **customer satisfaction phone survey**. Since launching the survey feature in March 2012 we have consistently achieved **above 90% overall satisfaction** on our BAYOU HEALTH survey results each month. Most months have seen a 97% satisfaction rate or better.

## Member Satisfaction

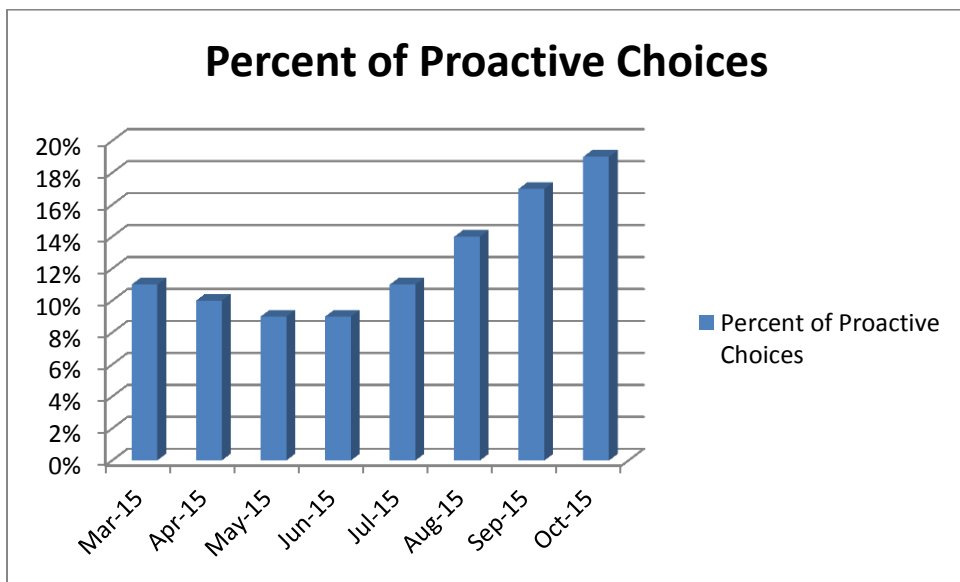


□ Early in the contract year, Bayou Health transitioned from allowing members 30 days of choice, to assigning new members daily. Members are being asked to proactively choose a plan at the time of application. While the initial uptake of this process was slow, we've seen more Early BYU Choice selections come over in our daily files from XXXX. Over the course of the year we've seen an increase in Early BYU selections go from approximately 11% to 19%.

### Enrollment Activity



### Percent of Proactive Choices



The following annual summary reports are being submitted detailing our efforts for the year.  
**Bayou Health ANNUAL SUMMARY REPORTS – 2014-2015**

- Annual Summary Call Center Statistics
- Annual Summary Enrollments and Market Share
- Annual Summary Consumer Complaints
- Annual Summary Unsuccessful Contact Attempts
- Annual Summary Enrollee Opt Out Report
- Annual Summary Special Needs
- Annual Summary YTD Choice Rate Report
- Annual Summary Fraud and Abuse Activity
- Bayou Health Functional Organizational Chart
- Annual Summary Security Issues
- Annual Summary Monthly Enrollment Activity

If you need additional information please do not hesitate to contact me.

Sincerely,

Enclosure  
cc: