

Effective date April 01, 2012

	Total	Mail/Fax	IVR	Phone	Web	Other
Total	5,030	934	896	2,103	484	613
Amerigroup Louisiana, Inc.	688	140	88	263	53	144
Community Health Solutions	747	105	158	298	75	111
Fee For Service	21	6	0	15	0	0
LaCare	982	237	159	337	70	179
Louisiana Healthcare Connections	774	124	123	362	40	125
UnitedHealthcare Community Plan	1,818	322	368	828	246	54

Effective date June 01, 2012

	Total	IVR	Phone	Web
Total	85	20	38	27
Community Health Solutions	34	15	13	6
LaCare	7	1	6	0
Louisiana Healthcare Connections	35	2	12	21
UnitedHealthcare Community Plan	9	2	7	0