

The background of the cover is a blurred medical scene, possibly a patient in a hospital bed, overlaid with a semi-transparent green layer. This layer contains various white icons: a syringe, a pill, a virus/cell, a large medical cross, a group of three people, and a stethoscope. A network of white lines connects some of these icons, suggesting a data flow or system integration. The right side of the cover is a solid dark grey triangle.

# Louisiana Department of Health

**Comparison of  
Health Plan Encounter Data to  
Cash Disbursements for Healthy Blue  
November 1, 2021 – October 31, 2023**

January 11, 2024



**MYERS AND  
STAUFFER<sup>LC</sup>**  
CERTIFIED PUBLIC ACCOUNTANTS



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## Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana's fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, "encounter data" are claims that have been paid by Healthy Blue or delegated vendors (e.g., vision and pharmacy) to health care providers that have provided health care services to members enrolled with the MCO. Encounter data is submitted to LDH via the FAC for LDH's use in rate setting, federal reporting, program management and oversight, tracking, accounting, ad hoc analyses, and other activities.

LDH requested that, for this study, we estimate the percentage of each MCO delegated vendor paid encounters that appear to be included in the FAC's database. This analysis includes these percentages for the entire plan, as well as separate vision, non-emergency medical transportation (NEMT), dental value-added service (VAS), and pharmacy delegated vendor encounters paid during the reporting period. We have also included the percentages for total non-vendor MCO paid encounters.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the LDH and should not be used for any other purpose.

## Summary

### Entire Plan

LDH requested that, for this study, we review the plan's paid encounters to determine if the paid encounters meet the state contract completeness range of **99 percent to 100 percent** when compared to the cash disbursement journal (CDJ) files that are submitted by the MCO. The encounters and CDJ files utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **November 1, 2021 through October 31, 2023**.
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **November 28, 2023**.
- Table A on page 4 contains Healthy Blue cumulative completion totals and percentages over report period, prior contract period (November 1, 2021 through December 31, 2022) with 97 percent to 100 percent state contract completeness range, as well as current contract period (January 1, 2023 through October 31, 2023).



Table A – Healthy Blue Entire Plan Summary Table

Table A — Healthy Blue Cumulative Completion Totals and Percentages Measurement Period (November 2021 – October 2023)							
Description	Entire Plan	Non-Vendor	Delegated Vendor				
			Superior Vision	ModivCare (NEMT)	MediTrans (NEMT)	DentaQuest (Dental)	CVS Health (Pharmacy)
<b>Encounter Total (FAC reported)</b>	\$3,734,427,335	\$2,449,474,502	\$11,440,298	\$6,017	\$37,398,934	\$12,501,697	\$1,223,605,888
Total Encounter Adjustments (\$)	(\$419,950,513)	(\$396,016,624)	(\$638,107)	(\$4,696)	(\$3,739,021)	(\$1,361,060)	(\$18,191,005)
Total Encounter Adjustments (%)	-11.24%	-16.16%	-5.57%	-78.05%	-9.99%	-10.88%	-1.48%
<b>Net Encounter Total</b>	<b>\$3,314,476,822</b>	<b>\$2,053,457,878</b>	<b>\$10,802,191</b>	<b>\$1,320</b>	<b>\$33,659,913</b>	<b>\$11,140,637</b>	<b>\$1,205,414,883</b>
<b>CDJ Total</b>	<b>\$3,366,004,584</b>	<b>\$2,097,644,112</b>	<b>\$10,845,087</b>	<b>\$6,404</b>	<b>\$38,494,739</b>	<b>\$11,588,716</b>	<b>\$1,207,425,524</b>
Variance	(\$51,527,762)	(\$44,186,234)	(\$42,896)	(\$5,084)	(\$4,834,826)	(\$448,080)	(\$2,010,642)
<b>Completion (%)</b>	<b>98.46%</b>	<b>97.89%</b>	<b>99.60%</b>	<b>20.61%</b>	<b>87.44%</b>	<b>96.13%</b>	<b>99.83%</b>
<b>100% Limited Completion* (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>99.00%</b>						
<b>Non-Compliant (%)</b>	<b>-0.54%</b>	<b>-1.11%</b>	<b>N/A</b>	<b>-78.39%</b>	<b>-11.56%</b>	<b>-2.87%</b>	<b>N/A</b>
<b>Prior Contract Period (November 2021 – December 2022)</b>							
<b>Completion (%)</b>	<b>98.61%</b>	<b>98.36%</b>	<b>99.95%</b>	<b>20.61%</b>	<b>80.04%</b>	<b>96.17%</b>	<b>99.71%</b>
<b>100% Limited Completion* (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>97.00%</b>						
<b>Non-Compliant (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>-76.39%</b>	<b>-16.96%</b>	<b>-2.83%</b>	<b>N/A</b>
<b>Current Contract Period (January 2023 – October 2023)</b>							
<b>Completion (%)</b>	<b>98.27%</b>	<b>97.26%</b>	<b>99.15%</b>	<b>N/A</b>	<b>98.13%</b>	<b>96.07%</b>	<b>99.97%</b>
<b>100% Limited Completion* (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>99.00%</b>						
<b>Non-Compliant (%)</b>	<b>-0.73%</b>	<b>-1.74%</b>	<b>N/A</b>	<b>N/A</b>	<b>-0.87%</b>	<b>-2.93%</b>	<b>N/A</b>

\* To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.



## Encounter Data Analysis

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCO to the FAC and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by the MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of LDH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis.

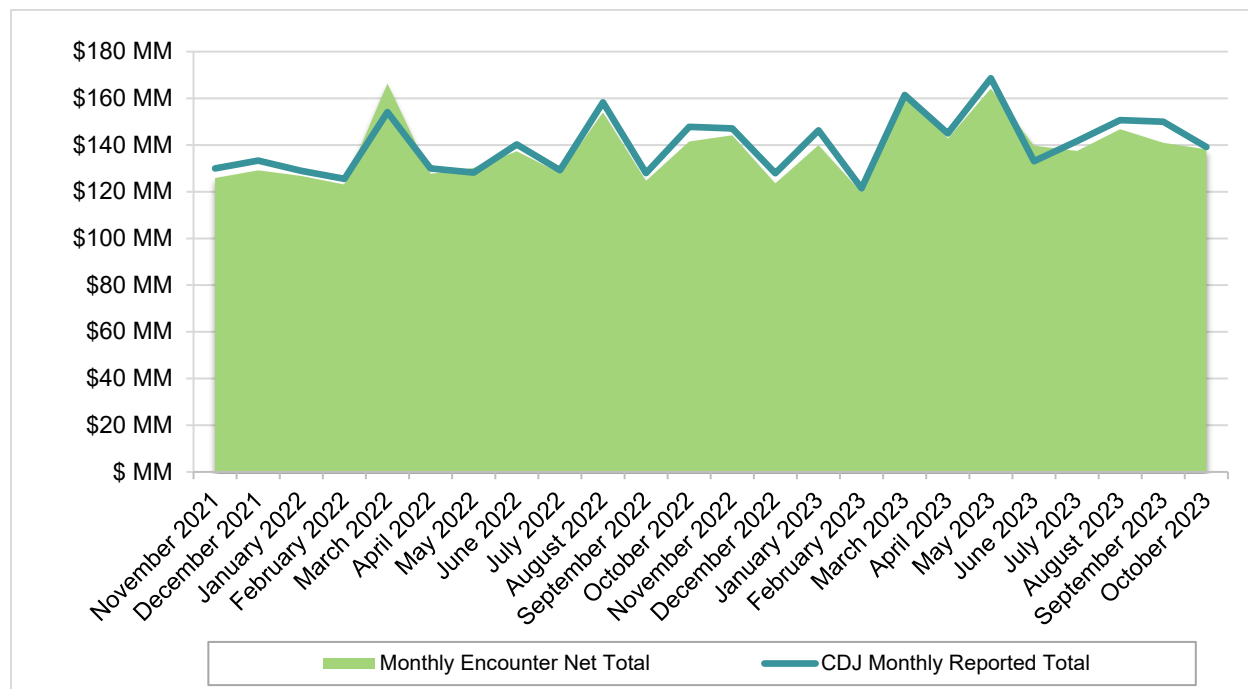
Table B — Myers and Stauffer LC's Adjustments to Healthy Blue Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>55,774,545</b>	<b>\$3,734,427,335</b>	<b>100.00%</b>
Adjustment Type			
State System Denied	(3,785,844)	(\$418,987,394)	-11.21%
Health Plan Denied	(9,854,806)	\$0	0.00%
Calculated Void	(17,489)	(\$695,694)	-0.01%
Duplicate	(4,763)	(\$267,425)	0.00%
Total Adjustments Made	(13,662,902)	(\$419,950,513)	-11.24%
<b>Net Encounter Amounts</b>	<b>42,111,643</b>	<b>\$3,314,476,822</b>	<b>88.76%</b>

\* Due to rounding, the sum of the displayed percentages in this report may not add up to the total.

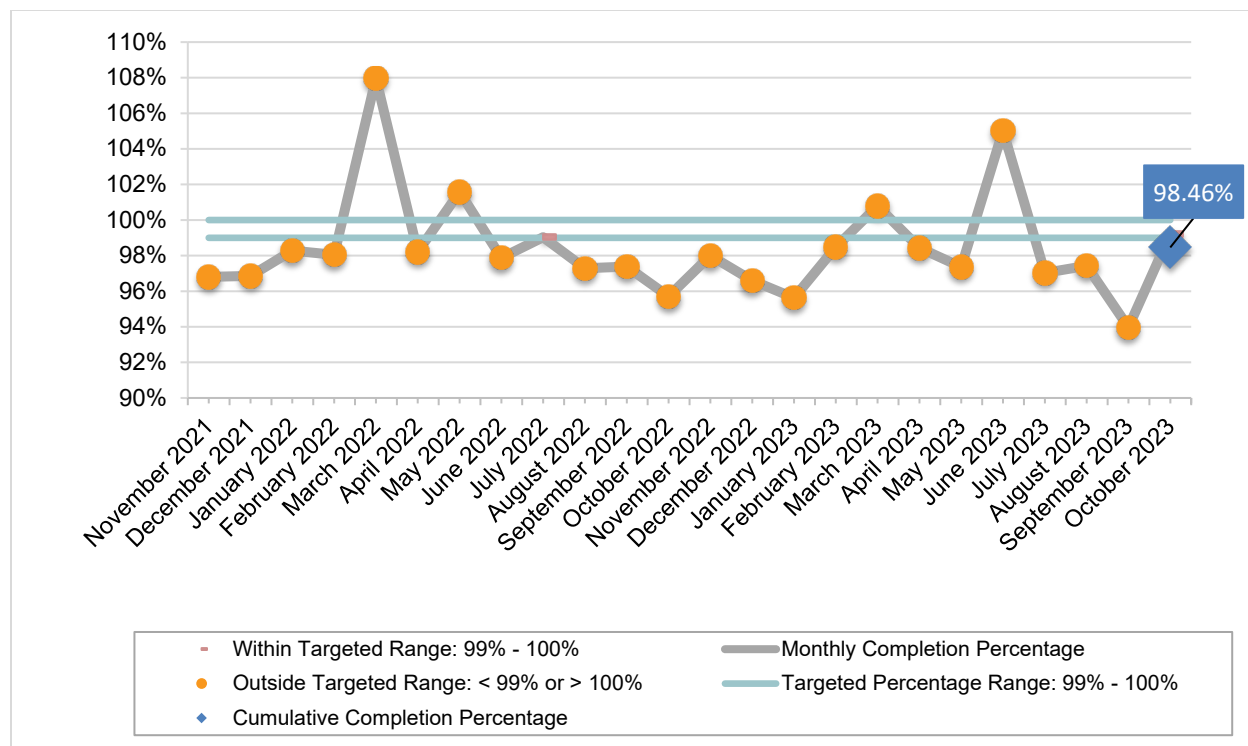


## Summary Charts

**Chart 1.** Entire Plan CDJ and Encounter Totals by Paid Month



**Chart 2.** Entire Plan Completion Percentage by Paid Month





## Data Issues and Recommendations

During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for Healthy Blue. Section A details issues related to non-compliant cumulative completion percentages, while Section B notes outstanding data issues that Healthy Blue may need to work to identify and resolve.

Please reference Tables 1 through 7 for Healthy Blue reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

### Section A: Data issues potentially impacting compliance:

1. **MediTrans (NEMT)** (Table 2): MediTrans' cumulative completion percentage is below the 99 percent compliance threshold at 87.44 percent. The MediTrans monthly completion percentages are low for thirteen months and high for two months of the reporting period.
  - The low monthly completion percentages appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts or dates when compared to the CDJ transactions.
  - The low percentage for June 2022 appears to be due to missing encounters and/or mismatched paid amounts when compared to the CDJ transactions.
  - The high completion percentages for February 2022 and April 2022 appear to be due to mismatched paid dates or amounts between the encounters and CDJ transactions.
  - MediTrans recently submitted replacement CDJ files for many months of the reporting period. These resubmissions brought some of the months within the compliance threshold.

**We recommend** Healthy Blue work with MediTrans, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

2. **ModivCare (NEMT)** (Table 3): ModivCare's cumulative completion percentage is below the 99 percent compliance threshold at 20.61 percent for the reporting period. ModivCare is in the runout period as they were replaced by MediTrans on January 22, 2020.
  - The low monthly completion percentages appear to be due to missing encounters or encounters that were state system denied when compared to the CDJ transactions.

**We recommend** Healthy Blue work with LDH, ModivCare and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



3. **DentaQuest** (Table 5): DentaQuest's cumulative completion percentage is below the compliance threshold range at 96.13 percent. The monthly completion percentages are high or low for all months of the reporting period.
  - We have noted instances of void encounters that are potentially allocated to the month of original payment and not the date the void occurred as seen in the CDJ transactions.
  - We have identified instances of missing CDJ transactions when compared to encounters and missing encounters and/or encounters that were state system denied when compared to the CDJ transactions.
  - The monthly completion percentage for October 2023 is high at 150.37 percent. This high percentage appears to be due to mismatched paid amounts or dates when comparing CDJ transactions to encounters.

**We recommend** Healthy Blue work with DentaQuest, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

4. **Non-Vendor** (Table 7): Healthy Blue Non-Vendor's cumulative completion percentage is below the 99 percent compliance threshold at 97.89 percent. The monthly completion percentages are high or low for all months of the reporting period.
  - The high percentages appear to be due to missing CDJ transactions and/or mismatched paid dates and amounts between the paid months.
  - The low percentages appear to be due to instances of missing encounters, state system denied encounters and/or mismatched paid amounts or dates.
  - The mismatched paid dates or amounts may be due to CDJ or encounter voids not matching for the same paid month.

**We recommend** Healthy Blue work with LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

## Section B: Data issues not currently impacting compliance:

5. **Superior Vision** (Table 4): Superior Vision's cumulative completion percentage is in compliance at 99.60 percent. Superior Vision's monthly completion percentages are high for seven months and low for nine months of the reporting period.
  - The high monthly completion percentages appear to be due to missing CDJ transactions and/or mismatched paid amounts or dates.
  - The low monthly completion percentages appear to be due to missing encounters, state system denied encounters and/or mismatched paid amounts or dates.

**We recommend** Healthy Blue work with Superior Vision, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.





6. **CVS Health** (Table 6): The CVS Health cumulative completion percentage is in compliance at 99.83 percent. The monthly completion percentages are above 100 percent for nine months and below 99 percent for three months of the reporting period.
  - These high and low percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ and encounter void transactions not matching for the same paid month.

**We recommend** Healthy Blue work with CVS Health, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



### Value-Added Services (VAS)

Value-added services are included in the MCO's vision, dental, non-emergency medical transportation and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the VAS amount field of the CDJ files received from the MCO and VAS encounter data is identified based on the first character of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell for the reporting period. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

Table C — Healthy Blue VAS Cumulative Completion Totals and Percentages					
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor		
			Superior Vision VAS	DentaQuest VAS (Dental)	MediTrans VAS (NEMT)
<b>Encounter Total (FAC reported)</b>	\$49,803,027	\$31,705,107	\$5,072,521	\$12,501,697	\$523,702
Total Encounter Adjustments (\$)	(\$5,143,432)	(\$3,616,675)	(\$125,074)	(\$1,361,060)	(\$40,623)
Total Encounter Adjustments (%)	-10.32%	-11.40%	-2.46%	-10.88%	-7.75%
<b>Net Encounter Total</b>	<b>\$44,659,595</b>	<b>\$28,088,432</b>	<b>\$4,947,447</b>	<b>\$11,140,637</b>	<b>\$483,080</b>
<b>CDJ Total</b>	<b>\$25,689,137</b>	<b>\$7,423,364</b>	<b>\$6,070,171</b>	<b>\$11,588,716</b>	<b>\$606,885</b>
Variance	\$18,970,459	\$20,665,068	(\$1,122,724)	(\$448,080)	(\$123,806)
<b>Completion (%)</b>	<b>173.84%</b>	<b>378.37%</b>	<b>81.50%</b>	<b>96.13%</b>	<b>79.59%</b>
<b>100% Limited Completion* (%)</b>	<b>93.40%</b>	<b>100.00%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>99.00%</b>				
<b>Non-Compliant (%)</b>	<b>73.84%</b>	<b>278.37%</b>	<b>-17.50%</b>	<b>-2.87%</b>	<b>-19.41%</b>

\* To avoid overstating the Entire Plan results in situations where an individual vendor's cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.



Potential VAS data issues:

1. **MediTrans VAS** (Table 2V): The MediTrans VAS cumulative completion percentage is low for the reporting period. This appears to be due to missing or state system denied VAS encounters and/or VAS encounter voids not found in the CDJ transactions. MediTrans recently submitted replacement CDJ files for many months of the reporting period. Some of these files appear to have moved some months closer to the completion percentage compliance range
2. **Superior Vision VAS** (Table 3V): Superior Vision's VAS cumulative completion percentage is below the compliance threshold at 81.50 percent. Five of the monthly completion percentages are high while sixteen are low. The high and low monthly completion percentages appear to be due to missing CDJ transactions or encounters, mismatched paid amounts or dates and/or CDJ transactions or encounters identified as VAS that do not have corresponding VAS CDJ transactions or encounters.
3. **Non-Vendor VAS** (Table 5V): The Non-Vendor VAS cumulative completion percentage is above the 100 percent compliance threshold at 378.37 percent. Nineteen of the monthly completion percentages are above 100 percent and four are below 99 percent. Some of the high completion percentages appear to be due to missing CDJ transactions or CDJ transactions not identified as VAS when compared to encounters. The low completion percentages appear to be due to missing encounters, VAS encounters identified as non-VAS, VAS encounter voids not found in the CDJ transactions and/or state system denied encounters. The monthly completion percentage for February 2022 is high at 205.80 percent which appears to be due to mismatched paid amounts or dates. The December 2022 through October 2023 monthly completion percentages are high which appears to be due to non-VAS encounters identified as VAS.



## Monthly Tables

### Entire Plan

Table 1 — Healthy Blue (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$156,533,869	(\$30,668,033)	-19.59%	\$125,865,835	\$129,999,988	(\$4,134,153)	96.81%
December 2021	\$159,883,749	(\$30,723,598)	-19.21%	\$129,160,151	\$133,342,775	(\$4,182,624)	96.86%
January 2022	\$144,958,179	(\$18,216,836)	-12.56%	\$126,741,343	\$128,952,637	(\$2,211,294)	98.28%
February 2022	\$143,734,835	(\$20,674,963)	-14.38%	\$123,059,872	\$125,499,507	(\$2,439,635)	98.05%
March 2022	\$177,218,358	(\$10,863,887)	-6.13%	\$166,354,471	\$154,072,120	\$12,282,352	107.97%
April 2022	\$147,827,319	(\$20,183,356)	-13.65%	\$127,643,963	\$129,961,216	(\$2,317,253)	98.21%
May 2022	\$140,282,897	(\$10,083,386)	-7.18%	\$130,199,511	\$128,169,398	\$2,030,113	101.58%
June 2022	\$147,770,057	(\$10,454,816)	-7.07%	\$137,315,241	\$140,275,650	(\$2,960,410)	97.88%
July 2022	\$138,456,605	(\$10,448,731)	-7.54%	\$128,007,874	\$129,236,018	(\$1,228,144)	99.04%
August 2022	\$167,234,506	(\$13,244,866)	-7.91%	\$153,989,641	\$158,266,249	(\$4,276,608)	97.29%
September 2022	\$143,766,813	(\$19,113,143)	-13.29%	\$124,653,670	\$128,000,606	(\$3,346,936)	97.38%
October 2022	\$172,073,417	(\$30,609,035)	-17.78%	\$141,464,382	\$147,805,182	(\$6,340,800)	95.71%
November 2022	\$156,543,905	(\$12,348,603)	-7.88%	\$144,195,302	\$147,125,253	(\$2,929,951)	98.00%
December 2022	\$146,597,028	(\$23,025,280)	-15.70%	\$123,571,749	\$127,910,450	(\$4,338,701)	96.60%
January 2023	\$160,308,599	(\$20,404,650)	-12.72%	\$139,903,949	\$146,284,069	(\$6,380,120)	95.63%
February 2023	\$132,937,997	(\$13,291,220)	-9.99%	\$119,646,776	\$121,487,900	(\$1,841,123)	98.48%
March 2023	\$176,942,357	(\$14,210,821)	-8.03%	\$162,731,536	\$161,454,384	\$1,277,152	100.79%
April 2023	\$158,809,389	(\$16,078,203)	-10.12%	\$142,731,186	\$144,994,979	(\$2,263,794)	98.43%
May 2023	\$181,300,659	(\$17,135,062)	-9.45%	\$164,165,597	\$168,610,644	(\$4,445,047)	97.36%
June 2023	\$153,187,898	(\$13,448,262)	-8.77%	\$139,739,636	\$133,042,017	\$6,697,619	105.03%
July 2023	\$154,920,446	(\$17,442,884)	-11.25%	\$137,477,562	\$141,674,419	(\$4,196,857)	97.03%
August 2023	\$170,286,615	(\$23,482,392)	-13.78%	\$146,804,223	\$150,674,607	(\$3,870,383)	97.43%
September 2023	\$155,235,674	(\$14,286,436)	-9.20%	\$140,949,238	\$149,985,726	(\$9,036,489)	93.97%
October 2023	\$147,616,165	(\$9,512,050)	-6.44%	\$138,104,115	\$139,178,791	(\$1,074,676)	99.22%
<b>Cumulative Totals</b>	<b>\$3,734,427,335</b>	<b>(\$419,950,513)</b>	<b>-11.24%</b>	<b>\$3,314,476,822</b>	<b>\$3,366,004,584</b>	<b>(\$51,527,762)</b>	<b>98.46%</b>
100% Limited Cumulative Total							N/A
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>-0.54%</b>



MediTrans (NEMT)

Table 2 — Healthy Blue MediTrans (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$1,155,138	(\$23,064)	-1.99%	\$1,132,074	\$1,139,888	(\$7,814)	99.31%
December 2021	\$1,325,604	(\$25,510)	-1.92%	\$1,300,094	\$1,306,846	(\$6,752)	99.48%
January 2022	\$1,019,854	(\$30,748)	-3.01%	\$989,106	\$1,002,593	(\$13,487)	98.65%
February 2022	\$899,978	(\$10,651)	-1.18%	\$889,328	\$855,836	\$33,492	103.91%
March 2022	\$869,488	(\$14,705)	-1.69%	\$854,783	\$927,980	(\$73,197)	92.11%
April 2022	\$974,330	(\$62,576)	-6.42%	\$911,753	\$885,189	\$26,564	103.00%
May 2022	\$999,667	(\$11,103)	-1.11%	\$988,565	\$1,146,571	(\$158,006)	86.21%
June 2022	\$2,654,947	(\$366,505)	-13.80%	\$2,288,441	\$6,431,826	(\$4,143,384)	35.57%
July 2022	\$1,608,678	(\$81,053)	-5.03%	\$1,527,625	\$1,590,422	(\$62,798)	96.05%
August 2022	\$1,488,769	(\$31,310)	-2.10%	\$1,457,459	\$1,505,657	(\$48,199)	96.79%
September 2022	\$1,755,266	(\$42,816)	-2.43%	\$1,712,449	\$1,756,446	(\$43,997)	97.49%
October 2022	\$1,498,383	(\$288,774)	-19.27%	\$1,209,609	\$1,223,663	(\$14,054)	98.85%
November 2022	\$1,364,757	(\$93,500)	-6.85%	\$1,271,257	\$1,287,494	(\$16,237)	98.73%
December 2022	\$1,812,305	(\$119,780)	-6.60%	\$1,692,526	\$1,706,764	(\$14,238)	99.16%
January 2023	\$1,427,196	(\$257,143)	-18.01%	\$1,170,053	\$1,292,628	(\$122,575)	90.51%
February 2023	\$1,466,719	(\$131,138)	-8.94%	\$1,335,582	\$1,340,165	(\$4,583)	99.65%
March 2023	\$2,222,991	(\$163,977)	-7.37%	\$2,059,014	\$2,073,232	(\$14,218)	99.31%
April 2023	\$1,344,743	(\$132,287)	-9.83%	\$1,212,455	\$1,255,940	(\$43,485)	96.53%
May 2023	\$3,043,143	(\$1,341,983)	-44.09%	\$1,701,160	\$1,706,534	(\$5,374)	99.68%
June 2023	\$2,114,501	(\$205,968)	-9.74%	\$1,908,534	\$1,926,465	(\$17,931)	99.06%
July 2023	\$1,449,035	(\$113,299)	-7.81%	\$1,335,736	\$1,345,600	(\$9,864)	99.26%
August 2023	\$1,555,598	(\$71,635)	-4.60%	\$1,483,962	\$1,498,584	(\$14,622)	99.02%
September 2023	\$1,879,361	(\$103,948)	-5.53%	\$1,775,413	\$1,817,761	(\$42,348)	97.67%
October 2023	\$1,468,482	(\$15,547)	-1.05%	\$1,452,936	\$1,470,656	(\$17,721)	98.79%
<b>Cumulative Totals</b>	<b>\$37,398,934</b>	<b>(\$3,739,021)</b>	<b>-9.99%</b>	<b>\$33,659,913</b>	<b>\$38,494,739</b>	<b>(\$4,834,826)</b>	<b>87.44%</b>
100% Limited Cumulative Total							N/A
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>-11.56%</b>



ModivCare (NEMT)

Table 3 — Healthy Blue ModivCare (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$264	(\$170)	-64.41%	\$94	\$264	(\$170)	35.58%
December 2021	\$2,218	(\$1,025)	-46.22%	\$1,193	\$2,260	(\$1,067)	52.77%
January 2022	\$261	(\$261)	-100.00%	\$0	\$606	(\$606)	0.00%
February 2022	\$3,274	(\$3,240)	-98.97%	\$34	\$3,274	(\$3,240)	1.02%
March 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$6,017</b>	<b>(\$4,696)</b>	<b>-78.05%</b>	<b>\$1,320</b>	<b>\$6,404</b>	<b>(\$5,084)</b>	<b>20.61%</b>
100% Limited Cumulative Total							N/A
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>-78.39%</b>



Superior Vision

Table 4 — Healthy Blue Superior Vision							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$450,631	(\$60,491)	-13.42%	\$390,140	\$390,079	\$61	100.01%
December 2021	\$443,321	(\$62,618)	-14.12%	\$380,703	\$380,867	(\$164)	99.95%
January 2022	\$476,576	(\$73,554)	-15.43%	\$403,022	\$403,481	(\$459)	99.88%
February 2022	\$506,052	(\$76,544)	-15.12%	\$429,507	\$414,973	\$14,535	103.50%
March 2022	\$542,258	(\$85,165)	-15.70%	\$457,093	\$451,477	\$5,616	101.24%
April 2022	\$482,252	(\$75,136)	-15.58%	\$407,115	\$398,824	\$8,292	102.07%
May 2022	\$442,163	(\$46,288)	-10.46%	\$395,875	\$421,297	(\$25,422)	93.96%
June 2022	\$394,283	(\$303)	-0.07%	\$393,980	\$388,503	\$5,477	101.40%
July 2022	\$474,821	(\$865)	-0.18%	\$473,957	\$475,068	(\$1,111)	99.76%
August 2022	\$560,458	(\$6,381)	-1.13%	\$554,077	\$554,538	(\$461)	99.91%
September 2022	\$441,923	(\$566)	-0.12%	\$441,357	\$446,140	(\$4,783)	98.92%
October 2022	\$546,888	(\$2,074)	-0.37%	\$544,815	\$547,163	(\$2,348)	99.57%
November 2022	\$451,352	(\$1,128)	-0.24%	\$450,225	\$451,576	(\$1,351)	99.70%
December 2022	\$389,192	(\$587)	-0.15%	\$388,605	\$389,332	(\$727)	99.81%
January 2023	\$474,970	(\$30,667)	-6.45%	\$444,302	\$472,593	(\$28,291)	94.01%
February 2023	\$442,986	(\$17,662)	-3.98%	\$425,325	\$442,130	(\$16,806)	96.19%
March 2023	\$528,530	(\$17,786)	-3.36%	\$510,745	\$526,159	(\$15,414)	97.07%
April 2023	\$501,744	(\$16,081)	-3.20%	\$485,663	\$503,332	(\$17,669)	96.48%
May 2023	\$439,207	(\$9,799)	-2.23%	\$429,408	\$439,377	(\$9,969)	97.73%
June 2023	\$434,823	(\$8,269)	-1.90%	\$426,554	\$394,342	\$32,213	108.16%
July 2023	\$469,876	(\$6,258)	-1.33%	\$463,619	\$469,455	(\$5,836)	98.75%
August 2023	\$607,187	(\$31,470)	-5.18%	\$575,716	\$546,826	\$28,891	105.28%
September 2023	\$443,803	(\$5,892)	-1.32%	\$437,911	\$442,773	(\$4,862)	98.90%
October 2023	\$495,001	(\$2,524)	-0.50%	\$492,478	\$494,784	(\$2,307)	99.53%
<b>Cumulative Totals</b>	<b>\$11,440,298</b>	<b>(\$638,107)</b>	<b>-5.57%</b>	<b>\$10,802,191</b>	<b>\$10,845,087</b>	<b>(\$42,896)</b>	<b>99.60%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



DentaQuest (Dental)

Table 5 — Healthy Blue DentaQuest (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$588,969	(\$77,751)	-13.20%	\$511,218	\$455,092	\$56,127	112.33%
December 2021	\$504,161	(\$23,785)	-4.71%	\$480,375	\$495,337	(\$14,962)	96.97%
January 2022	\$436,065	(\$11,086)	-2.54%	\$424,979	\$433,848	(\$8,869)	97.95%
February 2022	\$619,150	(\$19,508)	-3.15%	\$599,642	\$554,815	\$44,827	108.07%
March 2022	\$668,559	(\$43,885)	-6.56%	\$624,674	\$590,131	\$34,543	105.85%
April 2022	\$515,072	(\$46,285)	-8.98%	\$468,787	\$484,975	(\$16,188)	96.66%
May 2022	\$581,384	(\$50,504)	-8.68%	\$530,880	\$544,934	(\$14,054)	97.42%
June 2022	\$651,844	(\$103,571)	-15.88%	\$548,273	\$574,026	(\$25,753)	95.51%
July 2022	\$546,619	(\$72,846)	-13.32%	\$473,773	\$494,251	(\$20,478)	95.85%
August 2022	\$405,071	(\$68,267)	-16.85%	\$336,803	\$353,226	(\$16,422)	95.35%
September 2022	\$504,825	(\$101,292)	-20.06%	\$403,533	\$787,465	(\$383,932)	51.24%
October 2022	\$481,051	(\$126,409)	-26.27%	\$354,641	\$277,995	\$76,647	127.57%
November 2022	\$436,341	(\$65,077)	-14.91%	\$371,264	\$327,312	\$43,952	113.42%
December 2022	\$491,867	(\$58,716)	-11.93%	\$433,151	\$449,508	(\$16,357)	96.36%
January 2023	\$445,359	(\$84,891)	-19.06%	\$360,468	\$364,786	(\$4,318)	98.81%
February 2023	\$516,605	(\$91,056)	-17.62%	\$425,549	\$441,620	(\$16,071)	96.36%
March 2023	\$689,752	(\$119,581)	-17.33%	\$570,172	\$582,918	(\$12,746)	97.81%
April 2023	\$467,864	(\$45,504)	-9.72%	\$422,360	\$428,398	(\$6,037)	98.59%
May 2023	\$465,855	(\$30,292)	-6.50%	\$435,562	\$447,277	(\$11,714)	97.38%
June 2023	\$508,879	(\$29,056)	-5.70%	\$479,824	\$488,587	(\$8,763)	98.20%
July 2023	\$361,808	(\$15,833)	-4.37%	\$345,975	\$439,934	(\$93,959)	78.64%
August 2023	\$422,538	(\$19,286)	-4.56%	\$403,252	\$587,303	(\$184,051)	68.66%
September 2023	\$426,422	(\$26,292)	-6.16%	\$400,130	\$495,966	(\$95,835)	80.67%
October 2023	\$765,636	(\$30,287)	-3.95%	\$735,350	\$489,015	\$246,335	150.37%
<b>Cumulative Totals</b>	<b>\$12,501,697</b>	<b>(\$1,361,060)</b>	<b>-10.88%</b>	<b>\$11,140,637</b>	<b>\$11,588,716</b>	<b>(\$448,080)</b>	<b>96.13%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-2.87%





CVS Health (Pharmacy)

Table 6 — Healthy Blue CVS Health (Pharmacy)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$39,608,516	(\$493,902)	-1.24%	\$39,114,615	\$39,224,511	(\$109,897)	99.71%
December 2021	\$48,834,167	(\$407,692)	-0.83%	\$48,426,475	\$48,777,201	(\$350,726)	99.28%
January 2022	\$38,215,185	(\$98,457)	-0.25%	\$38,116,728	\$38,549,754	(\$433,026)	98.87%
February 2022	\$41,979,523	(\$83,995)	-0.20%	\$41,895,528	\$41,465,586	\$429,942	101.03%
March 2022	\$54,720,410	(\$273,418)	-0.49%	\$54,446,992	\$54,194,604	\$252,388	100.46%
April 2022	\$54,221,968	(\$11,000,553)	-20.28%	\$43,221,414	\$43,241,231	(\$19,816)	99.95%
May 2022	\$46,253,987	(\$108,756)	-0.23%	\$46,145,231	\$46,337,723	(\$192,493)	99.58%
June 2022	\$55,798,826	(\$207,166)	-0.37%	\$55,591,661	\$55,827,820	(\$236,159)	99.57%
July 2022	\$44,983,496	(\$161,110)	-0.35%	\$44,822,386	\$44,659,063	\$163,324	100.36%
August 2022	\$56,094,991	(\$249,119)	-0.44%	\$55,845,872	\$56,640,336	(\$794,464)	98.59%
September 2022	\$46,717,659	(\$312,239)	-0.66%	\$46,405,420	\$46,435,579	(\$30,159)	99.93%
October 2022	\$48,189,305	(\$310,363)	-0.64%	\$47,878,942	\$48,237,619	(\$358,677)	99.25%
November 2022	\$59,806,035	(\$556,311)	-0.93%	\$59,249,724	\$59,576,195	(\$326,471)	99.45%
December 2022	\$47,686,639	(\$313,617)	-0.65%	\$47,373,022	\$47,264,708	\$108,314	100.22%
January 2023	\$45,863,313	(\$132,216)	-0.28%	\$45,731,097	\$46,281,306	(\$550,210)	98.81%
February 2023	\$50,625,041	(\$259,926)	-0.51%	\$50,365,115	\$50,457,742	(\$92,627)	99.81%
March 2023	\$62,745,964	(\$372,601)	-0.59%	\$62,373,363	\$62,283,993	\$89,371	100.14%
April 2023	\$52,210,408	(\$156,060)	-0.29%	\$52,054,348	\$51,533,134	\$521,214	101.01%
May 2023	\$63,978,764	(\$458,918)	-0.71%	\$63,519,846	\$63,314,398	\$205,448	100.32%
June 2023	\$51,726,813	(\$165,540)	-0.32%	\$51,561,273	\$51,808,556	(\$247,283)	99.52%
July 2023	\$50,946,731	(\$468,569)	-0.91%	\$50,478,162	\$50,070,100	\$408,063	100.81%
August 2023	\$65,296,685	(\$587,862)	-0.90%	\$64,708,823	\$65,297,130	(\$588,307)	99.09%
September 2023	\$48,365,708	(\$741,828)	-1.53%	\$47,623,880	\$47,647,443	(\$23,563)	99.95%
October 2023	\$48,735,750	(\$270,786)	-0.55%	\$48,464,965	\$48,299,793	\$165,171	100.34%
<b>Cumulative Totals</b>	<b>\$1,223,605,888</b>	<b>(\$18,191,005)</b>	<b>-1.48%</b>	<b>\$1,205,414,883</b>	<b>\$1,207,425,524</b>	<b>(\$2,010,642)</b>	<b>99.83%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



Non-Vendor

Table 7 — Healthy Blue Non-Vendor							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$114,730,351	(\$30,012,656)	-26.15%	\$84,717,694	\$88,790,155	(\$4,072,461)	95.41%
December 2021	\$108,774,278	(\$30,202,968)	-27.76%	\$78,571,311	\$82,380,263	(\$3,808,953)	95.37%
January 2022	\$104,810,238	(\$18,002,729)	-17.17%	\$86,807,508	\$88,562,354	(\$1,754,845)	98.01%
February 2022	\$99,726,858	(\$20,481,025)	-20.53%	\$79,245,833	\$82,205,025	(\$2,959,191)	96.40%
March 2022	\$120,417,643	(\$10,446,714)	-8.67%	\$109,970,929	\$97,907,928	\$12,063,001	112.32%
April 2022	\$91,633,698	(\$8,998,805)	-9.82%	\$82,634,893	\$84,950,998	(\$2,316,105)	97.27%
May 2022	\$92,005,696	(\$9,866,735)	-10.72%	\$82,138,961	\$79,718,873	\$2,420,088	103.03%
June 2022	\$88,270,157	(\$9,777,271)	-11.07%	\$78,492,886	\$77,053,476	\$1,439,410	101.86%
July 2022	\$90,842,991	(\$10,132,858)	-11.15%	\$80,710,133	\$82,017,215	(\$1,307,081)	98.40%
August 2022	\$108,685,217	(\$12,889,788)	-11.85%	\$95,795,429	\$99,212,492	(\$3,417,063)	96.55%
September 2022	\$94,347,140	(\$18,656,229)	-19.77%	\$75,690,911	\$78,574,976	(\$2,884,065)	96.32%
October 2022	\$121,357,790	(\$29,881,415)	-24.62%	\$91,476,374	\$97,518,742	(\$6,042,368)	93.80%
November 2022	\$94,485,419	(\$11,632,587)	-12.31%	\$82,852,832	\$85,482,675	(\$2,629,843)	96.92%
December 2022	\$96,217,025	(\$22,532,580)	-23.41%	\$73,684,445	\$78,100,138	(\$4,415,693)	94.34%
January 2023	\$112,097,760	(\$19,899,731)	-17.75%	\$92,198,029	\$97,872,756	(\$5,674,727)	94.20%
February 2023	\$79,886,645	(\$12,791,439)	-16.01%	\$67,095,206	\$68,806,243	(\$1,711,036)	97.51%
March 2023	\$110,755,119	(\$13,536,877)	-12.22%	\$97,218,242	\$95,988,083	\$1,230,160	101.28%
April 2023	\$104,284,629	(\$15,728,270)	-15.08%	\$88,556,359	\$91,274,175	(\$2,717,816)	97.02%
May 2023	\$113,373,690	(\$15,294,070)	-13.48%	\$98,079,620	\$102,703,058	(\$4,623,438)	95.49%
June 2023	\$98,402,881	(\$13,039,429)	-13.25%	\$85,363,452	\$78,424,068	\$6,939,383	108.84%
July 2023	\$101,692,995	(\$16,838,925)	-16.55%	\$84,854,070	\$89,349,331	(\$4,495,261)	94.96%
August 2023	\$102,404,607	(\$22,772,138)	-22.23%	\$79,632,469	\$82,744,763	(\$3,112,294)	96.23%
September 2023	\$104,120,379	(\$13,408,475)	-12.87%	\$90,711,904	\$99,581,785	(\$8,869,881)	91.09%
October 2023	\$96,151,295	(\$9,192,908)	-9.56%	\$86,958,388	\$88,424,542	(\$1,466,155)	98.34%
<b>Cumulative Totals</b>	<b>\$2,449,474,502</b>	<b>(\$396,016,624)</b>	<b>-16.16%</b>	<b>\$2,053,457,878</b>	<b>\$2,097,644,112</b>	<b>(\$44,186,234)</b>	<b>97.89%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-1.11%



## Appendix A: VAS Monthly Tables

### Entire Plan VAS

Table 1V — Healthy Blue VAS (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$1,079,191	(\$136,959)	-12.69%	\$942,232	\$1,097,382	(\$155,151)	85.86%
December 2021	\$834,630	(\$47,120)	-5.64%	\$787,510	\$1,049,264	(\$261,754)	75.05%
January 2022	\$623,054	(\$15,978)	-2.56%	\$607,076	\$1,062,459	(\$455,384)	57.13%
February 2022	\$1,463,938	(\$25,756)	-1.75%	\$1,438,183	\$1,138,644	\$299,538	126.30%
March 2022	\$1,146,849	(\$51,094)	-4.45%	\$1,095,755	\$1,223,232	(\$127,477)	89.57%
April 2022	\$1,019,928	(\$52,254)	-5.12%	\$967,674	\$1,129,058	(\$161,385)	85.70%
May 2022	\$1,063,750	(\$62,272)	-5.85%	\$1,001,477	\$1,154,066	(\$152,588)	86.77%
June 2022	\$1,212,071	(\$112,241)	-9.26%	\$1,099,829	\$1,240,740	(\$140,911)	88.64%
July 2022	\$1,019,455	(\$84,267)	-8.26%	\$935,187	\$1,006,379	(\$71,192)	92.92%
August 2022	\$953,822	(\$70,926)	-7.43%	\$882,896	\$868,170	\$14,726	101.69%
September 2022	\$872,912	(\$101,910)	-11.67%	\$771,003	\$1,225,177	(\$454,174)	62.92%
October 2022	\$948,367	(\$135,932)	-14.33%	\$812,435	\$782,623	\$29,812	103.80%
November 2022	\$922,773	(\$99,206)	-10.75%	\$823,567	\$754,285	\$69,282	109.18%
December 2022	\$2,585,194	(\$817,107)	-31.60%	\$1,768,086	\$1,038,340	\$729,746	170.28%
January 2023	\$3,775,596	(\$628,552)	-16.64%	\$3,147,044	\$1,034,869	\$2,112,175	304.10%
February 2023	\$2,134,968	(\$398,570)	-18.66%	\$1,736,398	\$991,012	\$745,386	175.21%
March 2023	\$2,493,247	(\$348,828)	-13.99%	\$2,144,419	\$1,190,473	\$953,947	180.13%
April 2023	\$4,957,033	(\$311,567)	-6.28%	\$4,645,467	\$1,052,823	\$3,592,644	441.23%
May 2023	\$10,319,201	(\$361,954)	-3.50%	\$9,957,247	\$1,001,184	\$8,956,063	994.54%
June 2023	\$2,367,132	(\$103,667)	-4.37%	\$2,263,466	\$1,073,868	\$1,189,598	210.77%
July 2023	\$1,707,287	(\$269,877)	-15.80%	\$1,437,410	\$1,092,400	\$345,010	131.58%
August 2023	\$2,054,758	(\$356,999)	-17.37%	\$1,697,759	\$1,273,161	\$424,599	133.34%
September 2023	\$2,007,999	(\$386,236)	-19.23%	\$1,621,763	\$1,034,875	\$586,888	156.71%
October 2023	\$2,239,874	(\$164,163)	-7.32%	\$2,075,711	\$1,174,652	\$901,059	176.70%
<b>Cumulative Totals</b>	<b>\$49,803,027</b>	<b>(\$5,143,432)</b>	<b>-10.32%</b>	<b>\$44,659,595</b>	<b>\$25,689,137</b>	<b>\$18,970,459</b>	<b>173.84%</b>
100% Limited Cumulative Total				\$23,994,527	\$25,689,137	(\$1,694,609)	93.40%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>73.84%</b>



MediTrans VAS

Table 2V — Healthy Blue MediTrans VAS (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$4,413	(\$746)	-16.90%	\$3,667	\$19,863	(\$16,196)	18.46%
December 2021	\$1,725	\$0	0.00%	\$1,725	\$18,554	(\$16,830)	9.29%
January 2022	\$1,721	\$0	0.00%	\$1,721	\$13,175	(\$11,454)	13.06%
February 2022	\$9,023	(\$96)	-1.06%	\$8,927	\$8,739	\$188	102.15%
March 2022	\$8,068	(\$307)	-3.80%	\$7,761	\$7,895	(\$133)	98.31%
April 2022	\$2,334	(\$553)	-23.69%	\$1,781	\$1,582	\$200	112.61%
May 2022	\$7,368	(\$101)	-1.37%	\$7,267	\$7,530	(\$263)	96.51%
June 2022	\$37,432	(\$472)	-1.26%	\$36,960	\$111,220	(\$74,260)	33.23%
July 2022	\$21,548	(\$1,601)	-7.42%	\$19,948	\$20,465	(\$517)	97.47%
August 2022	\$18,601	(\$556)	-2.99%	\$18,045	\$18,079	(\$33)	99.81%
September 2022	\$25,190	(\$387)	-1.53%	\$24,803	\$24,972	(\$169)	99.32%
October 2022	\$31,990	(\$7,963)	-24.89%	\$24,027	\$24,083	(\$56)	99.76%
November 2022	\$28,544	(\$1,136)	-3.98%	\$27,408	\$27,637	(\$229)	99.17%
December 2022	\$31,058	(\$4,392)	-14.14%	\$26,666	\$26,899	(\$233)	99.13%
January 2023	\$21,473	(\$2,490)	-11.59%	\$18,983	\$18,983	\$0	100.00%
February 2023	\$33,141	(\$4,539)	-13.69%	\$28,601	\$28,713	(\$112)	99.60%
March 2023	\$39,201	(\$4,825)	-12.30%	\$34,376	\$34,581	(\$205)	99.40%
April 2023	\$25,505	(\$3,162)	-12.39%	\$22,344	\$23,333	(\$990)	95.75%
May 2023	\$28,606	(\$3,117)	-10.89%	\$25,489	\$25,504	(\$15)	99.94%
June 2023	\$30,337	(\$2,010)	-6.62%	\$28,327	\$28,949	(\$622)	97.85%
July 2023	\$24,888	(\$257)	-1.03%	\$24,631	\$24,976	(\$345)	98.61%
August 2023	\$27,712	(\$275)	-0.99%	\$27,437	\$27,747	(\$310)	98.88%
September 2023	\$33,271	(\$1,034)	-3.10%	\$32,237	\$32,858	(\$620)	98.11%
October 2023	\$30,549	(\$601)	-1.96%	\$29,948	\$30,549	(\$601)	98.03%
<b>Cumulative Totals</b>	<b>\$523,702</b>	<b>(\$40,623)</b>	<b>-8%</b>	<b>\$483,080</b>	<b>\$606,885</b>	<b>(\$123,806)</b>	<b>79.59%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-19.41%



Superior Vision VAS

Table 3V — Healthy Blue Superior Vision VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$91,019	\$0	0.00%	\$91,019	\$189,409	(\$98,390)	48.05%
December 2021	\$93,226	\$0	0.00%	\$93,226	\$192,740	(\$99,514)	48.36%
January 2022	\$85,801	(\$15)	-0.01%	\$85,786	\$219,422	(\$133,636)	39.09%
February 2022	\$105,494	(\$25)	-0.02%	\$105,470	\$223,235	(\$117,765)	47.24%
March 2022	\$83,788	(\$108)	-0.12%	\$83,680	\$243,089	(\$159,409)	34.42%
April 2022	\$74,529	(\$228)	-0.30%	\$74,300	\$213,529	(\$139,228)	34.79%
May 2022	\$88,131	(\$64)	-0.07%	\$88,066	\$241,602	(\$153,536)	36.45%
June 2022	\$132,333	(\$41)	-0.03%	\$132,292	\$213,106	(\$80,814)	62.07%
July 2022	\$159,627	(\$420)	-0.26%	\$159,207	\$236,703	(\$77,496)	67.26%
August 2022	\$180,988	(\$433)	-0.23%	\$180,555	\$254,947	(\$74,392)	70.82%
September 2022	\$146,956	(\$178)	-0.12%	\$146,778	\$233,839	(\$87,062)	62.76%
October 2022	\$183,244	(\$381)	-0.20%	\$182,863	\$283,537	(\$100,674)	64.49%
November 2022	\$201,463	(\$274)	-0.13%	\$201,189	\$234,481	(\$33,292)	85.80%
December 2022	\$389,241	(\$587)	-0.15%	\$388,654	\$215,685	\$172,969	180.19%
January 2023	\$309,485	(\$29,637)	-9.57%	\$279,848	\$292,952	(\$13,104)	95.52%
February 2023	\$300,219	(\$17,425)	-5.80%	\$282,794	\$287,393	(\$4,599)	98.39%
March 2023	\$349,134	(\$16,773)	-4.80%	\$332,361	\$334,307	(\$1,946)	99.41%
April 2023	\$333,932	(\$15,251)	-4.56%	\$318,681	\$324,690	(\$6,009)	98.14%
May 2023	\$303,035	(\$9,082)	-2.99%	\$293,953	\$295,477	(\$1,524)	99.48%
June 2023	\$293,092	(\$4,907)	-1.67%	\$288,185	\$255,571	\$32,614	112.76%
July 2023	\$281,048	(\$3,940)	-1.40%	\$277,109	\$276,387	\$721	100.26%
August 2023	\$343,272	(\$20,318)	-5.91%	\$322,953	\$269,462	\$53,492	119.85%
September 2023	\$256,796	(\$3,741)	-1.45%	\$253,055	\$254,126	(\$1,071)	99.57%
October 2023	\$286,668	(\$1,245)	-0.43%	\$285,423	\$284,480	\$943	100.33%
<b>Cumulative Totals</b>	<b>\$5,072,521</b>	<b>(\$125,074)</b>	<b>-2.46%</b>	<b>\$4,947,447</b>	<b>\$6,070,171</b>	<b>(\$1,122,724)</b>	<b>81.50%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-17.50%



DentaQuest (Dental) VAS

Table 4V — Healthy Blue DentaQuest VAS (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$588,969	(\$77,751)	-13.20%	\$511,218	\$455,092	\$56,127	112.33%
December 2021	\$504,161	(\$23,785)	-4.71%	\$480,375	\$495,337	(\$14,962)	96.97%
January 2022	\$436,065	(\$11,086)	-2.54%	\$424,979	\$433,848	(\$8,869)	97.95%
February 2022	\$619,150	(\$19,508)	-3.15%	\$599,642	\$554,815	\$44,827	108.07%
March 2022	\$668,559	(\$43,885)	-6.56%	\$624,674	\$590,131	\$34,543	105.85%
April 2022	\$515,072	(\$46,285)	-8.98%	\$468,787	\$484,975	(\$16,188)	96.66%
May 2022	\$581,384	(\$50,504)	-8.68%	\$530,880	\$544,934	(\$14,054)	97.42%
June 2022	\$651,844	(\$103,571)	-15.88%	\$548,273	\$574,026	(\$25,753)	95.51%
July 2022	\$546,619	(\$72,846)	-13.32%	\$473,773	\$494,251	(\$20,478)	95.85%
August 2022	\$405,071	(\$68,267)	-16.85%	\$336,803	\$353,226	(\$16,422)	95.35%
September 2022	\$504,825	(\$101,292)	-20.06%	\$403,533	\$787,465	(\$383,932)	51.24%
October 2022	\$481,051	(\$126,409)	-26.27%	\$354,641	\$277,995	\$76,647	127.57%
November 2022	\$436,341	(\$65,077)	-14.91%	\$371,264	\$327,312	\$43,952	113.42%
December 2022	\$491,867	(\$58,716)	-11.93%	\$433,151	\$449,508	(\$16,357)	96.36%
January 2023	\$445,359	(\$84,891)	-19.06%	\$360,468	\$364,786	(\$4,318)	98.81%
February 2023	\$516,605	(\$91,056)	-17.62%	\$425,549	\$441,620	(\$16,071)	96.36%
March 2023	\$689,752	(\$119,581)	-17.33%	\$570,172	\$582,918	(\$12,746)	97.81%
April 2023	\$467,864	(\$45,504)	-9.72%	\$422,360	\$428,398	(\$6,037)	98.59%
May 2023	\$465,855	(\$30,292)	-6.50%	\$435,562	\$447,277	(\$11,714)	97.38%
June 2023	\$508,879	(\$29,056)	-5.70%	\$479,824	\$488,587	(\$8,763)	98.20%
July 2023	\$361,808	(\$15,833)	-4.37%	\$345,975	\$439,934	(\$93,959)	78.64%
August 2023	\$422,538	(\$19,286)	-4.56%	\$403,252	\$587,303	(\$184,051)	68.66%
September 2023	\$426,422	(\$26,292)	-6.16%	\$400,130	\$495,966	(\$95,835)	80.67%
October 2023	\$765,636	(\$30,287)	-3.95%	\$735,350	\$489,015	\$246,335	150.37%
<b>Cumulative Totals</b>	<b>\$12,501,697</b>	<b>(\$1,361,060)</b>	<b>-10.88%</b>	<b>\$11,140,637</b>	<b>\$11,588,716</b>	<b>(\$448,080)</b>	<b>96.13%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-2.87%



Non-Vendor VAS

Table 5V — Healthy Blue Non-Vendor VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
November 2021	\$394,790	(\$58,462)	-14.80%	\$336,327	\$433,019	(\$96,691)	77.67%
December 2021	\$235,518	(\$23,334)	-9.90%	\$212,184	\$342,632	(\$130,448)	61.92%
January 2022	\$99,467	(\$4,877)	-4.90%	\$94,590	\$396,014	(\$301,424)	23.88%
February 2022	\$730,271	(\$6,127)	-0.83%	\$724,144	\$351,855	\$372,288	205.80%
March 2022	\$386,434	(\$6,794)	-1.75%	\$379,640	\$382,118	(\$2,478)	99.35%
April 2022	\$427,993	(\$5,188)	-1.21%	\$422,805	\$428,973	(\$6,168)	98.56%
May 2022	\$386,867	(\$11,603)	-2.99%	\$375,264	\$360,000	\$15,264	104.24%
June 2022	\$390,462	(\$8,157)	-2.08%	\$382,305	\$342,388	\$39,917	111.65%
July 2022	\$291,661	(\$9,401)	-3.22%	\$282,260	\$254,960	\$27,300	110.70%
August 2022	\$349,161	(\$1,669)	-0.47%	\$347,492	\$241,919	\$105,573	143.64%
September 2022	\$195,941	(\$52)	-0.02%	\$195,889	\$178,901	\$16,988	109.49%
October 2022	\$252,082	(\$1,179)	-0.46%	\$250,903	\$197,008	\$53,895	127.35%
November 2022	\$256,424	(\$32,718)	-12.75%	\$223,705	\$164,854	\$58,851	135.69%
December 2022	\$1,673,028	(\$753,412)	-45.03%	\$919,616	\$346,249	\$573,368	265.59%
January 2023	\$2,999,278	(\$511,533)	-17.05%	\$2,487,745	\$358,148	\$2,129,597	694.61%
February 2023	\$1,285,002	(\$285,550)	-22.22%	\$999,453	\$233,285	\$766,168	428.42%
March 2023	\$1,415,159	(\$207,648)	-14.67%	\$1,207,511	\$238,666	\$968,845	505.94%
April 2023	\$4,129,731	(\$247,650)	-5.99%	\$3,882,081	\$276,401	\$3,605,680	1404.50%
May 2023	\$9,521,705	(\$319,462)	-3.35%	\$9,202,243	\$232,926	\$8,969,317	3950.70%
June 2023	\$1,534,823	(\$67,694)	-4.41%	\$1,467,129	\$300,761	\$1,166,368	487.80%
July 2023	\$1,039,542	(\$249,846)	-24.03%	\$789,696	\$351,103	\$438,593	224.91%
August 2023	\$1,261,237	(\$317,119)	-25.14%	\$944,117	\$388,649	\$555,468	242.92%
September 2023	\$1,291,509	(\$355,169)	-27.50%	\$936,340	\$251,925	\$684,415	371.67%
October 2023	\$1,157,020	(\$132,029)	-11.41%	\$1,024,991	\$370,608	\$654,383	276.57%
<b>Cumulative Totals</b>	<b>\$31,705,107</b>	<b>(\$3,616,675)</b>	<b>-11.40%</b>	<b>\$28,088,432</b>	<b>\$7,423,364</b>	<b>\$20,665,068</b>	<b>378.37%</b>
100% Limited Cumulative Total				\$7,423,364	\$7,423,364	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>278.37%</b>



## Appendix B: Definitions and Acronyms

The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ)** – A record of payments from an MCO or delegated vendor to service providers for a given month as reported by the MCO to the Louisiana Department of Health (LDH).
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. In 2020, DXC was sold to Veritas Capital and ultimately formed a new company, Gainwell Technologies.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the Medicaid Management Information System (MMIS); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – Current State fiscal agent contractor. Formerly known as DXC Technology.
- **Healthy Louisiana** – The name of Louisiana’s Medicaid managed care program as of May 2016.
- **Louisiana Department of Health (LDH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Managed Care Organization (MCO)** – A private organization that has entered into a risk-based contractual arrangement with LDH to obtain and finance care for enrolled Medicaid or Louisiana Children’s Health Insurance Program (LaCHIP) members. MCOs receive a capitation, or per member per month (PMPM), payment from LDH for each enrolled member. During the reporting period, six MCOs were operating in Louisiana. They are Healthy Blue – formerly Amerigroup Louisiana, Inc., AmeriHealth Caritas Louisiana (ACLA), Louisiana Healthcare Connections (LHCC), Aetna Better Health of Louisiana (Aetna), UnitedHealthcare Community Plan (UHC), and Humana Healthy Horizons in Louisiana (Humana).
- **Medicaid Management Information System (MMIS)** – The claims and encounter processing system used by the FAC. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Value-Added Services (VAS)** – A covered service provided by the MCO to its members that is currently a non-covered service in the state’s fee-for-service plan, for which the MCO received no additional capitated payment. Also known as Expanded Services.





The following terms are used in the monthly tables throughout this document:

- **100% Limited Completion** - When an individual vendor's cumulative completion percentage exceeds 100 percent, the encounter total is decreased by the variance between the encounter and cash disbursement journal payment amounts. This results in a limited cumulative completion percentage of 100%. For the entire plan, (Tables 1 and 1V), the limited cumulative completion percentage is calculated using the adjusted encounter amounts of all limited vendor and non-vendor results. This adjustment is to ensure that the entire plan completion percentage is not over-stated.
- **CDJ Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period reported in the Cash Disbursement Journal (CDJ).
- **Monthly Completion Percentage** – The “Monthly Encounter Net Total” divided by “CDJ Monthly Reported Total”
- **Monthly Encounter Net Total** – The difference between the “Monthly Encounter Total (FAC Reported)” and “Monthly Encounter Total (Adjustments)”
- **Monthly Encounter Total (Adjustments)** – Total paid amount of encounters identified as denied, calculated void or potential duplicate.
  - **State System Denied Encounter** – A submitted encounter that is paid by the plan but is denied by the Fiscal Agent Contractor (FAC) due to MMIS Claims Subsystem edits.
  - **Health Plan Denied Encounter** – A submitted encounter that is denied by the plan. This denied encounter is indicated by a value of ‘D’ in the second position of the MCO ICN submitted by the plan.
  - **Calculated Voids** – A pair of paid encounters having the same base patient account number or plan internal control number (ICN) if applicable. One of the encounters may appear to be a replacement of the other without a corresponding void encounter transaction being present. In this case, an adjustment is made to account for the missing void transaction. The magnitude of this adjustment depends upon the plans’ response to a listing of potential calculated void encounters.
  - **Duplicate Encounters** – A pair of paid encounters having identically-billed fields that appear to be duplicates of one another. One of these encounters may be excluded from the analysis depending upon the plans’ response to a listing of potential duplicate encounters.
- **Monthly Encounter Total (FAC Reported)** – The sum of all paid amounts on encounters submitted to the MMIS.
- **Monthly Variance** – The difference between the “Monthly Encounter Net Total” and the “CDJ Monthly Reported Total”.
- **Percentage of Encounters Adjusted** – The “Monthly Encounter Total (Adjustments)” divided by “Monthly Encounter Total (FAC Reported)”

## Appendix C: Analysis

Encounters from institutional, medical and pharmacy claim types were combined on like data fields. We analyzed the line reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the MCO paid date, MCO identification number (ID) and specific delegated vendor criteria. MCO submitted cash disbursements were summarized by paid date, MCO ID and specific delegated vendor criteria to create a matching table. These matching tables were combined using common fields between the tables and were used to produce the results.

Based on criteria provided by the MCO, we identified Healthy Blue encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	MediTrans	Characters 3 and 4 of Plan ICN contain "MT"	
Vision Services	Superior Vision	Characters 3 and 4 of Plan ICN contain "BL" Characters 3 through 6 of Plan ICN contain "EQBV"	
Dental Services	DentaQuest	Characters 3 and 4 of Plan ICN contain "DQ"	
Pharmacy Benefits	CVS Health	Claim type code of '12' Dates of service beginning on May 1, 2019	
Non-Vendor	Healthy Blue	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Pharmacy Benefits	Express Scripts	Claim type code of '12' Dates of services between February 1, 2015 and April 30, 2019	Replaced by CVS Health – Effective May 1, 2019
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LC"	Replaced by MediTrans – Effective January 22, 2020



## Appendix D: Data Analysis Assumptions

1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer LC.
2. For the purposes of this study, the payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. CDJ and encounter payments are analyzed to ensure that positive and negative payments correspond to the record's transaction type. For example, a void should have a negative amount. Additionally, the payment's amount on void and back-out encounters should match the amount on the encounter being adjusted. If detected, the payment is adjusted to the appropriate sign or amount.
5. We instructed the MCOs to exclude referral fees, management fees, and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transactions.
7. Due to rounding, the sum of the displayed percentages in this report may not add up to the total.
8. The short run-out period for encounter submissions may not allow sufficient time for the MCOs to resolve encounter submission issues noted in previous reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Opportunities for improving the encounter reconciliation process have been identified during analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the MCOs, their delegated vendors, LDH, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.