

Effective date April 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	4,964	2,022	739	1,914	289
Amerigroup Louisiana, Inc.	508	209	72	197	30
Community Health Solutions	693	241	126	281	45
Fee For Service	20	9	0	11	0
LaCare	1,173	558	173	370	72
Louisiana Healthcare Connections	781	263	107	375	36
UnitedHealthcare Community Plan	1,789	742	261	680	106

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	184	1	36	92	55
Amerigroup Louisiana, Inc.	4	0	2	2	0
Community Health Solutions	36	1	19	13	3
Fee For Service	4	0	0	4	0
LaCare	9	0	3	5	1
Louisiana Healthcare Connections	75	0	10	15	50
UnitedHealthcare Community Plan	56	0	2	53	1