

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.	3/2/2023						
HBL3-02	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.			3/29/2023 7/27/2023 8/10/2023 9/13/2023 10/2/2023 10/31/2023 11/29/2023 12/29/2023 2/26/2025	\$5,000 \$10,000 \$5,000 \$25,000 \$10,000 \$5,000 \$5,000 \$5,000 \$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.	5/9/2023	5/30/2023	12/21/2023 2/15/2024	\$50,000 \$50,000			9/13/2023
HBL3-04	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees timely			8/2/2023	\$5,000			
HBL3-05	[Claims and Encounter]	9/22/2023		9/23/2024	\$225,000	9/30/2024	10/7/2024	

	Failure to Meet Prompt Pay Performance Standards							
HBL3-06	[Administrative] Failure to Implement LDH Policies	11/2/2023					11/20/2023	
HBL3-07	[Services and Benefits] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	11/14/2023						
HBL3-08	[Administration] Failure to Meet Training Requirements			11/15/2023	\$100,000			
HBL3-09	[Quality Management] Failure to demonstrate full compliance in an external quality review	1/12/2024	2/12/2024					5/1/2024
HBL3-10	[Claims and Encounters] Failure to load provider data and correct inappropriate claim denials timely			1/25/2024 2/15/2024	\$145,000 \$90,000			
HBL3-11	[Quality Management] Failure to demonstrate full compliance in an external quality review			2/21/2024	\$25,000			
HBL3-12	[Services and Benefits] Failure to meet case management requirements timely	2/29/2024				3/14/2024	4/2/2024	
HBL3-13	[Claims and Encounters] Inappropriate Claim Denials			4/1/2024	\$56,196.57			
HBL3-14	[Reporting] Failure to submit accurate reports			4/2/2024 9/9/2024	\$98,000 \$2,000			

HBL3-15	[Administration] Failure to provide complete HIPAA breach incident report timely	5/8/2024 11/15/2024				11/27/2024	12/20/2024	
HBL3-16	[Claims and Encounters] Failure to adhere to LDH directive to implement a rate change and reprocess claims	7/18/2024						
HBL3-17	[Reporting] Failure to submit complete and accurate reports timely			7/29/2024	\$8,000			
HBL3-18	[Enrollee Services] Failure to process member grievances and appeals timely	9/19/2024						

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

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10000 Perkins Rowe Suite G-510
Baton Rouge, LA 70810