

UNITED HEALTHCARE COMMUNITY PLAN

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
UHC3-01	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees timely.			3/29/2023	\$5,000			
				4/19/2023	\$5,000			
				6/29/2023	\$5,000			
				3/22/2024	\$15,000			
				7/15/2024	\$10,000			
				7/18/2024	\$10,000			
				10/28/2024	\$7,500			
				11/14/2025	\$2,500			
12/10/2025	\$2,500							
UHC3-02	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.			4/6/2023	\$25,000			
				4/25/2023	\$10,000			
				6/29/2023	\$25,000			
				7/6/2023	\$120,000			
				8/2/2023	\$25,000			
				8/3/2023	\$105,000			
				8/8/2023	\$105,000			
				8/22/2023	\$15,000			
				12/18/2023	\$5,000			
				12/20/2023	\$30,000			
				12/29/2023	\$75,000			
				12/29/2023	\$15,000			
				1/26/2024	\$135,000			
				1/30/2024	\$40,000			
				2/19/2024	\$30,000			
3/20/2024	\$40,000							
3/27/2024	\$5,000							
4/25/2024	\$5,000							

				5/1/2024 5/23/2024 7/17/2024 7/24/2024 8/19/2024 8/19/2024 9/20/2024 10/28/2024 12/27/2024 12/30/2024 8/5/2025 9/11/2025 10/30/2025 11/3/2025 11/4/2025 11/12/2025 2/9/2026 3/16/2026 3/24/2026	\$5,000 \$10,000 \$20,000 \$45,000 \$2,500 \$2,500 \$5,000 \$12,500 \$2,500 \$2,500 \$12,500 \$2,500 \$45,000 \$7,500 \$2,500 \$2,500 \$30,000 \$2,500 \$5,000			
UHC3-03	[Claims and Encounters] Improper Reimbursement of Pharmacy Claims	4/19/2023						
UHC3-04	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	5/11/2023	6/1/2023 1/11/2024	12/21/2023 2/15/2024 4/1/2026	\$50,000 \$50,000 \$100,000	4/13/2026	4/24/2026	9/13/2023
UHC3-05	[Enrollee Services] Failure to provide MCO Member ID cards timely.			6/23/2023 8/8/2023 11/30/2023 2/1/2024	\$11,500 \$16,500 \$1,000 \$2,000			
UHC3-06	[Administration] Failure to Respond Timely to Request for Information	7/27/2023		7/31/2025	\$804,000	8/11/2025	9/2/2025	
UHC3-07	[Claims and Encounters] Failure to Meet Prompt Pay Performance Standards [Claims and Encounters] Failure to Update NEAT Ground Mileage Rate	9/22/2023		10/2/2023	\$650,000			
UHC3-08	[Services and Benefits]	11/14/2023						

	Failure to Meet Case Management Requirements for DOJ Agreement Target Population							
UHC3-09	[Administration] Failure to Meet Training Requirements			11/15/2023	\$100,000			
UHC3-10	[Quality Management] Failure to demonstrate full compliance in an external quality review	1/12/2024	2/12/2024	3/18/2026	\$55,000			5/1/2024
UHC3-11	[Claims and Encounters] Failure to process retroactive disenrollment and recoupment timely	2/28/2024						
UHC3-12	[Reporting] Failure to submit complete, accurate, and timely reports	5/16/2024 8/5/2025		9/27/2024	\$380,000	10/8/2024	10/29/2024	
UHC3-13	[Claims and Encounters] Failure to adhere to LDH directive to implement a rate change and reprocess claims	7/18/2024						
UHC3-14	[Enrollee Services] Failure to process member grievances and appeals timely	9/19/2024		11/15/2024 12/27/2024 1/3/2025 8/14/2025 9/15/2025 9/16/2025 12/11/2025 12/15/2025 1/8/2026 3/18/2026 3/30/2026 5/7/2026	\$30,000 \$95,000 \$25,000 \$10,000 \$5,000 \$5,000 \$15,000 \$5,000 \$25,000 \$65,000 \$10,000 \$35,000			
UHC3-15	[Provider Reimbursement] Failure to make incentive payments to NEMT providers timely	10/17/2024						
UHC3-16	[Services and Benefits] Failure to meet case management requirements timely	10/25/2024		7/21/2025	\$5,000			
UHC3-17	[Provider Services] Failure to meet call center performance standards			3/16/2026	\$36,500			

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

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