

# DENTAQUEST

Louisiana Medicaid Managed Care Non-Compliance Actions  
January 1, 2021 to Present

Tracking Number	Failed Deliverable or Non-Compliance with Contract Requirements	Notice of Action	Deadline to Cure	Notice of Monetary Penalty	Monetary Penalty Amount	Dispute or Appeal	Responses or Related Correspondence	Closure Date
DEN1-01	[Administration] Failure to comply with key personnel requirements for Dental Director position.	<a href="#">2/8/2021</a>						
DEN1-02	[Claims and Encounter Management, Provider Services, Enrollee Services] Performance under the current contract.	<a href="#">7/20/2021</a>					<a href="#">9/14/2021</a> <a href="#">9/17/2021</a>	
DEN1-04	[Administration] Failure to maintain required business hours.			<a href="#">3/11/2022</a>	\$2,000			
DEN1-05	[Reporting] Failure to timely submit required reports.			<a href="#">5/24/2022</a>	\$330,000	<a href="#">5/25/2022</a>	<a href="#">6/21/2022</a>	
DEN1-06	[Reporting] Failure to timely submit required reports.			<a href="#">7/1/2022</a>	\$75,000			
DEN1-07	[Reporting] Failure to submit complete and accurate reports.			<a href="#">8/26/2022</a>	\$110,000			
DEN1-08	[Quality Management] Failure to meet performance measures.			<a href="#">9/8/2022</a> <a href="#">10/22/2024</a>	\$200,000 \$87,400		<a href="#">11/20/2024</a>	
DEN1-09	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			<a href="#">10/20/2022</a>	\$50,000			

<b>DEN1-10</b>	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			<a href="#">1/5/2023</a>	\$50,000			
<b>DEN1-11</b>	[Quality Management] Failure to demonstrate full compliance in an external quality review.	<a href="#">4/19/2023</a> <a href="#">1/12/2024</a>	5/24/2024	<a href="#">7/27/2023</a> <a href="#">4/24/2024</a> <a href="#">5/22/2024</a>	\$30,000 \$5,000 \$5,000		<a href="#">9/17/2024</a>	
<b>DEN1-12</b>	[Services and Benefits] Failure to Assign Enrollees to Appropriate Program	<a href="#">5/31/2023</a>						
<b>DEN1-13</b>	[Claims and Encounter Management ] Failure to Timely Submit Required Reports  [Encounter Submission] Failure to Meet Encounter Data Submission Requirements			<a href="#">7/11/2023</a>  <a href="#">7/14/2023</a>	\$87,500  \$150,000		<a href="#">8/4/2023</a>	
<b>DEN1-14</b>	[Provider Network] Failure to Maintain an Adequate Provider			<a href="#">8/11/2023</a> <a href="#">6/14/2024</a>	\$40,000 \$485,000			
<b>DEN1-15</b>	[Claims and Encounters] Failure to Update Provider Rates and Failure to Pay Providers at the Contracted Negotiated Rate			<a href="#">9/1/2023</a> <a href="#">9/26/2023</a>	\$50,000 \$240,000			
<b>DEN1-16</b>	[Reporting] Failure to Submit Accurate Reports	<a href="#">11/2/2023</a>		<a href="#">9/5/2024</a> <a href="#">10/1/2024</a> <a href="#">10/30/2024</a>	\$50,000 \$10,000 \$27,500			<a href="#">10/29/2024</a>

<b>DEN1-17</b>	[Encounter Submission] Failure to Meet Encounter Data Submission Requirements			<a href="#">11/3/2023</a>	\$50,000			
				<a href="#">5/15/2024</a>	\$50,000			
				<a href="#">6/25/2024</a>	\$50,000			
				<a href="#">10/17/2024</a>	\$50,000			
				<a href="#">12/27/2024</a>	\$50,000			
				<a href="#">4/15/2025</a>	\$50,000			
<b>DEN1-18</b>	[Claims and Encounters] Failure to meet encounter data submission requirements			<a href="#">12/29/2023</a>	\$50,000			
<b>DEN1-19</b>	[Services and Benefits] Medical Necessity Determinations	<a href="#">5/9/2024</a>						
<b>DEN1-20</b>	[Meeting Attendance] Failure to attend mandatory meeting	<a href="#">12/3/2024</a>						

*Note: Blank cells represent fields that are not applicable as of publication.*

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