

Act 212 – Item #4 – Continuous Phone Access Provided by PCPs

Health Plan	2013¹		
	Numerator	Denominator	Percent
Amerigroup	248	301	82.00%
AmeriHealth Caritas Louisiana	607	755	80.40%
Louisiana Healthcare Connections	66	183	36.07%
Community Health Solutions	62	312	19.87% ²
UnitedHealthcare Community Plan	246	479	51.36%

¹ Data surveyed April – June 2013.

² Changes in methodology were made in the second quarter to address difficulties experienced with data collection of the initial report. The updated methodology demonstrated an increased rate of providers in compliance at 61%. Targeted outreach has been initiated and will continue for network providers not in compliance with this contractual responsibility.