

				3/30/2026	\$37,500	4/13/2026	5/11/2026	
LHC3-07	[Claims and Encounters] Failure to meet prompt pay performance standards [Services and Benefits] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	9/22/2023 11/14/2023						
LHC3-08	[Administration] Failure to Meet Training Requirements		12/15/2023	11/15/2023	\$100,000			
LHC3-09	[Quality Management] Failure to demonstrate full compliance in an external quality review	1/12/2024		3/23/2026	\$30,000	4/1/2026	5/14/2026	7/12/2024
LHC3-10	[Claims and Encounters] Failure to adhere to LDH Directive and Reprocess Claims	3/5/2024 7/18/2024						
LHC3-11	[Claims and Encounters] Failure to meet encounter data submission requirements			5/22/2024	\$25,000	6/20/2024 7/19/2024	7/12/2024 8/15/2024	
LHC3-12	[Claims and Encounters] Failure to meet prompt pay performance standards	2/13/2025		9/23/2024	\$115,000	10/1/2024 2/27/2025	10/7/2024 7/25/2025	
LHC3-13	[Reporting] Failure to submit complete and accurate reports	9/27/2024						
LHC3-14	[Claims and Encounters] Failure to Notify Providers of System Error or “Glitch” and Reprocess Claims Timely	10/10/2024				10/24/2024	1/6/2025	
LHC3-15	[Services and Benefits] Failure to meet case management requirements timely	10/25/2024				11/8/2024	12/5/2024	
LHC3-16	[Administration and Contract Management] Failure to Obtain Prior Written Consent and Approval of Key Personnel Changes Timely	7/30/2025				8/12/2025	9/4/2025	
LHC3-17	[Enrollee Services]	8/18/2025						

	Failure to Process Member Grievances and Appeals Timely							
LHC3-18	[Enrollee Services] Failure to provide MCO member ID cards timely	12/4/2025						
LHC3-19	[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.

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