

Effective date April 01, 2012

| | Total | Mail/Fax | IVR | Phone | Web | Other |
|----------------------------------|--------------|-----------------|------------|--------------|------------|--------------|
| Total | 3,780 | 644 | 787 | 1,808 | 517 | 24 |
| Amerigroup Louisiana, Inc. | 397 | 77 | 86 | 179 | 52 | 3 |
| Community Health Solutions | 586 | 79 | 134 | 319 | 53 | 1 |
| Fee For Service | 33 | 2 | 0 | 31 | 0 | 0 |
| LaCare | 746 | 170 | 168 | 316 | 78 | 14 |
| Louisiana Healthcare Connections | 469 | 47 | 120 | 244 | 56 | 2 |
| UnitedHealthcare Community Plan | 1,549 | 269 | 279 | 719 | 278 | 4 |

Effective date June 01, 2012

| | Total | IVR | Phone | Web |
|----------------------------------|--------------|------------|--------------|------------|
| Total | 83 | 38 | 40 | 5 |
| Amerigroup Louisiana, Inc. | 2 | 0 | 2 | 0 |
| Community Health Solutions | 42 | 28 | 11 | 3 |
| LaCare | 3 | 2 | 1 | 0 |
| Louisiana Healthcare Connections | 11 | 7 | 4 | 0 |
| UnitedHealthcare Community Plan | 25 | 1 | 22 | 2 |