

# AETNA BETTER HEALTH

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.			<a href="#">3/1/2023</a> <a href="#">4/25/2023</a> <a href="#">6/8/2023</a> <a href="#">7/19/2023</a> <a href="#">8/8/2023</a> <a href="#">8/22/2023</a> <a href="#">9/28/2023</a> <a href="#">10/2/2025</a> <a href="#">11/13/2025</a> <a href="#">11/19/2025</a> <a href="#">3/31/2026</a> <a href="#">4/2/2026</a>	\$5,000 \$5,000 \$10,000 \$5,000 \$25,000 \$10,000 \$15,000 \$2,500 \$5,000 \$2,500 \$7,500 \$15,000	<a href="#">3/9/2023</a>	<a href="#">3/30/2023</a>	
AET3-02	[Services and Benefits] Failure to provide MCO Member ID cards timely.			<a href="#">4/19/2023</a> <a href="#">6/23/2023</a> <a href="#">08/08/2023</a>	\$500 \$500 \$1,000			
AET3-03	[Provider Network] Failure to Update Provider Directory	<a href="#">5/9/2023</a>	5/30/2023 1/11/2024	<a href="#">12/21/2023</a> <a href="#">2/15/2024</a> <a href="#">4/7/2026</a> <a href="#">4/28/2026</a>	\$50,000 \$50,000 \$150,000 \$50,000	<a href="#">2/22/2024</a> <a href="#">4/16/2026</a>	<a href="#">3/14/2024</a> <a href="#">4/24/2026</a>	<a href="#">8/1/2023</a>
AET3-04	[Claims and Encounter Management ] Failure to Process Post-Payment Recoveries for Third Party Liability Properly	<a href="#">7/6/2023</a>						
AET3-05	[Claims and Encounters] Failure to Meet Prompt Pay Performance Standards	<a href="#">9/22/2023</a> <a href="#">2/13/2025</a>		<a href="#">9/23/2024</a>	\$380,000	<a href="#">10/2/2024</a>	<a href="#">10/7/2024</a>	<a href="#">12/30/2025</a>
AET3-06	[Administrative] Failure to respond timely to request for information	<a href="#">9/5/2023</a>					<a href="#">9/28/2023</a>	
AET3-06	[Services and Benefits]	<a href="#">11/14/2023</a>						<a href="#">3/18/2025</a>

	Failure to Meet Case Management Requirements for DOJ Agreement Target Population							
<b>AET3-07</b>	[Administration] Failure to Meet Training Requirements			<a href="#">11/15/2023</a>	\$100,000		<a href="#">12/6/2023</a>	
<b>AET3-08</b>	[Services and Benefits] Failure to Provide Enrollees with Digital Access to Member ID Cards	<a href="#">11/16/2023</a>						<a href="#">2/7/2024</a>
<b>AET3-09</b>	[Quality Management] Failure to demonstrate full compliance in an external quality review	<a href="#">1/12/2024</a>	2/12/2024	<a href="#">3/23/2026</a>	\$30,000			<a href="#">5/1/2024</a>
<b>AET3-10</b>	[Services and Benefits] Failure to meet case management requirements timely	<a href="#">2/29/2024</a> <a href="#">10/24/2024</a>				<a href="#">11/8/2024</a>	<a href="#">12/5/2024</a>	
<b>AET3-11</b>	[Services and Benefits] Failure to reprocess claims timely	<a href="#">6/13/2024</a>						<a href="#">7/11/2024</a>
<b>AET3-12</b>	[Administration and Contract Management] Failure to report fraud, waste, and abuse timely	<a href="#">7/14/2025</a>				<a href="#">7/24/2025</a>	<a href="#">9/9/2025</a>	
<b>AET3-13</b>	[Program Integrity] Failure to Obtain LDH Approval before Implementing Pre-Payment Review	<a href="#">9/8/2025</a>						
<b>AET3-14</b>	[Enrollee Services] Failure to meet call center performance standards	<a href="#">12/16/2025</a>						
<b>AET3-15</b>	[Services and Benefits] Failure to implement transportation network companies into the NEMT program as a MCO Covered Service	<a href="#">4/27/2026</a>						<a href="#">5/18/2026</a>

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

Aetna Better Health  
2400 Veterans Memorial Blvd.,  
Suite 200  
Kenner, LA 70062