

Provider Complaint & Appeal Summary Report

Health Plan ID: 2162845
 Health Plan Name: Louisiana Healthcare Connections
 Health Plan Contact:
 Contact Email:
 Report Period Start Date: 1-May-13
 Report Period End Date: 31-May-13

BAYOU HEALTH Reporting

Document ID: PI182
 Document Name: PROVIDER COMPLAINT & APPEAL SUMMARY REPORT
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions	124	0
% Upheld	19%	0%
% Overturned	80%	0%
% Withdrawn	0%	0%

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Complaints Pending or Closed 31 to 90 Days Post File Date ¹	# Complaints Pending or Closed >90 Days Post File Date ¹	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date ²	# Appeals Pending or Closed >90 Days Post File Date ²
			Claims / Payments	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information /Response	Other				Pre-Service Denial	Payment Denial		
May-2013	Received this Month	439	372	28	0	0	1	7	31			19				
	Total Closed this Month	67	39	1	0	0	1	7	19			33				
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Action/Decision	67	39	1	0	0	1	7	19							
	Per Independent Arbitration															
	Per DHH Review	0	0	0	0	0	0	0	0							
	Other	0	0	0	0	0	0	0	0							
	Total Pending (cumulative as of month end)	421	359	27	0	0	1	7	27	153	2	10			0	0
	Information needed from Provider	0	0	0	0	0	0	0	0							
	Internal Plan Review	421	359	27	0	0	1	7	27	153	2					
	Independent Arbitration														0	0
	DHH Review	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								
2013 Year to Date (YTD)	Total Complaints Received YTD	875	677	35	13	1	5	7	137			134				
	Total Closed YTD	103	66	5	3	0	2	7	20	31	0	124			0	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Decision/Correction	103	66	5	3	0	2	7	20	31	0					
	Per Independent Arbitration															
	Per DHH Decision	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								

¹You must submit Attachment 1 - Complaint Summary Listing detailing all pending or closed (A1) complaints not resolved within 30 to 90 days

²You must submit Attachment 2 - Appeal Summary Listing detailing all pending or closed (A1) appeals not resolved within 30 to 90 days.

*Identified appeals are provider appeals not claims appeals.

This report was based on LA Healthcare Connections' understanding of the current report specifications provided by DHH. The report programming is still under review, thus any changes may result in resubmission of the report. This report should not be used for comparative purposes until all reporting format and specifications have been finalized.

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
Health Plan Name:	siana Healthcare Connections			Status Category Codes			
Reporting Period:	5/1/2013-5/31/2013			Pending		Closed	
				P1-Information needed from Provider		C1-Withdrawn by Provider	
				P2-Internal Plan Review		C2-Per Internal Plan Action/Decision	
				P3-Per Independent Arbitration		C3-Per Independent Arbitration	
				P4-Referred to DHH		C4-Per DHH Review	
				P5-Other		C5-Other	
Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
12/7/2012	XXX	Bayou Home Care L.L.C.	pls review this claim has denied,the prvd has already sent this back to be review since oct. pls review and adjis on medicaid fee schedule, if no adj please explain	Still Researching Issue	Pending	126	P2
12/27/2012	XXX	Franklin Foundation Hospital	recoupment and adjustment on claim	Still Researching Issue	Pending	112	P2
1/17/2013	XXX	Hanger Prosthetics & Orthotics Inc	issue with how contract was set up, prvd has adv that they have been trying to Brandi Vito to responde back but have not, she adv that thy have a fee schdule that says that they can bill for this service, she adv that they have auth and nthey need someone to reach out to them per they have multi claims denying	claims project started	5/30/2013	134	C2
1/22/2013	XXX	Dr James Hales	prov states paid \$220.03 and this is the incorrect payment amt, prov states that when claims are processed electronically a modifier is being added which is caused and issue w/the correct payment amt, prov states not submitting claim w/modifier and has several claims w/this same issue that were sent electronically	She stated they don't have a computer but there is a typewriter available. I explained to her that we can not accept handwriting claim but we can accept claims that are compiled using a typewriter. Sheila stated that she is only one person in the office and she will try to typewrite the claims but she will see how long it last	5/17/2013	116	C2
2/19/2013	XXX	Rapides Regional Medical Center	JUANITA WITH THIS FACILITY CALL TO FIND OUT WHAT'S GOING ON WITH THIS CLAIM, SHE HAS HAD SEVERAL ANSWERS GIVIN TO HER ABOUT THIS CLAIM. CAN YOU PLEASE CALL HER ATR 713-448-2781	Still Researching Issue	Pending	74	P2
2/21/2013	XXX	Dr. Lisa David	Wrong address for claim	verified and updated billing address.	5/7/2013	76	C2
2/25/2013	XXX	Yvonne Krielow	request to close the panel months ago , however the panel is still open	Still Researching Issue	Pending	70	P2
2/26/2013	XXX	Rapides Regional Medical Center	DHH Initial Complaint: LHC was not paying Rev Code 174 based on the LA Medicaid Fee Schedule. On 02/26/2012 LHC revised the process for NICU Process.	Claims project	5/17/2013	81	C2
2/28/2013	XXX	Dr Wayne Honeycutt	The check was sent to the wrong address and has not been cashed	Both internal and external reps have reached out to the provider to discuss claim issues.	5/29/2013	91	C2
3/1/2013	XXX	Touro Infirmary IH	This claims was billed on two different occasions.	Still Researching Issue	Pending	66	P2
3/5/2013	XXX	Central Louisiana Surgical Hospital	Claim form for Claim #L237LA000902 is not available in CRM. Will need to pull from AWD. Provider seems to be requesting a collection.	Still Researching Issue	Pending	64	P2
3/7/2013	XXX	Aristoteles Pena-Miches	Unpaid claims totalling over \$10k	Still Researching Issue	Pending	62	P2
3/8/2013	XXX	Dr. Joy Kenny	the forwarding of your claim to the correct address	Still Researching Issue	Pending	61	P2
3/13/2013	XXX	Alan Sheen	an unpaid claim	Still Researching Issue	Pending	58	P2
3/15/2013	XXX	Christus St. Frances Cabrini Hospital	Provider would like to know why line 13 on this claim denied for exceed the auth limited. The provider call and spoke with someone in auth and was told that the auth covers 11/19 to 11/24 and that what it has on the claim form, and the auth for this claim is IP00585478. Can you Please call Amanda @ 318-681-7309	Still Researching Issue	Pending	56	P2
3/15/2013	XXX	Salt Lake Regional Med Ctr	PROVIDER STATES THAT IT WAS SENT TO THE WRONG LOCK BOX. ERNIE SPOKE WITH CARLA EARLIER P.O. BOX 8727 IS SHOULD'VE BEEN SENT TO P.O. BOX 2787. THE SPOKE WITHT HE OWNER OF THE LOCK BOX AND REPLACEMENT CHECK IS BEING SENT BACK TO LHC.	Still Researching Issue	Pending	56	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
3/19/2013	XXX	Home Care Resources, LLC	Provider has been calling about this case since nov 2012, original case number was CAS-514725-Q4X0Q8 was listed as resolved and reactivated by another rep on 02/21/2013, crystal call back in today for status update and there was none, please see the notes from the original case that was done back in november, I am copying and pasting the notes. 1st note by Mia Buter The provider is stating that the authorization OP0040284640 covers 6/1/2012 -11/30/2012 for a total of 23 visits please review claim number L258LA001354. 2nd note Case was listed as resolved, no response. Case was assigned to PR rep, reassigned and reactivated this date	Still Researching Issue	Pending	54	P2
3/25/2013	XXX	BMA PLAQUEMINE	PROVIDER ADV THAT THEY NEED TO KNW WHO THIS NEG BAL IS FOR AMT \$162.73 RUN DATE 11/20/2012....WITH THE RESEACH THAT WAS DONE IT APPEARS THAT NEG BAL CAME FORM CHK # 00500041210 PAYEE# P10000444181...PRVD ADV THAT THEY NEED THE PATIENTS INFORMATION....PLS PROVIDE THIS TO PROVIDER...THANKS	Still Researching Issue	Pending	50	P2
3/28/2013	XXX	Slidell Memorial Hospital	identified claims for reprocessing on 03/28/2013 in the amount of \$34,354.9	Claims project	3/28/2013	1	C2
3/28/2013	XXX	Womans Hospital	identified claims for reprocessing on 03/28/2013 in the amount of \$785,550.59	Claims project	3/28/2013	1	C2
3/28/2013	XXX	Christus Health	Hospital was contacted on 03/28/2013 and LHC identified claims for reprocessing on 03/28/2013 in the amount of \$1,017,259.60.	Field Rep educated provider on correct coding	5/17/2013	51	C2
3/28/2013	XXX	Baton Rouge General Medical Center	claims for reprocessing	Hospital was contacted on 03/20/2013 and LHC identified claims for reprocessing on 03/20/2013 in the amount of \$567,513.70. The total of the claims project for the provider is \$552,859.68. The claims project status is completed.	5/17/2013	51	C2
3/29/2013	XXX	Willis Knighton South	identified claims for reprocessing on 03/28/2013 in the amount of \$27,075.15	Claims project	5/17/2013	50	C2
4/1/2013	XXX	St Francis Medical Center	needing NICU payments	Confirmed the checks were mailed	4/22/2013	22	C2
4/1/2013	XXX	LSUHSC-S CLINICS	93005 being a crossover code that does not pay.	Modifiers had been entered in wrong order. Claim has now been paid.	4/30/2013	30	C2
4/1/2013	XXX	Acadiana Radiology LLC		Adjustment has been made	5/6/2013	36	C2
4/1/2013	XXX	Dr. Carmen Johnson	checks that have not cleared. W9 has been sent in several times and address needs to be corrected.	No payment is allowed for this claim as contracting states that provider does not have specail lanuage or verbage in contract for payment for L0637. Lo637 is not covered by LA Mediciad.	5/30/2013	60	C2
4/1/2013	XXX	Cypress Point Surgical	denials due to non-covered services	Still Researching Issue		45	P2
4/2/2013	XXX	Dr Tracy Young	a claim denied in error	Instructed provider to go to DHH and request them to change code	4/30/2013	29	C2
4/2/2013	XXX	Dr. Michael Carpenter	not understanding why they were not paid full amount for claim M082LAE03359 with code ex92	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Chukwuma Nnorom	a claim that denied for OIC on file.	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Mary Ella Sanders	claim L187LAE09711 denying for no authorization on file.	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Dr. Patrick Njoku	Sherry called in to check claims status and when giving check information for claim L325LAE06214 the financial address for this provider is listed as PO BOX 4869 Dept 235 Houston TX 77210. States incorrect information	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Promis Hospital of Baton Rouge	under payment on claims that were made on member XXX	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Dr. George Bailey	needing more information on why claims is being recouped.	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Dr. Robert Smith	the appeal status of claim L299LAE01879	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Dr. Robert Fields	claim L187LAE09975 being denied for no authorization.	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Slidell Mem Hosp	MEMBER:XXX CLAIM#: L255LAE05894 DOS: 9/4/2012 Original claim denial identified TRICARE as Primary Insurance, SMH indicates member DOES NOT have TRICARE Primary, resubmitted claim with documentation supporting member does not have Primary/TRICARE, claim now denied time;y filing. REQUESTING TIMELY FILING OVERRIDE	Still Researching Issue	Pending	44	P2
4/2/2013	XXX	Dr. Scott Bracey	Prov called claim#M050LAE05519 line item 99173 denied and EP modifier was included prov request review for reprocessing	Still Researching Issue	Pending	44	P2

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4/2/2013	XXX	Dr. Carlos Rodriguez Fierro	claims denying for no authorization but authorization is on file. Issue has been ongoing for several months.	Still Researching Issue	Pending	44	P2
4/3/2013	XXX	Gina Miller	reviewing and reprocessing claims	Procedure code 99213 denied as included/bundled in procedure code T1015. Denial is correct, since no modifiers were billed to indicate a separate encounter.	4/11/2013	9	C2
4/3/2013	XXX	LSU Health Science Center	Assistant Coordinator emailing several times needing help with claims issues.	Claims have been resubmitted for approval	5/3/2013	31	C2
4/3/2013	XXX	Neurology Clinic	Provider sent in another W9 to have address corrected. A month later still have not received checks to the correct address.	claims project completed - Project 022323	5/21/2013	49	C2
4/3/2013	XXX	Kimbrough William	claim denied on 10/03/2012 with (EXNT) denial. Credentialing was entered incorrectly and multiple have not been paid. Phone calls have not been returned.	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	Dr. Bernard Fruge	claims are denying.	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	Assured Home Medical Rental and Sales, Inc	needing assistance for claims denying for the 06 code AND I DID SEE THE W-9 IN THE SYSTEM AND THE PRV STATES THEY HAVE SUBMITTED THE CLAIMS BUT THEY ARE STILL GETTING DENIED AND REJECTED. PLS ASSIST WITH THIS SO THEY CAN GET THE CLAIMS PAID AND RESOLVED.	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	LSUHSC-S CLINICS	NICU claims not paying and needs project completion date.	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	Dr. Ruben Vargas-Cuba	CLM M054LA001467 DENIED AS PRIMARY PAID MAX ALLOWED PLS ADVISE WHAT THE PRIMARY PAID NOT SHOWING A PAYMENT FROM THE PRIMARY	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	Dr. Ruben Vargas-Cuba	CLM M054LA001466 DENIED AS PRIMARY PAID MAX ALLOWED PLS ADVISE WHAT THE PRIMARY PAID NOT SHOWING A PAYMENT FROM THE PRIMARY	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	Dr. Peter Zimmerman	Denied adjustment	Still Researching Issue	Pending	43	P2
4/3/2013	XXX	LSU Health Science Center	clm L279LAE06133 denied for no auth . auuth on file IP0042842846 PLS REVIEW THIS CLM. ADJUST AND OR ADVISE THANK YOU	Still Researching Issue	Pending	43	P2
4/4/2013	XXX	Kimberly C McNeil MD	unable to log on to secure portal	support provider utilized-portal, care gap provided,	4/4/2013	1	C2
4/4/2013	XXX	Ejoro Ughovwa	caller XXX is disputing claim numbers M079LAE03827 for member XXX and claim number M079LAE03583 for member XXX, both claims are denied with coded EXGX, which says must be billed with encounter code. caller believes the encounter is not required as the doctor say the patient in a facility and its not a rural health visit and doesnt' require an encounter code. caller REFUSED to submit a reconsideration and said she wasn't going to do it cause it shouldnt be billed that way. please investigate and if no T code is required then please reprocess these two claims if, T code is required please leave instructions for caller	Both claims have denied GX which state that an encounter code is required and must be billed with payable detail lines. The provider has billed with the tax id XXX NPI 1770521536. The Pay class is LAFQC100; when this pay class is present in order for payment to be rendered a T-code must be billed	4/5/2013	2	C2
4/4/2013	XXX	Iberia Family MD, LLC	a denial due to additional claims on same date of service for office visit with procedure code 99212 that has always paid when billed.	to have claims resubmitted and reviewed	4/8/2013	5	C2
4/4/2013	XXX	DeQuincy Medical Clinic	incorrect TIN listed in portico and amisys as XXX. According to the contract and W9 on file the correct TIN is XXX.	Update made in Portico	4/14/2013	11	C2
4/4/2013	XXX	W O Moss Regional Medical Center	receiving authoratization denials for member for all jcode procedures. The website does not indicate auth is needed for injections. Pharmacy program and website do not match.	All missing checks have been received.	5/30/2013	57	C2
4/4/2013	XXX	Baton Rouge Gen Bluebonnet	being paid at a different per diem rather than at the acute medical rate.	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	BMA Marrero	getting a copy of the EOP from date of service 09/26/2012 to 11/20/2012	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Dr. James Hales	Provider would like information on why a modifier was added this claim.	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Oakdale Community Hosp	provider request which claims recop was taken from 76.04 3/20/13 and 166.67 1/13	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Louisiana Avenue Medical Center, INC	being notified of non par status.	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Dr Emine Chandler	claim being paid and sent to wrong address. Requesting a stop pay/reissue.	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Dr. Vonda Gaitor-Stampley	requesting update and appropriate retro PAR date of January 2012 that is stated on letter.	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	George Koclanes	Provider requesting another review of claim for payment	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Dr James Hales	why a modifier was added to a claim	Still Researching Issue	Pending	42	P2
4/4/2013	XXX	Scharmaine Lawson Baker	provider having proplem with claim M035LA003479 deny and other claim in her group	Still Researching Issue	Pending	42	P2

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4/5/2013	XXX	The Regional Medical Center of Acadiana	unable to download remit	Educated Billing Company and walked through process	4/5/2013	1	C2
4/5/2013	XXX	Dr Michael Morris	needing to have a check tracked	External Rep contacted provider regarding the claim	Pending	41	P2
4/5/2013	XXX	Dr Jason Chambers	claim status and recoupment	added to the Stop Pay/ Reissue Check Log	Pending	41	P2
4/5/2013	XXX	Dr Michael Felton	prov has never recv'd this check pls do a stop and reissue for this prov on this check . the address is correct, just that the prov has not recv'd the payment	NICU project is underway	Pending	41	P2
4/5/2013	XXX	Touro Infirmary IH	recoupment of codes. though have the eop, still calling in about every single claim, the remarks in crm and amisis, only say other see below, worked per j code project etc. It doesnt go into detial what is recouped the exact reason why etch. she would lke to know why the claims are being taken back.	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Chih Hao Lin	not receiving check# 42691 for claim L198LAE12751	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Chin Hao Lin, MD	not receiving check# 72764 for claim L356LAE00006.	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Dr. Patrich Leonard	duplicate procedures & claim issues.	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	HCA	transplant claims issues	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Dr Donald Barnes	claim being denied	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Dr George Desormeaux	not receiving a check	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Dr Carolyn Hutchinson	claim denied due to no authorization	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Dr. Carolyn Hutchison	claim denied for no authorization however, per affiliation status screen this provider is in par status effective: 11/1/11 12/31/99 GP Y ROBERT S. MUHUMUZA THE DIGESTIVE GROUP, P.C.	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	Carolyn Hutchinson	Advised claim denied for no authorization, provider is a par provider no authorization required. Please review further for payment, effective date: 5/1/12 12/31/99 GP Y RAPIDES REGIONAL PHYSICI CHRISTUS PROVIDER NETWORK, thank you.	Still Researching Issue	Pending	41	P2
4/6/2013	XXX	Dr. Gary Cox	claim M084LA002982 being denied for no authorization.	Still Researching Issue	Pending	40	P2
4/8/2013	XXX	Dr Abdul Bahro	the status of your credentialing.	Claims project	5/17/2013	40	C2
4/8/2013	XXX	Dr Young Kang	your hand written claims.	Hospital was contacted on 03/28/2013 and LHC identified claims for reprocessing on 03/28/2013 in the amount of \$1,017,259.60. The total of the claims project for the provider is \$861,490.71. The claims project status is completed	5/17/2013	40	C2
4/8/2013	XXX	Ashley Ridge Medicine	your par provider status as of 6/1/2012 but the recognition as a non-par provider.	Still Researching Issue	Pending	40	P2
4/8/2013	XXX	Dr. Carlos Bruno	the unpaid claim.	Still Researching Issue	Pending	40	P2
4/8/2013	XXX	St Tammanu Parish Hospita	the denial of your caim for no HCPCS.	Still Researching Issue	Pending	40	P2
4/9/2013	XXX	Home Health Center Thibodhome	your request to review claim L214LA000676.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Diagnostic Imaging Associates	your payments that were made to the incorrect provider-Radiology Specialists for checks #67941 and #66669, in addition the the status of the resubmission of check #43718 to the correct address.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Christopher Shelby	PLS REACH OUT TO PRVD...THEY NEED TO DISCUSS PROVIDER'S CONTRACT...ALSO THEY NEED CLARITY ON WHAT IS PROCESSED THR LHC AND WANT NEEDS TO GO TO OPTICARE	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Dr James Upp	the non-receipt of your check.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Hanger Prosthetics & Orthotics Inc	your issues with Web Portal and authorizations.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Hardtner Medical Center	your denied claims.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Gregory Allain	your request to stop payment and reissue checks # 60755 for \$9110.56 and check 55385 for \$4016.90.	Still Researching Issue	Pending	39	P2
4/9/2013	XXX	Dr. Michael Graham	your denied claims denied for the invalid/missing NDC that was listed on the claim.	Still Researching Issue	Pending	39	P2
4/10/2013	XXX	Dr. Kofi Kumi	status of Project 22406 that was created for the 230 claims processed to the participating affiliate in the amount of \$3,482.52.	Claims project was subitted and completed for 230 claims processed to the PAR aff. in the amount of \$3,482.52	5/17/2013	38	C2
4/10/2013	XXX	Dr Charles Billings	stop pay and reissue of check and status of claim	stop payment and reissue check.	5/21/2013	42	C2
4/10/2013	XXX	Northeast Louisiana Radiation Oncology, LLC	the non-receipt of your check.	Placed on void/reissue spreadsheet.	5/21/2013	42	C2

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4/10/2013	XXX	Dr. John Parker	your request for more information regarding the denial for procedure code 30520 and the request to reprocess your claim.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr. Victor Meija	your verification of participation with group Premiere Heart Center, TIN XXX. In addition to the verification of the credential status TIN XXX.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr. Steven Crider	your check #082609 that was paid incorrectly and the status of payment.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Terrebonne Gen Med Center	your payment status.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr. Tara Comardelle	the status of the unpaid claim.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Terrebonne Gen Med Center	the denial and retroactive payment on claims #L275LAE005004, I.D. #0165618244280.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr Erica Menina	for more information on unpaid claim.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Marksville Family Care Center	the status of the claims project.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Mobile Care Inc	your request for more information on the rejection and non-payment of your claims.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr. John Balart	your denied claim on 02/20/2013 and more information on the revision of the code.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Reliant Renal Care	your request to reprocess your claim and more information on the denied authorization.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr. Sabrena Noria	more information on your denial with a current authorization on file.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Dr Melissa Brown	your multiple denial of claims.	Still Researching Issue	Pending	38	P2
4/10/2013	XXX	Natchez Comm Hosp Clinic	your denial due to missing information.	Still Researching Issue	Pending	38	P2
4/11/2013	XXX	Dr Rolando Diaz	the status of the disbursement of your check.	Places on void/reissue spread sheet.	5/15/2013	35	C2
4/11/2013	XXX	John Barton	the non-receipt of your payments.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Dr. Lawrence Christy	the payment history of your checks disbursed in 2012.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Patio Drugs	the root cause of the denial and reprocessing of your claims.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Dr. William Webb	your unpaid claim.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Touro Infirmary IH	your five denied member claims on dates 02/06/2012, 03/07/2012, 04/10/2012, 01/02/2013, and 02/06/2013 for provider Ronald Swartz, NPI 1124126594. In addition to verification of Touro Infirmary's participation.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Riverpark Imaging Center Llc	the verification of the claim's diagnosis code V76.12 and its discrepancy with the code listed in the file, V612.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Dr. David Jenkins	the verification of procedure code 76817- M126 and the unpaid claim.	Still Researching Issue	Pending	37	P2
4/11/2013	XXX	Trent J Fogleman MD LLC Womens Clinic	your request for more information on the adjusted claims.	Still Researching Issue	Pending	37	P2
4/12/2013	XXX	Springhill Medical Center	more information on the contract begin date and the par status date that is denying your claim.	Claims project# 22419 created. There were 11 claims with a liability of \$2,292.22	5/2/2013	21	C2
4/12/2013	XXX	Dr. Valerie Williams	your denied claims for no authorization, after effective participation date.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Dr. Lauren Sallinger	the status of your unprocessed claim, 6529050529744 DOS 090512 615.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Clear Lake Reg Med Ctr	the status of the check that was not received.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Gregory Allain	you receipt of an incorrect bill and your request for the negative balance report.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	George Koclanes	your incorrectly paid claim.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Dr. Scott Domingue	your unpaid claim, address and TIN number corrections.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Reeves Memorial Med Center	the verification of your participation.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Christus St. Frances Cabrini Hospital	your requested copy of the EOP for your cancelled check ,#050000077029, paid on 1/16/13.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Dr. Darren Whitcomb	your request for more information concerning the recoupment and repayment.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Alfred Krake	PLEASE RECONSIDER CLAIM L356LAE04143 DOS 12/13/12 PROVIDER WAS CONTRACTED AT THE TIME OF SERVICE PLEASE REVIEW AND ADJUST.	Still Researching Issue	Pending	36	P2
4/12/2013	XXX	Alfred Krake	PROVIDER HAS 23 CLAIMS THAT ARE BEING REJECTED FOR NO AUTH. THIS PROVIDER BECAME CREDENTIAL WITH LHC 12/01/12 ALL CLAIMS ARE AFTER 12/01/12 PLEASE START A PROJECT FOR THIS PROVIDER CLAIM REJECTS. THANKS.	Still Researching Issue	Pending	36	P2
4/13/2013	XXX	Womens and Childrens Hospital Campus of Reg Med	DHH Initial Complaint: LHC was not paying Rev Code 174 based on the LA Medicaid Fee Schedule. On 02/26/2012 LHC revised the process for NICU Process	Hospital was contacted on 04/18/2013 and LHC identified claims for reprocessing on 04/21/2013 in the amount of \$321,952.82. The total of the claims project for the provider is \$322,437.17. The claims project status is completed.	5/17/2013	35	C2

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				Resolution sent to provider for DOS 100712 871 L306LAE03449. Please review Bulletin 12-18 for Emergency room services with primary diagnosis of 290.xx- 319.xx. should be sent to Magellan for processing and payment, regardless of whether the provider has a contract with Magellan- All other ER diagnoses claims should be submitted to the member's Bayou Health Plan			
4/15/2013	XXX	Dr Claude Craighead	claim that has been denied even though another claim of the same type is being paid.		5/10/2013	26	C2
4/15/2013	XXX	Baton Rouge Ent Associat	a check# 64740 that has not cleared and would like to be re-issued.	Claims project	5/20/2013	36	C2
4/15/2013	XXX	Custom Healthcare INC DME	claim RS#M052LA000251 was not paid even after the claim was re-sent.	Contracting reached out to provider and will assist with any future issues.	5/28/2013	44	C2
4/15/2013	XXX	Christus St Frances Cabri	request to re-issue check so provider can get paid.	Claim has been paid	5/30/2013	46	C2
4/15/2013	XXX	Nnamdi Nwabueze	request for information as to why payments to provider are being re-couped.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Mounaf Ahmad	unreturned calls to provider relations to address denied claims due to lack of physician signature.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	LSU Healthcare Network	request to correct taxonomy from plastic surgery to hand surgery.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Green Clinic Surgical Hospital	Provider rep Liz states EOB and check paid does not add up, provider would appreciate another review of this payment	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Dr. Michelle Donaldson-Bailey	an issue with billing with a modifier, specifically A5512.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Louisiana HCA Hospitals	Louisiana Healthcare Connections having been in breach of Agreement by failing to reimburse the hospitals in underpayments totaling \$1,373,369.89.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Dr Sunny Russ	re-couped money for a claim that has already been paid.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	Dr. David Samuel	issue with lack of access to portal.	Still Researching Issue	Pending	35	P2
4/15/2013	XXX	National Pharmacy Services	CONTRACT STATUS	Still Researching Issue	Pending	35	P2
4/16/2013	XXX	Lahaye Center For Advanced Eye Care Apmc	non-payment of claims submitted.	Still Researching Issue	4/16/2013	1	C2
4/16/2013	XXX	DYNAMICS HEALTHCARE SYSTEMS INC.	non-payment of claims submitted for bariatric beds.	Still Researching Issue	4/16/2013	1	C2
4/16/2013	XXX	Marksville Family Care Center	request to investigate why your practice is not receiving Rural Health Clinic rates.	provider was loaded as RHC instead of FFS, correction was made	4/16/2013	1	C2
4/16/2013	XXX	Pediatric Group of Acadiana LLC	not being reimbursed according to contract.	work is being done to update the providers payclass.	4/16/2013	1	C2
4/16/2013	XXX	Byrd Regional Hospital	pending claims.	explain benfite to provider.	4/23/2013	8	C2
4/16/2013	XXX	Dr Lawrence Christy	Provider has received EOP with no pymt dtd 04/10/13 claim has been adjusted, however, no pymt was issued. Please review EOP for addtl pymts	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dr Rome Sherrod	check that has not been received.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Lesley Jernigan	claim issues that are not being resolved by provider relation representatives and an explanation for the recoupment letter for over \$72,000.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dr Lawrence Christy	not having received payment for eligibility of patient (EOP).	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dennis Occhipinti	PLEASE REVIEW THIS CLAIM XXX IS STATING THAT LHC SHOULD'VE COVERED THE REST OF THE CHARGES AFTER PRIMARY PAID. LHC SHOUD'VE PICKED UP THE COINSURANCE, THERE WAS NO DED NOR COPAY ACCORDING TO XXX. I CANT SEE A COPY OF THE PRIMARY EOB IN CRM. PLEASE CONTACT JOELENE AT 504-457-2022 THANKS. MM. CLAIM L223LA003480 XXX XXX	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Progressive Acute Care LLC, dba Oakdale Community Hospital	pending claim #M042LAE04352 and a complete review of member XXX+E206.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	George Williams	request for an explanation for the recoupment letter received by your office.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Minden Medical Center	issues with web portal.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dialysis Clinic Inc	claims for Epogen was not paid correctly.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dynasplint Systems, Inc	denied authorization for claims on payable services.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dr Scott Williams	issues with claims not processed correctly according to Par status.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dr Frederick Stromeyer	request for an explanation for several claims needing to be adjusted and negative balance.	Still Researching Issue	Pending	34	P2

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4/16/2013	XXX	Christus St. Frances Cabrini Hospital	request for a fax of eligibility of patient within 3-5days.	Still Researching Issue	Pending	34	P2
4/16/2013	XXX	Dr. John Albery	corrections made on claims without any documentation.	Still Researching Issue	Pending	34	P2
4/17/2013	XXX	Functional Mobility Systems, Inc	DME reimbursement at 67% only.	process claims and send contract out to get provider in network.	4/17/2013	1	C2
4/17/2013	XXX	Falgoust Eye Medical and Surgical	unpaid claims in first 60 days of GSA roll out.	to schedule a meeting with provider.	4/17/2013	1	C2
4/17/2013	XXX	Northeast Rural Health Center	reimbursement under wrong provider.	to change the date and was awaiting for PDM to update.	4/17/2013	1	C2
4/17/2013	XXX	Miss Lou Health LLC1	incorrect effective date.	correct claims made and resubmit for payment.	4/17/2013	1	C2
4/17/2013	XXX	Northeast Rural Health Center	Provider complaint that payment for practitioner Sheila Pope was getting reimbursed to incorrect provider. After research it was determined that the practitioner was not linked in our system to the new provider. Provider is now linked with the group and provider can now resubmit claims to get reimbursed for those claims that rejected. Provider has been notified of this by supervisor of PR and PR specialist.	to notify and link your group and provider to our system so your claims can be resubmitted.	4/17/2013	1	C2
4/17/2013	XXX	Dr Joseph Ortenberg	Address was corrected but provider still has not received checks.	Put on void/reissue spreadsheet.	5/21/2013	35	C2
4/17/2013	XXX	Alphacare Home Health Inc	a recoupment letter with limited detailed information	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Bma Desoto Parish	Recoupment is accurate...provider needs the original check information thand that they have not received a payment. Call provider to to find out details as for the check amount and information	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Red River ENT	denial for claim after authorization was given.	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Natchez Community Hospital	claim denied for no medical records but records were received and reviewed.	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Delaunes Home Medical	CLM M028LA011852 DENIED AS A DUPE NOT SHOWING A CLM THIS WOULD DUPE TO PLS ADVISE WHAT THIS IS A DUPE TO ?	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Baton Rouge General BB IP	Underpaid claim	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Henry Mclemore	Recoupment	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Dr. Detries Morris	Negative balance	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	Willis Knighton Bossier Health Center	Claim sent back for reprocessing. Provider is par. Claim denied in error. No auth would have been needed to process the claim - REF CAS-556128-V7F2Y0	Still Researching Issue	Pending	33	P2
4/17/2013	XXX	St James Primary Care	Secondary claims getting denial code 11	Still Researching Issue	Pending	33	P2
4/18/2013	XXX	Cardovascular Institute of the South	provider effective date incorrect	date has been corrected.	4/18/2013	1	C2
4/18/2013	XXX	Minden Physician Practices LLC RHC CLINIC	seeking reimbursement for RHC services paid at hospital setting	Still Researching Issue	4/18/2013	1	C2
4/18/2013	XXX	Crescent City Pharmaceuticals Inc dba Hospital Drugstore	Provider complaint regarding non-payment of claims for specific members. The non-payment is due to billing errors	to conduct a face to face visit with provider on 4.19.2013 and the meeting concluded with a desire to work more professionally to get claims paid as well as to remain in network with us.	4/21/2013	4	C2
4/18/2013	XXX	Cardiovascular Institute Of The South	effective date that is inaccurate.	check was placed on void/reissue spreadsheet and provider should receive payment shortly.	Pending	32	P2
4/18/2013	XXX	Madison Parish Hospital	Provider received a recoupment letter on one of there member XXX which they said that procedure code 99221 can only be billed by one provider, we paid the hospital and the doctor office, but on 11/14/2012 the member was in the hospital and provider said payment should have been recoup from the doctor.	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Christus St Patrick Hosp	DOS:1/7/13 \$3110.31 M022LAE06989 # paid 1/30/13 EFT#900015611(\$20,109.59) not cleared. Provider is stating that they are contractual of 27.5755 and then another 27.9586. Provider request for copy of EOP, fax 803-9786387 Attention Claims. Unable to pull EOP in emdeon.	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	James Trenton	No access to portal to check EOB. No contact has been made to provider for assistance	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Dr Steven Blanchard	Denied Claim for modifier	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Hanger Prosthetics & Orthotics Inc	XXX stated that she is having claims issues. Please have someone contact the office at 513-421-5653	Still Researching Issue	Pending	32	P2

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4/18/2013	XXX	North Lake Medical Supply	XXX @ 985-892-7709 and email sumgirl76@yahoo.com, would like for someone to check this claim where it denied for having primary insurance when the member only have LHC as primary.	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Women's Health of Southwest Louisiana	Please see the attached EOP regarding the primary insurance carrier not paying the maximum allowable on the claim. I have attached the EOP for your review. Please adjust the claim.	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Bma Desoto Parish	L355LAE01589 recpt of claim dispute sent 03/30/13 advsd no recpt found Please review claim for processing with AUTH OP0027432728	Still Researching Issue	Pending	32	P2
4/18/2013	XXX	Dr. Steve Butaud	Provider file a claim (L215LAE03541) for the wrong dos she was sent a form to do a refund 190.58 check #29402 on 10/31/12. we paid her the correct amount 184.10 on 4/10/13 ck#0250900021316. then we recop 190.58 on 4/10/13 for the same claim please give her a c	Still Researching Issue	Pending	32	P2
4/19/2013	XXX	Home Health Agency of Lake Charles Memorial Hospital	Provider was requesting an immediate response regarding the update of NPI for LTAC and Home Health. The provider has claims tha need to be reprocessed.	re-process all claims.	4/19/2013	1	C2
4/19/2013	XXX	Pediatric Group of Acadiana LLC.	We are correcting the provider load issues for: Dr. Hyndhavi, Krishna Janumpally, MD, Shelly Thompson, MD, Walter Scott, MD, and Lori Toups, MD. After the provider data issues are corrected, we will pull all A1 denials into a claims project and process to the PAR affiliations. Our configuration team will look at the encounter rate for Rural Health clinic to assure they are processed to the correct rate. If the current rate has not been applied, those claims will be reprocessed into a claims project. Dr. Cocke is linked to PGA; however, not paid at 102% of the fee schedule. We will update the provider status within the system. Once the update has taken place, all the claims will process at the contracted fee schedule. We are currently reviewing secondary claims examples that were provided.	to explain that the record was updated on 02/01/2013 - 3/01/2013 and all claims will be updated in a claims project.	4/19/2013	1	C2
4/19/2013	XXX	Baton Rouge Gen Bluebonnet	Baton Rouge General's list of accounts that are still receiving denial code (46) which indicates the service is not covered.	Still Researching Issue	4/19/2013	1	C2
4/19/2013	XXX	Baton Rouge Gen Bluebonnet	clm L125LAE01396 denied . pls review this clm a recoupment was done and prov is not aware as to why .	Please see case CAS-357369-B7Y8K8 as this issue has been resolved: SENT TO GET PRICING EVERYTHING IS GLOBALING. ; set to pay	5/7/2013	19	C2
4/19/2013	XXX	Dr Ghayas Qureshi	Provider has concerns about EOP and recoupment	Danielle Dalcourt: I spoke with Becky. She was confused about some of the claims on her eob. I explained to her that money wasn't actual taken back on the claims she question. We made a correction to the pay service code. She had one claim which was being recouped because of a mental health diagnosis. She understood everything I explained to her. F232	5/14/2013	26	C2
4/19/2013	XXX	Dr Wilford Stokes	PRV STATES A LETTER WAS sent on 10/31/13. MR were submitted & PRV states letter they received says they have 90 days on the letter. Not satisfied with decision also. No adj made on 2/28/13. Tried to touch base with Shelton Evans and have not received call back.	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Dr Gregg Barre	Provider can't get access on web portal to certain things, please assist.	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Sulphur Community Clinic	Received check issued to Hackberry Rural Health Clinic	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Promise Hospital Baton Rouge	She's has several cases in CRM regarding this and no further action has taken place. She' requesting a surpervisor	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Christus Coughatta Health Care Center	CLM M054LA000601 DENIED AS A NON COVERED SERVICE P[LPS ADVISE WHY THIS IS SO . PLS REVIEW AND OR ADJUST OR ADVISE THANK YOU	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Dr Wilford Stokes	Advise the prv as to why a recoupment is being done on claim. Only shows adj done to a previously sub claim. They need further details & clarification	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Childrens Hospital	clm M085LAE00249 denied for no auth the auth is on the clm	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Dr Jill Feinberg	CLM L324LA001221 PAID TO THE INCORRECT ADDRESS PLS RECOUP AND REISSUE THIS CHECK TO THE CORRECT ADDRESS CHECK # 69257 PAID 1,726.93 BULK AMOUNT . CHECK CLEARED ON 12/11/2012	Still Researching Issue	Pending	31	P2

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4/19/2013	XXX	Women & Childrens Hospita	Max allowable pd by primary..Plse advise as to if you all have addtil info on what was paid by the promary. doesnt show the amt UHC is the OIC	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Homer Memorial Hospital	DENIED FOR PROC CODE	Still Researching Issue	Pending	31	P2
4/19/2013	XXX	Christus Coughatta Health Care Center	CLM M054LA000601 DENIED AS A NON COVERED SERVICE P[PLS ADVISE WHY THIS IS SO .	Still Researching Issue	Pending	31	P2
4/21/2013	XXX	Lafayette General Med Center	identified claims for reprocessing on 04/21/2013 in the amount of \$246,946.87	Hospital was contacted on 04/19/2013 and LHC identified claims for reprocessing on 04/21/2013 in the amount of \$381,721.98. The total of the claims project for the provider is \$383,749.55. The claims project status is completed.	5/17/2013	27	C2
4/21/2013	XXX	East Jefferson General Hopsital	the reprocessing of your claim on 04/21/2013 in the amount of \$27,928.92	Claims project	5/20/2013	30	C2
4/21/2013	XXX	West Jefferson Medical Center	reprocessing on 04/21/2013 in the amount of \$176,117	Claims Liaison Research	5/20/2013	30	C2
4/21/2013	XXX	Lake Charles Memorial Hospital	identified claims for reprocessing on 4/19/2013	acknowledgement of the receipt of your corrected claim.	5/20/2013	30	C2
4/21/2013	XXX	St Francis Medical Center	identified claims for reprocessing on 04/21/2013 in the amount of \$171,753.84	Claims project	5/20/2013	30	C2
4/21/2013	XXX	North Oaks Medical Center	04/19/2013 and LHC identified claims for reprocessing on 04/21/2013 in the amount of \$11,872.57.	Claims project	5/20/2013	30	C2
4/21/2013	XXX	Acadiana Otolaryngology Head and Neck Surgery LLC	the effective date of 7 practitioners.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Acadiana Family Practice Associates LLP	payment #0900020848 with two claims on remit; provider no longer with practice - refund to be sent back to Louisiana Healthcare Connections with explanation	Provider sent refund check to us	4/22/2013	1	C2
4/22/2013	XXX	Greater Baton Rouge Anesthesia LLC	Missing checks	Meadowview Nursing Home cashed checks that were received.	4/22/2013	1	C2
4/22/2013	XXX	Fatai Adamson Office	Denied A1 claims. Par Provider with LHC effective 04/01/13.	Provider stated ICD are correct. Instructed to follow guidelines in letter.	4/22/2013	1	C2
4/22/2013	XXX	Dr Alfred W. Hathorn Jr., M.D. APMC	a letter from HMS stating ICD9 code billed incorrectly; Recouperment of \$1300.	Instructed provider to submit an appeal	4/22/2013	1	C2
4/22/2013	XXX	Dr Alfred W. Hathorn Jr., M.D. APMC	a patient born on December 19th but not eligible for benefits until 1/1/2013.	Explained that out of network providers, all are required to get all services authorized	4/22/2013	1	C2
4/22/2013	XXX	Minden Physician Practice	providers not correctly loaded in system;. Currently loaded correctly and have started claims project to pay.	information has been loaded correctly and claims have been set to pay.	4/22/2013	1	C2
4/22/2013	XXX	Bolger Famly Clinic	checks mailed to Meadowview nursing home instead of office, Meadowview cashed checks. Getting checks reissued.	Provider was informed that codes came from DHH and they needed to possibly reach out to DHH.	4/22/2013	1	C2
4/22/2013	XXX	Kim A Hardey MD	denials for consent forms and the consent forms are attached to the claims upon submission. The claim example is M08LA013476 patient E245XXX dos 02/14/13 the denial code is NV. Please see attached eop	Field Rep educated provider on correct way to fill out consent form	5/2/2013	11	C2
4/22/2013	XXX	DYNAMICS HEALTHCARE SYSTEMS INC.	the billing codes that are resulting in billing issues.	You should receive payment soon.	5/6/2013	15	C2
4/22/2013	XXX	Inpatient Pediatric Services, LLC	your facility not getting paid according to state contract.	Provider is already working with Bryan Lechich to get second location added to their existing FQHC contract	5/9/2013	18	C2
4/22/2013	XXX	Associates in Womens Health	missing checks	spoke with provider regarding check sent to void/reissue.	5/16/2013	25	C2

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4/22/2013	XXX	Jacobs Family Medical Clinic	cpt code 95912 not covered but cpt codes 95926 & 95927 are covered. Claim example M064LAE08087; The patient's name is XXX+E276. The Date of Service was 02/27/13 and the denial reason is cL. This provider also complained that it takes 72 hours to get medication approved and mentioned that she is unable to get Prozac 40mg approved but is able to get Prozac 20mg.	Dr. Bahro was par 4/1/13	5/17/2013	26	C2
4/22/2013	XXX	Franklin Foundation Hospital	claims to be pulled and submitted in a claims project.	This claim was processed correctly. Provider should have used modifier 26 as this procedure was performed in LC 22 outpatient hospital. Provider can only bill 95011 without modifier if provider owns machine (TC) Technical componet.	5/17/2013	26	C2
4/22/2013	XXX	Iberia Medical Center	reasons for recoupelement	to stop pay and reissue your check.	5/20/2013	29	C2
4/22/2013	XXX	Doctors Anesthesia LLC	missing checks	reprocessing on 04/21/2013 in the amount of \$97,995.28. Claims project completed.	5/20/2013	29	C2
4/22/2013	XXX	Womans Hospital of Baton Rouge	denial of 10 claims due to timely filing. Per the contract, Womans hospital and its affiliations have 12 mos to submit a corrected claim, dispute, etc.	to stop pay and reissue check.	5/21/2013	30	C2
4/22/2013	XXX	Louisiana Women's Healthcare Associates	denied claims and checks not received. Update doctor file	Provider will be effective June 1st.	5/24/2013	33	C2
4/22/2013	XXX	Brian N Heinen MD APMC	Lack of specialists in the area to make referrals for patients and website showing the practitioner as accepting new patients but when the office is contacted to schedule an appointment, no new patients are accepted.	Lab is ancillary and can not have providers linked to it.	5/28/2013	37	C2
4/22/2013	XXX	Michael Harlan	a check being sent to incorrect address - correct address in Portico	Check number placed on Void/Reissue spreadsheet.	5/31/2013	40	C2
4/22/2013	XXX	ASSOC PLASTIC & RECON SUR	denied claims	The provider must submit a reconsideration with medical recirds		30	P2
4/22/2013	XXX	Duncan F. Hanby, MD	Outstanding claims from last year. Claims include M004LAE04976 Kadeyn Trahan dos 07/12/12 ex code A1, M004LAE04984 Kadeyn Trahan dos 06/21/12 ex code A1. The provider would like for us to reconsider these claims	reissue provider check	Pending	30	P2
4/22/2013	XXX	Amedisys Home Health	a denied claim	funds have been recouped	Pending	30	P2
4/22/2013	XXX	Oschsner Medical Center - Westbank	Your claim dispute beyond 90 days. Provider is questioning if payment can still be received for underpayment.	Placed on Stop Pay/Reissue spreadsheet.	Pending	30	P2
4/22/2013	XXX	Christus Schumpert Health System	more information on the adjustment made to the claim.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Manuel Medical Clinic INC	denied claims for EPSDT screenings. Claim has been filed with and without the EP modifier. Claim example M078LAE02324 the ex code is MD	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Monroe Surgical Hospital	denied claim due to authorization given by us had the incorrect date. Claim L221LAE01301. DOS 7/24/12. Total Billed charges \$15716.69; amunt due \$663.03.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Monroe Surgical Hospital	the denial of your claim due to no authorization.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Moss Street Kid Med LLC	inconsistency of care gaps on the provider portal	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	MedCare of Ascension LLC	the recoupelement of funds and incorrect codes.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Dr Bryan Sibley	denied claims for EPSDT services	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Dr. Harold Stokes	denied claims due to specialty being loaded incorrectly in system	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Rachael A Tate MD LLC	incorrect claims	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Dr Alfredo Lebron Berges	request for a pediatric formulary and the EOP on our website be formatted differently	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Chadha Medical Clinic	pending claim issues and your outstanding hospital claims that are unable to attach emails due to size	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	The Childrens Clinic of Thibodaux	incorrect pay to address on file; details of negative balance account; status of recoupelement project	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Roberto Quintal	the status of your recouped claims	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Charles Stedman	a copy of EOP/ and Address on check; payments not received due to incorrect address. The correct address is PO BOX 4869 dept388, Houston, TX 77210-4869.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Maternal Fetal Medicine Center	missing checks	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	National Pharmacy Services	claims rejections for uncovered services with prior authorizations	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Physicians Care Center	attachments to update age panel status	Still Researching Issue	Pending	30	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
4/22/2013	XXX	Great Beginnings Pediatric & Adolescent Medicine	denial on kidmed vision screening and never receiving a monthly cap check from us.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	South Shreveport Anesthesia Service	assistance getting claim#M080LA002610 paid.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Premier Pediatrics	CPT Code 81002. Some were paid, but after a certain date were denied x9.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Dr Camille Perkins	Correcting TIN for Dr. Camille Perkins-NPI 1073595153 at Family Praticce Clinic TIN should be XXX. Please call with update. Will fax W9 again	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Carolyn Green	claims rejections due to bad provider information	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Gregory Berault	Sameka with the provider office would like to know when will they receive the report for the negative balance for this claim and others	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Iberia Healthcare LLC	06 denials for XXX. Please see attachment for claim #s, date of service, and member name. Have sent to Aimee Broussard with effective date retro to April 1 2012. Still waiting a response	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Our Lady of the Lake Phy Group	updating provider Angela Angelle's par date effective 4/1/2013 but requested par date to be effective March 2011.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Acadiana Maternal Fetal Medicine	Prior Authorizations for completion of ultrasounds within a maternal fetal specialty clinic and rejections on 17P injections.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Touro Infirmary	a pending check in the amount of \$6442.16 posted on website. Contact number is 504-897-8294 or email @ sheila.smith@touro.com	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	LCMS Obstetrics and Gynecology LLC	Credentialing applications on 5 practitioners but only 1 was linked to their group	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Metro Ambulance Service Rural	information from Louisiana Healthcare Connections website under non contracted providers - emergency services are reimbursed at 100%, however we are only being reimbursed at 90%.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	DeQuincy Medical Clinic	the need to be recredentialed due to an incorrect tax id number assigned to the clinic. Shelton Evans with Louisiana Healthcare Connections pulled the contract. It was found that the tax id was entered incorrectly in the system. The request was sent to PDM to have the tax ID corrected. I also sent a request to PDM with a W9 requesting the billing address be updated	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Children and Adolescent Clinic	medication approval process taking 2 hours to complete	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Mary Bird Perkins Cancer Center	Claim concerns. Per claims, Mary Bird Perkins has a negative balance on account. Once the negative balance has been honored , we will start receiving payments again.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	West Feliciana Parish Hospital Physician Clinic	Provider mailed application in December 2011. Called to check status but Louisiana Healthcare Connections had no record. In February 2012, mailed application. Provider said XXX+E518 came into office and provider gave application to him. Provider called again to check status and spoke to Susan Salaria who emailed provider data form and faxed to PDM in April 2012. Provider called for Scott Woods but he was no longer with LHC and was given Antonia Johnson's information but never heard back from her. After speaking with Jamie Bippen, provider resent application and now has a par date as of November 2012. Sent retro date for approval. Awaiting update	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Home Care Resources, LLC	denials for services with prior authorizations.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Richwood Health Center	status of claim project; waiting on payments from 11/1/2013 to present.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Open Air Mri Cenla	denied claims for radiology services	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Hardtner Medical Center	all secondary claims denying since use of a tcode. Attempted several ways to bill; Match EOB	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Professional Emergency Physician Associates LLC	non-receipt of payment for claims; Check reissue requested - was attempted and voided.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Christus Coushatta Rural Health Clinic	having completed paperwork to become a par-provider for Louisiana healthcare Connections but have not been linked to network, therefore, no patients can be linked to provider	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Leonard P. Neuman, MD	unreceived payments; Stop and reissue	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Daniel A. Trejo, MD	rprovider requests to terminate from network. Provider is in a 3 year agreement with automatic 1 year renewals. Cannot term until end of inital 3 year agreement.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Stacey Ducombs-Isa	a denied claim due to uncovered service	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Christus St. Frances Cabrini Hospital	an underpaid claim; Requesting a review of claim	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Charles Stedman	missing checks due to possible incorrect address in system.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	David Trettin	resolution of claims issues since July 2012; No returned phone calls 318-323-8451	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Ochsner Foundation Hosp Psych	a denial for code 93005; Advised PRV that they are working to resolve the code issue - codes C1733, C1893, and J3010 are not covered. Please state reason	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Eric George	a denied claim in error due to no authorization - review and reprocess if authorization not needed	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Ochsner Foundation Hosp WA	a claim sent back for review; Status update needed	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Monroe Kidney Center	check #1051 for 3937.88 that was received by provider with no statement	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	KERMEN D BEAUCHAMP-ROCHE	status of Alleigh Reeves eligibility as of 10/10/12; resubmission of claim with eligibility from BAYOU HEALTH showing 10/1/12.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Dr. Christian Briery	request of funds for services performed through ultrasounds which were not covered by plan.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	East Feliciana Primary Care Clinic	your recoupment and claims issue.	Still Researching Issue	Pending	30	P2
4/22/2013	XXX	Maternal Fetal Medicine of Acadiana	the status of your recouped claims.	Still Researching Issue	Pending	30	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
4/23/2013	XXX	Cucinotta & Occhipinti MDS APC	Provider billing agent continues to question denials even after appeal, request info in writing as to rationale for office visit/hearing test bundling, claims previously appealed, outreach to compliance & coding to supply claims extend edit rationale.	pay claim on 4/17/13 in the amount of \$5722.13.	4/23/2013	1	C2
4/23/2013	XXX	CVT VASCULAR LAB INC	Providers not credentialed correctly	Provider Relations Rep reached out to provider to request documentation.	5/28/2013	36	C2
4/23/2013	XXX	Dr. Michael Graham	XXX/Canseco 504-610-7483 presented claims: XXXe M066LA003218 6/9/12 (claim denied "EXMd" crossover Member has primary insurance, Commercial pays different than Medicaid, CPT billed for primary is crossover & not allowed on Medicaid fee schedule. Ms. XXX defends that the member is not Medicare, explained denial codes is NOT suggesting that, Shared w/ her the 2 insurances are billed different, , XXX M079LAE03203 1/3/13 (NDC) NDC IS on claim however code is incorrect, I identified XXX L338LA003709 4/11/12 (NDC). NDC IS on claim however incorrect. suggest she contact billing software vendor as the code is not appearing on claim correct w/ units Constant dialogue w/ XXX re issues throughout the weeks, participated in conference call w/ Inter PR Specialist to assist her understanding. resolution in terms of explaining WHY claims denied, Ms. XXX Resolution would be to have claims pay. appeal is available option	We confirmed that you did receive and cash the check.	5/29/2013	37	C2
4/23/2013	XXX	Dr. Brian Heinen	denied claim EXA1 for no authorization	suggested that she review the E/M and diagnosis coding, make necessary corrections, and resubmit the claim as a corrected claim	5/31/2013	39	C2
4/23/2013	XXX	Children's Medical Center	99173 / vision screen. Claim initially denied outreach to provider re x over code, claim paid on following remit, Provider submits 2 claims per DOS. Provider submitted denied claims ADHD, denial was a function of the way the claim was billed. ADHD claims submitted outreach to internal PR & Claims Xtend for explanation Research V58.69 is acceptable for long-term use of medications for ADHD. the applicable 314.00 or 314.01 ADHD diagnosis code should appear as well on the claim and the office visit would need to point to both of these in column E (diagnosis pointers).	Per claims adjust LHC will not pay claim as the provider is listed as NON-PAR with Tax ID billed.	Pending	29	P2
4/23/2013	XXX	New Orleans Speech And Hearing Center	Resolution not acceptable to Provider as she does not want to rebill as per guidelines, Date of Service per line item, no handwritten claims, feels as if LA Healthcare should make exception for Provider. Outreach to Provider to have software vendor adjust software to allow modifier.	Provider must resubmit all claims with medical records showing medical reason why these services were billed. This is a statw wide issue	Pending	29	P2
4/23/2013	XXX	Delta Regional Medical Center	Our hosp is being audited regarding this claim payment that needs to be recouped	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	E. M. Dimitri DO, PMC	Reasons in writing why office visits are not being bundled and not being paid	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Crowley Walk-in Clinic	Issues getting patients admitted to the hospital. Suggested all plans follow the same pharmacy formulary.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Abbeville Community Health Center	Prior Authorizations not being completed in a timely manner	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Stephens Derbes MD	Provider no longer wanting to contract with LHC due to denied claims.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Dr. Jon Schellack	Negative Balance prvd adv that they need to know what acct this neg bal of \$51.71 is coming from, she did not have enough information to provide for me to attempt to assist....please send correspondence to provider with information CHk# 92649 amt \$ 1149.96 remit date 04162013	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Leonard J Chabert Medical Center	Claims denied and have not been paid.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Acadia Family Clinic, LLC	lack of Specialists in your area to provide services to patients	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Gregory Lord	GX code on EOP	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Dr. Mary McCleary-Brooks	overriding denied claims due to timely filing; corresponding with Karen Lee via email - her supervisor supposed to override claims: Claim#: L258LA002084 L258LA002084 L258LA002182 L289LA017461 L289LA017461	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Access Health Louisiana - Kenner Community Health Center	incorrect claims	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Childrens Hospital Anesthesia	billing rates and claims denied	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Regional Medical Rental And Sales	unpaid claims	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Tech Regional Medical Center	Claims denying because of credentialing issues.	Still Researching Issue	Pending	29	P2

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4/23/2013	XXX	East Jefferson General Hospital LA	Provider c/o NICU claims not paid correctly and have not been reimbursed as per claims project. Provider requesting payment ASAP. LA Healthcare is aware of NICU issue, claims project identified to address & adjust claims. awaiting completion.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Slidell Memorial Hospital	Recoupment issue. assist Provider/billing agent in understand recoupment projects 22261, 22166	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Dr John Hogg	Recoupment. EOB check information. Provider states there was a takeback.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Dr. Luis Serrano	L264LAE03174. The claim paid \$76.28 on 09/26/2012. The claim amount was adjusted and then paid \$88.99. Afiliation details were reviewed. Prov. rep states that the claim was paid to the wrong grp of Prov. According to Prov. rep the grp should be LSU Healthcare Network and NOT LUS Health Systems. PLEASE DO NOT PAY TO LUSE HEALTH SYSTEMS	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Amedisys Home Health Services	denial of claim for no authorization.	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	National Pharmacy Services	claim paid with EFT 050900017973 -paid date 02/27/2013 bulk amount \$2,013.11	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Mr. Wheelchair, Inc	resubmission of claim on several occasions but still being denied	Still Researching Issue	Pending	29	P2
4/23/2013	XXX	Dr. Jeremy Nguyen	partial payment of claim; code 93976 was denied.	Still Researching Issue	Pending	29	P2
4/24/2013	XXX	Michael P. Haydel, M.D.	your recoupment.	education was provider on correct use of codes	4/24/2013	1	C2
4/24/2013	XXX	Cameron Parish Ambulance District 2	your problems with Web Portal.	Resolution: A External provider rep will schedule visit with the provider.	Pending	28	P2
4/24/2013	XXX	Lincare Inc	the denial for no authorization code.	placed on stop-pay/re-issue spreadsheet	Pending	28	P2
4/24/2013	XXX	Children's Clinic of New Orleans LLC	your recoupment.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Progressive Acute Care LLC, dba Oakdale Community Hospital	your request for more information to process your claim codes.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Lawrence B. Schneider, MD	the reprocessing of your denied claims.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Debbie Jurgelsky MD	more information on the adjustment and recoupment of your funds.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Gonzalo Idalgo	more information on approving the MRI for your memeber.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Superior Home Health Care, Inc	the authorization and denial of your claims.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Metro Preferred Home Care	your denied claim.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	West Jefferson Medical Center	the denial of your codes.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	John Horan	the payment that was recouped from the incorrect provider.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Christus Health Central Louisiana	the EOP and charge amounts on 01/06/2013 in the amount of \$69,735.87	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Robert Kessler	your denied claims.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	TELERHYTHMICS LLC	more information on the recoupment of the claim.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Paul Perkowski	your claim.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Cameron Parish Ambulance District 2	the denial for no authorization code.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	North Shore MRI	the denial for no authorization code.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Garden District Dialysis	your problems with Web Portal.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Metroplex Hospital	the stop, pay, and reissue of your check.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Dr Ashok Kompelli	the stop payment and incorrect mailing address.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Metro Preferred Home Care	your request for a review for reprocessing.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Lady of The Sea General Hospital	the status of your corrected claim.	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Byrd Regional Hospital	Please reprocess claim number L259LAE00297 as it denied inappropriately for authorizaiton not on file. This procedure does not require prior authorization. Timely Filing override is approved by Shelton Evans, Supervisor of Provider Relations. Procedure code L343LAE00146 denied inappropriately as non-covered. Claim needs to be reprocessed as this is a covered services. Timely filing approved	Still Researching Issue	Pending	28	P2
4/24/2013	XXX	Leroy Fredericks	Provider request a corrected EOP, because the total amount stated on the check does not equal the amount that was adjusted on the EOP. Check # 92605	Still Researching Issue	Pending	28	P2
4/25/2013	XXX	Cenla Childrens Clinic	your unpaid well and sick care visits.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Arkansas Childrens Hospital	claims issues.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Dr. Robert Smith	Provider wants a search for MRs that they faxed because they do not want to fax them again.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Richardson Medical Center	the recoupment done on your claim.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Charles Whitlow	the payment in the amount of \$2,534.94 for claim# 13003LA80161 that was not received.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Dr Lavora Babers Wilson	the NDC CC sent 3/29/13 that is showing CC in Amisys.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Dr. Leslie Greco	regarding the diagnosis code, 832.2, Radial Head Subluxation.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	North Oaks Medical Center	the partial payment of your claim.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Dr. Carol Patin	requested information on timely filing.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Marians Medical Supplies	more information on the recoupment of the claim and the EOB for EFT #0509000022810 4/24/13, \$67.30.	Still Researching Issue	Pending	27	P2

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4/25/2013	XXX	Marians Medical Supplies	your check.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	Dr Hanchong Park	the status of your reviewed claim.	Still Researching Issue	Pending	27	P2
4/25/2013	XXX	East Jefferson General Hopsital	Please adjust L191LAE00808 and L265LAE02131 as the claims denied for A1 and the service line does not require authorization and the practioner is par.	Still Researching Issue	Pending	27	P2
4/26/2013	XXX	Louisiana Emergency Physicians	the reissued check and payee correction.	The check was placed on Void/Reissue spreadsheet. Provider will recieve new check shortly.	Pending	26	P2
4/26/2013	XXX	Soileau's Vital Care	your denied claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	TELERHYTHMICS LLC	your unpaid claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	TELERHYTHMICS LLC	your unpaid claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Performance Medical, Inc	the denial of your claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Juan Fukuda	your denied claim, 4042898411712 361.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Lincare Inc	verification of an overpayment on the claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Bart Denys	the reprocessing of your claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr Harish Anand	the stop, pay, and reissue of your payment.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	River Parishers Hosp Op	reprocessing of your claim, M070LA005877.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Louisiana Heath & Science Center	your denied claim for \$856.91 on 03/12/2013 for no authorization code, 71250 M077LAE05188.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Linda Harris	the verification of the denied claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Baton Rogue General	more information regarding the authorization limit for your claim, L289LAE02740.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Christopher Gayle	information on the procedure code that was denied in the claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Eduardo Hernandez	the denied procedure code of your claim L298LAE05131.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Harish Anand	more information on the adjustment made to the claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr James Redmond	the denial of your claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Mario Moreno	a request to review the denied claim.	Still Researching Issue	Pending	26	P2
4/26/2013	XXX	Dr. Amit Patel	your unpaid claim.	Still Researching Issue	Pending	26	P2
4/29/2013	XXX	BMA Marrero	the request of the EOB/EOP.	the par information for this provider has been updated prior to receiving this request. It appears as though the par date is listed 02/01/2012. These claims should pay properly now.	Pending	25	P2
4/29/2013	XXX	Wendy Petrus SLP	more information on the recouement amount of \$101.04.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Kolleen Snyder	the resubmission of your claim.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Air Evac EMS INC Washington Co	a claims report.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Jerry Smith	assistance w/denied claims. Provider has submitted OIC EOB' along w/claims and has been denied EX11 OIC EOB does not match billed	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Patricia Baly	claims have not been paid. Several attempts have been made to reach out to Provider Relations for help.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Soileau's Vital Care	00037057801 DOS 12052012 PEND: SERVICE DOES NOT QUALIFY AGAINST A PROVIDER PAY FUND CLASSM007LA010264-----PENDING PLS REVIEW THIS CLAIM IS PENDING. AND HAS BEEN PENDING SINCE 2/2013, PLS ADV WHAT IS NEEDED TO GET THIS CLAIM FINALIZED.....THIS IS NOT TIMELY HAS BEEN SITTING, IF IT IS GOING TO DENY PLS EXPLAIN IN DETAILS WHY, PER PRVD REQUEST	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Mobile Care Inc	your denials and the submitted W-9.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Northlake Anesthesiologist	your correction credentialing and held claims.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Thaddeus Erato	the check disbursed to the incorrect facility.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Elizabeth Adams	the denial of well and sick office visits.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Nicole Jones	more information on sick and well visits.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Nicole Jones	the denial of well and sick office visits.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Kevin Plaisance	the letter requesting a\$13,701.47 refund.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Teresa George	claim denied stated icd-9 code inconsitent with members gender. Member showing female per CRM, but per provider member is male. I advised caller I was sending the info to my supervisor to have them reach out to Medicaid	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	BMA Marrero	the request of the EOB/EOP.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	BMA Marrero	the request of the EOB/EOP.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	P & S Surgical Hospital	your unresolved claims.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Rapides Reg Med Ctr Op	your denied claim.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Johnny Perez	additional infomation on the denial of claim M102LAE05132.	Still Researching Issue	Pending	25	P2

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4/29/2013	XXX	Christus St Frances Cabrini	the incorrect TIN.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Patrick Leday	the denial of your appeal.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Brass Surgery Center	your request for an adjustment for the authorization, # OP0085393084.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	BioMedical Applications Of Louisiana Llc	the disbursement of your check.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Kolleen Snyder	the resubmission of your claim for payment.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Baton Rouge General Medic	the adjusted payment on your claim.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Dr. Kevin Boykin	the denial of claim L174LAE05847.	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	South Ryan MRI, LLC dba Southwest Louisiana Imaging	status of reprocessed claim.	Still Researching Issue	Pending	25	P2
4/30/2013	XXX	Family Practice Clinic	should be par with group as of 11/1/2012. Please giev 3/1/2012 date so can get current claims paid.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Peter Chu	non-receipt of payment.	A representative from our company, Adam Fruge, contacted you to discuss the terms of your three year contract and to reassured you that we would work through these issues.	Pending	24	P2
4/30/2013	XXX	Dr Victor Echenique	the payment and denial of your claim.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Donna L Breen	the voided claims.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Affinity Health Group LLC	unpaid claim for CPT code 31720.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr Kimiyo Williams	the update of the panel status.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Family Practice Clinic	the stopped payments.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	St Tammanu Parish Hospita	the denied claims.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Steven Felix	the request to reprocess your claim M059LAE03927.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr Chantal Lutfallah	your denied claim for authorization.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Bryan Sibley MD FAAP	the denial of claims.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	ACADIANA GASTROENTEROLOGY ASSOCIATES	the explanation for the EOP received for ck #92528.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Jennings Amer Legion Hosp OP	more information concerning the recoupment.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Paul Jones	your negative balance and additional information about the amount owed.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Robert Leblanc	the payment of L192LAE00479.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Atherotech Inc	the member ID or claims number regarding the recoupment.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	New Orleans Urologic Institute	your billing and denials.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Women First Clinic	the lapse in participation.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Leesville Cardiovascular Ctr	the revision of the contract.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Performance Medical, Inc	the revision of the contract.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Egan Healthcare Corporation, Inc.	the request for retroactive pay.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	North Oaks OB GYN RHC	the request for retroactive pay.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Franklin Foundation Hospital	your request for a refund letter for recoupment.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Pediatric Health Choice	more information on your multiple denials of claims.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr Robert Walter	the continuation of therapy for a your pulmonary arterial hypertension (PAH) patient. In addition to more information on the peer-to-peer process and the communication of contracts.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Touro Infirmary	the denial for no authorization for 10/17/2012-10/25/2012 totaling \$60,107.25.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Om Garg	the payment for claim #M109LAE00825 and more information on the cause of the negative balance.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Avoyelles Hospital	the correction of your denied claim.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Royce Yount	the patient denials.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Deregal Burbank	the requested infomation on the status of your claim.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	HEBERT MEDICAL GROUP	the four practioners that are not showing in the directory on the website: Donald Barnes NPI 1992778799, Charice Heber NPI 1588661425, Amanda Haynes NPI 1811292584, and Erin Hill NPI 1962655043.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr. Mark Dominquez	the status of the claim.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr Emery Minnard	the incorrectly processed claim.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Dr Daniel Fontenot	the review of your adjustment.	Still Researching Issue	Pending	24	P2
4/30/2013	XXX	Morehouse Community Medical Center	Please adjust claim# L209LA004038, the claim denied inapprorately L6. Configuration has been completed to allow payment of the this claim. Timely Filing override is approved by supervisor or provider relations shelton evans.	Still Researching Issue	Pending	24	P2
5/1/2013	XXX	West Jefferson Medical Center	claims with dates of services going back to 2012.	adjustments have been made to claims	5/3/2013	3	C2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/1/2013	XXX	Dr. Warren Plauche	prov called to ver status of claim , wants to speak w/someone to educate lhc on global surgical period	Claim is now paying and adjustment made.	5/31/2013	31	C2
5/1/2013	XXX	East Jefferson Cardiology	remit check 000093497 for 923.04 with a -339.84 begining balance	Request has been sent to External PR to make outreach to the provider for assistance using the Portal	Pending	23	P2
5/1/2013	XXX	Dr. Majed Jeroudi	no return call for peer to peer scheduling.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Yunus Moosa	your negative balance for claim #L306LAE02002	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Tina Peterson	your request for credentialing via certified mail.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Lallie Kemp Medical Center	request for a negative balance report	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Erich Wolf	claims paid after 041213	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Luis Franco	your request for a negative balance report.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Southern Surgical Specialist LLC	some claims are denying while others for the same things are not	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Clel Acosta	denial on multiple claims that start on one day and end on another	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Tulane Medical Center	claim #M056LAE04050 paid with some of the payment recouped.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Tulane Medical Center	claim was underpaid and requesting another review of claim for further payment.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Shelton Barnes	no payments for services in a year.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Vanda L Davidson, MD	eop amounts not matching	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Tulane Medical Center	review of claim for additional payment	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	BioMedical Applications Of Louisiana Llc	request for more information regarding open cases	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr Elizabeth Dimitri	100+ claims have been denied.	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Philip Hoz	specialty is loaded incorrectly causing claims to deny	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Sanjay Dravid	denial of claim for no authorization and request for review of the claim for payment	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Womens and Childrens Hospital Campus of Reg Med	underpaid claim	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Tynes Mixon	claim denied for proceddres and appended to the correct mod but still denied	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Victor Carlock	multiple claims that have been recouped and now have exgx denial	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Christus Schumpert - Highland	more information concerning underpayment	Still Researching Issue	Pending	23	P2
5/1/2013	XXX	Dr. Mica Sood	your request for review of claim for further payment.	Still Researching Issue	Pending	23	P2
5/2/2013	XXX	Dr Kurt Kratz	benefit maximum has been reached	Provider will send in medical records to show medical necessity.	5/14/2013	13	C2
5/2/2013	XXX	Iram Zando	over 17 claims denied due to no authorization	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Baton Rouge Gen Bluebonnet	claim that was not processed with the correct rates	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Couleur Cosmetic Boutique & Associate	that the modifier is correct please review.	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Dr. Cary Culbertson	coverage of medications, including antibiotics that are routinely used in pediatrics; the length of time for prior authorization; the list of covered medications, some of which are not even produced anymore	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Dr. Sam Solis	the new drug formulary. Many of the patients cannot get their asthma medication, antibiotics and ADD medications they were on. The drugs on the formulary are not equivalent, causing patients to have true medical setbacks in medical conditions that were stable at one time. The pharmacy has to submit Rx before they know if a medication is covered which has caused constant delay and non-compliance in patients.	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Dr. Johnny Biddle	incorrect listing in our system	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	First Option Home Infusion Pharmacy	Claim M081LAE02963 is still in pending status and is not missing information. Box 32 was not filled out because the member recieves medication at home.	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Michael Dupre MD	provider states billed for 2 days and recieve pymt for 1	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Ty Hargroder	baratic oxygen ruling of getting an authorization	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Childrens Internation Medical Group	Multiple E&M Codes billed getting denied.	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Bina Joseph	claim rejecting xq for procedure 99213	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Dr. William Wooten	provider want to know what's going on with this claim, accroding to the Medicaid website the member has United Healthcare as primary and LHC as secondary. The provider sent along with the claim a copy of the EOB. Can you call Taneka at 800-444-6110-Ext 163	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Cypress Pointe Surgical H	denied claim M016LAE00815	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Dr Hilma Green	current status of claim	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Bunkie Rural Health Clinic	Pharmacy denials on preferred drug list, liquid forms and also it talking long for approvals on prescriptions	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Gary Dragon	another review of claim that was denied due to authorization required	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Theron McCormick	claim denied EXA1 authorization required	Still Researching Issue	Pending	22	P2
5/2/2013	XXX	Thibodaux Regional Medical Center	refund for erroneous recoupment for claim of \$30.80	Still Researching Issue	Pending	22	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed						
5/2/2013	XXX	Latashia Upton	Claim denied EX46, EXNT service not covered, provider not contracted for this service do not bill patient. Provider strongly disagrees with this denial as she is an OB/GYN and this was only an injection that she provided. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	P2
5/2/2013	XXX	John Walsh	Please contact provider at 504-897-1327 claim M105LAE00785 DOS 04/04/13 THE PAYMENT SHOWS A NEG THERE WAS NOTHING PAID TO THE PROVIDER PLEASE CONTACT DIRECTLY	Still Researching Issue	Pending	P2
5/3/2013	XXX	Slidell Mem Hosp OutPt	denied claim for CPT J1745 for no authorization on file but there was a valid authorization at the time of service.	Still Researching Issue	Pending	P2
5/3/2013	XXX	Slidell Memorial Hospital	denied claim for no consent form when claim was sent with a hard copy with the medical records.	Still Researching Issue	Pending	P2
5/3/2013	XXX	City Of Shreveport EMS	PRV TRANS. PATIENT 06/2012.. FOLLOW UP CALL LA-2012-333-10109859 PLSE ADVISE FROM THE REF NUMBER BELOW IF THIS CLAIM HAS BEEN RECOUPED PER THE PRV REQUESTS..... PLSE REF CAS LA-2012-333-10109859	Still Researching Issue	Pending	P2
5/3/2013	XXX	Rapides Regional Medical Center	Rhonda A 7134482200 ext. 42234288325667804 DOS 0326-040113 46672. M101LAE07063 denied AUTH. AUTH is 0089833785. should be IP0089833785. pls review for processing	Still Researching Issue	Pending	P2
5/3/2013	XXX	Dedric Clarke	claim status denied as duplicate.	Still Researching Issue	Pending	P2
5/3/2013	XXX	Ochsner Foundation Hosp WA	denied claim	Still Researching Issue	Pending	P2
5/3/2013	XXX	Assured Home Medical Rental and Sales, Inc	a rejection letter with 06 denial	Still Researching Issue	Pending	P2
5/3/2013	XXX	Darryl Elias	denial for no consent form	Still Researching Issue	Pending	P2
5/3/2013	XXX	Dr. John Schwab	status of provider query.	Still Researching Issue	Pending	P2
5/3/2013	XXX	William Cothorn	payment sent to incorrect address.	Still Researching Issue	Pending	P2
5/3/2013	XXX	Christus St Frances Cabrini Hospital	underpayment of claim by \$12.28	Still Researching Issue	Pending	P2
5/3/2013	XXX	Steven Nguyen	claim denied EXA1, auth required	Still Researching Issue	Pending	P2
5/3/2013	XXX	Steven Nguyen	This claim denied EXA1, auth required. Please note that according to Portico, this provider is in par status w/practice NPI #1376725952 eff date 4/23/12 and also par under his own NPI #1255594180. Provider also stated that they are FQHC exempt from obtaining authorizations to see LHCC members	Still Researching Issue	Pending	P2
5/3/2013	XXX	Steven Nguyen	This claim denied EXA1, auth required. Please note that according to Portico, this provider is in par status w/practice NPI #1376725952 eff date 4/23/12 and also par under his own NPI #1255594180. Provider also stated that they are FQHC exempt from obtaining authorizations to see LHCC members. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	P2
5/3/2013	XXX	Baton Rouge General Medical Center-LA	clm L207LAE07207 paid but prov states this was ot paid a the nicu price per her contract . pls review and advise or adjust this clm thank you.	Still Researching Issue	Pending	P2
5/3/2013	XXX	Todd Allain	claim#M046LA02993 have issues w/recent RA due to negative balance adv has never received checks that payments have been recouped	Still Researching Issue	Pending	P2
5/3/2013	XXX	Progressive Acute Care LLC, dba Oakdale Community Hospital	The provider billed 34 counts the system paid 24 counts and the remaining 10 have denied for authorization.	Still Researching Issue	Pending	P2
5/5/2013	XXX	Maternal Fetal Medicine Center	Please adjust all claims that denied for EXA1 from 4.1.2012-4.1.2013 for practitioner Tiameko Overton(P10000437602) providing services at Maternal Fetal Medicine at Acadiana(721419866). The provider was was not loaded in our system as a par provider with Maternal Fetal Medicine of Acadiana. The providers record has been updated in Portico/Amisys so the claims can reprocess.	Still Researching Issue	Pending	P2
5/6/2013	XXX	Dr. Keith DeSonier	Request for additional information regarding claim #M114LAE01073 and details explaining the negative balance.	All three checks are being processed and the first one should go out on June 6th.	5/24/2013	C2
5/6/2013	XXX	John Smith	the status change of the doctor	Still Researching Issue	Pending	P2
5/6/2013	XXX	Baton Rouge General Medical Center	Carol 2258191107. what additional information is being requested? DOS 0201-022813 4594.05 M064LAE06616. Provider needs clarification of denial 17.	Still Researching Issue	Pending	P2
5/6/2013	XXX	Slidell Ear, Nose and Throat Associates	Unpaid Claims	Still Researching Issue	Pending	P2
5/6/2013	XXX	Louisiana Women's Healthcare Associates	Request to update the mailing address.	Still Researching Issue	Pending	P2
5/6/2013	XXX	Sheila Pitre	Request to stop payment on check # 65286 in the amount of 51.78.	Still Researching Issue	Pending	P2
5/6/2013	XXX	Sheila Pitre	KATIE FROM PROVIDERS OFC WAS REQUESTING A STOP PAY AND REISSUE FOR DOS 9-23-2012 FOR XXX FOR DR SHEILA PITRE , BUT DIDNT KNOW THE AMOUNT OF THE CHECK OR THE CHECK #. THE MAILING ADDRESS HAS BEEN CORRECTED 807 RIDGEFIELD RD THIBODAUX LA 70301	Still Researching Issue	Pending	P2
5/6/2013	XXX	Dr. Donald Perry	Mary 3183529299 ext 2249 XXX claim denied for AUTH 330300234520 M114LAE05831. XXX XXX show par in Portico for XXX, pls review claim. XXX DOB XXX XXX billed and paid	Still Researching Issue	Pending	P2
5/6/2013	XXX	Dr. Donald Perry	Spoke with Mary 3183529299 ext 2249 XXX Please contact Ruby Mitchell ext 2250. XXX XXX show par in Portico for XXX, XXX+E629DOB XXX XXX M108LAE04383 billed and paid at wrong amount should be 137.22. Provider has multiple claims that are denying for AUTH or no paying correctly	Still Researching Issue	Pending	P2

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5/6/2013	XXX	Dr. Dana Wheeler	Provider is unhappy and will file complaint with the State, we did not pay according to our allowance and the EOB sent. Pls reweiv again for addt'l pymt	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Miller Pharmacy Services LLC dba Prescription Shoppe	Nicki 6017032326 XXX. XXX 031913-041713. denied for AUTH. Provider states AUTH is OP0083530793,pls review for processing	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. Tommie Granger	Request for the correct amount. The EOP and webportal are displaying conflicting amounts. RUN DATE 04242013.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	St. Tammany Parish Hospital	Provider states this a well baby claim and we should not have paid anything on it, pls recoup	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. David McManus	Claim denied for bad provider however, search in Portico indicates provider is in par status. Provider rep Steven is questioning why claims for this provider keep denying if he is in network, advised not updated in our processing system Amisys. Provider would appreciate provider status be updated to avoid further denials and this claim to be reviewed again for payment, thank you.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. David McManus	Denied Bad Prov, provider rep Steven advised provider practice submitted W-9 form w/roster of practitioners for update on 2/1/13. This provider credentialing status has been updated in Protico but not in Amisys. Provider would appreciate update in Amisys system so claims don't continue to deny and another review for payment of this claim, thank you.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	James Brown	Provider is requesting that the denial of this claim is reviewed. The provider does have authorization.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dixie Medical Equipment Inc	Request for additional information on the denial for this claim.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. Howard Stelly	The requestor, Dr. Howard Stelly's office, states that their panel is not closed. Please advise that they are accepting patients.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. John Dean	Request for review of the denial of claim # M084LA004608. The provider has prior authorization.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. Thomas Horsman	Request for review of the denial of this claim.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	North Oaks Med Ctr	PRV STATES CLAIM HAD DENIED CHARGES CLM STATUS HIPAA VERIFIED 03/01/2013 \$406.60 CODE DEN FOR REPLACED BY CODE AUDITING SOFTWARE BUT ALSO LOOKS LIKE CHARGE WAS SPLIT IN 2 PAYMENTS OF \$203.30 TOTAL AMT OF CLAIM IS \$813.20 PLSE ADVISE IN DETAIL FOR PRV WHAT TRANSPIRED ON THIS CLAIM AND ALSO ADVISE IF THEY NEED TO SUBMIT ANY OTHER DOCUMENTATION FOR THIS CLAIM	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr. Sandhya Mani	Claim denied for no auth however, found provider to be in par staus searched Affiliation Details in CRM eff dates: 4/1/12 12/31/99 GP Y PEDIATRIC SPECIALTY CLINIC. Provider would appreciate anotherreview of this claim for payment, thank you.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	SWLA Center for Health Services - Lafayette	COULD NOT BRAND CALL FROM LHC CLM STATUS HIPAA VERIFIED. 02/26/2013 \$130.00. DEN FOR ENCOUNTER CODE AND MUST BE BILLED WITH DETAILED LINES PRV STATES THEY NORMALLY BILL WITH T CODE AND ARE PD ON PER DIEM BASIS. PRV IS STATING MBR HAS OIC AND THEY CAN'T BILL THE T CODE WHEN SUBMITTED TO OIC. PLSE REVIEW THIS CLAIM	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	SWLA Center for Health Services - Lafayette	Could not brand call from LHC. Claim Status. HIPAA Verified. 02/19/2013. \$130.00 M0099LA002279. Den for encounter code and must be billed with detailed lines. Prv states that they normally bill with T code and are pd on per diem basis. Prov is stating mbr has oic and they can't bill the t code when submitted to oic. plse review this claim.	Still Researching Issue	Pending	20	P2
5/6/2013	XXX	Dr Chantal Lutfallah	Claim denied for no auth however, searched CCD Affiliation Details screen and found provider in par status eff date: 4/1/12 12/31/99 GP Y PEDIATRIC SPECIALTY CLINIC. Provider would appreciate another review for payment of this claim.	Still Researching Issue	Pending	20	P2
5/7/2013	XXX	Southwest LA Primary Health Care Center	I called the facility again and spoke with Polly, who informed me that she had been talking with Bryan Lechich about adding a new location to their established, contracted FQHC with us and was just hoping to get back in touch with someone because she had last heard from us on 4/25/2013.	Provider Relations reached out to provider	5/9/2013	3	C2

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5/7/2013	XXX	Northern LA Medical Center	identified claims for reprocessing on 05/07/2013 in the amount of \$10,647.78.	reprocessing on 04/21/2013 in the amount of \$55,811.54. Claims project completed.	5/20/2013	14		C2
5/7/2013	XXX	Vadim R Gelman MD	follow up to 5/1/13 visit regarding denials for cpt code #59515	External rep made a provider visit to discuss issues.	Pending	19		P2
5/7/2013	XXX	Ochsner Foundation Hosp WA	request for review of claim denial	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Outpatient Eye Surgery Center	request for review of claim for payment	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	P&S Surgery Center, LLC	request for claim's status update	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Clinical Partners Inc	request from a provider's office to add a provider to their system. They are unable to bill until this is corrected.	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Baton Rouge General Medical Center	regarding EOP	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Charles Eberly	request for clearer explanation of recoupment	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Ochsner Clinic Llc	request for the status of member's claim	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Gregory Blanton	provider is trying to determine which patient we recouped on. the check total is 995.92 a contact number for Maria is 3182127810	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Denardo Dunham	the prvd never rec'd the original chk 59597 amt 241.36 chk date 10172012 payee# HUDM...the claim has since being reprocessed to the correct address chk 93871 chk date 04242013 amt 166.77 has been rec'd to the correct location. I explain the claim to the provder, however she is adving that thy need the remainder monies that was on chk # 59597	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Gregory Maidoh	request for review of claim for further payment	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Lady of The Sea General Hospital	request for review of claim for payment	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Jean Desse	request for stop payment and reissuance of check	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Jean Desse	request for stop payment and reissuance of check	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Neuromedical Center Clinic	request for information concerning negative check balance	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	North Oaks Medical Center	Request for more information concerning EX4D denial	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Daniel Rovira	request for further review of claim for payment	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Batts Family Practitioners LLC	complaint about frequent changes to the formulary	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Thomas G Fontenot	Request for information. The medication was not approved over the phone and status of NIA's approval of testing.	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Anesthesiology & Perioperative Medical Consultants LLC	Request not received within timely guidelines	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Laurie McCormic	Provider calling to get status of resubmission of claim which was advised by PR Manager. Please assist.	Still Researching Issue	Pending	19		P2
5/7/2013	XXX	Dr. Wayne Gravois	Claim denied as a duplicate, however it should be a corrected claim for L153LAE02796 pls review for processing	Still Researching Issue	Pending	19		P2
5/8/2013	XXX	Children's Medical Center	take backs on 5/1/13 RA for visits from 2012 after review of patient records	educated provider on submitting auths for services regarding plastic surgery	Pending	18		P2
5/8/2013	XXX	CHMPC	funds being taken back on claims	Provider can bill CPT codes 99201,99202,99211 and 99212 when performing EPSDT services on the same day	Pending	18		P2
5/8/2013	XXX	Kathleen Barfoot	check that Touro accidentally cashed	provider to do a reconsideration with medical records attached to each claim	Pending	18		P2
5/8/2013	XXX	Dr. Mark Rosenbloom	Lisa from providers office never received check # 83710. Lisa stated Touro (hospital) contacted her and told her they accidentally cashed this check. Total check amount: 198.06 Lisa is requestion new check to be issued out again	RESOLUTION: Claims were paid by TPP.	Pending	18		P2
5/8/2013	XXX	Lake Arthur Health Clinic LLC	the prescription formulary, approval time of medication and denial of medication	Clam denied for no auth. Auth is need for 84154, B4154 &B4035 because it was in a home setting.	Pending	18		P2
5/8/2013	XXX	Gregory Powell	Amanda @ 318-221-2535, call because she said that this claim should have paid more than 110.24. Can you please call	Still Researching Issue	Pending	18		P2
5/8/2013	XXX	Dr. Michael Lewis	that the check went to the wrong location, it should have went to Minden Anesthesia	Still Researching Issue	Pending	18		P2
5/8/2013	XXX	Mercy Regional Medical Center	Provider needs to know what is going on with claim. Pls provide details	Still Researching Issue	Pending	18		P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/8/2013	XXX	Dr. John Netterville	PRV STATING THAT PAYMENT WAS REC BUT EOB SHOWS CLAIM WAS PREV PAID BUT \$1.52 WAS TAKEN FROM PRV PAYMENT PAID 10/03/2012 PD \$43.31 2 DIFFERENT CHECK 050000056897 OF \$44.83 BULK \$7,943.42 CHECK 050000092717 OF \$43.31 L269LAE04962 PLSE SUBMIT A NEGBAL REPORT TO THE PRV BECAUSE THEY ARE SHOWING THE \$44.83 AND THEN THERE WAS AN ADJ DONE OF THE -\$44.83 ON THIS CHECK SO THIS WILL ALLOW THEM TO SEE WHAT TRANSACTIONS MAY HAVE TAKEN PLACE AND THEY CAN CLOSE OUT THEIR REPORT TO BALANCE THEIR BOOKS	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Crescent City Physicians, Inc.	recoupment	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Acadian Ambulance Service of New Orleans	CLM STATUS HIPAA VERIFIED 05/11/2012 \$654.50 L200LAE00351 ON THIS CLAIM PRV STATES IT DID PAY BUT ON THE CLAIM PRV STATES THE MBR WENT TO A DIFFERENT FACILITY	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Dr. Frances O'Boyle	Clm M038LAE05813 DOS 0202-020313 2400. ya denial Advsd unresolved pls review this claim and advised where it stands	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Benjamin Hogg	recoupment that was done on claim paid \$49.20, EFT 050900022069 bulk amount \$7787.65.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Pediatric Cardiology of Southwest Louisiana LLC	Provider rep Dawn has been checking on this denied claim EXMd, advised there is an ongoing project and these claim will eventually be paid. Note no ETA was given to provider. If possible, please place in line for payment, thank you.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Pediatric Cardiology Associates of LA Inc	Provider rep Dawn has been checking on this denied claim EXMd, advised there is an ongoing project and these claim will eventually be paid. Note no ETA was given to provider. If possible, please place in line for payment, thank you.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Mudar Kattash	Provider rep Dawn has been checking on this denied claim EXMd, advised there is an ongoing project and these claim will eventually be paid. Note no ETA was given to provider. If possible, please place in line for payment, thank you.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Michael St Pierre	denied IM, however claim has both AA and QS listed, pls review for processing	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Brian Bailey	check sent to the wrong tax ID address	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	David Muldowny MD	negative balances on EOBs to determine which members they are in reference to.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Theron McCormick	Julia with the provider office call about member XXX stating that the member does not have Blue Cross of Tx. Our Lady of the Lake have been receiving denial on their claims due to primary ins that the member don't have. Julie can be reached at 225-765-4297	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Myria Mack-Williams	020413 money being recouped IDXXX M038LAE06899 DOS 020413 304.29 denied 0B Claim#: 13100LA86899 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: MYRIA MACK-WILLIAMS Received Date: 4/10/2013 Benefit Package: LOUISIANA HEALTHCARE Affiliation#: P10000455127 0002 Due Date: 4/27/2013 Claim Source: - Taxonomy: Taxonomy missing and expected Paid Date: 5/1/2013 Initial Illness Date: 2/4/2013 Prac/ID#: PXXX pls review claim for reprocessing it is an adjustment	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Jennings Pediatric Center	no coverage of injections of penicillian, celestone, phenergan and decadron; lack of coverage of most of the medication prescribed; problems getting in-patient stays approved	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Carlos Perez	Provider rep Phyllis rec'd document from HMS dated 4/22/13 advising (provider number LA3442630001) patient treated for asthma however, immunization was given at that time. Provider strongly disagrees w/denial as edit was not in effect until 1/1/13 and should not have affected this claim due to 2012 dos. HMS is denying for POS. Provider would appreciate another review of this claim for further explanation or payment, thank you.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Deregal Burbank	the denial of lines for the EXxq denial on claim M016LAE02273 in addition to multiple denials of the ExcV vaccine code	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Telitha Grant	Claim denied primary EOB & claim form do not match. Provider was advised to continue billing in the same way they billed Medicaid. Place T-Code on claim form and advise FQHC provider to note EOB & claim form will not match, see note on claim form viewed on AWD. This has been hit or miss w/these claims as some have paid & some have not, some paid correctly & others have not. Provider would appreciate another review of this claim for payment.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Telitha Grant	Claim denied primary EOB & claim form do not match. Provider was advised to continue billing in the same way they billed Medicaid. Place T-Code on claim form and advise FQHC provider to note EOB that claim form will not match, see note on claim form viewed on AWD. This has been hit or miss w/these claims as some have paid & some have not, some paid correctly & others have not. Provider would appreciate another review of this claim for payment.	Still Researching Issue	Pending	18	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/8/2013	XXX	Tulane Medical Center	RECOUPMENT ISSUE WAS DONE DUE TO NO AUTH BUT PRV STATES THEY HAVE AN AUTH	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Millenium Laboratories Inc	status of claim L170LAE00069	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	The Clinic of Welsh LLC.	the denial of medication, the 25-30 minutes to submit a prior authorization and being asked the same questions over and over again	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Telitha Grant	Claim denied primary EOB & claim form do not match. Provider was advised to continue billing in the same way they billed Medicaid. Place T-Code on claim form and advise FQHC provider to note EOB & claim form will not match, see note on claim form viewed on AWD. This has been hit or miss w/these claims as some have paid & some have not, some paid correctly & others have not. Provider would appreciate another review of this claim for payment.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Quality Home Health Inc	Provider rep Vergie is requesting status of stop/reissue payment made w/Check #050000082402 check date 2/13/13 \$56.53. They have been waiting for payment and none has arrived at their current address. Please review this claim and advise if payment will be reissued and when, thank you.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Dr. Troy Beaucoudray	Claim denied fee not on schedule & provider not contracted for service. Provider rep Karen has stated fee is now on Medicaid schedule and this provider is a neurologist & contracted to do this service. Provider strongly disagrees with denial & would appreciate another review of this claim.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Dr. Rufus Hixon	XXX 2252960041 ext 122 npi 1730188806 id XXX 00055917301 dos 07142012 amt 875.00 L201LAE00029 please assist, the baby was born on XXX, baby went home on XXX, baby then returned to hospital 07/13/2012 and baby diedXXX, but the provider seen the baby while alive. The policy in our system termed on the 07132012, I did reseach in the provider manual about newborn but it does not give you to much information. the question is do LHC cover the baby for the 1st 30 days or just for the hospital stay? I have adv the provider to reach out to medicaid directly to see why they termed baby, but the prvd needs assist with the claim because LHC paid but took money back and the LHC web portal has baby termed on 07152012 because baby was deceased. please reach out so that they do not fall into timely, aslo egli will not update member files unless it comes form medicaid	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Dr. Troy Beaucoudray	Claim denied fee not on schedule & provider not contracted for service. Provider rep Karen has stated fee is now on Medicaid schedule and this provider is a neurologist & contracted to do this service. Provider strongly disagrees w/denial and would appreciate another review of this claim for payment.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Rapides Regional Med Center	Provider strongly disagrees w/denial, according to their contract this claim has been underpaid by \$11,513.09. Auth #IP0035708199 viewed in TruCare approved 6 days for special care nursery & 2 days for transitional care. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Dr. Morteza Shamsnia	PLSE ADVISE IF THIS DECISON ON 04/25/2013 WAS IN REFERENCE TO THE APPEAL THEY SUBMITTED. ALSO CAN YOU ADVISE IS THEY RECEIVED,,PLSE ADVISE IN DETAIL PER NOTES BELOW IN AMISYS	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Carepoint Partners	Their corporate office has been working with provider relations for reviewing claims for infusion therapy and provider wants to know what is the status	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	Tulane Medical Center	PLSE REF CAS-880412-L5N2M5 PLSE ADVISE IF CONSENT FORM WAS REC.	Still Researching Issue	Pending	18	P2
5/8/2013	XXX	South Ryan MRI, LLC dba Southwest Louisiana Imaging	Prov called to adv received letter of denial due to timely filing from 10/24/2012 prov states did submit request for issue to be reviewed prior to 90 day timely filing period and claim has not been paid	Still Researching Issue	Pending	18	P2
5/9/2013	XXX	Urosource LLC	Company has not gotten paid for over a year for services they have provided for our members. They are trying to become PAR	The effective date was corrected to 6/1/12 and a claims project was initiated. Teh provider is in the amount of \$2237.45	5/24/2013	16	C2

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5/9/2013	XXX	St Tammany Hospital Home Health	PRR advised to contact Cenpatico which was erroneous as this is a claims issue. Provider would appreciate clearer explanation as to what code type for home health and not OP therapy to use for these claims as it is not clear in the billing manual. Provider would appreciate an email, cwebert@stph.org, response regarding the correct use of code types to be used for these claims ASAP, thank you .	Supervisor researched the problem further and informed me that our system is configured such that it requires a GP modifier on the physical therapy services Home Health codes	5/31/2013	23	C2
5/9/2013	XXX	Glenda J Richardson MD	recoupment on 57 pages remit and billing of sick and well visit together	PR Management had a meeting and provider agreed to resubmit allclaims as they were billed incorrectly	Pending	17	P2
5/9/2013	XXX	Binitha Joseph	PRV REC EOB CLM STATUS HIPAA VERIFIED 06/15/2012 \$202.00 L193LAE01198PD \$131.27 CHEK 0500000042580 ADVISED PRV OF MAILING ADDRESS PRV IS STATING THEY NEED THE EOB FOR 06/15/2012 ATTN: CONNIE FAX 337-457-5743 PLSE SUBMIT THE PRV THE EOB REMIT FOR THIS DUE TO PRV STATES THEY HAVE NOT RECEIVED THE REMIT FOR THE PAYMENTS THEY HAVE BEEN MADE ON THIS MBR. THEY ARE ONLY SHOWING THE REMTI THAT SAYS DUPS.	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	DeSoto Regional Family Medicine Mansfield RHC	requested a recoupment of \$45.31 paid for this claim as correct payment of \$104.42 paid for w/claim #L233LA004372 is correct	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	BMA OF AMITE	PRV STATES THEY SPOKE PR REP FOR LHC BECAUSE THESE ARE PROBLEM CLAIMS THEY ARE DEALING WITH HIPAA VERIFIED...PRV STATES SHE HAS BEEN CONTINUOUSLY TRYING TO GET RESOLUTION ON CLAIMS PAID SPOKE WITH SHELTON EVANS BECAUSE HE IS IN CHARGE OF THIS CASE AND THIS HAS BEEN OVER A MONTH MAYBE LONGER PLSE HAVE SHELTON EVANS GET IN CONTACT WITHE THE PROVIDER TO UPDATE HER ON THE STATUS OF WHAT HAS TRANSPIRED WITH THEIR CLAIMS REF CAS-753974-P7G8H9	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Stephen Charbonnet	payment sent to Thibodaux Regional and W9 was sent with claim to correct	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Dr. Richard Palecki	Mary K. called to check the status of W9 form being sent to LHC ON 02/19/13. Checked group and theres no W9 showing. She's going send in a 2nd request to fax 866-768-9374 again	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Childrens Hospital	provider seeking clarification of denial of claim, states DOS are valid	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Ultimate Foot Care LLC	claim denied requiring modifier	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Bradley Forsyth	Provider rep Saber has advised this claim previously denied for consent form. Informed me there was no need for consent form as member had a hysterectomy and did not require one. Also advised a letter including MR's were sent to LHCC, all docs found on AWD. Now claim is denying for no authorization however, provider is a par provider eff dates: 4/25/12 12/31/99 GP Y LCMS OBSTETRICS AND GYNE LCMS OBSTETRICS AND GYN. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Children's Kidmed Clinic, Inc	L6 Denials	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Dr. Vonda Gaitor-Stampley	Provider is stating she's been going back and fourth for to long trying to get this Provider effective date correct, she has spoken with Karen Lee and also had proof of the effective and when their contract was submitted. she is having claims denied due to the effective date for Vonda Gaitor-Stampley and she is requesting for someone to contact her on this issue	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Trisha Myers	Terri called in from provider XXXoffice (NPI: 1639276751) to check on claim M110LAE01104 for membeXXX (IDXXX) (DOB: XXX). Provider is showing par in Portico but no information will come up in CRM for this provider. Terri wishes to be contacted regarding this matter at 706-863-9595 to get more information on what needs to be done to get this claim processed	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Dr. Heather Urrego	provider is OBGYN why did claim denied NT?	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Luan Pham	Claim denied for OIC however Amisys records reflects OI termed on 11/8/12. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Promise Hospital Baton Rouge	CLM STATUS HIPAA VERIFIED 10/31/2012 11/29/2012 \$74,471.50 L335LAE07688 PD \$15000.95 ADVISED PRV THAT THE OTHER LINES GLOBALLED TO PAID LINE. PRV STATES WAS STILL UNDERPAID BY \$1,661.31...PLSE ADVISE HOW THIS PAYMENT WAS CALCULATE WAS SUPPOSED TO 553.77 PER DIEM BUT STATES LOOKS LIKE IT ONLY PAID 498.39 PER DIEM	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Dr. Maurice King	M113LAE04722 PRV STATES THAT BOTH THE \$40.00 CHARGES ARE DIFFERENT PROCEDURES AND AREN'T THE SAME. THEY ARE TWO PORT FILMS	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	Dr. Vincent Shaw	RS M077LA001608 RR TO CCD FOR REVIEW OF MEDICAL REC. PCURETON 03222013. Provider would appreciate status update of this claim	Still Researching Issue	Pending	17	P2

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5/9/2013	XXX	Our Lady of Lourdes Regional Medical Center	CLM STATUS HIPAA VERIFIED 08/10/2012 08/23/2012 \$68,741.20 L241LAE05042 PD \$8,761.61 PRV STATES THEY HAD 13 APPROVED DAYS BUT ONLY 11 DAYS WERE PAID 2 LINES 29 AND 30 WERE VOIDED FOR REV 921 AND 110 AND PRV STATES THEY TOOK BACK \$336.60 PLSE REVIEW THE CLAIM AND ADVISE HOW THE PAYMENT WAS CALCULATED AND ALSO ADVISE THE PRV WHY THE 2 LINES WERE VOIDED PER THEIR REQUEST	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	DeSoto Regional Family Medicine Mansfield RHC	Provider rep Erica has requested a recoupment of \$45.31 paid for this claim as correct payment of \$104.42 paid for claim #L233LA004375 is correct. Please recoup \$45.31 ASAP, thank you.	Still Researching Issue	Pending	17	P2
5/9/2013	XXX	DeSoto Regional Family Medicine Mansfield RHC	Provider rep Erica has requested a recoupment of \$37.76 paid for this claim as correct payment of \$104.42 paid for claim #L233LA004374 is correct. Please recoup \$45.31 ASAP, thank you. please recoup \$37.76 not \$45.31 for this claim, thank you.	Still Researching Issue	Pending	17	P2
5/10/2013	XXX	River Region Health System	Barbara with the provider office would like to know if we received a claim in April in the amount of 23173.24. There are no notes stating that claim was received. Can you please call Barbara on Monday 05/13/2013. The member on the claims i XXX and the member ID is XXX.	Claims project	5/20/2013	11	C2
5/10/2013	XXX	Oakdale Community Hosp	Provider Annette called stating she didnt want to speak with anyone in Louisiana about a claim because she has been giving false information and wanted to be transfered to our corporate office, Provider has spoken to a supervisor here but she refuse to speak with anyone here and does not want to provide information to assist her. Please contact Annette @ 318-215-3259	Still Researching Issue	Pending	16	P2
5/10/2013	XXX	Associated Surgical Specialist LLC	Billing agent Dana: XXX+E774 has had an extensive claim submission history for this Member where claims have been submitted, denied, resubmitted, appealed, pended and Dana has not received the resolution she is looking for. The Provider is frustrated because the claims will not pay, funds have been recouped and they are threatening to charge the member for the outstanding balance (\$451.00) DOS 11-13-12. We understand that the Member cannot be billed however this is the threat	Still Researching Issue	Pending	16	P2
5/10/2013	XXX	Reddy Family Med CL PLAQ	Jammie (reddymedical@aol.com) emailed and provided list of claims (see attachment). Provider being paid at 90% but thinks they should be paid at 100%. Asked jammie to send roster also. Will attach once provider send. Provider also sent below email to Ruth Kennedy (DHH): i have been trying to reach and i can not or neither Tony. It is more than a year we have been dealing with this problem and as of now you still did not fix it we are still getting under paid .i requested you several times as of now still did not fix it.we are still getting paid 80% if a patient is not linked to our clinic and still paying incorrect rate for all our offices	Still Researching Issue	Pending	16	P2
5/10/2013	XXX	LaPlace Dialysis Center	URGENT/DHH PROVIDER Metropolitan Kidney Centers has long standing claim issues. Provider billing agent is requesting a conference call with a certified coder to review claims presented & attached in documents.	Still Researching Issue	Pending	16	P2
5/10/2013	XXX	Dr. Philip Hoz	Advised Priya that claim L235LAE00874 claim DOS IS STILLY REJECTING AS NON COVERED. ADVISED CAS-903795 IS STILL ACTIVE AND THAT SHE'LL HAVE TO ALLOW MORE TIME. PRIYA ADVISED ME THAT SOMEONE TOLD HER THAT SHE'LL BECONTACTED BACK WITHIN 48 HOURS.	Still Researching Issue	Pending	16	P2
5/10/2013	XXX	Womens Provider Health Care Inc	This provider states that money was taken back on an ultrasound. The provider feels this was in error. The claim number 12233LA83530 was denied with code EB (denied by medical services & aM. The provider has provided medical records to support medical necessity	Still Researching Issue	Pending	16	P2
5/13/2013	XXX	Hawkeye Medical LLC	Donna with this provider 318.253.0866 sent me an email concerning a claim for member XXX. The provider TIN XXX. The dates of service in question are 03/19/13- 03/20/13. There are two claim numbers associated with these dates M086LAE05014 which denied ex code DS and M095LAE03562 which denied ex code xq. I don't see where these dates have been previously paid	Still Researching Issue	Pending	15	P2
5/13/2013	XXX	Meredith J.Hixson MD, APMC	DEN FOR CONSENT FORM ADVISED PRV THAT..PRV IS HAVING ISSUES WITH THE CONSENT FORMS WE DID RECEIVED THE CONSENT WHICH THE CLAIM GOT DENIED FOR THE CONSENT FORM BUT IN THE AWD SYSTEM IT IS NOT LEGIBLE ENOUGH TO BE PROCESSED ALONG WITH THE CLAIM. PRV IS HAVING COMPLAINT ISSUES ON THIS AND WE WANT TO GET THIS RESOLVED FOR THEM AND ALSO THEY HAVE ANOTHER ONE AS WELL AND WOULD LIKE ASSISTANCE BECAUSE THE PRV HAS ADVISED THEY SUBMITTED THE ORIGINAL COPY BUT WHEN IT WAS SCANNED IT SHOWS AS IF NOTHING IS LEGIBLE. PLSE ASSIST BY CALLING THE PRV AND HELPING THEM TO GET THESE PROCESSED SO THEIR CLAIMS CAN	Still Researching Issue	Pending	15	P2

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5/13/2013	XXX	Carepoint Partners	per email from Michael Messonnier, Regional Manager- "Since November of 2012 when La Healthcare/US Scripts took over pharmacy portion of Medicaid on some patients we have not been paid on a single pharmacy claim. We have had numerous discussions with LHC pharmacy staff and have been promised payments. We have been able to get paid for supplies from La Healthcare but recently they have made the prior auth. system so complicated we are having issue there also.	Still Researching Issue	Pending	15	P2
5/14/2013	XXX	P Thomas Causey Jr MD AMC	Provider stated that check # 0000054470 was never received.	The billing address and has been verified and updated; therefore, a request was sent to coporate and finance to get the check reissued	5/14/2013	1	C2
5/14/2013	XXX	Dr. Steven Crider	an uncovered member	Added check # 71999 to Void Reissue spreadsheet	Pending	14	P2
5/14/2013	XXX	Marie's Medical Supply, Inc	MR. XXX WAS VERY UP-SET ABOUT THE SLEEP STUDY BEING DENIED FOR THE ABOVE PATIENT. HE WAS DENIED ALSO, FOR THE CONTINUATION OF SERVICE FOR THE APNEA MONITOR. (HE STATES THE DOWN LOAD WAS SENT IN SHOWED CONTINUED APNEA'S .(THE PATIENT IS COMPLIANT AND WEARS THE MONITOR AT ALL TIMES). HE STATED THE REASON FOR THE DENIAL WAS THE BABY NEEDED A SLEEP STUDY TO SEE WHAT IS GOING ON WITH THE PATIENT. THE PATIENT MAY HAVE SOME UNDERLYING REASON FOR THE APNEA. HE THEN STATED THIS IS UNDERSTANDABLE. I AM A REGISTER RESPIRATORY THERAPIST AN UNDERSTAND THE REASON BEHIND THE APNEA MONITOR BEING DENIED. BUT, WHEN THE SLEEP STUDY WAS DENIED TOO, HOW CAN I JUST TAKE THE MONITOR WHEN THE CHILD IS STILL HAVING SPELLS. THE DR , DR. THOMAS ,RECOMMENDED THE SLEEP STUDY AND THIS JUST DOESNT MAKE SENSE TO ME FOR THE SLEEP STUDY TO BE DENIED AS WELL.THIS IS NOT THE FIRST TIME I HAVE BEEN DENIED FOR AN APNEA MONITOR WHEN THERE WAS A NEED. I AM ABOUT THE ONLY PROVIDER THAT WILL HANDLE MEDICAID IN MY AREA. I GUESS I WILL JUST HAVE TO REFUSE TO THEM ANY MORE BECAUSE I HAVE TO CHASE THE MONEY JUST TO GET PAID. I DONT HAVE TIME TO KEEP DOING APPEALS WITH WHAT LITTLE MEDICAID PAYS. I WILL JUST REFUSE TO TAKE ANY MORE OF THE PATIENTS FROM LA HEALTH CARE CONNECTIONS.	Still Researching Issue	Pending	14	P2
5/14/2013	XXX	Minden Medical Center	Requesting a call back regarding recieving EOP, she has rec'd check with no EOP and needs information to post to patients account. Initiated call on 05/03, has called yesterday and again today because she needs someone to call her	Still Researching Issue	Pending	14	P2
5/14/2013	XXX	Slidell Memorial Hospital	Please review claims and reprocess to pay: XXX newborn, as per plan policy newborn is Medicaid & covered under plan selected by Mother XXX. (both member/mother & newborn are deceased0 therefore neithe member can be acceses for eligibility. As per Provider the consent is correct	Still Researching Issue	Pending	14	P2
5/14/2013	XXX	James Hales	shld be paid at a higher rate and no modifier is required	Still Researching Issue	Pending	14	P2
5/14/2013	XXX	Lakeview Regional Medical Center	Provider billing agent called this morning re: recoupment letter dated 2-6-13 stating refund request \$405.56. ISSUE: Provider does not understand the recoupment and request for repayment	Still Researching Issue	Pending	14	P2
5/14/2013	XXX	Lafourche Podiatry Clinic	Provider is requesting a void check reissue for check # 0000047896.	Still Researching Issue	Pending	14	P2
5/15/2013	XXX	Southern Emergency Consultants LLC	Prov called stated for claim#L201LAE02434 never received orig payment on ck#43959, and funds of 83.79 was recouped and prov did receive pymt from ck#91315 \$80.94	Claim L201LAE02434 was recouped in the amount of 83.79. Claim adjustment was submitted and paid at 80.94. Check #91315 for 80.94 was cleared on 5/3/13.	5/31/2013	17	C2
5/15/2013	XXX	Dr Jill Feinberg	CLM L364LAE00585 PAID . BUT WENT TO TE INICORRECT ADDRESS . PLS STOP AND REISSUE THIS CHECK 74503 FOR 521.90	Provider must append one of the following modifiers to claims GN, GO, and or GP to claims	Pending	13	P2

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5/15/2013	XXX	Christus St Frances Cabri	Made a new case. original case CAS-912953-HOG9V2 . ADVISED PRV CLAIM PAID PRIMARY MADE A PAYMENT \$109.48 AND WE MADE PAYMENT OF \$154.99..PRV STATES THE EXPECTED PAYMENT WAS SUPPOSED TO \$796.92..PLSE ADVISE HOW THE PAYMENT WAS CALCULATED IN DETAIL FOR PER THE PRV REQUEST.	This has been added to a Claims Project and claims are being adjusted	Pending	13	P2
5/15/2013	XXX	Rochelle Duplechin	PRV STATED THEY NEEDED TO CHECK CLAIMS AND THEN STATED.THEY WERE ADVISED TO SUBMIT A W-9	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Turner Rexall Pharmacy Inc.	the receipt of credentialing and W-9 paperwork	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Baton Rouge General Medical Center	denial for authorization	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Hermann Medical Supply	CLAIMS IS PENDED FOR PRV SET UP ISSUE PRV SUBMITTED A W-9 ALONG WITH THE CLAIM TO HAVE IT PROCESSED WAS SUBMITTED PRV IS NOT SURE OF THE TOTAL CHARGE AMOUNT TIN XXX NOT SHOWING A W-9 IN PORTICO	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Grafton Dermatology Houma	This issue was previously submitted to Internal PR K. Pennington however no longer @ LHC. The Provider has submitted severs batches of claims that denied as the DOS were prior to the Provider PAR, claims with NO Auth that denied where Provider requested auth after DOS. I am uncertain as to where Internal PR ended with these claims however perhaps no resolution was met as the provider has contacted again re: denied claims.	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Franklin Foundation Hospital	duplicate payment for procedure code 87804 in the amount of \$16.88. Provider is requesting recoupement	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Franklin Foundation Hospital	Provider rep Dana has called to advise duplicate payment for procedure code 87804 in the amount of \$16.88. Provider would appreciate recoupement	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	did not received information on why this claim was recouped	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Frank Sartor	Forrest with the provider office call about member XXX claim that denied for other insurance, which they have call and the member does not exist in there file	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Ochsner Mc Kenner	clm L096LAE00786 paid but check 32367 for 32,870.93 was never recv'd by the prov. prov is requesting a stop payment and reissue for thsi check	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Mahmoud Agrama	follow up on CAS 738219 Provider needs to know status reissuing of check per notes in the above CAS 738219	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Zebediah Ambrose Stearns MD APMC	check went to wrong address L129LAE01075	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Dr Andre L Pinac LLC	Marlene from providers office is not happy about the prior authorization process they have to go through for their members for ultra sounds. She states the provider can not wait to provide care based on approval that cant be received in a timely manner	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Eric Elias	76801 pd then denied A1. Member has had two pregnancy back to back 1st baby born 04/12 second 04/13. pls review claim for processing	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	West Jefferson Medical Center	the drugs were denied with an A1 denial.	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Monroe Surgical Hospital	Provider rep Miranda requesting clearer explantion for recoupement of payment for procedure code 59812	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Cornel Jeansonne	DENY: MEDICARE ONLY PROCEDURE CODE. PROC NOT COVERED....THEY ARE WANTING TO KNW WHY THIS CPT 99173 IS NOT BEING PAID	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Stephen Derbes	PAR Provider questioning these claims for 2nd time CLAIM # L254LA008473 9-6-12 AND CLAIM# L240LA007314 DOS 8-22-12	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Steven Nguyen	This claim denied EXA1, auth required. Please note that according to Portico, this provider is in par status w/practice NPI #1376725952 eff date 4/23/12 and also par under his own NPI #1255594180. Provider also stated that they are FQHC exempt from obtaining authorizations to see LHCC members.	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Womens and Childrens Hospital Campus of Reg Med	\$267.00 L296LAE02877; DEN FOR MR	Still Researching Issue	Pending	13	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/15/2013	XXX	Dr Jill Feinberg	Provider payment sent to the incorrect address	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Dauterive Hospital	DEN FOR INVALID DOS	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Baton Rouge General Medical Center	CLM L290LAE07201 PAIPD BUT PAIPD FOR 3 DAYS AND WAS AUTH FOR 4 DAYS PROV WANTS TO KNOW WHY WHEN AGAIN THIS WAS AUTH FOR 4 DAYS PLS REVIEW AND ADVISE OR ADJUST . THE AUTH# IS IP0049597506. FOR DOS 10/08/2012 - 10/12/2012 FOR 47,505.26	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	St Tammanu Parish Hospita	Claim denied "A1" NO Authorization received, requesting claim denial overturned & approved timely filing. BILLED \$8382.25 ALLOWED & DENIED \$2481.33	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Frank Sartor	PRV STATES CLAIM WAS DENIED CLM STATUS	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	The Delta Pahtology Group, Inc	PRV STATES THAT PREV CALLED AND SPOKE TO A REP AND ADVISED TO ADD AUTH NUMBER TO CLAIM AND IT SHOULD PAY #IP001783188	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Dr Jill Feinberg	clm L357LAE00714 paid . but paid to the incorrect address .	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Dr. Jeffrey Counts	claim denied office visit as bundled procedure and paid procedure code 26600 services reimbursed at multiple surgery guidelines.	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	Claim payment and explanation of benefits	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	provider never received this check	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Glenn House	claim status and the status of the appeal.	Still Researching Issue	Pending	13	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	provider never received this check.	Still Researching Issue	Pending	13	P2
5/16/2013	XXX	Dr. Linda Harris	Provider is very upset regarding ending contract with LHC , she state that she's been trying to get in touch with her rep Heather D but she's not being contacted back. I asked for her email , but she refused to provide it because she states that she already provided her email	member was not eligible when the patient was seen. Only eligible from 6/1/12 to 8/31/2012.		12	P2
5/16/2013	XXX	Lea Phillips	prov called to inq about 4 EFT RAs that is taking money back and doesn't know from where	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	William Parker	ADVISED PRV WAS AN INITIAL PAYMENT OF \$57.76 BUT WAS RECOUPED DUE TO MBR SHOW OIC SHOWS EOB SUBMITTED ADVISED PRV THAT CLAIM	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Franklin Foundation Hospital	requesting to have a neg balance report sent	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	CHRISTUS Homecare Schumpert	they need this chk to be sent out, this has been a issue, please send this information to the provider	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Richard Howes	DEN FOR ENCOUNTER CODE	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Performance Medical, Inc	Provider has issues w/ PAR date.	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Michael D'Antonio	THE CLAIM IS NOT SHOWING AS BEING REPROCESSED	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Brian Harrell	Missing PAR status in the system	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Amanda Williams	PLS PROVIDE THE PROV A NEG BAL REPORT	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Denis Kamberov	Denied Bad Prov, provider rep to resubmit claim form in hard copy, copy of rejection letter w/provider's W-9 form and Provider claim dispute form found on the plan website. Provider rep Erica would appreciate a call from PRR	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Magnolia Medical LLC	DEN FOR NO AUTH	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Vincent Shaw	request for verification of a CC and the dispute form submission	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Dependable DME LLC	toll free number added to his information and also if he can receive paper checks instead of electronic	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Mercy Regional Medical Center	explanation for this denial or further review for payment.	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Driscoll Childrens Hospital	DENIAL PER PRV	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Brass Surgery Center	DEN FOR NO AUTH	Still Researching Issue	Pending	12	P2
5/16/2013	XXX	Emily Lehigh	This claim denied for EXMX,	Still Researching Issue	Pending	12	P2
5/17/2013	XXX	Touro Infirmary	LHC was not paying Rev Code 174 based on the LA Medicaid Fee Schedule. On 02/26/2012 LHC revised the process for NICU Process	All provider claims have been submitted for a cl;aims project. this process will take up to 60 day	5/17/2013	1	C2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/17/2013	XXX	Ochsner Foundation Hosp WA	your claim status	Correctly denied. The rebilled claim was not submitted as a corrected claim and was submitted well beyond the timely filing limit.	Pending	11	P2
5/17/2013	XXX	Jamie Woodring	rec'd letter on claim 102912 advsing to submit correct claim, file corrted claim same day and now have denial as timely	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Dennis Occhipinti	PRV STATES CLAIM WAS PAID WE ARE SECONDARY AND THEN THEY DID A RECOUPMENT	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Lesly Varghese	DEN FOR 5TH DIGIT IS NEEDED	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Progressive Acute Care LLC, dba Oakdale Community Hospital	DEN FOR PROC CODE	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Dr Charles Billings	Provider requesting stop payment and reissuing of check that went to wrong address	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Dr Stephen Jones	Follow up CAS-783045 Provider frustrated about non recpt of check 39700 for 1477.82 has been working with provider rep and they will not return her call	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	West Jefferson Medical Center	Md denials (93005, 93041, 93225, 93226)	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Bounthavy Homsombath	Claim#: M110LAE01361 denied provider not contracted for these services	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Clifford Godley	PRV NEEDED A NEGBAL REPORT DUE TO THEY NEEDED TO SEE WHERE A NEG BALANCE STEMMED FROM 11/22/2012	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Kevin Jeansonne	PRV STATES THAT THESE WERE 3 PROCEDURES BILLED AND NOT JUST 2. THE L3 CODE WAS DEN AS A DUP. PLSE REVIEW AND ADVISE WHY THIS LINE WAS DENIED AS A DUPLICATE.	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Childrens Kidmed Clinic Inc	.PDF of provider closure	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	West Carroll Memorial Hospital	payment	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Abrom Kaplan Mem Hosp	This provider received a denial on claim # M086LAE04595. The denial ex code is E4. The icd9 code used on the claim is valid. The provider also complained that the pages of the eop are received out of order.	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Clifton Williams	provider is requesting status of payment for claim.	Still Researching Issue	Pending	11	P2
5/17/2013	XXX	Paul Novakovich	CLAIMS NEEDS TO BE SUBMITTED TO THE AUTH DEPT TO VERIFY IF THE AUTH IS VALID	Still Researching Issue	Pending	11	P2
5/20/2013	XXX	Tulane Medical Center	DHH Initial Complaint: LHC was not paying Rev Code 174 based on the LA Medicaid Fee Schedule. On 02/26/2012 LHC revised the process for NICU Process. Claims project was initiated for 02/2012 – Current	check will be voided and reissued	5/20/2013	1	C2
5/20/2013	XXX	Women And Childrens Hospital	The facility has filed complaints regarding LHC NICU process	Claims project	5/20/2013	1	C2
5/20/2013	XXX	Lakeview Regional Medical Center	LHC was not paying Rev Code 174 based on the LA Medicaid Fee Schedule. On 02/26/2012 LHC revised the process for NICU Process	member has primary insurance.	5/20/2013	1	C2
5/20/2013	XXX	Ochsner Medical Center Kenner	LHC was not paying Rev Code 174	Reprocessed the claim.	5/20/2013	1	C2
5/20/2013	XXX	Raul Doria	overpymt recoup request provider should not have billed claim, hospital has billed also. Pls recoup funds	placed on stop-pay/re-issue spreadsheet	Pending	10	P2
5/20/2013	XXX	American Legion Hospital	PROJECT NUMBER:022249. SHE STATED THAT SHE RECIEVED THE REPORT, ALL PAGES EXCEPT THE LAST PAGE WERE BLANK...AND SHE ALSO BELIEVES THE REPORT CONTAINS ANOTHER PROVIDERS INFO...SHE IS REQUESTING THAT THE REPORT BE RESENT	Provider billed same as hospital LHC will recoup	Pending	10	P2
5/20/2013	XXX	Deanna Harless	PRV STATES WAS ADVISED CLAIM WAS IN PEND STATUS AND WOULD SEND THE CLAIM BACK FOR REVIEW ASSIGNED THE CLAIM TO AN INTERNAL PR SPECIALIST PLSE ADVISE AS TO A STATUS SINCE THIS CLAIM HAS BEEN SUBMITTED TO A PR SPECIALIST	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Cypress Point Surgical	PLSE ADVISE IF THE AUTH IS VALID PRV STATES THAT THEY TALKED WITH SOMEONE IN AUTH DEPT AND WAS ADVISED AUTH WAS OVERTUENED AND WERE ADVISED TO SUBM ANOTHER CLAIM WHICH THEY DID ON 04/30/2013 CC...PER WEBSITE THEY COULD NOT FIND CLAIM ON THE WEB AND RESUBM AGAIN ON 05/14/2013 M057LAE01705 PER NOTES IN AMISYS SHOWS PROCESSED PER 2/28 CK RUN. LANG2/28/13 RS#M081LA000806 RR TO MRU CLINICAL TO REV REC'S. ALANG4/3/13 rs M122LAE01280 adj made auth in trucare hmcwilliams XXX PLSE ADVISE IN FURTHER DETAIL WHAT THE STATUS OF THIS CLAIM IS AT THIS POINT PER PRV REQUEST	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	St Helena Parish Hospital	claim cant be processed without medical records pended per compliance review. She was upset because she wasn't told when she spoke with another rep that the claim was pending for medical records	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Baton Rouge General Medical Center-LA	PRV STATES PAYMENT WAS MADE BUT THEN IT WAS TAKEN BACK DEN FOR NO AUTH ON FILE PLSE ADVISE AS TO WHETHER THIS CLAIM CAN HAVE AN ADJ DONE ON IT DUE TO THE ERROR WAS DONE ON OUR PART TO DENY FOR NO AUTH ON FILE AND IF NOT PLSE ADVISE IF IT IS PAST TIMELY TO RECEIVE AN ADJ OR THE REASON WHY AN ADJ CAN'T BE DONE	Still Researching Issue	Pending	10	P2

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5/20/2013	XXX	Fikre S Wang	M102LA001665 denied 28 member was in hospital at time of svcs, although the cov term we are still liable for charges since member was inpatient.	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Renee Doll	claim denied SL1 EX46, this service is not covered	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Jonathan Purdy	PRV WOULD LIKE TO KNOW IF THERE CAN BE AN ADJ MADE ON THIS CLAIM FOR THE CODE A5500 HAS THE M1 LT AND RT ADVISE I COULD SUBMIT BACK TO FIND OUT FURTHER INFORMATION BC THEY WERE ADVISED PER A REP THAT THIS ONE SHOULD BE PAID BUT PLSE ALSO ADVISE IF THERE CAN BE AN ADJ BC THE PRV HAS ALSO BEEN ADVISED NO ADJ MAY NOT BE ABLE TO BE MADE DUE TO THE TIMEFRAME THE CLAIM DENIED ON 08/29/2012 AND THIS IS JUST NOW BEING SUBMITTED BACK FOR RECONSIDERATION	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Yvonne Krielow	Aaron from providers office received an EOP with beginning negative balance and total beginning balance of \$11.18 (check # 94636), but does not know what member or dos the negative balance started at or know what the previous check # is and would like more info	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Beverly Love	Renee from providers office stated she received an EOP with negative balance and would like to know what member and dos it started from. Caller stated she did not see anything on previous EOP.	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Amanda Williams	claims are globaling or duplicating	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Physicians Choice Home Medical & Diabtic Supply	Please contact this provider in regards to claim # L338LA007909, provider is stating she has been trying to reached Heather Dehaven and she is getting no answer and they have supplements that need to be billed but they keep denying for the NDC number, in the previous case she was told to reach out to the PR rep, can someone please contact this provider	Still Researching Issue	Pending	10	P2
5/20/2013	XXX	Johnny Perez	Claim denied for no auth for second time. Provider strongly disagrees w/denial as they spoke to AUTH Dept and were advised they wer authorized for 2 days under the primary Auth #IP0085633008. As an aside this provider is a par provider eff dates 8/1/11 12/31/99 GP Y JOHNNY PEREZ JOHNNY PEREZ. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	10	P2
5/21/2013	XXX	Ochsner Medical Center North Shore	Rev Code 174	claim issues were handled by pharmacy team	5/30/2013	10	C2
5/21/2013	XXX	Jerry Smith	assistance w/denied claims. Provider has submitted OIC EOB' along w/claims and has been denied EXI1 OIC EOB does not match b	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Franklin Foundation Hospital	claims not paying at fee schedule rate and another claim that didnt pay ER visit	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Angie Sassard	Prov called stated that sent in W9 b/c TIN XXX should be linked to their practice Don Guzzetta APC grp npi 1184766016 and Dr. Angie Sassard is one of the practioners, The TIN XXX is currently showing linked to East Jefferson General Hospital, prov states has sent in W9 and should be corrected prov is requesting a call back Gail contact num 504-309-6881	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	John Depaula	Total Trans Amount: 125.20. Claim paid to wrong provider should be affiliation 2 for John Depaula address is 4315 Houma Blvd Ste 201 Metairie LA 70006, check still outstanding	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	LSU Health Science Center	TIMELY OVERRIDE.	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Paul Dibbs	recoupment	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Renee Doll	This claim denied SL1 EX46, this service is not covered.	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Renee Doll	claim denied SL1 EX46, this service is not covered. Provider rep Lanita disagrees w/this denial and would appreciate to know if MR's are required for reconsideration of payment	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Evangeline Home Health	why thy are in a NEG BAL, and they want to know why it is so much due to them never recv'ing payment	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Dr Melissa Brown	received a check with beginning negative balance of -\$166.31	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Calcasieu Physician Services, L.L.C.	requesting negative balance for the following TIN XXX.	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Medistar Home Health of Baton Rouge, L.L.C.	procedure code that is being dened on line 6 ZH	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Richardson Medical Center	clearer explanation for denial	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	William Haynes	ADVISE ON 04/9/2013 FOR THE REASON OF -\$14.79	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Action Rehab & Supply	pls reveiw and reprocess claim	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Action Rehab & Supply	your denied claim for A1	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Action Rehab & Supply	M133LAE01253 denied for AUTH Has letter from J Louis stating no AUTH req'd pls review and reprocess claim	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Christopher Gaffga	Shelly with the provider office call because this member claims deined for other insurance, which the mother call in to have the information taken out, she also call Medicaid and they have taken off their website. The last time that the insurance was verify according to Amisys was 08/23/2012. Provider also want to know if the claims can be reprocess wants the insurance is taken out.	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Iowa Health Center	DEN FOR ENCOUNTER CODE	Still Researching Issue	Pending	9	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/21/2013	XXX	Iowa Health Center	DEN FOR THE EOB	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Iowa Health Center	DEN FOR THE EOB DOES NOT MATCH THE AWD SHOWS THE PRIMARY	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Complete Home Health, Inc.	recoupment of claim in March due to Revenue code	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	George Byram	stop and reissue this check	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Nichole Polin	CLM HAS BEEN IN THIS STATUS FOR MORE THAN 30 DAYS	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Brett Metts	CLM L291LAE06591 DENIED FOR MED RECORDS . SENT	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Robert Ebeling	26 MODIFIER ON HER CLM SHE SUBMITTED. PLS ADVISE WHERE THE MODIFIER CAME FROM . PORV ALSO STATES THIS CLM WAS UNDERPAID.	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Our Lady of the Lake Hospital	denied SL5 a code which provider did not place on claim form for payment. This claim is for total charges of \$566.00 not \$979.00	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Richard Parish Hospital of Delhi	\$98.27 was sent back on chk dated 3/13/13 chk 34527 and the LHC recouped the money afterwards	Still Researching Issue	Pending	9	P2
5/21/2013	XXX	Riverpark Ambulatory Surgery Center	denied EXxq, procedure code exceeds max allowable for DOS	Still Researching Issue	Pending	9	P2
5/22/2013	XXX	Dr. Robert Russell	HIPAA VERIFIED DEN FOR PROC CODE EXCEEDS MAX ALLOWED PER THE DOS. PLSE REVIEW THE CLAIM THE PRV STATES THEY NEED MORE CLARIFICATION AS TO WHY THIS CLAIM IS DENYING FOR THIS REASON. PLSE ADVISE IN DETAIL 09/11/2012 \$1,594.00 M123LAE03576	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Dr. Robert Russell	M123LAE03582 DEN FOR PROC CODE EXCEEDS MAX ALLOWED PER THE DOS. PLSE REVIEW THE CLAIM THE PRV STATES THEY NEED MORE CLARIFICATION AS TO WHY THIS CLAIM IS DENYING FOR THIS REASON.	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Glenwood Regional Med Ctr	provider wants to know why funds were recouped, states only 1 line item was to be taken back, needs explanation	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Baton Rouge General Medical Center	prov called to request a copy of the EOP of chk # 96775	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Allison Hatfield	update Provider to Par for this new Tax	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Jason Fontenot	julie called claim was paid from provider 79.76 check #11941 cashed on 5/15/13 because wrong code 01968 was used and was told to do a refund to lhc. provider did a corrected claim with code 01967 it paid the correct amount 324.00. so the check 11941 need to be refunded back to them.	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Neal Duhon	Advsd will fwd req to confirm termination of OI, pls allow up to 30 days, All corrected claims, requests for reconsideration or claim disputes must be received within ninety (90) days of EOP, provider states member does not have cove and has not had since 123112	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	West Jefferson Medical Center	Melissa Hebert provided spreadsheet of outstanding claims. XXX has been researched, discussed with Med Mgmt and should pay-please submit to claims adjust .	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Harold York	Provider has submitted multiple times. 7/8 times ! I shared with Provider that the denial wa "L6" indicating to submit Primary Insurance EOB. I asked Provider if with all the submissions of this claim DID she submit the documentation.I The Provider has shared with me the claim and the documentation showing LA Healthcare as the Primary Insurance. please send to claims adjust with this documentation as the Provider hasd a lack of understanding as to what I am sharing as being requested "L6"	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Earl Washington, JR. M.D. Consulting	REBECCA is calling again about the provider tax id XXX that need to be change in crm so she can file her claims. It is showing non par in crm it comes up in portal with the correct id. She is very upset.	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Minden Medical Center	PRV STATES WAS CALLED BACK AND WAS SENT BACK FOR HIGH PRIORITY AND HAD KEYING ERROR ON INSURANCE PART. PRV HAS BEEN TRYING TO GET A RESOLUTION ON THIS CLAIM SINCE 08/2012 ALSO NOT SURE HOW XXX+E873 WAS KEYED ON THE REF NUMBER LISTED ABOVE BUT THE MEMBER IS XXX. THIS MAY HAVE BEEN DONE IN ERROR. THE PRV WOULD ALSO LIKE TO RECEIVE A CALL FROM THE PR REP FOR HER AREA	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Luberta Brown	Provider rep Sandra has called again regarding this claim and would appreciate status as son as possible as this is not her first call. Claim denied EXPN: Payment includes pay for performance. However payment was not included in Chk #050000058720 dated 10/10/12 total paid \$143.44. Please review and advise reason for zero payment and advise when provider can expect payment	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Dr. Robert Smith	would like to know if check number 84271 is check that was recoupment or payment check, because it show that it is still outstanding.	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Dr. John Balart	PLSE ADVISE WHEN THERE WILL BE A PAYMENT MADE ON THIS CLAIM SINCE IT IS STILL DENIED FOR THE EXCL. PRV IS REQUESTING AN UPDATE	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	Michael Alline	ADVISE WHEN THERE WILL BE A PAYMENT MADE ON THIS CLAIM	Still Researching Issue	Pending	8	P2

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5/22/2013	XXX	Brett Rodriguez	prov called for claim status..adv of the paid amt and chk details...prov states the EFT payment went to another prov and also would like to have a PRR supervisor who is over PRR Heather Dehaven for assistance..	Still Researching Issue	Pending	8	P2
5/22/2013	XXX	James Hales	provider states there is no facility fee nor interpretation and claim does not require a modifier, pls review claim for reprocessing	Still Researching Issue	Pending	8	P2
5/23/2013	XXX	James Hines	check # 89520 has never been received.	The external rep is going to reach out to the provider	Pending	7	P2
5/23/2013	XXX	Brian Despinasse	all of their claims are being recouped and requesting medical records for office visits and he wants to create a global issue with this. sample claims are L285LAE02544 and M099LAE04182. They expect a call or resolution within 72 hours	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	The Good Shepard Home Health Agency Inc	DEN FOR NO AUTH ON FILE THE AFFILIATION IN CRM SHOWS 02/12/2012 TO CURRENT IS WHEN THE PRV IS IN NETWORK AND ALSO IN PORTICO IT SHOWS THEY WERE IN NETWORK STARTING 02/01/2012 PLSE REVIEW THIS CLAIM BC IT MAY HAVE DENIED IN ERROR FOR NO AUTH. PLSE ADVISE IF THE CLAIM CAN BE REPROCESSED FOR THIS REASON. ALSO UNDER THE TIN ABOVE AND IN PORTICO THIS IS ALSO WHAT'S SHOWING AS THE START DATE FOR THE PAR STATUS	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Baton Rouge General Medical Center-LA	states we made an error in rendering AUTH and AUTH has now corrted problem claim denied 112812 past timely filing to reconsider Provider wants us to reconsider claim for processing	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Joseph V Giannobile MD APMC	CLM M053LAE02757 PAID BUT IT WAS RETRACTED AND PAID AT A LOWER RATE . PROV IS NOT SURE WHY THIS TOOK PLACE . ADVISED PROV I COULD HAVE THIS CLM SENT FOR REVIEW . PLS ADVISE WHY THIS RETRACTION WAS DONE ON THIS CLM AND THE WHOLE EOP.. ADVISED PROV TO CHECK HER CONTRACTED RATES AS WELL	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Desoto Reg Fam Med Logansport RHC	Erica with the provider office call because they received a denial, for bill primary insurance first and submit with EOB, she said that they don't bill primary insurance for KidMed visit, and that it's a Medicaid rule to don't bill primary. Can you call Erica at 318-872-2700 Ext 5116 and let her know what she need to do to get the claim paid	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	LSU Health Science Center	Jodie at the provider office call about procedure code J1956 denied for missing or invalid code, Jodie look the code up on the FDA website and the code is valid, Jodie would like a call back	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	LSU Health Science Center	Jodie with the provider office calling about a drug code J3480 denied for not ndc code invalid or missing, Jodie looked on the FDA website and it said that the code was corrected	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	LSU Health Science Center	Jodie with the provider office call to see why line 20 procedure J7042 denied for missing ndi code or not valid, Jodie said that she looked on the fda website and it show that the code is correct.	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	North Caddo Medical Center	PRV ADVISED THEY HAVE BEEN BILLING WITH THE KIDMED PROVIDER DEN FOR ENC. CODE MUST BE BILLED AND SUBMITTED WITH PAYABLE DETAIL LINES PLSE ADVISE IN DETAIL ON THE EXGX DENIAL FOR THE PRV THEY NEED MORE CLARIFICATION ON WHAT IS NEEDED IN ORDER TO GET THE CLAIMS THEY HAVE PAID THAT ARE DENIED FOR THIS CODE.	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Niranjn Patel	PLSE ADVISE IF THE MR HAVE BEEN RECEIVED NOT SHOWING ANY UPDATES IN AMISYS..IF THE MR ARE ON FILE PLSE ADVISE AS TO A STATUS PER THE PRV REQUEST THERE ARE 2 CLAIMS NUMBERS PLSE CHECK TO SEE IF MR WERE SUBMITTED FOR EITHER ONE	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Harish Anand	Provider called inquiring on claims that are not being paid because HMS is requesting more information to have the claims processed, the provider is requesting for someone to contact her to discuss this issue, also she stated she has never seen nor heard from a provider rep from LHC and need someone to come out to discuss some issues with her.	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	E A Conway Medical Center CRNAs	Lisa with the provider office call to check claim status on member XXX which denied with the modifier 25 attached to the office visit, can you give her a call when the problem has been resolve, claim # M119LAE03572 and date of service 04/17/2013	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Dr. Thaddeus Erato	claim adjusted but never paid out again	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Monica Pedersen	Paula 9856461580 submitted medical records under M136LA001710 for claim M119LAE01868 pls reprocess	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	First Option Home Infusion Pharmacy	M030LAE03056. The claim paid \$18.97 on 02/13/2013. Contracting information was needed. Prov. Relations Rep. information was given. Please review the claim as oppose to 01/20/2013 DOS. The claim paid code A6210 and the code paid according to the Provider's contracted rate. This claim was not.	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	DeKalb Medical Center	PRV WOULD LIKE TO GET A NEGBALANCE REPORT BECAUSE THEY HAVE PAGES MISSING AND CAN'T DETERMINE WHICH MBER THIS NEG BALANCE IS IN RELATION TO	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Specialty Wheelchairs LLC	has denial for Auth OP0079236494	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Tania A Levi	TOTAL AMOUNT THE TAKEBACK WAS DONE ON IS \$139.00 PLSE ADVISE WHY IT WAS DONE FOR THE CHARGE PER THE PRV REQUEST	Still Researching Issue	Pending	7	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/23/2013	XXX	Our Lady of the Lake Hospital	CLM STATUS HIPAA VERIFIED 08/02/2012 08/06/2012 \$23,939.95 L229LAE02343 PD \$5,113.46 PRV STATES THEY HAVE 1 DAY DENIED AND THEY DID HAVE APPROVAL REV 113 \$1,073.36 THE REV CODE 113 PRV STATES ARE FOR 2 SEPARATE CHAGES OF \$640.00 BUT ONE WAS DENIED AS A DUP PLSE ADVISE AS TO WHY THIS WAS DONE IN DETAIL	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Nakia Newsome	check went to wrong address	Still Researching Issue	Pending	7	P2
5/23/2013	XXX	Toye Gaspard	CLM M056LAE01873 DENIED FR PRIMAR EOB. PROV STATES THIS POLICY WAS TERMED. MEM NO LONGER HAHS THHIS INSUR. PLS REVIEW AND ADVISE THANK YOU	Still Researching Issue	Pending	7	P2
5/24/2013	XXX	Dr Jill Feinberg	paid but went to teh incorrect address shouldve been paid to the po box 400 san antonio tx . pls recooup and reissue this check	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Ruth Foster	Beryl called to ck status of claim. Initially advised that claim was paid (according to CRM), then retract statement to advice the claim was not paid (according to Emedeon) Advised will send claim back for review	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Ruth Foster	Beryl called to ck status of claim. Initially advised that claim was paid (according to CRM), then retract statement to advice the claim was not paid (according to Emedeon) Advised will send claim back for review.	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Dr. Ruth Foster	ck status of claim. Initially advised that claim was paid (according to CRM), then retract statement to advice the claim was not paid (according to Emedeon) Advised will send claim back for review. Provided case number and claim number. There are 4 other claims with this same issue: M094LAE01921, M099LAE00308, M095LAE01593, M099LAE03025	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Woman Hospital	M120LA001877 DEN FOR THIS SRV NOT COVERED PLSE ADVISE PER THE PRV REQUEST AS TO WHY THE ULTRASOUNDS ARE NOT COVERED. THEY NEED MORE CLARIFICATION	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Shriners Hosp for Children Shreveport	03/18/2013 03/20/2013 \$50,722.24 PRV STATES PER DIEM \$1,042.68 PD \$938.41 M127LAE06064 PLSE ADVISE AS TO HOW THE PAYMENT WAS CALCULATED ON THIS CLAIM IN DETAIL PER THE PRV REQUEST	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Le Nguyen	claim denied for AUTH DOS 010913	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Fourco Inc	ADVISED THE PRV OF THE DENIAL OF EX46 WHICH STATES THIS SRVC IS NOT COVERED WHICH THE PRV WAS ADVISED THAT THE PER LHC THE SRVC MAY NOT BE COVERED. PRV STATES THEY RECEIVED AN AUTH WHICH WAS ATTACHED TO THE CLAIM TO GET APPROVED FOR THE SRVC AND ADVISED THE PRV THAT THE AUTH HAS NOTHING TO DO WITH THE EX46 SERVICE NOT BEING COVERED..PLSE ADVISE ON THIS CLAIM AND HAVE ADVISED PRV OF THE TIMELY FILING. THIS CLAIM DENIED ON 10/03/2012 AUTH IS FOR SEPT	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Tulane Medical Center	CLM M056LAE04581 DENIED. PLS REVIEW THIS CLM PROPC CODES 28298 AND 28296 DENIED PLS REVIEW AND ADVISE WHY THIS CLM WAS DENIED . 28296 DENIED AS PAID ACCORDING TO MULTIPLE SURGERY GUIDELINES. AND 28296 DENIED AS UNBUNDLED FROM A GLOBAL SURGERY	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Delaune'S Pharmacy & Home Medical	Provider rep Kathy, strongly disagrees w/denial of rented hospital bed SL6 procedure code E0260 cost \$165.00 under the limit. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Womens and Childrens Hospital Campus of Reg Med	L271LAE07269 PLSE ADVISE AS TO A STATUS ON THIS CLAIM RECOUPMENT WAS DONE BUT PRV IS STATING THEY WERE SUPPOSED TO RECEIVE SOME MONIES OR A PAYMENT ON THIS CLAIM.. PLSE ADVISE AS TO WHAT IS THE STATUS ALSO REF CAS-805342-L8Y4F3	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Hood Memorial Hospital	Provider reviewed the 3 vouchers/EOP's and have not rec'd checks to date. Found some of the payments are duplicate payments previously rec'd in 2012	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Dr. Stanley Bleich	Claim#: M116LAE02367 ---shld have denied prvd is non par, no auth on file	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Dr. Abbey Gallien	claim denial for AUTH DOS 02/05/13 provider did not become par until 030113 XXX DOS Claim#: M129LAE04928	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Garland Green	DEN FOR NO AUTH ON FILE	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Kenneth Lo	77427 DENIED FOR MAX ALLOWANCE EXCEEDED PRV STATES THE MED REL AMOUNT SHOULD \$123.80 WHICH IS THE AMOUNT THAT WAS DENIED PRV STATES IT WAS 5 FRACTIONS PLSE REVIEW THIS ADVISE WHY HOW THE PAYMENT AMOUNT WAS CALCULATED ON THIS CLAIM PER THE PRV REQUEST.	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	LaSalle Family Medicine Clinic - The Kendrick Clinic	denials for OI EOB BC policy has cancelled and no other insurance on Medicaid website	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	National Pharmacy Services	verification of pump and pole classification, in addition to your billing for A4221, A4305, and Invanz.	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Dr Jill Feinberg	PAID BUT WENT TO THE INCORRECT ADDRESS . CHECK SHOULD'VE WENT TO THE PO BOX 400 SAN ANTONIO TX . PLS RECOUP AND REISSUE THIS CHECK # 75596	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Apria Healthcare Inc	M094LA001638 ADJ MADE TO ADD NDC# DENIAL STANDS STILL MISSING MEASURE OF UNITS AND BASE UNITS.TBARNES 041913. Provider would appreciate to know if the units s/b advised in calories or in cans	Still Researching Issue	Pending	6	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/24/2013	XXX	Dr. Patricio Espinosa	Claim denied EXMX, submit to mental health provider. Provider states this is not a mental health claim the DX is for other convulsions and should not have denied for that reason. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	6	P2
5/24/2013	XXX	Dr. Patricio Espinosa	Claim denied EXMX, submit to mental health provider. Provider states this is not a mental health claim the DX is for convulsions and should not have denied for that reason. Provider would appreciate another review of this claim for payment,	Still Researching Issue	Pending	6	P2
5/28/2013	XXX	Patricia Braly	on initial claim submission I shared with the sterilization consent form and informed of timely filing guidelines. Provider representative wants to know WHAT is invalid on consent. Claims continue to deny invalid consent form. she indicates that the form she supplied is the same she uses for ALL plans. PLEASE REVIEW CONSENT FORMS ATTACHED AND ADVISE EXACTLY WHY HER CLAIMS CONTINUE TO DENY.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Carmicheals Cashway Pharmacy, Inc	PRV IS REQUESTING A REFUND LETTER FOR THESE DOS DUE THE PRV STATES IN MAY MEDICAID PURCHASED THE CONCENTRATOR AND THIS SHOULD HAVE NEVER BEEN DONE. THEY WOULD LIKE TO RECEIVE THIS LETTER SO THEY CAN GO AHEAD AND DO THE REFUND	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Texas Childrens Hospital	DEN FOR NO AUTH ON FILE PRV STATES PATIENT TRANSITIONED INTO HEALTH PLAN FOR 07/2012 AND ADVISED THIS WAS A TRANSPLANT PATIENT AND THEN THE REP FORWARDED THE INFORMATION TO THE PRR SUPERVISOR TO SHELTON EVANS. PRV STATES THAT THEY HAVE CALLED THE PRR SUPERVISOR STATED IN THIS LETTER BUT HAVE NOT RECEIVED A CALL BACK AND THEY HAVE SUBMITTED THE INFORMATION THAT WAS NEEDED. PLSE CAN SOMEONE ASSIST THIS PRV SHE IS TRYING TO GET HER CLAIM PAID AND HAS NOT RECEIVED AN UPDTEO CALL BACK FOR THIS ISSUE. SHE NEEDS TO KNOW WHAT ELSE IS GOING ON WITH THIS CLAIM...	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Louis Du Treil	called to get an explanation of why this claim was recouped on 04/17/2013, it was paid back in February 2012. Claim number L177LAE02371 paid amount \$1458.06.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Dr. Beverly Ogden	CLAIMS DENIED FOR NO AUTH M073LAE02015, M115LAE02064	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Minden Medical Center	provider would like a list of modifiers unable to located a list on billing manuel, handbook, or training manual	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Sheryl Boraski	Claim paid according to contract state processing guidelines however, provider rep Shannon would like to know if claim would have paid more w/o QZ modifier.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Lake Charles Memorial Hospital	She stated Claim#: L271LAE06733 was recouped in 03/13 and is receiving another refund request letter in 05/13. She wanted make sure the money was not being taken back twice.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Dr. Christopher Gayle	PROVIDER REQUEST LHC TO RECOPI PAYMENT MADE BY BLUE CROSS FOR J2790. MEMBER ID#XXX CLAIM #M087LAE05189 AMOUNT 74.24. RECOPI CAN BE DONE WITH A LETTER REQUESTING MONEY MAILED OR FUTURE CLAIMS.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Dr. Roselyn St. Etienne	Claim denied for OIC, provider states Humana has advised member does not have OI and other claims for this patient have paid. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	4	P2
5/28/2013	XXX	Dr. Roselyn St. Etienne	Claim denied SL 1 EXx3, procedure code unbundled from original procedure code. Provider strongly disagrees w/denial & would appreciate another review for payment	Still Researching Issue	Pending	4	P2
5/29/2013	XXX	James Scott Robertson	AND PRV WAS ADVISED TO SUBMIT A CC AND ADJ FOR RETRO AUTH	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Ken's Thrifty Way Pharmacy and Home Medical	note on claim form specifically indicated HCPCS B4160 & correction was requested. Note NDC number is correct for that procedure code is correct, provider would appreciate another review of this claim for further payment	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Dale Presser	PLSE SUBMIT A NEGBAL REPORT TO THIS PRV BECAUSE THEY NEED DETAILS AS TO WHERE THE NEGBAL IS STEMMING FROM	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Womens and Childrens Hospital Campus of Reg Med	Provider would now appreciate another review of this claim for remaining payment	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Access Health Louisiana - Kenner Community Health Center	The front of the check should read St. Charles Community Health Center address 843 Milling Ave Luling, La 70070-4442	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Childrens Hospital	to verify why funds are not getting into payspan contact	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Johnny Perez	claim was again denied for no auth EXA1. I reviewed auth IP0085634496 provided by rep on TruCare Prod and found auth was valid for DOS	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Women And Childrens Hospital	SL8 procedure code G0378 was denied EXx9 procedure code pairs incidental, mutually exclusive or unbundled	Still Researching Issue	Pending	3	P2
5/29/2013	XXX	Henry Kaufman	RS#L310LA014905. CHECK# 60755. AHUTCHISON XXX OTH proc per project 022315 gparker 042413	Still Researching Issue	Pending	3	P2
5/30/2013	XXX	Terrebonne Gen Med Center	why SL's 1 & 5 were voided on the original claim #L251LAE00285 as CPT-HCPCS codes were found on claim form	Still Researching Issue	Pending	2	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/30/2013	XXX	Dale Presser	claim has denied for timely filing and provider disagrees w/denial because of LHCC's Auth error and should be reconsidered for payment, thank you.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Sreenivasa Tadikonda	recoupment for \$17.25. She does not know what claim this came from. She saw the recoupment on check # 97534.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Riverland Med Ctr	the status of your project.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	West Jefferson Medical Center	we billed with incorrect hcpcs for obv 99218. I refilled with G0378 per day for two days. One day was paid and one day denied for no auth. I thought obv did not need auth? Also my labs were denied as incidental. These should have been paid as well. Can you please advise why this would be happening / is this a system issue you all are having ?	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Andrew Minardi MD	Claims project	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Hugo St Hilaire	PRV STATES INCORRECTLY SUBMITTED CLAIM AS OUTPATIENT CLAIM	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Kamran Chaudary	PRV STATES THERE WAS A RECOUPMENT DONE ON THE CLAIM L284LAE10771 ADVISED PRV THAT THEY MAY NEED TO GET A 050000093648 050000059331 PLSE GIVE THIS PRV A CALL DUE TO THEY NEED FURTHER ASSISTANCE WITH NEG BALANCES	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Joseph Bolger	check mailing	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Terrebonne Gen Med Center	SERV IS NOT COVERED	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Syd Dyer	denied for primary eob . prov asked about another prov who's clm we don't have on file for the same dos and billed amount . pls review this clm our system does nor give any info for oic .	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Methodist Hospital of Memphis	DEN FOR INVALID DATES OF SERV AND THEN DENIED FOR ITEMIZED BILL	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	River Parishes Hospital	RS M137LA003356 ADJ MADE TO REMOVE SL AND ADD CHARGES TO ANOTHER.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Mian Ibrahim	, said that the recovery letter that she received is fair and they don't want to pay back LCH for the claim. She stated that it to late to send a claim to another provider and it's not fair.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Amanda Williams	DENIED FOR MAX ALLOWED PER DOS . PLS ADVISE WHERE THIS WAS PAID . ADVISED PROV OF THE TIMELY FIILNG FOR THIS CLM	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Acadiana Maternal Fetal Medicine	authorization on ultrasounds and the providers' specialities are maternal & fetal med.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Budi Sugeng	the request to research your claim and the modifier used.	Still Researching Issue	Pending	2	P2
5/30/2013	XXX	Lan Nguyen	review of this claim for payment	Still Researching Issue	Pending	2	P2
5/31/2013	XXX	Pediatric Medical Clinic Inc	suggested that she review the E/M and diagnosis coding, make necessary corrections, and resubmit the claim as a corrected claim	Denial upheld as provider is non-par	5/31/2013	1	C2
5/31/2013	XXX	Minden Medical Center Home Health Agency	negative balance report	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	David Pruett	why funds from check number 83906 were recouped	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Pediatric Group of Acadiana LLC.	payments that they are started receiving for Dr. Atwi last week for the RHC clinic is paying out of network	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Iberia Comprehensive Comm	claim examples regarding clams denying EX- I1- other ins EOB does not match billed.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Franklin Foundation Hospital	your payments and line item questions.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Dale Presser	review of claim	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	North Oaks Medical Center	DETAIL AS TO THE 2 CODES NOT BEING COVERED PER THE PRV REQUEST	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Community Specialty Hospital	ongoing issue with their provider contract.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Community Specialty Hospital	there issues with the provider contract	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Hood Memorial Hospital	claim concerns and code denials	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Childrens Hospital	THE PRV STATES THAT THESE ARE BOTH EFT PAYMENTS AND THEY DON'T KNOW WHO THEY BELONG WITH AND ALSO THEY NEED ASSISTANCE TO FIND OUT WHO	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Maternal Fetal Medicine Center	Provider stating getting denials for code 59025	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Cardiovascular Institute Of The South	appeal Auth Denial for Ranolazine Tab SR.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Bijan Motaghehi MD AMC	resolution regarding the recoupment of your claim.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Bijan Motaghehi MD AMC	your problems will billing, claims, and recoupment.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Ronald Chee-Awai	request for a provider representative visit.	Still Researching Issue	Pending	1	P2

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
5/31/2013	XXX	Ronald Chee-Awai	Provider very upset about claim denial.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Paul Billeaud	review of this claim for payment-denied EX10	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	LSU Health Science Center	claim review.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	LSU Health Science Center	claim review.	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Dr. Abbey Gallien	Claim denied EXA1,	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	Dr. Abbey Gallien	Claim denied EXA1,	Still Researching Issue	Pending	1	P2
5/31/2013	XXX	LSU Health Science Center	claim review	Still Researching Issue	Pending	1	P2

PI 182 - Attachment 2: Summary listing of Appeals Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: Louisiana Healthcare Connections
Reporting Period: 5/1/2013-5/31/2013

Status Category Codes	
Pending	Closed
P1-Information needed from Provider P2-Internal Plan Review P3-Per Independent Arbitration P5-Other	C1-Withdrawn by Provider C2-Per Internal Plan Action/Decision C3-Per Independent Arbitration C5-Other

Date Filed (YYYYMMDD)	Name of Person Filing Appeal	Organization	Summary of Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
12/7/2012	XXX	Red Stick Orthopedics & Prosthetics	Durable Medical Equipment	1/4/2013	21	C2
12/13/2012	XXX	Delaune's Pharmacy	Durable Medical Equipment	1/11/2013	22	C2
12/17/2012	XXX	Diabetes Management of Supplies LLC	Durable Medical Equipment	1/4/2013	15	C2
12/17/2012	XXX	Christus Health	Inpatient Stay	1/4/2013	15	C2
12/26/2012	XXX	St. Tammany Parish Hospital	Inpatient Stay	1/24/2013	22	C2
12/26/2012	XXX	Specialty Wheelchairs	Durable Medical Equipment	1/24/2013	22	C2
1/2/2013	XXX	Opelousas General	Inpatient Stay	1/28/2013	19	C2
1/3/2013	XXX	Women's and Children's	Outpatient Services	1/11/2013	7	C2
1/7/2013	XXX	Teche Regional	Inpatient Stay	2/11/2013	26	C2
1/11/2013	XXX	Teche Regional	Inpatient Stay	2/8/2013	21	C2
1/13/2013	XXX	Childrens hospital	Inpatient Stay	2/11/2013	21	C2
1/14/2013	XXX	Childrens Hospital	Inpatient Stay	2/11/2013	21	C2
1/14/2013	XXX	Snells Limbs and Braces	Outpatient Services	2/11/2013	21	C2
1/14/2013	XXX	psa	Durable Medical Equipment	2/11/2013	21	C2
1/14/2013	XXX	Promise Hospital	Inpatient Stay	2/11/2013	21	C2
1/21/2013	XXX	Delta Medical Equipment & Supply Co INC	Durable Medical Equipment	2/18/2013	21	C2
1/22/2013	XXX	Caldwell memorial hospital	Inpatient Stay	2/18/2013	20	C2
1/23/2013	XXX	Dr. Southern	Outpatient Services	2/19/2013	20	C2
1/23/2013	XXX	Nutritional supplements	Durable Medical Equipment	2/20/2013	21	C2
1/24/2013	XXX	Specialty Wheelchairs	Outpatient Services	2/25/2013	23	C2
1/24/2013	XXX	Pediakare De Louisiana	Outpatient Services	2/21/2013	21	C2
1/24/2013	XXX	C & C Drugs dba Vital care	Durable Medical Equipment	2/21/2013	21	C2

1/24/2013	XXX	C & C Drugs dba Vital care	Durable Medical Equipment	2/21/2013	21	C2
1/29/2013	XXX	Lambert's Orthotics & Prosthetics	Outpatient Services	2/25/2013	20	C2
1/30/2013	XXX	Childrens Hospital	Inpatient Stay	2/25/2013	19	C2
1/30/2013	XXX	Childrens Hospital	Inpatient Stay	2/26/2013	20	C2
1/30/2013	XXX	Lane Regional Medical Center	Inpatient Stay	2/26/2013	20	C2
2/4/2013	XXX	Childrens Hospital	Inpatient Stay	2/27/2013	18	C2
2/5/2013	XXX	Dr. Deborah Cowan	Outpatient Services	3/4/2013	20	C2
2/5/2013	XXX	Bogalusa Medical Center	Inpatient Stay	3/4/2013	20	C2
2/6/2013	XXX	Park Place Surgical Hospital	Outpatient Services	3/5/2013	20	C2
2/6/2013	XXX	Glenwood Regional Medical	Inpatient Stay	3/5/2013	20	C2
2/7/2013	XXX	American Legion Hospital	Inpatient Stay	3/7/2013	21	C2
2/7/2013	XXX	American Legion Hospital	Inpatient Stay	3/7/2013	21	C2
2/8/2013	XXX	Willis Knighton Bossier Health	Inpatient Stay	3/7/2013	20	C2
2/8/2013	XXX	East Jefferson Hospital	Inpatient Stay	2/28/2013	15	C2
2/13/2013	XXX	St. Francis Medical Center	Inpatient Stay	3/9/2013	18	C2
2/14/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	3/12/2013	19	C2
2/14/2013	XXX	Teche Regional	Inpatient Stay	3/9/2013	17	C2
2/20/2013	XXX	Bunkie General Hospital	Inpatient Stay	3/19/2013	20	C2
2/20/2013	XXX	North Oaks Medical Center	Outpatient Services	2/25/2013	4	C2
2/21/2013	XXX	LSU Medical Center	Inpatient Stay	3/21/2013	21	C2
2/22/2013	XXX	Bossier Health Center	Inpatient Stay	3/22/2013	21	C2
2/25/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	3/25/2013	21	C2
2/25/2013	XXX	Minden Medical Center	Inpatient Stay	3/22/2013	20	C2
2/26/2013	XXX	American Legion Hospital	Inpatient Stay	3/28/2013	23	C2
2/28/2013	XXX	St. Martin Hospital	Inpatient Stay	3/29/2013	22	C2
2/28/2013	XXX	LSU Shreveport	Outpatient Services	3/26/2013	19	C2
3/4/2013	XXX	Lafayette General Medical Center	Inpatient Stay	3/27/2013	18	C2
3/5/2013	XXX	Christus St. Patrick	Inpatient Stay	3/12/2013	6	C2
3/6/2013	XXX	LSU Shreveport	Inpatient Stay	4/1/2013	19	C2
3/6/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	4/4/2013	22	C2
3/6/2013	XXX	Christus St. Patrick	Inpatient Stay	3/27/2013	16	C2
3/6/2013	XXX	Bayou Orthotic & Prosthetic	Outpatient Services	4/5/2013	23	C2
3/11/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	4/9/2013	22	C2
3/13/2013	XXX	Minden Medical Center	Inpatient Stay	4/11/2013	22	C2
3/14/2013	XXX	Delhi Hospital	Inpatient Stay	3/15/2013	2	C2
3/15/2013	XXX	Touro Infirmary	Inpatient Stay	4/11/2013	20	C2
3/15/2013	XXX	Touro Infirmary	Outpatient Services	4/12/2013	21	C2

3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/11/2013	20	C2
3/15/2013	XXX	Oschner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/11/2013	20	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	Oschner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/11/2013	20	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	21	C2
3/15/2013	XXX	Our Lady of the Lake	Inpatient Stay	4/12/2013	21	C2
3/18/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/5/2013	15	C2
3/18/2013	XXX	American Legion Hospital	Inpatient Stay	4/4/2013	14	C2
3/25/2013	XXX	East Jefferson Hospital	Inpatient Stay	4/23/2013	22	C2
3/25/2013	XXX	Mercy Regional Medical Ctr	Inpatient Stay	4/22/2013	21	C2
3/25/2013	XXX	North Oaks Medical Center	Inpatient Stay	4/23/2013	22	C2
3/25/2013	XXX	Childrens hospital	Inpatient Stay	4/20/2013	20	C2
3/27/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/25/2013	22	C2
3/28/2013	XXX	Lane Regional Medical Center	Inpatient Stay	4/26/2013	22	C2
4/4/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/29/2013	18	C2
4/4/2013	XXX	Opelousas General	Inpatient Stay	5/3/2013	22	C2
4/4/2013	XXX	East Jefferson Hospital	Inpatient Stay	4/26/2013	17	C2
4/8/2013	XXX	University of Mississippi Health Care	Inpatient Stay	4/30/2013	17	C2
4/8/2013	XXX	Natchez Regional Medical	Inpatient Stay	5/2/2013	19	C2
4/12/2013	XXX	Our Lady of the Lake	Outpatient Services	5/2/2013	15	C2
4/15/2013	XXX	Northern Louisiana Medical Center	Outpatient Services	5/13/2013	21	C2
4/15/2013	XXX	Capital City Family Center	Outpatient Services	5/13/2013	21	C2
4/15/2013	XXX	Alpha Care Home	Outpatient Services	5/13/2013	21	C2
4/18/2013	XXX	Ochner, New Orleans	Inpatient Stay	5/9/2013	16	C2
4/18/2013	XXX	Ochner, New Orleans	Inpatient Stay	5/13/2013	18	C2
4/19/2013	XXX	Ochner	Inpatient Stay	5/13/2013	17	C2
4/19/2013	XXX	Woman's Hospital Baton Rouge	Inpatient Stay	5/9/2013	15	C2
4/19/2013	XXX	Opelousas General Health Systems	Outpatient Services	5/14/2013	18	C2
4/19/2013	XXX	Ochner	Inpatient Stay	5/9/2013	15	C2
4/22/2013	XXX	LSU Medical Center	Pharmacy	5/14/2013	17	C2
4/24/2013	XXX	Fresenius Medical Care	Pharmacy	5/16/2013	17	C2
4/24/2013	XXX	Fresenius Medical Care	Pharmacy	5/16/2013	17	C2
4/25/2013	XXX	St Mary's Mental	Pharmacy	4/26/2013	2	C2

4/26/2013	XXX	LSU Shreveport	Pharmacy	5/21/2013	18	C2
4/26/2013	XXX	Family Medical Center of Reserve	Pharmacy	5/16/2013	15	C2
4/26/2013	XXX	Thibodaux Regional Medical Center	Inpatient Stay	5/10/2013	11	C2
4/26/2013	XXX	Ochsner, New Orleans	Inpatient Stay	5/21/2013	18	C2
4/26/2013	XXX	Smart Health Care	Outpatient Services	5/13/2013	12	C2
4/29/2013	XXX	St Bernard Community Health	Outpatient Services	5/28/2013	22	C2
4/29/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	5/23/2013	19	C2
4/29/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	5/23/2013	19	C2
4/29/2013	XXX	Ken's Thrifty Way Pharmacy Home Med	Outpatient Services	5/28/2013	22	C2
5/1/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	5/24/2013	18	C2
5/1/2013	XXX	St. Martin Hospital	Outpatient Services	5/24/2013	18	C2
5/1/2013	XXX	Minden Medical Center	Inpatient Stay	5/30/2013	22	C2
5/1/2013	XXX	Hardtner Medical Center	Inpatient Stay	5/24/2013	18	C2
5/2/2013	XXX	Ochsner, New Orleans	Inpatient Stay	5/20/2013	13	C2
5/2/2013	XXX	Ochner, New Orleans	Inpatient Stay	5/14/2013	9	C2
5/2/2013	XXX	Opelousas General	Inpatient Stay	5/14/2013	9	C2
5/7/2013	XXX	Ochner, New Orleans	Outpatient Services	Pending	19	P2
5/7/2013	XXX	Our Lady of the Lake	Inpatient Stay	Pending	19	P2
5/8/2013	XXX	Ochner, New Orleans	Outpatient Services	Pending	18	P2
5/9/2013	XXX	Southwest Mississippi Regional Medical	Inpatient Stay	Pending	17	P2
5/9/2013	XXX	Zoll Life Vest	Outpatient Services	Pending	17	P2
5/10/2013	XXX	Biloxi Regional Medical Center	Inpatient Stay	Pending	16	P2
5/15/2013	XXX	Bunkie HomeCare	Outpatient Services	Pending	13	P2
5/15/2013	XXX	Our Lady of Lodes	Inpatient Stay	5/20/2013	4	C2
5/16/2013	XXX	Touro Infirmary	Outpatient Services	Pending	12	P2
5/20/2013	XXX	Ochner	Outpatient Services	Pending	10	P2
5/21/2013	XXX	Opelousas General	Inpatient Stay	Pending	9	P2
5/22/2013	XXX	Our Lady Of Lourdes Regional Medical C	Inpatient Stay	Pending	8	P2
5/22/2013	XXX	Kid's Specialty Center	Outpatient Services	Pending	8	P2
5/22/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	Pending	8	P2
5/23/2013	XXX	Professional Home Health Services	Outpatient Services	5/31/2013	7	C2
5/28/2013	XXX	Minden Medical Center	Inpatient Stay	Pending	4	P2
5/28/2013	XXX	Opelousas General	Inpatient Stay	Pending	4	P2
5/29/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	Pending	3	P2
5/29/2013	XXX	Out Patient Infusion Systems	Outpatient Services	Pending	3	P2
5/30/2013	XXX	St Francis Medical Center	Inpatient Stay	Pending	2	P2
5/30/2013	XXX	All Star Medical Supply	Outpatient Services	Pending	2	P2

5/31/2013	XXX	Christus St. Patrick	Inpatient Stay	Pending	1	P2
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This report was based on LA Healthcare Connections' understanding of the current report specifications provided by DHH. The report programming is still under review, thus any changes may result in resubmission of the report. This report should not be used for comparative purposes until all reporting format and specifications have been finalized.

