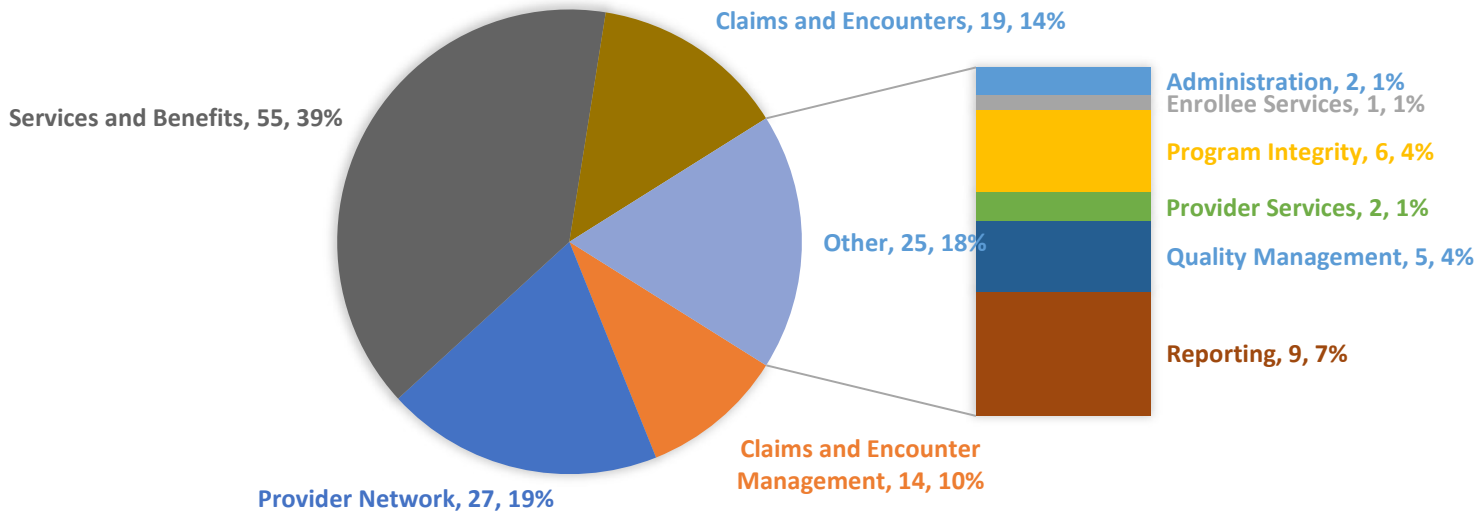
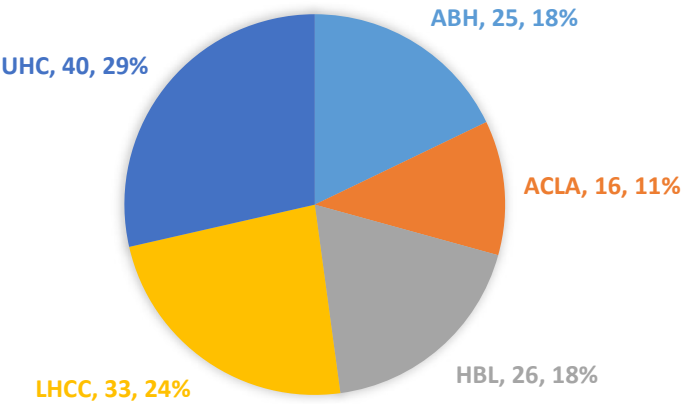


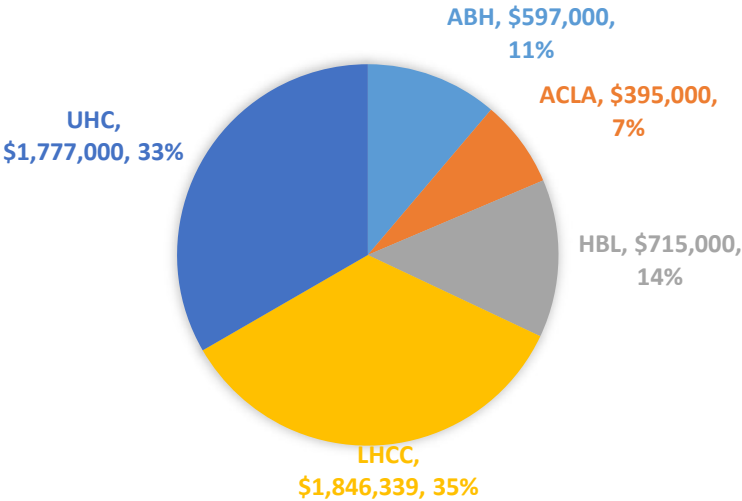
ISSUES BY CATEGORY



ISSUES BY MCO



PENALTIES BY MCO



Row Labels	ABH Issues	ABH Penalty Amt	ACLA Issues	ACLA Penalty Amt	HBL Issues	HBL Penalty Amt	LHCC Issues	LHCC Penalty Amt	UHC Issues	UHC Penalty Amt	Total Issues	Total Penalty Amt
Administration									2	\$ 5,000	2	\$ 5,000
Failure to Maintain Adequate Staffing									2	\$ 5,000	2	\$ 5,000
Claims and Encounter Management	2	\$ 10,000	1		3	\$ 225,000	4	\$ 5,000	4	\$ 470,000	14	\$ 710,000
Failure to Identify Pharmacy Claims							1				1	
Failure to Identify VAB Claims							1				1	
Failure to Implement Pharmacy Diagnosis Codes	1		1		1		1		1		5	
Failure to Reprocess Claims Timely					2	\$ 225,000			2	\$ 470,000	4	\$ 695,000
Failure to Adhere to Recoupment Notification Requirements	1	\$ 10,000									1	\$ 10,000
Failure to Adhere to Post-payment Recovery Requirements									1		1	
Failure to Meet Prior Authorization Resolution Requirements							1	\$ 5,000			1	\$ 5,000
Enrollee Services									1	\$ 80,000	1	\$ 80,000
Failure to Meet Call Center Standards									1	\$ 80,000	1	\$ 80,000
Program Integrity	1		1		1		1		2	\$ 5,000	6	\$ 5,000
Failure to Timely Void Encounters - FWA	1		1		1		1		1		5	
Responses to Requests for Information - FWA									1	\$ 5,000	1	\$ 5,000
Provider Network	5	\$ 257,000	5	\$ 150,000	5	\$ 200,000	5	\$ 50,000	7	\$ 177,000	27	\$ 834,000
Failure to Update Provider Directory	5	\$ 257,000	5	\$ 150,000	5	\$ 200,000	5	\$ 50,000	6	\$ 157,000	26	\$ 814,000
Failure to Maintain an Adequate Network									1	\$ 20,000	1	\$ 20,000
Quality Management	1		1		1		1		1		5	
External Quality Review Compliance	1		1		1		1		1		5	
Reporting	3		1		1		1		3	\$ 70,000	9	\$ 70,000
Failure to File Accurate Report									1		1	
Failure to Submit Complete and Accurate Reports	1										1	
Failure to Timely Submit Required Reports	2		1		1		1		1		6	
Failure to Timely Submit Required Reports									1	\$ 70,000	1	\$ 70,000
Provider Services	1		1								2	
Failure to Meet Call Center Standards	1										1	
Failure to Timely Address Provider Complaints			1								1	
Services and Benefits	9	\$ 225,000	2	\$ 170,000	11	\$ 210,000	17	\$ 1,276,339	16	\$ 395,000	55	\$ 2,276,339
Failure to Conduct Assessments					1		1		1		3	
Failure to Monitor PBM					1	\$ 5,000					1	\$ 5,000
Failure to Provide NEMT	6	\$ 55,000	1	\$ 5,000	3	\$ 20,000	11	\$ 240,000	10	\$ 195,000	31	\$ 515,000
Failure to Provide NEMT Timely					2	\$ 5,000	1	\$ 10,000	1	\$ 5,000	4	\$ 20,000
Inappropriate Use of NEAT					1		1	\$ 1,339			2	\$ 1,339
Use of TNCs in contravention of LDH Policy							1	\$ 820,000			1	\$ 820,000
Failure to Follow Credentialing Requirements	1										1	
Failure to Provide NEMT	1	\$ 5,000			2	\$ 15,000	1	\$ 40,000	3	\$ 30,000	7	\$ 90,000
Community Case Management Implementation	1	\$ 165,000	1	\$ 165,000	1	\$ 165,000	1	\$ 165,000	1	\$ 165,000	5	\$ 825,000
Claims and Encounters	3	\$ 105,000	4	\$ 75,000	4	\$ 80,000	4	\$ 515,000	4	\$ 575,000	19	\$ 1,350,000
Failure to Comply with Encounter Data Requirements	1	\$ 50,000	1	\$ 50,000	1	\$ 50,000	1	\$ 50,000			4	\$ 200,000
Failure to Implement Pharmacy Diagnosis Codes	1		1		1		2	\$ 115,000	2	\$ 135,000	7	\$ 250,000
Failure to Reprocess Claims Timely									1	\$ 435,000	1	\$ 435,000
Failure to Meet Brand-Over-Generic Compliance Rate					1						1	
Failure to Meet Prior Authorization Requirements			1								1	
Failure to Program Denials of 340B Claims	1	\$ 55,000	1	\$ 25,000	1	\$ 30,000	1	\$ 350,000	1	\$ 5,000	5	\$ 465,000
Grand Total	25	\$ 597,000	16	\$ 395,000	26	\$ 715,000	33	\$ 1,846,339	40	\$ 1,777,000	140	\$ 5,330,339