

Louisiana Bayou Health Compliance Review (Prepaid)

Health Plan: Louisiana Healthcare Connections (LHC)

RFP requirement	Total No. of Requirements	Number of Requirements				
		Full	Substantial	Minimal	Non-Compliance	N/A
6.0 Core Benefits & Services	142	125	1	0	1	15
7.0 Provider Network Requirements	197	168	3	5	4	17
8.0 Utilization Management	113	89	8	2	0	14
10.0 Provider Relations	41	37	4	0	0	0
11.0 Eligibility, Enrollment & Disenrollment	41	33	3	0	0	5
12.0 Member Education	167	148	1	0	3	15
13.0 Member Grievances & Appeals	76	61	4	1	0	10
14.0 Quality Management	121	75	8	0	0	38
18.0 Reporting Requirements	1	1	0	0	0	0
TOTAL	899	737	32	8	8	114

Compliance Review Determination:

Full Compliance	Health plan has met or exceeded requirements
Substantial Compliance	Health plan has met all critical requirements and most non-critical requirements but has minor deficiencies in a small number of non-critical areas
Minimal Compliance	Health plan has met most critical requirements and all or some non-critical requirements but has significant deficiencies requiring corrective action
Non-Compliance	Health plan has not met most critical requirements
N/A	Not applicable

Final 12/09/2013
(Post Plan Response)