

BAYOU HEALTH
Plan Changes Requests by Reason
Effective Date: August 01, 2012
Changes within 90 Days

| Summary | | | | | | | |
|--|--------------|----------------------------|--------------|--------------------------|-------------------|-----------------|-----------------|
| Transfer Reason Description | Amerigroup | Community Health Solutions | LaCare | LA Healthcare Connection | United Healthcare | Legacy Medicaid | Total Transfers |
| 90 Day Enrollment Grace Period | 870 | 329 | 547 | 600 | 393 | 0 | 2,739 |
| Disenrolled due to Medicare coverage | 7 | 5 | 2 | 1 | 1 | 0 | 16 |
| Documented lack of access to providers experienced in dealing with the member healthcare needs | 351 | 71 | 216 | 233 | 115 | 0 | 986 |
| Lack of access to services covered under the contract | 108 | 46 | 82 | 119 | 38 | 0 | 393 |
| Member requests to be assigned to the same Plan as family members | 214 | 111 | 154 | 177 | 84 | 0 | 740 |
| Poor quality of care | 30 | 11 | 16 | 13 | 7 | 0 | 77 |
| The member needs related services to be performed at the same time | 89 | 52 | 97 | 69 | 44 | 0 | 351 |
| LEFT BAYOU HEALTH/STAYED IN LEGACY MEDICAID | 16 | 14 | 14 | 22 | 8 | 0 | 74 |
| Recipient admitted to institution | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Recipient does not meet LOC criteria | 3 | 1 | 1 | 0 | 2 | 0 | 7 |
| Recipient has other health insurance | 4 | 5 | 9 | 15 | 4 | 0 | 37 |
| Recipient moved out of service area | 9 | 8 | 4 | 6 | 2 | 0 | 29 |
| NO LONGER MEDICAID ELIGIBLE | 1 | 0 | 1 | 0 | 6 | 0 | 8 |
| Involuntary disenrollment | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Recipient is not categorically eligible | 1 | 0 | 0 | 0 | 6 | 0 | 7 |
| DEATH | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | |
| MISCELLANEOUS | 344 | 202 | 405 | 389 | 245 | 0 | 1,585 |
| Not applicable (use when not a disenrollment record) | 144 | 50 | 160 | 149 | 88 | 0 | 591 |
| Retro Disenrollment | 8 | 4 | 6 | 9 | 12 | 0 | 39 |
| Termination of a future-dated linkage | 100 | 88 | 150 | 110 | 84 | 0 | 532 |
| Voluntary disenrollment | 92 | 60 | 89 | 121 | 61 | 0 | 423 |
| Grand Total | 2,030 | 841 | 1,534 | 1,623 | 941 | 0 | 6,969 |

Description: This report shows a summary of plan changes requests by reason created during the reporting month.

Detail

| Transfer Reason Description | Amerigroup | Community Health Solutions | LaCare | LA Healthcare Connection | United Healthcare | Legacy Medicaid | Total Transfers |
|--|------------|----------------------------|--------|--------------------------|-------------------|-----------------|-----------------|
| GSA A | | | | | | | |
| 90 Day Enrollment Grace Period | 84 | 27 | 63 | 43 | 34 | 0 | 251 |
| Disenrolled due to Medicare coverage | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Documented lack of access to providers experienced in dealing with the member healthcare needs | 6 | 2 | 25 | 18 | 4 | 0 | 55 |
| Involuntary disenrollment | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Lack of access to services covered under the contract | 18 | 7 | 24 | 23 | 8 | 0 | 80 |
| Member requests to be assigned to the same Plan as family members | 11 | 5 | 16 | 24 | 11 | 0 | 67 |
| Not applicable (use when not a disenrollment record) | 55 | 14 | 76 | 57 | 30 | 0 | 232 |
| Poor quality of care | 2 | 2 | 5 | 2 | 1 | 0 | 12 |
| Recipient has other health insurance | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Recipient moved out of service area | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Termination of a future-dated linkage | 11 | 7 | 34 | 10 | 14 | 0 | 76 |
| The member needs related services to be performed at the same time | 9 | 8 | 16 | 10 | 5 | 0 | 48 |
| Voluntary disenrollment | 2 | 4 | 3 | 5 | 7 | 0 | 21 |
| GSA B | | | | | | | |
| 90 Day Enrollment Grace Period | 107 | 61 | 64 | 72 | 40 | 0 | 344 |
| Disenrolled due to Medicare coverage | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Documented lack of access to providers experienced in dealing with the member healthcare needs | 20 | 12 | 29 | 23 | 7 | 0 | 91 |
| Involuntary disenrollment | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Lack of access to services covered under the contract | 16 | 24 | 12 | 36 | 8 | 0 | 96 |
| Member requests to be assigned to the same PLAN as family members | 31 | 19 | 38 | 39 | 11 | 0 | 138 |
| Not applicable (use when not a disenrollment record) | 88 | 36 | 82 | 90 | 49 | 0 | 345 |
| Poor quality of care | 2 | 3 | 4 | 3 | 1 | 0 | 13 |
| Recipient does not meet LOC criteria | 0 | 0 | 0 | 0 | 2 | 0 | 2 |
| Recipient has other health insurance | 0 | 3 | 1 | 4 | 1 | 0 | 9 |
| Recipient moved out of service area | 8 | 5 | 1 | 1 | 0 | 0 | 15 |
| Retro Disenrollment | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Termination of a future-dated linkage | 25 | 27 | 61 | 33 | 20 | 0 | 166 |
| The member needs related services to be performed at the same time | 13 | 2 | 20 | 9 | 5 | 0 | 49 |
| Voluntary disenrollment | 7 | 6 | 7 | 9 | 4 | 0 | 33 |
| GSA C | | | | | | | |
| 90 Day Enrollment Grace Period | 679 | 241 | 420 | 485 | 319 | 0 | 2,144 |
| Disenrolled due to Medicare coverage | 4 | 5 | 2 | 1 | 1 | 0 | 13 |
| Documented lack of access to providers experienced in dealing with the member healthcare needs | 325 | 57 | 162 | 192 | 104 | 0 | 840 |
| Involuntary disenrollment | 8 | 4 | 5 | 9 | 11 | 0 | 37 |
| Lack of access to services covered under the contract | 74 | 15 | 46 | 60 | 22 | 0 | 217 |
| Member requests to be assigned to the same PLAN as family members | 172 | 87 | 100 | 114 | 62 | 0 | 535 |
| Not applicable (use when not a disenrollment record) | 1 | 0 | 2 | 2 | 9 | 0 | 14 |
| Poor quality of care | 26 | 6 | 7 | 8 | 5 | 0 | 52 |
| Recipient admitted to institution | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Recipient does not meet LOC criteria | 3 | 1 | 1 | 0 | 0 | 0 | 5 |
| Recipient has other health insurance | 3 | 2 | 7 | 11 | 3 | 0 | 26 |
| Recipient is not categorically eligible | 1 | 0 | 0 | 0 | 6 | 0 | 7 |
| Recipient moved out of service area | 1 | 3 | 3 | 5 | 1 | 0 | 13 |
| Termination of a future-dated linkage | 64 | 54 | 55 | 67 | 50 | 0 | 290 |

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|--|--------------|----------------------------|--------------|--------------------------|-------------------|-----------------|-----------------|
| The member needs related services to be performed at the same time | 67 | 42 | 61 | 50 | 34 | 0 | 254 |
| Voluntary disenrollment | 83 | 50 | 79 | 107 | 50 | 0 | 369 |
| Grand Total | 2,030 | 841 | 1,534 | 1,623 | 941 | 0 | 6,969 |

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