

Effective date May 01, 2012

	Total	Mail/Fax	IVR	Phone	Web	Other
Total	269	21	60	155	10	23
Amerigroup Louisiana, Inc.	51	2	10	31	2	6
Community Health Solutions	57	4	12	32	4	5
LaCare	57	5	8	38	2	4
Louisiana Healthcare Connections	35	4	6	21	2	2
UnitedHealthcare Community Plan	69	6	24	33	0	6

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	1,329	122	128	704	375
Amerigroup Louisiana, Inc.	145	0	8	122	15
Community Health Solutions	380	112	60	183	25
Fee For Service	8	0	0	8	0
LaCare	102	0	16	76	10
Louisiana Healthcare Connections	387	2	20	116	249
UnitedHealthcare Community Plan	307	8	24	199	76