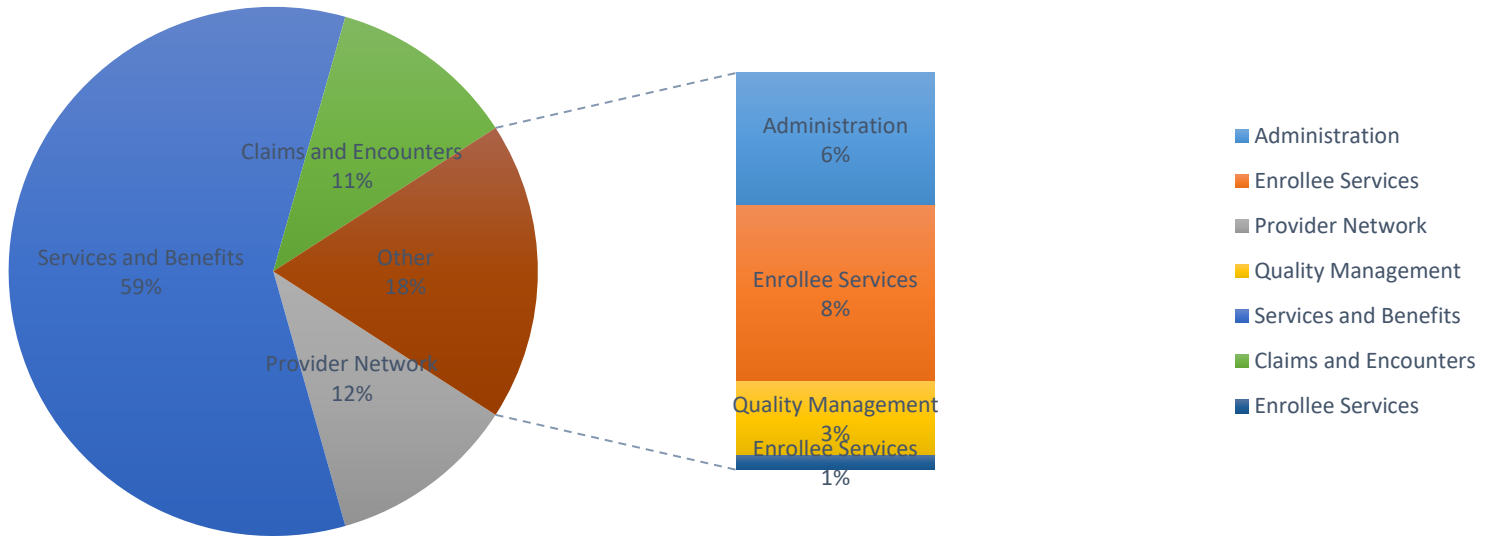
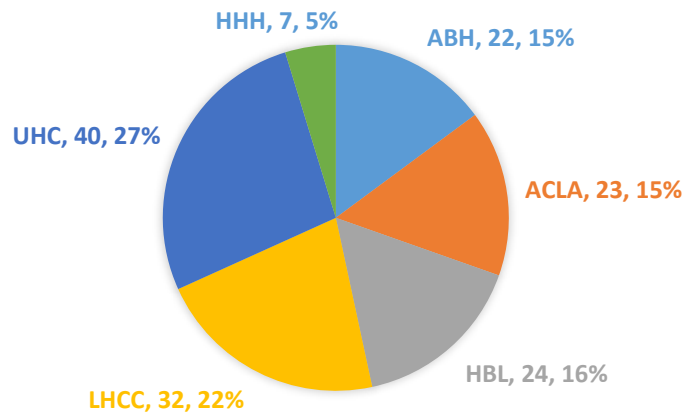


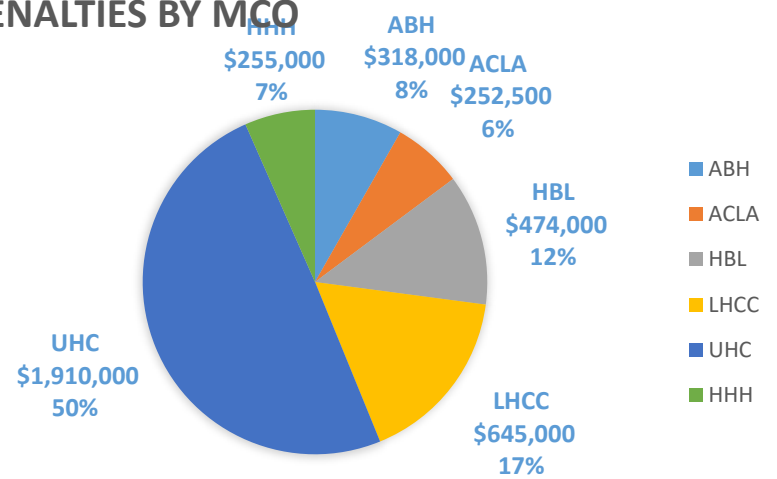
Issues by Category



ISSUES BY MCO



PENALTIES BY MCO



Row Labels	ABH		ACLA		HBL		HHH		LHCC		UHC	
	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty	Issues	Sum of Final Penalty
Administration	2	\$100,000	1	\$0	1	\$100,000	1	\$100,000	2	\$100,000	2	\$100,000
Failure to Maintain Adequate Staffing									1	\$0		
Failure to Respond Timely to Request for Information	1	\$0	1	\$0							1	\$0
Failure to Meet Training Requirements	1	\$100,000			1	\$100,000	1	\$100,000	1	\$100,000	1	\$100,000
Enrollee Services	5	\$8,000	4	\$7,500							3	\$23,500
Failure to Provide MCO Member ID Cards Timely	4	\$8,000	4	\$7,500							3	\$23,500
Failure to Provide Enrollees with Digital Access to Member ID Cards	1	\$0										
Provider Network	3	\$100,000	3	\$100,000	3	\$149,000	2	\$50,000	3	\$100,000	3	\$100,000
Failure to Update Provider Directory	3	\$100,000	3	\$100,000	3	\$149,000	2	\$50,000	3	\$100,000	3	\$100,000
Quality Management	1	\$0	1	\$0	1	\$0			1	\$0	1	\$0
Failure to demonstrate full compliance in an external quality review.	1	\$0	1	\$0	1	\$0			1	\$0	1	\$0
Services and Benefits	9	\$110,000	11	\$115,000	15	\$125,000	2	\$5,000	23	\$445,000	27	\$1,025,000
Failure to Meet Performance Standard					1	\$10,000						
Failure to Provide NEMT	8	\$110,000	8	\$75,000	8	\$75,000	1	\$5,000	16	\$395,000	18	\$770,000
Failure to Provide NEMT Timely			1	\$30,000	5	\$40,000			6	\$50,000	6	\$45,000
Failure to Provide Covered Services							1	\$0				
Failure to Meet Case Management Requirements for DOJ Agreement Target Population	1	\$0	1	\$0	1	\$0			1	\$0	1	\$0
Failure to Provide NEMT Imminent Harm											2	\$210,000
Failure to Provide NEMT (combined)			1	\$10,000								
Claims and Encounters	2	\$0	3	\$30,000	4	\$100,000	2	\$100,000	3	\$0	3	\$650,000
Improper Reimbursement of Pharmacy Claims											1	\$0
Failure to remit payments within the timeframes established for independent review									1	\$0		
Failure to Meet Encounter Data Submission Requirements					1	\$100,000						
Failure to Process Post-Payment Recoveries for Third Party Liability Properly	1	\$0										
Failure to Apply Claims System Edits			1	\$0								
Failure to Adhere to LDH Directives on Pharmacy Co-Pays and Supply Limits			1	\$30,000								
Improper PBM Payment									1	\$0		
Failure to Meet Prompt Pay Performance Standards	1	\$0	1	\$0	1	\$0	1	\$0	1	\$0	1	\$0
Failure to Update Provider Rates											1	\$650,000
Failure to Implement LDH Policies					1	\$0						
Pharmacy benefit manager's improper retaining of pharmacy rebates					1	\$0						
Failure to Meet Encounter Data Submission Requirements (September 2023)							1	\$100,000				
Enrollee Services											1	\$11,500
Failure to Provide MCO Member ID Cards Timely											1	\$11,500
Grand Total	22	\$318,000	23	\$252,500	24	\$474,000	7	\$255,000	32	\$645,000	40	\$1,910,000