

Humana Healthy Horizons in Louisiana

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
HHH3-01	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement	05/09/2023	05/30/2023 1/11/2024	12/21/2023 2/15/2024	\$50,000 \$50,000	2/22/2024	3/14/2024	9/13/2023
HHH3-02	[Services and Benefits] Failure to Provide Covered Services	8/17/2023						
HHH3-03	[Claims and Encounter] Failure to Meet Prompt Pay Performance Standards	9/22/2023 2/13/2025						
HHH3-04	[Administration] Failure to Meet Training Requirements			11/15/2023	\$100,000		12/6/2023	
HHH3-05	[Claims and Encounters] Failure to Meet Encounter Data Submission Requirements			11/29/2023 2/21/2024 3/4/2024 5/22/2024 8/8/2024 11/26/2024 12/27/2024 3/11/2025	\$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$925,000	3/19/2025 4/21/2025	4/14/2025 6/16/2025	
HHH3-06	[Services and Benefits]			12/11/2023	\$5,000			

	Failure to provide non-emergency medical transportation to eligible enrollees.			2/1/2024	\$5,000			
HHH3-07	[Claims and Encounters] Inappropriate Denials of Third Party Liability Claims	1/22/2024						
HHH3-08	[Services and Benefits] Failure to meet case management requirements timely	2/29/2024 10/24/2024						
HHH3-09	[Administration] Failure provide complete HIPAA breach incident disclosure and report timely	5/20/2024						
HHH3-10	[Reporting] Failure to submit complete and accurate reports	7/17/2024		9/27/2024	\$240,000	10/7/2024	10/29/2024	9/25/2024
HHH3-11	[Services and Benefits] Failure to process member grievances timely	12/27/2024	1/15/2025					
HHH3-12	[Administration and Contract Management] Failure to ensure material subcontractor compliance	12/27/2024	1/26/2025					
HHH3-13	[Claims and Encounters] Failure to adhere to LDH Directive to Implement a rate change and reprocess claims	12/30/2024						

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

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