

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 4/7/2026 4/28/2026	\$50,000 \$50,000 \$50,000 \$50,000	2/22/2024 4/16/2026	3/14/2024 4/24/2026	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 7/29/2025	\$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$100,000 \$925,000 \$100,000	 3/19/2025 4/21/2025	 4/14/2025 6/16/2025	

				7/29/2025	\$100,000			
				9/12/2025	\$100,000			
				12/11/2025	\$100,000			
HHH3-06	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.			12/11/2023	\$5,000			
				2/1/2024	\$5,000			
				10/31/2025	\$5,000			
				11/12/2025	\$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		7/21/2025	\$20,000			
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	12/15/2025 12/22/2025 4/9/2026	\$5,000 \$5,000 \$10,000			
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						

HHH3-14	[Provider Services] Failure to meet call center performance standards	12/4/2025		3/25/2026	\$53,500	3/31/2026	4/30/2026	
				3/26/2026	\$50,500	3/31/2026	4/30/2026	
				3/26/2026	\$48,000	3/31/2026	4/30/2026	
				4/24/2026	\$104,000			
HHH3-15	[Quality Management] Failure to demonstrate full compliance in an external quality review			3/23/2026	\$40,000			
HHH3-16	[Services and Benefits] Failure to implement transportation network companies into the NEMT program as a MCO covered service	4/27/2026						5/18/2026

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

Humana Healthy Horizons Louisiana
1 Galleria Blvd, Suite 1000
Metairie, LA 70001