



# Delivering the Next **Generation** of Health Care

Transforming Louisiana health with innovation & leadership

Walking the path with our enrollees every day

Collaboratively delivering integrated person-centered care

Investing & scaling community-based care efforts to expand access

Simplifying provider & LDH relationships to focus on quality care

Louisiana Department of Health

**Proposal in Response to RFP #: 3000011953**  
**Request for Proposals for**  
**Louisiana Medicaid Managed Care Organizations**



**AmeriHealth Caritas**<sup>™</sup>

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Louisiana

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Business Proposal - **REDACTED COPY**





## Cover Sheet

It is the Proposer's position that the data contained in pages cited in the **Confidential Information table** of the proposal has been submitted in confidence and contains trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the Proposer, without restriction.

Confidential Information		
Section	Page	Redacted Information
Business Proposal		
2.9.1.5	1	AmeriHealth Caritas Louisiana statutory net worth and percent of risk based capital.
2.9.4.1	7	Names, addresses, telephone numbers, and services provided by newly proposed subcontractors.
Attachment 2.9.5.1-1	19-190; 193-288; 291-400; 403-533; 537-538; 543-621; 623-700; 703-728; 731-734; 737-741; 745-796; 801-816; 819-929; 933-935; 939-959; 961-984;	Financial statements.
Attachment 2.9.5.1-3	541; 701; 817	Name of newly proposed subcontractors.
Attachment 2.9.6.3-1	1003;1005; 1042; 1044; 1046; 1048; 1050; 1052; 1054; 1056; 1058; 1060; 1062; 1064; 1066; 1068; 1070; 1072; 1074; 1076; 1078	Personal identifying information.
Technical Proposal		
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2.10.2.3	20; 22; 31; 41-44; 49-50; 53	Phone number of state reference.
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Confidential Information		
Section	Page	Redacted Information
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## Signed Addenda



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# STATE OF LOUISIANA

LDH Medical Vendor Administration  
REQUEST FOR PROPOSAL

RESPONSES WILL BE  
PUBLICLY OPENED

04/29/2019  
03:00 PM CST

Vendor No.: **2000107363**

Solicitation: 3000011953

Opening Date: 04/29/2019

Vendor Name and Address: (to be completed by Vendor)

**AmeriHealth Caritas Louisiana, Inc.  
10000 Perkins Rowe, Block G, Suite 400  
Baton Rouge, Louisiana, 70810**

**Ship To Address:**

Invalid Delivery Address  
Invalid, LA 99999-9999

**SUBMIT NON-ELECTRONIC RESPONSE  
TO: MEDICAL VENDOR ADMIN BUDGET  
& CONTRACTS  
PO BOX 91030  
BATON ROUGE LA 70821**

**RFx Number:** 3000011953

**Version:** 1

**Buyer:** CHRISTIE MCCOLLOUGH

**Buyer Phone:** 225-219-1318

**E-Mail:** christie.mccollough2@la.gov

**Scheduled Begin Date:**

**Scheduled End Date:**

**T-Number:**

**Name of Solicitation:** Managed Care Organization RFP

**Notice to bidder:**

\*\*\*\*Clarification to information provided in this announcement. The proposals submitted in response to this Request for Proposals (RFP) will NOT be publicly opened due to the complexity of the requested services. Proposals will be privately opened upon receipt and within the noted timeline. Additionally, non-electronic responses, if required by the RFP, must be submitted to the address specified in the RFP.\*\*\*\*

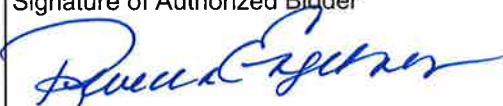
Please refer to the document "Request for Proposal" for all requirements to submit a proposal.

The purpose of this (RFP) is to obtain competitive proposals from qualified Proposers who are interested in providing risk-bearing, managed care organization (MCO) health care delivery system that provides specified covered services to Medicaid enrollees, utilizing the most cost-effective manner and in accordance with the terms and conditions set forth in the RFP.

**RFx text:**

This Request for Proposal form is an internal form only. Please refer to the Request for Proposal for all requirements to submit a proposal.

Included documents listed below:

VENDOR TELEPHONE NUMBER: <b>225-300-9238</b> FAX NUMBER: <b>225-300-9209</b>	TITLE <b>President of AmeriHealth Caritas Louisiana, Inc.</b>	DATE <b>4/23/2019</b>
Signature of Authorized Bidder  <b>Rebecca Engelman</b>		Name of Bidder (Typed or printed) <b>AmeriHealth Caritas Louisiana, Inc.</b>

<b>Invitation to bid:</b> 3000011953 <b>Open Date:</b> 04/29/2019 <b>T-Number:</b>	<b>Bidder:</b> <b>AmeriHealth Caritas Louisiana, Inc.</b>	<b>Page 2 of 2</b>
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RFP

Appendix A: LDH Standard Contract Form (CF-1)

Appendix B: Model Contract

Attachment A: MCO Covered Services

Attachment D: Provider Network Standards

Attachment E: Table of Monetary Penalties

Attachment G: Quality Performance Measures

Attachment H: HIPAA Business Associate Addendum

Appendix C: Proposal Compliance Matrix

Appendix D: Certification Statement

Appendix E: Medicaid Ownership and Disclosure Form

Appendix F: Material Subcontractor Response Template

Appendix G: Veteran and Hudson Initiatives

LINE	Description	Quantity	Unit	Unit Price	Extended Amount
1	<b>Product Category:85101700</b> SFY 20  <b>Required:</b> 01/01/2020-12/31/2022	N/A	N/A	N/A	
2	<b>Product Category:85101700</b> SFY 21  <b>Required:</b> 07/01/2020-12/31/2022	N/A	N/A	N/A	
3	<b>Product Category:85101700</b> SFY 22  <b>Required:</b> 07/01/2021-12/31/2022	N/A	N/A	N/A	
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**RFx Number:** 3000011953

**Version:** 2

**Buyer:** CHRISTIE MCCOLLOUGH

**Buyer Phone:** 225-219-1318

**E-Mail:** christie.mccollough2@la.gov

**Scheduled Begin Date:**

**Scheduled End Date:**

**T-Number:**

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Addendum 2 - Questions and Answers


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**E-Mail:** christie.mccollough2@la.gov

**Scheduled Begin Date:**

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**T-Number:**

**Name of Solicitation:** Managed Care Organization RFP

**Notice to bidder:**

Addendum 3 - Additional RFP Revisions


Addendum 2 - Questions and Answers

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Signature of Authorized Bidder  <b>Rebecca Engelman</b>	Name of Bidder (Typed or printed) <b>AmeriHealth Caritas Louisiana, Inc.</b>	

<b>Invitation to bid:</b> 3000011953 Open Date: 04/29/2019 T-Number:	Bidder: <b>AmeriHealth Caritas Louisiana, Inc.</b>	Page 2 of 2
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## 2.2.2 Cover Letter



**Giving Enrollees A Voice:** One of our AmeriHealth Caritas Louisiana Care Managers was able to effectively communicate with this enrollee and help him with obtaining appropriate care, and assist him in communicating with his providers. He told her that she gave him his voice.





4/26/2019

Teresa Bravo

Louisiana Department of Health  
Bureau of Health Services Financing  
628 N 4<sup>th</sup> Street, 6<sup>th</sup> Floor  
Baton Rouge, LA 70802  
RE: RFP #:3000011953

Dear Ms. Bravo:

AmeriHealth Caritas Louisiana is pleased to respond to the Louisiana Department of Health's (LDH) Request for Proposals (RFP) for Louisiana Medicaid Managed Care Organizations (MCOs), RFP #: 3000011953. AmeriHealth Caritas Louisiana has provided enrollees access to quality health care services since Medicaid managed care was first introduced in Louisiana in 2012 and as of March 2019, we serve approximately 213,000 Healthy Louisiana enrollees.

AmeriHealth Caritas Louisiana has read and understands the RFP, Model Contract, MCO Manual, and all other appendices and attachments provided with the RFP. We have the experience, resources, and capabilities to meet and often exceed the Healthy Louisiana's program requirements.

We recognize that the LDH aims to give Louisianans the tools they need to achieve the Triple Aim of improving enrollee health, enhancing enrollee care experience, and effectively managing Medicaid costs. AmeriHealth Caritas Louisiana is well-equipped to help Louisiana in this important endeavor and to continue to expand its population health management approach to addressing priority social determinants of health that impact enrollees, such as housing, food insecurity, physical safety and transportation. Our goal is to continue our use of evidence-based practices that provide high-value care and service excellence, and help Louisiana further achieve the dramatic improvements it has seen in health metrics from its Medicaid managed care program.

AmeriHealth Caritas Louisiana is a mission-focused organization with more than seven years of experience serving the Medicaid and Children's Health Insurance Program (CHIP) enrollees in the state of Louisiana. **Our mission statement is simple: We help people get care, stay well, and build healthy communities.** We have a special concern for those who are poor, and our service is built on the values of advocacy, care of the poor, compassion, competence, dignity, diversity, hospitality, and stewardship. We focus on holistic care and services to build healthier communities and make a positive, lasting difference in people's lives. **Our Next Generation Model of Care supports this focus and is designed to deliver the highest-quality care, provided with compassion and respect for enrollees' dignity.** The model uncovers the health patterns and social determinants that make up population health, identifying ways to provide services and supports to help enrollees live healthier lives.

Throughout our proposal, we describe initiatives tailored specifically for Louisiana. We demonstrate how these solutions align to the Triple Aim and LDH's goals and objectives for the Healthy Louisiana program. Our solutions are unique to Louisiana and are effectively and efficiently operationalized today. Our fully integrated model of care will continue to promote health and well-being, foster self-sufficiency, and protect the vulnerable populations of Louisiana.



### 2.2.2.1 Location Of Administrative Office

Administrative functions are performed and full time personnel located at: 10000 Perkins Rowe, Block G, Suite 400; Baton Rouge, Louisiana, 70810. More than 235 AmeriHealth Caritas Louisiana associates work at this location daily or use this location as a home office when not telecommuting or working in the community.

The main administrative office where additional administrative functions are performed is located at 200 Stevens Drive, Philadelphia, Pennsylvania 19113.

### 2.2.2.2 Corporate Principal Office Contact Information

<b>Name</b>	AmeriHealth Caritas Louisiana
<b>Address</b>	10000 Perkins Rowe, Block G, Suite 400 Baton Rouge, Louisiana, 70810
<b>Email Address</b>	rengelman@amerihealthcaritas.com
<b>Website URL</b>	www.amerihealthcaritasla.com
<b>Telephone Number</b>	1-225-300-9238

**Figure 2.2.2.2-1:** *Corporate Principal Office Contact Information.*

### 2.2.2.3 Name and Address for Issuing Checks and/or Drafts

<b>Name</b>	AmeriHealth Caritas Louisiana
<b>Address</b>	10000 Perkins Rowe, Block G, Suite 400 Baton Rouge, Louisiana, 70810

**Figure 2.2.2.3-1:** *Mail Correspondence Name and Address.*

### 2.2.2.4 Alternative Plan Names

AmeriHealth Caritas Louisiana was formed on October 5, 2010 as AmeriHealth Mercy Louisiana, Inc. d/b/a LaCare. LaCare, a trade name registered with the Louisiana Secretary of State on October 7, 2010, is still active and expires on October 7, 2020; however, we have not used the LaCare name since October 1, 2013. On June 20, 2013, AmeriHealth Mercy Louisiana, Inc.'s name was changed to AmeriHealth Caritas Louisiana, Inc.

Other entities affiliated with AmeriHealth Caritas Louisiana, Inc. are registered with the Louisiana Secretary of State. AmeriHealth Caritas Health Plan, which wholly owns through a subsidiary AmeriHealth Caritas Louisiana, Inc., registered with the Secretary of State on December 27, 2005, and provided administrative support services to AmeriHealth Caritas Louisiana, Inc., until AmeriHealth Caritas Services, LLC, an affiliate of AmeriHealth Caritas Health Plan, assumed responsibility for such administrative support services on January 1, 2013. AmeriHealth Caritas



Services, LLC, registered with the Secretary of State on August 16, 2013. PerformRx<sup>SM</sup>, LLC, an affiliate subcontractor of AmeriHealth Caritas Louisiana, Inc., provides pharmacy benefit management services to AmeriHealth Caritas Louisiana, Inc. PerformRx, LLC registered with the Secretary of State on September 27, 2012.

#### 2.2.2.5 Ownership Status

AmeriHealth Caritas Louisiana, Inc. is privately held and a member of the AmeriHealth Caritas Family of Companies. We are an indirect, wholly owned subsidiary of AmeriHealth Caritas Health Plan, which is wholly owned through subsidiaries by BMH, LLC. BMH, LLC, which is ultimately owned 61.3 percent by Independence Health Group, Inc. (a Pennsylvania non-profit corporation) and 38.7 percent by Blue Cross Blue Shield of Michigan Mutual Insurance Company (a Michigan non-profit mutual insurance company). The address for AmeriHealth Caritas Health Plan and BMH, LLC is 200 Stevens Drive, Philadelphia PA 19113. The address for Independence Health Group, Inc. is 1901 Market Street, Philadelphia PA 19103. The address for Blue Cross Blue Shield of Michigan Mutual Insurance Company is 600 E. Lafayette Blvd., Detroit, MI 48226. For each of the intermediate entities with an ownership interest in AmeriHealth Caritas Louisiana, refer to AmeriHealth Caritas Louisiana's Medicaid Ownership and Disclosure Form included as Attachment 2.9.6.3-1.

#### 2.2.2.6 Type Of Legal Entity

AmeriHealth Caritas Louisiana, Inc. is a Louisiana for-profit business corporation licensed as a Louisiana health maintenance organization for participation in the Coordinated Care Network Program. AmeriHealth Caritas Health Plan is a Pennsylvania general partnership and BMH, LLC is a Delaware limited liability company. Independence Health Group, Inc. is a Pennsylvania non-profit corporation and Blue Cross Blue Shield of Michigan Mutual Insurance Company is a Michigan non-profit mutual insurance company.

#### 2.2.2.7 Out-Of-State Proposer Contact Information

Not applicable. AmeriHealth Caritas Louisiana is an in-state Proposer.

#### 2.2.2.8 Planned Personnel Formerly Employed By The State

Not applicable. AmeriHealth Caritas Louisiana does not have any planned personnel who are current Louisiana state employees, or were employed by the State of Louisiana within the past two years.

#### 2.2.2.9 Tax ID, LaGov, And Louisiana Department Of Revenue Numbers

State Tax Identification Number	5877931-001-200
Federal Identification Number	27-3575066
LaGov Vendor Number	2000107363
Louisiana Department of Revenue Number	5877931-001-200

**Figure 2.2.2.9-1: AmeriHealth Caritas Louisiana's Tax ID, LaGov, And Louisiana Department Of Revenue Numbers.**





## 2.2.2.10 Graphical Summary Of Mandatory And Preferred Qualifications

Section	Mandatory and Preferred Qualifications	Proposer's Status
2.9.1	<p><b>2.9.1.1</b> Meet the federal definition of an MCO, as defined in 42 C.F.R. §438.2.</p> <p><b>2.9.1.2</b> Have the capacity and willingness to perform all functions in this RFP and in the Model Contract.</p> <p><b>2.9.1.3</b> Not be an excluded individual or entity as described in 42 C.F.R. §438.808(b).</p> <p><b>2.9.1.4</b> Have a license or certificate of authority issued by the Louisiana Department of Insurance (LDI) to operate as a Medicaid risk bearing "prepaid entity" pursuant to La. R.S. 22:1016 and submit with the proposal response.</p> <p><b>2.9.1.5</b> Comply with all Louisiana Department of Insurance applicable standards. Information can be found at LDI's website: <a href="http://www.lidi.louisiana.gov">www.lidi.louisiana.gov</a>. The MCO must meet solvency standards as specified in 42 C.F.R. §438.116 and Title 22 of the Louisiana Revised Statutes.</p> <p><b>2.9.1.6</b> Have a minimum of five (5) years of experience as an MCO for a Medicaid managed care program prior to the deadline for receipt of proposals.</p> <p><b>2.9.1.7</b> Have, within the last thirty-six (36) months, been engaged in a contract or awarded a new contract as a Medicaid MCO in a state with a Medicaid population equal to or greater than that of Louisiana.</p> <p><b>2.9.1.8</b> Have its principal place of business be located inside the continental United States.</p> <p><b>2.9.1.9</b> Have not had a contract terminated, withdrawn in lieu of termination, or not renewed for non-performance or poor performance within the past ten (10) years.</p>	AmeriHealth Caritas Louisiana meets all mandatory requirements. Detailed information is located in <b>Section 2.9.1</b> .
2.10.2.1.2	<p><b>2.10.2.1.2</b> It is preferred, though not mandatory, that Proposers meet the following qualifications prior to the deadline for receipt of proposals:</p> <p><b>2.10.2.1.2.1</b> Have a minimum of seven (7) years of experience in providing health care services for a Medicaid managed care program prior to the deadline for receipt of proposals.</p> <p><b>2.10.2.1.2.2</b> Have, within the last twelve (12) months, been engaged in a contract or awarded a new contract as a Medicaid MCO in a state with a Medicaid population equal to or greater than that of Louisiana.</p>	AmeriHealth Caritas Louisiana meets all preferred qualifications. Detailed information is located in <b>Section 2.10.2.1.2</b> .
2.10.2.5.1	<p><b>2.10.2.5.1</b> The Proposer should provide a copy of its certificate of accreditation by the National Committee for Quality Assurance (NCQA) for each of its Medicaid managed care contracts. If the Proposer is not accredited in Louisiana, the Proposer should provide a specific timeline outlining the Proposer's plan to achieve full accreditation in Louisiana as soon as possible after the execution of a contract.</p>	AmeriHealth Caritas Louisiana is NCQA accredited in Louisiana. A copy of our NCQA accreditation certificate is located in <b>Attachment 2.10.2.5.1</b> .

**Figure 2.2.2.10-1: Graphical Summary Of Mandatory And Proposed Qualifications.**



## 2.2.2.11 Involvement In Medicaid Related Litigation

Caption/Plaintiff	Case Summary	Status
AmeriHealth Caritas Louisiana, Inc. v. Dr. Bruce Samuels, LLC, Glenn Hedgpeth, M.D., and Bruce S. Samuels, M.D.	AmeriHealth Caritas Louisiana pursuing recovery of overpayments made to providers. Discovery is ongoing.	Open
AmeriHealth Caritas Louisiana, Inc. v. Promise Hospital of Ascension, Inc.	AmeriHealth Caritas Louisiana is pursuing recovery of overpayments made to providers. In March 2018 AmeriHealth Caritas Louisiana was granted Summary Judgment. Parties have entered into a reimbursement payment plan to satisfy the judgment.	Closed
Laguna Commercial Capital, LLC v. Wish Health Services, LLC and AmeriHealth Caritas Louisiana, Inc., et al.	Laguna is a factoring company which purchases accounts receivables from businesses. In December 2018 Laguna purchased receivables from Wish which consisted of Medicare and Medicaid claims. This dispute centers on the receivables purchased by Laguna, including whether these can be paid from Medicare and/or Medicaid. To date, AmeriHealth Caritas Louisiana has not been served with the Complaint. Additionally, although identified as a named defendant, there are no allegations directed to AmeriHealth Caritas Louisiana in the Complaint.	Open
AmeriHealth Caritas Louisiana, Inc. v. Community Specialty Hospital, LLC	AmeriHealth Caritas Louisiana is suing for breach of contract and/or refusal to restore payment not owed, and, in the alternative, unjust enrichment. The claims stem from Community Specialty Hospital's failure to return overpayments despite being put on notice of overpayments. This failure constitutes a breach of the Hospital Services Agreement between AmeriHealth Caritas Louisiana and Community Specialty Hospital as well as payment of a thing not owed. The suit was filed on March 8, 2019; however, to date, the Sheriff's attempts to make service on Community Specialty Hospital's registered agent for service of process have been unsuccessful.	Open
Louisiana Independent Pharmacies Association, Inc. v. Catamaran Corporation, Prime Therapeutics, LLC, Caremark-PCS Health, LLC, and PerformRx, LLC	Action brought against several pharmacy benefit managers, including AmeriHealth Caritas Louisiana's pharmacy benefits manager PerformRx LLC, alleging failure to comply with remittance advice and related requirements pertaining to commercial health insurers in Title XII of the Louisiana Revised Statutes. These provisions do not apply to PerformRx because it provides only Medicaid services in Louisiana. Accordingly, PerformRx is seeking to have the case dismissed.	Open

*Figure 2.2.2.11-1: AmeriHealth Caritas Louisiana's Litigation History.*

## 2.2.2.12 Contract Termination History

AmeriHealth Caritas Louisiana, the bidding entity as defined in **Question 10 of Addendum #2: Q&A and Revisions**, has never had a contract terminated or not renewed for non-performance or poor performance. In addition, AmeriHealth Caritas Louisiana has never terminated a contract on a voluntary basis prior to the contract end date.

## 2.2.2.13 Proposal Validity Period

AmeriHealth Caritas Louisiana acknowledges that our proposal in response to **RFP #: 3000011953** is valid for a period of at least 90 calendar days from the date of submission.



## 2.2.2.14 Positive Statement Of Compliance With The Contract Terms

AmeriHealth Caritas Louisiana intends to maintain its demonstrated commitment to meeting contract requirements by complying with all the contract terms defined in the Model Contract in this new contract period.

In closing, AmeriHealth Caritas Louisiana's experience serving the Medicaid population in Louisiana uniquely qualifies us to implement LDH's program quickly and effectively. AmeriHealth Caritas Louisiana would be honored to be selected by LDH to continue providing high-quality, cost-effective, and integrated services to Medicaid enrollees in the state of Louisiana.

Sincerely,

A blue ink signature of Rebecca Engelman, written in a cursive style.

Rebecca Engelman  
President of AmeriHealth Caritas Louisiana, Inc.

A blue ink signature of Kyle Viator, written in a cursive style.

Kyle Viator  
CEO of AmeriHealth Caritas Louisiana, Inc.

## 2.3.3 Certified Copy Of Board Resolution

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CERTIFICATE OF SECRETARY

I, Robert E. Tootle, do hereby certify that:

1. I am the duly elected Secretary of AmeriHealth Caritas Louisiana, Inc. (the "Company").
2. The following are true copies of two resolutions duly adopted at a meeting of the Board of Directors of the Company duly held on April 26, 2019:

RESOLVED, that the Company is hereby authorized to pursue and enter into a contract with the State of Louisiana (the "State"), acting through the Louisiana Department of Health, Bureau of Health Services, for the provision of Medicaid Managed Care services.

RESOLVED FURTHER, that Rebecca J. Engelman, President of the Company, and Kyle Viator, as her designee, are hereby authorized on behalf of the Company to execute said contract and to execute any and all documents, proposals, agreements and other instruments, and any amendments, revisions, or modifications thereto, as she or he may deem necessary, desirable or appropriate.

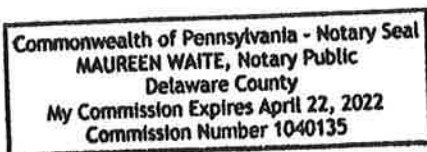
3. The foregoing resolutions have not been amended or revoked, and remain in full force and effect as of the 26<sup>th</sup> day of April, 2019.

Robert E. Tootle  
Robert E. Tootle

COMMONWEALTH OF PENNSYLVANIA

County of Delaware

The forgoing instrument was acknowledged before me this 26<sup>th</sup> day of April, 2019, by Robert E. Tootle.



Maureen Waite

Commission Expires: April 22, 2022





## 2.9.1 Mandatory Qualifications



AmeriHealth Caritas Louisiana associates are dedicated to improving the health and well-being of the communities in which they live and work.





## 2.9 Business Proposal Requirements

### 2.9.1 Mandatory Qualifications

#### 2.9.1.1 Meeting 42 C.F.R §438.2 Definition Requirements

AmeriHealth Caritas Louisiana meets the federal definition of a managed care organization (MCO) as defined in 42 Code of Federal Regulations (CFR) §438.2, in that we have a comprehensive risk contract with the State of Louisiana under the Healthy Louisiana program; meet advance directives requirements; make the services we provide to our Healthy Louisiana Medicaid enrollees as accessible (in terms of timeliness, amount, duration, and scope) as those services are to other Medicaid beneficiaries in the state; and meet the solvency standards of 42 CFR § 438.116. We fully understand all functions and duties required of the Proposer and will continue to comply with all requirements.

#### 2.9.1.2 Capacity/Willingness To Perform RFP And Contract Functions

AmeriHealth Caritas Louisiana's top priority is helping our enrollees get the quality care they need. Through our experienced and qualified staff, provider network, programs, processes, systems, and other technologies that we currently have in place, AmeriHealth Caritas Louisiana has the capacity, capabilities, and willingness to perform all of the functions listed in the **Request For Proposal (RFP), Model Contract, 2.1 - 2.20, MCO Manual, 2.1 - 2.20, and Appendices**. We currently provide all required benefits and services under the Healthy Louisiana program, and look forward to continuing our partnership and collaboration with Louisiana to help exceed the state's goals through the new RFP and Model Contract of continuing to improve enrollee health, enhancing enrollee experience of care, and effectively managing Medicaid costs: the Triple Aim. AmeriHealth Caritas Louisiana has explicitly fostered a business culture devoted to service delivery, as well as monitoring our performance in terms of access, quality, and effectiveness. We have a proven track record of improving health outcomes for our Healthy Louisiana enrollees and strengthening the communities in which our enrollees live.

#### 2.9.1.3 Qualified Entity Per 42 Code Of Federal Regulations §438.808(b)

AmeriHealth Caritas Louisiana is not an excluded entity as described in 42 CFR §438.808(b).

#### 2.9.1.4 Louisiana Department Of Insurance HMO License

AmeriHealth Caritas Louisiana is licensed by the Louisiana Department of Insurance (DOI) to operate as a health maintenance organization (HMO), as a Medicaid risk bearing "prepaid entity" pursuant to Louisiana RS 22:1016. A copy of our HMO license included as **Attachment 2.9.1.4-1**.

#### 2.9.1.5 Solvency Standards Compliance

AmeriHealth Caritas Louisiana currently complies and will continue to comply with all Louisiana DOI applicable standards. AmeriHealth Caritas Louisiana is licensed by the DOI as a HMO and meets or exceeds the solvency standards as specified in 42 CFR §438.116 and Title 22 of the Louisiana Revised Statutes.

AmeriHealth Caritas Louisiana exceeds the minimum capital and surplus amount of \$3 million and also exceeds the minimum amount of \$1 million deposited in restricted accounts. **AmeriHealth Caritas Louisiana's statutory net worth was [REDACTED] and the risk based capital (RBC) was [REDACTED] of the authorized control level, exceeding the Louisiana DOI's RBC requirements of 200 percent and as demonstrated in the Annual 2018 RBC statutory report filed March 1, 2019.**

#### 2.9.1.6 Meeting MCO Minimum Experience Requirements

Throughout our more than seven years of experience partnering with the Louisiana Department of Health (LDH), we have successfully implemented contract requirements and program improvements to help Louisiana's Medicaid enrollees access timely and appropriate care for their health and social needs.

In addition to partnering with LDH, AmeriHealth Caritas Louisiana works with our dedicated health care and other providers using a population growth approach to focus on better health outcomes for our enrollees through care coordination, advanced technology solutions, and innovative community outreach programs. As a result of this combined effort and the multiple phases of service integration and population growth over the course of the last seven plus years, Louisiana's Medicaid managed care program has seen dramatic improvements in health metrics as it matured into what is now known as Healthy Louisiana (formerly Bayou Health). We first offered Medicaid managed care services in February 2012 as LaCare, one of the three prepaid coordinated care networks chosen to serve the enrollees of the Bayou Health program alongside two shared savings networks' health plans. In November 2012, pharmacy services were integrated to help enrollees increase access to pharmacy services, encourage compliance with medication, and drive use of less costly clinically effective therapeutic equivalent drugs to support whole-person integrated model of care.

In June 2013, our name was changed to AmeriHealth Caritas Louisiana to more closely align with our parent organization. We were awarded a second contract effective February 2015 to continue serving enrollees. In December 2015 behavioral health was carved in and effectively increased coordination between physical and behavioral health services, creating a single source of care for enrollees' total health needs. At the same time, certain behavioral health-only populations were integrated into the program, thereby removing the barriers of having separate entities for different aspects of an enrollee's care. In July 2016, we successfully integrated Medicaid Expansion populations into the program.

### 2.9.1.7 Experience Similar To Louisiana Population

**AmeriHealth Caritas Louisiana's affiliate health plans in Florida, Michigan, and Pennsylvania are in markets that have Medicaid populations equal to or greater than Louisiana's.** In addition, AmeriHealth Caritas Louisiana's affiliate in North Carolina was a recent awardee of a new Medicaid managed care contract in a program with a total Medicaid population of approximately 1.98 million eligible enrollees.

AmeriHealth Caritas Louisiana's affiliate health plans' history of providing Medicaid managed care services goes back more than 35 years. Together with our affiliate health plans in Delaware, Florida, Michigan, Pennsylvania, South Carolina, and the District of Columbia, we collectively serve approximately 2 million Medicaid enrollees through full-risk Medicaid managed care contracts. Our affiliate health plans in Pennsylvania recently engaged in a new contract to offer Medicaid managed care services to dual eligible populations and individuals needing long-term services and supports. Most recently, our affiliate in New Hampshire was awarded a contract to serve as a MCO in the state's Medicaid managed care program.

We are a part of a learning collaborative with our affiliates to share insights, improvement strategies, and comparative analyses regarding outcomes. For example, our Pennsylvania affiliate, Keystone First, successfully launched the Community Care Management Team (CCMT) approach. Building on Keystone First's achievements, AmeriHealth Caritas Louisiana implemented the program, benefiting from Keystone First's implementation and experience. Our affiliate health plans do not provide any services to AmeriHealth Caritas Louisiana; rather, enrollee and provider programs, and process enhancements are developed, tested, and then shared across all affiliate health plans, to continually improve the care and services that we deliver to our enrollees.

### 2.9.1.8 Principal Place Of Business – Baton Rouge, Louisiana

AmeriHealth Caritas Louisiana's principal place of business is located in the United States at **10000 Perkins Rowe, Block G, Suite 400, Baton Rouge, Louisiana 70810.**



## 2.9.2 Conflict of Interests



AmeriHealth Caritas Louisiana's On the Move program provides no-cost health screenings, assessments, nutrition and exercise workshops for enrollees of all ages.





## 2.9.2 Conflict of Interests

**Per Addendum #2: Q&A and Revisions Question 126**, we have combined our Conflict of Interest and Material Subcontractor certifications. The following response incorporates AmeriHealth Caritas Louisiana's required certifications and signature as required in **RFP Sections 2.9.2 and 2.9.4**.

### 2.9.2.1 Attestation To No Interests Conflicts With Performance

**Certification** — AmeriHealth Caritas Louisiana attests that no interest will conflict in any manner or degree with the performance required under the contract. AmeriHealth Caritas Louisiana is part of the AmeriHealth Caritas Family of Companies (AmeriHealth Caritas), and is subject to the AmeriHealth Caritas corporate compliance program, including the corporate Code of Conduct and Ethics (the Code). Under the Code, all associates and subcontractors are required to report potential conflicts to the Corporate Compliance office, upon hire (or upon initial contracting, if a subcontractor) and annually thereafter.

### 2.9.2.2 Attestation To No Business Interests In LDH's Enrollment Broker

**Certification** — AmeriHealth Caritas Louisiana attests that neither AmeriHealth Caritas Louisiana nor its material subcontractors have any financial, legal, contractual, or other business interests in LDH's Enrollment Broker Contractor, or in such vendor's subcontractors, if any.

### 2.9.2.3 No Business Interests Impacting Contract Performance

AmeriHealth Caritas is not aware of any financial, legal, contractual, or other business interests of AmeriHealth Caritas Louisiana or any of its subcontractors, its affiliates, partners, parent(s), subsidiaries, and related organizations that may affect or impact our performance under this contract.

### 2.9.2.4 No Other Conflicts Of Interest

AmeriHealth Caritas Louisiana has submitted other information that may be relevant to AmeriHealth Caritas Louisiana's and our material subcontractor's financial, legal, contractual, or other business interests, and are not aware of any financial, legal, contractual, or other business interests that may affect or impact our or our material subcontractors' performance under this contract.

### 2.9.2.5 Attestation To Provide Additional Information

**Certification** — AmeriHealth Caritas Louisiana attests that it will submit any additional information requested by LDH that, in LDH's judgment, may be relevant to our financial, legal, contractual, or other business interests as it relates to the RFP and Contract.

### 2.9.4.2.1 and 2.9.4.2.2 Material Subcontractor Certifications

**Certification** — AmeriHealth Caritas Louisiana acknowledges that we will not be relieved of any legal obligations under any Contract resulting from this RFP as a result of any contracts with subcontractors. We further acknowledge that we will be fully responsible for our subcontractor's performance and all partnership agreements, subcontracts, and other agreements or arrangements for reimbursement will be in writing and contain terms consistent with all terms and conditions of the Contract.

**Certification** — We acknowledge that our use of subcontractors under any contract resulting from this RFP shall not cause any additional administrative burden on LDH as a result of the use of multiple entities.

Signature: \_\_\_\_\_



Printed Name: Rebecca Engelman

Title: President of AmeriHealth Caritas Louisiana, Inc.

Date: April 23, 2019

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## 2.9.3

### Moral or Religious Objections



AmeriHealth Caritas Louisiana is committed to building a healthier legacy for Louisiana children.



## 2.9.3 Moral or Religious Objections

### 2.9.3.1 No Moral Or Religious Objections To Providing Services Described In The Model Contract

AmeriHealth Caritas Louisiana attests that we have no moral or religious objections to providing any MCO covered services described in the **Model Contract, Sections 2.1 - 2.20**.

### 2.9.3.2 No Moral Or Religious Objections to Providing Covered Services

AmeriHealth Caritas Louisiana does not have any moral or religious objections to providing any MCO covered services. We do not object on moral or religious grounds to any services, CPT codes, HCPCS codes, diagnosis codes, revenue codes, or modifier codes.

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# 2.9.4 Material Subcontractors

2.9.4 Material Subcontractors



AmeriHealth Caritas Louisiana associates are in the field each day, providing education and resources to support the wellbeing of our state’s communities.







## 2.9.4 Material Subcontractors

### 2.9.4.1 Services Provided By Material Subcontractors

Please see **Figure 2.9.4.1-1** for details on AmeriHealth Caritas Louisiana's non-affiliate material subcontractors that will provide services that relate to the delivery or payment of MCO covered services under the Contract. We are also using the following affiliates to provide services that relate to the delivery or payment of MCO covered services under the Contract:

**AmeriHealth Caritas Services, LLC** — 200 Stevens Drive, Philadelphia, PA, 19113; 1-215-937-8000 — Supports us with administrative services for certain aspects of the following functions directly: HR; finance; legal services; communications; corporate medical management; facilities; IS; purchasing; provider data management; FWA; payment integrity; and enterprise operations, including claims, call center, and enrollment. Support is also provided with oversight and direction for certain aspects of the following functions through vendor agreements: CAHPS surveys, nurse call line, compliance hotline, mobile applications, translation/interpretation services, subrogation, information systems platforms, clearing houses, data mining, claims processing, provider directory, diagnostic imaging, and FWA. Further information regarding services provided by AmeriHealth Caritas Services, LLC is available upon request.

**PerformRx<sup>SM</sup>, LLC** — 200 Stevens Drive, Philadelphia, PA, 19113; 1-855-371-3963 —comprehensive pharmacy benefit management (PBM).

Subcontractor Name	Address	Telephone	Services Provided
Advance Telehealth Consulting Solutions, LLC	P.O. Box 91955, Lafayette, LA, 70509-1955	1-337-565-0843	Virtual technologies to facilitate services via in-home and kiosk telehealth options.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
ShareCor	2450 Severn Avenue, Suite 210, Metairie, Louisiana, 70001	1-504-837-6266	Patient administration notification system.
Southeastrans, Inc.	4751 Best Road, Suite 300, Atlanta, GA, 30337	1-225-768-8005	Non-emergency medical transportation services.
Square Button Consulting, LLC	1615 Poydras Street Suite 2120, New Orleans, LA, 70112	1-504-459-9804	Provider directory sampling to validate the accuracy of information and document findings.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Upward Health (BehaveCare)	The Shop at CAC, 900 Camp Street, 3rd Floor, New Orleans, LA, 70130	1-888-985-5455	Population health identification, data sharing, analysis, quality-based outcomes, and direct care delivery via in-home staff and/or telehealth.
VIA LINK	P.O. Box 19127, New Orleans, LA, 70179	1-504-895-5550	Behavioral health crisis line, available 24/7/365.

**Figure 2.9.4.1-1: Services Provided By Non-Affiliate Material Subcontractors.**

### 2.9.4.2 Material Subcontractor Certifications

Per Addendum #2: Q&A and Revisions Question 126, we have combined our Conflict of Interest and Material Subcontractor certifications. Please see our response to **RFP Section 2.9.2**, for our signed certification.

AmeriHealth Caritas Louisiana acknowledges that **we will not be relieved of any legal obligations under any Contract resulting from this RFP as a result of any contracts with subcontractors**. We further acknowledge that we will be fully responsible for our subcontractors' performance and that all partnership agreements, subcontracts, and other agreements or arrangements for reimbursement will be in writing and contain terms consistent with all terms and conditions of the Contract.

We acknowledge that **our use of subcontractors under any contract resulting from this RFP shall not cause any additional administrative burden on LDH** as a result of the use of multiple entities.

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## 2.9.5 Financial Condition



AmeriHealth Caritas Louisiana includes nutrition education as a key component of health and wellness programs at our Community Wellness Centers.



## 2.9.5 Financial Condition

### 2.9.5.1 Demonstrated Financial Stability

AmeriHealth Caritas Louisiana has submitted **Attachments 2.9.5.1-1 and 2.9.5.1-2** (audited financial statements) to demonstrate to LDH that AmeriHealth Caritas Louisiana, our intermediate owner, BMH, LLC, and our ultimate owners, Independence Health Group, Inc., and Blue Cross Blue Shield of Michigan Mutual Insurance Company are in sound financial condition.

In accordance with our Supplier Relationship Management Policy, AmeriHealth Caritas Services performs an onboarding and subsequent annual assessment of the financial condition of material subcontractors and other critical business suppliers, including the review of financial statements, financial controls (SOC-1/SOC-2), payment, employment, and profitability trends, and Altman Z-score (financial stress). The frequency and depth of review may be heightened for subcontractors engaged in financial transactions on our behalf, exhibiting performance issues, or otherwise assessed as high-risk. AmeriHealth Caritas Louisiana has reviewed the submitted documentation and not identified and is otherwise not aware of any significant financial problems with our material subcontractors. If such issues are identified in the future with any material subcontractor, AmeriHealth Caritas Louisiana will immediately address the issue with appropriate corrective measures up to, if necessary, terminating the contract with and replacing the material subcontractor.

#### 2.9.5.1.1 Audited Financial Statements

**Attachment 2.9.5.1-1** includes copies of AmeriHealth Caritas Louisiana's audited 2015-2017 financial statements and unaudited 2018 financial statements. Audited statements for 2018 are not due to the Louisiana DOI until June 1, 2019 and therefore are not available at this time.

**Attachment 2.9.5.1-2** includes copies of audited 2016-2018 financial statements of our intermediate owner, BMH, LLC, and our ultimate owners, Independence Health Group, Inc., and Blue Cross Blue Shield of Michigan Mutual Insurance Company.

**Attachment 2.9.5.1-3** includes copies of our material subcontractor's audited financial statements, when available. In some cases, our material subcontractors do not obtain audited financial statements and in others, they do not make such statements publicly available, do not have statements available for a particular period of time, or would prefer to verbally communicate this information directly to LDH.

Please note the following regarding certain material subcontractors' financial statements:

- **Southeastrans, Inc.** — Provided the most recent three years of audited financial statements (2015-2017) and unaudited financial statements for 2018.
- **Advance Telehealth Consulting Solutions, LLC** — This Hudson certified vendor provided unaudited financials for 2017-2018 only. Due to its status as a privately owned small business, audited financial statements are not required by law. The financial statements provided are CPA reviewed.
- **AmeriHealth Caritas Services, LLC** — Operated to achieve breakeven and the expenses are charged to each of the affiliated entities at-cost without mark up. Therefore, separate financial statements are not available for AmeriHealth Caritas Services and only reported on the supplemental schedules in the BMH, LLC 2016-2018 audited financial statements included in **Attachment 2.9.5.1-2**.
- **PerformRx LLC** — Provided unaudited financial statements for 2016-2018. Audited PerformRx financial statements are included as part of the BMH, LLC 2016-2018 audited financial statements in **Attachment 2.9.5.1-2**.
- **ShareCor** — Provided an audited opinion letter for 2016-2017 and a letter for 2018 confirming audit in progress. Due to its status as a privately owned business, audited financial statements are not required by law.



- **Square Button Consulting, LLC** — This Hudson certified vendor provided unaudited financial statements for 2016-2018. Due to its status as a privately owned business, audited financial statements are not required by law. Financial statements provided are CPA reviewed.
- **Upward Health (BehaveCare)** — Provided an unaudited financial statement for 2018. This entity was formed in 2017 and revenue was first reported in 2018. Due to its status as a privately owned business, audited financial statements are not required by law.

### 2.9.5.1.2 Certificate From Taxing Authority

A certificate from Louisiana's taxing authority attesting that AmeriHealth Caritas Louisiana is not in default of any obligations under its tax laws is included as **Attachment 2.9.5.1-4**.

### 2.9.5.2 Meeting LDH's Financial Requirements

AmeriHealth Caritas Louisiana has submitted all documents available to indicate to LDH, in its reasonable discretion, that AmeriHealth Caritas Louisiana, our intermediate owners AmeriHealth Caritas Health Plan and BMH, LLC, and our ultimate owners, Independence Health Group, Inc., and Blue Cross Blue Shield of Michigan Mutual Insurance Company, as well as our material subcontractors, are in sound financial condition.

## 2.9.6 Required Forms and Certifications



In 2018, AmeriHealth Caritas Louisiana volunteers devoted more than 1900 hours to over 250 organizations such as the Baton Rouge Food Bank.



## 2.9.6 Required Forms and Certifications

### 2.9.6.1 Proposal Compliance Matrix (Appendix C)

Our completed **Proposal Compliance Matrix (Appendix C)** is included as **Attachment 2.9.6.1-1**.

### 2.9.6.2 Certification Statement (Appendix D)

Our signed Certification Statement (**Appendix D**), which contains our Louisiana Procurement and Contract Network (LaPAC) vendor number, is included as **Attachment 2.9.6.2-1**.

### 2.9.6.3 Medicaid Ownership and Disclosure Form (Appendix E)

AmeriHealth Caritas Louisiana's completed **Medicaid Ownership and Disclosure Form (Appendix E)** is included as **Attachment 2.9.6.3-1**.

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# Attachments to 2.9.1 Mandatory Qualifications

## Delivering the Next **Generation** of Health Care

Transforming Louisiana health with innovation & leadership

Walking the path with our enrollees every day

Collaboratively delivering integrated person-centered care

Investing & scaling community-based care efforts to expand access

Simplifying provider & LDH relationships to focus on quality care







## Attachment 2.9.1.4 -1 AmeriHealth Caritas Louisiana HMO License

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**JAMES J. DONELON**

COMMISSIONER OF INSURANCE

I, THE UNDERSIGNED COMMISSIONER OF INSURANCE OF THE STATE OF LOUISIANA,

DO HEREBY CERTIFY THAT

**AmeriHealth Caritas Louisiana, Inc.**

*has complied with all requirements and is hereby licensed to act as a*

**HEALTH MAINTENANCE ORGANIZATION**

*in the State of Louisiana*

*This license shall remain in effect until canceled, suspended, revoked.*

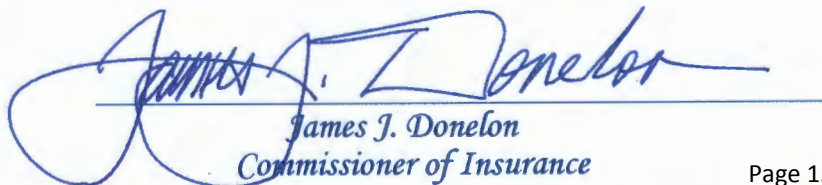
**Restriction: This license is issued solely for participation in  
Coordinated Care Network Program**

*Given Under my signature, authenticated with the impress of my*

*Seal of office, at the City of Baton Rouge, this, 21st day of*

*June A.D. 2013*



  
James J. Donelon  
Commissioner of Insurance

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# Attachments to 2.9.5 Financial Condition

## Delivering the Next **Generation** of Health Care

Transforming Louisiana health with innovation & leadership

Walking the path with our enrollees every day

Collaboratively delivering integrated person-centered care

Investing & scaling community-based care efforts to expand access

Simplifying provider & LDH relationships to focus on quality care





## Attachment 2.9.5.1-1 AmeriHealth Caritas Louisiana Audited Financial Statements

Attachment submitted electronically per Addendum 2 Question #8.

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## Attachment 2.9.5.1-2 Audited Financial Statements Of Parent Organizations

BMH, LLC

Attachment submitted electronically per Addendum 2 Question #8.

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## Attachment 2.9.5.1-2 Audited Financial Statements Of Parent Organizations

Independence Health Group, Inc.

Attachment submitted electronically per Addendum 2 Question #8.

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## Attachment 2.9.5.1-2 Audited Financial Statements Of Parent Organizations

### Blue Cross Blue Shield of Michigan

Attachment submitted electronically per Addendum 2 Question #8.

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