



**Healthy Louisiana**  
**Plan Change Request by Reason**  
**Active Members**  
**Reporting Period: December 2016**  
**Effective Date: January 2017**  
**SUMMARY**

| Region/Transfer             | Aetna     | Amerigroup | AmeriHealth Caritas | LA Healthcare Connections | United Healthcare | Total Transfers |
|-----------------------------|-----------|------------|---------------------|---------------------------|-------------------|-----------------|
| <b>Capital</b>              |           |            |                     |                           |                   |                 |
| 90 Day Grace Period         | 21        | 50         | 19                  | 113                       | 90                | <b>293</b>      |
| Outside 90 Day Grace Period | 3         | 11         | 4                   | 41                        | 28                | <b>87</b>       |
| <b>Gulf</b>                 |           |            |                     |                           |                   |                 |
| 90 Day Grace Period         | 32        | 40         | 13                  | 62                        | 100               | <b>247</b>      |
| Outside 90 Day Grace Period | 1         | 24         | 6                   | 33                        | 31                | <b>95</b>       |
| <b>North</b>                |           |            |                     |                           |                   |                 |
| 90 Day Grace Period         | 17        | 44         | 7                   | 76                        | 73                | <b>217</b>      |
| Outside 90 Day Grace Period | 5         | 23         | 4                   | 41                        | 17                | <b>90</b>       |
| <b>South Central</b>        |           |            |                     |                           |                   |                 |
| 90 Day Grace Period         | 18        | 39         | 33                  | 193                       | 97                | <b>380</b>      |
| Outside 90 Day Grace Period | 2         | 18         | 18                  | 52                        | 20                | <b>110</b>      |
| <b>Total Transfers</b>      | <b>99</b> | <b>249</b> | <b>104</b>          | <b>611</b>                | <b>456</b>        | <b>1,519</b>    |
| Transfer                    | Aetna     | Amerigroup | AmeriHealth Caritas | LA Healthcare Connections | United Healthcare | Total Transfers |
| 90 Day Grace Period         | 88        | 173        | 72                  | 444                       | 360               | <b>1,137</b>    |
| Outside 90 Day Grace Period | 11        | 76         | 32                  | 167                       | 96                | <b>382</b>      |
| <b>Total Transfers</b>      | <b>99</b> | <b>249</b> | <b>104</b>          | <b>611</b>                | <b>456</b>        | <b>1,519</b>    |

**Description:** This report shows member transfers during the reporting month. Transfers outside of the 90 day grace period have been approved by the State. Members who will be disenrolled at the end of the reporting month are not included in this report.

| Transfer Reason Description  | Aetna     | Amerigroup | AmeriHealth Caritas | LA Healthcare Connections | United Healthcare | Total Transfers |
|--|-----------|------------|---------------------|---------------------------|-------------------|-----------------|
| <b>1. STAYED IN HEALTHY LOUISIANA/TRANSFERRED HEALTH PLAN DURING 90 DAY GRACE PERIOD</b> |           |            |                     |                           |                   |                 |
| 90 Day Grace Period  | 84        | 160        | 70                  | 425                       | 355               | <b>1,094</b>    |
| Member requests to be assigned to the same Plan as family members                        | 2         | 3          | 2                   | 7                         | 3                 | <b>17</b>       |
| The member needs related services to be performed at the same time                       | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| Poor quality of care   | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| Lack of access to services covered under the contract                                    | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| Lack of access to providers experienced in dealing with the member healthcare needs      | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| Other Transfer Reasons   | 2         | 10         | 0                   | 12                        | 2                 | <b>26</b>       |
| Special Circumstances as approved by LDH   | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| To implement the decision of a hearing officer   | 0         | 0          | 0                   | 0                         | 0                 | <b>0</b>        |
| <b>Total For Cause Transfers</b>   | <b>88</b> | <b>173</b> | <b>72</b>           | <b>444</b>                | <b>360</b>        | <b>1,137</b>    |

**Description:** This report shows member transfers during the reporting month. Transfers outside of the 90 day grace period have been approved by the State. Members who will be disenrolled at the end of the reporting month are not included in this report.

| Transfer Reason Description   | Aetna     | Amerigroup | AmeriHealth Caritas | LA Healthcare Connections | United Healthcare | Total Transfers |
|---|-----------|------------|---------------------|---------------------------|-------------------|-----------------|
| <b>2. STAYED IN HEALTHY LOUISIANA/TRANSFERRED HEALTH PLAN OUTSIDE 90 DAY GRACE PERIOD</b> |           |            |                     |                           |                   |                 |
| 90 Day Grace Period   | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Member requests to be assigned to the same Plan as family members                         | 11        | 76         | 32                  | 167                       | 96                | 382             |
| The member needs related services to be performed at the same time                        | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Poor quality of care  | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Lack of access to services covered under the contract                                     | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Lack of access to providers experienced in dealing with the member healthcare needs       | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Other Transfer Reasons  | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| Special Circumstances as approved by LDH  | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| To implement the decision of a hearing officer  | 0         | 0          | 0                   | 0                         | 0                 | 0               |
| <b>Total For Cause Transfers</b>  | <b>11</b> | <b>76</b>  | <b>32</b>           | <b>167</b>                | <b>96</b>         | <b>382</b>      |

**Description:** This report shows member transfers during the reporting month. Transfers outside of the 90 day grace period have been approved by the State. Members who will be disenrolled at the end of the reporting month are not included in this report.

## DETAILS

| Transfer Region Description   | Aetna     | Amerigroup | AmeriHealth<br>Caritas | LA<br>Healthcare<br>Connections | United<br>Healthcare | Total<br>Transfers |
|---|-----------|------------|------------------------|---------------------------------|----------------------|--------------------|
| <b>Region - Capital</b>   |           |            |                        |                                 |                      |                    |
| 90 Day Enrollment Grace Period  | 21        | 50         | 19                     | 113                             | 90                   | <b>293</b>         |
| Member requests to be assigned to the same Plan as family members                   | 3         | 11         | 4                      | 41                              | 28                   | <b>87</b>          |
| The member needs related services to be performed at the same time                  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Poor quality of care  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to services covered under the contract                               | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to providers experienced in dealing with the member healthcare needs | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Other Transfer Reasons  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Special Circumstances as approved by LDH  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| To implement the decision of a hearing officer                                      | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| <b>Total Transfers Region Capital</b>   | <b>24</b> | <b>61</b>  | <b>23</b>              | <b>154</b>                      | <b>118</b>           | <b>380</b>         |

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| Transfer Region Description   | Aetna     | Amerigroup | AmeriHealth<br>Caritas | LA<br>Healthcare<br>Connections | United<br>Healthcare | Total<br>Transfers |
|---|-----------|------------|------------------------|---------------------------------|----------------------|--------------------|
| <b>Region - Gulf</b>  |           |            |                        |                                 |                      |                    |
| 90 Day Enrollment Grace Period  | 32        | 40         | 13                     | 62                              | 100                  | <b>247</b>         |
| Member requests to be assigned to the same Plan as family members                   | 1         | 24         | 6                      | 33                              | 31                   | <b>95</b>          |
| The member needs related services to be performed at the same time                  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Poor quality of care  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to services covered under the contract                               | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to providers experienced in dealing with the member healthcare needs | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Other Transfer Reasons  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Special Circumstances as approved by LDH  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| To implement the decision of a hearing officer                                      | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| <b>Total Transfers Region Gulf</b>  | <b>33</b> | <b>64</b>  | <b>19</b>              | <b>95</b>                       | <b>131</b>           | <b>342</b>         |

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| Transfer Reason Description   | Aetna     | Amerigroup | AmeriHealth<br>Caritas | LA<br>Healthcare<br>Connections | United<br>Healthcare | Total<br>Transfers |
|---|-----------|------------|------------------------|---------------------------------|----------------------|--------------------|
| <b>Region - North</b>   |           |            |                        |                                 |                      |                    |
| 90 Day Enrollment Grace Period  | 17        | 44         | 7                      | 76                              | 73                   | <b>217</b>         |
| Member requests to be assigned to the same Plan as family members                   | 5         | 23         | 4                      | 41                              | 17                   | <b>90</b>          |
| The member needs related services to be performed at the same time                  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Poor quality of care  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to services covered under the contract                               | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to providers experienced in dealing with the member healthcare needs | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Other Transfer Reasons  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Special Circumstances as approved by LDH  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| To implement the decision of a hearing officer                                      | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| <b>Total Transfers Region North</b>   | <b>22</b> | <b>67</b>  | <b>11</b>              | <b>117</b>                      | <b>90</b>            | <b>307</b>         |

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| Region Description  | Aetna     | Amerigroup | AmeriHealth<br>Caritas | LA<br>Healthcare<br>Connections | United<br>Healthcare | Total<br>Transfers |
|---|-----------|------------|------------------------|---------------------------------|----------------------|--------------------|
| <b>Region - South Central</b>   |           |            |                        |                                 |                      |                    |
| 90 Day Enrollment Grace Period  | 18        | 39         | 33                     | 193                             | 97                   | <b>380</b>         |
| Member requests to be assigned to the same Plan as family members                   | 2         | 18         | 18                     | 52                              | 20                   | <b>110</b>         |
| The member needs related services to be performed at the same time                  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Poor quality of care  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to services covered under the contract                               | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Lack of access to providers experienced in dealing with the member healthcare needs | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Other Transfer Reasons  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| Special Circumstances as approved by LDH  | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| To implement the decision of a hearing officer                                      | 0         | 0          | 0                      | 0                               | 0                    | <b>0</b>           |
| <b>Total Transfers Region South Central</b>   | <b>20</b> | <b>57</b>  | <b>51</b>              | <b>245</b>                      | <b>117</b>           | <b>490</b>         |

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