

LOUISIANA HEALTHCARE CONNECTIONS

Louisiana Medicaid Managed Care Non-Compliance Actions
January 1, 2020 to December 31, 2022

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
LHC2-27	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			1/10/2020	\$50,000			
LHC2-29	[Quality Management] Failure to demonstrate full compliance in an external quality review.	2/14/2020						7/31/2020
LHC2-31	[Services and Benefits] Failure to provide non-emergency medical transportation to eligible enrollees.	2/24/2020		11/18/2020 3/18/2021 3/25/2021 4/9/2021 5/25/2021 6/3/2021 7/2/2021 7/30/2021 9/17/2021 11/8/2021 11/17/2021 12/9/2021 12/30/2021 1/6/2022 3/16/2022 3/30/2022 4/8/2022 5/11/2022 6/21/2022 7/1/2022 9/15/2022	\$10,000 \$20,000 \$5,000 \$5,000 \$35,000 \$10,000 \$10,000 \$40,000 \$10,000 \$40,000 \$15,000 \$25,000 \$75,000 \$10,000 \$5,000 \$25,000 \$30,000 \$25,000 \$20,000 \$10,000 \$25,000	1/11/2022 5/12/2023 6/12/2023	1/31/2022 6/05/2023 7/12/2023	

				11/22/2022 2/3/2023 4/27/2023 5/17/2023	\$35,000 \$25,000 \$5,000 \$20,000			
LHC2-32	[Claims and Encounter Management] Failure to update coding for prescription drugs on the preferred drug list per LDH directive.	7/23/2020						
LHC2-33	[Services and Benefits] Inappropriate use of non-emergency ambulance transportation (NEAT) and failure to maintain an adequate transportation network.	9/4/2020		5/28/2021	\$1339.38			
LHC2-34	[Claims and Encounter Management] Failure to incorporate DUR initiatives as directed by LDH.	9/14/2020					MCO Response: 10/12/2020	
LHC2-35	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			10/16/2020	\$50,000			
LHC2-36	[Services and Benefits] Failure to properly maintain NEMT and NEAT records in an electronic format.	11/18/2020					MCO Response: 12/2/2020	
LHC2-37	[Services and Benefits] Failure to provide timely medically necessary NEMT for members.	12/2/2020		6/21/2022 3/1/2023	\$10,000 \$25,000	3/9/2023	3/30/2023 5/5/2023	
LHC2-38	[Claims and Encounter Management] Failure to update rates paid to NEMT providers per the NEMT fee schedule.			12/29/2020	\$390,000		MCO Response: 1/11/2021	
LHC2-39	[Claims and Encounter Management] Failure to properly identify prescription drug claims.	2/3/2021						5/24/2021
LHC2-40	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of	2/4/2021						

	at least 75% or 50% with 2% improvement.							
LHC2-41	[Services and Benefits] Failure to conduct assessments for members with special health care needs.	2/10/2021						
LHC2-42	[Claims and Encounter Management] Failure to properly identify value added benefit NEMT encounters.	2/26/2021						
LHC2-43	[Program Integrity] Failure to Timely Void Encounters - FWA	3/10/2021						
LHC2-44	[Claims and Encounters] Failure to Implement Pharmacy Diagnosis Codes	3/17/2021		11/12/2021	\$115,000	11/23/2021	12/14/2021 1/20/2022	
LHC2-45	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	4/27/2021						
LHC2-46	[Services and Benefits] Use of TNCs to provide non-emergency medical transportation in contravention of LDH policy.			5/26/2021	\$820,000			
LHC2-47	[Claims and Encounters] Failure to meet prior authorization requirements.			9/22/2021	\$5,000			
LHC2-48	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			9/29/2021		10/8/2021	10/25/2021	
LHC2-49	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			10/6/2021	\$50,000			
LHC2-50	[Quality Management]	10/15/2021						12/23/2021

	Failure to demonstrate full compliance in an external quality review.							
LHC2-51	[Claims and Encounters] Failure to implement pharmacy diagnosis codes per LDH directives.	11/12/2021						
LHC2-52	[Services and Benefits] Failure to adhere to directives associated with community case management implementation.			12/16/2021	\$165,000	12/23/2021	3/3/2022	
LHC2-53	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	12/22/2021						
LHC2-54	[Claims and Encounter Management] Failure to program denials of 340B claims for Hepatitis C direct acting anti-viral agents.			12/28/2021	\$70,000	1/7/2022	6/2/2022	
LHC2-55	[Claims and Encounter Management] Failure to meet encounter data submission requirements.			12/29/2021	\$50,000	1/7/2022	4/6/2022	
LHC2-56	[Reporting] Failure to timely submit required reports.	12/29/2021						
LHC2-57	[Claims and Encounter Management] Failure to meet encounter data submission requirements.			3/8/2022	\$50,000	3/24/2022 5/9/2022	4/12/2022 6/2/2022	
LCH2-58	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.	4/22/2022						
LHC2-59	[Claims and Encounter Management] Failure to meet encounter data submission requirements.			5/5/2022	\$50,000	5/16/2022	7/6/2022	

LHC2-60	[Claims and Encounter Management] Failure to meet encounter data submission requirements.			5/26/2022	\$50,000	6/7/2022	7/6/2022	
LHC2-61	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			6/15/2022	\$50,000			
LHC2-62	[Claims and Encounter Management] Failure to meet encounter data submission requirements.			7/12/2022	\$100,000			
LHC2-63	[Services and Benefits] Failure to provide MCO Member ID cards timely.			9/8/2022	\$1,500			
LHC2-64	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			10/18/2022	\$50,000	10/27/2022	11/16/2022	
LHC2-65	[Claims and Encounters] Failure to meet the brand-over-generic PDL compliance rate.	11/1/2022						
LHC2-66	[Provider Network] Failure to validate provider directory data and maintain an accuracy rate of at least 75% or 50% with 2% improvement.			2/2/2023	\$50,000	2/24/2023	3/17/2023 4/21/2023	
LHC2-67	[Quality Management] Failure to demonstrate full compliance in an external quality review.	3/17/2023						
LHC2-68	[Claims and Encounter Management] Failure to remit payments within the timeframes established for independent review.	4/27/2023						

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

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