



State of Louisiana
Department of Health and Hospitals

BAYOU HEALTH

VIA E-MAIL ONLY

May 29, 2015

Ms. Anita Bachman, Interim Plan President
UnitedHealthcare Community Plan
3838 N. Causeway Blvd, Suite 2600
Metairie, LA 70002

Dear Ms. Bachman:

RE: Submission of Cash Disbursement Journal and Encounter Data

Two issues regarding potential non-compliance with the terms of the contract between DHH and UnitedHealthcare (UHC) have been brought to my attention and both require your immediate action.

The contract between DHH and UHC requires that UHC submit their cash disbursement journal (CDJ) at intervals determined by DHH. The first CDJ of the current MCO contract was due to Myers & Stauffer, DHH's accounting contractor, on May 15, 2015. This requirement was conveyed to Mr. Charles Gleason who indicated that UHC would submit the CDJ in a timely manner; however, to date, UHC has not submitted the CDJ.

UHC has also failed to submit encounter data to DHH as required by Section 17.8.5 of the contract, which provides, in part, "Within sixty (60) days of operation, the MCO's System shall be ready to submit encounter data to the FI in a provider-to-payer-to-payer COB format." UHC should have begun submitting all encounters no later than April 1, 2015. In addition, per Section 17.8.3.2 of the contract encounters are ". . . Due no later than the twenty-fifth (25th) calendar day of the month following the month in which they were processed (paid or denied)." This week we have confirmed that UHC has begun submitting encounters; however, the volume of submissions received through the end of last week for the months of February, March, and April is approximately half of the volume DHH would expect for a plan with UHC's enrollment.

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UHC must provide a written response by June 5, 2015, that indicates the date on which the CDJ will be submitted to Myers & Stauffer, as well as the date by which UHC will have submitted to the DHH fiscal intermediary all encounters that have occurred since the commencement of the contract.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Mary Johnson", is displayed on a light blue rectangular background.

Mary Johnson
Medicaid Deputy Director

MJ/sjg

c: Karl Lirette
Ruth Kennedy
Steve Annison
Anthony Cobb
Angela Marshall
Marisa Naquin
Jen Steele