

Effective date May 01, 2012

	Total	Mail/Fax	IVR	Phone	Web	Other
Total	285	4	89	152	24	16
Amerigroup Louisiana, Inc.	34	3	9	20	1	1
Community Health Solutions	56	0	15	30	5	6
LaCare	48	0	11	30	5	2
Louisiana Healthcare Connections	54	0	17	27	4	6
UnitedHealthcare Community Plan	93	1	37	45	9	1

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	2,058	93	385	1,364	216
Amerigroup Louisiana, Inc.	326	16	39	245	26
Community Health Solutions	464	23	101	267	73
Fee For Service	52	0	0	52	0
LaCare	303	19	92	171	21
Louisiana Healthcare Connections	401	13	81	276	31
UnitedHealthcare Community Plan	512	22	72	353	65