

# AMERIHEALTH CARITAS

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
ACLA3-01	[Enrollee Services] Failure to provide MCO Member ID cards timely.			<a href="#">4/19/2023</a> <a href="#">6/23/2023</a> <a href="#">8/8/2023</a> <a href="#">2/1/2023</a> <a href="#">12/1/2025</a> <a href="#">4/9/2026</a>	\$1,000 \$500 \$3,500 \$500 \$1,000 \$1,000			
ACLA3-02	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	<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 \$100,000 \$50,000	<a href="#">4/17/2026</a> <a href="#">5/7/2026</a>	<a href="#">4/24/2026</a>	<a href="#">9/13/2023</a>
ACLA3-03	[Administration] Failure to Respond Timely to Request for Information	<a href="#">7/27/2023</a>					<a href="#">10/24/2023</a>	
ACLA3-04	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.			<a href="#">7/27/2023</a> <a href="#">8/22/2023</a> <a href="#">9/7/2023</a> <a href="#">9/20/2023</a> <a href="#">10/16/2023</a> <a href="#">11/15/2023</a> <a href="#">2/8/2024</a> <a href="#">7/16/2025</a> <a href="#">8/18/2025</a> <a href="#">12/12/2025</a> <a href="#">12/22/2025</a> <a href="#">2/2/2026</a>	\$15,000 \$5,000 \$5,000 \$5,000 \$5,000 \$10,000 \$10,000 \$2,500 \$2,500 \$7,500 \$15,000 \$2,500			
ACLA3-05	[Claims and Encounter Management] Failure to Adhere to LDH Directives on Pharmacy Co-Pays and Supply Limits			<a href="#">7/31/2023</a>	\$30,000			
ACLA3-06	[Claims and Encounters]	<a href="#">9/22/2023</a>		<a href="#">9/23/2024</a>	\$10,000		<a href="#">10/7/2024</a>	

	Failure to meet prompt pay performance standards							
<b>ACLA3-07</b>	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees timely			<a href="#">10/24/2023</a> <a href="#">12/14/2023</a> <a href="#">8/14/2024</a> <a href="#">9/18/2024</a> <a href="#">9/18/2024</a> <a href="#">2/13/2025</a> <a href="#">12/23/2025</a> <a href="#">2/10/2026</a>	\$10,000 \$30,000 \$5,000 \$5,000 \$2,500 \$2,500 \$5,000 \$2,500			
<b>ACLA3-08</b>	[Services and Benefits] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	<a href="#">11/14/2023</a>						
<b>ACLA3-09</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>	\$35,000			<a href="#">5/1/2024</a>
<b>ACLA3-10</b>	[Services and Benefits] Failure to meet case management requirements	<a href="#">7/12/2024</a>						
<b>ACLA3-11</b>	[Claims and Encounters] Failure to adhere to LDH directive to implement a rate change and reprocess claims	<a href="#">7/18/2024</a>						
<b>ACLA3-12</b>	[Enrollee Services] Failure to process member grievances and appeals timely  [Reporting] Failure to submit complete and accurate reports timely	<a href="#">9/19/2024</a>  <a href="#">9/25/2024</a>		<a href="#">12/15/2025</a> <a href="#">3/31/2026</a>	\$5,000 \$5,000			
<b>ACLA3-13</b>	[Provider Services] Failure to meet call center performance standards	<a href="#">3/23/2026</a>						
<b>ACLA3-14</b>	[Administration] Failure to Provide PHI Disclosures and HIPAA Breach Reports Timely	<a href="#">4/9/2026</a>		<a href="#">4/24/2026</a>	\$5,000			
<b>ACLA3-15</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="#">5/11/2026</a>	

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

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