



# State of Louisiana

Department of Health and Hospitals  
Office of the Secretary

## BAYOU HEALTH

### VIA E-MAIL ONLY

June 3, 2015

Mr. Kyle Viator, Market President  
AmeriHealth Caritas Louisiana  
10000 Perkins Rowe  
Block G, 4<sup>th</sup> Floor,  
Baton Rouge, LA 70810

Dear Mr. Viator:

### **RE: Incomplete Encounter Data/Vendor Encounter Data**

An issue regarding potential non-compliance with the terms of the contract between DHH and AmeriHealth Caritas Louisiana (ACLA) has been brought to my attention and requires your immediate action.

Section 17.8.3 of the contract between DHH and ACLA states “if the MCO fails to submit complete encounter data, as measured by a comparison of encounters claims to cash disbursements within a five (5) percent error threshold (at least ninety-five (95) percent complete), the plan may be penalized as outlined in Section 20 of the RFP.”

To date, DHH has applied this 95% complete standard at the entire plan level on a cumulative basis, including encounter data for claims paid by the MCO and encounter data for claims paid by subcontracted vendors (e.g., pharmacy, non-emergency transportation, vision).

Going forward, as outlined in a March 9, 2015 email from Marisa Naquin, DHH will apply the 95% complete standard separately to claims paid by the MCO and claims paid by each of its vendors. Beginning with the September 2015 comparison of encounter claims to cash disbursements report, penalties may be assessed for incomplete submission of vendor encounter data.

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Both the EQR Protocol 4 report and the most recent bimonthly comparison report from Myers and Stauffer indicate that your vendor encounter data submissions are substantially incomplete. The chart below outlines encounter data deficiencies identified in the March 2015 reconciliation report:

<b>ACLA – Vendors:</b>	<b>% of Cumulative Total (Jan '13 through Dec '14)</b>
Logisticare (current NEMT contractor)	81.34%
MTM (previous NEMT contractor)	0.00%

**DHH's expectation for the September 2015 comparison report is that the 95% complete standard will be met separately for claims paid by the MCO and for claims paid by each vendor on a cumulative basis.** Given that improvement of the cumulative totals will likely require that MCOs address prior reconciliation periods, MCOs should immediately implement all appropriate measures to ensure vendor compliance and to correct historical data deficiencies as needed.

Note that the September 2015 comparison report will cover data submitted for the time period from July 1, 2013 through June 30, 2015. For this report, the MCO encounter submission cut-off date (by 12 noon CST) is **July 23, 2015.**

Should you have any questions, please contact Marisa Naquin at (504) 408-1828 or [marisa.naquin@la.gov](mailto:marisa.naquin@la.gov).

Sincerely,



Mary Johnson  
Medicaid Deputy Director

MJ/bjb

c: Steve Annison  
Irma Gauthier  
Ruth Kennedy  
Angela Marshall  
Marisa Naquin  
Jen Steele  
Bhaskar Toodi