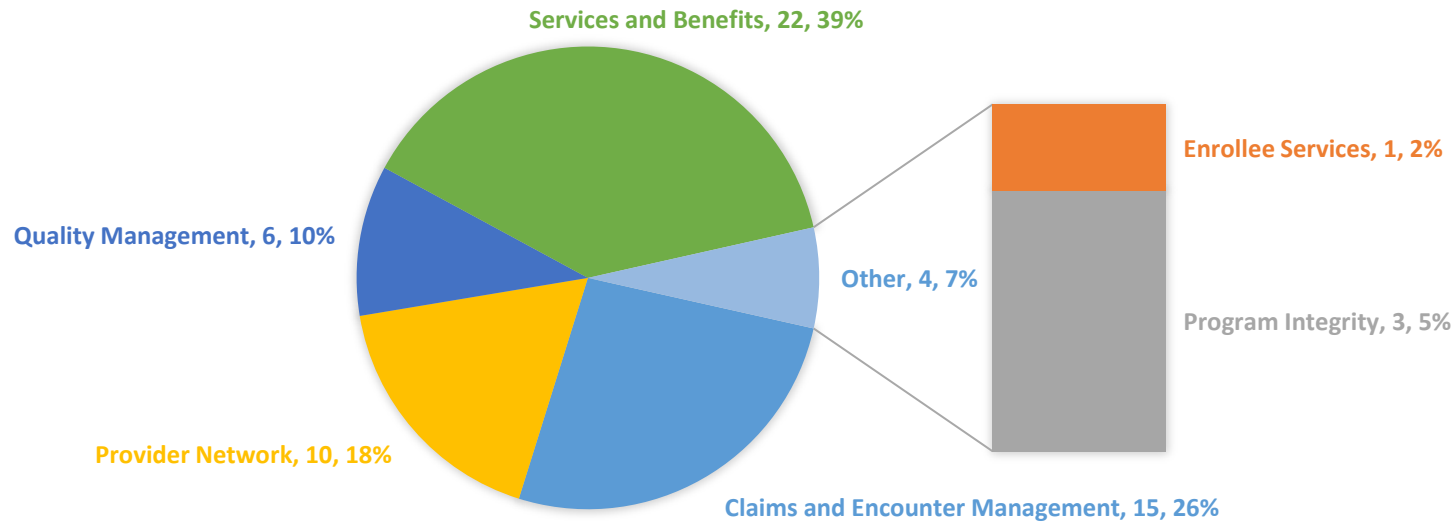
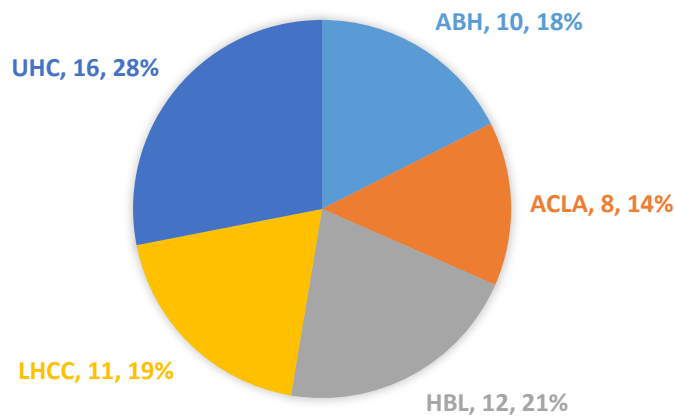


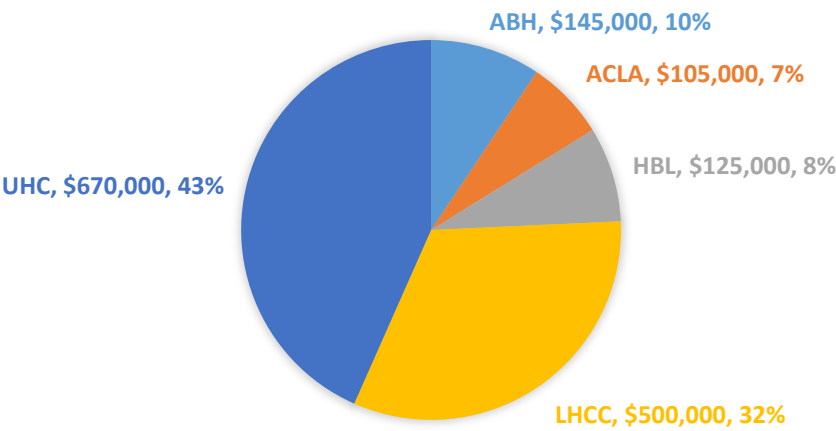
ISSUES BY CATEGORY



ISSUES BY MCO



PENALTIES BY MCO



Row Labels	ABH		ACLA		HBL		LHCC		UHC		Total Issues	Total Penalty Amt
	Issues	Penalty Amt	Issues	Penalty Amt	Issues	Penalty Amt	Issues	Penalty Amt	Issues	Penalty Amt		
Claims and Encounter Management	2		1		5	\$ 10,000	2	\$ 390,000	5	\$ 535,000	15	\$ 935,000
Failure to Adhere to Independent Review Requirements					2	\$ 5,000			1	\$ 120,000	3	\$ 125,000
Failure to Implement Pharmacy Claim Edits			1								1	
Failure to Update Fee Schedule							1	\$ 390,000	2	\$ 390,000	3	\$ 780,000
Failure to Update PDL							1		1		2	
Inappropriate Claim Denials					1						1	
Independent Review Excessive Overturns									1	\$ 25,000	1	\$ 25,000
Payment of Prohibited Fees - PBM	1				1						2	
Failure to Reprocess Claims Timely	1										1	
Failure to Update Rates - MEI Rate					1	\$ 5,000					1	\$ 5,000
Enrollee Services					1						1	
Failure to Timely Process Grievances and Appeals					1						1	
Program Integrity			2						1		3	
Failure to Meet Requirements of DOO			1						1		2	
Failure to Void Encounters - FWA			1								1	
Provider Network	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	10	\$ 500,000
Failure to Update Provider Directory	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	2	\$ 100,000	10	\$ 500,000
Quality Management	2		1		1		1		1		6	
External Quality Review Compliance	1		1		1		1		1		5	
Failure to Conduct Quarterly Member Advisory Council Meetings	1										1	
Services and Benefits	4	\$ 45,000	2	\$ 5,000	3	\$ 15,000	6	\$ 10,000	7	\$ 35,000	22	\$ 110,000
Failure to Adhere to Directive - HPA					1				1		2	
Failure to Implement Drug Updates	1						1				2	
Failure to Maintain NEMT Records Properly							1		1		2	
Failure to Provide NEMT	3	\$ 45,000	2	\$ 5,000	2	\$ 15,000	2	\$ 10,000	4	\$ 35,000	13	\$ 110,000
Failure to Provide NEMT Timely							1				1	
Inappropriate Use of NEAT							1		1		2	
Grand Total	10	\$ 145,000	8	\$ 105,000	12	\$ 125,000	11	\$ 500,000	16	\$ 670,000	57	\$ 1,545,000