

# HEALTHY BLUE

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
HBL3-01	[Claims and Encounters] Pharmacy benefit manager's improper retaining of pharmacy rebates.	<a href="#">3/2/2023</a>						
HBL3-02	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.			<a href="#">3/29/2023</a> <a href="#">7/27/2023</a> <a href="#">8/10/2023</a> <a href="#">9/13/2023</a> <a href="#">10/2/2023</a> <a href="#">10/31/2023</a> <a href="#">11/29/2023</a> <a href="#">12/29/2023</a> <a href="#">2/26/2025</a> <a href="#">8/18/2025</a> <a href="#">10/13/2025</a> <a href="#">10/28/2025</a>	\$5,000 \$10,000 \$5,000 \$25,000 \$10,000 \$5,000 \$5,000 \$5,000 \$2,500 \$7,500 \$2,500 \$2,500			
HBL3-03	[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	<a href="#">12/21/2023</a> <a href="#">2/15/2024</a> <a href="#">4/7/2026</a>	\$50,000 \$50,000 \$150,000	<a href="#">4/15/2026</a>	<a href="#">4/24/2026</a>	<a href="#">9/13/2023</a>
HBL3-04	[Services and Benefits] Failure to provide non-emergency medical			<a href="#">8/2/2023</a> <a href="#">9/8/2025</a> <a href="#">1/30/2026</a>	\$5,000 \$2,500 \$2,500			

	transportation to eligible enrollees timely							
<b>HBL3-05</b>	[Claims and Encounter] Failure to Meet Prompt Pay Performance Standards	<a href="#">9/22/2023</a>		<a href="#">9/23/2024</a>	\$225,000	<a href="#">9/30/2024</a>	<a href="#">10/7/2024</a>	
<b>HBL3-06</b>	[Administrative] Failure to Implement LDH Policies	<a href="#">11/2/2023</a>					<a href="#">11/20/2023</a>	
<b>HBL3-07</b>	[Services and Benefits] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	<a href="#">11/14/2023</a>						
<b>HBL3-08</b>	[Administration] Failure to Meet Training Requirements			<a href="#">11/15/2023</a>	\$100,000			
<b>HBL3-09</b>	[Quality Management] Failure to demonstrate full compliance in an external quality review	<a href="#">1/12/2024</a>	2/12/2024	<a href="#">3/26/2026</a>	\$40,000			<a href="#">5/1/2024</a>
<b>HBL3-10</b>	[Claims and Encounters] Failure to load provider data and correct inappropriate claim denials timely			<a href="#">1/25/2024</a> <a href="#">2/15/2024</a>	\$145,000 \$90,000			
<b>HBL3-11</b>	[Quality Management] Failure to demonstrate full compliance in an external quality review			<a href="#">2/21/2024</a>	\$25,000			
<b>HBL3-12</b>	[Services and Benefits] Failure to meet case management requirements timely	<a href="#">2/29/2024</a>				<a href="#">3/14/2024</a>	<a href="#">4/2/2024</a>	
<b>HBL3-13</b>	[Claims and Encounters] Inappropriate Claim Denials			<a href="#">4/1/2024</a> <a href="#">3/31/2026</a>	\$56,196.57 \$659,753.45			

<b>HBL3-14</b>	[Reporting] Failure to submit accurate reports			<a href="#">4/2/2024</a> <a href="#">9/9/2024</a>	\$98,000 \$2,000			
<b>HBL3-15</b>	[Administration] Failure to provide complete HIPAA breach incident report timely	<a href="#">5/8/2024</a> <a href="#">11/15/2024</a>		<a href="#">4/9/2026</a>	\$390,000	<a href="#">11/27/2024</a> <a href="#">4/17/2026</a>	<a href="#">12/20/2024</a>	
<b>HBL3-16</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>HBL3-17</b>	[Reporting] Failure to submit complete and accurate reports timely			<a href="#">7/29/2024</a>	\$8,000			
<b>HBL3-18</b>	[Enrollee Services] Failure to process member grievances and appeals timely	<a href="#">9/19/2024</a>		<a href="#">9/19/2025</a> <a href="#">4/2/2026</a>	\$5,000 \$5,000			
<b>HBL3-19</b>	[Claims and Encounters] Failure to Comply with Post-Payment Recovery Requirements	<a href="#">7/29/2025</a>				<a href="#">8/27/2025</a>	<a href="#">9/11/2025</a>	
<b>HBL3-20</b>	[Provider Services] Failure to Meet Call Center Standards			<a href="#">3/31/2026</a>	\$33,000	<a href="#">4/8/2026</a>	<a href="#">4/29/2026</a>	
<b>HBL3-21</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.

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