## LOUISIANA HEALTHCARE CONNECTIONS

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
LHC3-01	[Administration]	<u>2/24/2023</u>						<u>5/16/2023</u>
	Failure to maintain adequate staff.							
LHC3-02	[Services and Benefits]			<u>3/30/2023</u>	\$10,000		<u>5/3/2023</u>	
	Failure to provide non-emergency			<u>4/27/2023</u>	\$5,000			
	medical transportation to eligible			7/10/2023	\$5,000			
	enrollees.			<u>7/14/2023</u>	\$5,000			
				7/17/2023	\$15,000			
				<u>8/10/2023</u>	\$5,000			
				<u>8/22/2023</u>	\$5,000			
				<u>9/27/2023</u>	\$10,000			
				<u>12/12/2023</u>	\$60,000			
				<u>12/14/2023</u>	\$105,000			
				<u>12/20/2023</u>	\$15,000			
				<u>1/3/2024</u>	\$15,000			
				<u>1/26/2024</u>	\$5,000			
				<u>1/26/2024</u>	\$30,000			
				<u>1/29/2024</u>	\$25,000			
				<u>2/6/2024</u>	\$30,000			
				<u>2/8/2024</u>	\$25,000			
				<u>2/16/2024</u>	\$120,000			
				<u>2/21/2024</u>	\$65,000	2/27/2024		
				<u>3/18/2024</u>	\$30,000	<u>3/27/2024</u>	<u>4/19/2024</u>	
				2/22/2024	<u>640.000</u>	4/26/2024	<u>5/17/2024</u>	
				<u>3/22/2024</u>	\$10,000	<u>4/2/2024</u>	<u>4/24/2024</u>	
				F /1 /202 1	¢5 000	<u>5/1/2024</u>	<u>5/20/2024</u>	
				<u>5/1/2024</u>	\$5,000	<u>5/10/2024</u>	<u>5/23/2024</u>	
				7/2/2024	¢5 000	<u>5/31/2024</u>	<u>6/20/2024</u>	
				<u>7/2/2024</u>	\$5,000	0/10/2024	0/0/2024	
				<u>8/8/2024</u>	\$2,500	<u>8/19/2024</u>	<u>9/9/2024</u>	
				<u>9/23/2024</u>	\$2 <i>,</i> 500			

				<u>10/18/2024</u> <u>10/30/2024</u>	\$2,500 \$7.500			
				<u>12/9/2024</u>	\$15,000	<u>12/18/2024</u>	<u>1/14/2025</u>	
LHC3-03	[Services and Benefits] Failure to provide NEMT timely.			3/30/2023 4/06/2023 4/27/2023 7/19/2023 7/27/2023 8/1/2023	\$5,000 \$5,000 \$5,000 \$15,000 \$30,000 \$5,000			<u>6/05/2023</u>
				8/10/2023 8/10/2023 12/21/2023 2/1/2024 2/15/2024 7/15/2024 9/26/2024	\$5,000 \$5,000 \$5,000 \$5,000 \$5,000 \$10,000	<u>7/24/2024</u>	<u>8/8/2024</u>	
LHC3-04	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	<u>5/9/2023</u> <u>2/15/2024</u>	5/30/2023 3/7/2024	12/21/2023	\$50,000			<u>9/13/2023</u>
LHC3-05	[Claims and Encounter Management] Improper PBM Payment.	<u>8/14/2023</u>	10/13/2023					<u>11/27/2023</u>
LHC3-06	[Provider Network] Failure to Meet Call Center Standards	<u>9/22/2023</u>						
LHC3-07	[Claims and Encounters] Failure to meet prompt pay performance standards	<u>9/22/2023</u>						
	[Services and Benefits ] Failure to Meet Case Management Requirements for DOJ Agreement Target Population	<u>11/14/2023</u>						
LHC3-08	[Administration] Failure to Meet Training Requirements		12/15/2023	<u>11/15/2023</u>	\$100,000			
LHC3-09	[Quality Management] Failure to demonstrate full compliance in an external quality review	<u>1/12/2024</u>						7/12/2024

LHC3-10	[Claims and Encounters]	3/5/2024					
	Failure to adhere to LDH Directive and	<u>7/18/2024</u>					
	Reprocess Claims						
LHC3-11	[Claims and Encounters]		<u>5/22/2024</u>	\$25,000	<u>6/20/2024</u>	<u>7/12/2024</u>	
	Failure to meet encounter data				<u>7/19/2024</u>	<u>8/15/2024</u>	
	submission requirements						
LHC3-12	[Claims and Encounters] Failure to	<u>2/13/2025</u>	<u>9/23/2024</u>	\$115,000	<u>10/1/2024</u>	<u>10/7/2024</u>	
	meet prompt pay performance						
	standards						
LHC3-13	[Reporting] Failure to submit	<u>9/27/2024</u>					
	complete and accurate reports						
LHC3-14	[Claims and Encounters] Failure to	10/10/2024			10/24/2024	<u>1/6/2025</u>	
	Notify Providers of System Error or						
	"Glitch" and Reprocess Claims Timely						
LHC3-15	[Services and Benefits] Failure to meet	10/25/2024			<u>11/8/2024</u>	<u>12/5/2024</u>	
	case management requirements						
	timely						

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

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