

Louisiana Medicaid Managed Care Non-Compliance Actions
January 1, 2023 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
AET3-01	[Services and Benefits] Failure to provide medically necessary NEMT.			3/1/2023 4/25/2023 6/8/2023 7/19/2023 8/8/2023 8/22/2023 9/28/2023	\$5,000 \$5,000 \$10,000 \$5,000 \$25,000 \$10,000 \$15,000	3/9/2023	3/30/2023	
AET3-02	[Services and Benefits] Failure to provide MCO Member ID cards timely.			4/19/2023 6/23/2023 08/08/2023	\$500 \$500 \$1,000			
AET3-03	[Provider Network] Failure to Update Provider Directory	5/9/2023	5/30/2023 1/11/2024	12/21/2023 2/15/2024	\$50,000 \$50,000	2/22/2024	3/14/2024	8/1/2023
AET3-04	[Claims and Encounter Management] Failure to Process Post-Payment Recoveries for Third Party Liability Properly	7/6/2023						
AET3-05	[Claims and Encounters] Failure to Meet Prompt Pay Performance Standards	9/22/2023 2/13/2025		9/23/2024	\$380,000	10/2/2024	10/7/2024	
AET3-06	[Administrative] Failure to respond timely to request for information	9/5/2023					9/28/2023	
AET3-06	[Services and Benefits] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	11/14/2023						3/18/2025
AET3-07	[Administration] Failure to Meet Training Requirements			11/15/2023	\$100,000		12/6/2023	
AET3-08	[Services and Benefits]	11/16/2023						2/7/2024

	Failure to Provide Enrollees with Digital Access to Member ID Cards							
AET3-09	[Quality Management] Failure to demonstrate full compliance in an external quality review	1/12/2024	2/12/2024					5/1/2024
AET3-10	[Services and Benefits] Failure to meet case management requirements timely	2/29/2024 10/24/2024				11/8/2024	12/5/2024	
AET3-11	[Services and Benefits] Failure to reprocess claims timely	6/13/2024						7/11/2024
AET3-12	[Administration and Contract Management] Failure to report fraud, waste, and abuse timely	7/14/2025						

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

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