

The background of the cover is a blurred medical scene, possibly a patient in a hospital bed, overlaid with a semi-transparent green layer. Various medical icons are scattered across the green area, including a syringe, a pill, a stethoscope, a group of people, and a large white cross. A dark grey diagonal band runs from the top right to the bottom left, providing a space for the title and other text.

Louisiana Department of Health

**Comparison of
Health Plan Encounter Data to
Cash Disbursements for
Louisiana Healthcare Connections
November 1, 2021 – October 31, 2023**

January 11, 2024



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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 Louisiana Healthcare Connections (LHCC) 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 file 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 LHCC 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 – LHCC Entire Plan Summary Table

Table A — LHCC Cumulative Completion Totals and Percentages Measurement Period (November 2021 – October 2023)							
Description	Entire Plan	Non-Vendor	Delegated Vendor				
			Envolve Vision	Envolve Dental	ModivCare (NEMT)	Veyo (NEMT)	CVS Health (Pharmacy)
Encounter Total (FAC reported)	\$5,348,900,423	\$3,285,882,276	\$39,412,938	\$20,266,473	\$46,725	\$80,594,695	\$1,922,697,316
Total Encounter Adjustments (\$)	(\$822,206,241)	(\$382,408,166)	(\$646,545)	(\$1,058,203)	(\$21,966)	(\$10,957,842)	(\$427,113,519)
Total Encounter Adjustments (%)	-15.37%	-11.63%	-1.64%	-5.22%	-47.01%	-13.59%	-22.21%
Net Encounter Total	\$4,526,694,182	\$2,903,474,110	\$38,766,394	\$19,208,269	\$24,759	\$69,636,853	\$1,495,583,798
CDJ Total	\$4,617,024,910	\$2,959,640,621	\$39,077,485	\$19,405,344	\$24,651	\$69,697,227	\$1,529,179,582
Variance	(\$90,330,729)	(\$56,166,512)	(\$311,091)	(\$197,075)	\$108	(\$60,375)	(\$33,595,784)
Completion (%)	98.04%	98.10%	99.20%	98.98%	100.43%	99.91%	97.80%
100% Limited Completion* (%)	98.04%	N/A	N/A	N/A	100.00%	N/A	N/A
Minimum Completeness (%)	99.00%						
Non-Compliant (%)	-0.96%	-0.90%	N/A	-0.02%	0.43%	N/A	-1.20%
Prior Contract Period (November 2021 – December 2022)							
Completion (%)	98.93%	98.56%	99.31%	99.91%	100.43%	100.20%	99.62%
100% Limited Completion* (%)	98.93%	N/A	N/A	N/A	100.00%	100.00%	N/A
Minimum Completeness (%)	97.00%						
Non-Compliant (%)	N/A	N/A	N/A	N/A	0.43%	0.20%	N/A
Current Contract Period (January 2023 – October 2023)							
Completion (%)	96.86%	97.45%	99.04%	97.64%		99.58%	95.63%
100% Limited Completion* (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%						
Non-Compliant (%)	-2.14%	-1.55%	N/A	-1.36%	N/A	N/A	-3.37%

* 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 page 26 for further explanation.



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 LHCC Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	80,951,608	\$5,348,900,423	100.00%
Adjustment Type			
State System Denied	(4,345,455)	(\$815,645,683)	-15.24%
Health Plan Denied	(14,299,107)	(\$427,533)	0.00%
Calculated Void	(13,512)	(\$925,370)	-0.01%
Duplicate	(75,295)	(\$5,207,655)	-0.09%
Total Adjustments Made	(18,733,369)	(\$822,206,241)	-15.37%
Net Encounter Amounts	62,218,239	\$4,526,694,182	84.63%

* 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

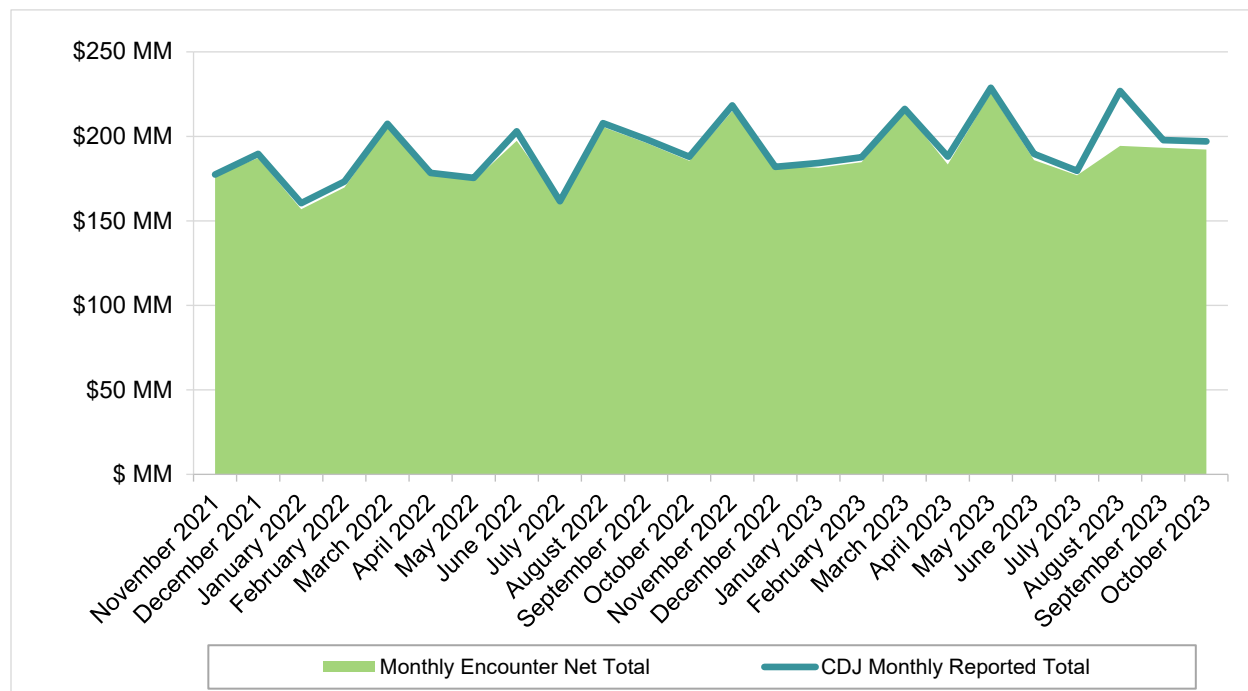
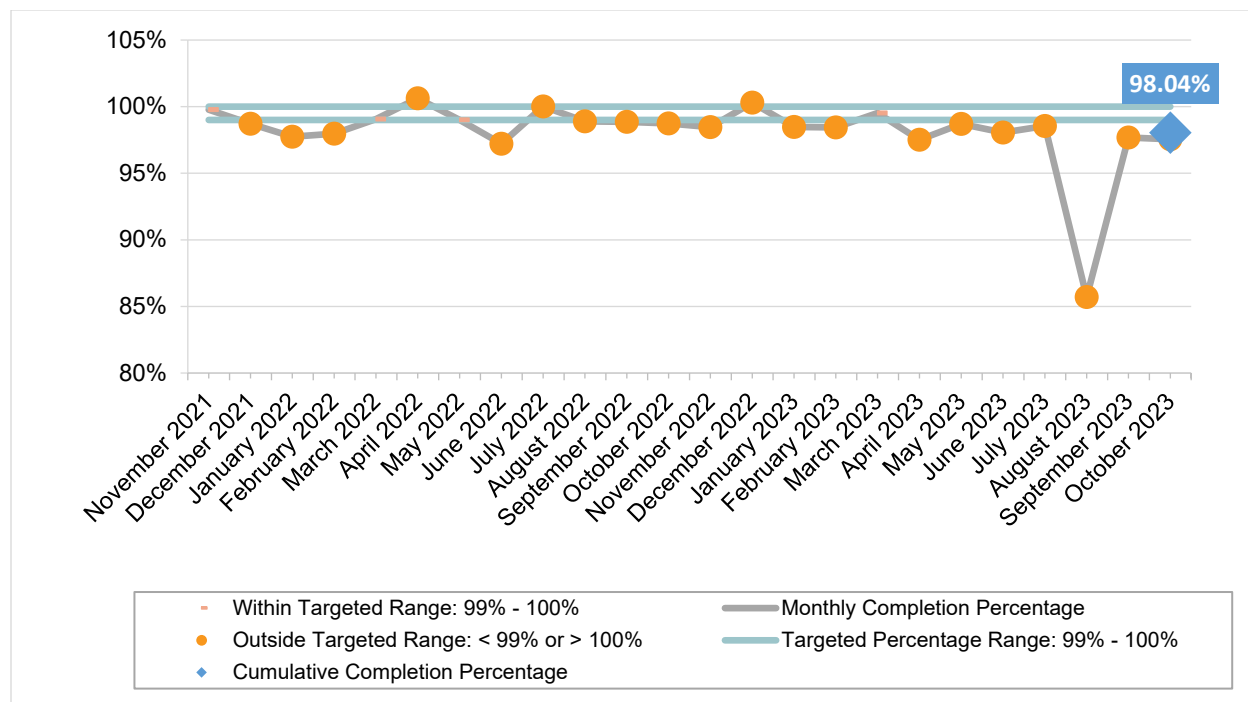


Chart 2. Entire Plan Completion Percentage by Paid Month





Data Issues and Recommendations

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

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

Section A: Data issues potentially impacting compliance:

1. **ModivCare** (Table 2): ModivCare's cumulative completion percentage is above the 100 percent threshold at 100.43 percent. There is currently one month where the monthly completion percentage is above the 100 percent threshold. ModivCare has been in runout since May 1, 2021.
 - The high percentage in December 2021 appears to be due to missing CDJ transactions when compared to corresponding encounter transactions.

We recommend LHCC work with ModivCare, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

2. **Envolve Dental** (Table 4): Envolve Dental's cumulative completion percentage is below the 99 percent threshold at 98.98 percent. There are currently eleven months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are three months where the monthly completion percentages are above the 100 percent threshold.
 - The low completion percentages appear to be due to state system denied encounters.
 - The high percentage for August 2022 appears to be due to CDJ void transactions not found in the encounter transactions.

We recommend LHCC work with Envolve Dental, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

3. **CVS Health** (Table 6): CVS Health's cumulative completion percentage is below the 99 percent threshold at 97.80 percent. There are three months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are eight months where the monthly completion percentages are above the 100 percent threshold.
 - The low percentages for January 2022 and June 2022 appear to be due to a combination of missing encounter transactions and paid amount differences between encounter transactions and their corresponding CDJ transactions.
 - The low percentage for August 2023 appears to be due to a recent reallocation of void encounter transactions that placed them into the August paid month.



- The high percentages for March 2022 and December 2022 appear to be due to missing CDJ transactions.

We recommend LHCC work with CVS, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

4. **Non-Vendor** (Table 7): The cumulative completion percentage is below the 99 percent threshold at 98.10 percent. There are twenty months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are two months where the monthly completion percentages are above the 100 percent threshold.
 - The low percentages for December 2021 through March 2022, June 2022, September 2022 through November 2022, and January 2023 appear to be due to void encounter transactions occurring in a different month than the corresponding void CDJ transactions and state system denied encounters.
 - The low percentages for February 2023 and April 2023 through October 2023 appear to be due to a combination of state system denied encounters and paid amount differences between encounter transactions and their corresponding CDJ transactions.

We recommend LHCC work with LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

Section B: Data issues not currently impacting compliance:

1. **Envolve Vision** (Table 3): There are currently seven months where the monthly completion percentages are below the 99 percent threshold.
 - The low percentages for August 2022 and February 2023 appear to be due to state system denied encounters.

We recommend LHCC work with Envolve Vision, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

2. **Veyo** (Table 5): There are currently four months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are ten months where the monthly completion percentages are above the 100 percent threshold.
 - The low percentages for January 2022 through March 2022 appear to be due to paid amount differences between encounter transactions and their corresponding CDJ transactions.



- The high percentages for April 2022 through June 2022 appear to be due to void encounter transactions appearing in earlier months than the corresponding CDJ transactions and paid amount differences between encounter transactions and the corresponding CDJ transactions.
- The high percentage for August 2022 appears to be due to void encounter transactions appearing in earlier months than the corresponding CDJ transactions and state system denied encounters.

We recommend LHCC work with Veyo, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.



Value-Added Services (VAS)

Value-added services are included in the MCO's vision, dental, and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the activity type field of the CDJ files received from the MCO and VAS encounter data is identified based on the first two characters 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 — LHCC VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			Enville Vision VAS	Enville Dental VAS	ModivCare VAS (NEMT)	Veyo VAS (NEMT)
Encounter Total (FAC reported)	\$40,702,238	\$5,656,904	\$11,669,600	\$20,266,473	\$2,839	\$3,106,422
Total Encounter Adjustments (\$)	(\$4,935,947)	(\$3,298,051)	(\$198,982)	(\$1,058,203)	(\$1,034)	(\$379,678)
Total Encounter Adjustments (%)	-12.12%	-58.30%	-1.70%	-5.22%	-36.40%	-12.22%
Net Encounter Total	\$35,766,291	\$2,358,854	\$11,470,618	\$19,208,269	\$1,806	\$2,726,744
CDJ Total	\$35,920,866	\$2,221,706	\$11,539,441	\$19,405,344	\$1,806	\$2,752,569
Variance	(\$154,575)	\$137,148	(\$68,823)	(\$197,075)	\$0	(\$25,825)
Completion (%)	99.56%	106.17%	99.40%	98.98%	100.00%	99.06%
100% Limited Completion (%)	99.18%	100.00%	N/A	N/A	N/A	N/A
Minimum Completeness (%)	99.00%					
Non-Compliant (%)	N/A	6.17%	N/A	-0.02%	N/A	N/A

* To avoid overstating the VAS 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. **Envolve Vision VAS** (Table 3V): The cumulative completion percentage for Envolve Vision VAS is in compliance at 99.40 percent. The monthly completion percentages are below the 99 percent threshold for six months and above the 100 percent threshold for two months. The low percentage in February 2023 appears to be due to state system denied encounters.
2. **Veyo VAS** (Table 5V): The cumulative completion percentage for Veyo VAS is in compliance at 99.06 percent. The monthly completion percentages are below the 99 percent threshold for ten months and above the 100 percent threshold for six months. The low percentages in March 2022, April 2022 and May 2023 appear to be due to encounter transaction amounts not matching with the corresponding CDJ transaction amounts. The low percentage in April 2023 appears to be due to missing encounter transactions when compared to corresponding CDJ transactions. The high percentages for May 2022, June 2022 and March 2023 appear to be due to paid amount differences between encounter transactions and their corresponding CDJ transactions. The high percentage for August 2022 appears to be due to missing CDJ transactions when compared to corresponding encounter transactions and state system denied encounters.
3. **Non-Vendor VAS** (Table 6V): The cumulative completion percentage for Non-Vendor VAS is out of compliance at 106.17 percent. The monthly completion percentages are above 100 percent for twenty-four months. The high percentages appear to be due to non-VAS encounters identified as VAS instead of non-VAS and/or VAS CDJ identified as non-VAS instead of VAS.

Monthly Tables

Entire Plan

Table 1 — LHCC (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	\$191,802,532	(\$14,804,738)	-7.71%	\$176,997,793	\$177,397,798	(\$400,005)	99.77%
December 2021	\$227,309,268	(\$40,106,580)	-17.64%	\$187,202,687	\$189,627,617	(\$2,424,929)	98.72%
January 2022	\$163,921,013	(\$7,047,917)	-4.29%	\$156,873,097	\$160,494,130	(\$3,621,033)	97.74%
February 2022	\$177,044,667	(\$7,271,605)	-4.10%	\$169,773,062	\$173,278,840	(\$3,505,779)	97.97%
March 2022	\$214,148,816	(\$8,673,674)	-4.05%	\$205,475,142	\$207,413,662	(\$1,938,520)	99.06%
April 2022	\$187,880,450	(\$8,418,855)	-4.48%	\$179,461,595	\$178,351,269	\$1,110,326	100.62%
May 2022	\$182,455,970	(\$8,730,829)	-4.78%	\$173,725,141	\$175,473,980	(\$1,748,839)	99.00%
June 2022	\$218,249,038	(\$20,888,545)	-9.57%	\$197,360,493	\$203,012,341	(\$5,651,848)	97.21%
July 2022	\$172,707,134	(\$11,049,634)	-6.39%	\$161,657,499	\$161,632,551	\$24,948	100.01%
August 2022	\$228,589,192	(\$23,056,571)	-10.08%	\$205,532,621	\$207,830,526	(\$2,297,905)	98.89%
September 2022	\$208,565,545	(\$12,413,233)	-5.95%	\$196,152,312	\$198,397,131	(\$2,244,819)	98.86%
October 2022	\$206,067,768	(\$20,505,731)	-9.95%	\$185,562,037	\$187,927,095	(\$2,365,058)	98.74%
November 2022	\$226,354,576	(\$11,333,228)	-5.00%	\$215,021,348	\$218,364,606	(\$3,343,258)	98.46%
December 2022	\$208,863,328	(\$26,304,857)	-12.59%	\$182,558,471	\$181,998,840	\$559,631	100.30%
January 2023	\$196,189,553	(\$14,767,223)	-7.52%	\$181,422,330	\$184,235,909	(\$2,813,579)	98.47%
February 2023	\$218,149,726	(\$33,398,146)	-15.30%	\$184,751,580	\$187,666,856	(\$2,915,276)	98.44%
March 2023	\$229,691,375	(\$14,454,828)	-6.29%	\$215,236,546	\$216,253,107	(\$1,016,560)	99.52%
April 2023	\$197,301,931	(\$13,950,280)	-7.07%	\$183,351,651	\$188,024,107	(\$4,672,456)	97.51%
May 2023	\$246,797,933	(\$21,007,634)	-8.51%	\$225,790,299	\$228,758,546	(\$2,968,247)	98.70%
June 2023	\$197,667,276	(\$11,707,489)	-5.92%	\$185,959,786	\$189,638,005	(\$3,678,218)	98.06%
July 2023	\$201,039,343	(\$24,059,734)	-11.96%	\$176,979,610	\$179,583,152	(\$2,603,542)	98.55%
August 2023	\$635,619,458	(\$441,214,859)	-69.41%	\$194,404,599	\$226,825,495	(\$32,420,896)	85.70%
September 2023	\$208,708,300	(\$15,466,503)	-7.41%	\$193,241,797	\$197,820,409	(\$4,578,613)	97.68%
October 2023	\$203,776,232	(\$11,573,548)	-5.67%	\$192,202,685	\$197,018,937	(\$4,816,252)	97.55%
Cumulative Totals	\$5,348,900,423	(\$822,206,241)	-15.37%	\$4,526,694,182	\$4,617,024,910	(\$90,330,729)	98.04%
100% Limited Cumulative Total				\$4,526,694,074	\$4,617,024,910	(\$90,330,837)	98.04%
Minimum Completeness (%)							99.00%
Non-Compliant							-0.96%



ModivCare (NEMT)

Table 2 — LHCC 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	\$32,864	(\$15,104)	-45.95%	\$17,759	\$17,759	\$0	100.00%
December 2021	\$6,475	(\$2,054)	-31.72%	\$4,421	\$4,313	\$108	102.50%
January 2022	\$1,220	\$0	0.00%	\$1,220	\$1,220	\$0	100.00%
February 2022	\$3,899	(\$2,541)	-65.16%	\$1,358	\$1,358	\$0	100.00%
March 2022	\$2,267	(\$2,267)	-100.00%	\$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
Cumulative Totals	\$46,725	(\$21,966)	-47.01%	\$24,759	\$24,651	\$108	100.43%
100% Limited Cumulative Total				\$24,651	\$24,651	\$0	100.00%
Minimum Completeness (%)							99.00%
Non-Compliant							0.43%



Engolve Vision

Table 3 — LHCC Engolve 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	\$1,471,899	(\$10,987)	-0.74%	\$1,460,913	\$1,469,220	(\$8,307)	99.43%
December 2021	\$1,668,843	(\$11,394)	-0.68%	\$1,657,449	\$1,668,436	(\$10,987)	99.34%
January 2022	\$1,385,488	(\$15,226)	-1.09%	\$1,370,262	\$1,381,585	(\$11,324)	99.18%
February 2022	\$1,677,509	(\$8,420)	-0.50%	\$1,669,089	\$1,678,667	(\$9,577)	99.42%
March 2022	\$1,962,238	(\$11,886)	-0.60%	\$1,950,352	\$1,961,091	(\$10,740)	99.45%
April 2022	\$1,534,600	(\$7,981)	-0.52%	\$1,526,618	\$1,537,645	(\$11,027)	99.28%
May 2022	\$1,554,862	(\$25,222)	-1.62%	\$1,529,641	\$1,538,578	(\$8,937)	99.41%
June 2022	\$1,749,465	(\$13,783)	-0.78%	\$1,735,682	\$1,743,797	(\$8,115)	99.53%
July 2022	\$1,449,916	(\$14,702)	-1.01%	\$1,435,214	\$1,443,136	(\$7,921)	99.45%
August 2022	\$1,714,383	(\$22,861)	-1.33%	\$1,691,522	\$1,721,728	(\$30,206)	98.24%
September 2022	\$2,013,451	(\$20,305)	-1.00%	\$1,993,145	\$2,002,665	(\$9,520)	99.52%
October 2022	\$1,609,582	(\$13,829)	-0.85%	\$1,595,754	\$1,608,139	(\$12,385)	99.22%
November 2022	\$1,600,865	(\$12,045)	-0.75%	\$1,588,820	\$1,596,215	(\$7,395)	99.53%
December 2022	\$1,669,427	(\$11,075)	-0.66%	\$1,658,352	\$1,669,639	(\$11,288)	99.32%
January 2023	\$1,360,457	(\$35,608)	-2.61%	\$1,324,848	\$1,339,426	(\$14,577)	98.91%
February 2023	\$1,705,358	(\$79,121)	-4.63%	\$1,626,237	\$1,651,712	(\$25,475)	98.45%
March 2023	\$2,057,712	(\$70,746)	-3.43%	\$1,986,966	\$2,015,380	(\$28,413)	98.59%
April 2023	\$1,600,327	(\$53,325)	-3.33%	\$1,547,002	\$1,566,173	(\$19,172)	98.77%
May 2023	\$1,457,715	(\$44,026)	-3.02%	\$1,413,689	\$1,432,653	(\$18,964)	98.67%
June 2023	\$1,724,504	(\$43,337)	-2.51%	\$1,681,167	\$1,701,091	(\$19,925)	98.82%
July 2023	\$1,384,087	(\$28,591)	-2.06%	\$1,355,495	\$1,362,483	(\$6,987)	99.48%
August 2023	\$2,021,465	(\$49,047)	-2.42%	\$1,972,418	\$1,977,683	(\$5,266)	99.73%
September 2023	\$1,505,050	(\$21,150)	-1.40%	\$1,483,899	\$1,496,344	(\$12,445)	99.16%
October 2023	\$1,533,737	(\$21,877)	-1.42%	\$1,511,860	\$1,513,999	(\$2,139)	99.85%
Cumulative Totals	\$39,412,938	(\$646,545)	-1.64%	\$38,766,394	\$39,077,485	(\$311,091)	99.20%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



Envolve Dental

Table 4 — LHCC Envolve 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	\$754,130	(\$10,593)	-1.40%	\$743,537	\$748,300	(\$4,762)	99.36%
December 2021	\$777,325	(\$5,162)	-0.66%	\$772,163	\$772,593	(\$430)	99.94%
January 2022	\$767,024	(\$4,715)	-0.61%	\$762,309	\$763,959	(\$1,651)	99.78%
February 2022	\$886,761	(\$10,897)	-1.22%	\$875,864	\$872,151	\$3,713	100.42%
March 2022	\$901,427	(\$5,912)	-0.65%	\$895,515	\$896,247	(\$732)	99.91%
April 2022	\$784,633	(\$7,985)	-1.01%	\$776,648	\$780,120	(\$3,472)	99.55%
May 2022	\$839,502	(\$8,111)	-0.96%	\$831,391	\$834,091	(\$2,699)	99.67%
June 2022	\$879,601	(\$10,936)	-1.24%	\$868,665	\$872,807	(\$4,142)	99.52%
July 2022	\$710,367	(\$6,629)	-0.93%	\$703,739	\$704,870	(\$1,132)	99.83%
August 2022	\$946,731	(\$33,712)	-3.56%	\$913,019	\$889,760	\$23,259	102.61%
September 2022	\$983,488	(\$4,771)	-0.48%	\$978,716	\$975,172	\$3,544	100.36%
October 2022	\$886,184	(\$16,312)	-1.84%	\$869,872	\$875,973	(\$6,101)	99.30%
November 2022	\$744,968	(\$8,825)	-1.18%	\$736,143	\$742,879	(\$6,736)	99.09%
December 2022	\$746,617	(\$9,250)	-1.23%	\$737,367	\$746,137	(\$8,770)	98.82%
January 2023	\$1,080,161	(\$257,444)	-23.83%	\$822,718	\$836,231	(\$13,514)	98.38%
February 2023	\$1,069,507	(\$284,130)	-26.56%	\$785,376	\$796,409	(\$11,032)	98.61%
March 2023	\$945,197	(\$89,444)	-9.46%	\$855,753	\$870,527	(\$14,775)	98.30%
April 2023	\$795,575	(\$45,117)	-5.67%	\$750,458	\$758,067	(\$7,609)	98.99%
May 2023	\$868,283	(\$76,608)	-8.82%	\$791,675	\$817,358	(\$25,684)	96.85%
June 2023	\$835,192	(\$37,898)	-4.53%	\$797,294	\$817,500	(\$20,207)	97.52%
July 2023	\$704,623	(\$30,721)	-4.35%	\$673,902	\$691,733	(\$17,831)	97.42%
August 2023	\$817,725	(\$27,738)	-3.39%	\$789,987	\$802,812	(\$12,826)	98.40%
September 2023	\$752,177	(\$33,597)	-4.46%	\$718,580	\$750,614	(\$32,033)	95.73%
October 2023	\$789,277	(\$31,697)	-4.01%	\$757,579	\$789,034	(\$31,455)	96.01%
Cumulative Totals	\$20,266,473	(\$1,058,203)	-5.22%	\$19,208,269	\$19,405,344	(\$197,075)	98.98%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-0.02%



Veyo (NEMT)

Table 5 — LHCC Veyo (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	\$1,505,628	(\$121,984)	-8%	\$1,383,644	\$1,395,562	(\$11,918)	99.14%
December 2021	\$2,092,115	(\$280,284)	-13%	\$1,811,831	\$1,828,440	(\$16,610)	99.09%
January 2022	\$2,649,325	(\$937,769)	-35%	\$1,711,556	\$2,065,346	(\$353,790)	82.87%
February 2022	\$2,448,652	(\$105,228)	-4%	\$2,343,424	\$3,283,207	(\$939,783)	71.37%
March 2022	\$2,051,148	(\$29,017)	-1.41%	\$2,022,130	\$2,060,748	(\$38,618)	98.12%
April 2022	\$4,581,424	(\$1,131,365)	-24.69%	\$3,450,060	\$2,326,898	\$1,123,161	148.26%
May 2022	\$3,018,296	(\$720,081)	-23.85%	\$2,298,215	\$2,267,521	\$30,695	101.35%
June 2022	\$6,824,342	(\$2,984,730)	-43.73%	\$3,839,612	\$3,705,752	\$133,860	103.61%
July 2022	\$2,490,699	(\$86,380)	-3.46%	\$2,404,319	\$2,402,695	\$1,624	100.06%
August 2022	\$5,676,474	(\$2,866,168)	-50.49%	\$2,810,306	\$2,676,081	\$134,224	105.01%
September 2022	\$3,240,482	(\$30,802)	-0.95%	\$3,209,681	\$3,209,232	\$449	100.01%
October 2022	\$3,131,624	(\$36,362)	-1.16%	\$3,095,262	\$3,087,490	\$7,772	100.25%
November 2022	\$2,934,361	(\$4,275)	-0.14%	\$2,930,087	\$2,922,168	\$7,919	100.27%
December 2022	\$3,563,887	(\$16,006)	-0.44%	\$3,547,881	\$3,551,757	(\$3,876)	99.89%
January 2023	\$2,767,723	(\$253,421)	-9.15%	\$2,514,302	\$2,530,467	(\$16,164)	99.36%
February 2023	\$3,474,463	(\$354,680)	-10.20%	\$3,119,783	\$3,136,210	(\$16,427)	99.47%
March 2023	\$4,846,305	(\$26,142)	-0.53%	\$4,820,163	\$4,818,840	\$1,322	100.02%
April 2023	\$2,953,831	(\$14,648)	-0.49%	\$2,939,183	\$2,983,749	(\$44,567)	98.50%
May 2023	\$3,284,550	(\$14,473)	-0.44%	\$3,270,077	\$3,283,073	(\$12,996)	99.60%
June 2023	\$4,499,193	(\$13,195)	-0.29%	\$4,485,998	\$4,501,497	(\$15,499)	99.65%
July 2023	\$3,350,914	(\$41,172)	-1.22%	\$3,309,742	\$3,318,612	(\$8,870)	99.73%
August 2023	\$4,131,920	(\$67,664)	-1.63%	\$4,064,257	\$4,079,627	(\$15,371)	99.62%
September 2023	\$2,985,061	(\$13,527)	-0.45%	\$2,971,534	\$2,983,948	(\$12,413)	99.58%
October 2023	\$2,092,277	(\$808,470)	-38.64%	\$1,283,807	\$1,278,307	\$5,499	100.43%
Cumulative Totals	\$80,594,695	(\$10,957,842)	-13.59%	\$69,636,853	\$69,697,227	(\$60,375)	99.91%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



CVS Health (Pharmacy)

Table 6 — LHCC 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	\$49,019,543	(\$347,151)	-0.70%	\$48,672,392	\$48,613,059	\$59,333	100.12%
December 2021	\$61,014,322	(\$222,022)	-0.36%	\$60,792,300	\$60,909,052	(\$116,752)	99.80%
January 2022	\$47,769,496	(\$195,003)	-0.40%	\$47,574,493	\$48,675,089	(\$1,100,596)	97.73%
February 2022	\$52,215,026	(\$247,296)	-0.47%	\$51,967,730	\$51,801,250	\$166,480	100.32%
March 2022	\$67,711,945	(\$222,137)	-0.32%	\$67,489,808	\$66,801,748	\$688,060	101.03%
April 2022	\$54,487,701	(\$192,293)	-0.35%	\$54,295,408	\$54,474,425	(\$179,018)	99.67%
May 2022	\$54,167,164	(\$355,675)	-0.65%	\$53,811,490	\$53,900,980	(\$89,491)	99.83%
June 2022	\$74,179,786	(\$8,350,894)	-11.25%	\$65,828,892	\$69,135,016	(\$3,306,125)	95.21%
July 2022	\$54,318,539	(\$315,980)	-0.58%	\$54,002,558	\$54,010,139	(\$7,581)	99.98%
August 2022	\$70,286,092	(\$391,066)	-0.55%	\$69,895,026	\$70,264,712	(\$369,686)	99.47%
September 2022	\$59,334,141	(\$340,687)	-0.57%	\$58,993,455	\$59,011,837	(\$18,383)	99.96%
October 2022	\$60,005,534	(\$458,871)	-0.76%	\$59,546,663	\$59,788,673	(\$242,010)	99.59%
November 2022	\$75,877,784	(\$387,332)	-0.51%	\$75,490,451	\$75,929,015	(\$438,564)	99.42%
December 2022	\$60,156,584	(\$650,749)	-1.08%	\$59,505,835	\$57,700,349	\$1,805,486	103.12%
January 2023	\$62,100,042	(\$2,676,847)	-4.31%	\$59,423,195	\$59,756,109	(\$332,914)	99.44%
February 2023	\$65,492,848	(\$459,484)	-0.70%	\$65,033,364	\$64,915,541	\$117,823	100.18%
March 2023	\$82,760,163	(\$966,291)	-1.16%	\$81,793,872	\$81,675,454	\$118,418	100.14%
April 2023	\$66,735,644	(\$268,747)	-0.40%	\$66,466,897	\$66,530,635	(\$63,738)	99.90%
May 2023	\$84,925,056	(\$831,969)	-0.97%	\$84,093,087	\$84,802,269	(\$709,182)	99.16%
June 2023	\$65,875,758	(\$180,670)	-0.27%	\$65,695,087	\$65,657,668	\$37,419	100.05%
July 2023	\$64,685,130	(\$866,517)	-1.33%	\$63,818,612	\$64,037,376	(\$218,763)	99.65%
August 2023	\$461,593,390	(\$407,055,646)	-88.18%	\$54,537,744	\$84,058,214	(\$29,520,470)	64.88%
September 2023	\$62,372,956	(\$896,348)	-1.43%	\$61,476,608	\$61,619,717	(\$143,110)	99.76%
October 2023	\$65,612,673	(\$233,843)	-0.35%	\$65,378,830	\$65,111,253	\$267,577	100.41%
Cumulative Totals	\$1,922,697,316	(\$427,113,519)	-22.21%	\$1,495,583,798	\$1,529,179,582	(\$33,595,784)	97.80%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-1.20%



Non-Vendor

Table 7 — LHCC 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	\$139,018,468	(\$14,298,920)	-10.28%	\$124,719,548	\$125,153,897	(\$434,349)	99.65%
December 2021	\$161,750,188	(\$39,585,664)	-24.47%	\$122,164,523	\$124,444,782	(\$2,280,259)	98.16%
January 2022	\$111,348,461	(\$5,895,205)	-5.29%	\$105,453,257	\$107,606,929	(\$2,153,673)	97.99%
February 2022	\$119,812,819	(\$6,897,223)	-5.75%	\$112,915,596	\$115,642,207	(\$2,726,612)	97.64%
March 2022	\$141,519,791	(\$8,402,455)	-5.93%	\$133,117,337	\$135,693,827	(\$2,576,490)	98.10%
April 2022	\$126,492,092	(\$7,079,231)	-5.59%	\$119,412,862	\$119,232,180	\$180,681	100.15%
May 2022	\$122,876,146	(\$7,621,742)	-6.20%	\$115,254,404	\$116,932,811	(\$1,678,407)	98.56%
June 2022	\$134,615,843	(\$9,528,201)	-7.07%	\$125,087,642	\$127,554,969	(\$2,467,327)	98.06%
July 2022	\$113,737,613	(\$10,625,943)	-9.34%	\$103,111,669	\$103,071,711	\$39,958	100.03%
August 2022	\$149,965,512	(\$19,742,763)	-13.16%	\$130,222,749	\$132,278,245	(\$2,055,496)	98.44%
September 2022	\$142,993,983	(\$12,016,668)	-8.40%	\$130,977,315	\$133,198,225	(\$2,220,910)	98.33%
October 2022	\$140,434,844	(\$19,980,358)	-14.22%	\$120,454,486	\$122,566,821	(\$2,112,335)	98.27%
November 2022	\$145,196,598	(\$10,920,751)	-7.52%	\$134,275,847	\$137,174,329	(\$2,898,482)	97.88%
December 2022	\$142,726,812	(\$25,617,777)	-17.94%	\$117,109,036	\$118,330,958	(\$1,221,923)	98.96%
January 2023	\$128,881,170	(\$11,543,903)	-8.95%	\$117,337,266	\$119,773,676	(\$2,436,410)	97.96%
February 2023	\$146,407,550	(\$32,220,730)	-22.00%	\$114,186,820	\$117,166,984	(\$2,980,165)	97.45%
March 2023	\$139,081,999	(\$13,302,206)	-9.56%	\$125,779,793	\$126,872,905	(\$1,093,112)	99.13%
April 2023	\$125,216,554	(\$13,568,442)	-10.83%	\$111,648,112	\$116,185,483	(\$4,537,371)	96.09%
May 2023	\$156,262,329	(\$20,040,557)	-12.82%	\$136,221,772	\$138,423,193	(\$2,201,422)	98.40%
June 2023	\$124,732,629	(\$11,432,389)	-9.16%	\$113,300,241	\$116,960,248	(\$3,660,008)	96.87%
July 2023	\$130,914,590	(\$23,092,732)	-17.63%	\$107,821,858	\$110,172,949	(\$2,351,090)	97.86%
August 2023	\$167,054,958	(\$34,014,764)	-20.36%	\$133,040,194	\$135,907,159	(\$2,866,965)	97.89%
September 2023	\$141,093,056	(\$14,501,882)	-10.27%	\$126,591,175	\$130,969,787	(\$4,378,612)	96.65%
October 2023	\$133,748,269	(\$10,477,660)	-7.83%	\$123,270,609	\$128,326,344	(\$5,055,735)	96.06%
Cumulative Totals	\$3,285,882,276	(\$382,408,166)	-11.63%	\$2,903,474,110	\$2,959,640,621	(\$56,166,512)	98.10%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-0.90%



Appendix A: VAS Monthly Tables

Entire Plan VAS

Table 1V — LHCC VAS (Entire Plan)							
Paid Month	VAS Monthly Encounter Total (FAC Reported)	VAS Monthly Encounter Total (Adjustments)	VAS Percentage of Encounters Adjusted	VAS Monthly Encounter Net Total	VAS CDJ Monthly Reported Total	VAS Monthly Variance	VAS Monthly Completion Percentage
November 2021	\$1,313,399	(\$24,046)	-1.83%	\$1,289,353	\$1,287,213	\$2,141	100.16%
December 2021	\$1,420,424	(\$41,648)	-2.93%	\$1,378,775	\$1,375,080	\$3,696	100.26%
January 2022	\$1,343,889	(\$11,988)	-0.89%	\$1,331,902	\$1,330,192	\$1,710	100.12%
February 2022	\$1,625,402	(\$27,977)	-1.72%	\$1,597,425	\$1,590,878	\$6,547	100.41%
March 2022	\$1,832,235	(\$95,626)	-5.21%	\$1,736,609	\$1,737,774	(\$1,165)	99.93%
April 2022	\$1,513,620	(\$95,867)	-6.33%	\$1,417,753	\$1,424,686	(\$6,933)	99.51%
May 2022	\$1,620,587	(\$124,017)	-7.65%	\$1,496,570	\$1,494,237	\$2,332	100.15%
June 2022	\$2,054,864	(\$436,867)	-21.26%	\$1,617,997	\$1,607,816	\$10,181	100.63%
July 2022	\$1,424,035	(\$128,391)	-9.01%	\$1,295,644	\$1,289,587	\$6,057	100.46%
August 2022	\$3,259,329	(\$1,691,646)	-51.90%	\$1,567,683	\$1,536,535	\$31,149	102.02%
September 2022	\$2,623,052	(\$883,655)	-33.68%	\$1,739,396	\$1,727,484	\$11,912	100.68%
October 2022	\$1,618,953	(\$128,570)	-7.94%	\$1,490,383	\$1,491,343	(\$960)	99.93%
November 2022	\$1,402,627	(\$18,472)	-1.31%	\$1,384,155	\$1,389,756	(\$5,601)	99.59%
December 2022	\$1,416,047	(\$24,255)	-1.71%	\$1,391,792	\$1,399,043	(\$7,251)	99.48%
January 2023	\$1,727,452	(\$283,603)	-16.41%	\$1,443,850	\$1,455,777	(\$11,927)	99.18%
February 2023	\$1,915,455	(\$337,754)	-17.63%	\$1,577,700	\$1,593,154	(\$15,453)	99.03%
March 2023	\$1,948,954	(\$124,989)	-6.41%	\$1,823,965	\$1,835,959	(\$11,994)	99.34%
April 2023	\$1,545,630	(\$69,169)	-4.47%	\$1,476,461	\$1,487,199	(\$10,738)	99.27%
May 2023	\$1,647,469	(\$105,364)	-6.39%	\$1,542,104	\$1,570,637	(\$28,532)	98.18%
June 2023	\$1,645,606	(\$54,770)	-3.32%	\$1,590,837	\$1,620,531	(\$29,695)	98.16%
July 2023	\$1,335,534	(\$47,431)	-3.55%	\$1,288,104	\$1,307,355	(\$19,252)	98.52%
August 2023	\$1,650,636	(\$63,485)	-3.84%	\$1,587,150	\$1,608,337	(\$21,187)	98.68%
September 2023	\$1,419,015	(\$51,539)	-3.63%	\$1,367,476	\$1,401,624	(\$34,148)	97.56%
October 2023	\$1,398,023	(\$64,819)	-4.63%	\$1,333,204	\$1,358,667	(\$25,463)	98.12%
Cumulative Totals	\$40,702,238	(\$4,935,947)	-12.12%	\$35,766,291	\$35,920,866	(\$154,575)	99.56%
100% Limited Cumulative Total				\$35,629,143	\$35,920,866	(\$291,723)	99.18%
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



ModivCare (NEMT) VAS

Table 2V — LHCC ModivCare 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	\$2,143	(\$1,034)	-48.23%	\$1,109	\$1,109	\$0	100.00%
December 2021	\$106	\$0	0.00%	\$106	\$106	\$0	100.00%
January 2022	\$590	\$0	0.00%	\$590	\$590	\$0	100.00%
February 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
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
Cumulative Totals	\$2,839	(\$1,034)	-36.40%	\$1,806	\$1,806	\$0	100.00%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



Enville Vision VAS

Table 3V — LHCC Enville 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	\$383,170	(\$1,922)	-0.50%	\$381,249	\$382,125	(\$877)	99.77%
December 2021	\$439,525	(\$1,945)	-0.44%	\$437,579	\$437,791	(\$211)	99.95%
January 2022	\$426,798	(\$1,227)	-0.28%	\$425,571	\$425,880	(\$309)	99.92%
February 2022	\$548,941	(\$1,151)	-0.20%	\$547,790	\$548,677	(\$887)	99.83%
March 2022	\$633,806	(\$2,035)	-0.32%	\$631,771	\$632,528	(\$757)	99.88%
April 2022	\$482,411	(\$719)	-0.14%	\$481,692	\$482,642	(\$950)	99.80%
May 2022	\$487,108	(\$5,420)	-1.11%	\$481,688	\$483,583	(\$1,895)	99.60%
June 2022	\$523,341	(\$1,610)	-0.30%	\$521,731	\$521,277	\$454	100.08%
July 2022	\$425,505	(\$3,179)	-0.74%	\$422,326	\$422,936	(\$611)	99.85%
August 2022	\$432,690	(\$3,686)	-0.85%	\$429,004	\$433,587	(\$4,583)	98.94%
September 2022	\$544,230	(\$4,694)	-0.86%	\$539,536	\$542,957	(\$3,421)	99.36%
October 2022	\$438,022	(\$2,675)	-0.61%	\$435,347	\$437,561	(\$2,214)	99.49%
November 2022	\$426,533	(\$2,917)	-0.68%	\$423,617	\$425,451	(\$1,834)	99.56%
December 2022	\$445,534	(\$3,522)	-0.79%	\$442,012	\$445,186	(\$3,174)	99.28%
January 2023	\$430,677	(\$14,181)	-3.29%	\$416,496	\$420,564	(\$4,069)	99.03%
February 2023	\$594,611	(\$33,038)	-5.55%	\$561,573	\$569,840	(\$8,267)	98.54%
March 2023	\$676,539	(\$28,289)	-4.18%	\$648,250	\$656,512	(\$8,263)	98.74%
April 2023	\$523,106	(\$20,030)	-3.82%	\$503,076	\$509,187	(\$6,111)	98.79%
May 2023	\$484,160	(\$18,337)	-3.78%	\$465,822	\$471,086	(\$5,264)	98.88%
June 2023	\$523,412	(\$15,216)	-2.90%	\$508,196	\$515,117	(\$6,921)	98.65%
July 2023	\$406,654	(\$7,477)	-1.83%	\$399,176	\$400,449	(\$1,273)	99.68%
August 2023	\$520,573	(\$9,125)	-1.75%	\$511,448	\$514,929	(\$3,481)	99.32%
September 2023	\$430,187	(\$7,726)	-1.79%	\$422,462	\$426,568	(\$4,106)	99.03%
October 2023	\$442,069	(\$8,861)	-2.00%	\$433,208	\$433,005	\$202	100.04%
Cumulative Totals	\$11,669,600	(\$198,982)	-1.70%	\$11,470,618	\$11,539,441	(\$68,823)	99.40%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



Enville Dental VAS

Table 4V — LHCC Enville Dental 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	\$754,130	(\$10,593)	-1.40%	\$743,537	\$748,300	(\$4,762)	99.36%
December 2021	\$777,325	(\$5,162)	-0.66%	\$772,163	\$772,593	(\$430)	99.94%
January 2022	\$767,024	(\$4,715)	-0.61%	\$762,309	\$763,959	(\$1,651)	99.78%
February 2022	\$886,761	(\$10,897)	-1.22%	\$875,864	\$872,151	\$3,713	100.42%
March 2022	\$901,427	(\$5,912)	-0.65%	\$895,515	\$896,247	(\$732)	99.91%
April 2022	\$784,633	(\$7,985)	-1.01%	\$776,648	\$780,120	(\$3,472)	99.55%
May 2022	\$839,502	(\$8,111)	-0.96%	\$831,391	\$834,091	(\$2,699)	99.67%
June 2022	\$879,601	(\$10,936)	-1.24%	\$868,665	\$872,807	(\$4,142)	99.52%
July 2022	\$710,367	(\$6,629)	-0.93%	\$703,739	\$704,870	(\$1,132)	99.83%
August 2022	\$946,731	(\$33,712)	-3.56%	\$913,019	\$889,760	\$23,259	102.61%
September 2022	\$983,488	(\$4,771)	-0.48%	\$978,716	\$975,172	\$3,544	100.36%
October 2022	\$886,184	(\$16,312)	-1.84%	\$869,872	\$875,973	(\$6,101)	99.30%
November 2022	\$744,968	(\$8,825)	-1.18%	\$736,143	\$742,879	(\$6,736)	99.09%
December 2022	\$746,617	(\$9,250)	-1.23%	\$737,367	\$746,137	(\$8,770)	98.82%
January 2023	\$1,080,161	(\$257,444)	-23.83%	\$822,718	\$836,231	(\$13,514)	98.38%
February 2023	\$1,069,507	(\$284,130)	-26.56%	\$785,376	\$796,409	(\$11,032)	98.61%
March 2023	\$945,197	(\$89,444)	-9.46%	\$855,753	\$870,527	(\$14,775)	98.30%
April 2023	\$795,575	(\$45,117)	-5.67%	\$750,458	\$758,067	(\$7,609)	98.99%
May 2023	\$868,283	(\$76,608)	-8.82%	\$791,675	\$817,358	(\$25,684)	96.85%
June 2023	\$835,192	(\$37,898)	-4.53%	\$797,294	\$817,500	(\$20,207)	97.52%
July 2023	\$704,623	(\$30,721)	-4.35%	\$673,902	\$691,733	(\$17,831)	97.42%
August 2023	\$817,725	(\$27,738)	-3.39%	\$789,987	\$802,812	(\$12,826)	98.40%
September 2023	\$752,177	(\$33,597)	-4.46%	\$718,580	\$750,614	(\$32,033)	95.73%
October 2023	\$789,277	(\$31,697)	-4.01%	\$757,579	\$789,034	(\$31,455)	96.01%
Cumulative Totals	\$20,266,473	(\$1,058,203)	-5.22%	\$19,208,269	\$19,405,344	(\$197,075)	98.98%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-0.02%



Veyo (NEMT) VAS

Table 5V — LHCC Veyo 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	\$59,816	(\$3,157)	-5.27%	\$56,659	\$56,724	(\$64)	99.88%
December 2021	\$76,649	(\$2,547)	-3.32%	\$74,102	\$74,325	(\$223)	99.70%
January 2022	\$64,108	(\$4,804)	-7.49%	\$59,304	\$60,119	(\$815)	98.64%
February 2022	\$88,630	(\$6,346)	-7.16%	\$82,284	\$82,506	(\$222)	99.73%
March 2022	\$102,204	(\$576)	-0.56%	\$101,628	\$104,603	(\$2,975)	97.15%
April 2022	\$61,108	(\$82)	-0.13%	\$61,027	\$68,303	(\$7,277)	89.34%
May 2022	\$128,027	(\$38,616)	-30.16%	\$89,412	\$88,625	\$787	100.88%
June 2022	\$270,764	(\$140,966)	-52.06%	\$129,798	\$123,957	\$5,841	104.71%
July 2022	\$89,102	(\$1,367)	-1.53%	\$87,734	\$87,859	(\$125)	99.85%
August 2022	\$223,432	(\$116,411)	-52.10%	\$107,021	\$98,330	\$8,691	108.83%
September 2022	\$117,095	(\$1,692)	-1.44%	\$115,402	\$115,939	(\$537)	99.53%
October 2022	\$91,726	(\$1,115)	-1.21%	\$90,610	\$90,516	\$95	100.10%
November 2022	\$117,227	(\$136)	-0.11%	\$117,091	\$117,091	\$0	100.00%
December 2022	\$117,176	(\$57)	-0.04%	\$117,119	\$117,415	(\$296)	99.74%
January 2023	\$95,684	(\$6,894)	-7.20%	\$88,790	\$88,615	\$175	100.19%
February 2023	\$155,586	(\$17,516)	-11.25%	\$138,070	\$138,497	(\$427)	99.69%
March 2023	\$208,930	(\$158)	-0.07%	\$208,772	\$207,668	\$1,104	100.53%
April 2023	\$145,986	(\$681)	-0.46%	\$145,305	\$148,150	(\$2,845)	98.07%
May 2023	\$161,188	(\$164)	-0.10%	\$161,024	\$165,526	(\$4,501)	97.28%
June 2023	\$191,595	(\$902)	-0.47%	\$190,693	\$198,997	(\$8,304)	95.82%
July 2023	\$140,618	(\$3,710)	-2.63%	\$136,907	\$141,971	(\$5,064)	96.43%
August 2023	\$195,779	(\$6,233)	-3.18%	\$189,545	\$195,760	(\$6,215)	96.82%
September 2023	\$144,546	(\$5,419)	-3.74%	\$139,127	\$141,128	(\$2,001)	98.58%
October 2023	\$59,448	(\$20,129)	-33.86%	\$39,319	\$39,945	(\$627)	98.43%
Cumulative Totals	\$3,106,422	(\$379,678)	-12.22%	\$2,726,744	\$2,752,569	(\$25,825)	99.06%
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



Non-Vendor VAS

Table 6V — LHCC 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	\$114,140	(\$7,341)	-6.43%	\$106,799	\$98,955	\$7,844	107.92%
December 2021	\$126,818	(\$31,994)	-25.22%	\$94,824	\$90,264	\$4,560	105.05%
January 2022	\$85,369	(\$1,242)	-1.45%	\$84,127	\$79,643	\$4,484	105.63%
February 2022	\$101,070	(\$9,583)	-9.48%	\$91,487	\$87,545	\$3,943	104.50%
March 2022	\$194,799	(\$87,103)	-44.71%	\$107,696	\$104,396	\$3,300	103.16%
April 2022	\$185,468	(\$87,081)	-46.95%	\$98,387	\$93,621	\$4,766	105.09%
May 2022	\$165,950	(\$71,872)	-43.30%	\$94,078	\$87,939	\$6,140	106.98%
June 2022	\$381,158	(\$283,354)	-74.34%	\$97,804	\$89,776	\$8,028	108.94%
July 2022	\$199,062	(\$117,217)	-58.88%	\$81,845	\$73,922	\$7,924	110.71%
August 2022	\$1,656,477	(\$1,537,837)	-92.83%	\$118,640	\$114,858	\$3,782	103.29%
September 2022	\$978,239	(\$872,497)	-89.19%	\$105,742	\$93,416	\$12,326	113.19%
October 2022	\$203,021	(\$108,468)	-53.42%	\$94,554	\$87,294	\$7,260	108.31%
November 2022	\$113,899	(\$6,594)	-5.78%	\$107,304	\$104,334	\$2,970	102.84%
December 2022	\$106,720	(\$11,426)	-10.70%	\$95,294	\$90,305	\$4,988	105.52%
January 2023	\$120,930	(\$5,084)	-4.20%	\$115,846	\$110,366	\$5,480	104.96%
February 2023	\$95,752	(\$3,071)	-3.20%	\$92,681	\$88,408	\$4,273	104.83%
March 2023	\$118,288	(\$7,098)	-6.00%	\$111,191	\$101,251	\$9,939	109.81%
April 2023	\$80,964	(\$3,341)	-4.12%	\$77,622	\$71,796	\$5,827	108.11%
May 2023	\$133,838	(\$10,255)	-7.66%	\$123,583	\$116,666	\$6,917	105.92%
June 2023	\$95,408	(\$754)	-0.78%	\$94,654	\$88,918	\$5,736	106.45%
July 2023	\$83,640	(\$5,522)	-6.60%	\$78,118	\$73,202	\$4,916	106.71%
August 2023	\$116,560	(\$20,389)	-17.49%	\$96,170	\$94,836	\$1,335	101.40%
September 2023	\$92,105	(\$4,798)	-5.20%	\$87,307	\$83,315	\$3,993	104.79%
October 2023	\$107,230	(\$4,131)	-3.85%	\$103,099	\$96,682	\$6,417	106.63%
Cumulative Totals	\$5,656,904	(\$3,298,051)	-58.30%	\$2,358,854	\$2,221,706	\$137,148	106.17%
100% Limited Cumulative Total				\$2,221,706	\$2,221,706	\$0	100.00%
Minimum Completeness (%)							99.00%
Non-Compliant							6.17%

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 LHCC encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Vision Services	Envolve Vision (formerly OptiCare)	Characters 3 and 4 of Plan ICN contain "OC"	
Dental Services	Envolve Dental	Characters 3 and 4 of Plan ICN contain "DH"	
Non-Emergency Medical Transportation (NEMT)	Veyo	Characters 3 and 4 of Plan ICN contain "VE"	
Pharmacy Benefits	CVS Health	Claim type code of '12' and Dates of service beginning on September 1, 2017	
Non-Vendor	LHCC	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Pharmacy Benefits	Envolve Pharmacy Solutions (formerly US Script)	Claim type code of '12' and Dates of service prior to September 1, 2017	Replaced by CVS Health – Effective September 1, 2017
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LC"	Replaced by Veyo – Effective May 1, 2021



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.