

Effective date May 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	542	58	98	354	32
Amerigroup Louisiana, Inc.	69	4	12	51	2
Community Health Solutions	100	9	21	56	14
Fee For Service	3	0	0	3	0
LaCare	117	14	12	88	3
Louisiana Healthcare Connections	68	6	16	44	2
UnitedHealthcare Community Plan	185	25	37	112	11

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	478	2	91	76	309
Amerigroup Louisiana, Inc.	11	0	5	4	2
Community Health Solutions	83	2	49	26	6
LaCare	14	0	5	8	1
Louisiana Healthcare Connections	311	0	7	15	289
UnitedHealthcare Community Plan	59	0	25	23	11