

MCNA Dental

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
MCNA1-01	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			1/6/2022	\$50,000			
MCNA1-02	[Provider Services] Failure to meet call center standards.			3/2/2022	\$20,000			
MCNA1-03	[Reporting] Failure to timely submit required reports.			3/23/2022	\$80,000			
MCNA1-04	[Reporting] Failure to timely submit ad hoc reports.			4/22/2022	\$17,500			
MCNA1-05	[Reporting] Failure to timely submit required reports.			7/7/2022	\$32,500			
MCNA1-06	[Reporting] Failure to submit complete and accurate reports.			8/26/2022 2/1/2023	\$75,000 \$2,000			
MCNA1-07	[Quality Management] Failure to meet performance measures.			9/8/2022 10/22/2024	\$190,000 \$62,700			
MCNA1-08	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			10/20/2022	\$50,000			
MCNA1-09	[Claims and Encounter Management] Failure to comply with encounter data submission requirements.			1/5/2023 5/9/2023	\$50,000 \$50,000			
MCNA1-10	[Claims and Encounter Management] Failure to Meet Encounter Data Submission Requirements			7/14/2023	\$150,000			

MCNA1-11	[Reporting] Failure to Submit Required Reports			8/17/2023	\$170,000			
MCNA1-12	[Claims and Encounter Management] Failure to Meet Prompt Pay Standards	9/22/2023	12/1/2023					
MCNA1-13	[Claims and Encounter Management] Failure to Meet Encounter Data Submission Requirements			9/1/2023	\$50,000			
MCNA1-14	[Claims and Encounter Management] Failure to Meet Encounter Data Submission Requirements			11/3/2023	\$50,000			
				5/15/2024	\$50,000			
				6/25/2024	\$50,000			
				10/17/2024	\$50,000			
				12/27/2024	\$50,000			
				4/15/2025	\$50,000			
MCNA1-16	[Quality Management] Failure to demonstrate full compliance in an external quality review	1/12/2024						4/30/2024

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

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