

Effective date April 01, 2012

	Total	Mail/Fax	IVR	Phone	Web	Other
Total	638	45	66	210	24	293
Amerigroup Louisiana, Inc.	115	6	16	34	1	58
Community Health Solutions	134	14	7	42	10	61
Fee For Service	5	0	0	5	0	0
LaCare	115	9	11	33	1	61
Louisiana Healthcare Connections	108	5	7	34	3	59
UnitedHealthcare Community Plan	161	11	25	62	9	54

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	238	3	68	76	91
Amerigroup Louisiana, Inc.	10	0	4	2	4
Community Health Solutions	98	2	55	28	13
LaCare	9	1	1	4	3
Louisiana Healthcare Connections	85	0	3	15	67
UnitedHealthcare Community Plan	36	0	5	27	4