

Provider Complaint & Appeal Summary Report

Health Plan ID: 2162845
Health Plan Name: Louisiana HealthCare Connections
Health Plan Contact:
Contact Email:
Report Period Start Date: 6/1/2013
Report Period End Date: 6/30/2013

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	149	
% Upheld	21%	
% Overturned	75%	
% Withdrawn	3%	

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		
Jun-2013	Received this Month	267	169	0	1	0	2	0	95			24				
	Total Closed this Month	228	141	1	5	1	1	1	78	163	2	27				
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Action/Decision	228	141	1	5	1	1	1	78							
	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)	836	525	6	11	0	3	3	288	575	10	17			0	0
	Information needed from Provider	0	0	0	0	0	0	0	0							
	Internal Plan Review	836	525	6	11	0	3	3	288	575	10					
	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	1166	724	11	17	1	4	5	404			156				
	Total Closed YTD	330	199	5	6	1	1	2	116	192	5	149			0	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Decision/Correction	330	199	5	6	1	1	2	116	192	5					
	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.

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:				Status Category Codes			
Reporting Period:				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)		Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
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 .	LHC is upholding the original denial for claim # M088LA002783, as the member currently has Primary Insurance. This information has to be updated through LA Medicaid. To update Member coverage, please complete the Medicaid Recipient update form located on the LA Medicaid website. Please also submit to Department of Health and Hospitals and fax a copy of the completed form to your local LHC External Provider Relations Rep at 1-866-768-9374.	Pending	32	P2
6/12/2013	XXX	River Parishes Hospital	ADVISE IF THE CC WAS RECEIVED AND IF SO IS THIS DECISION BASED OFF THE CC THAT WAS SUBMITTED ON 05/16/2013 PRV STATES THE ORIGINAL CLAIM WAS PAID 2 TIMES AND THIS IS WHY THEY SENT THE CC ONCE PAID IN 10/10/2012 AND 05/2013	Still Researching Issue	Pending	19	P2
6/12/2013	XXX	Anthony Morales	because provider is still showing non par under TIN XXX . She stat that she's been calling since August regarding this group and non one has contacted her back yet. She requested to speak with a supervisor. Sent call to Amanda M.	Still Researching Issue	Pending	19	P2
6/11/2013	XXX	Specialty Rehabilitation Hospital	13,803.02 STILL OUTSTANDING. THE CLM IS NOW STATING THERE IS A NEG BAL ON THIS PROV ACCOUNT AND THE PROPV STATES SHE IS	Still Researching Issue	Pending	20	P2
6/17/2013	XXX	Our Lady Of The Lake Regnl Med CTR	DEN FOR REV CODE NOT REIMBURSEABLE HCPCS CODE	Still Researching Issue	Pending	14	P2
5/30/2013	XXX	Kamran Chaudary	A RECOUPMENT DONE ON THE CLAIM L284LAE10771	Still Researching Issue	Pending	32	P2
6/18/2013	XXX	William Dawson	DEN FOR THE EXcL PLSE ADVISE WHEN THERE WILL BE A RESOLUTION	recently updated the state published fee schedules to include new for 2013 CPT/HCPCS codes. We have	Pending	13	P2

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6/18/2013	XXX	Womens and Childrens Hospital Camp	\$12,691.00 APPEAL STATUS M024LAE09245 REC ON 05/04/2013 PLSE ADVISE IF THE APPEAL WAS SUBMITTED AND WHAT IS THE STATUS ON THIS APPEAL	Still Researching Issue	Pending	13	P2
6/6/2013	XXX	Moises Arriaga	ADVISE FOR CLARIFICATION FOR THE PRV DUE TO THIS BEING DENIED FOR EXMd AND ADVISE IF THIS WAS DENIED IN ERROR OR IF THIS DENIAL IS CORRECT DID ADVISE ON THE CROSSOVER CODES AND THIS IS ON THERE BUT PRV STATES ON THE FEE SCHEDULE THEY SHOW WHAT IS STATED ABOVE	Still Researching Issue	Pending	25	P2
5/21/2013	XXX	William Haynes	ADVISE ON 04/9/2013 FOR THE REASON OF -\$14.79	Still Researching Issue	Pending	41	P2
6/20/2013	XXX	Irfan Alam	Advised claim denied for no authorization, authorization to see our members is required for all out of network providers	Still Researching Issue	Pending	11	P2
6/18/2013	XXX	Joshua Sleeper	members is required for all out of network providers. This provider became eff on 10/1/12 12/31/99 GP Y THE UROLOGY CLINIC THE UROLOGY CLINIC. However, other claims for this same patient were paid to this provider on DOS before 10/1/12??? Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	13	P2
5/16/2013	XXX	William Parker	AN INITIAL PAYMENT OF \$57.76 BUT WAS RECOUPED DUE TO MBR SHOW OIC	Still Researching Issue	Pending	46	P2
6/20/2013		Robert Craig	CHECK HAS NOT CLRD	Still Researching Issue	Pending	11	P2

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6/11/2013	XXX	Teresa Hill	Claim denied EXMd, advised provider rep this claim denied in error and there is an ongoing project in the beginning stages to correct claim w/no ET of completion	: CPT code 59510 is a Medicare cross over claim per LA Medicaid out Patient Fee Schedule. Please refer to fee schedule on the below mentioned website under the hospital outpatient fee schedule.	Pending	20	P2
6/12/2013	XXX	Christus St Patrick Hospital	Claim denied EXMd, advised provider rep this claim denied in error and there is an ongoing project in the beginning stages to correct claim w/no ET of completion	Still Researching Issue	Pending	19	P2
6/12/2013	XXX	Christus St Patrick Hospital	Claim denied EXMd, advised provider rep this claim denied in error and there is an ongoing project in the beginning stages to correct claim w/no ET of completion.	Multiple Provider due to Crossover Codes Professional FS only Payable for dual eligible members. The project included 1607 claims for DOS 2/1/12. The estimated liability was \$100,387.04 and the project is completed.	Pending	19	P2
6/20/2013	XXX	Kevin Karam	CLAIMS THAT THEY ARE NEEDED ASSISTANCE WITH AND THEY ARE IN NETWORK PLSE CALL THE PRV AND ASSIST WITH DOING THIS AS A PROJECT SO THEY CAN GET A RESOLUTION ON THESE CLAIM	Still Researching Issue	Pending	11	P2
6/12/2013	XXX	Tracy Conrad	47110 for 4514.96 bulk amount. clm has been reprocessed and paid 44.30 bulk amount of 187.59 to the correct address but the original check was never recv'd by the prov pls stop and reissue the check 47110 to this prov	Still Researching Issue	Pending	19	P2
6/20/2013	XXX	Lake Charles Memorial Hospital	DEN FOR MBRS AGE PRV STATES PER THE FEE	Still Researching Issue	Pending	11	P2
6/11/2013	XXX	Carmen Koubicek	VACCINE CODE PRV STATES THEY JUST SEND THE WELL VISIT FOR THE VACCINE SHOT AND ALWAYS	Still Researching Issue	Pending	20	P2
5/21/2013	XXX	Iowa Health Center	DEN FOR ENCOUNTER CODE	Still Researching Issue	Pending	41	P2
6/14/2013	XXX	Jonathan Prather	DEN FOR OIC IN AWD IT SHOWS THE EOB IS ATTACHED TO BOTH CLAIMS. DENIED IN ERROR. PLSE REPROCESS AND REVIEW BOTH CLAIMS	Still Researching Issue	Pending	17	P2

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6/12/2013	XXX	Frederick Boop	DEN FOR OIC STATES THEY ARE A ST. JUDE PATIENT PER MAC SCREEN THEY ONLY HAVE LHC PLSE REVIEW AND REPROCESS	LHC is upholding original denial for claim #M140LA004070 as the member currently has Primary Insurance. This information has to be updated through Louisiana Medicaid. To update member coverage, please complete the medicaid recipient update form located on the LA Medicaid website and submit to Department of Health and Hospitals. Also please fax a copy of the completed form to your local LHC External Provider Relation Rep at 1-866-768-9374.	Pending	19	P2
5/17/2013	XXX	Progressive Acute Care LLC, dba Oakda	DEN FOR PROC CODE	Still Researching Issue	Pending	45	P2
6/12/2013	XXX	Ochsner Foundation Hosp WA	DEN FOR SERV EXCEEDED THE AUTH LIMIT	as a non-payable code per the Louisiana Medicaid Outpatient Hospital Fee Schedule dated 2/1/2013. Procedure codes 250,270,271, and 710 denied for	Pending	19	P2
5/21/2013	XXX	Iowa Health Center	NOT MATCH THE AWD SHOWS THE PRIMARY	Still Researching Issue	Pending	41	P2
6/13/2013	XXx	Stephen Charbonnet	DENIED AS PREV BILLED . PLS ADVISE WHERE THIS WAS BILLED BEFORE	Still Researching Issue	Pending	18	P2
6/6/2013	XXX	Natchez Community Hospital	HOW LONG IT WILL TAKE TO PROCESS AND REVIEW THE CONSENT FORM	Still Researching Issue	Pending	25	P2
6/12/2013	XXX	Bobby Nevils	M079LAE02894 provider states 76811 should not have denied as non cov'd pls review for reprocessing	Still Researching Issue	Pending	19	P2
6/7/2013	XXX	Homer Memorial Hospital	M095LAE04891 PLSE ADVISE AS TO A UPDATE OF INQUIRY ON THIS CLAIM	Claim #M095LAE04891 has been billed incorrectly due missing a modifier. CPT Code 77057 require an appropriate modifier when billed. Please resubmit a corrected claim with the appropriate modifier. A corrected claim can be submitted by writing corrected claim on top of the new claim and attaching the original claim or original EOP. You can mail corrected claims to Louisiana Healthcare Connections: Attn: Corrected Claims, P. O. Box 4040, Farmington, MO 63640-3826	Pending	24	P2
6/24/2013	XXX		provider submitted rejection letter, claim and W9 and claim still rejected out of system. Provider feels	Still Researching Issue	Pending	7	P2
6/20/2013	XXX	Ruth Foster	mark from providers office request negative balance report billing address PO Box 400 San Antonio, TX 78292 (Bexar)	Still Researching Issue	Pending	11	P2

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6/7/2013	XXX	Keidra Welch-Spencer	Nicole from St. Mary's Primary Care does not agree with the decision to deny on two cases. She also reports that NIA calls her office and when they go to get the physician for a peer to peer, NIA does not wait on the line and hangs up. Nicole wants to be contacted regarding the outcome of this complaint.	Still Researching Issue	Pending	24	P2
5/29/2013	XXX	Ken's Thrifty Way Pharmacy and Home	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	Resolution: Claim M029LAE04031 was denied by LHC as NDC number is invalid. The NDC number submitted with is not listed on the Nutrition Work Sheet. Therefore, we are unable to price the claim and a different NDC number is needed. Providers can access valid NDC by viewing LA Medicaid Nutritional Fee Schedule on the LA Medicaid website.	6/27/2013	30	C2
6/20/2013	XXX	Coram Alternate Site Services INC	Nu called stating the above claims denied due to no Auth on file...Nu stated she sw Melissa in the Auth dept & she provided her with the above Auth#OP0074811785	Still Researching Issue	Pending	11	P2
6/13/2013	XXX	Springhill Medical Center	overpaid on ln 94640 120. resubmitted corrected claim for L236LAE00667 under L271LA000601 provider requesting we recoup funds from clm L236LAE00667 for procedure code 94640 ch 120. pd 58	Claims ADJ Paid: Claim L236LAE00667 over paid for procedure code 94640. Paid on check #78520	6/27/2013	15	C2
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	Adjustment request not timely.	6/14/2013	31	C2
5/28/2013	XXX	LSU Health Science Center	PENDED THERE WAS AN ADJUSTMENT DONE TO THIS CLM . THE CLM HAS BEEN PENDED FOR SOME TIME NOW . PLS REVIEW ABD ADJUST OR ADVISE THIS CLM PLS	M035LAE05263 as the member currently showing primary insurance coverage with COVENTRY HEALTH CARE NATIONAL NETWK and UNITED HEALTH CARE. If the member no longer has primary insurance, this information has to be updated through Louisiana Medicaid. To update member coverage, please complete the Medicaid Recipient Update form located on the LA Medicaid website and submits to Department of Health and Hospitals. Also, please fax a copy of the completed form to your local LHC External Provider Relation Rep at 1-866-768-9374.	Pending	34	P2
6/11/2013	XXX	Dialysis Clinic - Eunice	Per AUTH there are 12 counts listed under AUTH OP0048281893	Still Researching Issue	Pending	20	P2

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6/12/2013	XXX	George Webb	PER AWD NDC IS ON THIS CLAIM PLSE REVIEW AND REPROCESS	Still Researching Issue	Pending	19	P2
6/13/2013	XXX	Christian Briery	Please create a claims project to pay provider claims from 6/1/12-8/31/12 to pay ultrasound claims. Denial codes were A1 and ZW.	Christian Briery Tax ID#XXX due to Claims Denied EXA1 - No Authorization on File and EXZW - Previous decision upheld incorrectly. The project included 137 claims for 06/01/12 to 11/30/12. The estimated liability was \$7,400.52 and the provider should see claim payment in 30-90 days.	Pending	18	P2
6/18/2013	XXX	Matthew Rivenburgh	PLSE ADVISE IF THERE IS AN UPDATED W-9 FOR XXX SO THE CLAIM CAN BE REPROCESSED	Still Researching Issue	Pending	13	P2
6/18/2013	XXX	Michael D'Antonio	PLSE ADVISE WHEN THERE WILL BE A RESOLUTION OF PAYMENT ON THIS CLAIM	Still Researching Issue	Pending	13	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	There was a state fee reduction on 7/1/2012. LHC was paying provider claims incorrectly. A Project #022315 was created to recoup all overpayment made by LHC due to the state fee schedule reduction.	6/12/2013	15	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	LHC paid only 15.00 as 78.11 was recovered for neg balance.	6/4/2013	50	C2
6/7/2013	XXX	Homer Memorial Hospital	Provider resubmitted claim without 50 modifier and it is denying, xd. Please clarify	Claim #M095LAE04898 has been billed incorrectly due missing a modifier. CPT Code 77057 require an appropriate modifier when billed. Please resubmit a corrected claim with the appropriate modifier. . A corrected claim can be submitted by writing corrected claim on top of the new claim and attaching the original claim or original EOP. You can mail corrected claims to Louisiana Healthcare Connections: Attn: Corrected Claims, P. O. Box 4040, Farmington, MO 63640-3826.	Pending	24	P2
6/12/2013	XXX	Fresenius Medical Care Morehouse Pa	provider states did not get reimbursed per her contract for 90935 should be reimbursed at 285.00/treatment. Please review all claims for this patient and reprocess accordingly	Still Researching Issue	Pending	19	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	40	P2
6/18/2013	XXX	Jay Hollman	regarding Md denial to be completed. Has had some claims with same problem paid	Still Researching Issue	Pending	13	P2
6/12/2013	XXX	Felicia Ward	Provider would appreciate a front & back copy of cancelled check #050000054206 9/19/12 cleared 10/22/12 \$885.90 Payee	Still Researching Issue	Pending	19	P2

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6/11/2013	XXX	Nancy Walker	AND DENIED FOR OIC AND REFILED CLAIM	Still Researching Issue	Pending	20	P2
6/19/2013	XXX	Deregal Burbank	PRV NEEDS FURTHER DETAIL ON THIS BECAUSE THEY LETTER THEY RECEIVED IS NOT CLARIFYING ENOUGH INFORMATION	Still Researching Issue	Pending	12	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	45	P2
6/19/2013	XXX	Terrebonne General Medical Center	PRV STATES CLAIM WAS PAID BUT CHARGES ARE MORE THAN WHAT THEY BILLED FOR	a claim total of \$640.75. However, Louisiana Healthcare connection (LHC) claims auditing system reconfigured charge amount for CPT code 87899 as \$878.99 instead of unit fee of \$58.25. Claim	Pending	12	P2
5/30/2013	XXX	Hugo St Hilaire	PRV STATES INCORRECTLY SUBMITTED CLAIM AS OUTPATIENT CLAIM	Still Researching Issue	Pending	32	P2
6/14/2013	XXX	Van Mol Family Pharmacy	THAT SHOULD BE ON THE CLAIM IS FOR THE \$40.60 BUT IT HAS 2 ADDITIONAL CHARGES FOR \$39.25 AND \$1.35	Still Researching Issue	Pending	17	P2
6/14/2013	XXX	Van Mol Family Pharmacy	THE \$95.00 BUT IT HAS 2 ADDITIONAL CHARGES FOR \$94.74 AND \$0.26 WHICH THE PRV HAS NO KNOWLEDGE OF PLSE ADVISE WHY THESE 2 EXTRA CHARGES HAVE BEEN ADDED TO THIS CLAIM OR ADVISE IF THIS IS AN ERROR? IS SO, HOW CAN THE PRV GET THE CHARGE FOR THE \$95.00 REPROCESSED?	CPT Code E0570 denied units on claim # M022LA009183, CPT code E0570 is only paying for one unit. However, you have the opportunity to correct the claim, Reconsideration or file an appeal regarding the decision.	Pending	17	P2
6/11/2013	XXX	Khanh Ho	PRV WOULD NEED TO GET A COPY OF THE FRONT AND BACK OF THE CHECK DUE TO THIS ALREADY BEING CASHED.	Still Researching Issue	Pending	20	P2
6/20/2013	XXX	Dialysis Clinic Inc	pymt not applied for Q4081 Pls review claim for addtl adjustments	Still Researching Issue	Pending	11	P2
6/4/2013	XXX	Clifton Vaughan	recouped found on 050313 on 99212 and they were providing office notes and instructed by us along with claim disputes form. Provider requesting someone contact them regarding this issue so that they do not have to submit same information again.	Multiple Professional/Physician due to 7/1/12, rate reduction (LAPHY 100) Payclass only, The project included 127080 # of Claims for DOS-9/1/12. The estimated liability was 329,372.65. Project Still in queue.	Pending	27	P2
6/12/2013	XXX	New Orleans Urologic Institute	She has put in many requests to have her PR rep contact her and to schedule a visit to go over claims issues they are having. All claims denied by LHC are currently under reiew with their office. If we can't provide a satisfactory resolution to them in 60-90 days they will consider termination their contact with LHC.	In regard to your CAS-1020439-B8L4F9: CPT codes 51728 and 51784 on claim # L280LAE00481 were denied as duplicate claim service. These codes were also billed for this member and date of service on claim # L261LA003407. That claim was paid on check #93007 dated 4/17/2013 in the amount \$399.02.	Pending	19	P2
5/7/2013	XXX	Denardo Dunham	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	Still Researching Issue	Pending	55	P2

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5/9/2013	XXX	Richland Parish Hospital of Delhi	they have over 14 claims for various members rejecting for code RE and she is requesting a call from her provider relations representative to give her further guidance before she proceed with filing any more claims	Still Researching Issue	Pending	53	P2
6/12/2013	XXX	New Orleans Urologic Institute	relations rep to visit and call her right away. She has put in many requests to have her PR rep contact her and to schedule a visit to go	invalid complaint, duplicate refer to cas-1020439-B8l4f9	Pending	19	P2
6/6/2013	XXX	Charles Whitlow	wants to know if they need to resubmit the claim in orderto retrieve funds -- says she has been waiting for her provider relatons rep to contact her	Still Researching Issue	Pending	25	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	41	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	41	P2
5/22/2013	XXX	Michael Alline	A PAYMENT MADE ON THIS CLAIM	Still Researching Issue	Pending	40	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	34	P2
5/24/2013	XXX	Dr. Abbey Gallien	claim denial for AUTH DOS 02/05/13 provider did not become par until 030113 5903003184102 DOS Claim#: M129LAE04928	Still Researching Issue	Pending	38	P2
6/17/2013	XXX	Jose Silva	Claim denied EXMd, advised provider rep this claim denied in error	Still Researching Issue	Pending	14	P2
5/6/2013	XXX	Dr Chantal Lutfallah	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	it is being tracked on the provider complaint log.	6/12/2013	38	C2
6/20/2013	XXX	Ochsner Foundation Hosp WA	claim's Auth #IP0083454906 was approved for 43 days and claim should have paid, \$51.405.64. Provider would appreciate to know how payment was calculated and another review of this claim for further payment, thank you	Still Researching Issue	Pending	11	P2
6/11/2013	XXX	BMA OF AMITE	claims which have several discrepancies that have not been resolve	Still Researching Issue	Pending	20	P2

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6/11/2013	XXX	Laboratory Corporation Of America Ho	codes 81229 & 81243 are not covered	Please reference the LA Medicare State Website under the Lab Fee Schedule. Procedure codes 81229 and 81243 are not listed under the Lab fee schedule. Therefore these services are considered non-covered. Claim M074LAE02186 has denied this claim according to the state guidelines as these services are non –covered.	Pending	20	P2
5/16/2013	XXX	Mercy Regional Medical Center	explanation for this denial or further review for payment.	Still Researching Issue	Pending	46	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	88	P2
5/24/2013	XXX	Womens and Childrens Hospital Camp	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	38	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	Relayed requested information to UM Outpatient Auths Manager per her request so that she could proceed with authorization process for this provider	Pending	38	P2
6/12/2013	XXX	Daniel Bode	Pede from providers office stated she received an eop - she says 6 out of 7 claims were over paid and some she received 2 different payments on same cpt codes. They were also paid at different rates. Check #	Still Researching Issue	Pending	19	P2
5/16/2013	XXX	Amanda Williams	PLS PROVIDE THE PROV A NEG BAL REPORT	Still Researching Issue	Pending	46	P2
6/12/2013	XXX	Womens and Childrens Hospital Camp	provide status of review	Still Researching Issue	Pending	19	P2
6/11/2013	XXX	Quynh Dang	provider is requesting that his panel be closed	Still Researching Issue	Pending	20	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	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.	6/4/2013	20	C2
6/12/2013	XXX	Womans Hospital of Baton Rouge	Provider rep Denise advised this claim was paid twice, provider requested recoupement of \$586.28 not the correct payment of \$608.61. Please review records again and resubmit payment of \$608.61 for this claim	Money recouped per providers request.	6/27/2013	16	C2
5/17/2013	XXX	Jamie Woodring	rec'd letter on claim 102912 advsing to submit correct claim, file corrt'd claim same day and now have denial as timely	Still Researching Issue	Pending	45	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	48	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	Terrebonne Gen Med Center	SERV IS NOT COVERED	Still Researching Issue	Pending	32	P2
4/21/2013	XXX	Acadiana Otolaryngology Head and Ne	the effective date of 7 practitioners.	all practitioners are retro per date request and updated in Portico and Amisys.	6/5/2013	46	C2
5/29/2013	XXX	Access Health Louisiana - Kenner Com	The front of the check should read St. Charles Community Health Center address 843 Milling Ave Luling, La 70070-4442	Still Researching Issue	Pending	33	P2
4/11/2013		Dr. David Jenkins	the verification of procedure code 76817- M126 and the unpaid claim.	Claim L356LAE03188, Member XXX, member # LAXXX. Claim was denied for patients claim history for procedure code 76817. This is being tracked on the provider complaint log.	6/17/2013	68	C2
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 ?	for no Authorization. This claim was resubmitted and procedure code G0378 does require an authorization after 24 hours. Lab codes are denying for procedure code pairs incidental mutually exclusive or unbundled. If you feel that this claim	Pending	32	P2
5/15/2013	XXX	Womens and Childrens Hospital Camp	\$267.00 L296LAE02877; DEN FOR MR	Still Researching Issue	Pending	47	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	32	P2
5/17/2013	XXX	Childrens Kidmed Clinic Inc	.PDF of provider closure	Still Researching Issue	Pending	45	P2
4/29/2013	XXX	Soileau's Vital Care	XXX DOS 12052012 PEND: SERVICE DOES NOT QUALIFY AGAINST A PROVIDER PAY FUND CLASSM007LA010264-----PENDING PLS REVIEW THIS CLA+D118IM 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	63	P2
5/8/2013	XXX	Myria Mack-Williams	020413 money being recouped ID XXX 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#: P10000455127 pls review claim for reprocessing it is an adjustment	Still Researching Issue	Pending	54	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	38	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	Iberia Healthcare LLC	06 denials for Aimee Broussard. 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	70	P2
5/1/2013	XXX	Dr Elizabeth Dimitri	100+ claims have been denied.	Claims department has determined Dr. Dimitri's office is billing incorrectly	Pending	61	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.	corrected claim for code 77290 that denied without modifier. While on the phone we discovered that code 77414 was underpaying due to Portico having	6/5/2013	16	C2
6/25/2013	XXX	Todd Brickman	274026658 claim denied for AUTH, provider is par but claim denied for AUTH 6703034706420040313 Claim#: M157LAE00533 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: TODD BRICKMAN Received Date: 6/6/2013 Benefit Package: LOUISIANA HEALTHCARE Affiliation#: P10000424825 0002 Due Date: 6/8/2013 Claim Source: - Taxonomy: Taxonomy missing and expected Paid Date: 6/12/2013 Initial Illness Date: 4/3/2013 Prac/ID#: P10000424825 Remark Summary : - Claim Entry Date: 6/6/2013 NPI: 1225051279 Diagnosis: 78057-OTHER AND UNSPECIFIED SLEEP APNEA GpNPI: 1033494943 Auth #: IRS#: XXX	Still Researching Issue	Pending	6	P2
6/25/2013	XXX	Todd Brickman	274026658 claim denied for AUTH, provider is par but claim denied for AUTH6957447184924 050213\$594.Claim#: M158LAE00793 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: TODD BRICKMAN Received Date: 6/7/2013 Benefit Package:LOUISIANA HEALTHCARE Affiliation#: P10000424825 0002 Due Date: 6/8/2013 Claim Source: -Taxonomy: Taxonomy missing and expected Paid Date: 6/12/2013 Initial Illness Date: 5/2/2013Prac/ID#: P10000424825 Remark Summary : - Claim Entry Date: 6/7/2013 NPI: 122505127 Diagnosis: 78720-DYSPHAGIA, UNSPECIFIED DIFFICULTY IN SWALLOWING NOS GpNPI: 1033494943 Auth #: IRS#: 274026658 Pls review claim for reprocessing	Still Researching Issue	Pending	6	P2
6/5/2013	XXX	Dr. John Dean	3 claims denied A1 even though provider should have effective date of 10/1/12. Erin Dickerson (225 922-8910), has sent several emails and spoken with PR Rep numerous times to get the effective date corrected in the system and to get the claims paid	Still Researching Issue	Pending	26	P2
6/26/2013	XXX	Alan Appley MD	3372912455 ext 115 Casey NPI 101512 0427194672862 claim pd then funds recoup and denied for Auth, provider is par no AUTH req'd Claim#: L298LAE04120 Member: XXX Diagnosis: 8064-CLOS FX LUMB SPN W/SP CORD INJURY GpNPI: 1083721856 Auth #: IRS#: XXX Provider rec'd recoupment, however, the are par. Please provider clarification	Still Researching Issue	Pending	5	P2

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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	The number of ultrasounds allowed was in question. The denial has been upheld, members are allowed 2 ultrasounds.	6/11/2013	28	C2
5/24/2013	XXX	Kenneth Lo	REL AMOUNT SHOULD \$123.80 WHICH IS THE AMOUNT THAT WAS DENIED PRV STATES IT WAS 5 FRACTIONS PLSE REVIEW THIS ADVISE	Still Researching Issue	Pending	38	P2
6/26/2013	XXX	Cardiovascular Surgery	THE IVR/PORTAL CLM STATUS HIPAA VERIFIED PRV STATES THEY REC. EOB WITH PAYMENT ON THE MBR WHERE THEY HAD A CREDIT BALANCE OF \$58.83 AND THE EOB WAS LARGER THAN WHAT CHECK WAS AND REP STATES WHERE THE CREDIT CAME FROM PRV STATES	Still Researching Issue	Pending	5	P2
6/26/2013	XXX	Bariatric & Advanced Surgical Specialis	XXX Tina XXX 041513file dispute and still no pymt M1226LAE03642 Claim#: M122LAE03642 Member: XXX Initial Illness Date: 4/15/2013 Prac/ID#: XXX Remark Summary : -Claim Entry Date: 5/2/2013 NPI: XXX Diagnosis: 6820 CELLULITIS AND ABSCESS OF FACE GpNPI: XXX Auth #: IRS#: XXX RS XXX RR TO CCD FOR REVIEW. TBARNES 052813 ADJ MADE PER RS#XXX. PAID PER NOTES IN AWD. AHUTCHISON 060713 Provider states this is a new lesion and request medical notes be reviewed again and claim reconsidered	Still Researching Issue	Pending	5	P2
4/23/2013	XXX	Children's Medical Center	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	Provider can bill CPT codes 99201,99202,99211 and 99212 when performing EPSDT services on the same day	6/3/2013	42	C2
4/22/2013	XXX	Ochsner Foundation Hosp WA	a claim sent back for review; Status update needed	Research has been completed on CAS-877589-J4Q9R2 by the LHC Provider Realtions Department to address claims from 01/25/2013 that denied from A1(deny for no authorization) for Authorization. It has been determined that Ochsner Foundation Hospital WA is a non-participating hospital.Per page 21 in the Louisiana Connections Provider Handbook, "All Out of Network(Non-Par) services require a authorization, excluding emergency room and family planning." Please contact Provider Services 1-866-555-1111 if you have questions concerning this resolution.	Pending	70	P2
4/2/2013	XXX	Chukwuma Nnorom	a claim that denied for OIC on file.	Still Researching Issue	Pending	90	P2
4/29/2013	XXX	Air Evac EMS INC Washington Co	a claims report.	Still Researching Issue	Pending	63	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.	Faxed EOP to 225-928-8837 Attention: Lois.	Pending	70	P2

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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	70	P2
4/22/2013	XXX	Amedisys Home Health	a denied claim	Provider must append one of the following modifiers to claims GN, GO, and or GP to claims	6/3/2013	43	C2
4/22/2013	XXX	Stacey Ducombs-Isa	a denied claim due to uncovered service	Still Researching Issue	Pending	70	P2
4/22/2013	XXX	Eric George	if authorization not needed	Claim was reprocessed and the denial upheld. All	6/18/2013	58	C2
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	70	P2
4/17/2013	XXX	Alphacare Home Health Inc	a recoupment letter with limited detailed information	Still Researching Issue	Pending	75	P2
5/3/2013	XXX	Assured Home Medical Rental and Sale	a rejection letter with 06 denial	External Rep visited facility and educated on filing claim as well as education them on web portal	6/19/2013	48	C2
4/26/2013	XXX	Dr. Mario Moreno	a request to review the denied claim.	Still Researching Issue	Pending	66	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	42	P2
6/12/2013	XXX	Infusion Partners LLC	ABOUT CLAIMS UNABLE TO BE PROCESSED\\ADV	Still Researching Issue	Pending	19	P2
6/11/2013	XXX	Access Health Louisina- Destrehan	access and affiliation.	Still Researching Issue	Pending	20	P2
4/29/2013	XXX	Dr. Johnny Perez	additional infomation on the denial of claim M102LAE05132.	Still Researching Issue	Pending	63	P2
4/19/2013	XXX	Dr Wilford Stokes	shows adj done to a previously sub claim. They need further details & clarification	Still Researching Issue	Pending	73	P2
6/12/2013	XXX	Fatai Adamson Office	Advised claim denied for no authorization, however, upon review of provider record on Portico I found this provider to be in network. This provider has over 20 claims denying for various reasons and would appreciate a call from their PRR ASAP to assist in resolving these denials	Project #022421 was submitted on 5/6/13 for Fatai G Adamson/522235169 due to claims Paying Non-Par Rate. The project included 38 claims for DOS 10/1/12. The estimated liability was \$2,162.81 and the Project is completed.	Pending	19	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.	that the provider is not par for the location listed on claim.	6/7/2013	64	C2
5/10/2013	XXX	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	service was not covered. CPT Code 00910 is non-covered code on the LA Medicaid Fee Schedule. This code is not a payable code for LHC. If you disagree,	6/10/2013	32	C2
5/10/2013	XXX	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	52	P2

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6/28/2013	XXX	Byrd Regional Hospital	code not reimbursable-CPT HCPCS code required & SL21 & SL23 this service is not covered. Before correcting claim provider would	Still Researching Issue	Pending	3	P2
5/24/2013	XXX	=E157Fourco 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	38	P2
6/19/2013	XXX	Christus Cabrini Surgery Center, LLC	Advised Vicky that for claim M140LA004361 DOS 4/3/13 IT REJECTED BECAUSE IN J24 ON CLAIM FORM SHE HAS THE INDIVIDUAL PROVIDER NPI AND NOT THE FACILITY. ADVISED VICKY THAT THE FACILITY NPI HAS TO BE THERE BECAUSE IT'S THE FACILITY THAT'S BILLING. SHE COMPLAINED BECAUSE SHE STATES THAT SHE WAS TOLD THE PHYSICIANS NPI IS NEEDED THERE. SHE'S GOING TO RESUBMIT CLAIM.	Still Researching Issue	Pending	12	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	40	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	39	P2
4/22/2013	XXX	Hardtner Medical Center	all secondary claims denying since use of a tcode. Attempted several ways to bill; Match EOB	Center. Have started a claims project to pay secondary claims since 6/1/2012 to present. Provider will submit according to guidelines discussed on 6/28/2013. Provider will contact Heather DeHaven with any other questions at	Pending	70	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	54	P2
4/15/2013	XXX	Dr. Michelle Donaldson-Bailey	an issue with billing with a modifier, specifically A5512.	append the appropriate modifier to indicate that coverage criteria have been meet. If the provider is billing for a single shoe, insert and or modification the provider should append RT or LT modifier to indicate the anatomical site.	6/17/2013	64	C2

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5/14/2013	XXX	Dr. Steven Crider	an uncovered member	member was not eligible when the patient was seen. Only eligible from 6/1/12 to 8/31/2012.	6/4/2013	22	C2
4/22/2013	XXX	Christus St. Frances Cabrini Hospital	an underpaid claim; Requesting a review of claim	Still Researching Issue	Pending	70	P2
3/13/2013	XXX	Alan Sheen	an unpaid claim	that claim #L362LAE04953 was re-entered.	6/6/2013	86	C2
5/29/2013	XXX	James Scott Robertson	AND PRV WAS ADVISED TO SUBMIT A CC AND ADJ FOR RETRO AUTH	Still Researching Issue	Pending	33	P2
6/26/2013	XXX	Homer Memorial Hospital	Angela 3189272024 ext 286DOS 020613 XXX 99284 denied M149LAE07702Claim#:M149LAE07702 Member: XXX Claim Info Provider Info Checkinfo Benefit: 0.00 Servicing Provider: XXX Received Date: 5/29/2013 BenefitPackage: LOUISIANA HEALTHCARE Affiliation#: P10000200887 0003 Due Date: 6/1/2013 Claim Source: - Taxanomy: Taxonomy missing and expected Paid Date: 6/5/2013 Initial Illness Date: 2/6/2013 Prac/ID#: P10000200887 Remark Summary : - Claim Entry Date: 5/29/2013 NPI: 1306957386 Diagnosis: 4659-ACUTE URIS OF UNSPECIFIED SITE GpNPI: 1609066646 Auth #: IRS#: XXX Line#Date of Service Procedure Modifier 1 Modifier 2 LC TT Status EX Pay To Check# Paid Serv CodeCharge B-Allow B-Deny TPP Co-Ins Co-Pay Deduct Paid Amt 1 2/6/2013 99284 -1 -1 LC23 TT50/NY EXxq G - LAP1ACAP 445.00 100.55 100.55 0.00 0.00 0.00 0.00 0.00 TOTAL: 445.00 100.55 100.55 0.00 0.00 0.00 0.00 0.00 Claim#: M049LAE05132 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: DONALD HAYNES Received Date: 2/18/2013 Benefit Package: LOUISIANA HEALTHCARE Affiliation#: P10000200887 0003 Due Date: 2/23/2013 Claim Source: - Taxanomy: Taxonomy missing and expected Paid Date: 2/27/2013 Initial Illness Date:2/6/2013 Prac/ID#: P10000200887 Remark Summary : - Claim Entry Date: 2/18/2013 NPI:1306957386 Diagnosis: 4659-ACUTE URIS OF UNSPECIFIED SITE GpNPI: 1609066646 Auth #: IRS#:XXX Line# Date of Service Procedure Modifier 1 Modifier 2 LC TT Status EX Pay To Provider has submitted claim multiple times for payment. First submission above state we paid but no pymt information is listed. Please review claims for correction or advs why no pymt was made.	Still Researching Issue	Pending	5	P2
5/2/2013	XXX	Gary Dragon	another review of claim that was denied due to authorization required	claim #M124LAE01914 for dos: 8/13/12. The check issued is check#96996.	6/14/2013	44	C2
5/31/2013	XXX	Cardiovascular Institute Of The South	appeal Auth Denial for Ranolazine Tab SR.	Still Researching Issue	Pending	31	P2
4/22/2013	XXX	South Shreveport Anesthesia Service	assistance getting claim#M080LA002610 paid.	code on the Medicaid fee schedule on the DOS in question. (It was added on a later fee schedule, but was NOT on the fee schedule for DOS spanning 7/1/2012-1/31/2013.) "HCI has denied or panded based on correct coding guidelines.It has been concluded that the denial is valid and appropriate,	6/5/2013	45	C2
5/21/2013	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 b	Still Researching Issue	Pending	41	P2

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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	63	P2
6/5/2013	XXX	Leon Williams	assistance with claim submissions	Still Researching Issue	Pending	26	P2
4/22/2013	XXX	Physicians Care Center	attachments to update age panel status	Practitioner panel updated to reflect 4-99 as requested in letter of request.	6/10/2013	50	C2
5/30/2013	XXX	Acadiana Maternal Fetal Medicine	authorization on ultrasounds and the providers' specialities are maternal & fetal med.	Still Researching Issue	Pending	32	P2
5/2/2013	XXX	Ty Hargroder	baratic oxygen ruling of getting an authorization	Still Researching Issue	Pending	60	P2
4/4/2013		Louisiana Avenue Medical Center, INC	being notified of non par status.	Still Researching Issue	Pending	88	P2
4/4/2013	XXX	Baton Rouge General Medical Center-L	being paid at a different per diem rather than at the acute medical rate.	Claim L363LAE05947 is processing and pending High Dollar review.	6/11/2013	69	C2
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	38	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	38	P2
5/10/2013	XXX	Associated Surgical Specialist LLC	Billing agent Dana: 985-845-2677 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	52	P2
4/23/2013	XXX	Childrens Hospital Anesthesia	billing rates and claims denied	36620 priced incorrectly by Louisiana Health Care Connection (LHC) and was paid at 50% of the allowed amount per LA Medicaid Fee Schedule. LHC has recognized that CPT code 36620 is modifier 51 exempt. We have reprocessed claim	Pending	69	P2
6/26/2013	XXX	Metropolitan Gastroenterology Associ	DID NOT HAVE COMP EMAIL CLM STATUS HIPAA VERIFIED 03/18/2013 CLAIM WAS UNDERPAID PRV STATES M092LAE03253 PRV STATES THERE ARE MULTIPLE CLAIMS THAT THEY WERE UNDERPAID ON AND THE CLAIM DOES SHOW THEY HAVE NUMEROUS CHARGES ON IT BUT FOR SOME REASON WHEN LHC PROCESSED THE CLAIM IT ONLY SHOWS 1 DOS THAT WAS PROCESSED AND THIS IS INCORRECT. THE PRV NEEDS ASSISTANCE SO THE CLAIMS THEY HAVE CAN BE DONE AS A	Still Researching Issue	Pending	5	P2

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6/26/2013	XXX	Metropolitan Gastroenterology Associ	IN APRIL AND CALLED IN MAY AND WAS TOLD APPEAL WAS STILL IN REVIEW CLM STATUS HIPAA VERIFIED APPEAL 12/03/2012 PRV DID NOT HAVE EMAIL \$2,280.00 FOLLOW UP CALL L349LAE05709 PER AMISYS NOTES: RS#M105LA003292; ADJ CLM TO ADD MOD & PAY CPT 45380 PER HCI REMARKS; KING 05/10/2013 PLSE ADVISE AS TO AN UPDATE ON	Still Researching Issue	Pending	5	P2
5/29/2013	XXX	Dr. Christopher Gayle	called in to set up a recoupment of payments for the above listed claims. She states that the member had Cigna and they were in process of billing Cigna for the services.	a meeting was scheduled on Monday, June 10th at 10:30.	6/5/2013	8	C2
6/6/2013	XXX	Cheryl Braud	called to let us know that we overpaid on this claim & wants us to recoup the funds for srv line 2 of this claim which paid \$25.35....she advised that the mbrs prim insur paid the total claim	Still Researching Issue	Pending	25	P2
6/3/2013	XXX	Sarita Sharma-Choudry	calling about claim submission and have tech issue with web portal. Please assist provider.	to us electronically, hardcopy or through our website. I directed her to view billing manual for instructions.	6/14/2013	12	C2
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.	Resolution: Claim M064LAE06616 denied because requested Medical records were not provided. Claim was reprocessed and the denial was upheld. You have the opportunity to file an appeal regarding the decision. You can mail appeals to the following address: Please obtain the claim dispute from the LHC website and to expedite your appeal, please include your original request for reconsideration. Please mail your request to: Louisiana Healthcare Connections, Attn: Claim Dispute, P O Box 3000, Farmington, MO 63640-3800	6/18/2013	44	C2
6/24/2013		ChildrenS Hospital Corp. Boston Ma	CAS-853945-L1Z5Z7 NO ADJ MADE PUSHED BACK. TBARNES 041513.RS M127LA001054, ADJ MADE TO CORR LOCATION TO 23, NO AUTH NEEDED,MANUAL INTEREST APPL, JDIXON 05172013. PLSE ADVISE IF THIS DECISION IS IN REFERENCE TO THE APPEAL AND IF NOT WHAT ARE THESE NOTES IN REFERENCE TO? PLSE ALSO ADVISE IF THE APPEAL HAS	Still Researching Issue	Pending	7	P2
6/21/2013		Gene Bergeron	CASEY CLLD FOR CL STAT\\ADV CL PAID ON 3/27/2013\\PROV IS WANTING ASSISTANCE WITH THE WEB...ATTEMPTED TO ASSIST PROVIDER WITH ADDING TIN...PROV STILL HAVING ISSUES\\ADV PROV OF PR REP TO ASSIST WITH SECURE WEB. PLEASE OUTREACH TO THIS PROVIDER FOR WEB ASSISTANCE: CASEY 800.355.3818 EXT 6947	Still Researching Issue	Pending	10	P2

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5/23/2013	XXX	James Hines	check # 89520 has never been received.	Placed on Stop Pay/Reissue spreadsheet.	6/4/2013	13	C2
4/22/2013	XXX	Monroe Kidney Center	check #1051 for 3937.88 that was received by provider with no statement	but won't allow us to open. claim # not found in CRM	Pending	70	P2
6/11/2013	XXX	Cornerstone Hospital Bossier City, LLC	check and negative balance	Still Researching Issue	Pending	20	P2
6/28/2013	XXX	Allen Emergency Group LLC	Check issued under wrong TIN should be XXX, check outstanding. Check should be mailed to P O BOX 400 San Antonio TX 78292	Still Researching Issue	Pending	3	P2
5/30/2013	XXX	Joseph Bolger	check mailing	Still Researching Issue	Pending	32	P2
5/8/2013	XXX	Brian Bailey	check sent to the wrong tax ID address	change, I show that the billing address for Collidge Emergency Group LLC TIN XXX matches what is listed below and was updated in both Portico and	6/7/2013	31	C2
4/16/2013	XXX	Dr Rome Sherrod	check that has not been received.	numerous phone attempts to the provider office, the provider relations specialist was unable to make contact. Please contact your provider relations specialist for a copy of your EOP or refer to payspan for eob/eop information. You can also access the web portal up to 18 mths of pyt history and eob	Pending	76	P2
5/8/2013	XXX	Kathleen Barfoot	check that Touro accidentally cashed	placed on stop-pay/re-issue spreadsheet	6/3/2013	27	C2
5/23/2013	XXX	Nakia Newsome	check went to wrong address	now been updated to reflect correct address	Pending	39	P2
5/15/2013	XXX	Zebediah Ambrose Stearns MD APMC	check went to wrong address L129LAE01075	Still Researching Issue	Pending	47	P2
5/17/2013	XXX	Orthopaedic Clinic of Monroe	Checks haven't cleared the address on file is correct	Still Researching Issue	Pending	45	P2
6/17/2013	XXX	Joseph Bolger	checks that were to be reissued to provider	Still Researching Issue	Pending	14	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. Rufus Hixon	<p>XXX 2252960041 ext 122 npi 1730188806 id XXX 00055917301 dos 07142012 amt 875.00 L201LAE00029</p> <p>please assist, the baby was born on XXX, baby went home on XXX, baby then returned to hospital 07/13/2012 and baby died XXX, 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</p>	Still Researching Issue	Pending	54	P2
6/13/2013	XXX	Terrebonne General Medical Center	Cherry called to ck status of claim. Stated claim should have been retro to be paid	authorization before performing or billing these services. Currently LHC does not having	Pending	18	P2
6/26/2013	XXX	Marshall St Amant	Christie 9858923225 1649279969 provider wants to know what is the global surgical period timeframe	Still Researching Issue	Pending	5	P2
6/21/2013	XXX	Towne Pharmacy	Christine states that a lot of her claims are being return because there's handwriting on them. Advised Christine effective 04/01/13 copied, downloaded or handwritten red HCFA-1500 & UB-04 forms will be rejected and returned upon reciept. Provider was upset and hung up before I could complete the call.	Still Researching Issue	Pending	10	P2
6/13/2013	XXX	Arunavathi T Sangisetty MD APMC	Cindy called to get an update of this claim....advised this claim still has not processed...advised that I would send this back for review...this claim was denied & states that nothing needs to be done & it will reprocess...provider states they have been waiting 5mths for the process & they have many claims like this....advised I would send back for review...	Still Researching Issue	Pending	18	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	38	P2
5/1/2013		Tulane Medical Center	claim #M056LAE04050 paid with some of the payment recoupped.	Still Researching Issue	Pending	61	P2

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5/23/2013	XXX	Dr. Thaddeus Erato	claim adjusted but never paid out again	Still Researching Issue	Pending	39	P2
4/5/2013	XXX	Dr Donald Barnes	claim being denied	Still Researching Issue	Pending	87	P2
4/4/2013	XXX	Dr Emine Chandler	claim being paid and sent to wrong address. Requesting a stop pay/reissue.	& cover letter including roster of providers, their NPI numbers & TIN.	Pending	88	P2
5/20/2013	XXX	St Helena Parish Hospital	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	42	P2
5/31/2013	XXX	Hood Memorial Hospital	claim concerns and code denials	Still Researching Issue	Pending	31	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	70	P2
4/23/2013	XXX	Mr. Wheelchair, Inc	claim denial	CPT Code E1399 denied on claim # M022LA009183, claim was denied after the review of patients claim history. If you feel that this claim denied in error, please send a correct claim, reconsideration, or appeal with medical records to support the additional units. Please send information to the below to the following address:	Pending	69	P2
5/15/2013	XXX	St. Tammany Parish Hospital	Claim denied "A1" NO Authorization received, requesting claim denial overturned & approved timely filing. BILLED \$8382.25 ALLOWED & DENIED \$2481.33	Still Researching Issue	Pending	47	P2
5/7/2013		Dr. Wayne Gravois	Claim denied as a duplicate, however it should be a corrected claim for L153LAE02796 pls review for processing	Claim was reprocessed on claim number 12207LA81088. Claim paid \$53.06, check number 69491.	6/12/2013	37	C2
4/5/2013	XXX	Dr Carolyn Hutchinson	claim denied due to no authorization	Resolution: The following claims denied for a A1, no authorization; M073LAE04499, M073LAE04501, M073LAE04507 and L346LAE06140. These claims with billed with the Non Par NPI, which caused them to deny with an A1 denial. Please resubmit claims with the PAR NPI.	Pending	87	P2
6/20/2013	XXX	Oakwood Dialysis Center	Claim denied EX2H, admit type & source code missing or invalid. Viewed claim form on AWD & found AT & SC 9 reflected in boxes 14 & 15, provider aware timely filing has expired for this claim however states they never rec'd EOP or denial letter from LHCC. WOuld appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	11	P2

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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	60	P2
5/2/2013	XXX	Theron McCormick	claim denied EXA1 authorization required	Still Researching Issue	Pending	60	P2
6/3/2013	XXX	Ochsner Foundation Hosp WA	Claim denied EXA1 for no authorization. review claim	CLaim #M115LAE00034 denied for A1 no Auth. LHC has reprocessed the claim with Auth #IP0091336419 and it has adjudicated properly. Please allow 30-60 day for payment.	Pending	28	P2
5/31/2013	XXX	Dr. Abbey Gallien	CLaim denied EXA1,	Per LA Medicaid EPSDT guidelines, the diagnosis code on claim #M129LAE04928 is inconsistent with the procedure code(s) and member's age. These items are likely causing the claim to deny. Please correct and resubmit this claim.	6/19/2013	20	C2
5/31/2013	XXX	Dr. Abbey Gallien	CLaim denied EXA1,	Still Researching Issue	Pending	31	P2
5/3/2013	XXX	Steven Nguyen	claim denied EXA1, auth required	Still Researching Issue	Pending	59	P2
6/10/2013	XXX	John Clark	Claim denied EXA1, auth required.	Still Researching Issue	Pending	21	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 convulsionsand should not have denied for that reason. Provider would appreciate another review of this claim for payment,	Still Researching Issue	Pending	38	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 other convulsions and should not have denied for that reason. Provider would appreciate another review of this claim for payment	Still Researching Issue	Pending	38	P2
5/8/2013	XXX	Dr. Troy Beaucoudray	Provider rep Karen has stated fee is now on Medicaid schedule and this provider is a neurologist & contracted to do this service. Provider	that the claim has been reprocessed and paid accordingly to contract state processing	6/10/2013	34	C2
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.	that the claim has been reprocessed and paid accordingly to contract state processing guidelines for cpt code 95909 & 95886. Check #90678 was issued for these services.	6/11/2013	35	C2
5/24/2013	XXX	Le Nguyen	claim denied for AUTH DOS 010913	Still Researching Issue	Pending	38	P2

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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	56	P2
5/20/2013	XXX	Johnny Perez	w/denial as they spoke to AUth Dept and were advised they wer	Still Researching Issue	Pending	42	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	56	P2
6/21/2013	XXX	LSU Health Science Center	dept & was advised auth number has now been merged to member's Med ID No. Provider would appreciate another review of this claim for	Still Researching Issue	Pending	10	P2
6/21/2013	XXX	LSU Health Science Center	Claim denied for no auth, rep Jody advised spoke to rep in LHCC auth dept & was advised auth number has now been merged to member's Med ID No. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	10	P2
6/21/2013	XXX	LSU Health Science Center	CLaim denied for no auth, rep Jody advised spoke to rep in LHCC auth dept & was advised auth number was merged to member's Med ID No. Provider would appreciate another review of this claim for payment.	Still Researching Issue	Pending	10	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	87	P2
4/17/2013	XXX	Natchez Community Hospital	claim denied for no medical records but records were received and reviewed.	Still Researching Issue	Pending	75	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	Resolution: Claim L254LA009312 LHC denied for primary EOB. This denial was incorrect as the primary EOB was submitted with claim. This claim has been sent back for reconsideration. Please allow 30-60 days for payment.	Pending	53	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 anotherreview of this claim for payment, thank you.	LHC is upholding the original denial for claim # M058LAE09937, as the member currently has Primary Insurance. This information has to be updated through LA Medicaid. To update Member coverage, please complete the Medicaid Recipient update form located on the LA Medicaid website. Please also submit to Department of Health and Hospitals and fax a copy of the completed form to your local LHC External Provider Relations Rep at 1-866-768-9374.	Pending	34	P2
5/1/2013	XXX	Dr. Tynes Mixon	claim denied for proccedures and appended to the correct mod but still denied	Still Researching Issue	Pending	61	P2

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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.	on this claim with 99213. Records are needed for review to support if the e/m service is separately	6/13/2013	30	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.	Forwarded to External Rep on 4/3/2013; Forwarded to Internal Rep for research; Returning to Prov Relations queue	Pending	89	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.	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.	Pending	54	P2
5/8/2013	XXX	Telitha Grant	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	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.	Pending	54	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.	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.	Pending	54	P2
6/26/2013	XXX	Vitalis Okechukwu	Claim denied procedure code 99233 subsequent hospital care EXx9, procedure code pairs incidental, mutually exclusive or unbundled. Provider would like to know to which claim this claim bundled to , thank you.	Still Researching Issue	Pending	5	P2
5/9/2013	XXX	Ultimate Foot Care LLC	claim denied requiring modifier	Still Researching Issue	Pending	53	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	34	P2
5/20/2013	XXX	Renee Doll	claim denied SL1 EX46, this service is not covered	Still Researching Issue	Pending	42	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	41	P2
5/13/2013	XXX	Muhammad Qayyum	Claim denied SL1 for MR's however provider rep Angie wants to know if the problem exists with edit problemw/modifier.	Our representative informed your office that the modifier they need to use was missing from claim. Re-file corrected claim with correct Modifier	6/20/2013	39	C2
6/25/2013	XXX	Ruth Foster	Claim denied SL's 1, 2 & 4 for no auth & paid SL3, rep Beryl advised this was an ER claim and would appreciate another review for payment, thank you.	Still Researching Issue	Pending	6	P2
4/29/2013	XXX	Dr. Teresa George	claim denied stated icd-9 code inconsisent 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	63	P2

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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	31	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	118	P2
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	32	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	76	P2
4/2/2013	XXX	Mary Ella Sanders	claim L187LAE09711 denying for no authorization on file.	decision is to inform you that reconsideration was entered with claim #M154LA005355 on 6/4/2013, and currently shows with a payable status.	6/19/2013	79	C2
4/2/2013	XXX	Dr. Robert Fields	claim L187LAE09975 being denied for no authorization.	Prov corrected and claim set to pay	6/13/2013	73	C2
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.	The Infusion services fee schedule has been updated retro to 11-1-12. A Claims Project # 022459 has been submitted to reprocess your services from dates of service 11/1/12 - 06/10/2013. Please allow 30 to 60 days to complete.	Pending	60	P2
4/6/2013	XXX	Dr. Gary Cox	claim M084LA002982 being denied for no authorization.	CPT Code 99211 denied on claim # M084LA002982 denied A1, No Authorization. This claim was resubmitted and the denial was upheld. You have the opportunity to file corrected claims, reconsiderations or an appeal regarding the decision with medical records.	Pending	86	P2
6/20/2013	XXX	Mercy Regional Hospital	Claim M134LAE04600 in the amount of 57.62 and your request to have it recouped.	Still Researching Issue	Pending	11	P2
2/19/2013	XXX	Pauline Ackel	claim number L263LAE05064 d/o/s 09/11/2012- deniied for no auth, code 00190 based on our pre auth tool on our website states auth is required for all providers	Resolution: After reviewing claim #L263LAE05064 on dos: 9/11/12 it was denied for ex code "YA" which is requesting medical records.	6/11/2013	113	C2
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	34	P2
6/24/2013	XXX	Our Lady of the Lake Hospital	Claim paid however denied SL's 22 & 23 EXMd/EXx9 Advised rep Yvette claim erroneously denied SL 22 proc code 93005. Provider is requesting status of this project and if payment will be sent any time soon, thank you.	Still Researching Issue	Pending	7	P2
4/23/2013	XXX	National Pharmacy Services	claim paid with EFT 050900017973 -paid date 02/27/2013 bulk amount \$2,013.11	Payment for procedure code #B4035 for \$140.36 was not paid to provider. Amount is shown as paid on paid column on CRM/Amisys & EOB however, provider states \$146.36 payment was not included in EFT payment.	Pending	69	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	Claim payment and explanation of benefits	Still Researching Issue	Pending	47	P2
5/2/2013	XXX	Bina Joseph	claim rejecting xq for procedure 99213	Still Researching Issue	Pending	60	P2

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5/31/2013	XXX	LSU Health Science Center	claim review	Claim M098LAE0411 denied for “WB” Well Baby incorrectly by Louisiana Healthcare Connections (LHC). We realized that this claim had prior authorization and should have not denied for “WB”. LHC has reprocessed claim M098LAE0411 for adjudication for the correct reimbursement rate. Please allow 30-90 day for payment.	Pending	31	P2
5/31/2013	XXX	LSU Health Science Center	claim review.	Claim M100LAE05187 denied for “WB” Well Baby incorrectly by Louisiana Healthcare Connections (LHC). We realized that this claim had prior authorization and should have not denied for “WB”. LHC has reprocessed claim M100LAE05187 for adjudication for the correct reimbursement rate. Please allow 30-90 day for payment.	Pending	31	P2
5/31/2013	XXX	LSU Health Science Center	claim review.	Still Researching Issue	Pending	31	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	75	P2
6/3/2013	XXX	Kolleen Snyder	claim status and negative balance report.	Still Researching Issue	Pending	28	P2
4/5/2013	XXX	Dr Jason Chambers	claim status and recoupment	External Rep contacted provider regarding the claim	6/3/2013	60	C2
5/15/2013	XXX	Glenn House	claim status and the status of the appeal.	NOT TIMELY FOR ADJUSTMENT	6/14/2013	31	C2
5/3/2013	XXX	Dedric Clarke	claim status denied as duplicate.	Still Researching Issue	Pending	59	P2
6/6/2013	XXX	Bryan Sibley MD FAAP	claim status.	Still Researching Issue	Pending	25	P2
5/2/2013	XXX	Baton Rouge Gen Bluebonnet	claim that was not processed with the correct rates	Claim L263LAE05534 has been paid according to the LA Medicaid Inpatient Per Diem. Date of service for claim L263LAE05534 was 8/28/2012 with 14 units. LA Medicaid Per Diem rate for 8/2012 was \$1623.05 per day. Claim was originally paid on check 60196 and paid at \$15,604.40 in which was incorrect. LHC reprocessed claim on check 99181 and claim paid at \$23,548.70 in which was the correct rate. If you are dissatisfied with above mentioned decision you have the right to appeal. Please send a request for a reconsideration to: ATTN: Reconsideration Department P.O. Box 4040 Farmington, MD 63640-3826	6/20/2013	50	C2
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	I reviewed auth IP0085634496 provided by rep on TruCare Prod and found auth was valid for DOS	Pending	33	P2
5/1/2013	XXX	Tulane Medical Center	claim was underpaid and requesting another review of claim for further payment.	Still Researching Issue	Pending	61	P2

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6/3/2013	XXX	LSU Health Science Center	claim with an authorization issue.	Claim M102LAE06352 denied for “WB” Well Baby incorrectly by Louisiana Healthcare Connections (LHC). We realized that this claim had prior authorization and should have not denied for “WB”. LHC has reprocessed claim M102LAE06352 for adjudication for the correct reimbursement rate. Please allow 30-90 day for payment.	Pending	28	P2
5/21/2013	XXX	Louisiana Sleep Foundation LLC	Claim# L334LAE01376 denied	Claim# L334LAE01376 denied appropriately with denial code DZ because the authorization number provided on the claim was used by another provider on a prior date of service. Please verify that the authorization number you are using is correct and resubmit the claim with the correct authorization number if a change needs to be made.	Pending	41	P2
6/24/2013	XXX	Lea Phillips	Claim#: L205LA007604 Member: XXX and Claim M133LA004273 Provider submitted corrted claim with EOB and it was denied as xq. Please review for pymt	Still Researching Issue	Pending	7	P2
6/7/2013	XXX	Manash Sarcar	Claim#: M066LA001277	Claim M066LA001277 denied as a duplicate service. Please send in a Reconsideration of claim along with medical records as this was service was performed twice in the same day. Please send Reconsideration to the below address:	Pending	24	P2
6/21/2013	XXX		Claim#: M106LA000051 denial due to PDM	sent back need more education on provider	Pending	10	P2
5/17/2013	XXX	Bounthavy Homsombath	services	Still Researching Issue	Pending	45	P2
5/24/2013	XXX	Dr. Stanley Bleich	file	Still Researching Issue	Pending	38	P2
5/3/2013	XXX	Todd Allain	adv has never received checks that payments have been recouped	Still Researching Issue	Pending	59	P2
6/7/2013	XXX	Oscar Mendez	of Provider, After state review od codes the claim will reprocess. Based	research it was determined your claims issue DHH	Pending	24	P2
6/3/2013	XXX	Childrens Hospital	claims adjustment.	Still Researching Issue	Pending	28	P2
4/3/2013	XXX	Dr. Bernard Fruge	claims are denying.	EX 92. The claims is pending medical records. In	Pending	89	P2
5/20/2013	XXX	Amanda Williams	claims are globaling or duplicating	Still Researching Issue	Pending	42	P2
4/23/2013	XXX	Leonard J Chabert Medical Center	Claims denied and have not been paid.	Still Researching Issue	Pending	69	P2
6/14/2013	XXX	Theresa Lago	claims denied for no auth	Still Researching Issue	Pending	17	P2
5/28/2013	XXX	Dr. Beverly Ogden	CLAIMS DENIED FOR NO AUTH M073LAE02015, M115LAE02064	Still Researching Issue	Pending	34	P2
4/23/2013	XXX	Tech Regional Medical Center	Claims denying because of credentialing issues.	Still Researching Issue	Pending	69	P2
6/25/2013	XXX	Charles Clasen	claims denying because of no auth. Par in both Portico & Amisys	Mutlitple Providers, due to DHH Rate reduction of	Pending	6	P2
4/2/2013	XXX	Dr. Carlos Rodriguez Fierro	been ongoing for several months.	claim authorized applied processed to pay	6/13/2013	73	C2
4/16/2013	XXX	Dialysis Clinic Inc	claims for Epogen was not paid correctly.	Still Researching Issue	Pending	76	P2
4/29/2013	XXX	Dr. Patricia Baly	out to Provider Relations for help.	Still Researching Issue	Pending	63	P2
5/15/2013	XXX	Hermann Medical Supply	PRV SET UP ISSUE	MAILED THE W-9 ALONG WITH CLAIMS	Pending	47	P2
4/25/2013	XXX	Arkansas Childrens Hospital	claims issues.	Still Researching Issue	Pending	67	P2
5/17/2013	XXX	Paul Novakovich	AUTH IS VALID	Still Researching Issue	Pending	45	P2
5/21/2013	XXX	Franklin Foundation Hospital	ER visit	Still Researching Issue	Pending	41	P2
5/1/2013	XXX	Dr. Erich Wolf	claims paid after 041213	because the Provider is not contracted for this	Pending	61	P2

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5/30/2013	XXX	Andrew Minardi MD	Claims project	Still Researching Issue	Pending	32	P2
6/28/2013	XXX	Minden Physician Practices LLC RHC CL	Claims project 22495 was created with a total of 256 claims and a liability of \$24,847.60. P10000430580 - Amanda Williams 193 claims \$19,807.23 ; P10000585195 - Latashia Upton 41 claims \$3,331.77 and P10000430606 - Robert Russell 26 claims \$1,708.60 . This is a CAF level 2 approval. Please allow ample time for approvals and project to be completed.Thanks,dburns	Claims project 22495 was created with a total of 256 claims and a liability of \$24,847.60. P10000430580 - Amanda Williams 193 claims \$19,807.23 ; P10000585195 - Latashia Upton 41 claims \$3,331.77 and P10000430606 - Robert Russell 26 claims \$1,708.60. I am still awaiting a timeline on payment but this is a priority and they are aware that you payment by mid month. At least this gives you a figure to work with your board of directors. Also, I wanted to remind this group that any ultrasounds over two will require prior authorization. Two ultrasounds have been the norm with Louisiana Medicaid for a while, but med management will approve more with proper documentation. I know some of the A1 denials were due to Third and Fourth ultrasounds for these three providers	Pending	3	P2
4/22/2013	XXX	Carolyn Green	claims rejections due to bad provider information	Still Researching Issue	Pending	70	P2
4/22/2013	XXX	National Pharmacy Services	claims rejections for uncovered services with prior authorizations	Still Researching Issue	Pending	70	P2
5/21/2013	XXX	Richardson Medical Center	clearer explanation for denial	Still Researching Issue	Pending	41	P2
6/20/2013	XXX	Bayou Orthotic and Prosthetic Center	CLM M158LAE03491, M158LAE03471-both denied for no authorization	Still Researching Issue	Pending	11	P2
5/21/2013	XXX	Nichole Polin	CLM HAS BEEN IN THIS STATUS FOR MORE THAN 30 DAYS	Still Researching Issue	Pending	41	P2
5/15/2013	XXX	Ochsner Mc Kenner	by the prov. prov is requesting a stop payment and reissue for thsi check	Still Researching Issue	Pending	47	P2
5/3/2013	XXX	Baton Rouge General Medical Center-L	per her contract . pls review and advise or adjust this clm thank you.	Still Researching Issue	Pending	59	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	Claim #L279LAE06133 paid in the amount of \$485.00 on check #26674 issued 5/29/2013.	6/11/2013	70	C2
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	47	P2
4/19/2013	XXX	Dr Jill Feinberg	AND REISSUE THIS CHECK TO THE CORRECRT ADDRESS CHECK # 69257	check has been palced on void reissue spreadsheet.	6/7/2013	50	C2

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5/15/2013	XXX	Dr Jill Feinberg	clm L357LAE00714 paid . but paid to the incerrect address .	Still Researching Issue	Pending	47	P2
6/27/2013	XXX	Maria Doucet	clm L360LAE01134 denied for med records which were sent on 04/08/2013 and recv'd on 04/26/2013 sent to hci for review pls review and advised what was the result from the med records being sent to HCI ? XXX CB# XXX	Still Researching Issue	Pending	4	P2
5/15/2013	XXX	Dr Jill Feinberg	STOP AND REISSUE THIS CHECK 74503 FOR 521.90	added to the Stop Pay/ Reissue Check Log	6/3/2013	20	C2
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 ?	number # L361LA015638. Dates of services on claim number# L361LA015638 have date range from	6/21/2013	66	C2
6/25/2013	XXX	Christopher Roth	REVIEW THIS CLM AND ADVISE HOW THE PROV AFFILIATION WAS	Still Researching Issue	Pending	6	P2
5/8/2013	XXX	Dr. Frances O'Boyle	unresolved pls review this claim and advised where it stands	Still Researching Issue	Pending	54	P2
5/23/2013	XXX	Joseph V Giannobile MD APMC	LOWER RATE . PROV IS NOT SURE WHY THIS TOOK PLACE . ADVISED	Still Researching Issue	Pending	39	P2
4/19/2013	XXX	Christus Coughatta Health Care Center	ADVISE WHY THIS IS SO .	are non-covered due to beneficiary's age.	6/11/2013	54	C2
4/19/2013	XXX	Christus Coughatta Health Care Center	ADVISE WHY THIS IS SO . PLS REVIEW AND OR ADJUST OR ADVISE	Still Researching Issue	Pending	73	P2
4/3/2013	XXX	Dr. Ruben Vargas-Cuba	ADVISE WHAT THE PRIMARY PAID NOT SHOWING A PAYMENT FROM	Primary Insurance paying the max allowable on the	6/7/2013	66	C2
4/3/2013	XXX	Dr. Ruben Vargas-Cuba	ADVISE WHAT THE PRIMARY PAID NOT SHOWING A PAYMENT FROM	Primary Insurance paying the max allowable on the	6/10/2013	69	C2
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	39	P2
5/24/2013	XXX	Tulane Medical Center	28298 AND 28296 DENIED PLS REVIEW AND ADVISE WHY THIS CLM WAS	Still Researching Issue	Pending	38	P2
4/19/2013	XXX	Childrens Hospital	clm M085LAE00249 denied for no auth the auth is on the clm	Still Researching Issue	Pending	73	P2
4/29/2013	XXX	Johnny Perez	CLM M100LA000426 PAPID BUT DENIED LINE 1 FOR NO AUTH,.... AUTH# IP0082262616 IS ON FILE FOR THIS DOS PLS ADVISE AND ADJSUT THANK YOU	Still researching	Pending	63	P2
6/21/2013	XXX	George Poche	CLM M157LA001585 DENIED FOR PRIMARY EOB . EOB IS ATTACHED TO THE CLM PLS REVIEW THIS CLM AND ADJUST OR ADVISE THANK YOU . EOB IS IN AWD	Still Researching Issue	Pending	10	P2
6/21/2013	XXX	Progressive Acute Care LLC, dba Oakda	ADVISE WHY A TENSION HEADACHE WOULD BE M/H CLM . PLS REVIEW	Still Researching Issue	Pending	10	P2
5/23/2013	XXX	Our Lady of the Lake Hospital	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	Still Researching Issue	Pending	39	P2
5/9/2013	XXX	Our Lady of Lourdes Regional Medical	L241LAE05042 PD \$8,761.61 PRV STATES THEY HAD 13 APPROVED DAYS	Still Researching Issue	Pending	53	P2
5/9/2013	XXX	Promise Hospital Baton Rouge	L335LAE07688 PD \$15000.95 ADVISED PRV THAT THE OTHER LINES	Provider became Par on 11/1/12. No Adjustments	6/14/2013	37	C2
4/2/2013	XXX	Reeves County Hospital District	11/09/2012	hospital is Par with TIN XXX/NPI 1023018835. The	Pending	90	P2
5/8/2013	XXX	Acadian Ambulance Service of New Or	HIPAA VERIFIED	and to attach a copy of the letter, medical records,	6/14/2013	38	C2
5/7/2013	XXX	Batts Family Practitionders LLC	complaint about frequent changes to the formulary	Still Researching Issue	Pending	55	P2
6/26/2013	XXX	Mary Mathai MD	mathai@bellsouth.netThe following claims were only partially paid	Still Researching Issue	Pending	5	P2
4/15/2013	XXX	National Pharmacy Services	CONTRACT STATUS	Crump about outstanding infusion claims. Provider	Pending	77	P2
6/10/2013	XXX	Dialysis Clinic - Eunice	copies of her EOP with no resolve.	Still Researching Issue	Pending	21	P2
4/22/2013	XXX	Dr Camille Perkins	Pratice Clinic TIN should be XXX. Please call with update. Will fax W9	LHC has corrected and claims are now in a claims	Pending	70	P2
6/7/2013	XXX	River Parishes Hospital	correction of birthdate	Still Researching Issue	6/21/2013	15	C2
6/10/2013	XXX	Morehouse General Hospital	correction of EXMd code has not been fixed	Still Researching Issue	Pending	21	P2

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4/16/2013	XXX	Dr. John Alberty	corrections made on claims without any documentation.	claim has been paid and processed.	6/5/2013	51	C2
5/6/2013	XXX	SWLA Center for Health Services - Lafa	02/26/2013 \$130.00. DEN FOR ENCOUNTER CODE AND MUST BE BILLED WITH DETAILED LINES PRV STATES THEY NORMALLY BILL WITH T CODE	Still Researching Issue	Pending	56	P2
5/6/2013	XXX	SWLA Center for Health Services - Lafa	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. pls review this claim.	an explanation of the encounter fee and individual line detail procedure codes.	6/13/2013	39	C2
6/25/2013	XXX	Internal Medicine Associates	denied due coverage was not in effect during service.....Courtney advised that she sw someone in the Auth dept & they advised the above Auth# was good for the date admitted to the hospital until the mbr was released on 04/7/2013.....advised Courtney mbrs benefits termed on 3/31/2013 but she stated she was advised this claim shld pay for the	Still Researching Issue	Pending	6	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	60	P2
4/22/2013	XXX	Premier Pediatrics	CPT Code 81002. Some were paid, but after a certain date were denied x9.	research it was determined your claims issue DHH February 1% Rate Reduction Professional Fee Schedule will result in a adjustment. A Claim Project	Pending	70	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	70	P2
5/22/2013	XXX	South Louisiana Medical Associates	Credentialing Specialty of Dr. Jeffrey Bordchart is Anesthesiology not Pain Management. His claims continue to deny because of the specialty of Pain Management is his file. Phyllis has an email from LHC stating the issue was corrected however according to the billing department it has not been. Claims for CPT codes 99173-EP and 93010 denying as a Medicare Only. She has been waiting on a response as to whether LHC has resolved this issue and has not received anything back. Claim #L269LAE0534102 is being disputed and she has not received the call she was promised weeks ago.	Still Researching Issue	Pending	40	P2
6/14/2013	XXX	Deandra Davis	credentialing status	currently Par with an 06/24/2013 effective date	Pending	17	P2
5/2/2013	XXX	Dr Hilma Green	current status of claim	Claim M001LAE04352 for member XXX, Medicaid number XXX was resubmitted and paid on 3/6/2012. Check number 050900013160.	6/7/2013	37	C2
6/28/2013	XXX	Ochsner Clinic LLC 1	Darrien 8007274132 ext 1161 Darrien 8007274132 ext 1161 XXX 030813 XXX Claim#: M077LAE00688 Member: XXX Claim Info Provider Info Check info	Still Researching Issue	Pending	3	P2

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6/27/2013	XXX	Savoy Medical Center	IVR/PORTAL PRV ALREADY GAVE EMAIL CLM STATUS HIPAA VERIFIED 06/30/2012 \$5,421.80 L187LAE06488 CODE 93005 IS DENIED FOR EXMd PLSE ADVISE IF THIS IS DENIED IN ERROR AND IF SO WILL IT BE	Still Researching Issue	Pending	4	P2
5/17/2013	XXX	Lesly Varghese	DEN FOR 5TH DIGIT IS NEEDED	Still Researching Issue	Pending	45	P2
5/16/2013	XXX	Richard Howes	DEN FOR ENCOUNTER CODE	Still Researching Issue	Pending	46	P2
5/15/2013	XXX	Dauterive Hospital	DEN FOR INVALID DOS	Still Researching Issue	Pending	47	P2
5/30/2013	XXX	Methodist Hospital of Memphis	DATES OF SERV	Still Researching Issue	Pending	32	P2
5/16/2013	XXX	Brass Surgery Center	DEN FOR NO AUTH	it is being tracked on the provider complaint log.	6/12/2013	28	C2
5/16/2013	XXX	Magnolia Medical LLC	DEN FOR NO AUTH	Still Researching Issue	Pending	46	P2
5/24/2013	XXX	Garland Green	DEN FOR NO AUTH ON FILE	Still Researching Issue	Pending	38	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 UPDTED CALL BACK FOR THIS ISSUE. SHE NEEDS TO KNOW WHAT ELSE IS GOING ON WITH THIS CLAIM...	Research has been completed on case number CAS-977011-T1C8B8_by the LHC Provider Relations Department to address claims from Texas Children’s Hospital that denied from Claim # L193LAE00313 for no Authorization. It has been determined that Texas Children’s Hospital is non-participating provider since 11/1/2010. Per page 21 in the Louisiana Healthcare Connections Provider Handbook, “All Out of Network (Non-Par) services require prior authorization, excluding emergency room and family planning”. Please contact Provider Services 1-866-555-1111 if you have questions concerning this resolution.	Pending	34	P2
5/23/2013	XXX	The Good Shepard Home Health Agen	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	39	P2
5/21/2013	XXX	Iowa Health Center	DEN FOR THE EOB	Still Researching Issue	Pending	41	P2

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5/15/2013	XXX	Baton Rouge General Medical Center	denial for authorization	Still Researching Issue	Pending	47	P2
4/17/2013	XXX	Red River ENT	denial for claim after authorization was given.	assigned to internal rep	Pending	75	P2
5/3/2013	XXX	Darryl Elias	denial for no consent form	performing or billing these services. Currently LHC	Pending	59	P2
5/1/2013	XXX	Sanjay Dravid	for payment	Still Researching Issue	Pending	61	P2
4/23/2013	XXX	Amedisys Home Health	denial of claim for no authorization.	THERAPY.	6/20/2013	59	C2
4/22/2013	XXX	Great Beginnings Pediatric & Adolesce	denial on kidmed vision screening and never receiving a monthly cap check from us.	Still Researching Issue	Pending	70	P2
5/1/2013	XXX	Clel Acosta	denial on multiple claims that start on one day and end on another	Accommodation days not valid for Date of service	6/17/2013	48	C2
5/16/2013	XXX	Driscoll Childrens Hospital	DENIAL PER PRV	Claim has been processed. Paid \$305.98, check #100486 on 05/29/2013 and check cleared on 06/10/2013.	6/12/2013	28	C2
6/7/2013	XXX	Childrens Internation Medical Group	verification that Dr. Gallien is PAR.	requirement Please resubmit a correct claim with	Pending	24	P2
4/1/2013	XXX	Cypress Point Surgical	denials due to non-covered services	Forwarding to External Representative on 4/1/2013	Pending	91	P2
5/24/2013	XXX	LaSalle Family Medicine Clinic - The Ke	denials for OI EOB BC policy has cancelled and no other insurance on Medicaid website	Still Researching Issue	Pending	38	P2
4/22/2013	XXX	Home Care Resources, LLC	denials for services with prior authorizations.	on 6/20/2013. Have left message for a retruned call to give more information about claims that were	Pending	70	P2
4/3/2013	XXX	Dr. Peter Zimmerman	Denied adjustment	authorization. Once an authorization has been obtained the claim can be considered for payment	6/11/2013	70	C2
4/16/2013	XXX	Dynasplint Systems, Inc	denied authorization for claims on payable services.	Still Researching Issue	Pending	76	P2
5/6/2013	XXX	Dr. David McManus	submitted W-9 form w/roster of practitioners for update on 2/1/13.	Still Researching Issue	Pending	56	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	46	P2
5/3/2013	XXX	Ochsner Foundation Hosp WA	denied claim	NICU process. Hospital was contacted on 3/30/2013 and LHC identified claims for	Pending	59	P2
4/22/2013	XXX	Monroe Surgical Hospital	Claim L221LAE01301. DOS 7/24/12. Total Billed charges \$15716.69;	dos on the claim is for 07/24/2012.	6/11/2013	51	C2
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	59	P2
4/18/2013	XXX	Dr Steven Blanchard	Denied Claim for modifier	Manual /Anesthesia section page 3 of 11 for proper use of the QS modifier. The QS modifier is a	6/5/2013	49	C2
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	59	P2
5/2/2013	XXX	Cypress Pointe Surgical	denied claim M016LAE00815	Medical records . Claim was reprocessed and the denial was upheld. You have the opportunity to	6/18/2013	48	C2

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4/22/2013	XXX	ASSOC PLASTIC & RECON SUR	denied claims	educated provider on submitting auths for services regarding plastic surgery	6/3/2013	43	C2
6/11/2013	XXX	Savoy Medical Center	denied claims and codes	Still Researching Issue	Pending	20	P2
4/22/2013	XXX	Dr. Harold Stokes	denied claims due to specialty being loaded incorrectly in system	provider information has been updated in all of our	Pending	70	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	appropriate modifier (according to EPSDT fee schedule) . The appropriate modifier must be appended to indicate if the service was performing	6/19/2013	59	C2
4/22/2013	XXX	Dr Bryan Sibley	denied claims for EPSDT services	6/20/2012 for “ox” code is considered an integral component of the E/M code submitted; however, this claim was denied correctly. This claims is	Pending	70	P2
4/22/2013	XXX	Open Air Mri Cenla	denied claims for radiology services	invalid compliant per Aletha. Duplicate	Pending	70	P2
5/21/2013	XXX	Riverpark Ambulatory Surgery Center	denied EXxq, procedure code exceeds max allowable for DOS	Still Researching Issue	Pending	41	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	32	P2
5/8/2013	XXX	Tulane Medical Center	Denied for no auth	before performing or billing these services. Currently LHC does not having authorization for this	Pending	54	P2
6/4/2013	XXX	Franklin Foundation Hospital	DENIED FOR NO AUTH . THE PROV STATES THE MEM HAD ONLY 2 ULTRASOUNDS	Still Researching Issue	Pending	27	P2
4/19/2013	XXX	Homer Memorial Hospital	DENIED FOR PROC CODE	in the amount of \$48.79. Will let the external rep	Pending	73	P2
5/8/2013	XXX	Michael St Pierre	processing	Still Researching Issue	Pending	54	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	41	P2
5/15/2013	XXX	Cornel Jeansonne	ARE WANTING TO KNW WHY THIS CPT 99173 IS NOT BEING PAID	Still Researching Issue	Pending	47	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	31	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	did not received information on why this claim was recouped	Still Researching Issue	Pending	47	P2
6/4/2013	XXX	Paul Fusilier	disagrees with denial EX46, service not covered for procedure code 00320	Still Researching Issue	Pending	27	P2

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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	claim #M086LAE05014 for dos: 3/19/13 cpt 99232 & dos: 3/20/13 cpt 99238 both services were adjusted and paid according to contract state processing guidelines with check #100951. Claim #M095LAE03562 was denied for ex code "XQ" which is procedure code exceeds maximum allowed per dos. This claim appears to be a duplicate of	6/11/2013	30	C2
6/20/2013	XXX	Terrebonne Gen Med Center	87899 denial	Still Researching Issue	Pending	11	P2
4/18/2013	XXX	Christus St Patrick Hospital	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	Outpatient Hospital fee schedule. In the legend it refers providers when billing with revenue code 490 to check the Outpatient Ambulatory fee schedule	6/5/2013	49	C2
6/26/2013	XXX	George Bailey	Dr. Bailey became par 8/1/2013 has multiple claims that denied for no auth between August 12 and October 12 -- they were contacted by someone but they could not undertsand teh email address and when they call the contact number they keep getting the voicemail -- please conatct this provider in regards to getting the issue resolved -- This provider also complained that the payment for procedure code 76817 was recouped on claim number L291LAE05374. Ann would like to know why the payment was recouped.	sent back to Danielle to re-send as a case	Pending	5	P2
6/26/2013	XXX	Herndon Jeansonne	Dr. Herndon Jeansonne called in to file a grievance against NIA. He called NIA to request PA for CT of abdomen because he felt the member had an acute appendicitis. He asked NIA for a time frame and was told 'if I gave you a time frame I would be lying'. Provider feels he should have been giving a time frame since he was following the correct procedure (get PA instead of sending mbr to ER 1st) Provider then called back and spoke to the supervisor, Anna, who he said was to no help at all and stated there was 2 auths already on file that are in medical review. The member eventually went to ER and was giving a CT and had to have surgery because the member had a rupshered appendix. The provider feels he should have been giving a time frame.	Still Researching Issue	Pending	5	P2
6/24/2013	XXX	Medical Ctr Of Louisiana	Dr. Rima El-Abassi would like to appeal medication for member XXX ID XXX, for Hyper Derm patch 5%. Dr. El-Abassi can be reached at 646-530-0407	Still Researching Issue	Pending	7	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	47	P2
4/5/2013	XXX	Dr. Patrich Leonard	duplicate procedures & claim issues.	Still Researching Issue	Pending	87	P2

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4/18/2013	XXX	Cardiovascular Institute Of The South	effective date that is inaccurate.	The external rep is going to reach out to the provider	6/4/2013	48	C2
5/1/2013	XXX	Vanda L Davidson, MD	eoop amounts not matching	Still Researching Issue	Pending	61	P2
5/23/2013	XXX	Desoto Reg Fam Med Logansport RHC	primary insurance first and submit with EOB, she said that they don't bill	Still Researching Issue	Pending	39	P2
6/5/2013	XXX	Dr. Andrew Freel	Erin Dickerson (225) 922-8910, has called and emailed several times to get Dr. Freel's name changed to the correct spelling. Claims for office visits are being denied for cosmetic purposes even though they are not. Issue has been ongoing since July 2012	Still Researching Issue	Pending	26	P2
6/21/2013	XXX	LSU Health Science Center	EXWB, EXG3 well baby services not payable per state Medicaid guidelines. Rep Jody advised spoke to rep Tanisha in LHCC auth dept & was advised auth number was merged to member's Med ID No. Provider would appreciate another review of this claim for payment, thank you.	Still Researching Issue	Pending	10	P2
6/6/2013	XXX	Madison Parish Hospital	faacility is having payment	claim was denied. needs state modifier	Pending	25	P2
6/4/2013	XXX	Robert Moukarzel	Facility requesting change/move in practice locations for Robert Moukarzel, MD Effective 5/1/13.	Provider physical address has been updated in our system.	6/11/2013	8	C2
5/17/2013	XXX	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	45	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	47	P2
5/7/2013	XXX	Vadim R Gelman MD	follow up to 5/1/13 visit regarding denials for cpt code #59515	Correctly denied. The rebilled claim was not submitted as a corrected claim and was submitted well beyond the timely filing limit.	6/3/2013	28	C2
6/27/2013	XXX	Louisiana Healthcare Associates LLC	SL1 EXMd, advised provider rep this claim denied in error and there is an ongoing project in the beginning stages to correct claim w/no ET of completion. Advised rep Mike to inform provider they need to allow more time for review process to complete.	Still Researching Issue	Pending	4	P2

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4/10/2013	XXX	Dr Erica Menina	for more information on unpaid claim.	Still Researching Issue	Pending	82	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	47	P2
5/8/2013	XXX	CHMPC	funds being taken back on claims	provider to do a reconsideration with medical records attached to each claim	6/3/2013	27	C2
4/23/2013	XXX	Gregory Lord	GX code on EOP	Above mentioned claim was paid at \$8.03 on check 42634, LHC recovered \$.70 on this claim as LHC overpaid claim per LA Medicaid Professional Fee	6/18/2013	57	C2
5/23/2013	XXX	Specialty Wheelchairs LLC	has denial for Auth OP0079236494	Claim #M108LAE03698 was paid on 5/15/2013 in the amount of \$5,466.58 on check number 29939. All processed with authorization number and paid according to Fee Schedule.	Pending	39	P2
6/4/2013	XXX	Performance Medical, Inc	has denied claims she feels is due to new CPT codes not being recognized	Still Researching Issue	Pending	27	P2
6/15/2013	XXX	Slidell Memorial Hospital	have received a payment of \$8670.60; however, that is an underpayment. Please advise on how to file this claim to get the correct payment	# L303LAE03078 and wants the claim reprocessed for correct payment. Claim was reprocessed and determination was: Provider can not bill with a	Pending	16	P2
4/22/2013	XXX	Christus Coushatta Rural Health Clinic	healthcare Connections but have not been linked to network, therefore, no patients can be linked to provider	not be linked. The practitioner file was closed by the credentialing department due to missing	6/10/2013	50	C2
5/22/2013	XXX	Dr. Robert Russell	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	40	P2
6/21/2013	XXX	Iowa Health Center	I met with Sherri Cruz with this provider's office. Sherri complained that this clinic is listed as a specialist so no members are being linked to the clinic. This provider is listed as a RHC in Portico but no patients are linked to this clinic. She also complained about not always being paid the encounter rate.	Still Researching Issue	Pending	10	P2
4/22/2013	XXX	Moss Street Kid Med LLC	inconsistancy of care gaps on the provider portal	Louisiana Provider Relations Specialist visited with the office manager. Upon visiting the office manager was informed to anticipate the first quarterly P4P payments within the next few weeks. The provider was also reminded that the Kidmed roster will be mailed by Louisiana Healthcare Connections Quality Department.	Pending	70	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	Access Health Louisiana - Kenner Com	incorrect claims	Run a claims project to reprocess the claims.	6/3/2013	42	C2
4/22/2013	XXX	Rachael A Tate MD LLC	incorrect claims	Medicaid Professional Fee Schedule for all claims with dates of services from 7/1/2012 through 12/31/2012. LHC processed the providers claims incorrectly. As a result LHC overpaid provider claims. LHC adjusted/reprocessed claims so that	Pending	70	P2
6/3/2013	XXX	Opelousas Speech and Hearing Center	incorrect date of service.	Still Researching Issue	Pending	28	P2
6/14/2013	XXX	Pediatric Group of Acadiana LLC.	incorrect effective date loaded and the Par effective date.	Project # 022476 was submitted on 06/14/13 for Pediatric Group of Acadiana#72-1490565 due to an incorrect effective date loaded, Par effective date has been updated in Amisys. The project included 171 claims for dates of service beginning 04/01/12. The estimated liability is \$7,699.20.	Pending	17	P2
6/17/2013	XXX	Community Orthopedic Clinic	incorrect information listed on the provider directory on the LHC website	Still Researching Issue	Pending	14	P2
5/2/2013	XXX	Dr. Johnny Biddle	incorrect listing in our system	Still Researching Issue	Pending	60	P2
4/22/2013	XXX	The Childrens Clinic of Thibodaux	incorrect pay to address on file; details of negative balance account; status of recoupement project	Still Researching Issue	Pending	70	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%.	research it was determined your claims issue,Non-par ambulance providers need to be paid at 100% for emergent services, will result in a adjustment. A Claims Project #022479 was submitted on 6/14/13.	Pending	70	P2

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4/26/2013	XXX	Dr. Christopher Gayle	information on the procedure code that was denied in the claim.	Claim #L201LA003360 was orginally denied for CPT code J2790 for not following NDC guidelines; however, a correct claim (L268LA003211) was submitted and the claim was paid on check #07262.	Pending	66	P2
4/15/2013	XXX	Dr. David Samuel	issue with lack of access to portal.	secure portal issue resolved	6/19/2013	66	C2
6/24/2013	XXX	East Jefferson General Hospital LA	(documents) 1.) questioning denials emergency vs. non emergency. what is determining factor as claims have denied, 2.) ultrasound claims denial "A1 NO AUTH", 3.) Behavioral Health claims, behavioral health	Still Researching Issue	Pending	7	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	69	P2
4/16/2013	XXX	Dr Scott Williams	issues with claims not processed correctly according to Par status.	Still Researching Issue	Pending	76	P2
4/16/2013	XXX	Minden Medical Center	issues with web portal.	spoke to the provider ,Robin, and the provider has her web portal up and running.	6/7/2013	53	C2
5/10/2013	XXX	Reddy Family Med CL PLAQ	(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.	Still Researching Issue	Pending	52	P2

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6/25/2013	XXX	Our Lady of the Lake Hospital	Jeralyn 2257656716 XXX 053000 DOS 061512Claim#: L220LAE06796 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: OUR LADY OF TH E LAKE HOSPITA OUR LADY OF THE LAKE HOSPITAL INC Received Date: 8/7/2012 Benefit Package: LOUISIANA HEALTHCARE Affiliation#: P10000145804 0004 Due Date: 8/11/2012 Claim Source: - Taxonomy: Taxonomy missing and expected Paid Date: 8/15/2012 Initial Illness Date: 6/15/2012 Prac/ID#:P10000145804 Remark Summary : - Claim Entry Date: 8/8/2012 NPI: 1366436123 Diagnosis:27800-OBESITY, UNSPECIFIED GpNPI: Auth #: IRS#: XXX Line# Date of Service Procedure Modifier 1 Modifier 2 LC TT Status EX Pay To Check# Paid Serv Code Charge B-Allow B-Deny	Still Researching Issue	Pending	6	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	39	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	39	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	39	P2
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	132	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'tfhave. Julie can be reached at 225-765-4297	advised Julia the provider to email a Medicaid recipient insurance information update form to update the member XXX primary insurance information. She emailed to me and I sent form to JD at corporate.	Pending	54	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 corredt amount 324.00. so the check 11941 need to be refuned back to them.	Still Researching Issue	Pending	40	P2

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6/28/2013	XXX	Roselyn St Etienne	Karen Choppin from providers office requested someone from upper management in Providers Relations department to contact her back ((504) 896-9827 or email kchoppin@chnola.org) She stated she is having issues with her provider relations rep (Karen Lee). Provider states that she sent requested information to Karen Lee but she has not heard back from her or been able to contact her for an update.	Still Researching Issue	Pending	3	P2
6/25/2013	XXX	Progressive Acute Care LLC, dba Oakda	Kathy with this provider's office received a denial on Phillip Duvall clm # M072LAE06025. Kathy stated this claim was submitted with the OP report. She said she ran into this problem before and all other claims were paid. Please let me know if you need additional information.	Still Researching Issue	Pending	6	P2
5/6/2013	XXX	Sheila Pitre	KATIE FROM PROVIDERS OFC WAS REQUESTING A STOP PAY AND REISSUE FOR DOS 9-23-2012 FOR GERMANY ROBERTSON 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	56	P2
5/31/2013	XXX	Franklin Medical Center - Winnsboro	Kevin Bridwell (225) 928-0026 office, kbridwell@lhaonline.org) emailed LHC on behalf of Blake Kramer, CEO of Franklin Medical Center. The Center is stating that LHC owes \$300k in outstanding claims that need to be paid. No specific non-payment issues were given for the denials	Still Researching Issue	Pending	31	P2
6/28/2013	XXX	Comprehensive Surgery Clinic	KISSNEY 3374331303 1720158066 1003022644804 ASKED ABOUT IVR/PORTAL PRV DID NOT HAVE EMAIL CLM STATUS HIPAA VERIFIED 06/10/2012 \$2,815.00 M119LA002530 CODE 44970 DEN FOR EXx3 AND MR NEEDED. PRV STATES THEY WERE SUBMITTED MR WERE SUBMITTED IN HARD COPY WHICH IS VERIFIED IN AWD L1 DENIED IN ERROR PLSE REVIEW AND REPROCESS	Still Researching Issue	Pending	3	P2
4/23/2013	XXX	Dr. Luis Serrano	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.	Still Researching Issue	Pending	69	P2
4/18/2013	XXX	Bma Desoto Parish	recpt of claim dispute sent 03/30/13 advsd no recpt found	01/01/2013-07/01/2013. The DOS on this claim is 12/14/2012. Therefore denial is upheld .	6/14/2013	58	C2
5/9/2013	XXX	Children's Kidmed Clinic, Inc	L6 Denials	PR rep has called three times for Shawn. No answer	Pending	53	P2

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4/23/2013	XXX	Acadia Family Clinic, LLC	lack of Specialists in your area to provide services to patients	Spoke with Joni and emailed her list of specialists in her area. Also instructed her to contact Contract Negotiator directly in case she has any further issues regarding finding specialists for our members.	6/4/2013	43	C2
6/27/2013	XXX	Pediatric Medical Group	Lakesha 8888222855 ext 101 XXX dos 051613 361. Claim#: M149LAE05402 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: RACHEL DUPUIS Received Date: 5/29/2013 Benefit Package: LOUISIANA HEALTHCARE Affiliation#: P10000601143 0001 Due Date: 6/1/2013 Claim Source: - Taxonomy: Taxonomy missing and expected Paid Date: 6/5/2013 Initial Illness Date: 5/16/2013 Prac/ID#: P10000601143 Remark Summary : - Claim Entry Date: 5/29/2013 NPI: 1629345905 Diagnosis: 78907-ABDOMINAL PAIN, GENERALIZED GpNPI: 1326278375 Auth #: IRS#: XXX Line# Date of Service Procedure Modifier 1 Modifier 2 LC Our records indicate Blue Cross of Texas pls verify..if no coverage exist pls fwd claim for processing	Still Researching Issue	Pending	4	P2
6/14/2013	XXX	Janine Lissard	LHCC verify termination of policy for payment of this claim, thank you.	Still Researching Issue	Pending	17	P2
5/8/2013	XXX	Dr. Mark Rosenbloom	Touro (hospital) contacted her and told her they accidently cashed this check. Total check amount: 198.06 Lisa is requestion new check to be issued out again	reissue provider check	6/3/2013	27	C2
4/23/2013	XXX	Morehouse Community Medical Center	Parnell, CEO of Morehouse Community Medical Center, 318 239-8015, have emailed Provider Relations Supervisor numerous times regarding outstanding claims issues. After not receiving any response Katie then	Still Researching Issue	Pending	69	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	39	P2
6/27/2013	XXX	Rapides Regional Medical Center	IV/PORTAL PRV DID NOT HAVE EMAIL HIPAA VERIFIED CLM STTUS 04/09/2013 \$2,100.00 DEN FOR NO AUTH M148LAE04670 611267229 TIN PRV STATES THEY ARE IN NETWORK BUT NOT SHOWING UNDER THE AFFILIATION WHAT THEIR STATUS IS. PLSE ADVISE IF THEY EVEN SHOW	Still Researching Issue	Pending	4	P2

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6/24/2013	XXX	Womens and Childrens Hospital Camp	LORNA CLLD FOR COPY OF CHECK\\CHECKED EMDEON...FAXED TO 7134483476. I advised provider rep Lorna LHCC was no longer providing copies of cancelled checks however, rep Lorna has stated Mia/Tricia Ziegernore had advised they would provide a copy to her, please advise remarks ASAP, thank you.	Still Researching Issue	Pending	7	P2
6/27/2013	XXX	Sheila Pope	\$41.69 on Paid Date: 6/19/2013 ...advised the 2nd claim denied as a dup Paid Date: 6/26/2013....Lottie was having issues viewing pending claims on the web portal...advised if she have multiples claims needs viewing &	Still Researching Issue	Pending	4	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	77	P2
5/23/2013	XXX	First Option Home Infusion Pharmacy	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.	\$18.97 on 02/13/2013. 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	6/13/2013	22	C2
6/7/2013	XXX	Homer Memorial Hospital	M095LAE04896 and status	Claim#M095LAE04896 was billed incorrectly based on the LA Medicaid guidelines. The CPT that was used should have been billed with a modifier. Please resubmit a correct claim with the appropriate modifier. A corrected claim can be submitted by writing corrected claim on top of the new claim and attaching the original claim or original EOP. You can mail corrected claims to Louisiana Healthcare Connections: Attn: Corrected Claims, P. O. Box 4040, Farmington, MO 63640-3826. If you disagree with Louisiana Healthcare Connection decision, you can submit a reconsideration or appeal with the	Pending	24	P2
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	42	P2

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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	53	P2
5/24/2013	XXX	Womans Hospital of Baton Rouge	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	38	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	40	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	41	P2
5/15/2013	XXX	Christus St Frances Cabri	ADVISED PRV CLAIM PAID PRIMARY MADE A PAYMENT \$109.48 AND WE MADE PAYMENT OF	RESOLUTION: Claims were paid by TPP.	6/3/2013	20	C2
5/15/2013	XXX	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	loaded in the LHC system as of 5/1/13; Therefore, he is allowed more than two ultrasound performed without obtain prior authorization. If you have outstanding claims with a DOS after 05/1/13, please contact your provider relations specialist at 1-866-	Pending	47	P2
5/6/2013	XXX	Dr. Donald Perry	Mary 3183529299 ext 2249 720828758 claim denied for AUTH 330300234520 M114LAE05831. XXX XXX show par in Portico for XXX pls review claim. XXX DOB XXX XXX M108LAE04383 billed and paid	Still Researching Issue	Pending	56	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	: updated billing address in Portico/Amisys	6/11/2013	34	C2
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	73	P2
5/17/2013	XXX	West Jefferson Medical Center	Md denials (93005, 93041, 93225, 93226)	Still Researching Issue	Pending	45	P2

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4/22/2013	XXX	Children and Adolescent Clinic	medication approval process taking 2 hours to complete	Still Researching Issue	Pending	70	P2
5/22/2013	XXX	West Jefferson Medical Center	Solomon has been researched, discussed with Med Mgmt and should pay-please submit to claims adjust .	Still Researching Issue	Pending	40	P2
6/20/2013	XXX	Albert Gutierrez	MEMBER SAYS THAT SHE RECEIVED A CALL FROM ALBERT MANUEL GUTIERREZ ABOUT SERVICES RENDERED 9-6-2012 CLAIM # L252LAE01905. THE BILL IS 1140.00. IT WAS DENIED ON 9-19-2012. THE CLAIM WAS ONLY FILED ONCE AND WAS DENIED BECAUSE THE PROVIDER DIDNT BILL HER PRIMARY INSURANCE. THEY DIDNT PROVIDE THE MEMBER WITH AN ACCT #. AND THE SERVICES PROVIDED WERE 7455-OSTUM SECUND TYPE ATRIL SEPTL DEFEC. THE MEMBERS NAME ISXXXE AND HER MEMBER ID # IS XXXCONTACT # FOR THE DRS OFC IS 337-981-9110. AND THE MEMBERS CONTACT # IS 337-678-0110	L252LAE01905 as the member currently has primary insurance coverage with Medical Plan Network. If the member no longer have primary insurance, this is information has to be updated through Louisiana Medicaid. To update member coverage, please complete the Medicaid Recipient Update form located on the LA Medicaid website and submits to Department of Health and Hospitals. Also, please fax a copy of the completed form to your local LHC External Provider Relation Rep at 1-866-768-9374.	Pending	11	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	According to our records, claim# was paid by LHC on check #25896 with issue date 05/22/2013.	6/12/2013	72	C2
6/11/2013	XXX	Pediatrics Kid Med LLC	Missing check #0000073267 in the amount of \$28,816.21 dated 12/28/2012	Still Researching Issue	Pending	20	P2
4/22/2013	XXX	Maternal Fetal Medicine Center	missing checks	Still Researching Issue	Pending	70	P2
4/22/2013	XXX	Charles Stedman	missing checks due to possible incorrect address in system.	Still Researching Issue	Pending	70	P2

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5/16/2013	XXX	Brian Harrell	Missing PAR status in the system	Still Researching Issue	Pending	46	P2
4/18/2013	XXX	Hanger Prosthetics & Orthotics Inc	Misty stated that she is having claims issues. Please have someone contact the office at 513-421-5653	Provider Relation staff reached out to office manager @ Hanger Prosthetics and Othotics Inc and she stated that Misty was not a member of their staff. External Rep contacted the Chidlren Hosptial location and spoke to Misty regarding two claim issue regarding the same member and it was determine that the issue was previously discussed and resolved on an earlier phone call. The provider is not having any current issues	6/17/2013	61	C2
4/30/2013	XXX	Jennings Amer Legion Hosp OP	more information concerning the recoupment.	Still Researching Issue	Pending	62	P2
5/1/2013	XXX	Christus Schumpert - Highland	more information concerning underpayment	Charges paid at providers cost-to-charge ratio on date of payment	6/4/2013	35	C2
4/24/2013	XXX	Gonzalo Idalgo	more information on approving the MRI for your memeber.	Still Researching Issue	Pending	68	P2
4/29/2013	XXX	Dr. Nicole Jones	more information on sick and well visits.	that your claims are pending medical records review . Please submit supporting medical records.	6/11/2013	44	C2

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4/24/2013	XXX	Debbie Jurgelsky MD	more information on the adjustment and recoupment of your funds.	Still Researching Issue	Pending	68	P2
4/22/2013	XXX	Christus Schumpert Health System	more information on the adjustment made to the claim.	Resolution: Project # 022351 was submitted on 3/28/213 for Christus Schumpert Health System, TIN: XXX, due to DHH Complaint Claims Not Paid at NICU (Revenue Code 174) Rate. The system is currently configured to begin paying NICU billed claims (174 revenue code) at the 174 rate.	6/12/2013	52	C2
4/26/2013	XXX	Dr. Harish Anand	more information on the adjustment made to the claim.	Still Researching Issue	Pending	66	P2
6/7/2013	XXX	Winn Parish Medical Center	more information on the denial of claim # M148LA002101	Claim # M148la002101 is now paying correctly.Adjustment made	6/27/2013	21	C2
4/29/2013	XXX	Wendy Petrus SLP	more information on the recoupement amount of \$101.04.	Professional/Physican Providers due to July rate reduction (LAPHY 100 Payclass only Part 2) change	Pending	63	P2
4/25/2013	XXX	Marians Medical Supplies	#0509000022810 4/24/13, \$67.30.	Still Researching Issue	Pending	67	P2
4/24/2013	XXX	TELERHYTHMICS LLC	more information on the recoupment of the claim.	has not been paid. The CPT codes that were billed 93271 and 93270 are payable codes but there is an	Pending	68	P2

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4/10/2013	XXX	Dr. Sabrena Noria	more information on your denial with a current authorization on file.	authorization before performing or billing this services. Currently LHC does not have an authorization for this service in our system;	Pending	82	P2
4/30/2013	XXX	Pediatric Health Choice	more information on your multiple denials of claims.	following address: The documentation must also include a detailed description of the reason	Pending	62	P2
4/26/2013	XXX	Baton Rouge General	more information regarding the authorization limit for your claim, L289LAE02740.	Please review claim #L289LAE02740 denied for service that has exceeded the authorization limit. You received approval for an in-patient authorization IP 0049195697 with a date span of 6 days (3 days NICU and 3 meds/surgical). We have reprocessed your claims per your authorization. Please allow 30-60 days for payment.	Pending	66	P2
6/13/2013	XXX	Charles Bloodsworth	MR review	Still Researching Issue	Pending	18	P2

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5/14/2013	XXX	Marie's Medical Supply, Inc	MR. BLANE 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.	According to our records the Apnea machine for patient XXX was paid on 6/5/2013 check #101518. It cleared on 6/17/2013. The amount of the check was \$233.77.	Pending	48	P2
5/1/2013	XXX	Dr. Victor Carlock	multiple claims that have been recouped and now have exgx denial	Still Researching Issue	Pending	61	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	Childrens Internation Medical Group	Multiple E&M Codes billed getting denied.	Please submit a Reconsideration of claims in which LHC is recovering sick visits when billed with well visits. Please also send medical records as claims are pending medical review. Please send all medical records and cover letter with claims to :	6/20/2013	50	C2
6/20/2013	XXX	First Option Home Infusion Pharmacy	Name: Rebecca NPI/TIN: XXX Provider: First Option Home Infusion Pharmarcy PH#:3372341292 ext 3179 Email Address: n/a Medicaid ID:XXX Member Name: XXX DOB: XXX DOS: 03/21/20132nd Dos: 04/16/2013 Billed Amt: \$132.93 2nd Billed Amt:\$144.43 Claim# M094LAE03243 2nd Claim#M117LAE01205. Rebecca called to get claim status....advised both claims were voided...Voided claim as the fee schedule is not set up per email....advised to resubmit with w9...advised of PR Rep name only..Danielle Landry.....advised that the fee schedule info should have been given doing the contracting phase & this has to be done to get the claims processed...she will let some in her office know abt this issue but also needs to sw her assigned PR...	The Infusion services fee schedule has been updated retro to 11-1-12. A Claims Project # 022459 has been submitted to reprocess your services from dates of service 11/1/12 - 06/10/2013. Please allow 30 to 60 days to complete.	Pending	11	P2
4/3/2013	XXX	Assured Home Medical Rental and Sale	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. PLSE ASSIST WITH THIS SO THEY CAN GET THE CLAIMS	Provider requested a external Rep Visit and Rep	6/4/2013	63	C2
4/2/2013	XXX	Dr. George Bailey	needing more information on why claims is being recouped.	Claim number L304LAE06248 was with date span 10/22/2012- 10/28/2012 but only one unit was billed. I spoke with Jill and advised her of the error informing her the claim needs correction.	Pending	90	P2

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4/5/2013	XXX	Dr Michael Morris	needing to have a check tracked	placed on stop-pay/re-issue spreadsheet	6/3/2013	60	C2
6/3/2013	XXX	Kolleen Snyder	negative balance report for member XXX date of service 02/23/2013 and the paid date is 03/13/2013, claim number M068LAE01340	Still Researching Issue	Pending	28	P2
6/4/2013	XXX	Louisiana Urology LLC	negative balance	The provider's Negative Balance was 114.57. This Negative Balance is a reflection of LA Medicaid's fee schedule reduction for providers with dates of services beginning 7/1/2012 and ending 12/31/2012. Because of the State fee schedule reduction LHC had to readjust claims to reflect reduced La Medicaid Professional Fee Schedule dated 7/1/2012 thru 12/31/2012.	Pending	27	P2
4/17/2013	XXX	Dr. Detries Morris	Negative balance	Morris/P10000407789 has a Negative Bal,	Pending	75	P2
4/23/2013	XXX	Dr. Jon Schellack	of \$51.71 is coming from, she did not have enough information to provide for me to attempt to assist.....please send corespondence to provider with information CHk# 92649 amt \$ 1149.96 remit date 04162013	Still Researching Issue	Pending	69	P2
6/11/2013	XXX	Ruth Foster	negative balance info.	Still Researching Issue	Pending	20	P2
5/31/2013	XXX	Minden Medical Center Home Health	negative balance report	Still Researching Issue	Pending	31	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	54	P2
5/6/2013	XXX	Miller Pharmacy Services LLC dba Pres	denied for AUTH. Provider states AUTH is OP0083530793,pls review for processing	Still Researching Issue	Pending	56	P2

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5/9/2013	XXX	Charlotte Brown	Nicole from providers office stated she's receiving EOPs with negative balance and not sure why. She stated she never received an EOP stating why money was recooped.	It is set to pay the same amount after the adjustment that it did the first time. The provider had a negative balance on their amount when adjustment was performed not allowing the payment a second time. Provider needs to pull their EOP's to find where the negative balance began. Every EOB has the explanation why the claim was adjusted. Most of the claims generated a negative balance because of July rate reductions	6/4/2013	27	C2
6/5/2013	XXX	Terrebonne General Medical Center	NICU add new explanation	NICU process. Hospital was contacted on 04/20/2013 and LHC identified claims for reprocessing on 04/21/2013 in the amount of \$4,277.72. The total of the claims project for the	Pending	26	P2
4/3/2013	XXX	LSUHSC-S CLINICS	NICU claims not paying and needs project completion date.	is that LSU Health Science Center was contacted on 4/19/2013 and LHC identified claims or reprocessing on 4/25/2013. The total of the claims project for the provider is \$5,817.34.	6/10/2013	69	C2
6/5/2013	XXX	Lane Regional Medical Center	NICU process	completed on 5/20/2013 with an estimated liability of \$4,315.38. Please allow a thirty to sixty days for	6/20/2013	16	C2
6/5/2013	XXX	LSU Health Science Center	NICU process	NICU process. Hospital was contacted on 04/19/2013 and LHC identified claims for reprocessing on 04/25/2013. The total of the claims project for the provider is approximately\$5,817.34.	Pending	26	P2
6/5/2013	XXX	Minden Medical Center	NICU process	The facility has filed a complaints regarding LHC NICU process. Hospital was contacted on 04/30/2013 and LHC identified claims for reprocessing on 05/07/2013 in the amount of \$1,827.69. The total of the claims project for the provider is approximately \$345.05 The claims project was completed on 5/15/2013. .	Pending	26	P2

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6/5/2013	XXX	E A Conway Medical Center	NICU process	Project Completed and Check received by Provider on 5/22/13. Total True Liab. \$4,922.66.	Pending	26	P2
6/21/2013	XXX	Premier Pediatrics	which are being performed when a sick visit is billed with a well visit. The claims has the appropriate modifier 25. She provided the claim example M058LAE06685, the denial ex codes are ya denied after review of patient's claim history and x3 procedure code unbundled from global procedure code. I was not able to locate another claim on or around this date of service for this provider.	research it was determined your claim issue DHH February 1% Rate Reduction Professional Fee Schedule will result in an adjustment. A Claim Project #022320 was submitted on 3/5/13. The Project includes 44245 Claims for DOS 2/1/13 for an estimated amount of \$32,656.07 Project is	Pending	10	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	74	P2
6/21/2013	XXX	West Jefferson Medical Center	paid incorrectlyISSUE: " For Observation, when we call for auth , we are told no auth is needed for obv status. When we billed the claim below	Still Researching Issue	Pending	10	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	54	P2
5/1/2013	XXX	Dr. Shelton Barnes	no payments for services in a year.	Still Researching Issue	Pending	61	P2

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5/1/2013	XXX	Dr Majed Jeroudi	no return call for peer to peer scheduling.	Still Researching Issue	Pending	61	P2
4/22/2013	XXX	Professional Emergency Physician Ass	non-receipt of payment for claims; Check reissue requested - was attempted and voided.	Advised provider to resubmit claims for payment. Currently awaiting information back from provider.	Pending	70	P2
4/30/2013	XXX	Peter Chu	non-receipt of payment.	check was placed on void/reissue spreadsheet and provider should receive payment shortly.	6/4/2013	36	C2
4/16/2013	XXX	Dr Lawrence Christy	not having received payment for eligibility of patient (EOP).	claim was adjusted but not payment has been received	Pending	76	P2
4/5/2013	XXX	Dr George Desormeaux	not receiving a check	Still Researching Issue	Pending	87	P2
4/5/2013	XXX	Chih Hao Lin	not receiving check# 42691 for claim L198LAE12751	Added check # 42691 to Void Reissue spreadsheet	Pending	87	P2
4/5/2013	XXX	Chin Hao Lin, MD	not receiving check# 72764 for claim L356LAE00006.	Still Researching Issue	Pending	87	P2
4/2/2013	XXX	Dr. Michael Carpenter	M082LAE03359 with code ex92	99221 billed, 47562)multiple surgery guidelines) j	Pending	90	P2
6/24/2013	XXX	J H Rankin MD APMD	New claim#: 13011LA82656 PC74240.Paid 61.00/26.50 EFT050900015345 1/30/13 bulk amt \$1,571.81 J H RANKIN MD APMD PO BOX 4328-Ste 300 Shreveport, LA 71134. 2) L353LA000193 MR's required, Amisys 0 BAL Check, RS M052LA003853 USED THIS CLM INSTEAD OF L314LA000477. RR TO HCI FOR 3) M015LA006142 duplicate	Still Researching Issue	Pending	7	P2

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6/26/2013	XXX	BMA OF AMITE	GAVE EMAIL ADDRESS PRV REQUESTING EOB HIPAA VERIFIED 04/06/2013 \$5,545.48 M100LAE03774 ADVISED PRV THAT THEREIS A NEG BALANCE ON THIS PROVIDERS ACCOUNTS WILL HAVE TO REQUEST A NEG BALANCE REPORT. PRV IS REQUESTING THIS DUE TO THEY NEED TO SEE THE ENTIRE REPORT AND AREN'T ABLE TO GET ALL THE INFORMATION REVIEWED WITHOUT THE ENTIRE REPORT ATTN: OKSANA FAX: 352-732-4564	Still Researching Issue	Pending	5	P2
5/28/2013	XXX	Patricia Braly	on initial claim submissiopn I shared with tthe 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 indictes 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.	Invalid complaint refer back to CAS-974493-X0Y4T2	6/28/2013	32	C2
4/22/2013	XXX	Vadim R Gelman MD	Once again I am not getting any responses from your staff regarding my issue for XXX. Here is what is going on so far: On 10/28/2012, I sent in a claim for XXX. It denied with control #L310LA008176 on EOB dated 11/14/2012 with the reason NV. On 11/16/2012 I spoke with Tiffany at customer service and she told me it was being sent to review. She saw nothing wrong with the form and assigned reference #CAS99361. On 11/29/2012 I spoke with Brie in customer service and she said the facility name needs to be on the consent form. I said it was not on the consent form becace there is not place for it, but that it was on the op report. She said she saw it and was going to send it to review AGAIN. At this time, I emailed Akiko (becasue she was so helpful before) and our new rep, Brandi Vilo. On 12/04/2012 Akiko replied and asked me to email her the consent and control number which I did. On 12/17/2012 I e+D549mailed Akiko a follow up to find out what is going on. I have NOT heard from her. I know she has accepted a new position in the company, but she said she would try to help me.	Claim #L310LA008176 denied appropriately with code NV because the facility name was not on the form	Pending	70	P2
5/31/2013	XXX	Community Specialty Hospital	ongoing issue with their provider contract.	Community Speciality Hospital/721276464 due to 90% of the Inpatient Per Diem Rate. The project included 66 claims for DOS-4/1/12 to 11/14/12. The	Pending	31	P2

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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	69	P2
4/22/2013	XXX	Duncan F. Hanby, MD	Outstanding claims from last year. Claims include M004LAE04976 XXX+D592 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	Per claims adjust LHC will not pay claim as the provider is listed as NON-PAR with Tax ID billed.	6/3/2013	43	C2
6/4/2013	XXX	Michael Gaines	over 10 claims to be rejected. Please assist	Still Researching Issue	Pending	27	P2
5/2/2013	XXX	Iram Zando	over 17 claims denied due to no authorization	Provider is Non-Par. Requires prior auth	Pending	60	P2
5/20/2013	XXX	Raul Doria	provider should not have billed claim, hospital has billed also. Pls recoup	Provider billed same as hospital LHC will recoup	6/3/2013	15	C2
4/23/2013	XXX	Dr. Mary McCleary-Brooks	Karen Lee via email - her supervisor supposed to override claims: Claim#: L258LA002084	Claim #L258LA002084 has paid on check #56010 on 9/26/2012.	Pending	69	P2

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6/13/2013	XXX	Marc Bernstein	PAID BUT DENIED LINE 1 AS PROV NOT CONTRACTED FOR THIS SERVICE THHIS IS A CARDIOLOGIST DOING THE SERVICE PLS ADVISE WHY THIS IS NOT COVERED PROV NOT CLEAR	Claim M137LAE02844 denied for cL “Reprocess after state reviews new code”. Code 92928 is now a covered service by LA Medicaid . Claim M137LAE02844 is in adjudication and is being considered for payment.	6/27/2013	15	C2
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	38	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	38	P2

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5/8/2013	XXX	Tulane Univ Hosp Clinic	PARTIAL PAYMENT AND OTHER LINES DEN FOR NO AUTH ON FILE	Claim#L325LAE08104 paid correctly. The service lines that did not pay were denied A1-Authorization not on file. We have reviewed our records and show no authorization on file for this member/date of service.	6/12/2013	36	C2
4/23/2013	XXX	Dr. Jeremy Nguyen	partial payment of claim; code 93976 was denied.	Still Researching Issue	Pending	69	P2
6/27/2013	XXX	Victor Lucas	Patrick 8007274132 ext 6869 wen_sjoy@oschner.org XXX DOS 10/17/12 denied for AUTH sent medical records 030513 Claim#: M031LAE00914 Member: XXX Claim Entry Date: 1/31/2013 NPI: 1053362962 Diagnosis: 7852-UNDIAGNOSED CARDIAC MURMURS GpNPI: 1538151428 Auth #: IRS#: XXX RS#M071LA003983 RR TO MRU CLINICAL FOR REVIEW OF REC'S. ALANG3/14/13 provider needs status of claim after medical records rec'd	Still Researching Issue	Pending	4	P2
5/23/2013	XXX	Monica Pedersen	Paula 9856461580 submitted medical records under M136LA001710 for claim M119LAE01868 pls reprocess	Still Researching Issue	Pending	39	P2
5/17/2013	XXX	West Carroll Memorial Hospital	payment	Still Researching Issue	Pending	45	P2

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5/3/2013	XXX	William Cothorn	payment sent to incorrect address.	Still Researching Issue	Pending	59	P2
5/9/2013	XXX	Stephen Charbonnet	payment sent to Thibodaux Regional and W9 was sent with claim to correct	Still Researching Issue	Pending	53	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	Project#022381 was submitted on 4/24/13 for Pediatric Group of Acadiana, LLC/721490565 due to claims paid at 100%, but Provider contract states 102% medicaid. The Project included 1324 claims for DOS 4/1/12. The Estimated liability was \$1,721.48 and the Project is closed.	Pending	31	P2
4/16/2013	XXX	Progressive Acute Care LLC, dba Oakdale	pending claim #M042LAE04352 and a complete review of member XXX.	Still Researching Issue	Pending	76	P2
6/21/2013	XXX	Glenwood Med Ctr Rehab	per Claim#: L359LAE02258 paid 23098.79 but stacy from providers office stated she only received \$9699.61 Stacy is requested negative balance report. She does not know what claim or member the money is getting taken back from. Provider set up EFT unable to reveiw EOP.Stacy can be reached at (318) 329-4893 NPI 1003961038provided caller with PaySpan contact number in order to obtain previous EOPs	Still Researching Issue	Pending	10	P2
5/13/2013	XXX	Carepoint Partners	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	configuration needed to start paying on the infusion therapy services went into production today. LHC will begin claims projects on those that previously denied.	6/10/2013	29	C2

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6/25/2013	XXX	Stephen Charbonnet	Per Linda with Stephen Charbonnet's office she's states that LHC has been paying to the wrong provider payments on claims. She's stating that LHC is telling her that it's because of what's on the W9 form . Linda is wanting a copy of the W9 form by fax at 985-868-3617 . She states that she requested a copy of the W9 form because LHC is still to this day paying to Thibodaux Regional . She also states that if she didn't have to see our member's for emergencies than she wouldn't see them at all because of this issue. Please follow up on this and give Linda a call back per her request at 985-868-0181 . Thanks.	Still Researching Issue	Pending	6	P2
6/5/2013	XXX	West Jefferson Medical Center	per Medicaid Fee Schedule procedure is payable. Pls review for processing	CPT code J2916 is a Medicare cross over claim per LA Medicaid out Patient Fee Schedule. Please refer to fee schedule on the below mentioned website under the hospital outpatient fee schedule. http://www.lamedicaid.com/provweb1/fee_schedules/feeschedulesindex.htm	Pending	26	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	60	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.	NO ADJ MADE CLAIM L191LAE00808 IS A DUPLICATE. CLAIM L265LAE02131 IS NOW PAYING	Pending	67	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	57	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.	Claim # L209LA004038 was paid by member's primary insurance. LHC paid 8.85. You have the opportunity to file an appeal regarding the decision.	Pending	62	P2

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5/2/2013	XXX	John Walsh	04/04/13 THE PAYMENT SHOWS A NEG THERE WAS NOTHING PAID TO THE PROVIDER PLEASE CONTACT DIRECTLY	Still Researching Issue	Pending	60	P2
5/20/2013	XXX	Physicians Choice Home Medical & Dia	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	42	P2
6/14/2013	XXX	Fatai Adamson Office	Please note provider rep Pat is the current owner of this project and has over 36 claims that are outstanding	Project #022421 was submitted on 5/7/13 for Fatai G Adamson/522235169 due to claims paying non - par rates. The project includes 38 claims for DOS 10/1/12. The estimated liability was \$2,162.81 and project is completed.	Pending	17	P2
6/21/2013	XXX	Cornel Jeansonne	number M154LA002216 which was not flagged as a resubmission/corrected claim and denied. OIC docs found & viewed in AWD, provider would appreciate another review of claim & OIC EOB for	Still Researching Issue	Pending	10	P2
6/25/2013	XXX	City of Baton Rouge EMS	please reach out to provider, provider adv that they claims are being under paid, over 40 claims need to be reviewed, i have adv the provider that they shld have done reconsideration for claims for pricing.... adv timely 90 days for resubmission.....	Still Researching Issue	Pending	6	P2
6/24/2013	XXX	Eye Care Surgery Center Inc	that they are PAR and they adv that they have a contract with that information as well, how ever the system is adving that they are NON PAR, and claims are denying, for no auth, please reach out to the provider to discuss, i have already adv that they will have to appeal the claims and have 90 days from EOP date,adv them they can get HOW TO BECOME PROVIDER info off of website, she wants some one to reach out to her about this issue....thanks	Still Researching Issue	Pending	7	P2

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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 inapprorately as non-covered. Claim needs to be reprocessed as this is a covered services. Timely filing approved	CPT code 59025 on Claim # L259LAE00297 and Claim # L343LAE00146 denied for A1, no authorization on file. We have re-submitted the claim for adjudication to complete and the denial was upheld, the provider needs to correct bill type and location. You have the opportunity to do a corrected claim, reconsideration or file an appeal regarding the decision.	Pending	68	P2
6/11/2013	XXX	Luan Pham	Please review claim images for EOBs and reprocess accordingly	Still Researching Issue	Pending	20	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 accesses for eligibility. As per Provider the consent is correct	Still Researching Issue	Pending	48	P2
4/16/2013	XXX	Dennis Occhipinti	COVERED THE REST OF THE CHARGES AFTER PRIMARY PAID. LHC SHOUD'VE PICKED UP THE COINSURANCE, THERE WAS NO DED NOR COPAY ACCORDING TO JOLENE. I CANT SEE A COPY OF THE PRIMARY	CLM PROCESSED	6/11/2013	57	C2
4/18/2013	XXX	Women's Health of Southwest Louisiar	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	74	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	are now contracted with Opticare as of 5/15/2013. Opticare is working with Thomas Cochran and Jared Beville from WK Physician Network to	6/5/2013	58	C2

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5/21/2013	XXX	Action Rehab & Supply	pls reveiw and reprocess claim	Claim # M105LAE03347 claim denied for no authorization. After further research code K0003 does require an authorization according to LHC guidelines	6/14/2013	25	C2
6/18/2013	XXX	Keith Kappel	pls review claim for reprocessing updated MAC Screen indicates NOI	Still Researching Issue	Pending	13	P2
6/10/2013	XXX	Basil Kasabali MD	pls review claim for reprocessing with AUTH # listed on claim	Still Researching Issue	Pending	21	P2
6/14/2013	XXX	Rapides Regional Medical Center	pls verify OI provider states has term, then fwd claim for reprocessing	Still Researching Issue	Pending	17	P2

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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 05152013 PLSE ADVISE IN FURTHER DETAIL WHAT THE STATUS OF THIS CLAIM IS AT THIS POINT PER PRV REQUEST	Still Researching Issue	Pending	42	P2
5/23/2013	XXX	Niranjan 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	39	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	54	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	Claim #M043LAE06735 was paid on 2/20/2013 in the amount of 374.00 on check 050000102509. This was for DOS 01/25/2013.	Pending	40	P2
6/20/2013	XXX	Robert Craig	PLSE ADVISE WHY THESE OTHER 2 CLAIMS ARE DENIED AS DUPS AND THERE IS ONE PENDING FOR BAD PRV...PRV NEEDS MORE DETAILED INFORMATION	Still Researching Issue	Pending	11	P2
5/8/2013	XXX	Tulane Medical Center	REC.	Still Researching Issue	Pending	54	P2

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6/18/2013	XXX	Physicians Choice Home Medical & Dia	present. Please review this claim again for pay	Still Researching Issue	Pending	13	P2
4/18/2013	XXX	Women's Health of Southwest Louisia	primary insurance carrier not paying the maximum allowable on the claim	and leaving a message for the provider to call back so that it can be explained that they were paid correctly. The part that was in question was the part that was global and including in the primary procedure code. The rep will reach out again to speak with the provider on this matter. This case can be closed because no adjustments can be made to the payment.	6/12/2013	56	C2
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.	Claims are now paying for this provider	6/5/2013	45	C2
4/23/2013	XXX	Abbeville Community Health Center	Prior Authorizations not being completed in a timely manner	Specialist conducted training on 06/20/2013 with the office manager regarding referrals on medication and utilizing the website for the	Pending	69	P2
5/21/2013	XXX	Medistar Home Health of Baton Rouge	procedure code that is being dened on line 6 ZH	Still Researching Issue	Pending	41	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	Resolution: A External provider rep will schedule visit with the provider.	6/3/2013	15	C2
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	Claim processed for payment and paid on check# 509000021584, dated 04/10/13. Item number 99173 paid in the amount of \$2.00 according to LA Medicaid Fee schedule.	6/7/2013	67	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							
5/22/2013	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	40	P2
5/21/2013	XXX	Angie Sassard	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	41	P2
5/8/2013	XXX	South Ryan MRI, LLC dba Southwest L	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	54	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	46	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	40	P2

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5/13/2013	XXX	BMA of Opelousas	prov called to ver if address has been corrected	Billing address has been updated in Portico and Amisys	6/11/2013	30	C2
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	Added check # 71999 to Void Reissue spreadsheet	6/4/2013	61	C2
6/26/2013	XXX	Robin Bennett	Prov wants to know the reason for the initial recoupment & called and no one will give her answers	sent back to re-submit as a case	Pending	5	P2
6/21/2013	XXX	Bma East Natchitoches	Provided submitted corrected claim and it is denying as duplicate, pls review image unable to access at this time	Still Researching Issue	Pending	10	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	98	P2
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	52	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	48	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	69	P2
5/23/2013	XXX	Harish Anand	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 cannot -provide any information regarding HMS Audit. Provider must contact HMS or appeal through HMS	6/3/2013	12	C2
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	55	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	73	P2
5/1/2013	XXX	BioMedical Applications Of Louisiana L	Provider feels claim #L258LA002352 denied in error. Please review	Claim#L258LA002352 denied appropriately with denial code N5 for missing/invalid NDC number	Pending	61	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	Claim # L215LAE03541- Providers refund was located on RS # L318KY013609 CHECK # 29402 \$190.58. The recoupment was reversed and the refund will be posted after this adjustment hits check run and clears.	Pending	74	P2
4/12/2013	XXX	Alfred Krake	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.	liability for Alfred Krake for claims that denied for no authorization. The amount of the project has an estimated liability of \$1249.51. Please note some	6/5/2013	55	C2
3/19/2013	XXX	Home Care Resources, LLC	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	L258LA001354 has been reprocessed for payment.	6/10/2013	84	C2
5/16/2013	XXX	Performance Medical, Inc	Provider has issues w/ PAR date.	Still Researching Issue	Pending	46	P2

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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	40	P2
6/4/2013	XXX		Provider having issues getting checks reissued afrer several attempts.	Still Researching Issue	Pending	27	P2
5/1/2013	XXX	IBERIA GASTROENTEROLOGY ASSOCIA	Supervisor regarding denied claims. Will be reporting this to DHH.	Still Researching Issue	Pending	61	P2
4/4/2013	XXX	Scharmaine Lawson Baker	claim in her group	The claim #M035LA003479 was paid on 2/13/2013	Pending	88	P2
6/14/2013	XXX	Jackson Memorial Hospital	however LHC is still sending it to the wrong a	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	53	P2
6/27/2013	XXX	Baton Rouge General Medical Center	that she is having with their claims not being processed correctly and	Still Researching Issue	Pending	4	P2
5/14/2013	XXX	Lafourche Podiatry Clinic	Provider is requesting a void check reissue for check # 0000047896.	claims department to have check reissued.	Pending	48	P2
5/17/2013	XXX	Clifton Williams	provider is requesting status of payment for claim.	Still Researching Issue	Pending	45	P2
5/6/2013	XXX	James Brown	provider does have authorization.	procedure requires an authorization	6/4/2013	30	C2
6/27/2013	XXX	Ochsner Clinic LLC	M080LA000751 NO ADJ MADE, SENT LETTER TO PROV PFRANCIS	Still Researching Issue	Pending	4	P2
5/9/2013	XXX	Dr. Vonda Gaitor-Stampley	get this Provider effective date correct, she has spoken with Karen Lee	on sharepoint awaiting approval.	6/12/2013	35	C2
5/7/2013	XXX	Gregory Blanton	total is 995.92 a contact number for Maria is 3182127810	Still Researching Issue	Pending	55	P2
5/6/2013	XXX	Dr. Dana Wheeler	according to our allowance and the EOB sent. Pls reveiw again for addt'l	Still Researching Issue	Pending	56	P2
6/25/2013	XXX	Marcia Mitchell	Provider Kay from St Francis pediatric neurology called on member XXX Date of birth XXX and ID number is XXX. Kay stated they have tried to get medicaiton Provigil or the generic Modanofil. The auth has come back denied and Kay still wants to see about getting this medication for member. Kay can be contacted at 318-966-7337 (Ask for Kay or Marca, she is the nurse practioner that wrote the script). Kay stated that she needs meds because child was diagnosed with norcalypsy and she lives two hours away. Provider argued that if the could get this medication she would only have to come in every six months instead of monthly. Kay stated that this is a physicaian preferred medicaition. Please expedite appeal.	Still Researching Issue	Pending	6	P2

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4/22/2013	XXX	West Feliciana Parish Hospital Physicia	Provider mailed application in December 2011. Called to check status but Louisiana Healthcare Connections had no record. In February 2012, mailed application. Provider said Scott Woods 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	Claims project has been started	6/5/2013	45	C2
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	54	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	provider never received this check	Still Researching Issue	Pending	47	P2
5/15/2013	XXX	Ochsner Medical Center Kenner	provider never received this check.	Still Researching Issue	Pending	47	P2
4/23/2013	XXX	Stephens Derbes MD	Provider no longer wanting to contract with LHC due to denied claims.	Still Researching Issue	Pending	69	P2
5/15/2013	XXX	Dr Jill Feinberg	Provider payment sent to the incorrect address	Still Researching Issue	Pending	47	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.	In accordance with Louisiana Medicaid Guidelines, inpatient hospital claims pay only the per diem rate for authorized dates of service for the facility. Our records show that claim# M035LA005951 paid the correct per diem rate of \$1722.88 to Madison Parish Hospital for these dates of service.	6/17/2013	61	C2
5/15/2013	XXX	Franklin Foundation Hospital	code 87804 in the amount of \$16.88. Provider would appreciate	we are required by DHH to send them a resolution	6/11/2013	28	C2
2/13/2013	XXX	Pediatric Cardiology of Southwest Loui	advised there is an ongoing project and these claim will eventually be	including in a special project. The project was	Pending	138	P2
5/8/2013	XXX	Pediatric Cardiology Associates of LA In	advised there is an ongoing project and these claim will eventually be	a project log case #022369. This project was	Pending	54	P2
5/8/2013	XXX	Mudar Kattash	advised there is an ongoing project and these claim will eventually be	Still Researching Issue	Pending	54	P2
5/9/2013	XXX	DeSoto Regional Family Medicine Man	claim as correct payment of \$104.42 paid for claim #L233LA004374 is	MONEY RECOUPED PER BELOW	6/11/2013	34	C2
5/9/2013	XXX	DeSoto Regional Family Medicine Man	claim as correct payment of \$104.42 paid for claim #L233LA004375 is	MONEY RECOUPED PER BELOW	6/11/2013	34	C2
6/10/2013	XXX	Harold Neitzschman	provider rep Julie has requested updated payment status of this claim	Still Researching Issue	Pending	21	P2
5/24/2013	XXX	Delaune'S Pharmacy & Home Medical	SL6 procedure code E0260 cost \$165.00 under the limit. Provider would	Still Researching Issue	Pending	38	P2
6/14/2013	XXX	Southern Rehab & Home Medical Equi	Provider rep Linda requesting status of MR review for this claim, please advise if there is an update	Still Researching Issue	Pending	17	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	that the claim was paid on 4/10/2013 check #050000092255.	6/10/2013	57	C2
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	47	P2
6/26/2013	XXX	Health Care Centers In Schools	Provider Rep Name: Julia 2252397538 (1:30 PM) 2252664898 Email: j.lively@ebrschoolhealth.org DONE NPI/TIN No.: XXX *XXXMedicaid ID No.: DOS/Billed Amt./Claim No.: Notes: Interperiodic code TS Provider was advised modifiers	Still Researching Issue	Pending	5	P2
5/8/2013	XXX	Carlos Perez	(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	Still Researching Issue	Pending	54	P2
6/24/2013	XXX	Minden Medical Center	Women's Clinic in Minden LA. was paid for their services and they used	Still Researching Issue	Pending	7	P2

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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.	per LHC website for cpt code 58570 an authorization is required for all providers even if the provider is par	6/11/2013	34	C2
5/22/2013	XXX	Luberta Brown	appreciate status as son as possible as this is not her first call. Claim	Still Researching Issue	Pending	40	P2
6/24/2013	XXX	Northshore Oncology Associates	balance of. \$23.59 for this provider group. Advised her the only way we	Still Researching Issue	Pending	7	P2
6/6/2013	XXX	Jeffery Thomas	claim. Provider states they have been underpaid and expected a total	Still Researching Issue	Pending	25	P2
5/8/2013	XXX	Quality Home Health Inc	w/Check #050000082402 check date 2/13/13 \$56.53. They have been	Still Researching Issue	Pending	54	P2
5/17/2013	XXX	Dr Charles Billings	wrong address	Still Researching Issue	Pending	45	P2
4/24/2013	XXX	Leroy Fredericks	the check does not equal the amount that was adjusted on the EOP.	beginning negative balance of \$-7.89 and claims	6/22/2013	60	C2
6/20/2013	XXX	Dialysis Clinic Inc	and AUTH for treatment	Still Researching Issue	Pending	11	P2
6/12/2013	XXX	Anthony Morales	Provider request for PR rep contact them about becoming Par. Provider is in Covington area	Barbara Lively the contract coordinator is actively working with Debbie Caminita regarding Dr Anthony Morales as well as several other providers	Pending	19	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.	it is being tracked on the provider complaint log and we are required by DHH to send you a resolution letter.	6/20/2013	24	C2
4/4/2013	XXX	Oakdale Community Hosp	166.67 1/13	Still Researching Issue	Pending	88	P2
4/4/2013	XXX	George Koclanes	Provider requesting another review of claim for payment	did not receive an EOB from the primary insurer.	6/11/2013	69	C2
5/24/2013	XXX	Hood Memorial Hospital	date. Found some of the payments are duplicate payments previously	Still Researching Issue	Pending	38	P2
5/9/2013	XXX	Childrens Hospital	provider seeking clarification of denial of claim, states DOS are valid	Still Researching Issue	Pending	53	P2
5/24/2013	XXX	Alecia Rideau	provider stated never received payment for Claim#: L275LAE01219	Still Researching Issue	Pending	38	P2
6/6/2013	XXX	Nicole Jones	pls review	Still Researching Issue	Pending	25	P2
5/2/2013	XXX	Michael Dupre MD	provider states billed for 2 days and recieve pymt for 1	Still Researching Issue	Pending	60	P2
6/20/2013	XXX	United Medical Providers Inc	provider states member did not recieve products and requested we recoup funds back	Still Researching Issue	Pending	11	P2
6/5/2013	XXX	Crescent City Physicians Inc	provider states payment does not belong to payee provider; found under provider TIN #XXX. I advised provider rep Trennesa of my findings and she stated she still wanted payment to be recouped ASAP, thank you fior your assistance.	Still Researching Issue	Pending	26	P2
6/24/2013	XXX	Thomas Neuman	Home Health of LA with Dr. Neumann Thomas billing address of 114 N Cedar St Tallulah La 71282. Advd to return Louisiana Healthcare Connections Attn Claims Dept POB 4040 Farmington MO	Still Researching Issue	Pending	7	P2
6/17/2013	XXX	Dayanny Langiulli	have claim reprocessed.	on the usage of the inappropriate E/M level of	Pending	14	P2
5/6/2013	XXX	St. Tammany Parish Hospital	anything on it, pls recoup	Still Researching Issue	Pending	56	P2
6/14/2013	XXX	Slidell Memorial Hospital	M141LAE05826	Adjustment made claim now paying.	6/21/2013	8	C2

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				non-stress test” <ul style="list-style-type: none"> • Provider submitting CPT code 59025 with E/M visit. • CPT code 59025 bundles with E/M. The provider must append the correct modifier if services (E/M) performed is Significant and / or Separately Unidentifiable service. *Also if the provider is billing the same service by the same provider on the same patient. The provider MUST append the appropriate modifier for correct coding* <ul style="list-style-type: none"> • CPT code 59025 is pending LHC payment code “59” as paid “per multiple surgery guidelines” as this service is considered paid as payment was included in E/M. Please review CMS National Correct Coding Initiative (NCCI Edits). 			
5/31/2013	XXX	Maternal Fetal Medicine Center	Provider stating getting denials for code 59025		Pending	31	P2
5/8/2013	XXX	Rapides Regional Med Center	claim has been underpaid by \$11,513.09. Auth #IP0035708199 viewed	Still Researching Issue	Pending	54	P2
6/7/2013	XXX	Raymond Atkinson	states other claims for this service have been paid	It is a non-payable code per the Louisiana Medicaid	Pending	24	P2
5/31/2013	XXX	Ronald Chee-Awai	Provider very upset about claim denial.	and L287LAE00662. It is a non-payable code per the	Pending	31	P2
			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				
5/2/2013	XXX	Dr. William Wooten		Still Researching Issue	Pending	60	P2
4/25/2013	XXX	Dr. Robert Smith	fax them again.	Still Researching Issue	Pending	67	P2
5/22/2013	XXX	Glenwood Regional Med Ctr	item was to be taken back, needs explanation	After research the Denial is upheld. Please follow	6/12/2013	22	C2
4/22/2013	XXX	Charles Stedman	know why funds were taken back..L115LAE02148 RS L233LA011301 REF	over payment due to a duplicate claim. please send	Pending	70	P2
6/20/2013	XXX	Kelvin J Contreary	Provider wants to know why line 3 which was from 12/11/12-12/13/12 for 3 units, has not paid for each day of service	Still Researching Issue	Pending	11	P2
6/20/2013	XXX	Physicians Choice Home Medical & Dia	Provider would appreciate another review of this claim for further payment,	Still Researching Issue	Pending	11	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	34	P2
4/4/2013	XXX	Dr. James Hales	Provider would like information on why a modifier was added this claim.	Claims, the HCCI edits placed a 26 mod	Pending	88	P2
6/18/2013	XXX	Jenness Courtney	provider would like to know how long before update of procedure code will take place, has many claims with this procedure code	Still Researching Issue	Pending	13	P2
3/15/2013	XXX	Christus St. Frances Cabrini Hospital	the auth limited. The provider call and spoke with someone in auth and	Still Researching Issue	Pending	108	P2
5/29/2013	XXX	Womens and Childrens Hospital Camp	remaining payment	date4/24/2013 for 7210.69; however, the claim	Pending	33	P2

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6/25/2013	XXX	Mary Mathai MD	PROVIDER/CONTACT Mary Mathai mathai@bellsouth.net 504-231-2931 ISSUE: Provider questioning non payment of claims (Provider indicates "partial payment") Claim # Date of Service Member name Codes not PaidM091LAE00422 3-13-13 XXX 95908, 95886 M066LA00248685 2-27-13 XXX M118LAE00001 XXX 95909, 95886 please review claims and share with Provider the non/partial payment	Still Researching Issue	Pending	6	P2
5/23/2013	XXX	North Caddo Medical Center	DEN FOR ENC. CODE MUST BE BILLED AND SUBMITTED WITH PAYABLE	Still Researching Issue	Pending	39	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	34	P2
4/18/2013	XXX	George Smith	MULTIPLE EOBS AND THEY ARE HAVING ISSUES WITH GETTING THEM PAID FROM A FEW MONTHS AGO AND THEY NEED ASSISTANCE AND FOR A PR REP TO CALL THEM DUE TO THE BACKLOG OF CLAIMS THEY	Danielle spoke with Belinda on 4/19/13. Belinda was going to scan EOP to Danielle	Pending	74	P2
5/17/2013	XXX	Clifford Godley	NEG BALANCE STEMMED FROM 11/22/2012	Still Researching Issue	Pending	45	P2
5/9/2013	XXX	Binitha Joseph	L193LAE01198PD \$131.27 CHEK 0500000042580 ADVISED PRV OF MAILING ADDRESS PRV IS STATING THEY NEED THE EOBS FOR	Still Researching Issue	Pending	53	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	47	P2
4/19/2013	XXX	Dr Wilford Stokes	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	already corresponded with both provider and HCl. HCl denial rationale is attached and has been	6/5/2013	48	C2
5/6/2013	XXX	North Oaks Med Ctr	HAD DENIED CHARGES	Still Researching Issue	Pending	56	P2
5/15/2013	XXX	Frank Sartor	PRV STATES CLAIM WAS DENIED CLM STATUS	Resolution: LHC is upholding original denial for Claim number M105LA005862 as the member is showing primary insurance coverage with United Medical Resources. If the member no longer have primary insurance this is information has to be updated. To update member coverage please complete the Medicaid Recipient Update form located on the LA Medicaid website and submits to DHH. Also, please fax a copy of the completed form to your local LHC External Provider Relation Rep.	6/27/2013	44	C2
5/20/2013	XXX	Baton Rouge General Medical Center-L	FOR NO AUTH ON FILE PLSE ADVISE AS TO WHETHER THIS CLAIM CAN	Still Researching Issue	Pending	42	P2
5/15/2013	XXX	The Delta Pahtology Group, Inc	CALLED AND SPOKE TO A REP AND ADVISED TO ADD AUTH NUMBER TO CLAIM AND IT SHOULD PAY	Still Researching Issue	Pending	47	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	45	P2

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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	53	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	Status of claim number M102LA001769. Claim paid \$197.13. Code 69990 on that claim was denied due to: The Provider not contracted for that service, do not bill patient.	6/11/2013	23	C2
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 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	40	P2
5/8/2013	XXX	Dr. John Netterville	PREV PAID BUT \$1.52 WAS TAKEN FROM PRV PAYMENT PAID 10/03/2012 PD \$43.31 2 DIFFERENT CHECK 050000056897 OF \$44.83	Provider Claim L269LAE04962, for DOS 8/6/12, payments were taken due to adjustment done on a	6/12/2013	36	C2
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	59	P2
6/17/2013	XXX	BMA OF AMITE	AS TO THESE CLAIM	Still Researching Issue	Pending	14	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	39	P2
5/20/2013	XXX	Jonathan Purdy	CLAIM FOR THE CODE A5500 HAS THE M1 LT AND RT ADVISE I COULD	Still Researching Issue	Pending	42	P2
4/23/2013	XXX	E. M. Dimitri DO, PMC	paid	the claim, including medical records indicating the	6/10/2013	49	C2
5/22/2013	XXX	Earl Washington, JR. M.D. Consulting	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.	systems from TIN 742439438 to the correct TIN 742439498. Provider stated will resubmit claims.	6/27/2013	37	C2
6/18/2013	XXX	Jules Turner MD	procedure	Still Researching Issue	Pending	13	P2
5/21/2013	XXX	Dr Melissa Brown	received a check with beginning negative balance of -\$166.31	Still Researching Issue	Pending	41	P2
4/19/2013	XXX	Sulphur Community Clinic	Received check issued to Hackberry Rural Health Clinic	Amisys.	6/6/2013	49	C2
6/3/2013	XXX	Metroplex Hospital	reconsideration of hospital claim	Still Researching Issue	Pending	28	P2
5/30/2013	XXX	Sreenivasa Tadikonda	recoopment for \$17.25. She does not know what claim this came from. She saw the recoupment on check # 97534.	Will fax reconopment letter	6/3/2013	5	C2
4/15/2013	XXX	Dr Sunny Russ	re-couped money for a claim that has already been paid.	Still Researching Issue	Pending	77	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							
4/17/2013	XXX	Henry Mclemore	Recoupement	Still Researching Issue	Pending	75	P2
4/17/2013	XXX	Bma Desoto Parish	thand that they have not received a payment. Call provider to to find out details as for the check amount and information	with claim #L301LAR00020 are check numbers: #72467,#86102, and #25354. Also, CPT/ HCPCS	6/5/2013	50	C2
5/8/2013	XXX	Crescent City Physicians, Inc.	recoupment	Still Researching Issue	Pending	54	P2
5/21/2013	XXX	Paul Dibbs	recoupment	Still Researching Issue	Pending	41	P2
6/11/2013	XXX	Louis Hebert	recoupment	Still Researching Issue	Pending	20	P2
4/9/2013	XXX	Baton Rouge General Medical Center	recoupment	721025017 upon further research it was determined your claims issue Surgical codes – originally identified as revenue codes 360, 361, 481, 490-499, 750-759, now should only be 490. A	Pending	83	P2
4/19/2013	XXX	Dr Wilford Stokes	RECOUPMENT IS BEING DONE ON THIS CLAIM.	of service 7/30/2012 and procedure code 45368. There was a State fee reduction on 7/1/2012 and the encounter rate was reduced to \$295.98. LHC	6/7/2013	50	C2
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	54	P2
4/23/2013	XXX	Slidell Memorial Hospital	Recoupment issue. assist Provider/billing agent in understand recoupment projects 22261, 22166Provider	Project # 02261 was submitted on 2/1/12 for Multiply Hospital J codes/outpatient. The Project included 7273 claims fo DOS 2/1/12. The estimated liability was \$149,236.89. and project was completed.			
5/21/2013	XXX	Complete Home Health, Inc.	recoupment of claim in March due to Revenue code	Project # 22166 was submitted on 11/2/12 for	Pending	69	P2
5/9/2013	XXX	Glenda J Richardson MD	together	Still Researching Issue	Pending	41	P2
5/8/2013	XXX	Benjamin Hogg	bulk amount \$7787.65.	records showing medical reason why these services	6/3/2013	26	C2
4/23/2013	XXX	Dr John Hogg	takeback.	Still Researching Issue	Pending	54	P2
6/6/2013	XXX	Ugochukwu Ike	Advsd we have not rec'd	recently updated the state published fee schedules	Pending	69	P2
6/12/2013	XXX	Womens & Childrens Hospital	funds as soon possible and not to wait the 45 days per her letter	Sent to Heather Dehaven	Pending	25	P2
				Still Researching Issue	Pending	19	P2
5/2/2013	XXX	Thibodaux Regional Medical Center	refund for erroneous recoupment for claim of \$30.80				
6/4/2013	XXX	Dr. Kofi Kumi	regarding claims denying global for CPT 59430	Still Researching Issue	Pending	60	P2
				medical records. Please submit medical records so	Pending	27	P2
5/7/2013	XXX	Baton Rouge General Medical Center	regarding EOP	Still Researching Issue	Pending	55	P2

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4/17/2013	XXX	Dr. Leslie Greco	regarding the diagnosis code, 832.2, Radial Head Subluxation.	Resloution: CPT Code 99283 and 24640 denied on claim # M023LAE03611 because the diagnosis was inconsistent with the patient's age. The claim was resubmitted and the denial was upheld. Should you disagree with this information, you have the opportunity to submit an appeal.	Pending	75	P2
6/5/2013	XXX	St Gabriel Health Clinic, Inc	rejected claim denial.	Still Researching Issue	Pending	26	P2
5/1/2013	XXX	East Jefferson Cardiology	remit check 000093497 for 923.04 with a -339.84 begining balance	funds have been recouped	6/3/2013	34	C2
6/7/2013	XXX	Access Health Louisiana - Luling-St. Charles	Renea issue is with the claims denying stating OI EOB does not match billed	LHC is upholding original denial for Claim number M137LA002290 as the member currently has primary insurance coverage. A corrected claim needs to be resubmitted with EOP. A corrected claim can be submitted by writing corrected claim on top of the new claim and attaching the original claim or original EOP. You can mail corrected claims to Louisiana Healthcare Connections:	Pending	24	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	42	P2
5/21/2013	XXX	St Francis Medical Center	reprocess claim #L256LAE00292 as it didn't pay due to the member's real name not being merged with the authorization.	Claim L256LAE00292, for Member XXX, member number; LAXXX was resubmitted. It then paid \$45,775.36, check # 26589.	6/12/2013	23	C2
6/3/2013	XXX	Duane Neumann	reprocess under cpt code 76811	Resolution: Claim #L276LAE03103 denied on check date 10/18/2012 for DOS 9/20/2013; however, the claim denied in error. We have re-submitted the claim for adjudication to complete within the next 30 to 45 days	6/28/2013	26	C2
6/3/2013	XXX	Duane Neumann	reprocess under cpt code 76811	State Fee Schedule Reduction (LA Medicaid	Pending	28	P2

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4/26/2013	XXX	River Parishes Hospital	reprocessing of your claim, M070LA005877.	Case # CAS-891800-S1Q2V2 Member: XXX(XXX) Claim#-M070LA005877 DOS-01/20/2013 Denial Reason: Member name/member number/ date of birth, do not match. After the provider submitted Claim # M070LA005877, the claim denied due to the members records not matching LHC membership data. The provider updated their records and resubmitted a correct a claim with the correct DOB. It is not denying for timely. Can you approve timely filing for case # CAS-891800-S1Q2V2.	Pending	66	P2
4/16/2013	XXX	Christus St. Frances Cabrini Hospital	request for a fax of eligibility of patient wirhin 3-5days.	Still Researching Issue	Pending	76	P2
5/1/2013	XXX	Lallie Kemp Medical Center	request for a negative balance report	Still Researching Issue	Pending	61	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	70	P2
5/31/2013	XXX	Ronald Chee-Awai	request for a provider representative visit.	Still Researching Issue	Pending	31	P2

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5/6/2013	XXX	Dixie Medical Equipment Inc	Request for additional information on the denial for this claim.	Still Researching Issue	Pending	56	P2
4/16/2013	XXX	George Williams	request for an explanation for the recoupment letter received by your office.	I spoke with Lana. She understood the recoupment was done for rate reduction. Lana stated she called because she wanted to issue a refund check to LHC instead of having payments withheld from checks. She stated a representative explained to her that the recoupment must be taken from the member's claim. Lana stated this issue has been resolved and all of the recoupment was complete.	6/20/2013	66	C2
4/16/2013	XXX	Dr Frederick Stromeyer	request for an explanation for several claims needing to be adjusted and negative balance.	Provider wanted information regarding recoupment. After carefully researching the provider issues LHC conducted a Recoupment Project #022260 on procedure codes 88305, 85007 and 85660. Per State guidelines the maximum allowed units for the above mentioned services/CPT are three units per day. LHC recovered overpayments for claims that were billed over three units.	6/11/2013	57	C2
5/7/2013	XXX	P&S Surgery Center, LLC	request for claim's status update	Still Researching Issue	Pending	55	P2
5/7/2013	XXX	Dr. Charles Eberly	request for clearer explanation of recoupment	It recouped the first payment to adjust and	6/11/2013	36	C2
5/7/2013	XXX	Dr. Daniel Rovira	request for further review of claim for payment	04/11/2013 for wrong gender submitted on claim; however, the claim denied in error. We have re-submitted the claim for adjudication to complete within the next 30 to 45 days.	Pending	55	P2
4/15/2013	XXX	Nnamdi Nwabueze	request for information as to why payments to provider are being re-couped.	Still Researching Issue	Pending	77	P2

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5/7/2013	XXX	Neuromedical Center Clinic	request for information concerning negative check balance	State Fee Schedule Reduction (LA Medicaid Professional Fee Schedule 7/1/2012 – 12/31/2012) for all claims with dates of services from 7/1/2012 through 12/31/2012. LHC processed the providers claims incorrectly. As a result LHC overpaid provider claims. LHC adjusted/reprocessed claims so that	Pending	55	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	55	P2
5/7/2013	XXX	North Oaks Medical Center	Request for more information concerning EX4D denial	EX4D denial	Pending	55	P2
5/1/2013	XXX	BioMedical Applications Of Louisiana L	request for more information regarding open cases	Project # 022457 was submitted on 6/5/2013 for Biomedical Applications of Louisiana LLC, TIN: XXX, due to claims with the date range 2/1/2012-10/1/2012 and has Q4081 procedure code denied EX A1 and should have paid. The project included 38 claims. The estimated liability was \$3,427.69. The provider should see claims in 30-90 days.	6/14/2013	45	C2
5/7/2013	XXX	Ochsner Foundation Hosp WA	request for review of claim denial	Still Researching Issue	Pending	55	P2
5/7/2013	XXX	Dr. Gregory Maidoh	request for review of claim for further payment	Still Researching Issue	Pending	55	P2
5/7/2013	XXX	Lady of The Sea General Hospital	request for review of claim for payment	correctly, as the primary insurance paid the	6/17/2013	42	C2
5/7/2013	XXX	Outpatient Eye Surgery Center	request for review of claim for payment	Still Researching Issue	Pending	55	P2
5/6/2013	XXX	Dr. John Dean	Request for review of the denial of claim # M084LA004608. The provider has prior authorization.	that after reviewing Claim #M084LA004608 for dos: 10/3/12, an authorization is required for CPT code 99212 and PAR providers.	6/4/2013	30	C2
5/6/2013	XXX	Dr. Thomas Horsman	Request for review of the denial of this claim.	Still Researching Issue	Pending	56	P2
5/7/2013	XXX	Dr. Jean Desse	request for stop payment and reissuance of check	address updated	6/11/2013	36	C2
5/7/2013	XXX	Dr. Jean Desse	request for stop payment and reissuance of check	WEST JEFFERSON PHY SVCS - PO BOX 2153 DEPT	6/13/2013	38	C2
5/6/2013	XXX	Dr. Tommie Granger	Request for the correct amount. The EOP and webportal are displaying conflicting amounts. RUN DATE 04242013.	that we spoke to Rose to discuss locating the check,in addition to discussing the process of overpayments and recoupments.	6/3/2013	29	C2
5/7/2013	XXX	Ochsner Clinic Llc	request for the status of member's claim	Still Researching Issue	Pending	55	P2
5/7/2013	XXX	Clinical Partners Inc	They are unable to bill until this is corrected.	Still Researching Issue	Pending	55	P2
5/7/2013	XXX	Anesthesiology & Perioperative Medic	Request not received within timely guidelines	Still Researching Issue	Pending	55	P2
4/22/2013	XXX	Dr. Christian Briery	request of funds for services performed through ultrasounds which were not covered by plan.	denied for Christain Briery (Wk Regional Perinatal Group/ 264568639 due to A1-no authorization on	Pending	70	P2

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2/25/2013	XXX	Yvonne Krielow	request to close the panel months ago , however the panel is still open	Still Researching Issue	Pending	126	P2
4/15/2013	XXX	LSU Healthcare Network	request to correct taxonomy from plastic surgery to hand surgery.	Reviewed Taxomonmy code and it is correct in portico and correct in Amisys (Specialty - 40).	6/13/2013	60	C2
5/6/2013	XXX	Sheila Pitre	Request to stop payment on check # 65286 in the amount of 51.78.	Still Researching Issue	Pending	56	P2
5/6/2013	XXX	Louisiana Women's Healthcare Associa	Request to update the mailing address.	Still Researching Issue	Pending	56	P2
5/9/2013	XXX	DeSoto Regional Family Medicine Man	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	53	P2
4/25/2013	XXX	Dr. Carol Patin	requested information on timely filing.	Still Researching Issue	Pending	67	P2
5/21/2013	XXX	Calcasieu Physician Services, L.L.C.	requesting negative balance for the following TIN XXX -242.14 262605986 -135.62 and 205365520 143.89	Still Researching Issue	Pending	41	P2
5/16/2013	XXX	Franklin Foundation Hospital	requesting to have a neg balance report sent	Still Researching Issue	Pending	46	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	88	P2
4/23/2013	XXX	New Orleans Speech And Hearing Cent	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.	PR Management had a meeting and provider agreed to resubmit allclaims as they were billed incorrectly	6/3/2013	42	C2
4/22/2013	XXX	David Trettin	318-323-8451	using a modifier. Claim in Question was	6/20/2013	60	C2

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5/31/2013	XXX	Bijan Motaghedi MD AMC	resolution regarding the recoupment of your claim.	Still Researching Issue	Pending	31	P2
4/23/2013	XXX	Mr. Wheelchair, Inc	resubmission of claim on several occasions but still being denied	Still Researching Issue	Pending	69	P2
6/5/2013	XXX	Daniel Leung	review and reprocess claim	LHC	6/27/2013	23	C2
6/5/2013	XXX	Daniel Leung	review and reprocess claim	LHC is upholding original denial for Claim number #M070L003714, as the member currently has primary insurance coverage with another Insurance . If the member no longer has primary insurance, this information has to be updated through Louisiana Medicaid. To update member coverage, please complete the Medicaid Recipient Update form located on the LA Medicaid website and submits to Department of Health and Hospitals. Also, please fax a copy of the completed form to your local LHC External Provider Relation Rep at 1-866-768-9374.	Pending	26	P2
6/11/2013	XXX	National Total Care Service LLC	review and reprocessing of your claim.	denied for (EX) missing/invalid NDC. Please see the	Pending	20	P2
6/6/2013	XXX	Custom Healthcare, Inc.	review claim for processing of line 2	claim #M070LA008755, DOS 7/5/12 for 2 units of k0739, If you feel that this claim should be paid, please send a reconsideration with medical records and cover letter to support the additional units,	Pending	25	P2
5/31/2013	XXX	Dale Presser	review of claim	Still Researching Issue	Pending	31	P2
5/1/2013	XXX	Tulane Medical Center	review of claim for additional payment	days NICU, 19 days SCN, and 1 day Nursery. The	Pending	61	P2
5/30/2013	XXX	Lan Nguyen	review of this claim for payment	Per members benefit plan. The member is entitled to only two unauthorized ultrasounds. The member has had two paid ultrasounds one on 12/5/2012 and another one performed and paid for date of service 1/3/2013.	6/20/2013	22	C2
5/31/2013	XXX	Paul Billeaud	review of this claim for payment-denied EX10	Claim # M094LAE05119 has paid on check # 91231 on 4/10/2013.	Pending	31	P2
6/27/2013	XXX	John Smith	M134LAE00984 denied for no auth DOS: 5/28/13 \$120-M158LAE04130 Denied for no auth Provider states they are Par as of 5/1/13. The claim	Still Researching Issue	Pending	4	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	59	P2
4/22/2013	XXX	Daniel A. Trejo, MD	agreement with automatic 1 year renewals. Cannot term until end of initial 3 year agreement.	years and may be ended only 180 days prior to end of initial term	6/27/2013	67	C2

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5/9/2013	XXX	Dr. Vincent Shaw	PCURETON 03222013. Provider would appreciate status update of this claim	Still Researching Issue	Pending	53	P2
5/30/2013	XXX	River Parishes Hospital	RS M137LA003356 ADJ MADE TO REMOVE SL AND ADD CHARGES TO ANOTHER.	Claim was reprocessed and the denial upheld. You have the opportunity to file an appeal regarding the decision. LHC is also requesting Medical Records to be sent with appeal, if you should decide to appeal this decision. Please obtain the claim dispute from the LHC website and to expedite your appeal, please include your original request for reconsideration. Please mail your request to: Louisiana Healthcare Connections.	Pending	32	P2
5/29/2013	XXX	Henry Kaufman	RS#L310LA014905. CHECK# 60755. AHUTCHISON 030813, OTH proc per project 022315 gparker 042413	Still Researching Issue	Pending	33	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	70	P2
4/17/2013	XXX	St James Primary Care	Secondary claims getting denial code 11	Still Researching Issue	Pending	75	P2
4/18/2013	XXX	Minden Physician Practices LLC RHC Cl	seeking reimbursement for RHC services paid at hospital setting	Met wit Grace and Mitzi in person on May 3, 2012. They had received a payment for Outpatient services. They are posting claims and we will touch base in mid June to see what is still outstanding.	6/4/2013	48	C2
6/17/2013	XXX	David Gboloo	accessing the web and would like for their PR rep to contact them	on 06/19/13.	Pending	14	P2
6/26/2013	XXX	Seyed Sadeghi	provider submit request for reconsideration that was scan under M063LA008591 030513, however, claim has not been documented as to	Still Researching Issue	Pending	5	P2
6/26/2013	XXX	Bina Joseph	IVR/PORTAL PRV DID NOT HAVE COMP EMAIL HIPAA VERIFIED CLM STATUS 07/19/2012 \$1,104.00 ADVISED PRV THAT THE HCI DEPT HAS	Still Researching Issue	Pending	5	P2
5/28/2013	XXX	Lake Charles Memorial Hospital	receiving another refund request letter in 05/13. She wanted make sure	Still Researching Issue	Pending	34	P2
6/18/2013	XXX	Dr Melissa Brown	high pay schedule for LHC. Duplicated as call type: LA-2013-169-	Still Researching Issue	Pending	13	P2
6/26/2013	XXX	Nhu Vong Nguyen MD	Shelia 3378964090 XXX XXX+D1035 DOS 013113 M162GAE02425 Claim#: M162LAE02405 Member: XXX Claim Info Provider Info Check info Benefit: 0.00 Servicing Provider: NHU VONG NGUYEN Received Date: 6/11/2013 Benefit Package: LOUISIANA HEALTHCARE Affiliation#:P10000301483 0002 Due Date: 6/15/2013 Claim Source: - Taxonomy: Taxonomy missing and expected Paid Date: 6/19/2013 Initial Illness Date: 1/31/2013 Prac/ID#: P10000301483 Remark Summary : - Claim Entry Date: 6/11/2013 NPI: 1144371485 Diagnosis: 4659-ACUTE URIS OF UNSPECIFIED SITE GpNPI: 1144371485 Auth #: IRS#: XXX Line# Date of Service Procedure Modifier 1 Modifier 2 LC TT Status EX Pay To Check# Paid Serv Code Charge B-Allow B-Deny TPP Co-plsverify OI with BC of TX	Still Researching Issue	Pending	5	P2

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5/21/2013	XXX	Christopher Gaffga	Shelly with the provider office call beacause 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	41	P2
6/12/2013	XXX	Scott Beech	L073LAE00174 FAX 866 872 7281	Still Researching Issue	Pending	19	P2
4/2/2013	XXX	Dr. Patrick Njoku	information for claim L325LAE06214 the financial address for this	to:3401 NO BLVD STE 335 BATON ROUGE, LA	6/6/2013	66	C2
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	73	P2
5/14/2013	XXX	James Hales	shld be paid at a higher rate and no modifier is required	Still Researching Issue	Pending	48	P2
4/30/2013	XXX	Family Practice Clinic	can get current claims paid.	updated prior to receiving this request. It appears	6/4/2013	36	C2
5/29/2013	XXX	Women And Childrens Hospital	incidental, mutually exclusive or unbundled	Still Researching Issue	Pending	33	P2
5/1/2013	XXX	Southern Surgical Specialist LLc	some claims are denying while others for the same things are not	PR Rep to make site visit. Sent to claims.	Pending	61	P2
5/1/2013	XXX	Philip Hoz	specialty is loaded incorrectly causing claims to deny	Emergency Medicine as of 05/01/2013; however, Provider Data Management team updated the specialty to CRNA/AA on 06/10/2013.	6/19/2013	50	C2
5/6/2013	XXX	Dr. Donald Perry	Mitchell ext 2250. Donald Perry 1528176112 show par in Portico for	with the FQHC Outpatient they are paying at the	6/5/2013	31	C2
6/14/2013	XXX	Janet Ross	states that they were advised by auth that no auth was required for procedure. Provider also states that member on had this 1 procedure and provider is Par. Please review.	Still Researching Issue	Pending	17	P2
5/23/2013	XXX	Baton Rouge General Medical Center-l	problem claim denied 112812 past timely filing to reconsider Provider wants us to reconsider claim for processing	we are required by DHH to send you a resolution letter.	6/13/2013	22	C2
4/22/2013	XXX	KERMEN D BEAUCHAMP-ROCHE	status of XXX eligibility as of 10/10/12; resubmission of claim with eligibility from BAYOU HEALTH showing 10/1/12.	The member has an eligibilitly date of 10/10/12 and to resubmit the claim with the eligibility documents from medicaid showing 10/1/12.	Pending	70	P2
5/8/2013	XXX	Millenium Laboratories Inc	status of claim L170LAE00069	ext 1194 to mail the medical records to Claims	Pending	54	P2

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4/22/2013	XXX	Richwood Health Center	status of claim project; waiting on payments from 11/1/2013 to present.	Outstanding payments that were made to the incorrect provider were repaid to Richwood Health Center on 6.5.2013 in the amount \$1,078.	6/5/2013	45	C2
6/5/2013	XXX	Julia Garcia-Diaz	status of MRU review.	Still Researching Issue	Pending	26	P2
5/3/2013	XXX	Dr. John Schwab	status of provider query.	#L200LAE04744 according to LA Medicaid fee schedule. You have the opportunity to file an appeal	Pending	59	P2
4/29/2013	XXX	South Ryan MRI, LLC dba Southwest Lo	status of reprocessed claim.	Still Researching Issue	Pending	63	P2
5/21/2013	XXX	George Byram	stop and reissue this check	Still Researching Issue	Pending	41	P2
4/18/2013	XXX	North Lake Medical Supply	Summer @ 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	74	P2
5/8/2013	XXX	Children's Medical Center	records	medical recirds	6/3/2013	27	C2
5/9/2013	XXX	Trisha Myers	Terri called in from provider Trisha Myers office (NPI: 1639276751) to check on claim M110LAE01104 for member XXX (ID:XXX) (DOB: 2/20/83). 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	53	P2
5/8/2013	XXX	Dr. Michael Lewis	Minden Anesthesia	Still Researching Issue	Pending	54	P2
5/2/2013	XXX	Couleur Cosmetic Boutique & Associat	that the modifier is correct please review.	L361LA017501 for date of service 11/8/2012. The Code L8030 does not require a Left or right modifier and they used M1LT.	6/5/2013	35	C2
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.	We informed you to call our Appeal Department to speak to our Medical Director about pharmacy claims that have been denied from US Scrpts.	6/5/2013	37	C2
4/29/2013	XXX	Baton Rouge General Medic	the adjusted payment on your claim.	currently in process	6/3/2013	36	C2
5/9/2013	XXX	Susan W Boyd MD LLC	Boyd(72-1518256) that denied a1 from 6.1.2012-8.30.2012. The	provider Susan Boyd. There are 33 claims on Project	6/10/2013	33	C2
4/2/2013	XXX	Dr. Robert Smith	the appeal status of claim L299LAE01879	Claim is now paying was paid on 05/01/2013.	6/14/2013	74	C2
4/24/2013	XXX	Superior Home Health Care, Inc	the authorization and denial of your claims.	Still Researching Issue	Pending	68	P2
4/29/2013	XXX	Dr. Thaddeus Erato	the check disbursed to the incorrect facility.	Still Researching Issue	Pending	63	P2
6/5/2013	XXX	East Jefferson General Hopsital	the claim and non-receipt of payment.	denied For no Authorization, Authorization was approve for 3 days. If you feel that this claim denied	Pending	26	P2
5/16/2013	XXX	Michael D'Antonio	THE CLAIM IS NOT SHOWING AS BEING REPROCESSED	01/2/2013, CPT Code 32555, Is a new Code, Claim	6/12/2013	28	C2
4/30/2013	XXX	Avoyelles Hospital	the correction of your denied claim.	Still Researching Issue	Pending	62	P2
6/13/2013	XXX	Darryl Elias	the coverage and your claim.	Still Researching Issue	Pending	18	P2
4/10/2013	XXX	Terrebonne Gen Med Center	#0165618244280.	DOS 7/7/2012 in the amount of \$48.80 check	Pending	82	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							
4/24/2013	XXX	Lincare Inc	the denial for no authorization code.	Cliam denied for no auth. Auth is need for 84154, B4154 &B4035 because it was in a home setting.	6/3/2013	41	C2
4/24/2013	XXX	Cameron Parish Ambulance District 2	the denial for no authorization code.	Still Researching Issue	Pending	68	P2
4/24/2013	XXX	North Shore MRI	the denial for no authorization code.	Still Researching Issue	Pending	68	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	62	P2
4/29/2013	XXX	Dr. Kevin Boykin	the denial of claim L174LAE05847.	Still Researching Issue	Pending	63	P2
4/30/2013	XXX	Bryan Sibley MD FAAP	the denial of claims.	Director of Provider Relations, External PR Rep, Internal PR Rep II, and Internal PR Rep I conducted site visit with provider's billing staff on 5/14/2013 and addressed claims denial issues.	Pending	62	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	The system denied procedure codes 90471 and 90472 because 90648 and 90670 was denied by the claims extend system. Medical records are needed for further review by the MRU team before payments will be considered.	6/12/2013	36	C2
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	54	P2
4/29/2013	XXX	Dr. Elizabeth Adams	the denial of well and sick office visits.	Still Researching Issue	Pending	63	P2
4/29/2013	XXX	Dr. Nicole Jones	the denial of well and sick office visits.	Still Researching Issue	Pending	63	P2
4/29/2013	XXX	Dr. Patrick Leday	the denial of your appeal.	denied in error. We have re-submitted the claim	6/17/2013	50	C2
4/8/2013	XXX	St Tammany Parish Hospital	the denial of your caim for no HCPCS.	correctly and denied due to a manual error. Due to	Pending	84	P2
4/22/2013	XXX	Monroe Surgical Hospital	the denial of your claim due to no authorization.	7/19/2012; however not on the 7/24/2012 dos. If	Pending	70	P2
4/26/2013	XXX	Performance Medical, Inc	the denial of your claim.	Still Researching Issue	Pending	66	P2

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4/26/2013	XXX	Dr James Redmond	the denial of your claim.	Still Researching Issue	Pending	66	P2
6/11/2013	XXX	Health Management Services Inc	the denial of your claim. no authorization.	Still Researching Issue	Pending	20	P2
4/24/2013	XXX	West Jefferson Medical Center	the denial of your codes.	Still Researching Issue	Pending	68	P2
4/17/2013	XXX	St James Primary Care	the denied claims and billing education.	Still Researching Issue	Pending	75	P2
4/30/2013	XXX	St. Tammany Parish Hospital	the denied claims.	Still Researching Issue	Pending	62	P2
4/26/2013	XXX	Eduardo Hernandez	the denied procedure code of your claim L298LAE05131.	Claim#L298LAE05131 was adjusted on 7/1/2013 so that procedure code 90472 will now pay correctly.	Pending	66	P2
6/10/2013	XXX	Baton Rouge General Medical Center	the details of the paid claim and the status of other pending claims.	Still Researching Issue	Pending	21	P2
4/29/2013	XXX	BioMedical Applications Of Louisiana L	the disbursement of your check.	did post payment for below claim. They are set up electronic payments	6/4/2013	37	C2
5/15/2013	XXX	West Jefferson Medical Center	the drugs were denied with an A1 denial.	Still Researching Issue	Pending	47	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	68	P2
4/30/2013	XXX	ACADIANA GASTROENTEROLOGY ASSC	the explanation for the EOP received for ck #92528.	Still Researching Issue	Pending	62	P2
6/21/2013	XXX	Regional Physicians Network-Lake Cha	corrected: 0000061717, 0000054971, 0000044894, 00000049973,	Still Researching Issue	Pending	10	P2
3/8/2013	XXX	Dr. Joy Kenny	the forwarding of your claim to the correct address	Still Researching Issue	Pending	115	P2
4/30/2013	XXX	HEBERT MEDICAL GROUP	Donald Barnes NPI 1992778799, Charice Heber NPI 1588661425, Amanda Haynes NPI 1811292584, and Erin Hill NPI 1962655043.	Still Researching Issue	Pending	62	P2
4/29/2013	XXX	Christus St Frances Cabrini	the incorrect TIN.	Still Researching Issue	Pending	63	P2
4/30/2013	XXX	Dr Emery Minnard	the incorrectly processed claim.	Still Researching Issue	Pending	62	P2
4/30/2013	XXX	Women First Clinic	the lapse in participation.	research it was determined your claims issue an audit found incorrect effective date loaded, Par	Pending	62	P2
4/29/2013	XXX	Dr. Kevin Plaisance	the letter requesting a\$13,701.47 refund.	Still Researching Issue	Pending	63	P2
6/20/2013	XXX	Dialysis Clinic Inc	the lines that did not pay for your claim	Still Researching Issue	Pending	11	P2
4/30/2013	XXX	Atherotech Inc	the member ID or claims number regarding the recoupment.	check#22878, Claim M105LA006201, total check	6/19/2013	51	C2
4/25/2013	XXX	Dr Lavora Babers Wilson	the NDC CC sent 3/29/13 that is showing CC in Amisys.	claims issue DHH rate reduction of 1% effective 2/1/13 of professional fee schedule. Claims	6/17/2013	54	C2
4/22/2013	XXX	DeQuincy Medical Clinic	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	70	P2
6/11/2013	XXX	Detries Morris	the negative balance and claim payments.	have been paid.	6/11/2013	1	C2
5/2/2013	XXX	Dr. Sam Solis	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	60	P2
4/9/2013	XXX	Dr James Upp	the non-receipt of your check.	We spoke with Ashley B at provider office to verify billing address. Address on file is correct in our systems.	6/5/2013	58	C2

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4/11/2013	XXX	John Barton	the non-receipt of your payments.	Still Researching Issue	Pending	81	P2
6/17/2013	XXX	East Jefferson General Hospital LA	the number of ultrasounds for medical necessity and more information on why authorization is needed with your claim.	Still Researching Issue	Pending	14	P2
4/25/2013	XXX	North Oaks Medical Center	the partial payment of your claim.	Still Researching Issue	Pending	67	P2
4/30/2013	XXX	Dr. Royce Yount	the patient denials.	Still Researching Issue	Pending	62	P2
4/30/2013	XXX	Dr Victor Echenique	the payment and denial of your claim.	Still Researching Issue	Pending	62	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	62	P2
4/11/2013	XXX	Dr. Lawrence Christy	the payment history of your checks disbursed in 2012.	Still Researching Issue	Pending	81	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	67	P2
4/30/2013	XXX	Dr. Robert Leblanc	the payment of L192LAE00479.	cleared on 7/25/2012	6/4/2013	36	C2
6/3/2013	XXX	Childrens Hospital	the payment of your claim	Still Researching Issue	Pending	28	P2
6/11/2013	XXX	Bobby Nevils	the payment of your claim	Still Researching Issue	Pending	20	P2
5/7/2013	XXX	Union General Hospital	the payment of your claim.	Still Researching Issue	Pending	55	P2
4/9/2013	XXX	Christus Health	the payment of your procedure code.	99213 was billed on the same day as 59025, it bundles due to the global surgery period of 59025. It has a global period of 000 days	6/11/2013	64	C2
6/10/2013	XXX	Baton Rouge General Medical Center	the payment rate of your claim.	After further research, we have determined that claim#M108LAE04742 was paid correctly.	Pending	21	P2
4/24/2013	XXX	John Horan	the payment that was recouped from the incorrect provider.	Still Researching Issue	Pending	68	P2
5/8/2013	XXX	Lake Arthur Health Clinic LLC	medication	External rep made a provider visit to discuss issues.	6/3/2013	27	C2

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6/4/2013	XXX	Mathew Erickson	the problems with your claims.	Still Researching Issue	Pending	27	P2
5/3/2013	XXX	Progressive Acute Care LLC, dba Oakda	The provider billed 34 counts the system paid 24 counts and the remaining 10 have denied for authorization.	Still Researching Issue	Pending	59	P2
5/31/2013	XXX	Childrens Hospital	DON'T KNOW WHO THEY BELONG WITH AND ALSO THEY NEED ASSISTANCE TO FIND OUT	Still Researching Issue	Pending	31	P2
5/15/2013	XXX	Turner Rexall Pharmacy Inc.	the receipt of credentialing and W-9 paperwork	Still Researching Issue	Pending	47	P2
4/25/2013	XXX	Richardson Medical Center	the recoupment done on your claim.	93005 being a Medicare cross over code per LA Medicaid out Patient Fee Schedule. Please refer to	Pending	67	P2
4/22/2013	XXX	MedCare of Ascension LLC	the recoupment of funds and incorrect codes.	resolved by the provider submitting corrected claims for procedure code A6260. The original claim	6/18/2013	58	C2
6/4/2013	XXX	Dr. Jerome Gallien	the recoupment.	Still Researching Issue	Pending	27	P2
6/14/2013	XXX	Evans Valerie	the recoupments done on your claims.	Still Researching Issue	Pending	17	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.	6/4/2013	40	C2
6/6/2013	XXX	Zebediah Stearns	the reporcessing of claim #M080LA002739.	ADJ MADE CLAIM SET TO PAY.	6/21/2013	16	C2
4/26/2013	XXX	Dr. Bart Denys	the reprocessing of your claim.	claims L262LA002663 and L297LA002360 for the “LD” denial; “ services are not eligible for Medicare beneficiary. as the EOB states “BCBS Medicare”. If you disagree with this decision please send medical records and all other correspondences to below address for a Reconsideration of this claim.	6/11/2013	47	C2
4/24/2013	XXX	Lawrence B. Schneider, MD	the reprocessing of your denied claims.	Still Researching Issue	Pending	68	P2
4/30/2013	XXX	Egan Healthcare Corporation, Inc.	the request for retroactive pay.	7/1/12. Your requests for a retro approval have been approved as of 7/1/12. Your new effective date is 7/1/12. LHC will reprocess all claims to your	Pending	62	P2
4/29/2013	XXX	BMA Marrero	the request of the EOB/EOP.	Still Researching Issue	Pending	63	P2
4/30/2013	XXX	Dr. Steven Felix	the request to reprocess your claim M059LAE03927.	that it will be paid at Pay CPT 99213 with EX 92- Claim M059LAE03927.	6/14/2013	46	C2
5/30/2013	XXX	Budi Sugeng	the request to research your claim and the modifier used.	Still Researching Issue	Pending	32	P2

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4/30/2013	XXX	Dr. Deregal Burbank	the requested infomation on the status of your claim.	Claims were paid after adjustments were made	6/4/2013	36	C2
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	56	P2
6/10/2013	XXX	Paduame LakshmiPrasad	the resubmission of your claim and payment.	as a Medicare crossover code. A claims project was submitted, #022259 and the system has been re-	Pending	21	P2
4/29/2013	XXX	Dr. Kolleen Snyder	the resubmission of your claim for payment.	Still Researching Issue	Pending	63	P2
4/29/2013	XXX	Kolleen Snyder	the resubmission of your claim.	Still Researching Issue	Pending	63	P2
4/30/2013	XXX	Dr Daniel Fontenot	the review of your adjustment.	Still Researching Issue	Pending	62	P2
4/30/2013	XXX	Performance Medical, Inc	the revision of the contract.	Outreach to Katie Coco to notify of claims project regarding claims project 022456. Estimated liability is \$6,141.87 with 12 claims.	6/14/2013	46	C2
4/30/2013	XXX	Leesville Cardiovascular Ctr	the revision of the contract.	Still Researching Issue	Pending	62	P2
4/11/2013	XXX	Patio Drugs	the root cause of the denial and reprocessing of your claims.	Still Researching Issue	Pending	81	P2
5/6/2013	XXX	John Smith	the status change of the doctor	Still Researching Issue	Pending	56	P2
6/20/2013	XXX	Robert Craig	received.	Still Researching Issue	Pending	11	P2
4/12/2013	XXX	Clear Lake Reg Med Ctr	the status of the check that was not received.	we spoke to Billing to inform that the check #80828 issued for \$302.64 had cleared on 4/8/13.	6/4/2013	54	C2
4/30/2013	XXX	Dr. Mark Dominquez	the status of the claim.	Still Researching Issue	Pending	62	P2
4/10/2013	XXX	Marksville Family Care Center	the status of the claims project.	incorrectly denied by completing a claims project. The project included 281 claims for dates of service	6/10/2013	62	C2
4/10/2013	XXX	Dr. Tara Comardelle	the status of the unpaid claim.	this service was rendered 1/29/13. Please be advised that CPT Code 00190 Authorization is required for all providers for services rendered at an	6/7/2013	59	C2
6/7/2013	XXX	St Helena Parish Hospital	the status of your claims review.	Still Researching Issue	Pending	24	P2

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4/24/2013	XXX	Lady of The Sea General Hospital	the status of your corrected claim.	Provider (claim) paid @ cost to charge ratio. Indicates \$15 outstanding, advised not allowed to charge member	6/19/2013	57	C2
5/30/2013	XXX	Riverland Med Ctr	the status of your project.	LA Medicaid out Patient Fee Schedule. Please refer to fee schedule on the below mentioned website	Pending	32	P2
4/22/2013	XXX	Roberto Quintal	the status of your recouped claims	involved in the recoupment were check number#	6/18/2013	58	C2
4/22/2013	XXX	Maternal Fetal Medicine of Acadiana	the status of your recouped claims.	Still Researching Issue	Pending	70	P2
4/25/2013	XXX	Dr Hanchong Park	the status of your reviewed claim.	Still Researching Issue	Pending	67	P2
4/12/2013	XXX	Dr. Lauren Sallinger		Still Researching Issue	Pending	80	P2
4/24/2013	XXX	Dr Ashok Kompelli	the stop payment and incorrect mailing address.	Amisys.	6/10/2013	48	C2
6/10/2013	XXX	Stephen Ramsey	the stop payment and reissue of your check. In addition to receiving a negative balance report.	Still Researching Issue	Pending	21	P2
4/24/2013	XXX	Metroplex Hospital	the stop, pay, and reissue of your check.	Still Researching Issue	Pending	68	P2
4/26/2013	XXX	Dr Harish Anand	the stop, pay, and reissue of your payment.	Still Researching Issue	Pending	66	P2
4/30/2013	XXX	Family Practice Clinic	the stopped payments.	Still Researching Issue	Pending	62	P2
6/7/2013	XXX	Homer Memorial Hospital	the submission of your claim and the missing modifier.	due to missing a modifier. CPT code 77057 require an appropriate modifier when billed. Please	Pending	24	P2
4/8/2013	XXX	Dr. Carlos Bruno	the unpaid claim.	Louisiana Healthcare Connection Provider Relations Specialist informed Sandy of the practitioner's participation status and the requirment for authorization on all services performed on Louisiana Healthcare Connect members.	Pending	84	P2
4/30/2013	XXX	Dr Kimiyo Williams	the update of the panel status.	Still Researching Issue	Pending	62	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.	send corrected claim to correct diagnosis code to show 5th digit, the claim only shows 4 digits	Pending	81	P2
4/26/2013	XXX	Dr. Linda Harris	the verification of the denied claim.	to CAS-891322-PSL-7T9	Pending	66	P2
4/12/2013	XXX	Reeves Memorial Med Center	the verification of your participation.	Still Researching Issue	Pending	80	P2
4/30/2013	XXX	Dr. Donna L Breen	the voided claims.	Still Researching Issue	Pending	62	P2
6/14/2013	XXX	Lasalle General Hospital	General Hospital NIP # 1801825005 and Tax# 720690217 and Lasalle	Still Researching Issue	Pending	17	P2

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5/31/2013	XXX	Community Specialty Hospital	there issues with the provider contract	Project # 022319 was submitted on 3/5/13 for Community Specialty Hospital/721276464, due to 90% of the Inpatient Per Diem Rate. The Project included 66 claims for DOS-4/1/12. The Estimated liability was \$13,207.59 and Project was completed.	Pending	31	P2
6/20/2013	XXX	Aditya Bansal	THE PRV SUBMITTING AN APPEAL FOR BOTH OF THESE CLAIMS	Still Researching Issue	Pending	11	P2
5/16/2013	XXX	CHRISTUS Homecare Schumpert	information to the provider	Still Researching Issue	Pending	46	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	59	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	59	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	47	P2
5/16/2013	XXX	Emily Lehigh	This claim denied for EXMX,	Still Researching Issue	Pending	46	P2
5/21/2013	XXX	Renee Doll	This claim denied SL1 EX46, this service is not covered.	Still Researching Issue	Pending	41	P2
6/25/2013	XXX	Jessica Anderson	this same provider/same NPI & TIN have been paid for DOS: 6/12/12 as	Still Researching Issue	Pending	6	P2
3/1/2013	XXX	Touro Infirmary IH	This claims was billed on two different occasions.	Still Researching Issue	Pending	122	P2
5/15/2013	XXX	Grafton Dermatology Houma	however no longer @ LHC. The Provider has submitted severs batches	Still Researching Issue	Pending	47	P2
6/26/2013	XXX	Advanced MRI	M112LA001318. The claim contains authorization number	Still Researching Issue	Pending	5	P2
5/17/2013	XXX	Abrom Kaplan Mem Hosp	code is E4. The icd9 code used on the claim is valid. The provider also	Still Researching Issue	Pending	45	P2
6/21/2013	XXX	Ville Platte Pediatrics	procedure was bundled. The appropriate modifier is attached to	Still Researching Issue	Pending	10	P2
5/10/2013	XXX	Womens Provider Health Care Inc	provider feels this was in error. The claim number 12233LA83530 was	Still Researching Issue	Pending	52	P2
5/21/2013	XXX	LSU Health Science Center	TIMELY OVERRIDE.	Still Researching Issue	Pending	41	P2

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6/13/2013	XXX	P & S Surgical Hospital	to ck status of claim. Was advised on previous call that claim was paid(CAS1021317). Betty stated this member was not paid on the claim	Resolution- Claim # L292LAE04170 has paid on check # 104978 on 6/26/2013.	Pending	18	P2
5/29/2013	XXX	Childrens Hospital	to verify why funds are not getting into payspan contact	Still Researching Issue	Pending	33	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	46	P2
5/23/2013	XXX	Tania A Levi	WHY IT WAS DONE FOR THE CHARGE PER THE PRV REQUEST	Still Researching Issue	Pending	39	P2
5/21/2013	XXX	John Depaula	affiliation 2 for John Depaula address is 4315 Houma Blvd Ste 201	Still Researching Issue	Pending	41	P2
4/5/2013	XXX	HCA	transplant claims issues	Still Researching Issue	Pending	87	P2
6/14/2013	XXX	The Neuro Medical Ctr Rehab Hospital	IP0029541602 is valid for 6/19/2013 to 6/22/2012. Provider reced letter	Still Researching Issue	Pending	17	P2
4/2/2013	XXX	Promise Hospital Baton Rouge	under payment on claims that were made on member XXX	Claim #L335LAE07688 for DOS 10/31/2012 paid at the non-PAR rate because provider did not become PAR with our network until after this date.	6/11/2013	71	C2
4/17/2013	XXX	Baton Rouge General BB IP	Underpaid claim	that no adjustment was made to this claim. Pricing for Revenue Code 490 are not processed at a CCR Outpatient Hospital Rate (please refer to legend of the Outpatient Hospital LA Medicaid Fee Schedule). When billing a 490 Revenue Code providers must use Outpatient Ambulatory Fee Schedule	6/6/2013	51	C2
5/1/2013	XXX	Womens and Childrens Hospital Camp	underpaid claim	Claim # L346LAE06620 was reviewed for underpayment per Providers request. Per Authorization #IP0058985888 is approved for 5 days SCN, 5 days Nursery, and 4 days TCN. The provider billed 14 days NICU. The provider was reimbursed @ 102% of the NICU Rate of \$1564.53. \$1564.53 * 14 = \$21,903.42 * 102% = \$22,341.48,, Total claim payment is \$22,341.48. Claim payment is correct. No adjustment will be made at this time.	Pending	61	P2
5/3/2013	XXX	Christus St Frances Cabrini Hospital	underpayment of claim by \$12.28	Still Researching Issue	Pending	59	P2
4/30/2013	XXX	Affinity Health Group LLC	unpaid claim for CPT code 31720.	Spoke to Kristy and these claims were part of the rate reduction. She looked at the EOBs and was advised that any that have a 0.00 dollar amount were not recooped and any that had a negative amount were.	6/20/2013	52	C2
4/23/2013	XXX	Regional Medical Rental And Sales	unpaid claims	Regional Medical Rental and Sales/720903640, upon further research it determined your claimss issue Infusion services for specialities IV,DM,HH,and PH with home health and DME payclasses will result in an adjustment. A Claims Project# 022459 was submitted on 6/10/13. The Project includes 25 claims for DOS 11/1/12 for an estimated amount of \$9,557.87, project completed.	Pending	69	P2
5/6/2013	XXX	Slidell Ear, Nose and Throat Associates	Unpaid Claims	Still Researching Issue	Pending	56	P2
6/3/2013	XXX	Crescent City Pharmaceuticals Inc dba	unpaid claims	Still Researching Issue	Pending	28	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							
3/7/2013	XXX	Aristoteles Pena-Miches	Unpaid claims totalling over \$10k	Still Researching Issue	Pending	116	P2
4/22/2013	XXX	Leonard P. Neuman, MD	unreceived payments; Stop and reissue	Still Researching Issue	Pending	70	P2
4/15/2013	XXX	Mounaf Ahmad	unreturned calls to provider relations to address denied claims due to lack of physician signature.	this should be a complaint bc she have called several times and no one have called her back	Pending	77	P2
5/22/2013	XXX	Allison Hatfield	update Provider to Par for this new Tax	Still Researching Issue	Pending	40	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.	Our lady of the Lake Phy Group, Angela Angelle/ P100003959210002 has an effective date of 5/1/13. Your requests for a retro approval have been approved as of 5/1/13. Your new effective date is 5/1/13. LHC will reprocess all claims to your PAR affiliation. Please allow 30 to 60 for payment.	Pending	70	P2
6/3/2013	XXX	Raghavarao Alla	UPHOLDING THE DENIAL.	the denial is upheld.	6/3/2013	1	C2
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.	LHC reviewed the provider's claims and determined that the claims for ERSD services were billed correctly. LHC is requesting the supporting medical records from the provider to finalize processing the claims. LHC has reached out to the provider to obtain the medical records	6/11/2013	33	C2
4/19/2013	XXX	Marcus Stokes	Vangie @ 800-225-0953 Ext 2212 want to know more information about a check that they received, according to their file this member claim paid with ck 43959, but they received another ck 91315, she want to know if the first check was a recoupment.	Member XXX, Member Medicaid # XXX. Provider received two checks for claim# L201LAE02434. Check# 43959 paid 83.79 on 7/25/2012, that amount was then recouped on check # 91315 on 4/10/2013 and resubmitted and paid the allowable fee of 80.94 per LA Medicaid Fee Schedule also on check #91315.	Pending	73	P2
4/26/2013	XXX	Lincare Inc	verification of an overpayment on the claim.	Claim #M098LA003176 for CPT code E0570 on dos: 7/11/12 was paid \$60.66; however, per the Medicaid Fee Schedule the allowed amount is \$14.45. We have submitted documentation in order for a recoupment to take place. Please allow 30-90 days for claim to be adjudicated.	Pending	66	P2
5/24/2013	XXX	National Pharmacy Services	verification of pump and pole classification, in addition to your billing for A4221, A4305, and Invanz.	Our research indicates that claim#M119LA001029 paid correctly.	6/12/2013	20	C2
5/13/2013	XXX	John T Lindsey, MD	W-9 update and claims payment.	Still Researching Issue	Pending	49	P2
4/4/2013	XXX	Dr James Hales	why a modifier was added to a claim	Claim was resubmitted with modifier and paid on 1/30/2013. Check number 050000079392, check cleared on 2/21/2013.	6/7/2013	65	C2
5/31/2013	XXX	David Pruett	why funds from check number 83906 were recouped	LHC Recouped a total of 193.79, the check # 54051 was involved in the recoupment. This recoupment was due to the LA Medicaid fee schedule reduction made by the state on 7/1/2012. All claims that were overpaid by Louisiana Healthcare Connection were recovered during this process	6/27/2013	28	C2
6/7/2013	XXX	Keith Kappel	why proc code 90471 was denied EXCV bill w/specific vaccine code, when proc code 90658 (specific code) for the Flu Vaccine was paid	Still Researching Issue	Pending	24	P2

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5/30/2013	XXX	Terrebonne Gen Med Center	why SL's 1 & 5 were voided on the original claim #L251LAE00285 as CPT-HCPSC codes were found on claim form	Claim # L251LAE00285 denied for member XXX (Member # LAXXX) due to the patient coverage was not effective for date of service 8/31/2012. The member's coverage ended on 8/31/2012.	Pending	32	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	40	P2
4/30/2013	XXX	New Orleans Urologic Institute	your billing and denials.	Still Researching Issue	Pending	62	P2
4/10/2013	XXX	Dr. Steven Crider	your check #082609 that was paid incorrectly and the status of payment.	ADJ MADE CHARGES KEYED INCORRECTLY	6/3/2013	55	C2
4/25/2013	XXX	Marians Medical Supplies	your check.	Still Researching Issue	Pending	67	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.	NICU project is underway	6/4/2013	44	C2
5/17/2013	XXX	Ochsner Foundation Hosp WA	your claim status	This has been added to a Claims Project and claims are being adjusted	6/3/2013	18	C2
4/24/2013	XXX	Paul Perkowski	your claim.	Still Researching Issue	Pending	68	P2
4/29/2013	XXX	Northlake Anesthesiologist	your correction credentialing and held claims.	Still Researching Issue	Pending	63	P2
4/10/2013	XXX	Natchez Comm Hosp Clinic	your denial due to missing information.	your claim has been paid.	6/11/2013	63	C2
6/13/2013	XXX	Brandon Black	your denial for MR	Still Researching Issue	Pending	18	P2
4/29/2013	XXX	Mobile Care Inc	your denials and the submitted W-9.	Still Researching Issue	Pending	63	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.	claim #M077LAE05188 auth #130660014 that was provided is not good for dos 3/12/13. provider may appeal if not satisfied. You will be allowed 30 calendar days from the date of notice of action to file for an appeal	6/17/2013	53	C2
5/21/2013	XXX	Action Rehab & Supply	your denied claim for A1	Member XXX; member number LA00038369601. Claim # M088LA002892 claim denied for no authorization. After further research code K0003 does require an authorization. Please resubmit claim with an authorization.	6/13/2013	24	C2
4/30/2013	XXX	Dr Chantal Lutfallah	your denied claim for authorization.	Claim # L115LAE02840_denied on check date 4/19/2012 for no Authorization; however, the claim denied in error. We have re-submitted the claim for adjudication. A new claims was processed on Claim # 13161LA82840 and was paid on 4/24/2013 for \$121.17.	Pending	62	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	82	P2
4/26/2013	XXX	Dr. Juan Fukuda	your denied claim, 4042898411712 361.	Claim #M064LAE01155 was reprocessed and has now paid \$51.44 according to contract state processing guidelines for cpt code 99283.	6/7/2013	43	C2
6/11/2013	XXX	Craig Caplan	your denied claim.	CPT Code 99284 is non-covered code on the La Medicaid Fee schedule. This code is not payable code , for LHC . If you feel unsatified with this decision please feel free to submit a claim dispute to the below address. ATTN: Claims Dispute P.O. Box 300 Farmington, Mo 63640-3800	6/27/2013	17	C2
4/24/2013	XXX	Metro Preferred Home Care	your denied claim.	Still Researching Issue	Pending	68	P2
4/26/2013	XXX	Soileau's Vital Care	your denied claim.	Still Researching Issue	Pending	66	P2

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4/29/2013	XXX	Rapides Reg Med Ctr Op	your denied claim.	Claim# M024LAE09313 was billed incorrectly based on the usage of the inappropriate E/M level of service. Please resubmit a correct claim with the appropriate E/M level. A corrected claim can be submitted by writing corrected claim on top of the new claim and attaching the original claim or original EOP. You can mail corrected claims to Louisiana Healthcare Connections: Attn: Corrected Claims P. O. Box 4040, Farmington MO 63640-3826	Pending	63	P2
6/9/2013	XXX	Thibodaux Regional Network Develop	your denied claims and authorization.	Adjustment made proc code G0378 now paying	6/27/2013	19	C2
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	83	P2
4/12/2013	XXX	Dr. Valerie Williams	your denied claims for no authorization, after effective participation date.	explained to Providers billing agent that once PAR establishe d a claims project would be done to adjust claims. advised to NOT resubmit claims as they will continue to deny	6/12/2013	62	C2
4/9/2013	XXX	Hardtner Medical Center	your denied claims.	is to speak with Crystal Thomas and asked her to resubmit a corrected claim with DOS starting on 10/9/12.	6/5/2013	58	C2
4/30/2013	XXX	North Oaks OB GYN	your denied claims.	Project #022484 was submitted on 06/19/13 for North Oaks OB/GYN RHC Tax ID#72-0865042 due to no authorization on file or paid at the incorrect rate in error. The project included 1,094 claims for dates of service 04/01/12 to 06/17/13. The estimated liability was \$16,782.57 and the provider should see claim payment in 30-90 days.	6/19/2013	51	C2
4/24/2013	XXX	Robert Kessler	your denied claims.	CLAIM# M119LA001084 denied for no Authorization (A1): however the claim denied in error. We have re-submitted the cliam for adjudification to complete within the next 30-45 days	Pending	68	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.	The results for your claims inquiry are as follows: Claim #s M042LA004279, M042LA004281 and, L184LA006893 Denied because the value in Box 24 J Rendering Provider NPI# contains only 7 digits. A valid NPI# contains 10 digits. Claim #M122LA002297 has paid. Claim# M119LA007388 Denied as a duplicate claim. Claim #s M119LA007389 and M122LA002298 Denied for No authorization on file.	6/7/2013	58	C2
4/12/2013	XXX	George Koclanes	your incorrectly paid claim.	Still Researching Issue	Pending	80	P2
4/9/2013	XXX	Hanger Prosthetics & Orthotics Inc	your issues with Web Portal and authorizations.	that a representative from our office will contact you.	6/12/2013	65	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							
4/10/2013	XXX	Dr Melissa Brown	your multiple denial of claims.	Resolution: After two attempts, Louisiana Healthcare Connections Provider Relations Specialist was unable to make contact with the provider. If you have any additional question regarding Cas# 845428-F6G8G7, please contact Karen Lee (kalee@centene.com) at 225-316-8242.	Pending	82	P2
4/30/2013	XXX	Dr. Paul Jones	your negative balance and additional information about the amount owed.	Still Researching Issue	Pending	62	P2
5/1/2013	XXX	Dr. Yunus Moosa	your negative balance for claim #L306LAE02002	Yunus Moosa, TIN XXX upon further research it was determined the Physician/Provider rate reduction on the La Medicaid website due to the LA Medicaid Fee schedule reduction made by the state effective 7/1/2012. A Recoupment Claims Project # 022315 was submitted on 2/28/2013. The project includes multiple claims for the DOS 9/1/2012, estimated recoupments to be completed within the next 30-90 days.	Pending	61	P2
4/8/2013	XXX	Ashley Ridge Medicine	your par provider status as of 6/1/2012 but the recognition as a non-par provider.	The providers effective date was retro from 4/1/2013 to 7/1/2012. Claims data was pulled regarding claims from 4/1/2013 through 7/1/2012 that may have been affected during this retro process. However, there were no claims that were affected by this retro date.	6/19/2013	73	C2
4/10/2013	XXX	Terrebonne Gen Med Center	your payment status.	Still Researching Issue	Pending	82	P2
5/31/2013	XXX	Franklin Foundation Hospital	your payments and line item questions.	Provider requested information regarding Over Payment Recoupment Letter for EKG's performed in the Emergency Room. Per DHH Behavioral Health Bulletin 12-8 April 24, 2013. Emergency Room Services with Primary Diagnoses of 290.xx through 319.xx * Both Facility and Professional claims for ER services with a Primary Diagnosis of 290.xx through 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. Bayou Health plans do not process the above diagnosis. However, LHC paid claims in error and per state guidelines mentioned above provider must bill Magellan for these services. Therefore LHC had to recoup services lines as we the above mentioned diagnosis are not covered.	6/7/2013	8	C2
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	83	P2
5/31/2013	XXX	Bijan Motaghedi MD AMC	your problems will billing, claims, and recoupment.	Still Researching Issue	Pending	31	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							
4/24/2013	XXX	Cameron Parish Ambulance District 2	your problems with Web Portal.	Request has been sent to External PR to make outreach to the provider for assitance using the Portal	6/3/2013	41	C2
4/24/2013	XXX	Garden District Dialysis	your problems with Web Portal.	Claim M165LA000887 was denied for authorization, After researching claim LHC has found that claim denied incorrectly as the correct authorization was submitted with the claim. This claim has been sent back for adjudication for correct processing.	Pending	68	P2
4/12/2013	XXX	Gregory Allain	your receipt of an incorrect bill and your request for the negative balance report.	Due to the state fee schedule reduction, LHC made an overpayment on provider claims in error. LHC performed a Recoupment Project #022315 to recover all overpayments made in error prior to fee schedule reduction change. LHC had to adjust all claims that were affected to reflect the change.	6/11/2013	61	C2
4/22/2013	XXX	East Feliciana Primary Care Clinic	your recoupment and claims issue.	Still Researching Issue	Pending	70	P2
4/24/2013	XXX	Children's Clinic of New Orleans LLC	your recoupment.	Still Researching Issue	Pending	68	P2
5/1/2013	XXX	Dr. Luis Franco	your request for a negative balance report.	Still Researching Issue	Pending	61	P2
4/30/2013	XXX	Franklin Foundation Hospital	your request for a refund letter for recoupment.	Still Researching Issue	Pending	62	P2
4/24/2013	XXX	Metro Preferred Home Care	your request for a review for reprocessing.	Still Researching Issue	Pending	68	P2
6/6/2013	XXX	Rapides Regional Medical Center	your request for a review of your claim	Still Researching Issue	Pending	25	P2
4/29/2013	XXX	Brass Surgery Center	your request for an adjustment for the authorization, # OP0085393084.	Claim # M088LAE03976 was denied for no authorization. LHC has identified Authorization # OP0085393084 and reprocessed the claim. Please allow 30-60 day for adjudication decision and payment.	Pending	63	P2
5/1/2013	XXX	Dr. Tina Peterson	your request for credentialing via certified mail.	Still Researching Issue	Pending	61	P2
4/12/2013	XXX	Dr. Darren Whitcomb	your request for more information concerning the recoupment and repayment.	the fee schedule shows the allowed amt for cpt code 99284 is 80.94. which is why \$83.79 (eft #050000045086) was recouped as it was over paid.	6/5/2013	55	C2
4/11/2013	XXX	Trent J Fogleman MD LLC Womens Clin	your request for more information on the adjusted claims.	L215LAE04360 was paid on 11/14/2012 in the amount of \$656.14.	6/10/2013	61	C2
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	82	P2
4/24/2013	XXX	Progressive Acute Care LLC, dba Oakda	your request for more information to process your claim codes.	I spoke with Betty. I advised her to use BCBS of LA tpl code because that is where she filed the claim and received payment.	6/12/2013	50	C2
5/1/2013	XXX	Dr. Mica Sood	your request for review of claim for further payment.	Provider is FQHC, and requested a Payment of \$15.42, Reinstated claim. Claim is still paying the same	6/12/2013	43	C2
4/10/2013	XXX	Reliant Renal Care	your request to reprocess your claim and more information on the denied authorization.	Still Researching Issue	Pending	82	P2
4/9/2013	XXX	Home Health Center Thibodhome	your request to review claim L214LA000676.	it was found that the provider billed incorrectly. Revenue code with CPT/HCPSC code is invalid. The provider must resubmit claims with the appropriate Revenue/CPT/HCPSC code combination.	6/6/2013	59	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							
4/9/2013	XXX	Gregory Allain	your request to stop payment and reissue checks # 60755 for \$9110.56 and check 55385 for \$4016.90.	Check number 60755 is listed as outstanding in AMISYS--added to Void Reissue spreadsheet. Check # 55385 cleared 11/23/12 and cannot be voided and reissued	Pending	83	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	80	P2
4/12/2013	XXX	Dr. Scott Domingue	your unpaid claim, address and TIN number corrections.	Still Researching Issue	Pending	80	P2
4/11/2013	XXX	Dr. William Webb	your unpaid claim.	Still Researching Issue	Pending	81	P2
4/26/2013	XXX	TELERHYTHMICS LLC	your unpaid claim.	Still Researching Issue	Pending	66	P2
4/26/2013	XXX	TELERHYTHMICS LLC	your unpaid claim.	Still Researching Issue	Pending	66	P2
4/26/2013	XXX	TELERHYTHMICS LLC	your unpaid claim.	Still Researching Issue	Pending	66	P2
4/26/2013	XXX	Dr. Amit Patel	your unpaid claim.	Still Researching Issue	Pending	66	P2
4/25/2013	XXX	Cenla Childrens Clinic	your unpaid well and sick care visits.	Still Researching Issue	Pending	67	P2
4/29/2013	XXX	P & S Surgical Hospital	your unresolved claims.	PROVIDER VISIT REQUESTED. Provider is stating that they have sent in four request to Shelton Evans to contact them and have not received anything about their claims.	Pending	63	P2
4/10/2013	XXX	Dr. Victor Meija	your verification of participation with group Premiere Heart Center, TIN 800383520. In addition to the verification of the credential status TIN 726000842.	Still Researching Issue	Pending	82	P2
1/30/2013	XXX	Eirinn Erny	CLAIM #L272LAE03140 DOS 09/25/2012..PLEASE RECONSIDER LINES TWO 90471 AND LINE FOUR 90472 REJECTING TO BILL WITH SPECIFIC VACCINE CODE. PROVIDER STATES THAT THIS IS A THE CORRECT CODE. PLEASE REVIEW THANKS.	Per Claims liasion CPT codes 90471 and 90654 has been paid.	6/3/2013	125	C2
6/5/2013	XXX	Troy Hutchinson	Steven with the billing agency would like to get a copy of the negative balance report for member XXX and for the date of service 04/09/2013. Mailing address P O Box 400 San Antonio, Tx 78292	Negative Balance Report Claim # L298LAE02908- Check #99817- -99.78 4/24/2013 Claim # M113LAE02601-Check #102194- 30.95 4/30/2013 Claim # M114LAE03478- Check #99819-- 52.84 4/30/2013 Total Negative Balance 0.00	Pending	26	P2
6/21/2013	XXX	Ammar Morad	CLM M095LAE04264 DENIED AS PRIMARY EOB NEEDED . PLS ADVISE WHO IS PRIMARY FOR THIS MEM . WE DON'T HAVE ANYTHING LISTED IN AMISYS FOR THIS MEM FOR OIC. PLS ADVISE OR ADJUST THHIS CLM THANK YOU IN ADVANCE	Still Researching Issue	Pending	10	P2
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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

<div> <div> Health Plan Name: Reporting Period: </div> <div> Louisiana Healthcare Connections 6/1/2013 - 6/30/2013 </div> </div>			<div> <div>Status Category Codes</div> <div> <div>Pending</div> <div>Closed</div> </div> <div> <div> P1-Information needed from Provider P2-Internal Plan Review P3-Per Independent Arbitration P5-Other </div> <div> C1-Withdrawn by Provider C2-Per Internal Plan Action/Decision C3-Per Independent Arbitration C5-Other </div> </div> </div>			
Date Filed (YYYYMMDD)	Name of Person Filing Appeal	Organization	Summary of Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
3/15/2013	XXX	Ochner	Inpatient Stay	6/14/2013	92	C2
5/7/2013	XXX	Ochner, New Orleans	Outpatient Services	6/3/2013	28	C2
5/7/2013	XXX	Our Lady of the Lake	Inpatient Stay	6/3/2013	28	C2
5/8/2013	XXX	Ochner, New Orleans	Outpatient Services	6/6/2013	30	C2
5/9/2013	XXX	Southwest Mississippi Regional Medical Center	Inpatient Stay	6/4/2013	27	C2
5/9/2013	XXX	Zoll Life Vest	Outpatient Services	6/7/2013	30	C2
5/10/2013	XXX	Biloxi Regional Medical Center	Inpatient Stay	6/6/2013	28	C2
5/15/2013	XXX	Bunkie HomeCare	Outpatient Services	6/10/2013	27	C2
5/16/2013	XXX	Touro Infirmary	Outpatient Services	6/12/2013	28	C2
5/20/2013	XXX	Ochner	Outpatient Services	6/14/2013	26	C2
5/21/2013	XXX	Opelousas General	Inpatient Stay	6/10/2013	21	C2
5/22/2013	XXX	Our Lady Of Lourdes Regional Medical Centers	Inpatient Stay	6/14/2013	24	C2
5/22/2013	XXX	Kid's Specialty Center	Outpatient Services	6/13/2013	23	C2
5/22/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	6/6/2013	16	C2
5/28/2013	XXX	Opelousas General	Inpatient Stay	6/18/2013	22	C2
5/29/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	6/20/2013	23	C2
5/29/2013	XXX	Out Patient Infusion Systems	Outpatient Services	6/27/2013	30	C2
5/30/2013	XXX	St Francis Medical Center	Inpatient Stay	6/23/2013	25	C2
5/30/2013	XXX	All Star Medical Supply	Outpatient Services	6/23/2013	25	C2
5/31/2013	XXX	Christus St. Patrick-Lake Charles	Inpatient Stay	6/18/2013	19	C2
6/3/2013	XXX	Union General Hospital	Inpatient Stay	6/28/2013	26	C2
6/3/2013	XXX	St. Francis Medical Center	Inpatient Stay	Pending	28	P2

6/4/2013	XXX	Willis Knighton Bossier Health	Inpatient Stay	6/11/2013	8	C2
6/4/2013	XXX	Glenwood Regional Medical	Inpatient Stay	Pending	27	P2
6/6/2013	XXX	Labadie & Labadie A Professional LLC	Outpatient Services	6/26/2013	21	C2
6/7/2013	XXX	Byrd Regional Hospital	Inpatient Stay	6/14/2013	8	C2
6/7/2013	XXX	Byrd Regional Hospital	Inpatient Stay	6/14/2013	8	C2
6/10/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	Pending	21	P2
6/12/2013	XXX	Teche Regional	Outpatient Services	Pending	19	P2
6/12/2013	XXX	Ochsner	Inpatient Stay	Pending	19	P2
6/12/2013	XXX	Ochsner	Inpatient Stay	Pending	19	P2
6/13/2013	XXX	First Choice Home Health Agency	Outpatient Services	Pending	18	P2
6/14/2013	XXX	Our Lady of Lodes	Inpatient Stay	Pending	17	P2
6/14/2013	XXX	Crescent City Pharmacy	Outpatient Services	Pending	17	P2
6/17/2013	XXX	Glenwood Regional Medical	Inpatient Stay	Pending	14	P2
6/17/2013	XXX	LSU Medical Center	Outpatient Services	6/17/2013	1	P2
6/18/2013	XXX	Slidell Memorial	Inpatient Stay	Pending	13	P2
6/19/2013	XXX	Fresenius Medical Care	Outpatient Services	Pending	12	P2
6/20/2013	XXX	Louisiana HomeCare of NW Louisiana	Outpatient Services	Pending	11	P2
6/21/2013	XXX	Dialysis Clinic, Inc.	Outpatient Services	Pending	10	P2
6/21/2013	XXX	Regional Medical Rental & Sales	Outpatient Services	Pending	10	P2
6/24/2013	XXX	St. Martin Hospital	Inpatient Stay	Pending	7	P2
6/24/2013	XXX	Advanced Wound Care & Hyperbarics	Outpatient Services	6/25/2013	2	P2
6/27/2013	XXX	Dynavox Systems, LLC	Outpatient Services	Pending	4	P2

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