Healthy Louisiana Claims Report

Response to Act 710 of the 2018 Regular Legislative Session

Quarter 3 Calendar Year 2023

Prepared by:

Louisiana Department of Health

Bureau of Health Services Financing

April 2024

LOUISIANA DEPARTMENT OF HEALTH

Contents

Executive Summary

Background

On June 1, 2018, the Louisiana State Legislature passed Act 710, which requires reporting data on healthcare provider claims submitted to Medicaid managed care entities (MCEs). The legislation requires the Louisiana Department of Health (the Department or LDH) to produce and submit the Healthy Louisiana Claims Report to the Joint Legislative Committee on the Budget and to the House and Senate Committees on Health and Welfare.

Medicaid submitted the initial report, which covered claims paid during Calendar Year (CY) 2017, to the legislature on October 31, 2018. Medicaid submits subsequent reports quarterly with each report presenting the most recent four quarters of data available. This report covers Quarter 4 of CY 2022 and Quarters 1, 2 and 3 of CY 2023.

Key Findings

Measure #1: Claims Accepted and Rejected by the MCEs

- The claim acceptance rate for all MCEs combined has held an average of 99% for the last four quarters, with slight fluctuations in the first three quarters of this report. Louisiana Healthcare Connections' acceptance rates remained the lowest; its acceptance rates temporally increased from 96.4% in Q1 2023 to 97.4% in Q2 2023, then dropped to 96.9% in Q3 2023. The acceptance rates for all other MCEs remained close to 100%.

- In the most recent four quarters for which data is available, the claims rejection rate reported by the MCEs averaged 1%. This rate, however, is driven primarily by Louisiana Healthcare Connections (rejection rate of 2.2% to 3.6%) with the other MCEs having rejection rates close to zero.

Measure #2: Claims Paid and Denied by the MCEs

- The claim denial rates have been generally consistent since Act 710 reporting began. The overall rate of accepted claims paid by the MCEs was between 79% and 81.5% in the most recent four quarters. The denial rates, therefore, were between 18.5% and 21%.

- At the MCE-specific level, the average denial rate in the last four quarters ranged from 10.8% for DentaQuest to 25.7% for Humana. The denial rates of three MCEs in Q3 2023 are moderately higher than those in Q2, with increases of 1.5% (Aetna Better Health), 1.5% (United Healthcare of Louisiana), and 2.0% (MCNA). Healthy Blue had a slight increase of 0.5%. The denial rates of the other four MCEs in Q3 2023 dropped slightly, with decreases of 0.5% (AmeriHealth Caritas Louisiana), 0.6% (Humana), 1.3% (Louisiana Healthcare Connections), and 0.5% (DentaQuest).

- Medicaid found more variation when it examined the claims denial rates by provider type. For example, pharmacy (average of 31.1% in the last four quarters) and dental – adults (average of 26.1% in the last four quarters) have the highest denial rates, while non-emergency medical transportation (average of 1.6% in the last four quarters) and dental – children (average of 9.4% in the last four quarters) have the lowest denial rates.

Measure #3: Average Time for the MCEs to Process Claims

LDH requires that 90% of clean claims be adjudicated (paid or denied) within 15 calendar days for Managed Care Organizations (MCOs) and within 15 business days for Dental Benefit Program Managers (DBPMs). In addition, both the MCO and DBPM contracts require adjudication of 100% of clean claims within 30 calendar days. The measurement for turnaround time (TAT) for adjudication is the number of days from receipt of the claim by the MCE to the time in which the provider is paid or notified it will not be paid.

- The MCEs are meeting LDH's target for adjudication within 30 days. The average TAT is 6.6 days in the last four quarters for all MCEs with the minor exception of DentaQuest with an average TAT of 9.2 days. For the majority of MCEs, the TAT for the last four quarters is quite consistent. However, the TAT of DentaQuest remained high since Q1 2023, while MCNA decreased significantly in Q3 2023.
- The overall TAT for paid claims, all MCEs combined, is between 7.2 days and 8.0 days in each quarter. For denied claims, the average is between 5.4 days and 5.7 days.
- Average claims adjudication TATs vary by provider category, but not significantly, from the overall average.

Measure #4: Top Reasons for Denied Claims

The healthcare industry uses standardized codes to explain adjustments to medical and dental claims. There are about 290 nationally recognized Claim Adjustment Reason Codes (CARCs) for these types of claims. For pharmacy claims, the National Council for Prescription Drug Programs (NCPDP) has developed a separate set of nearly 350 reason codes.

Key findings by CARCs: The top five CARCS for Q3 2023 were:

CARC Code	Description
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.
96	Non-covered charge(s).
18	Exact duplicate claim/service.
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.
197	Precertification/authorization/notification absent.

- The top five CARCs in this quarter were also among the top six reported in the previous 18 quarters, demonstrating a level of consistency in top reasons for denial over time.

The top five NCPDPs in Q3 2023 were:

NCPDP Code	Description
79	Refill Too Soon.
88	DUR Reject Error.
76	Plan Limitations Exceeded.
7Ø	Product/Service Not Covered – Plan/Benefit Exclusion.
39	Missing/Invalid Diagnosis Code.

- These five NCPDPs were also among the top seven in the previous 16 quarters reported.

Measure #5: Encounter Claims Submitted to LDH by the MCEs that are Accepted or Rejected

- In the most recent four quarters studied, LDH accepted 98.6% to 99.5% of the encounters submitted by all MCEs. The accepted rates slightly but steadily decreased over the last four quarters.

- There were differences at the MCE level. All of United Healthcare's encounters were accepted. Almost all of Healthy Blue and Louisiana Healthcare Connections' encounters were accepted over the past four quarters. AmeriHealth Caritas Louisiana averaged 98.1% of encounters accepted for the previous four quarters. Aetna Better Health's four-quarter average of encounters accepted rate was 97.8%. MCNA averaged 97.2% over the last four submitted quarters. Humana has a three-quarter average of 97.9%. DentaQuest had the lowest accepted rates, with an average of 87.8% over the last four submitted quarters.

Measure #6: Average Time for the MCEs to Submit Encounters

While the standard is for MCEs to submit encounters within 30 days of adjudication, submission times can vary. This variation exists between different MCEs and even for different claim categories within the same MCE.

- Across all MCEs, the overall average rate of submission within 30 days for institutional, professional, dental, and pharmacy encounters was 84.7%. The rate of submission within 30 days has decreased significantly since Q1 2023. This decrease is mainly attributed to Humana. As a new plan, Humana is still working out processes for encounter submission to the fiscal intermediary.

- Humana submitted 82.1% of accepted institutional encounters and 45.8% of accepted professional encounters within 30 days of adjudication for Q3 2023. This is an improvement from Q2 2023 where only 25.2% of accepted institutional and 24.9% professional encounters were submitted within 30 days.

- United Healthcare has been the most consistent over the past four quarters with an overall average of 99%.

- AmeriHealth Caritas Louisiana had the second-highest rate of timeliness for encounter submissions with an average of 95.4% over the past four quarters.

- Louisiana Healthcare Connections averaged 90% of timeliness for encounter submissions over the past four quarters but had some issues with timely submissions for pharmacy encounters, with an average of 73.9% over the past four quarters.

- Healthy Blue had issues with timely submissions for institutional encounters (76.1%) and professional encounters (65.1%) for Quarter 2 of 2023, with an overall average timeliness rate for encounter submissions at 87.5% over the past four quarters.

- Aetna Better Health had issues with timely submissions for institutional and pharmacy encounters, with an average of 82.8% and 71.6% for the past four quarters, respectively.

- In regards to dental encounter submissions to LDH, DentaQuest has been the most consistent over the past four quarters with an average submission rate of 100%. MCNA's four-quarter rate of submission average was 95.7%.

Measure #7: Provider Education Conducted by the MCEs on Claims Submissions

LDH requires that the MCEs report information on education to providers on claims adjudication quarterly. The MCEs report on the number of individual entities to whom they outreach, the type of outreach conducted, and the date the outreach occurred.

In Q3 2023, the MCEs reached out to 926 provider entities (912 in the prior quarter). The most predominant mode of outreach to providers is 1:1 emails (48.5% of all contacts) followed by 1:1 phone calls (44.1% of contacts). Very few in-person contacts or provider education webinars took place, accounting for 1% and 6.5% of the total, respectively.

Measure #8: Case Management

Each of the six health plans is contractually required to develop and implement a case management program through a process that provides appropriate and medically-related services, social services, and/or basic and specialized behavioral health services for members who are identified as having special healthcare needs (SHCN) or who have high-risk or unique, chronic, or complex needs.

Key findings for Q3 2023:

- A total of 44,077 individuals enrolled in the Louisiana Medicaid Managed Care program were identified as potentially eligible or in need of case management services.
- Of these, 19.6% or 8,638 were enrolled in case management for at least one month during the third quarter of CY 2023 and;
- A total of 6,798 (78.7%) actively received one or more case management service(s).

Listing of Exhibits

Section I: Introduction

Legislative Overview

On June 1, 2018, the Louisiana State Legislature passed House Bill 734, which subsequently was enrolled and chaptered as Act 710 of the 2018 Regular Legislative Session. The Act requires reporting of data on healthcare provider claims submitted to Medicaid managed care entities (MCEs). The legislation required LDH to produce and submit the "Healthy Louisiana Claims Report to the Joint Legislative Committee on the Budget and to the House and Senate Committees on Health and Welfare.

The initial report covered claims paid during Calendar Year (CY) 2017. Medicaid submits subsequent reports every quarter. Each subsequent report must cover a more recent three-month period than the previous report. This is the 21st report update.

Report Update	Calendar Year 2018				Calendar Year 2019				Calendar Year 2020				Calendar Year 2021				Calendar Year 2022				Calendar Year 2023			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	X	X	X																					
2	X	X	X	X																				
3		X	X	X	X																			
4			X	X	X	X																		
5				X	X	X	X																	
6					X	X	X	X																
7						X	X	X	X															
8							X	X	X	X														
9								X	X	X	X													
10									X	X	X	X												
11										X	X	X	X											
12											X	X	X	X										
13												X	X	X	X									
14													X	X	X	X								
15														X	X	X	X							
16															X	X	X	X						
17																X	X	X	X					
18																	X	X	X	X				
19																		X	X	X	X			
20																			X	X	X	X		
21																				X	X	X	X	

Terminology Used in this Report

A ***claim*** is the bill that the healthcare provider submits to the payer (in this case, the MCE). An ***encounter*** is a transaction that contains information from the claim that the MCE submits to the Department.

A claim can be assigned different attributes based on the status of what is being submitted (or returned).

- An *original claim* indicates the first submission made by the provider to the payer.
- At times, there may be a need to adjust the original submission. If the provider does this, then the claim may be tagged as an *adjusted claim*.
- In other situations, the provider realizes that the submission was sent in error or needs to be completely changed. Therefore, claims may be flagged as *voided claims*. Immediately after, there may be a *replacement claim*.

Steps in Claims Processing and Encounter Submissions

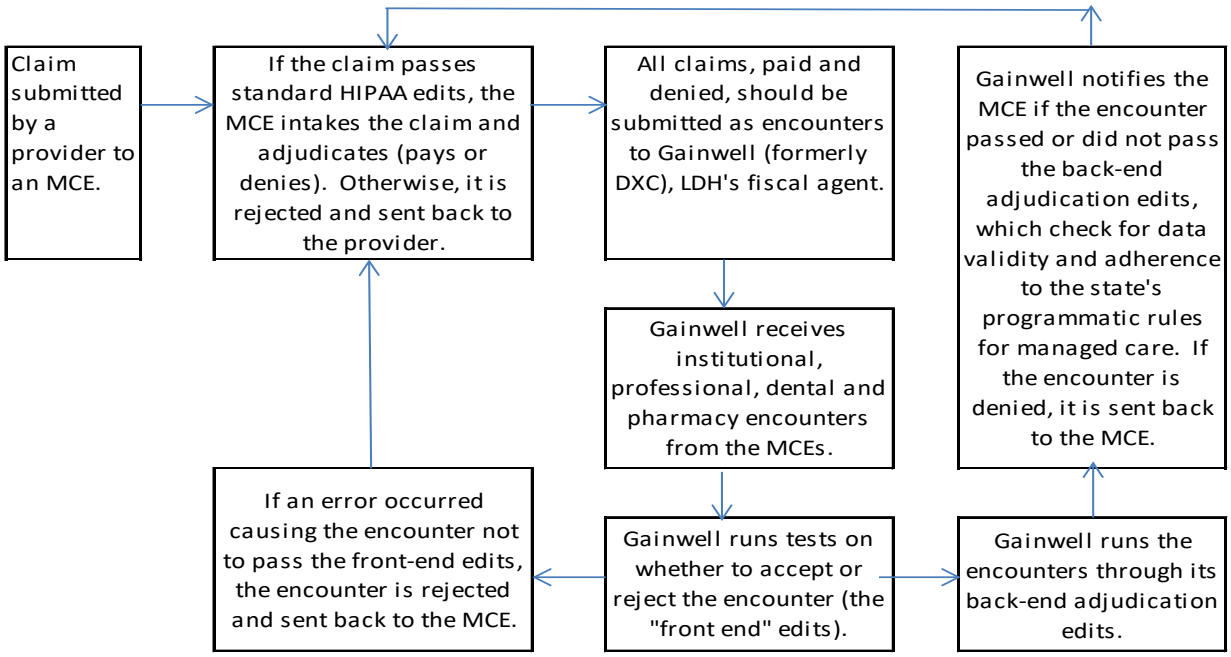
In a typical claims processing system, a provider will submit a claim for services rendered to the payer (in this case, the MCE) using one of the nationally established standardized claim formats. Although it is still possible to submit paper claims, providers submit the vast majority of claims in a standardized electronic format.

There are four primary claim "form" types (either in paper or in electronic format):

- The *UB-04, or electronic 837I*, is for institutional providers including hospitals, nursing homes, and home health agencies.
- The *CMS-1500, or electronic 837P*, is for professional service providers including physicians, clinics, mental health providers, therapists, transportation providers, and suppliers of medical equipment and supplies.
- The paper and *electronic 837D* versions of the *dental claim form* were developed and endorsed by a working group sponsored by the American Dental Association and are specific to dental services.
- *Pharmacy claims* are now universally submitted in electronic format also using a format for 837 transactions like the 837I and 837P. The standards for submitted pharmacy claims were developed in collaboration with the National Council for Prescription Drug Programs (NCPDP).

Exhibit I.1 summarizes how claims are submitted to MCEs in Louisiana and, in turn, the process by which the MCEs submit encounters to the Department's fiscal agent, Gainwell Technologies (formerly DXC/Molina).

Exhibit I.1
Submission, Validation and Processing Flow of Managed Care Claims and Encounters



The Health Insurance Portability and Accountability Act (HIPAA) mandated the minimum criteria required for claims submissions. As a result, claims processors conduct "front-end" edits upon receipt of a claim to ensure that the claim passes "the HIPAA edits." If a claim does not pass these front-end edits, the claim becomes a *rejected claim*. Typically, payers retain little information on rejected claims.

Assuming that a claim passes the front-end edits, the claims processor will then conduct *adjudication* on the claim. Medicaid then assigns an *adjudication status* of paid or denied to the claim. However, this status can have two different levels:

- A *header claim status* is assigned across all services reported on the claim (since a single claim can contain more than one service billed on it).
- A *detailed claim status* is assigned to the individual service lines that are billed on a claim.

It is customary for claims processing systems to track the claim status at both levels. When the status is at the header level:

- A *paid* status usually means that at least one service line on the claim was paid.
- A *denied status* usually means that every service line on the claim was denied.

At the detail level, however, the status could be paid or denied, and the status of the individual detail line may differ from the header status. For example, a professional claim contains five service lines; the first four are paid, but the fifth service is denied. Each service line will have its claim status, but the header claim status will be *paid*. It is important to factor in this information when analyzing claims and claim trends. The count of header lines may be a fraction of the total detail service lines.

The Department has asked the MCEs to report all information on claims adjudication at the service (detail line) level with one exception. For inpatient services, LDH and its MCEs make the payment on only one line of the claim (the room and board line). Therefore, for inpatient hospital claims, only one service line is reported for each claim. The information shown throughout this report is reported at the service (detail line) level.

For a brief period, claims may have a *pended status*. This means that the payer has not yet decided whether to pay or deny the claim (or claim line). Payers will assign a pended status to claims that require additional research or manual review. For example, claims may pend because a medical review is required before payment is allowed, or it could be that a provider is on a list that requires manual review because the provider had previously been identified as submitting potentially inaccurate bills in the past. Claims adjudication systems may assign claims to a pended status for as little as a few minutes or multiple days depending upon the reason the adjudication process was suspended. Each claims processor sets its criteria for assigning claims to a pended status.

The *turnaround time* describes the length of time it takes for payers to adjudicate claims. In this study, the average turnaround time represents the time from the MCE's receipt of the claim to the time of provider notification (pay or deny).

When a claim is adjudicated, the claims processor will assign codes to indicate the reason(s) for the adjudication decision. Many payers will design codes specific to their organization. LDH requires the use of specific, nationally recognized code sets throughout the claims process.

- Medical and dental claims: These claims utilize a set of nearly 290 nationally recognized Claim Adjustment Reason Codes (CARCs).
- Pharmacy claims: Specifically for pharmacy claims, the National Council for Prescription Drug Programs (NCPDP) has developed a separate set of nearly 350 reason codes.

LDH requires the contracted MCEs to submit information on the CARCs and NCPDP codes that pertain to situations when claim lines are denied. This study examines the frequency of CARCs and NCPDP codes for denied services. A service line on a claim may have more than one CARC or NCPDP code as well.

MCEs Analyzed in this Quarter's Review Include:

Plan Name	Plan Type	Common Abbreviation
Aetna Better Health, Inc.	Managed care organization	ABH
AmeriHealth Caritas Louisiana, Inc.	Managed care organization	ACLA
Healthy Blue	Managed care organization	HB
Humana (contracted 1/1/2023)	Managed care organization	HUM
Louisiana Healthcare Connections, Inc.	Managed care organization	LHCC
United Healthcare of Louisiana, Inc.	Managed care organization	UHC
MCNA Insurance Company, Inc.	Dental benefits program manager	MCNA
DentaQuest (contracted 1/1/2021)	Dental benefits program manager	DQ

Measures Reported Each Quarter

Key measures tracked on an ongoing basis include:

- The rate of claims accepted and rejected by each MCE,
- The rate of accepted claims that are paid and denied by each MCE,
- The timeliness (turnaround time) for each MCE to adjudicate claims,
- The top reasons why claims are being denied at each MCE,
- Provider education efforts,
- The rate of encounters accepted and rejected by LDH for each MCE, and
- The timeliness for each MCE to submit encounters to LDH on its adjudicated claims.

Provider Categories

Act 710 requires behavioral health providers be reported discretely from non-behavioral health providers in the initial report. In consultation with stakeholders, LDH also agreed that there be further segmentation of the non-behavioral health providers for discrete reporting. LDH reports on the following provider categories on an ongoing basis:

Institutional Claim Type (837I)	**Professional Services Claim Type (837P)**
Inpatient hospital	Primary care
Outpatient hospital	Pediatrician
Home health	OB-GYN
All other services submitted on an institutional claim not specified above	Therapists (physical, speech, and occupational)
	Non-emergency medical transportation
Dental Claims (DQ and MCNA Only)*	Medical equipment and supplies
Pediatric dental care	Mental or behavioral health rehabilitation
Adult denture services	Specialized behavioral health services
Pharmacy Claims	All other services submitted on a professional claim not specified above
(no additional breakouts)	

*MCE value-added dental services are included in the Professional Services Claim Type category.

Data Collection

Medicaid designed templates for six reporting areas specifically to report information in Act 710 quarterly updates and incorporate them into a consolidated reporting template — Report 152. LDH requires that each MCE submit the 152 report every quarter. To allow time for the MCEs to accumulate data to report, there is a lag time between the claims adjudication period and the date that the MCEs submit the reports to LDH as allowed by the Act.

Limitations of the Data

1. MCEs self-report all data to LDH. LDH conducts a validation process upon submission of reports each quarter. In some situations, LDH asks the MCEs to verify and possibly update specific values to confirm their accuracy if the initial submission deviated from trends reported in a prior period.

2. The Act requested information on the dollar amount of denied claims. If a claim is denied, then the payment is $0. There are multiple limitations to computing a "would have paid" amount.

    - First, some denied claims would never pay anything because they are exact duplicates of a claim previously submitted.
    - Second, there are multiple methods in which to derive a dollar amount of a "would have paid" if the claim had a paid status. Ultimately, the approach selected estimates the value of each denied claim by applying a value to it that is the average value of every paid claim in that category.

    Because of these limitations, the value of denied claims should be reviewed with caution. Values shown for denied claims should not be considered as "lost" money to providers, as not all claims are payable. Instead, they provide useful information on key areas to target for improvement both in the Department and with provider education.

Report Structure

Section II contains a summary table of data trends across all quarterly reports, Q1 2018 through Q3 2023. Section III contains the results related to MCE claims adjudication measures and MCE provider education about claim submissions. Section IV reports on the results of findings related to MCE encounter submissions and Section V presents summary data on case management by MCE for the quarter.

In some exhibits, data displays the most recent four quarters. In this report, the four quarters shown are Quarter 4 in 2022 and Quarters 1, 2, and 3 in 2023. Other exhibits will display only the data from the most recent quarter. In this edition of the report, the exhibits that contain only the most recent quarter show Q3 2023 data.

Appendix A provides the numeric values for the exhibits shown in the body of the report, which are shown in a graphical format. *Appendix B* provides a one-page summary for each of the 16 provider categories. The summaries in this appendix compile information from the exhibits in the body of the report, but focus on a single provider specialty on each page.

Section II: Data Trends

Q1 2018 to Q3 2023

When reviewing trends across all prior quarterly report updates, the trends have been fairly consistent over time with the greatest variation occurring in the timeliness of encounter submissions:

Claim Rejection Rate, Overall	MCEs reject 0.8% to 1.4% of provider claims.
Claim Payment Denial Rate, Overall	From a low of 17.5% to a high of 21.1%.
For Hospital Claims Denial Rate	Much higher for inpatient hospital services (16.1%-22.9%), but outpatient hospital services have one of the lowest denial rates of any service category (8.4%-12.5%).
For Professional Services	The denial rate range has varied substantially between 1.5% and 22.2%. All other professional service has the highest average (18.2%), ranging from 15.1% to 21.4%. Non-Emergency Medical Transportation has the lowest (2.8%), ranging from 1.5% to 6.1%.
For Dental Claims	For child dental services, the denial rate has been steady between 6.9% and 13.3%. The denial rate for adult dental services has fluctuated between 10.0% and 33.8%.
For Pharmacy Claims	The industry standard is that pharmacy scripts have the highest denial rate. Louisiana Medicaid Managed Care is no exception with a denial rate range between 25.9% and 32.3%. This is a result of pharmacy claims being a Point of Sale system.
Turnaround Time to Process Claims	The average time for MCEs to process provider claims has been steady in every report, from 6.9 days to 8.0 days. The overall average since the implementation of this report is 7.5 days.
Time for MCEs to Submit Claims as Encounters to LDH	There is variation in the timeliness for the MCEs to submit encounters to LDH. This can vary by MCE and by quarter. For all quarters of all MCEs, about 88.3% of encounters were submitted to LDH within 30 days of processing. Generally, UHC is most consistent and timely, with 97.3% of encounters submitted to LDH within 30 days of adjudication. ACLA has a 90.5% submission rate. HB submit over 93.0% of their encounters within 30 days. LHCC has an 85.3% submission rate. ABH has a lower submission rate of 68.4% of encounters submitted within 30 days. HUM has the lowest submission rate of 38.1% as it was contracted as an MCE since Q1 2023. For dental, DQ has a 96.0% submission rate and MCNA has a 94.8% rate.

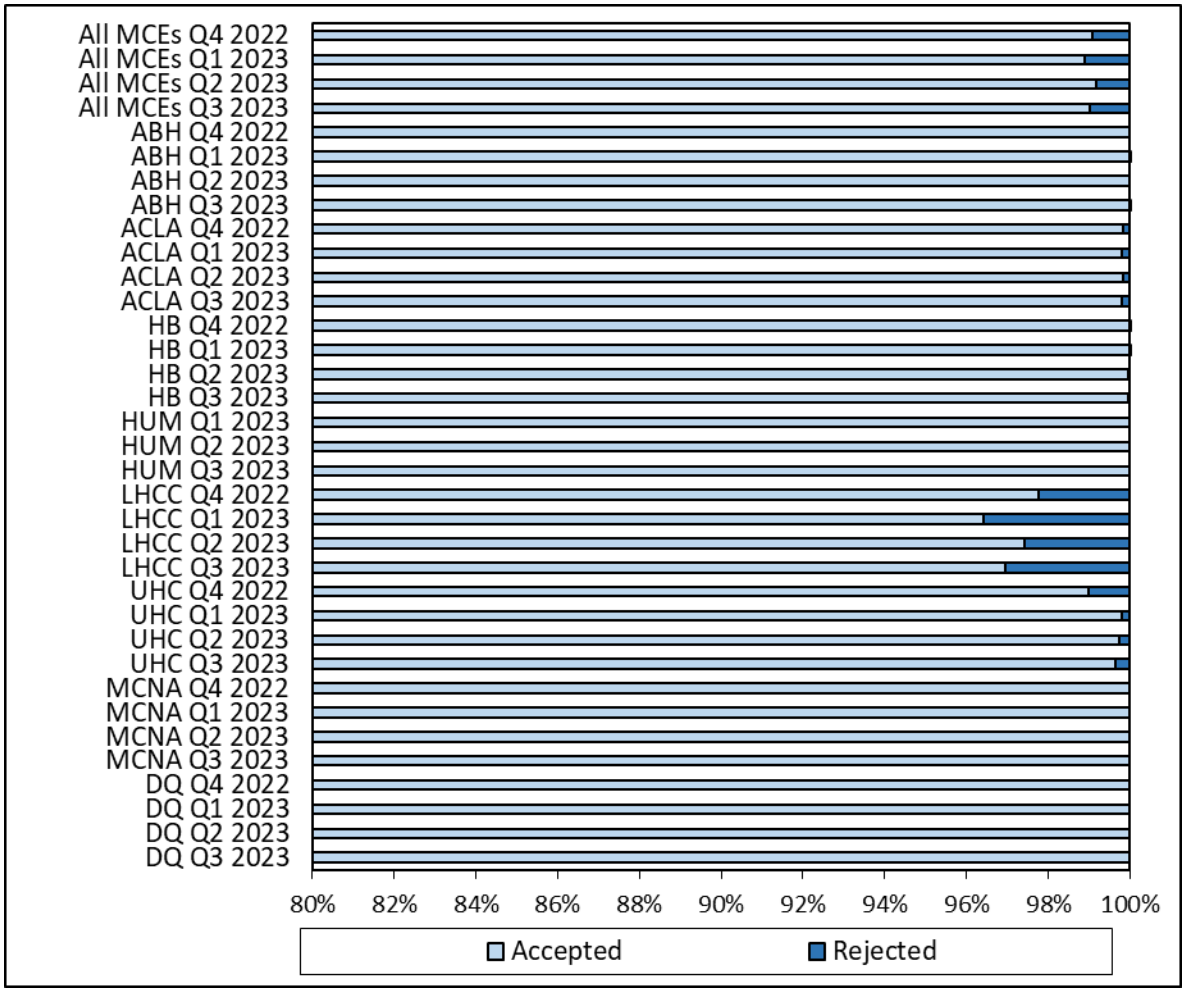
Section III: Findings Related to MCE Claims Adjudication

The MCEs or their subcontractor first process claims from providers for payment of services against the standard HIPAA edits. If the claim does not meet HIPAA edit requirements, it is rejected and returned to the provider without adjudication.

Claims Accepted and Rejected by the MCEs

In the most recent four quarters for which data is available, the MCEs claims rejection rate ranged from 0.8% to 1.1%. The rejection rate overall is specifically due to higher rejection rates for LHCC (2.2% to 3.6%), with the other MCEs having rejection rates closer to zero.

Exhibit III.1
Claim Accepted and Rejected Rate – All Claim Types
By MCE and Quarter



Within the parameters of the contract, MCEs have some discretion on their claims adjudication processes, including front-end claims edits applied; rejection rates vary among the MCEs for various reasons such as:

- Whether the MCEs are performing any front-end HIPAA edits, which of the HIPAA edit levels (1-7) they have implemented and if they apply custom edits,
- Whether the MCEs are using clearinghouses/vendors/subcontractors to perform front-end edits before submitting the claims into their adjudication systems, and
- Whether the providers are using front-end edits before submitting claims to the MCEs.

LDH has periodically surveyed the MCEs to understand differences in their claims processing and specifically in the application of front-end edits for claims rejections or acceptance for adjudication. According to the response of the MCEs to a recent survey:

- The DBPMs (DQ, MCNA) are not applying any front-end pre-adjudication edits, thereby reporting no rejections. All claims are currently accepted into their claims adjudication system and processed directly for payment or denial.
- ABH and ACLA had reported that they are using independent clearinghouses to clean the claim data before submission (could potentially underreport as rejections not counted).
- For LHCC, all pre-adjudication screening/edits are applied by LHCC's internal systems and all claim rejections are counted and reported.
- UHC is using its SMART Edit Rejection system to screen the claims they received.

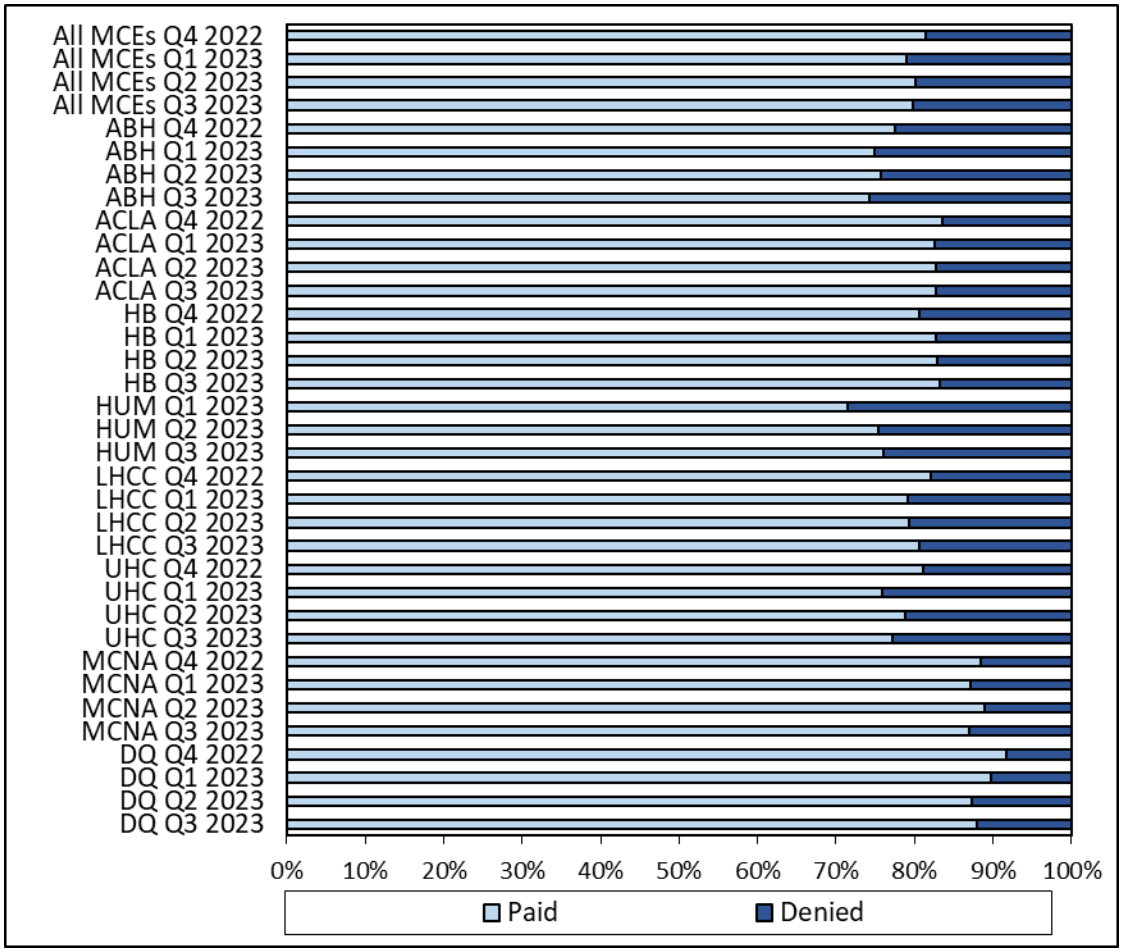
Claims Paid and Denied by the MCEs

LDH's contracted MCEs or their subcontractor adjudicate all provider claims that pass standard HIPAA edits. The six health plans adjudicate medical claims (those billed in the institutional claims, or 837I format, and those billed in the professional claims, or 837P format) themselves. Each MCE uses a pharmacy benefit manager to adjudicate the pharmacy claims. MCNA and DQ adjudicate all of their dental claims for the Medicaid program.

For those claims that were accepted into the MCE's claims adjudication system, on average, the overall rate of paid claims was between 79% and 81.5% in the most recent four quarters. The denial rates, therefore, were between 18.5% and 21%. These denial rates have remained fairly steady since the Act 710 quarterly update reports were released.

At the MCE-specific level, the range across the four-quarter averages was from an average denial rate of 10.8% for DQ to an average rate of 25.7% for HUM. The denial rates have not gone down in any significant manner since the original report showing CY 2017 data.

Exhibit III.2
Claim Status for Adjudicated Claims – All Claim Types
By MCE and Quarter



Denial rates are shown for acute care services (Exhibit III.3) and non-acute care services (Exhibit III.4). As seen in both exhibits, the denial rate trends vary by service category. It is worth noting that the denial rate of Home Health changed significantly from 18.6% in Q2 2023 to 27.8% in Q3 2023, mainly owing to the increase of denials reported by LHCC. LHCC processes the majority of Home Health claims, ranging from 55% to 75% of Home Health claims across all MCEs.

Exhibit III.3
Claim Denial Rates by Acute Care Service Category
For All MCEs Combined, By Quarter

	5% or below	5.1 to 10%	10.1 to 15%	15.1 to 20%	20.1 to 25%	25.1% or above
Inpatient Hospital						
Q4 2022				16.6%		
Q1 2023				17.2%		
Q2 2023				18.0%		
Q3 2023				18.8%		
Outpatient Hospital						
Q4 2022		10.0%				
Q1 2023			12.5%			
Q2 2023			11.0%			
Q3 2023			10.6%			
Home Health						
Q4 2022			13.0%			
Q1 2023						25.6%
Q2 2023				18.6%		
Q3 2023						27.8%
Primary Care						
Q4 2022			13.4%			
Q1 2023				17.9%		
Q2 2023				17.4%		
Q3 2023				16.0%		
Pediatrics						
Q4 2022		9.9%				
Q1 2023			14.0%			
Q2 2023			11.5%			
Q3 2023			12.2%			
OB-GYN						
Q4 2022			12.1%			
Q1 2023				16.1%		
Q2 2023			13.9%			
Q3 2023			12.1%			
Therapists (Physical, Occupational, Speech)						
Q4 2022			12.7%			
Q1 2023				17.3%		
Q2 2023			14.6%			
Q3 2023				15.4%		
All Other Professional Services, Acute Care						
Q4 2022				16.1%		
Q1 2023					20.6%	
Q2 2023					20.1%	
Q3 2023				19.7%		

Similarly, the denial rate of Dental - Adults claims increased from 22.7% in Q4 2022 to 33.8% in Q1 2023, dropped back to 26.9% in Q2 2023, and then fell further back to 22.4% in Q3 2023. Similar trends were seen in all MCEs, due to the implementation of the 21st Century Cures Provider Enrollment process – all MCEs began denying claims in January 2023 if Rendering & Billing providers who were required to enroll did not enroll.

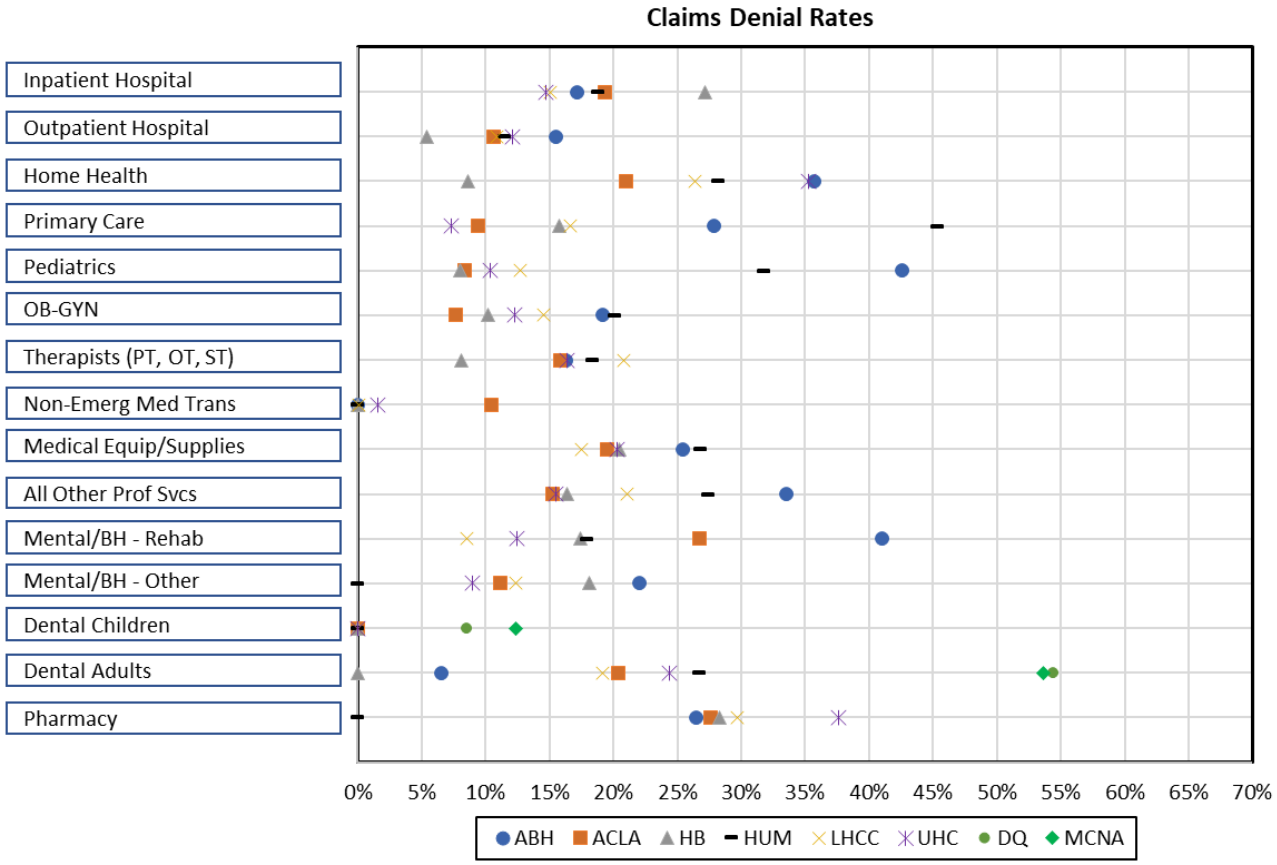
Exhibit III.4
Claim Denial Rates for Non-Acute Care Services
For All MCEs Combined, By Quarter

	5% or below	5.1 to 10%	10.1 to 15%	15.1 to 20%	20.1 to 25%	25.1% or above
Non-Emergency Transportation						
Q4 2022	1.6%					
Q1 2023	1.5%					
Q2 2023	1.8%					
Q3 2023	1.7%					
Medical Equipment & Supplies						
Q4 2022				19.5%		
Q1 2023					21.6%	
Q2 2023				19.5%		
Q3 2023					20.6%	
Mental/Behavioral Health, Rehab						
Q4 2022			12.0%			
Q1 2023					21.0%	
Q2 2023				19.8%		
Q3 2023					20.5%	
Mental/Behavioral Health, Other than Rehab						
Q4 2022			13.7%			
Q1 2023				17.0%		
Q2 2023				15.1%		
Q3 2023				15.9%		
Dental - Children						
Q4 2022		8.6%				
Q1 2023		9.0%				
Q2 2023		9.1%				
Q3 2023			10.6%			
Dental - Adults						
Q4 2022					22.7%	
Q1 2023						33.8%
Q2 2023						26.9%
Q3 2023					22.4%	
Pharmacy						
Q4 2022						31.3%
Q1 2023						31.2%
Q2 2023						30.1%
Q3 2023						31.7%

Exhibit III.5 compares the denial rates for these service categories by MCE. The data plotted on this exhibit is the percentage of claims denied in Q3 of CY 2023 for each MCE. An icon and color display each MCE's data. Each row in the exhibit represents a specific service category. For example, in the top line of the exhibit, the overall denial rate for inpatient hospital services in Q3 2023 was 18.7%, but this varied from 14.7% for UHC to 27.2% for HB.

The claims denial rates for adjudicated claims varied greatly among provider categories of each MCE. For example, ABH has the smallest denial rate of 0% for its Non-Emergency Medical Transportation claims but has a high denial rate of 42.6% for its Pediatrics claims. The denial rates also varied considerably for the same provider categories across MCEs, with the varying ranges differing among provider categories. For example, the denial rates of Medical Equipment/Supplies varied in a relatively small range from 17.5% (LHCC) to 26.8% (HUM), while the denial rates of Primary Care ranged from 7.3% (UHC) to 45.3% (HUM).

Exhibit III.5
Claim Denial Rates for Adjudicated Claims
By Provider Specialty / Service Category
By MCE for Q3 2023



Act 710 requires LDH to provide an assigned value to each of the claims that the MCEs denied. As discussed in the Limitations of the Data section on page 12 there are hundreds of edits that are in place at each MCE to ensure proper adjudication of claims. Claims may be denied for several reasons, but just to name a few:

- The claim submitted is an exact duplicate of another claim submitted;
- The service billed is not a covered service in the Medicaid program;
- The units billed for a covered service exceed the number of units allowed (e.g., chiropractic visits, number of eyeglasses each year); and
- The service billed requires authorization by the MCE before the service is rendered and authorization was not received for the service.

In some of these situations, the denied claim could never have received a payment (e.g., an exact duplicate submitted). In other situations, the denied claim may have received payment if other business rules were followed (e.g., the authorization that was required was obtained).

Since claim denials depend heavily on the unique circumstances of each case, it's not always accurate to assume every denial could have been paid. A closer look is needed to understand the specific reason. With this in mind for the initial report, LDH contracted with Burns & Associates, Inc. to develop a model to tabulate the information on denied claims from each MCE and assign a value to each denied claim without inferring if the claim could have been paid or should have been paid. Medicaid Business Analytics, the Medicaid section responsible for the compilation of the data used in the Act 710 Healthy Louisiana Claims report, continues to use this model for quarterly updates.

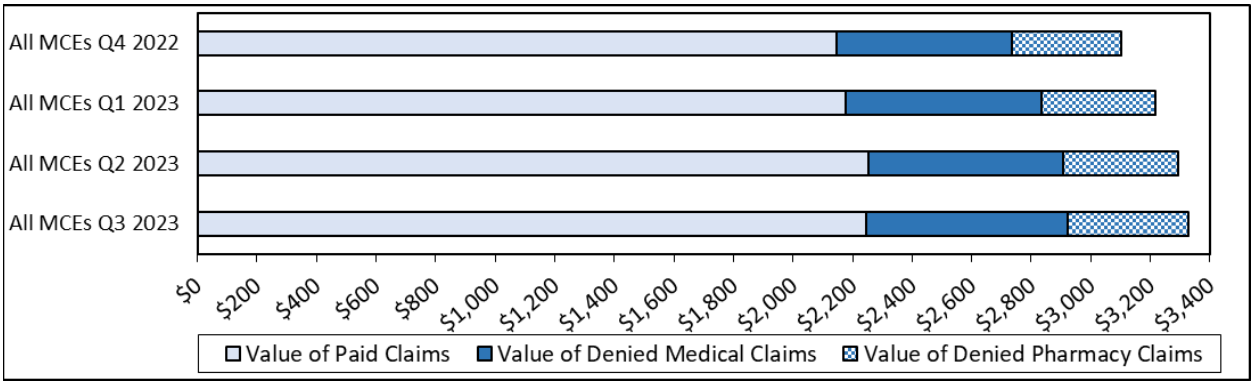
To do this, Medicaid examined each of the provider specialties separately. Within each category, the MCE reported the number of claims paid and the total payments made. After computing an average payment per claim, the MCEs reported the number of denied claims in the provider specialty. The average payment per claim in the provider specialty is multiplied by the number of denied claims to impute a value for the denied claims.

It is important to apply this formula at the provider specialty level (as opposed to all claims combined) due to the wide range of reimbursements paid to each provider type. For example, in Q3 2023, the average payment for paid inpatient hospital claims was $6,224; for primary care, it was $37.

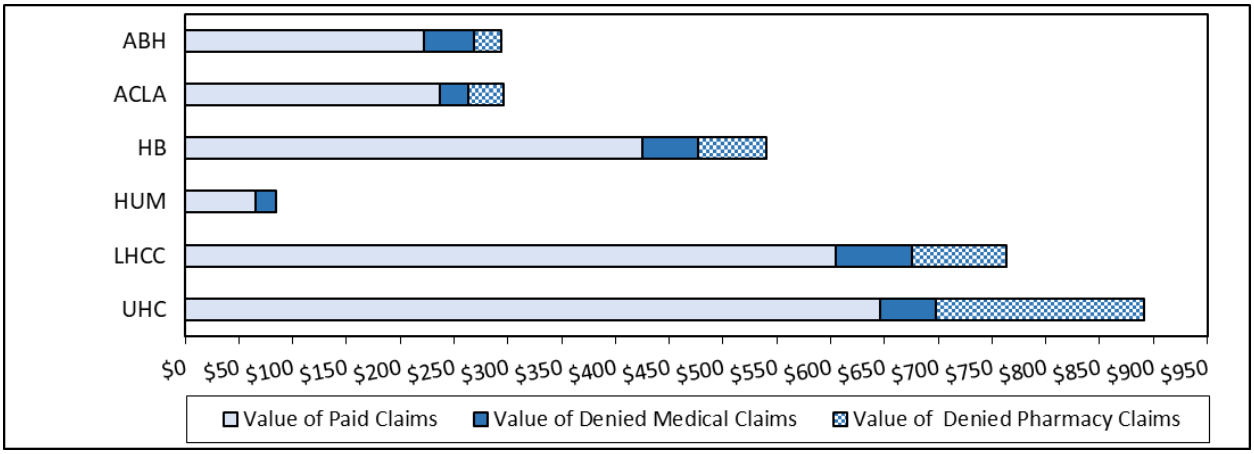
Exhibit III.6 summarizes the total dollar values of paid claims and denied claims by MCE and by quarter. The denied medical claims account for between 21.5% and 23.1% of the sum of paid and denied medical values each quarter. This equates to between $589.8 million and $676.6 million. Among the $668.9 million in denied values in Q3 2023 assigned across the six MCEs that provide medical and pharmacy benefits, $265.7 million (39.7%) was attributed to medical claims, and $403.1 million (60.3%) was attributed to pharmacy claims. In Q3 2023, the distribution of assigned values to denied claims by MCE was as follows:

- ABH: 64.6% medical and 35.4% pharmacy claims
- ACLA: 44.9% medical and 55.1% pharmacy claims
- HB: 44.5% medical and 55.5% pharmacy claims
- HUM: 100% medical and no pharmacy claims
- LHCC: 44.4% medical and 55.6 % pharmacy claims
- UHC: 21.3% medical and 78.7% pharmacy claims
- MCNA and DQ: total value of $46.3 million (85.7%) of paid claims and a $7.7 million (14.3%) value of denied medical claims

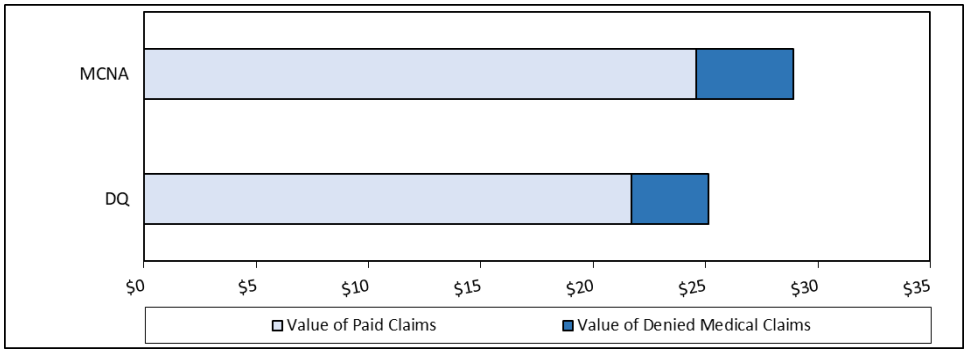
Exhibit III.6
Value of Paid and Denied Claims
The dollar values in the stacked bar represent millions



Value of Paid and Denied Claims by MCE – Q3 2023



Value of Paid and Denied Dental Claims – Q3 2023



To inform where provider education on claims billing may be of greatest need, LDH required the MCEs to further segment denied claims for each provider specialty based on Medicaid volume. For each of the provider specialties, the MCEs divided the specialty into three sub-groups:

- The providers that billed less than 100 claims to the MCE in the quarter ("low")
- The providers that billed between 101 and 250 claims to the MCE in the quarter ("medium")
- The providers that billed more than 250 claims to the MCE in the quarter ("high")

LDH then examined the data submitted by the MCEs to determine if, for example, a higher proportion of providers with high Medicaid volume had high denial rates compared to those with low Medicaid volume. LDH defined a high denial rate as any provider that had more than 10% of their claims denied by the MCE in the quarter. LDH then ran statistical analyses to determine what percentage of providers within each group had a high claims denial rate (that is, more than 10%).

To analyze payments to providers, each quarter LDH examines 264 groupings based on MCE, specialty, and claim volume. The breakdown of the groupings is as follows:

- For MCOs, LDH categorizes providers into 14 specialties (excluding dental).
- Within each specialty, LDH creates three groups based on claim volume: low, medium, and high.
- This creates a total of 42 provider/volume groupings to examine for each of the six MCOs, resulting in 252 groupings.
- The two dental specialties and three claims volume groups for two DBPMs adds 12 groupings for dental.

LDH reviewed each grouping to determine whether more than half of the providers within the group had a claims denial rate above 10%. There were many provider/volume combinations where the volume of providers was too small (five or fewer) to make an assessment.

Exhibit III.7 below shows the instances where the MCE denied more than 10% of the claims for more than half of the providers in the Medicaid volume group (Group A). The second column shows where the denial rate was above 10% for less than half of the providers (Group B). There were some combinations where the number of providers was too small to study (Group C).

The counts represent all MCEs combined. There has been relative consistency in the number of combinations where a majority of providers had a denial rate above 10% in the last four quarters. There was no obvious pattern when reviewing the results in Exhibit III.7 except that, in most service categories, the larger-volume providers have lower denial rates than the smaller-volume providers. The data shows variations in denial rates, with one MCE having a significantly different rate than the others.

Exhibit III.7
Examination of Individual Providers Who Billed an MCE that Had More than 10% of Their Claims Denied

	Group A	Group B	Group C	Total Groupings
	Number of combinations where > 50% of providers had a denial rate above 10%	Number of combinations where < 50% of providers had a denial rate above 10%	Number of combinations where the sample of providers was too small to study	
Q4 2022	104	83	35	222
Q1 2023	145	62	57	264
Q2 2023	135	75	54	264
Q3 2023	133	82	49	264

Timeliness of Claims Adjudication by the MCEs

LDH requires that 90% of clean claims be adjudicated within 15 business days and that 100% of clean claims be adjudicated within 30 calendar days. An adjudicated claim could mean a decision to either pay or deny. The measurement for TAT for adjudication is the number of days from receipt of the claim by the MCE to the date on which the provider is paid or is notified of the denial. Exhibit III.8 below shows that the MCEs are meeting the target for adjudication within 30 days as set by LDH. The average TAT is below nine days in the last four quarters for all MCEs with the minor exception of DentaQuest with an average TAT of 9.2 days. For the majority of MCEs, the TAT of the last four quarters is quite consistent. However, the TAT of DentaQuest remained high since Q1 2023, especially for paid claims.

Exhibit III.8
Turnaround Time for Claims Processing of Adjudicated Claims (using average days)
All Claim Types, By MCE and By Quarter

		Adjudicated Within 30 days			Avg Turnaround Time	
		Pct of Paid	Pct of Denied		Paid Claims	Denied Claims
ABH	Q4 2022	99.6%	99.6%		7.8	5.4
	Q1 2023	99.7%	99.6%		7.6	4.9
	Q2 2023	100.0%	99.9%		7.1	4.6
	Q3 2023	99.8%	98.7%		7.6	5.5
ACLA	Q4 2022	99.9%	99.7%		6.8	7.5
	Q1 2023	100.0%	100.0%		8.2	8.4
	Q2 2023	100.0%	100.0%		7.4	7.6
	Q3 2023	100.0%	100.0%		7.6	7.9
HB	Q4 2022	98.1%	97.6%		8.6	4.1
	Q1 2023	96.4%	94.6%		6.3	5.0
	Q2 2023	98.3%	97.8%		6.3	4.9
	Q3 2023	99.9%	99.6%		4.8	3.5
HUM	Q1 2023	100.0%	100.0%		4.7	3.9
	Q2 2023	100.0%	99.9%		4.4	4.6
	Q3 2023	99.8%	99.7%		4.8	5.5
LHCC	Q4 2022	99.8%	99.6%		8.4	9.1
	Q1 2023	99.9%	99.8%		8.4	8.8
	Q2 2023	100.0%	99.9%		8.2	8.8
	Q3 2023	100.0%	99.9%		8.2	8.8
UHC	Q4 2022	99.6%	100.0%		7.9	3.0
	Q1 2023	100.0%	100.0%		7.8	2.8
	Q2 2023	99.9%	99.8%		7.8	2.8
	Q3 2023	100.0%	100.0%		7.7	2.3
MCNA	Q4 2022	100.0%	100.0%		8.5	10.1
	Q1 2023	100.0%	100.0%		10.1	12.0
	Q2 2023	100.0%	100.0%		8.1	9.1
	Q3 2023	100.0%	100.0%		6.0	6.4
DQ	Q4 2022	100.0%	100.0%		0.9	0.8
	Q1 2023	100.0%	100.0%		14.7	10.4
	Q2 2023	100.0%	100.0%		14.9	7.4
	Q3 2023	100.0%	100.0%		15.7	8.9
ALL MCEs	Q4 2022	99.4%	99.3%		8.0	5.6
	Q1 2023	99.2%	99.1%		7.5	5.7
	Q2 2023	99.9%	99.7%		7.3	5.7
	Q3 2023	99.9%	99.7%		7.3	5.4

There is little variation found when examining the average TAT by service category. The next two pages show statistics for acute care services (Exhibit III.9) and non-acute care services (Exhibit III.10). As seen in both exhibits, the average turnaround time within a service category is usually consistent when reviewed quarter by quarter.

Exhibit III.9
Turnaround Time for Claims Processing of Adjudicated Acute Care Claims (using average days)
For All MCEs Combined, By Quarter

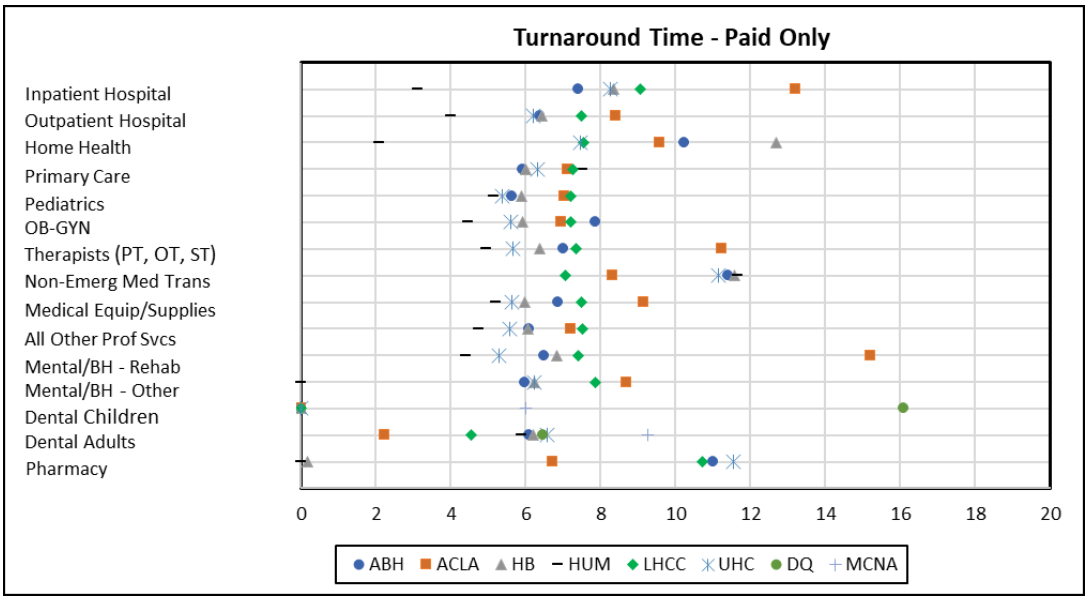
	PAID CLAIMS ONLY				DENIED CLAIMS ONLY			
	< 10 days	10.1 to 15 days	15.1 to 30 days	> 30 days	< 10 days	10.1 to 15 days	15.1 to 30 days	> 30 days
Inpatient Hospital								
Q4 2022		11.6				12.7		
Q1 2023		12.5				13.3		
Q2 2023	9.8					11.7		
Q3 2023	8.7				9.2			
Outpatient Hospital								
Q4 2022	7.0				8.3			
Q1 2023	7.3				7.6			
Q2 2023	6.9				7.5			
Q3 2023	6.8				7.6			
Home Health								
Q4 2022	8.7				9.1			
Q1 2023	7.5				9.4			
Q2 2023	7.6				8.5			
Q3 2023	7.8				8.2			
Primary Care								
Q4 2022	7.2				8.4			
Q1 2023	7.1				8.2			
Q2 2023	7.4				7.9			
Q3 2023	6.6				7.0			
Pediatrics								
Q4 2022	7.0				9.6			
Q1 2023	7.1				7.1			
Q2 2023	7.1				7.6			
Q3 2023	6.7				6.9			
OB-GYN								
Q4 2022	7.1				7.6			
Q1 2023	7.4				7.2			
Q2 2023	7.6				7.3			
Q3 2023	6.7				7.0			
Therapists (Physical, Occupational, Speech)								
Q4 2022	7.2				10.0			
Q1 2023	7.6					10.1		
Q2 2023	8.0				9.5			
Q3 2023	7.5				8.9			
All Other Professional Services, Acute Care								
Q4 2022	6.6				7.7			
Q1 2023	7.0				7.4			
Q2 2023	6.7				7.1			
Q3 2023	6.3				7.0			

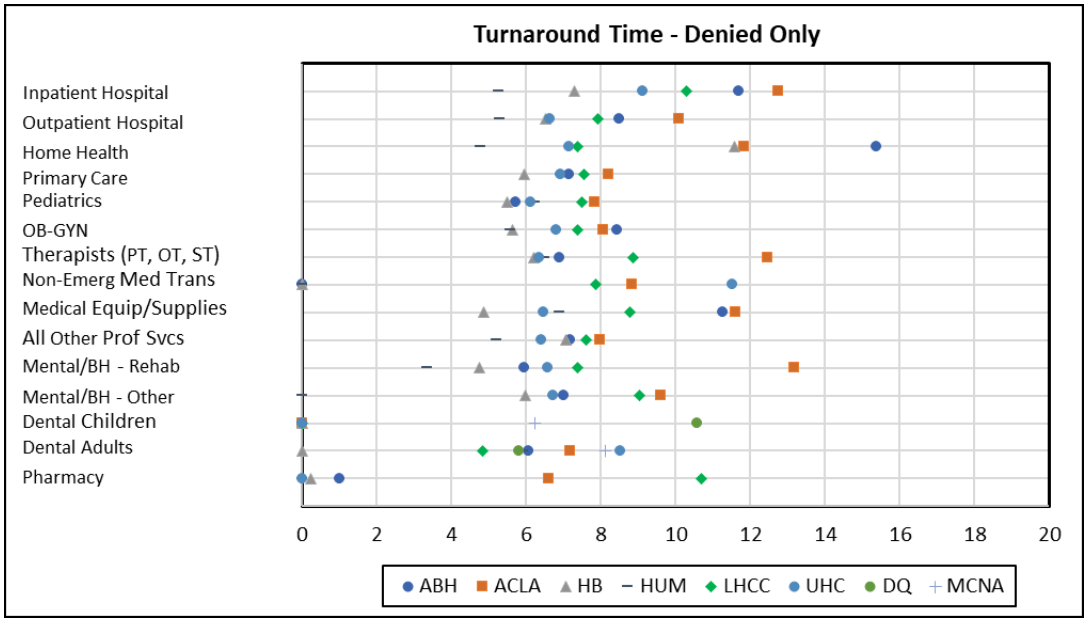
Exhibit III.10
Turnaround Time for Claims Processing of Adjudicated Non-Acute Care Claims (using average days)
For All MCEs Combined, By Quarter

	PAID CLAIMS ONLY				DENIED CLAIMS ONLY			
	< 10 days	10.1 to 15 days	15.1 to 30 days	> 30 days	< 10 days	10.1 to 15 days	15.1 to 30 days	> 30 days
Non-Emergency Transportation								
Q4 2022			16.2			10.1		
Q1 2023		12.8			10.0			
Q2 2023	9.7				9.6			
Q3 2023	9.4				9.2			
Medical Equipment & Supplies								
Q4 2022	7.3				8.7			
Q1 2023	7.6				8.7			
Q2 2023	6.8				7.7			
Q3 2023	6.9				8.9			
Mental/Behavioral Health, Rehab								
Q4 2022	6.5				8.0			
Q1 2023	7.2				8.0			
Q2 2023	6.6				7.4			
Q3 2023	7.4				8.1			
Mental/Behavioral Health, Other than Rehab								
Q4 2022	7.7				8.2			
Q1 2023	7.4				7.7			
Q2 2023	7.0				7.5			
Q3 2023	6.9				7.4			
Dental - Children								
Q4 2022	4.6				6.6			
Q1 2023		12.4				12.7		
Q2 2023		11.6			9.4			
Q3 2023		10.9			7.9			
Dental - Adults								
Q4 2022	3.9				3.8			
Q1 2023	6.4				5.4			
Q2 2023	5.3				5.0			
Q3 2023	5.8				6.0			
Pharmacy								
Q4 2022		10.4			3.3			
Q1 2023	8.5				3.2			
Q2 2023	8.5				3.4			
Q3 2023	8.6				3.3			

Exhibit III.11 below further breaks down the average paid and denied TAT statistics in Q3 2023, with the results shown for each MCE within a service category. The top box shows the variation in TAT for paid claims only; the bottom box shows the results for denied claims only. This exhibit determines if the TAT is consistent across MCEs or if it varies. The top box shows that there is some variation in the average TAT for paid claims. There are four situations where the average TAT exceeds 12 days (two for ACLA, one for HB, and one for DQ). In the bottom box, a similar variation was seen for denied claims, and the average TAT for denied claims is only slightly more than for paid claims. ACLA has three TATs exceeding 12 days while ABH has one.

Exhibit III.11
Average Turnaround Time, Paid and Denied Claims, by Service Category
By MCE for Q3 2023 Adjudicated Claims





Reasons for Claim Denials by the MCEs

When a healthcare claim is adjudicated, a processor assigns specific codes to explain the decision. These codes ensure consistent communication across the industry.

- Medical & Dental Claims: Utilize a set of around 290 national Claim Adjustment Reason Codes (CARCs).
- Pharmacy Claims: Have a separate set of nearly 350 codes developed by the National Council for Prescription Drug Programs (NCPDP).

When a claim is adjudicated, the claims processor will assign codes to indicate the reason(s) for the adjudication decision. For medical and dental claims, there is a set of nationally recognized Claim Adjustment Reason Codes (CARCs), around 290 reason codes in all. For pharmacy claims specifically, there are nearly 350 reason codes developed by the NCPDP.

The MCEs report to LDH the occurrence of each CARC or NCPDP code on adjudicated claims. For denied claims, an MCE tabulates the count of each CARC or NCPDP code for claims adjudicated in Q3 of CY 2023.

Exhibit III.12 shows the top 10 CARCs for medical claims across all MCEs and the top 10 NCPDP codes for pharmacy claims across all MCEs. If one of the top CARCs across all MCEs was also a top five CARC within an MCE, the rank number is noted. Some key findings on CARCs appear below:

- In Q3 2023, ABH and UHC had their top five CARCs within the top 10 CARCs statewide. HUM and LHCC had four, ACLA had three, HB and MCNA had two, while DQ had none of its top five CARCs in the statewide top 10.
- The top five CARCs in Q3 2023 included the following:
    - 16: The claim lacks information or has a billing error, which is needed for adjudication.
    - 96: Non-covered charge.
    - 18: Exact duplicate claim.
    - 97: The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.
    - 197: Precertification/authorization/notification absent.
- These five CARCs were also among the top six in the previous quarters reported.

If one of the top NCPDPs across all MCEs was also a top 10 NCPDP within an MCE, the rank number is noted. Some key findings on NCPDPs appear below:

- In Q3 2023, LHCC had their top five NCPDP codes within the top 10 NCPDP codes statewide, while ACLA, HB and UHC had four, and ABH had three of their top five within the statewide top 10. Note that HUM had no pharmacy claims.
- The top five NCPDPs in Q3 2023 included the following:
    - 79: Refill too soon
    - 88: Drug Utilization Review (DUR) reject error
    - 76: Plan limitations exceeded
    - 70: Product/Service Not Covered – Plan/Benefit Exclusion
    - 39: Missing/Invalid Diagnosis Code
- These five NCPDPs were also among the top seven in the previous quarters reported.

Exhibit III.12
Details on Reasons for Denied Claims
By MCE for Q3 2023 Adjudicated Claims

For Medical Claims

CARC	Description	Rank Among All MCEs	Ranking for Individual MCE							
			ABH	ACLA	HB	HUM	LHCC	UHC	MCNA	DQ
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	1	1	3			1	3		
96	Non-covered charge(s).	2	2	2		2	2	2	1	
18	Exact duplicate claim/service	3	5				4	4	3	
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	4	4			4				
197	Precertification/authorization/notification absent.	5			2			5		
252	An attachment/other documentation is required to adjudicate this claim/service.	6		1		3		1		
22	This care may be covered by another payer per coordination of benefits.	7					3			
256	Service not payable per managed care contract.	8			1					
147	Provider contracted/negotiated rate expired or not on file.	9	3			5				
29	The time limit for filing has expired.	10								

For Pharmacy Claims

NCPDP	Description	Rank Among All MCEs	Ranking for Individual MCE					
			ABH	ACLA	HB	HUM	LHCC	UHC
79	Refill Too Soon	1	1	1			1	
88	DUR Reject Error	2		2			4	1
76	Plan Limitations Exceeded	3					2	2
7Ø	Product/Service Not Covered – Plan/Benefit Exclusion	4	4	5			5	4
39	Missing/Invalid Diagnosis Code	5		3				3
8J	Incorrect Product/Service ID For Processor/Payer	6			1			
75	Prior Authorization Required	7	2				3	
67	Filled Before Coverage Effective	8			2			
9J	Future Other Payer Date Not Allowed	9			3			
8E	Missing/Invalid DUR/PPS Level Of Effort	10			4			

The previous exhibit showed that the top 10 denial CARCs are consistent across quarters and were often the top CARCs for each MCE as well. LDH further reviewed the top five CARCs for each MCE to determine if the same CARCs are appearing on denied claims for all of the provider types that are included in this study.

Exhibit III.13 shows the results when the top CARCs are distributed by provider type for each MCE for claims adjudicated in Quarter 3 of 2023. Key findings from the exhibit are shown below:

- For ABH, four of its five CARCs overall were observed for almost every provider category. One CARC (147) was only present for selected provider types.
- For ACLA, three of its five CARCs overall were observed for almost every provider category. Two CARCs (16 and B7) were only present for selected provider types.
- For HB, three (256, 197, and 226) of its top five CARCs overall were observed for almost every provider category within the statewide top five CARCs. Two CARCs (119 and 109) were present for selected provider types.
- For HUM, two (96 and 252) of its five CARCs overall were observed for almost every provider category. Three CARCs (246, 97, and 147) were only present for selected provider types.
- For LHCC, four of its five CARCs overall were observed for almost every provider category. One CARC (204) was only present for selected provider types.
- For UHC, four (252, 96, 16, and 18) of its five CARCs overall were observed for almost every provider category as well. One CARC (197) was only present for selected provider types.
- For MCNA, all five of its top CARCs appear for Adult Dental providers while two of the top five CARCs appear for Pediatric Dental only.
- For DQ, CARCs only appear for dental providers since DQ only delivers dental care. DQ only submitted CARC (A1) for selected provider types for the past nine quarters.

Exhibit III.13
Details on Reasons for Denied Medical Claims
By MCE and By Provider Category for Q3 2023 Adjudicated Claims

CARC	Description	Inpatient Hospital	Outpatient Hospital	Home Health	Other Institutional	Primary Care	Pediatrics	OB-GYN	Therapists	Non-Emerg Transport	Medical Equipment	Other Professional	Mental/Behavioral - Rehab	Mental/Behavioral - Other
ABH														
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	1	1	1	1	1	1	1	1	1	1	1	1	1
96	Non-covered charge(s).		4		1	2	2			1		2	4	2
147	Provider contracted/negotiated rate expired or not on file.				1	3	3			1		3		4
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	5	2	3	1		4	2	3	1	4	4		5
18	Exact duplicate claim/service	2	3	2	1	5	5	3	2	1	2	5	3	3
ACLA														
252	An attachment/other documentation is required to adjudicate this claim/service.	2	1	3	1	1		1			2	2		
96	Non-covered charge(s).	1	2	1	1	2	1		2	4	4	1	4	2
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	4	3	4	1			5		1				
B7	This provider was not certified/eligible to be paid for this procedure/service on this date of service.				1							3	1	
27	Expenses incurred after coverage terminated.		4		1	3	2	4			5	5	5	5
HB														
256	Service not payable per managed care contract.	5	1	1	1	1	1	1	1	1		4	1	5
197	Precertification/authorization/notification absent.	3	5	3	2	2	4	2	2	1	2	1	4	1
226	Information requested from the Billing/Rendering Provider was not provided or not provided timely or was insufficient/incomplete. At least one Remark Code must be provided.		2	2	4	5			3	1		2		4
119	Benefit maximum for this time period or occurrence has been reached.						3			1	5	3		2
109	Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor.		4			4			5	1			2	

Exhibit III.13 (continued)
Details on Reasons for Denied Medical Claims
By MCE and By Provider Category for Q3 2023 Adjudicated Claims

CARC	Description	Inpatient Hospital	Outpatient Hospital	Home Health	Other Institutional	Primary Care	Pediatrics	OB-GYN	Therapists	Non-Emerg Transport	Medical Equipment	Other Professional	Mental/Behavioral - Rehab	Mental/Behavioral - Other
HUM														
246	This non-payable code is for required reporting only.				3	1	2	1	4	1		1		1
96	Non-covered charge(s).		1	5	1	2	1		2	1	2	2		1
252	An attachment/other documentation is required to adjudicate this claim/service.	5	3	4	4	4		2	4	1	5	3	3	1
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	1	2	1	5		4		4	1				1
147	Provider contracted/negotiated rate expired or not on file.					5	3	3	1	1	1	4		1
LHCC														
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	3	4	3	2	2	2	1	2	2	2	1	4	2
96	Non-covered charge(s).		1		5	1	1	2	5	2		3		1
22	This care may be covered by another payer per coordination of benefits.	5	2	5	1	4		4		2	4	2		
18	Exact duplicate claim/service	4	3	1		5	3	3		2	3	5	2	3
204	This service/equipment/drug is not covered under the patient's current benefit plan				3					2				
UHC														
252	An attachment/other documentation is required to adjudicate this claim/service.	3	1	2		1	5	1	5	3	2	2		1
96	Non-covered charge(s).		2	4		2	2		1	3	1	1		
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	2	3	5	1	3			2	3	4	3	2	2
18	Exact duplicate claim/service	5	4	3			4	4	3	3	5		4	
197	Precertification/authorization/notification absent.	4				5				3	3	4	3	3

Exhibit III.13 (continued)
Details on Reasons for Denied Medical Claims
By MCE and By Provider Category for Q3 2023 Adjudicated Claims

CARC	Description	Adult Dental	Pediatric Dental
MCNA			
96	Non-covered charge(s).	1	1
169	Alternate benefit has been provided.	2	
18	Exact duplicate claim/service	3	4
119	Benefit maximum for this time period or occurrence has been reached.	4	
27	Expenses incurred after coverage terminated.	5	
DQ			
A1	Claim/Service denied.	1	1

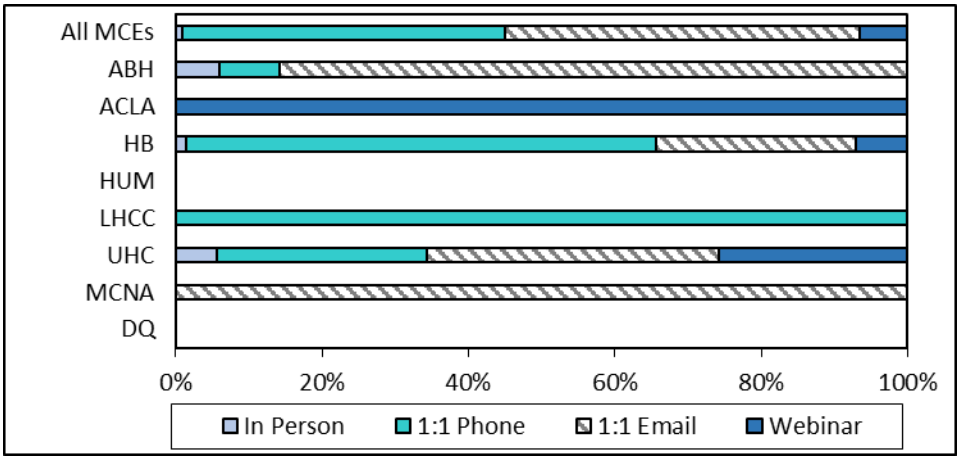
Provider Education Related to Claims Adjudication

Because many of the denial reason codes have been consistent for some time, LDH initiated specific reporting for MCE provider education with the release of the new reporting requirements on Act 710 in mid-February 2019. Reporting on provider education first began in the January 2020 report.

LDH requires that the MCEs report information on education for providers at the entity tax identification number (TIN). As a result, many provider IDs may be mapped to one TIN (e.g. a hospital and the group physician practices it owns). Quarterly, the MCEs report on the individual entities outreached, the type of outreach, and the date the outreach was conducted.

Exhibit III.14 summarizes information on provider education conducted in Q3 2023. In all, 926 distinct TINs were outreached to by the MCEs. This count represents the unique TINs and modes of communication. In some cases, the MCE reported that they conducted multiple outreach efforts to the same TIN in the quarter (e.g., three emails over six weeks). It should also be noted, however, that multiple MCEs may reach out to the same TIN. Almost half of the outreach (48.5% of the total) was conducted via 1:1 email. This was followed by 1:1 phone calls (44.1% of the total) and webinars (6.5% of the total). In-person outreach remained low, accounting for only 1.0%.

Exhibit III.14
Provider Education Conducted by the MCEs on Claims Submissions Activity in Q3 2023



	Modality of Outreach				
	In Person	**1:1 Phone**	**1:1 Email**	**Webinar**	**Total TINs**
All MCEs	9	408	449	60	926
ABH	6	8	85	0	52
ACLA	0	0	0	46	31
HB	1	45	19	5	81
HUM	0	0	0	0	0
LHCC	0	345	0	0	388
UHC	2	10	14	9	34
MCNA	0	0	331	0	326
DQ	0	0	0	0	0

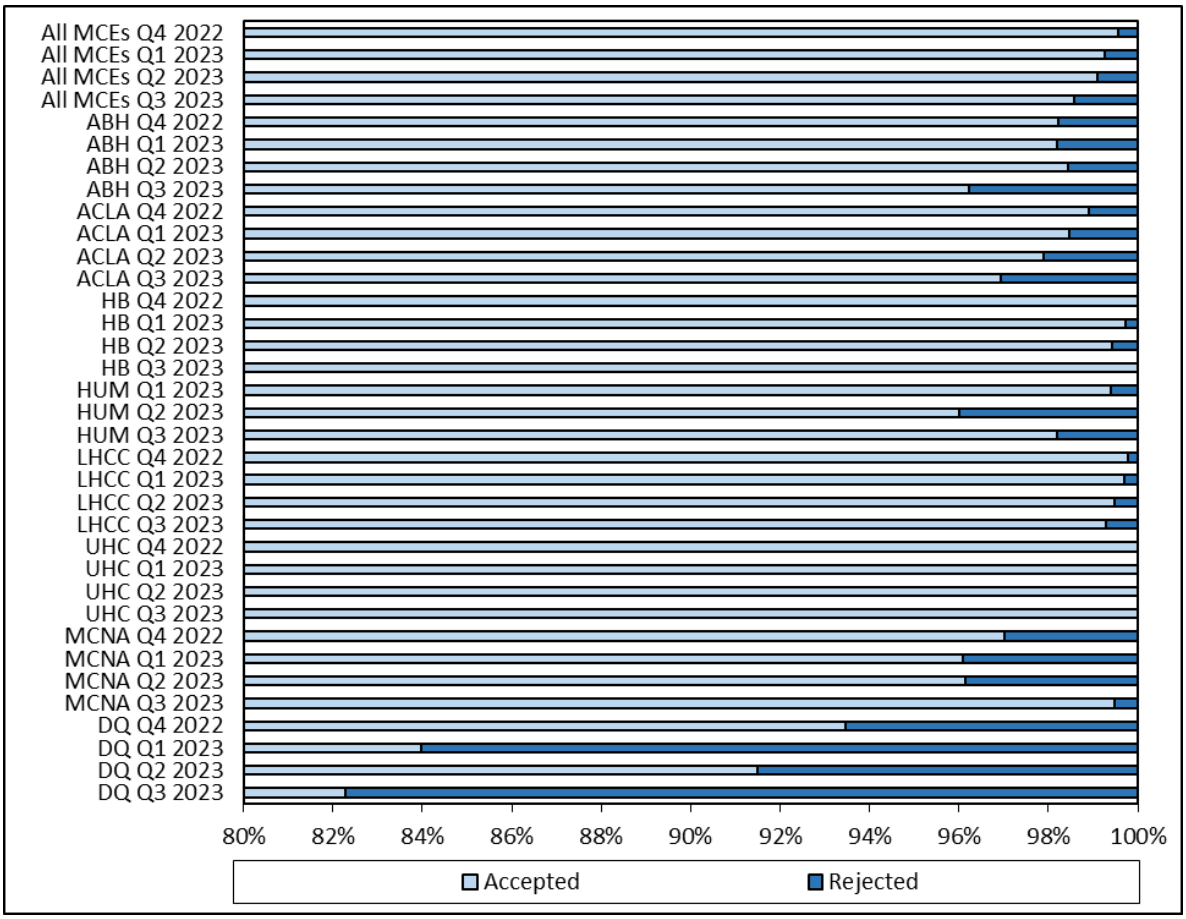
Section IV: Findings Related to MCE Encounter Submissions to LDH

The MCEs are required to send all claims that they have adjudicated — both paid and denied — to LDH for LDH to capture all information about MCE medical expenditures and to track utilization related to outcome measures. Act 710 requested specific information on encounter submissions, including the number accepted by LDH and the number rejected. LDH also tracks the timeliness in which MCEs submit their encounters.

MCE Encounters Accepted and Rejected by LDH

In the most recent four quarters studied, LDH accepted 98.6% to 99.5% of the encounters submitted by all of the MCEs. There were differences at the MCE level. LDH accepted all of UHC's encounters. LDH also accepted 99.8% of HB's encounters over the past four quarters. For LHCC, LDH accepted 99.6% of their encounters. ACLA averaged 98.1% of accepted encounters over the past four quarters. ABH improved its overall acceptance rate to 97.8%. HUM, as a newly joined member since Q1 2023, had an acceptance rate of 97.9%. DQ reached its lowest level of encounter acceptance rate (82.3%) in Q3 2023, with an average of 87.8% in the last four quarters. DQ reported that the increase in rejection was reprocessing and resubmission of encounters due to the rate increase by the state. MCNA had a four-quarter average of 97.2%.

Exhibit IV.1
Encounter Submissions Accepted and Rejected by LDH
All Claim Types
By MCE and By Quarter



Encounter acceptance rates vary depending on the type of claim. The MCEs are required to submit encounters in a pre-determined format based on the claim type. They submit encounters separately for each of the following claim types:

- Institutional encounters (837I)
- Professional encounters (837P)
- Dental encounters (837D)
- Pharmacy encounters

Exhibits IV.2 and IV.3 on the next two pages delineate the acceptance and rejection rates of encounters for each MCE by claim type and by quarter. The key findings from these exhibits show that:

- ABH had some minor issues for institutional encounters but showed consistency in acceptance rates for professional and pharmacy encounters in the last four quarters, while their acceptance rate for institutional encounters dropped considerably from 98.8% in Q2 2023 to 92.4% in Q3 2023.
- ACLA had a few issues with institutional encounters accepted in the last four quarters, dropping considerably from 98.8% in Q2 2023 to 94.3% in Q3 2023.
- HB had 100% acceptance rates for institutional, professional, and pharmacy encounters in Quarter 3 of 2023, and also showed consistency in acceptance rates for institutional, professional, and pharmacy encounters in the last four quarters.
- HUM's acceptance rates fluctuated slightly in both institutional and professional encounters and had no pharmacy encounters submitted in the last three quarters.
- LHCC had only minor issues with pharmacy encounters accepted in Quarter 3 of 2023 and continues to have a 100% acceptance rate for institutional and professional encounters.
- UHC had a 100% encounter acceptance rate for each encounter type for the past four quarters.
- MCNA's encounter acceptance rate increased slightly from 96.1% for Q2 of 2023 to 99.5% for Q3 of 2023.
- DQ's encounter acceptance rates varied significantly in last four quarters, decreasing from 93.5% in Q4 2022 to 84.0% in Q1 2023, then rising to 91.5% in Q2 2023, before dropping to its lowest level to 82.3% in Q3 2023. This was due to some providers who did not comply with the new state rule implemented at the beginning of 2023 and an increase in the number of providers, reprocessing and resubmission of claims due to the rate increase by the state which went into effect on July 1, 2023.

Exhibit IV.2
Encounter Submissions Accepted and Rejected by LDH
Institutional and Professional Claim Types
By MCE and By Quarter

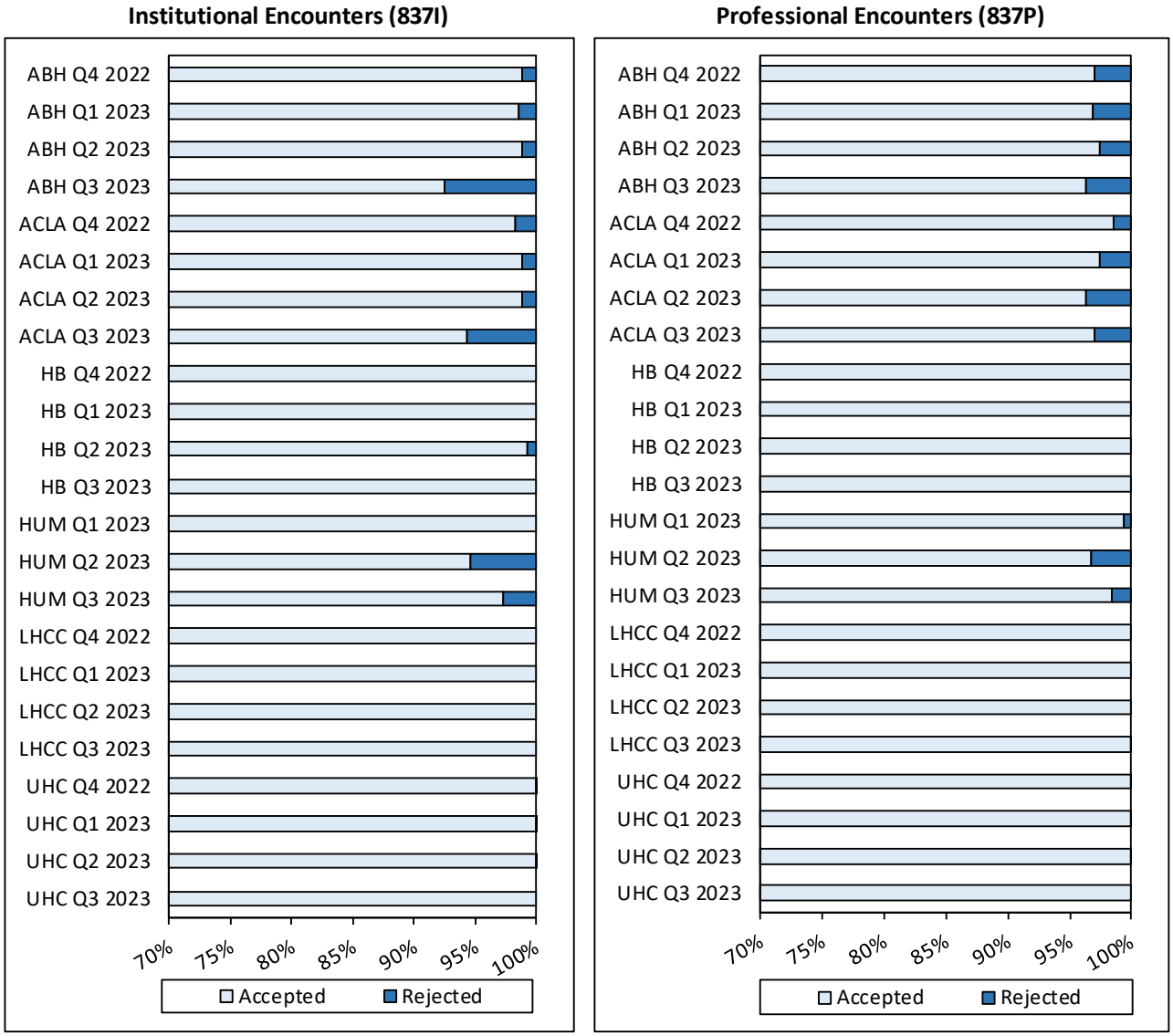
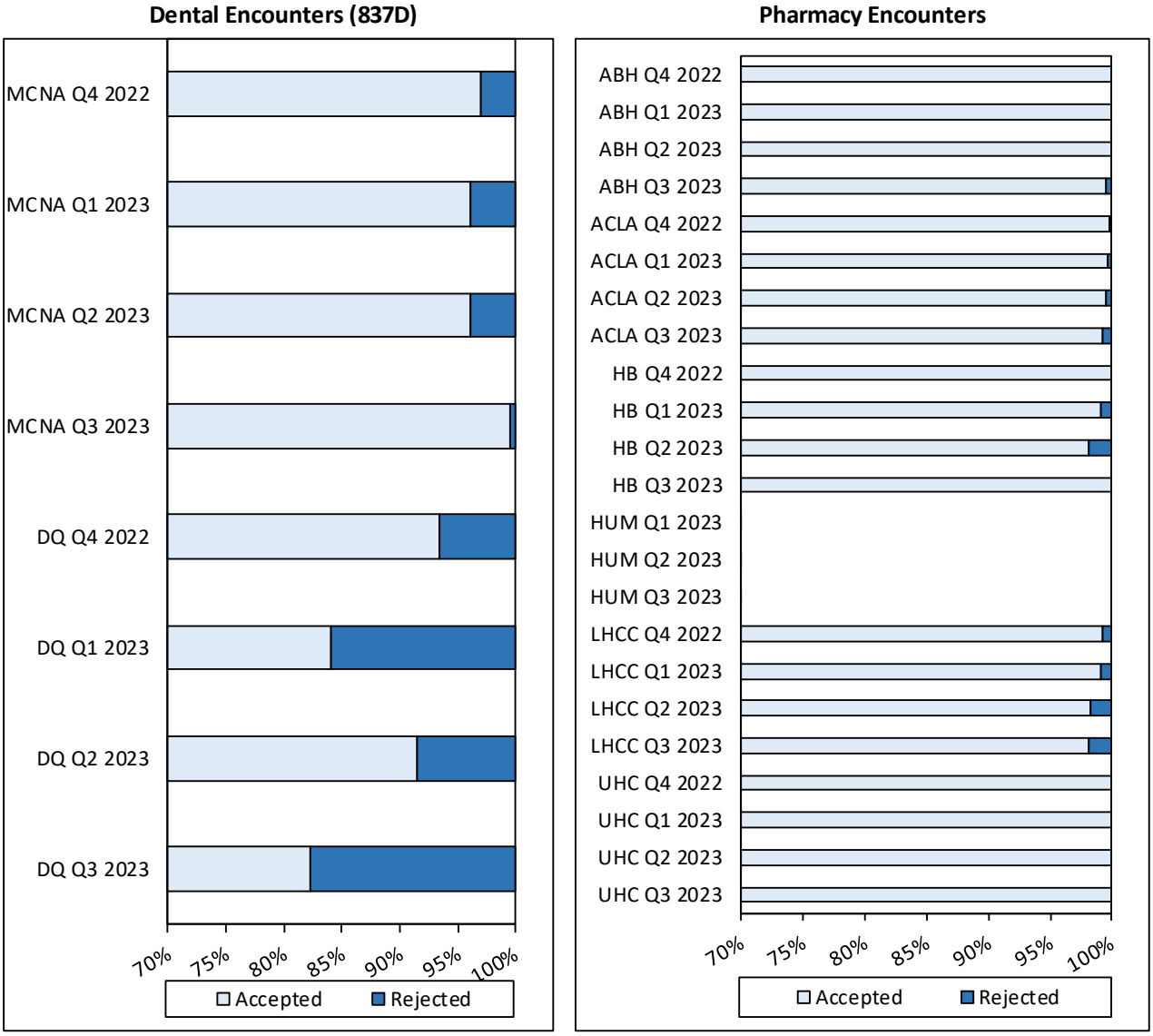


Exhibit IV.3
Encounter Submissions Accepted and Rejected by LDH
Dental and Pharmacy Claim Types
By MCE and By Quarter



Note: Humana does not submit pharmacy claims as pharmacy services for its members were provided through fee-for-service.

Timeliness of Encounter Submissions Accepted by LDH

A common benchmark to track the timeliness of encounter submissions is the average TAT. In the previous section of this report, the average TAT was measured from the date from which the MCE received the claim from the provider to the date that payment was made to the provider or notice of denial was given. In this section, the average TAT measures the date from which the MCE gave notice to the provider to the date that the encounter was submitted to LDH.

Because of how the encounters are submitted, the average TAT is computed for each claim type separately. The data in Exhibit IV.4 on the next page tracks the average TAT by MCE, by quarter, and by claim type. The results in the exhibits show the percentage of accepted encounters submitted within 30 days of adjudication.

Key findings on timeliness of encounter Submissions (Exhibit IV.4):

- For institutional encounters (mostly claims from hospitals), ABH had issues with timely submissions in all four quarters (82.8% on average). ACLA showed consistency, having submitted over 93% of its institutional encounters within 30 days in the first three of the last four quarters, but submitted only 72.1% in Q3 2023. It accredited this decrease to resubmissions and reporting of voids and edits. HB had issues for the past four quarters, and its 30-day submission rate dropped significantly from 93.8% in Q4 2022 to 77.0% in Q1 2023, remained low (76.1%) in Q2 2023, and bounced back to 89.1% in Q3 2023. HUM had issues with submitting institutional encounters timely; only 25.2% of encounters were submitted within 30 days in Q2 2023 but improved to 82.1% in Q3 2023. LHCC had the highest average in the last four quarters (98.6%) but had a few issues in Q2 2023 (95.9%). UHC was also consistent with a 98.4% four-quarter average.

- LHCC and UHC consistently have the highest rates in submitting professional encounters within 30 days followed by ACLA. HB and ABH had challenges with professional encounter submission timeliness. HUM, as the new member beginning in Q1 2023, had the lowest rates of submitting professional encounters within 30 days in the last three quarters (37.9%, 24.9%, and 45.8%).

- There is greater variation in the timeliness of pharmacy encounter submissions. ACLA, HB, and UHC had the highest rates of encounter submissions accepted over the past four quarters, at 99.6%, 99.3%, and 99.7%, respectively. ABH and LHCC are consistently the lowest on pharmacy encounter timeliness — ABH is usually near 28.4% untimely and LHCC is usually near 26.1% untimely in the last four quarters.

- MCNA had an average 30-day TAT for its dental encounters of 95.7%, which showed a significant improvement from 83% in Q4 2022, while DQ continues to have a 100% submission rate over the past four quarters.

Exhibit IV.4
Turnaround Time for Encounter Submissions Accepted by LDH
By MCE and By Quarter

	Institutional Encounters (837I)		Professional Encounters (837P)		Dental Encounters (837D)		Pharmacy Encounters	
	Within 30 Days	After 30 Days	Within 30 Days	After 30 Days	Within 30 Days	After 30 Days	Within 30 Days	After 30 Days
ABH Q4 2022	86.2%	13.8%	93.4%	6.6%			69.5%	30.5%
ABH Q1 2023	83.2%	16.8%	92.3%	7.7%			68.2%	31.8%
ABH Q2 2023	78.9%	21.1%	87.0%	13.0%			64.1%	35.9%
ABH Q3 2023	83.0%	17.0%	88.6%	11.4%			84.6%	15.4%
ACLA Q4 2022	93.8%	6.2%	97.0%	3.0%			99.6%	0.4%
ACLA Q1 2023	97.6%	2.4%	95.7%	4.3%			99.7%	0.3%
ACLA Q2 2023	99.1%	0.9%	94.5%	5.5%			99.7%	0.3%
ACLA Q3 2023	72.1%	27.9%	96.0%	4.0%			99.4%	0.6%
HB Q4 2022	93.8%	6.2%	83.7%	16.3%			99.9%	0.1%
HB Q1 2023	77.0%	23.0%	84.0%	16.0%			99.8%	0.2%
HB Q2 2023	76.1%	23.9%	65.1%	34.9%			98.8%	1.2%
HB Q3 2023	89.1%	10.9%	84.3%	15.7%			98.8%	1.2%
HUM Q1 2023	100.0%	0.0%	37.9%	62.1%				
HUM Q2 2023	25.2%	74.8%	24.9%	75.1%				
HUM Q3 2023	82.1%	17.9%	45.8%	54.2%				
LHCC Q4 2022	99.9%	0.1%	98.8%	1.2%			72.5%	27.5%
LHCC Q1 2023	99.2%	0.8%	98.9%	1.1%			70.4%	29.6%
LHCC Q2 2023	95.9%	4.1%	95.2%	4.8%			67.5%	32.5%
LHCC Q3 2023	99.2%	0.8%	97.3%	2.7%			85.1%	14.9%
UHC Q4 2022	99.3%	0.7%	99.4%	0.6%			99.7%	0.3%
UHC Q1 2023	95.9%	4.1%	99.1%	0.9%			99.7%	0.3%
UHC Q2 2023	99.1%	0.9%	99.1%	0.9%			99.8%	0.2%
UHC Q3 2023	99.3%	0.7%	97.9%	2.1%			99.4%	0.6%
MCNA Q4 2022					83.0%	17.0%		
MCNA Q1 2023					100.0%	0.0%		
MCNA Q2 2023					99.9%	0.1%		
MCNA Q3 2023					100.0%	0.0%		
DQ Q4 2022					100.0%	0.0%		
DQ Q1 2023					100.0%	0.0%		
DQ Q2 2023					100.0%	0.0%		
DQ Q3 2023					100.0%	0.0%		

Note: Humana does not submit pharmacy claims as pharmacy services for its members were provided through fee-for-service.

Section V: Case Management

In addition to claims adjudication and encounter submission statistics, Act 710 requires the Department to report certain measures on case management in the Medicaid managed care program:

> *E. The initial report and subsequent quarterly reports shall include the following information relating to case management delineated by a Medicaid-managed care organization:*
>
> *(1) The total number of Medicaid enrollees receiving case management services.*
>
> (2) *The total number of Medicaid enrollees eligible for case management services*.

Each of the MCEs is contractually required to develop and implement a case management program through a process that provides appropriate and medically related services, social services, and/or basic and specialized behavioral health services for members identified as having special healthcare needs (SHCN) or who have high-risk or unique, chronic or complex needs.

The Department currently monitors the identification and assessment of members in need of case management services and those receiving case management (CM) services through MCE self-reported data provided quarterly. While there are specific contractual standards that require MCEs to complete an assessment of all individuals identified as having a special healthcare need within 90 days of identification, each MCE has its policies and procedures for identification and assessment. As such, the reporting for case management has shown some variation across MCEs.

Across all six MCEs, 44,077 individuals were eligible or in need of case management services in Q3 2023. Of these, 19.6 % (8,638) were enrolled in case management for at least one month during the quarter, with 78.7% (6,798) of those enrolled in CM engaged in one or more CM services or contact with a case manager during the quarter.

Exhibit V.1
CY 2023 - Quarter 3: Case Management

	ABH	ACLA	HB	HUM	LHCC	UHC	Total[1]
Eligible for Case Management (CM)	3,175	7,354	4,173	2,830	19,796	6,749	**44,077**
Enrolled in CM for at least 1 month	783	2,034	478	564	2,372	2,407	**8,638**
% of eligible enrolled in CM	24.7%	27.7%	11.5%	19.9%	12.0%	35.7%	**19.6%**
Received CM Service	657	1,703	422	510	1,640	1,866	**6,798**
% enrolled receiving service	83.9%	83.7%	88.3%	90.4%	69.1%	77.5%	**78.7%**

Source: MCE 039 Case Management Quarterly Report.

[1]Totals are the sum of MCE data reported and may include duplication of individuals who transferred to a new MCE during the quarter.

Appendix A:

Detailed Information for Exhibits Shown in Sections III and IV

Appendix A III.1
Claim Accepted and Rejected Rate
All Claim Types
By MCE and By Quarter

	Number Accepted	Number Rejected	Percent Accepted	Percent Rejected
All MCEs Q4 2022	29,791,603	281,611	99.1%	0.9%
All MCEs Q1 2023	28,620,820	324,163	98.9%	1.1%
All MCEs Q2 2023	29,029,475	246,311	99.2%	0.8%
All MCEs Q3 2023	28,859,847	294,551	99.0%	1.0%
ABH Q4 2022	2,772,231	0	100.0%	0.0%
ABH Q1 2023	2,819,397	1	100.0%	0.0%
ABH Q2 2023	3,205,573	0	100.0%	0.0%
ABH Q3 2023	3,294,766	4	100.0%	0.0%
ACLA Q4 2022	3,256,622	5,581	99.8%	0.2%
ACLA Q1 2023	3,240,508	6,148	99.8%	0.2%
ACLA Q2 2023	3,237,086	5,299	99.8%	0.2%
ACLA Q3 2023	3,109,445	6,367	99.8%	0.2%
HB Q4 2022	6,063,456	1,105	100.0%	0.0%
HB Q1 2023	5,392,426	1,554	100.0%	0.0%
HB Q2 2023	5,548,210	2,908	99.9%	0.1%
HB Q3 2023	5,492,362	2,923	99.9%	0.1%
HUM Q1 2023	493,560	0	100.0%	0.0%
HUM Q2 2023	794,323	0	100.0%	0.0%
HUM Q3 2023	900,808	0	100.0%	0.0%
LHCC Q4 2022	8,077,984	185,763	97.8%	2.2%
LHCC Q1 2023	8,059,456	299,239	96.4%	3.6%
LHCC Q2 2023	8,130,576	215,682	97.4%	2.6%
LHCC Q3 2023	8,148,544	256,961	96.9%	3.1%
UHC Q4 2022	8,769,646	89,162	99.0%	1.0%
UHC Q1 2023	8,249,270	17,221	99.8%	0.2%
UHC Q2 2023	8,025,734	22,422	99.7%	0.3%
UHC Q3 2023	7,830,077	28,296	99.6%	0.4%
MCNA Q4 2022	431,083	0	100.0%	0.0%
MCNA Q1 2023	439,363	0	100.0%	0.0%
MCNA Q2 2023	448,959	0	100.0%	0.0%
MCNA Q3 2023	522,039	0	100.0%	0.0%
DQ Q4 2022	420,581	0	100.0%	0.0%
DQ Q1 2023	420,400	0	100.0%	0.0%
DQ Q2 2023	433,337	0	100.0%	0.0%
DQ Q3 2023	462,614	0	100.0%	0.0%

Appendix A III.2
Claim Status for Adjudicated Claims
All Claim Types
By MCE and By Quarter

	Number Paid	Number Denied	Percent Paid	Percent Denied
All MCEs Q4 2022	24,247,444	5,518,042	81.5%	18.5%
All MCEs Q1 2023	22,564,305	5,981,062	79.0%	21.0%
All MCEs Q2 2023	23,175,565	5,709,308	80.2%	19.8%
All MCEs Q3 2023	22,895,313	5,738,362	80.0%	20.0%
ABH Q4 2022	2,074,823	601,367	77.5%	22.5%
ABH Q1 2023	2,095,282	704,044	74.8%	25.2%
ABH Q2 2023	2,317,203	739,757	75.8%	24.2%
ABH Q3 2023	2,382,713	822,734	74.3%	25.7%
ACLA Q4 2022	2,557,391	502,995	83.6%	16.4%
ACLA Q1 2023	2,725,333	605,070	81.8%	18.2%
ACLA Q2 2023	2,657,803	570,245	82.3%	17.7%
ACLA Q3 2023	2,545,994	529,673	82.8%	17.2%
HB Q4 2022	4,928,755	1,183,177	80.6%	19.4%
HB Q1 2023	4,478,174	937,310	82.7%	17.3%
HB Q2 2023	4,676,414	913,980	83.7%	16.3%
HB Q3 2023	4,555,643	918,707	83.2%	16.8%
HUM Q1 2023	352,600	140,954	71.4%	28.6%
HUM Q2 2023	598,746	195,570	75.4%	24.6%
HUM Q3 2023	684,495	216,082	76.0%	24.0%
LHCC Q4 2022	6,711,733	1,463,094	82.1%	17.9%
LHCC Q1 2023	6,323,230	1,663,641	79.2%	20.8%
LHCC Q2 2023	6,438,549	1,675,341	79.4%	20.6%
LHCC Q3 2023	6,510,435	1,560,963	80.7%	19.3%
UHC Q4 2022	7,241,290	1,687,115	81.1%	18.9%
UHC Q1 2023	6,217,495	1,976,638	75.9%	24.1%
UHC Q2 2023	6,346,399	1,710,639	78.8%	21.2%
UHC Q3 2023	6,075,341	1,787,731	77.3%	22.7%
MCNA Q4 2022	347,941	45,394	88.5%	11.5%
MCNA Q1 2023	347,212	51,481	87.1%	12.9%
MCNA Q2 2023	359,751	44,441	89.0%	11.0%
MCNA Q3 2023	418,396	62,709	87.0%	13.0%
DQ Q4 2022	385,511	34,900	91.7%	8.3%
DQ Q1 2023	377,579	42,878	89.8%	10.2%
DQ Q2 2023	379,446	54,905	87.4%	12.6%
DQ Q3 2023	406,791	55,845	87.9%	12.1%

Appendix A III.3

Claim Denial Rates by Acute Care Service Category

For All MCEs Combined, By Quarter

	Number Paid	Number Denied	Percent Paid	Percent Denied
Inpatient Hospital Q4 2022	52,573	10,460	83.4%	16.6%
Inpatient Hospital Q1 2023	56,943	11,839	82.8%	17.2%
Inpatient Hospital Q2 2023	53,330	11,716	82.0%	18.0%
Inpatient Hospital Q3 2023	53,451	12,369	81.2%	18.8%
Outpatient Hospital Q4 2022	5,065,073	560,422	90.0%	10.0%
Outpatient Hospital Q1 2023	4,693,892	668,741	87.5%	12.5%
Outpatient Hospital Q2 2023	5,030,968	619,393	89.0%	11.0%
Outpatient Hospital Q3 2023	4,979,223	592,761	89.4%	10.6%
Home Health Q4 2022	48,109	7,183	87.0%	13.0%
Home Health Q1 2023	52,721	18,174	74.4%	25.6%
Home Health Q2 2023	49,624	11,314	81.4%	18.6%
Home Health Q3 2023	49,926	19,235	72.2%	27.8%
Primary Care Q4 2022	2,523,953	391,548	86.6%	13.4%
Primary Care Q1 2023	1,746,267	379,661	82.1%	17.9%
Primary Care Q2 2023	2,425,573	509,269	82.6%	17.4%
Primary Care Q3 2023	2,454,579	466,635	84.0%	16.0%
Pediatrics Q4 2022	937,190	102,656	90.1%	9.9%
Pediatrics Q1 2023	862,441	140,953	86.0%	14.0%
Pediatrics Q2 2023	811,810	105,628	88.5%	11.5%
Pediatrics Q3 2023	793,816	109,803	87.8%	12.2%
OB-GYN Q4 2022	243,840	33,487	87.9%	12.1%
OB-GYN Q1 2023	262,133	50,469	83.9%	16.1%
OB-GYN Q2 2023	303,581	49,086	86.1%	13.9%
OB-GYN Q3 2023	292,675	40,132	87.9%	12.1%
Therapists (PT/OT/ST) Q4 2022	127,558	18,521	87.3%	12.7%
Therapists (PT/OT/ST) Q1 2023	139,919	29,351	82.7%	17.3%
Therapists (PT/OT/ST) Q2 2023	154,321	26,349	85.4%	14.6%
Therapists (PT/OT/ST) Q3 2023	144,207	26,183	84.6%	15.4%
All Other Professional Q4 2022	6,091,161	1,167,667	83.9%	16.1%
All Other Professional Q1 2023	6,286,058	1,627,128	79.4%	20.6%
All Other Professional Q2 2023	5,961,315	1,499,940	79.9%	20.1%
All Other Professional Q3 2023	5,962,744	1,467,450	80.3%	19.7%

Appendix A III.4

Claim Denial Rates for Non-Acute Care Services

For All MCEs Combined, By Quarter

	Number Paid	Number Denied	Percent Paid	Percent Denied
Non-Emerg Transport Q4 2022	474,376	7,614	98.4%	1.6%
Non-Emerg Transport Q1 2023	443,890	6,751	98.5%	1.5%
Non-Emerg Transport Q2 2023	449,947	8,201	98.2%	1.8%
Non-Emerg Transport Q3 2023	409,692	7,046	98.3%	1.7%
Medical Equipment/Supplies Q4 2022	176,411	42,778	80.5%	19.5%
Medical Equipment/Supplies Q1 2023	172,596	47,441	78.4%	21.6%
Medical Equipment/Supplies Q2 2023	181,204	43,844	80.5%	19.5%
Medical Equipment/Supplies Q3 2023	178,713	46,324	79.4%	20.6%
Mental/Behavioral Rehab Q4 2022	215,595	29,496	88.0%	12.0%
Mental/Behavioral Rehab Q1 2023	187,921	49,830	79.0%	21.0%
Mental/Behavioral Rehab Q2 2023	185,169	45,699	80.2%	19.8%
Mental/Behavioral Rehab Q3 2023	186,963	48,318	79.5%	20.5%
Mental/Behavioral Other Q4 2022	1,074,009	170,505	86.3%	13.7%
Mental/Behavioral Other Q1 2023	1,024,794	210,425	83.0%	17.0%
Mental/Behavioral Other Q2 2023	1,057,757	188,544	84.9%	15.1%
Mental/Behavioral Other Q3 2023	1,051,844	198,327	84.1%	15.9%
Dental - Children Q4 2022	709,274	66,720	91.4%	8.6%
Dental - Children Q1 2023	705,461	70,022	91.0%	9.0%
Dental - Children Q2 2023	719,036	72,404	90.9%	9.1%
Dental - Children Q3 2023	805,492	95,187	89.4%	10.6%
Dental - Adults Q4 2022	104,532	30,666	77.3%	22.7%
Dental - Adults Q1 2023	81,758	41,724	66.2%	33.8%
Dental - Adults Q2 2023	152,864	56,386	73.1%	26.9%
Dental - Adults Q3 2023	140,123	40,515	77.6%	22.4%
Pharmacy Q4 2022	6,270,295	2,857,530	68.7%	31.3%
Pharmacy Q1 2023	6,057,458	2,742,872	68.8%	31.2%
Pharmacy Q2 2023	6,081,355	2,622,433	69.9%	30.1%
Pharmacy Q3 2023	5,954,106	2,761,465	68.3%	31.7%

Appendix A III.5
Claim Status for Adjudicated Claims
By Provider Specialty / Service Category
By MCE for Q3 2023 Adjudicated Claims

Inpatient Hospital	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	5,371	1,115	82.8%	17.2%
ACLA	6,187	1,480	80.7%	19.3%
HB	11,292	4,220	72.8%	27.2%
HUM	3,350	775	81.2%	18.8%
LHCC	15,277	2,710	84.9%	15.1%
UHC	11,974	2,069	85.3%	14.7%

Outpatient Hospital	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	523,852	96,173	84.5%	15.5%
ACLA	582,823	69,162	89.4%	10.6%
HB	1,010,215	57,437	94.6%	5.4%
HUM	240,567	31,015	88.6%	11.4%
LHCC	1,391,164	169,413	89.1%	10.9%
UHC	1,230,602	169,561	87.9%	12.1%

Home Health	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	3,166	1,755	64.3%	35.7%
ACLA	3,456	919	79.0%	21.0%
HB	992	94	91.3%	8.7%
HUM	1,150	451	71.8%	28.2%
LHCC	34,479	12,369	73.6%	26.4%
UHC	6,683	3,647	64.7%	35.3%

Primary Care	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	163,971	63,352	72.1%	27.9%
ACLA	126,152	13,169	90.5%	9.5%
HB	645,126	121,134	84.2%	15.8%
HUM	49,713	41,225	54.7%	45.3%
LHCC	931,235	185,395	83.4%	16.6%
UHC	538,382	42,360	92.7%	7.3%

Pediatricians	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	20,779	15,402	57.4%	42.6%
ACLA	121,241	11,037	91.7%	8.3%
HB	206,163	17,915	92.0%	8.0%
HUM	3,784	1,763	68.2%	31.8%
LHCC	414,243	60,494	87.3%	12.7%
UHC	27,606	3,192	89.6%	10.4%

OB-GYN	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	1,008	239	80.8%	19.2%
ACLA	51,033	4,257	92.3%	7.7%
HB	93,904	10,664	89.8%	10.2%
HUM	1,838	462	79.9%	20.1%
LHCC	138,349	23,596	85.4%	14.6%
UHC	6,543	914	87.7%	12.3%

Therapists (PT, OT, ST)	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	1,285	250	83.7%	16.3%
ACLA	22,387	4,228	84.1%	15.9%
HB	55,896	4,954	91.9%	8.1%
HUM	116	26	81.7%	18.3%
LHCC	61,141	16,064	79.2%	20.8%
UHC	3,382	661	83.7%	16.3%

Non-Emergency Medical Transp.	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	57,399	0	100.0%	0.0%
ACLA	52,283	6,087	89.6%	10.4%
HB	80,118	0	100.0%	0.0%
HUM	11,330	0	100.0%	0.0%
LHCC	155,992	98	99.9%	0.1%
UHC	52,570	861	98.4%	1.6%

Medical Equipment And Supplies	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	33,037	11,269	74.6%	25.4%
ACLA	26,420	6,397	80.5%	19.5%
HB	3,659	941	79.5%	20.5%
HUM	4,882	1,786	73.2%	26.8%
LHCC	52,961	11,255	82.5%	17.5%
UHC	57,754	14,676	79.7%	20.3%

All Other Professional	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	594,847	300,224	66.5%	33.5%
ACLA	815,594	147,051	84.7%	15.3%
HB	993,112	194,881	83.6%	16.4%
HUM	345,077	130,329	72.6%	27.4%
LHCC	1,256,553	335,844	78.9%	21.1%
UHC	1,957,561	359,121	84.5%	15.5%

Mental/Behavioral Health - Rehab	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	23,939	16,653	59.0%	41.0%
ACLA	36,406	13,263	73.3%	26.7%
HB	3,039	641	82.6%	17.4%
HUM	6,580	1,437	82.1%	17.9%
LHCC	5,923	553	91.5%	8.5%
UHC	111,076	15,771	87.6%	12.4%

Mental/Behavioral Health - Other	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	263,275	74,593	77.9%	22.1%
ACLA	60,528	7,588	88.9%	11.1%
HB	219,150	48,530	81.9%	18.1%
HUM	0	0	0.0%	0.0%
LHCC	410,797	57,982	87.6%	12.4%
UHC	98,094	9,634	91.1%	8.9%

Pharmacy	Number Paid	Number Denied	Percent Paid	Percent Denied
ABH	664,696	239,872	73.5%	26.5%
ACLA	641,219	244,967	72.4%	27.6%
HB	1,133,070	446,931	71.7%	28.3%
HUM	0	0	0.0%	0.0%
LHCC	1,597,164	673,743	70.3%	29.7%
UHC	1,917,957	1,155,952	62.4%	37.6%

Dental - Adults	Number Paid	Number Denied	Percent Paid	Percent Denied
DQ	16,232	19,359	45.6%	54.4%
MCNA	3,463	4,008	46.4%	53.6%
Dental - Children				
DQ	390,559	36,486	91.5%	8.5%
MCNA	414,933	58,701	87.6%	12.4%

Appendix A III.6
Value of Paid and Denied Claims
By MCE for the Most Recent Four Quarters of Adjudicated Claims

	Value of Paid Claims (in millions)	Value of Denied Claims (in millions)
All MCEs Q4 2022	$2,147.0	$589.8
All MCEs Q1 2023	$2,175.1	$660.6
All MCEs Q2 2023	$2,252.7	$655.3
All MCEs Q3 2023	$2,247.3	$676.6

Quarter 4 2022

ABH	$184.5	$50.8
ACLA	$235.3	$53.3
HB	$425.7	$140.4
LHCC	$578.4	$141.0
UHC	$689.2	$199.6
MCNA	$16.7	$2.9
DQ	$17.2	$1.6

Quarter 1 2023

ABH	$197.4	$61.5
ACLA	$261.6	$64.1
HB	$426.0	$110.0
HUM	$28.3	$10.0
LHCC	$593.0	$165.6
UHC	$635.0	$244.0
MCNA	$16.5	$3.1
DQ	$17.3	$2.3

Quarter 2 2023

ABH	$213.3	$64.5
ACLA	$245.1	$62.6
HB	$442.0	$112.2
HUM	$54.4	$15.6
LHCC	$607.0	$164.2
UHC	$657.3	$230.6
MCNA	$17.2	$2.8
DQ	$16.5	$2.8

Quarter 3 2023

ABH	$221.7	$72.7
ACLA	$236.9	$59.2
HB	$425.5	$115.1
HUM	$65.9	$18.6
LHCC	$604.9	$158.6
UHC	$646.2	$244.7
MCNA	$24.6	$4.3
DQ	$21.7	$3.4

MCNA and DentaQuest are the MCEs that provides dental coverage only.

Appendix A Exhibit III.7

Examination of Individual Providers Who Billed an MCE that Had More Than 10% of their Claims Denied

Legend

Y means that more than 50% of the providers in this group had 10% or more of their claims denied by the MCE

N means that less than 50% of the providers in this group had 10% or more of their claims denied by the MCE

-- means that the number of providers in the category is too small (5 or less) to make a finding

Provider Category	Group Based on Volume	ABH				ACLA				HB					HUM		LHCC				UHC				MCNA				DQ			
		Q4 22	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23	Q4 22	Q1 23	Q2 23	Q3 23
Inpatient Hospital	Low	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	--	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	High	--	--	--	--	--	--	--	--	--	--	Y	--	--	Y	--	Y	Y	Y	Y	--	--	Y	Y								
Outpatient Hospital	Low	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	High	N	Y	Y	Y	N	N	N	N	N	N	N	N	Y	N	N	Y	Y	Y	Y	N	N	N	N								
Home Health	Low	N	N	N	Y	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y								
	Medium	--	--	--	--	Y	N	N	N	N	--	--	--	--	--	--	N	N	N	N	Y	Y	Y	Y								
	High	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	N	N	N	Y	--	--	--	Y								
Other Institutional Providers	Low	--	--	--	--	--	--	--	--	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	--	--	--	--	--	--	--	--	N	N	N	N	--	Y	Y	Y	Y	Y	--	Y	Y	Y	Y								
	High	--	--	--	--	--	--	--	--	N	N	N	N	--	--	--	--	--	--	--	Y	Y	Y	--								
Primary Care	Low	Y	Y	Y	Y	N	Y	N	N	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N								
	High	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	N								
Pediatrics	Low	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N								
	High	--	Y	--	Y	N	N	N	N	N	N	N	N	Y	--	--	Y	Y	Y	Y	N	Y	Y	N								
OB-GYN	Low	Y	Y	Y	Y	N	N	N	N	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y								
	Medium	--	--	--	Y	N	Y	N	N	N	N	N	N	Y	Y	N	Y	Y	Y	Y	N	Y	N	N								
	High	--	--	--	--	N	N	N	N	N	N	N	N	--	--	--	Y	Y	Y	Y	N	Y	N	--								
Therapists	Low	N	Y	N	N	Y	Y	Y	Y	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	--	--	--	Y	Y	Y	Y	Y	N	N	N	N	--	--	--	Y	Y	Y	Y	N	Y	Y	N								
	High	--	--	--	--	Y	Y	N	N	N	N	N	N	--	--	--	Y	Y	Y	Y	--	--	--	--								
Non-Emergency Transportation	Low	--	N	--	N	N	N	Y	Y	--	--	--	--	--	--	--	N	N	N	N	N	N	N	N								
	Medium	--	N	--	N	N	N	N	N	--	--	--	--	--	--	--	--	--	N	--	N	N	N	N								
	High	--	N	--	N	N	N	N	N	--	--	--	--	--	--	--	--	--	--	--	N	N	N	N								
Medical Equipment / Supplies	Low	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	--	Y	Y	Y	Y	Y	Y	N	Y	Y	Y								
	High	Y	Y	Y	Y	N	Y	Y	Y	--	--	--	--	--	--	--	Y	Y	Y	Y	Y	Y	Y	Y								
All Other Professional Provid.	Low	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	N	N	N	N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y								
	High	Y	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N								
Behavioral Health Rehab	Low	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	N	Y	Y	Y								
	Medium	Y	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y	--	N	Y	N	N	N	N	N	Y	Y	Y								
	High	Y	--	--	Y	N	Y	Y	Y	--	--	--	--	--	--	--	--	--	--	--	N	Y	N	N								
Behavioral Health All Other	Low	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	Y	--	--	--	N	Y	Y	Y	N	Y	N	N								
	Medium	Y	Y	Y	Y	N	N	N	N	N	Y	Y	N	--	--	--	Y	Y	Y	Y	N	Y	N	N								
	High	N	Y	Y	Y	N	N	N	N	N	N	N	N	--	--	--	N	Y	Y	N	N	Y	N	N								
Dental - Children	Low																								Y	Y	N	Y	N	--	--	N
	Medium																								Y	Y	Y	Y	N	--	--	N
	High																								Y	Y	Y	Y	N	--	--	N
Dental - Adults	Low																								Y	Y	Y	Y	N	N	N	N
	Medium																								--	Y	Y	Y	N	N	N	N
	High																								--	--	--	--	N	N	N	N
Pharmacy	Low	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	--	--	--	Y	Y	Y	Y	Y	Y	Y	Y								
	Medium	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	--	--	--	Y	Y	Y	Y	Y	Y	Y	Y								
	High	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	--	--	--	Y	Y	Y	Y	Y	Y	Y	Y								

Appendix A Exhibit III.8
Turnaround Time for Claims Processing of Adjudicated Claims (using average days)
All Claim Types
By All MCEs and By Quarter

	Paid Claims	Denied Claims
All MCEs Q4 2022	8.0	5.6
All MCEs Q1 2023	7.5	5.7
All MCEs Q2 2023	7.2	5.7
All MCEs Q3 2023	7.3	5.4
ABH Q4 2022	7.8	5.4
ABH Q1 2023	7.6	4.9
ABH Q2 2023	7.1	4.6
ABH Q3 2023	7.6	5.5
ACLA Q4 2022	6.8	7.5
ACLA Q1 2023	8.2	8.4
ACLA Q2 2023	7.4	7.6
ACLA Q3 2023	7.6	7.9
HB Q4 2022	8.6	4.1
HB Q1 2023	6.3	5.0
HB Q2 2023	6.3	4.9
HB Q3 2023	4.8	3.5
HUM Q1 2023	4.7	3.9
HUM Q2 2023	4.4	4.6
HUM Q3 2023	4.8	5.5
LHCC Q4 2022	8.4	9.1
LHCC Q1 2023	8.4	8.8
LHCC Q2 2023	8.2	8.8
LHCC Q3 2023	8.2	9.0
UHC Q4 2022	7.9	3.0
UHC Q1 2023	7.8	2.8
UHC Q2 2023	7.8	2.8
UHC Q3 2023	7.7	2.3
MCNA Q4 2022	8.5	10.1
MCNA Q1 2023	10.1	12.0
MCNA Q2 2023	8.1	9.1
MCNA Q3 2023	6.0	6.4
DQ Q4 2022	0.9	0.8
DQ Q1 2023	14.7	10.4
DQ Q2 2023	14.9	7.4
DQ Q3 2023	15.7	8.9

Appendix A Exhibit III.9
Turnaround Time for Claims Processing of Adjudicated Acute Care Claims
(using average days)
For All MCEs Combined, By Quarter

	Paid Claims	Denied Claims
Inpatient Hospital Q4 2022	11.6	12.7
Inpatient Hospital Q1 2023	12.5	13.3
Inpatient Hospital Q2 2023	9.8	11.7
Inpatient Hospital Q3 2023	8.7	9.2
Outpatient Hospital Q4 2022	7.0	8.3
Outpatient Hospital Q1 2023	7.3	7.6
Outpatient Hospital Q2 2023	6.9	7.5
Outpatient Hospital Q3 2023	6.8	7.6
Home Health Q4 2022	8.7	9.1
Home Health Q1 2023	7.5	9.4
Home Health Q2 2023	7.6	8.5
Home Health Q3 2023	7.8	8.2
Primary Care Q4 2022	7.2	8.4
Primary Care Q1 2023	7.1	8.2
Primary Care Q2 2023	7.4	7.9
Primary Care Q3 2023	6.6	7.0
Pediatrics Q4 2022	7.0	9.6
Pediatrics Q1 2023	7.1	7.1
Pediatrics Q2 2023	7.1	7.6
Pediatrics Q3 2023	6.7	6.9
OB-GYN Q4 2022	7.1	7.6
OB-GYN Q1 2023	7.4	7.2
OB-GYN Q2 2023	7.6	7.3
OB-GYN Q3 2023	6.7	7.0
Therapists (PT/OT/ST) Q4 2022	7.2	10.0
Therapists (PT/OT/ST) Q1 2023	7.6	10.1
Therapists (PT/OT/ST) Q2 2023	8.0	9.5
Therapists (PT/OT/ST) Q3 2023	7.5	8.9
All Other Professional Q4 2022	6.6	7.7
All Other Professional Q1 2023	7.0	7.4
All Other Professional Q2 2023	6.7	7.1
All Other Professional Q3 2023	6.3	7.0

Appendix A Exhibit III.10
Turnaround Time for Claims Processing of Adjudicated Non-Acute Care Claims
(using average days)
For All MCEs Combined, By Quarter

	Paid Claims	Denied Claims
Non-Emerg Transport Q4 2022	16.2	10.1
Non-Emerg Transport Q1 2023	12.8	10.0
Non-Emerg Transport Q2 2023	9.7	9.6
Non-Emerg Transport Q3 2023	9.4	9.2
Medical Equipment/Supplies Q4 2022	7.3	8.7
Medical Equipment/Supplies Q1 2023	7.6	8.7
Medical Equipment/Supplies Q2 2023	6.8	7.7
Medical Equipment/Supplies Q3 2023	6.9	8.9
MH/BH Rehab Q4 2022	6.5	8.0
MH/BH Rehab Q1 2023	7.2	8.0
MH/BH Rehab Q2 2023	6.6	7.4
MH/BH Rehab Q3 2023	7.4	8.1
MH/BH Other Q4 2022	7.7	8.2
MH/BH Other Q1 2023	7.4	7.7
MH/BH Other Q2 2023	7.0	7.5
MH/BH Other Q3 2023	6.9	7.4
Dental - Children Q4 2022	4.6	6.6
Dental - Children Q1 2023	12.4	12.7
Dental - Children Q2 2023	11.6	9.4
Dental - Children Q3 2023	10.9	7.9
Dental - Adults Q4 2022	3.9	3.8
Dental - Adults Q1 2023	6.4	5.4
Dental - Adults Q2 2023	5.3	5.0
Dental - Adults Q3 2023	5.8	6.0
Pharmacy Q4 2022	10.4	3.3
Pharmacy Q1 2023	8.5	3.2
Pharmacy Q2 2023	8.5	3.4
Pharmacy Q3 2023	8.6	3.3

Appendix A Exhibit III.11
Average Turnaround Time (in days), Paid and Denied Claims, by Service Category
By MCE for Q3 2023 Adjudicated Claims

Inpatient Hospital	Paid	Denied
ABH	7.4	11.7
ACLA	13.2	12.7
HB	8.3	7.3
HUM	3.1	5.3
LHCC	9.1	10.3
UHC	8.3	9.1

Outpatient Hospital	Paid	Denied
ABH	6.4	8.5
ACLA	8.4	10.1
HB	6.4	6.5
HUM	4.0	5.3
LHCC	7.5	7.9
UHC	6.2	6.7

Home Health	Paid	Denied
ABH	10.2	15.4
ACLA	9.6	11.8
HB	12.7	11.6
HUM	2.1	0.0
LHCC	7.6	7.4
UHC	7.5	7.2

Primary Care	Paid	Denied
ABH	5.9	7.2
ACLA	7.1	8.2
HB	6.0	6.0
HUM	7.5	4.8
LHCC	7.3	7.6
UHC	6.3	6.9

Pediatrics	Paid	Denied
ABH	5.6	5.7
ACLA	7.0	7.8
HB	5.9	5.5
HUM	5.1	6.2
LHCC	7.2	7.5
UHC	5.4	6.1

OB-GYN	Paid	Denied
ABH	7.9	8.4
ACLA	6.9	8.1
HB	5.9	5.6
HUM	4.5	5.6
LHCC	7.2	7.4
UHC	5.6	6.8

Therapists (PT, OT, ST)	Paid	Denied
ABH	7.0	6.9
ACLA	11.2	12.5
HB	6.4	6.2
HUM	4.9	6.5
LHCC	7.3	8.9
UHC	5.7	6.4

Non-Emergency Medical Transp.	Paid	Denied
ABH	11.4	0.0
ACLA	8.3	8.8
HB	11.6	0.0
HUM	11.7	0.0
LHCC	7.1	7.9
UHC	11.1	11.5

Medical Equipment And Supplies	Paid	Denied
ABH	6.9	11.3
ACLA	9.2	11.6
HB	6.0	4.9
HUM	5.2	6.9
LHCC	7.5	8.8
UHC	5.6	6.5

All Other Professional	Paid	Denied
ABH	6.1	7.2
ACLA	7.2	8.0
HB	6.1	7.1
HUM	4.7	5.2
LHCC	7.5	7.6
UHC	5.6	6.4

Mental/Behavioral Health - Rehab	Paid	Denied
ABH	6.5	5.9
ACLA	15.2	13.2
HB	6.8	4.8
HUM	0.0	3.4
LHCC	7.4	7.4
UHC	5.3	6.6

Mental/Behavioral Health - Other	Paid	Denied
ABH	6.0	7.0
ACLA	8.7	9.6
HB	6.2	6.0
HUM	0.0	0.0
LHCC	7.8	9.0
UHC	6.2	6.7

Pharmacy	Paid	Denied
ABH	11.0	1.0
ACLA	6.7	6.6
HB	0.2	0.2
HUM	0.0	0.0
LHCC	10.7	10.7
UHC	11.5	0.0

Dental - Adults	Paid	Denied
DQ	6.5	5.8
MCNA	9.2	8.1
Dental - Children		
DQ	16.1	10.6
MCNA	6.0	6.2

Appendix A Exhibit IV.1
Encounter Submissions Accepted and Rejected by LDH
All Claim Types
By MCE and By Quarter

	Accepted	Rejected
All MCEs Q4 2022	99.5%	0.5%
All MCEs Q1 2023	99.2%	0.8%
All MCEs Q2 2023	99.1%	0.9%
All MCEs Q3 2023	98.6%	1.4%
ABH Q4 2022	98.2%	1.8%
ABH Q1 2023	98.2%	1.8%
ABH Q2 2023	98.5%	1.5%
ABH Q3 2023	96.2%	3.8%
ACLA Q4 2022	98.9%	1.1%
ACLA Q1 2023	98.5%	1.5%
ACLA Q2 2023	97.9%	2.1%
ACLA Q3 2023	96.9%	3.1%
HB Q4 2022	100.0%	0.0%
HB Q1 2023	99.7%	0.3%
HB Q2 2023	99.4%	0.6%
HB Q3 2023	100.0%	0.0%
HUM Q1 2023	99.4%	0.6%
HUM Q2 2023	96.0%	4.0%
HUM Q3 2023	98.2%	1.8%
LHCC Q4 2022	99.8%	0.2%
LHCC Q1 2023	99.7%	0.3%
LHCC Q2 2023	99.5%	0.5%
LHCC Q3 2023	99.3%	0.7%
UHC Q4 2022	100.0%	0.0%
UHC Q1 2023	100.0%	0.0%
UHC Q2 2023	100.0%	0.0%
UHC Q3 2023	100.0%	0.0%
MCNA Q4 2022	97.0%	3.0%
MCNA Q1 2023	96.1%	3.9%
MCNA Q2 2023	96.1%	3.9%
MCNA Q3 2023	99.5%	0.5%
DQ Q4 2022	95.4%	4.6%
DQ Q1 2023	93.5%	6.5%
DQ Q2 2023	84.0%	16.0%
DQ Q3 2023	91.5%	8.5%

Appendix A Exhibit IV.2 and Exhibit IV.3
Encounter Submissions Accepted and Rejected by LDH
Institutional, Professional, Dental, and Pharmacy Claim Types
By MCE and By Quarter

	Institutional Encounters (837I)		Professional Encounters (837P)		Dental Encounters (837D)		Pharmacy Encounters	
	Accepted	Rejected	Accepted	Rejected	Accepted	Rejected	Accepted	Rejected
ABH Q4 2022	98.8%	1.2%	97.0%	3.0%			100.0%	0.0%
ABH Q1 2023	98.5%	1.5%	96.9%	3.1%			100.0%	0.0%
ABH Q2 2023	98.8%	1.2%	97.4%	2.6%			100.0%	0.0%
ABH Q3 2023	92.4%	7.6%	96.4%	3.6%			99.6%	0.4%
ACLA Q4 2022	98.2%	1.8%	98.6%	1.4%			99.7%	0.3%
ACLA Q1 2023	98.8%	1.2%	97.4%	2.6%			99.7%	0.3%
ACLA Q2 2023	98.8%	1.2%	96.3%	3.7%			99.5%	0.5%
ACLA Q3 2023	94.3%	5.7%	97.0%	3.0%			99.2%	0.8%
HB Q4 2022	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
HB Q1 2023	100.0%	0.0%	100.0%	0.0%			99.1%	0.9%
HB Q2 2023	99.3%	0.7%	100.0%	0.0%			98.1%	1.9%
HB Q3 2023	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
HUM Q1 2023	100.0%	0.0%	99.4%	0.6%			0.0%	0.0%
HUM Q2 2023	94.5%	5.5%	96.7%	3.3%			0.0%	0.0%
HUM Q3 2023	97.2%	2.8%	98.5%	1.5%			0.0%	0.0%
LHCC Q4 2022	100.0%	0.0%	100.0%	0.0%			99.2%	0.8%
LHCC Q1 2023	100.0%	0.0%	100.0%	0.0%			99.2%	0.8%
LHCC Q2 2023	100.0%	0.0%	100.0%	0.0%			98.3%	1.7%
LHCC Q3 2023	100.0%	0.0%	99.9%	0.1%			98.1%	1.9%
UHC Q4 2022	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
UHC Q1 2023	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
UHC Q2 2023	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
UHC Q3 2023	100.0%	0.0%	100.0%	0.0%			100.0%	0.0%
MCNA Q4 2022					97.0%	3.0%		
MCNA Q1 2023					96.1%	3.9%		
MCNA Q2 2023					96.1%	3.9%		
MCNA Q3 2023					99.5%	0.5%		
DQ Q4 2022					95.4%	4.6%		
DQ Q1 2023					93.5%	6.5%		
DQ Q2 2023					84.0%	16.0%		
DQ Q3 2023					91.5%	8.5%		

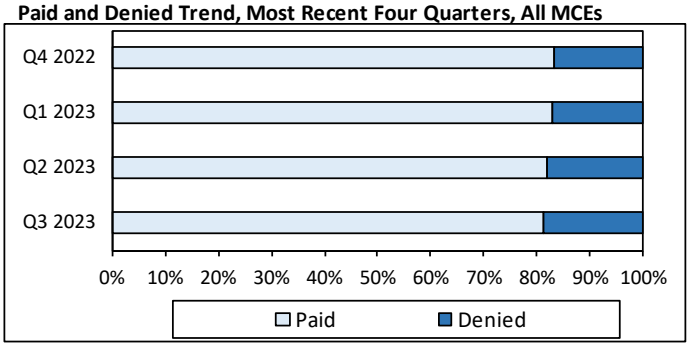
Appendix B:

One-Page Summaries of Information on Claims for Each

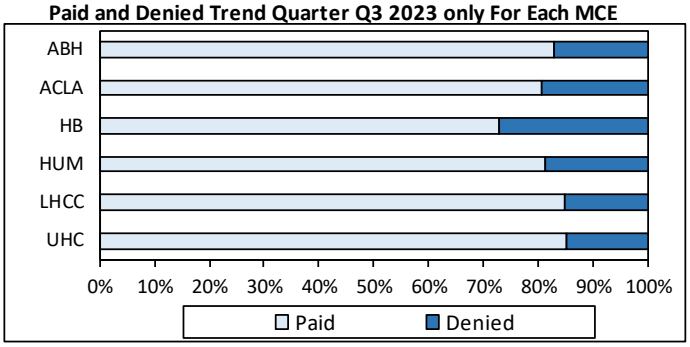
of the 16 Provider Types Shown in this Report

Summary of Information on Claims for Inpatient Hospital Services

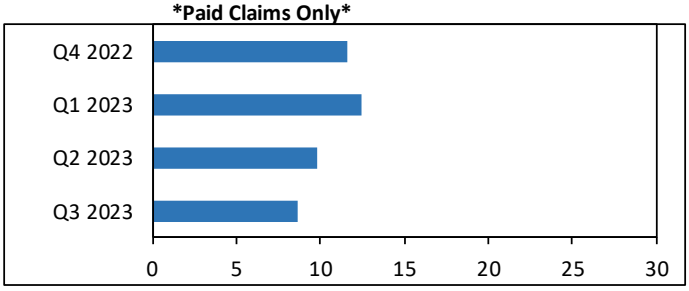
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



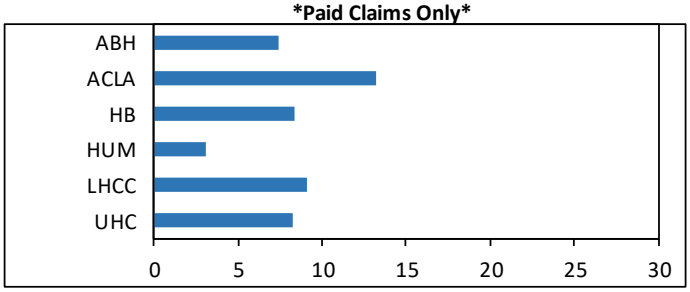
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



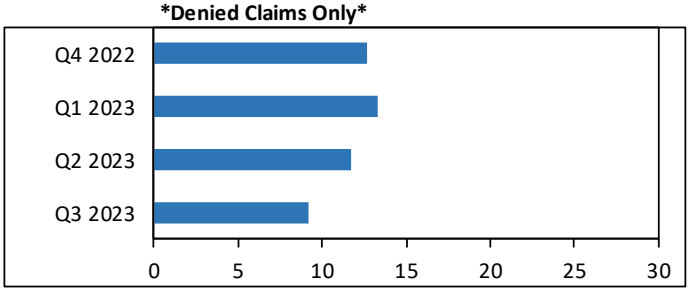
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



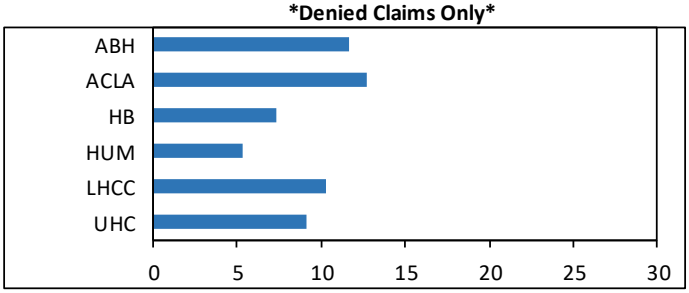
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

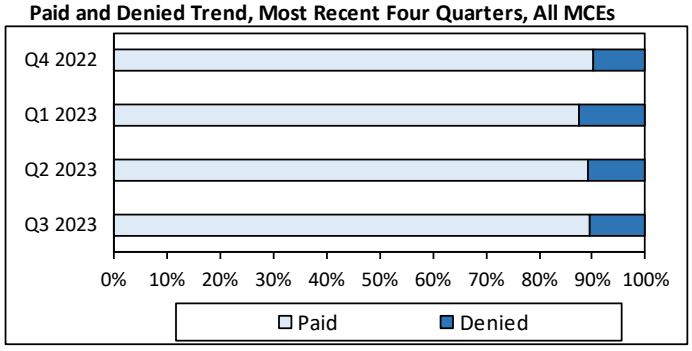
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	289	182	282	186	328	253	173	89	315	208	413	217
101 - 250	18	8	22	14	42	34	9	6	45	33	32	16
> 250 claims	0	0	0	0	4	4	0	0	9	5	5	4

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

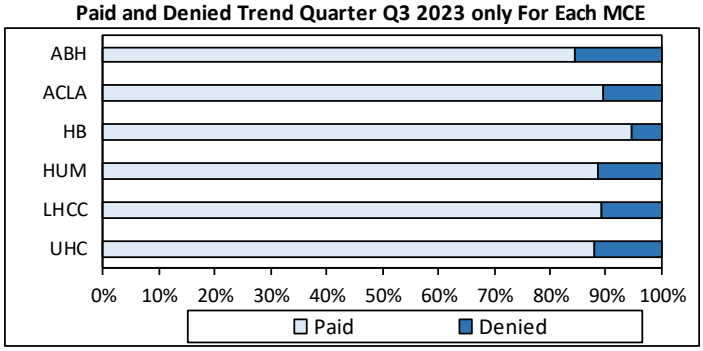
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X		X	X	X
39	Services denied at the time authorization/pre-certification was requested.		X		X	X	X
197	Precertification/authorization/notification absent.	X		X		X	X
18	Exact duplicate claim/service	X				X	X
198	Precertification/authorization exceeded.			X			

Summary of Information on Claims for Outpatient Hospital Services

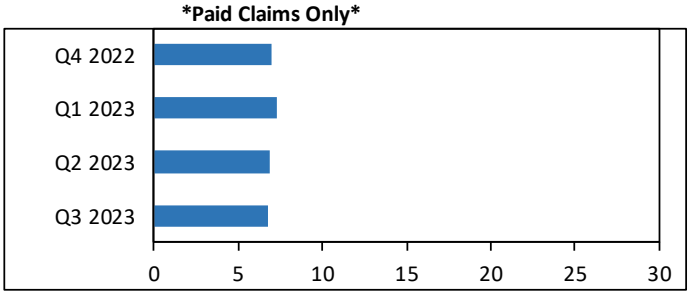
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



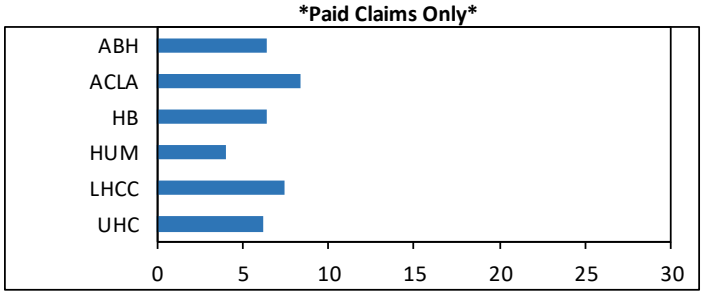
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



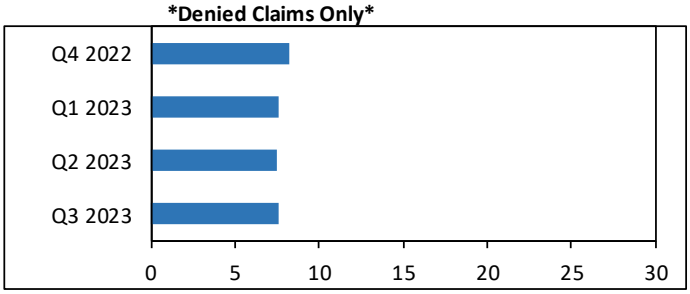
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



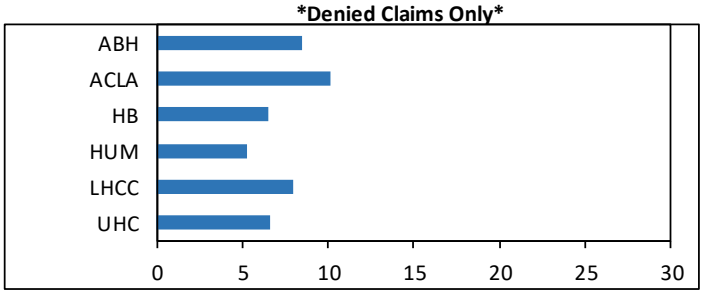
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

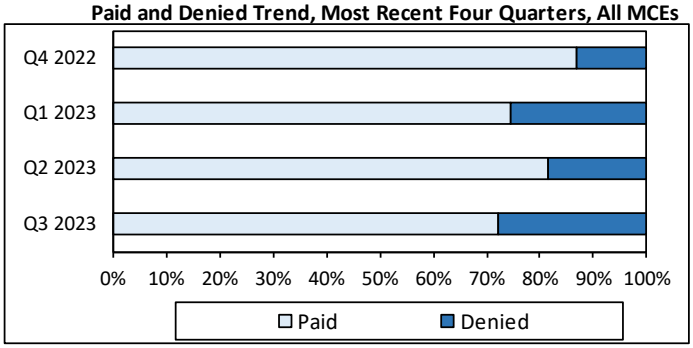
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	575	483	413	380	429	335	298	163	635	349	413	217
101 - 250	111	97	102	59	29	22	36	18	134	115	32	16
> 250 claims	104	72	115	38	101	6	66	30	177	118	5	4

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

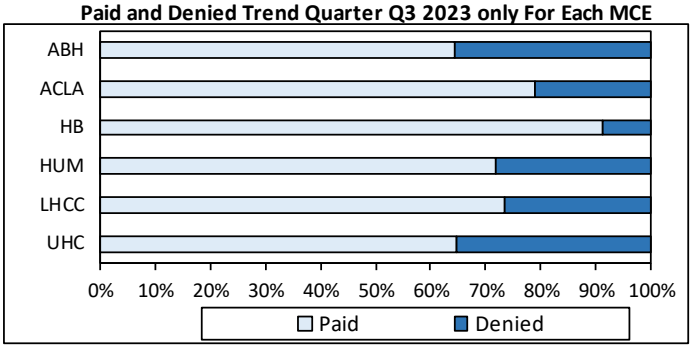
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X		X	X	X
96	Non-covered charge(s).	X	X		X	X	X
18	Exact duplicate claim/service	X			X	X	X
252	An attachment/other documentation is required to adjudicate this claim/service.		X	X	X		X
97	for another service/procedure that has already been adjudicated.	X			X	X	

Summary of Information on Claims for Home Health Services

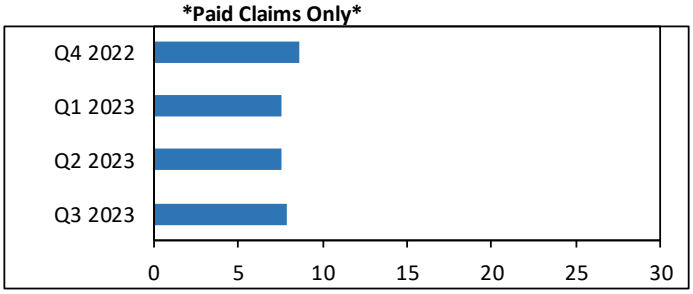
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



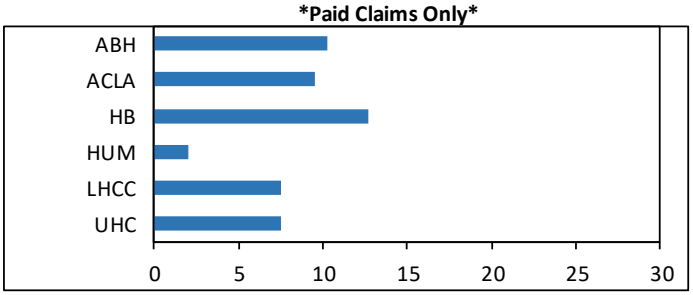
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



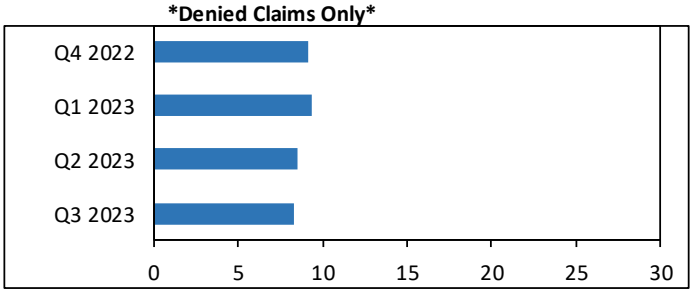
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



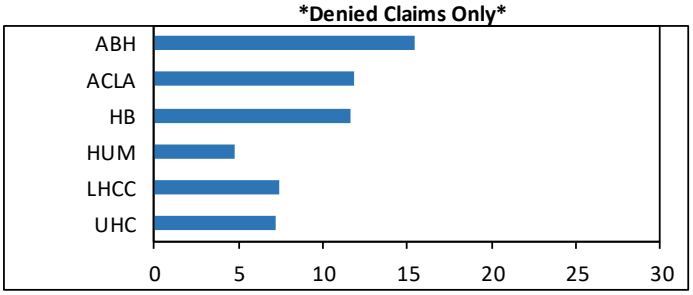
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

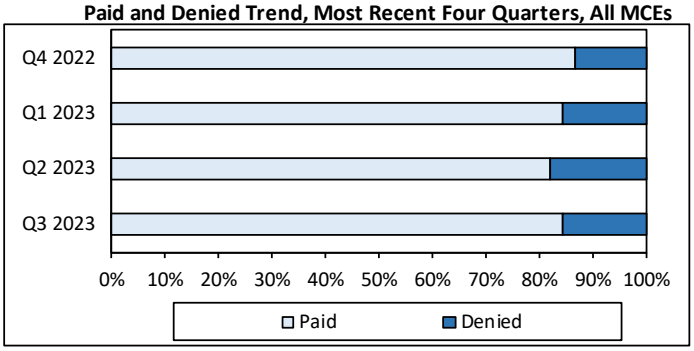
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	32	18	40	16	47	18	14	6	81	37	49	29
101 - 250	0	0	10	4	2	0	3	3	57	19	22	14
> 250 claims	0	0	1	0	0	0	1	1	26	13	5	4

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

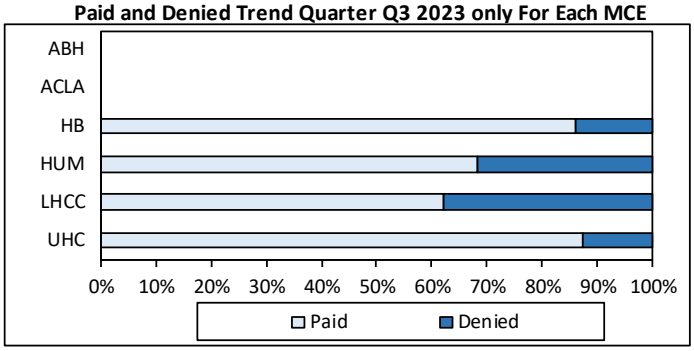
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
18	Exact duplicate claim/service	X			X	X	X
16	Claim/service lacks information or has submission/billing error(s	X	X			X	X
197	Precertification/authorization/notification absent.	X	X	X		X	
95	Plan procedures not followed.					X	
22	This care may be covered by another payer per coordination of benefits.					X	

Summary of Information on Claims for Other Institutional Services

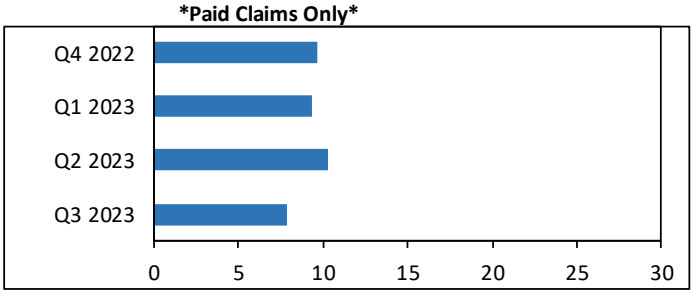
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



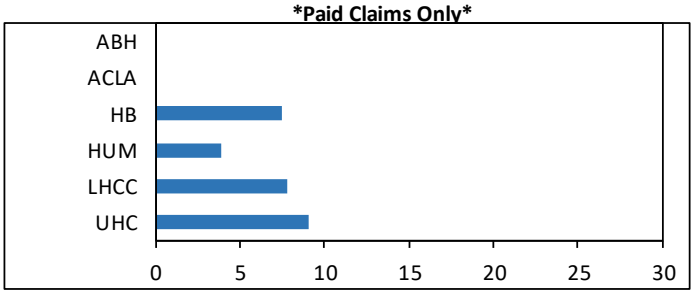
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



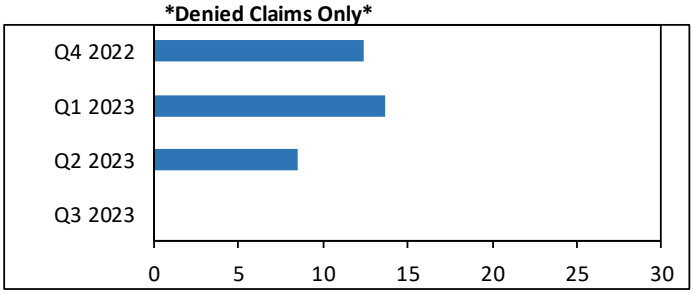
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



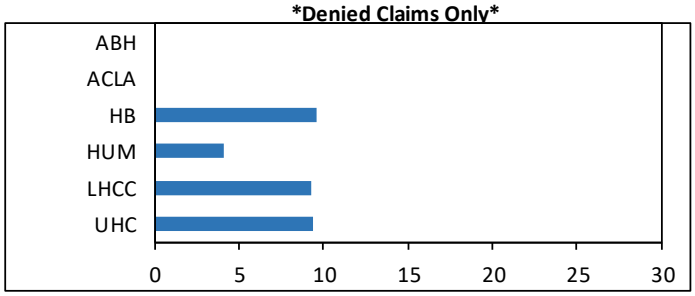
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



HBL has a TAT 163 days for 2021 Q1, the chart was cut due to extreme large data

Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

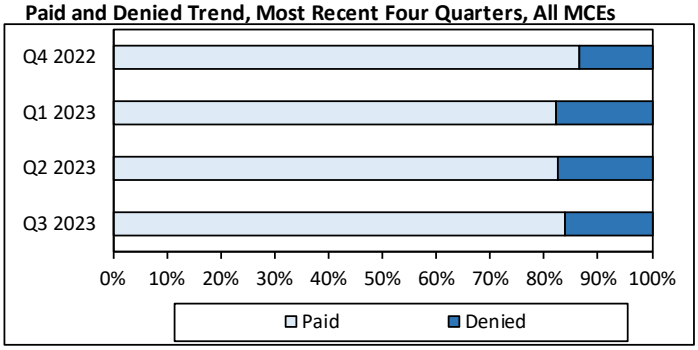
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	>10% denied	# Providers	>10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	0	0	0	0	298	92	129	102	167	135	254	158
101 - 250	0	0	0	0	102	32	14	10	4	4	54	28
> 250 claims	0	0	0	0	36	9	2	2	1	0	3	3

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

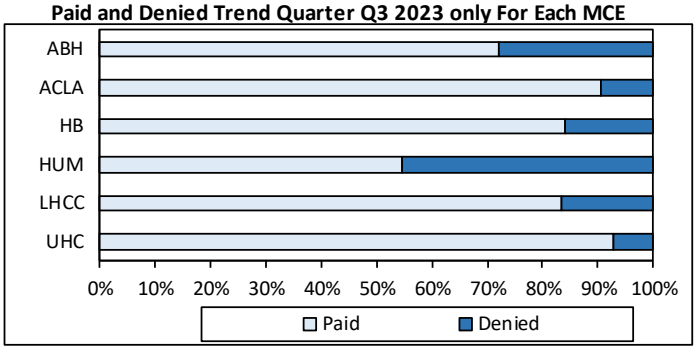
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X		X	X	X
226	Information requested from the Billing/Rendering Provider was not provided or not provided timely or was insufficient/incomplete. At least one Remark Code must be provided.	X	X	X			X
119	Benefit maximum for this time period or occurrence has been reached.	X	X				X
197	Precertification/authorization/notification absent.	X	X	X		X	
204	This service/equipment/drug is not covered under the patient's current benefit plan	X	X			X	

Summary of Information on Claims for Primary Care Services

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

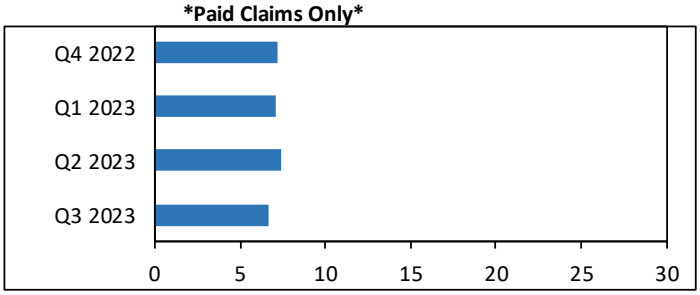


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



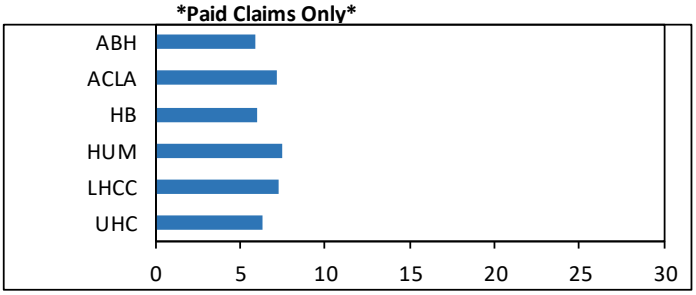
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

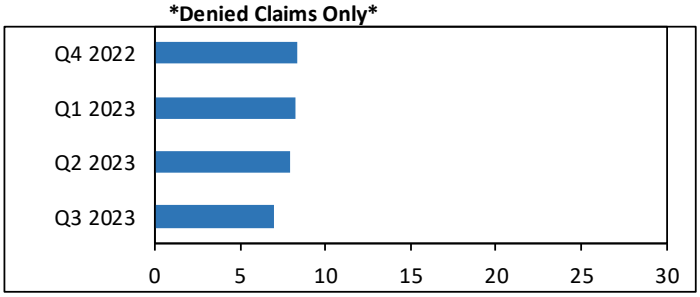


Claims Turnaround Time Quarter Q3 2023 only Each MCE

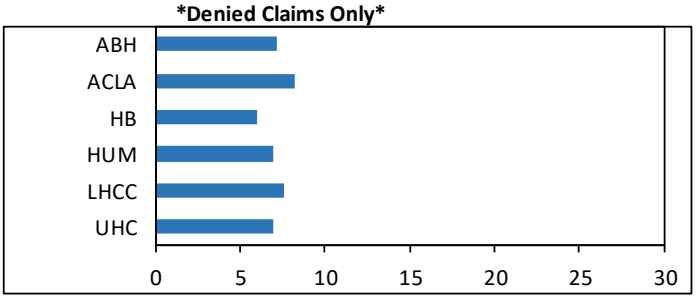
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

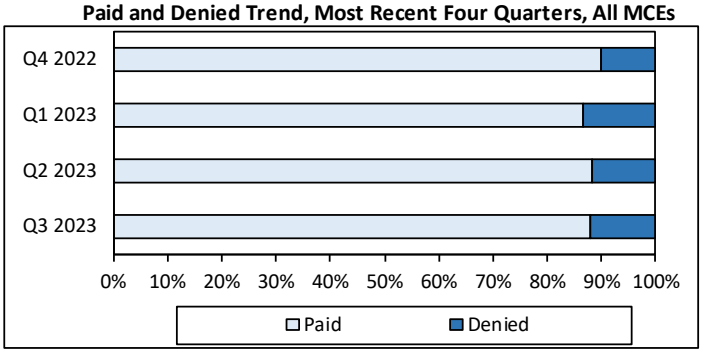
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	1,382	860	527	242	1,075	608	301	129	978	656	424	314
101 - 250	610	442	186	58	507	169	61	43	439	302	177	60
> 250 claims	67	53	57	19	364	124	35	32	508	348	284	62

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

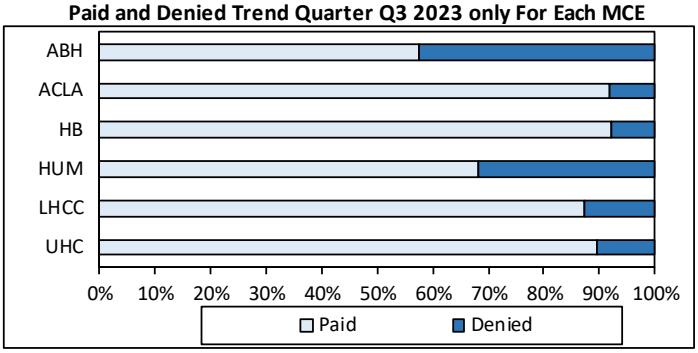
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X		X	X	X
222	Exceeds the contracted maximum number of hours/days/units by this provider for this period.					X	
96	Non-covered charge(s).	X	X		X	X	X
18	Exact duplicate claim/service	X				X	X
256	Service not payable per managed care contract.			X			

Summary of Information on Claims for Pediatric Services

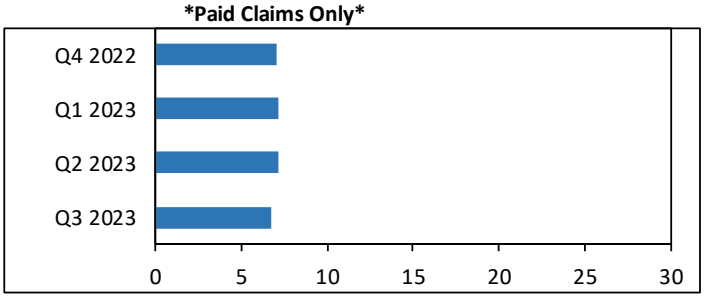
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



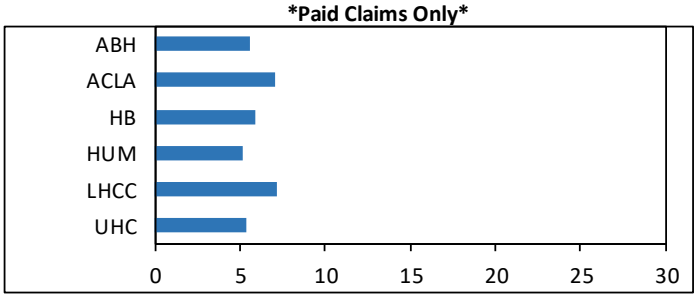
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



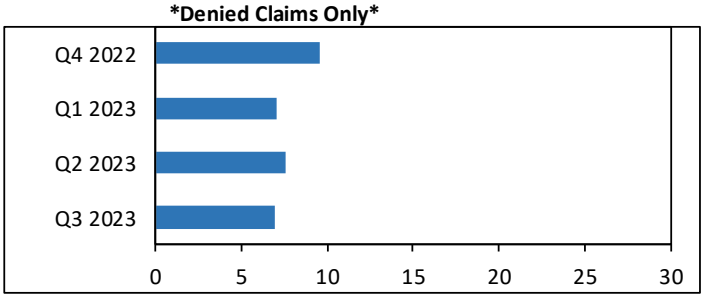
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



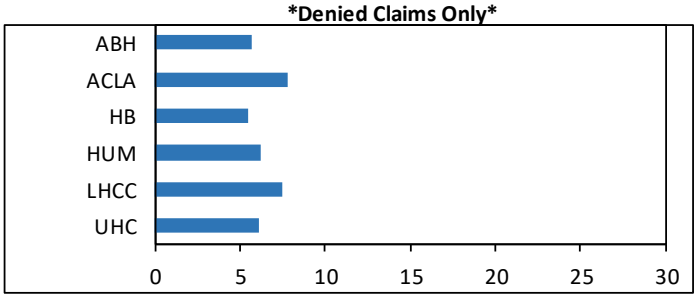
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

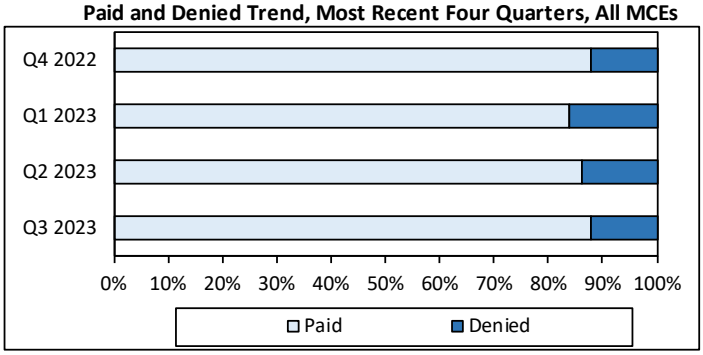
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	221	152	95	38	154	73	83	52	158	101	75	65
101 - 250	61	42	84	29	106	32	15	15	99	60	13	5
> 250 claims	21	19	68	18	115	24	1	1	178	108	23	9

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

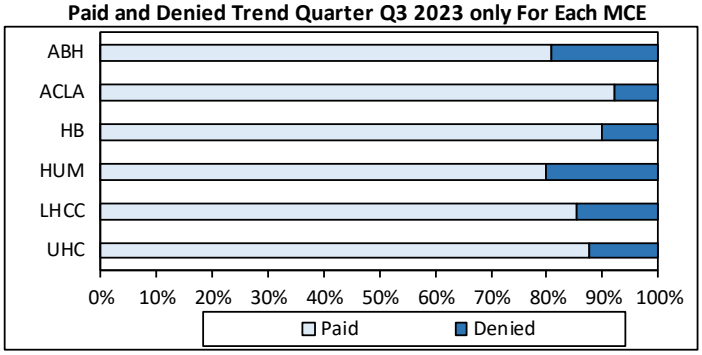
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
96	Non-covered charge(s).	X	X		X	X	X
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X				X	
147	Provider contracted/negotiated rate expired or not on file.	X			X		
18	Exact duplicate claim/service	X			X	X	X
6	The procedure/revenue code is inconsistent with the patient's age.		X			X	

Summary of Information on Claims for OBGYN Services

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

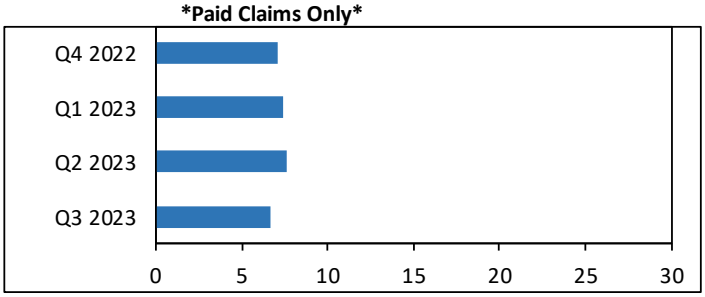


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



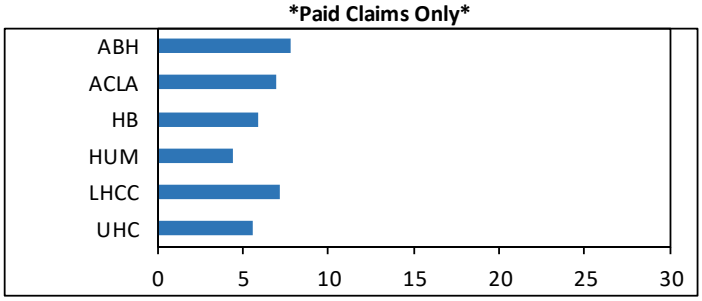
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

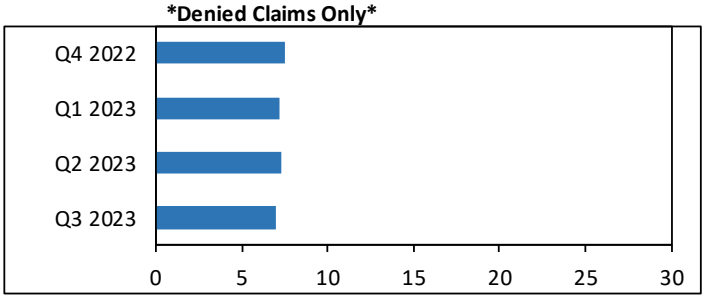


Claims Turnaround Time Quarter Q3 2023 only Each MCE

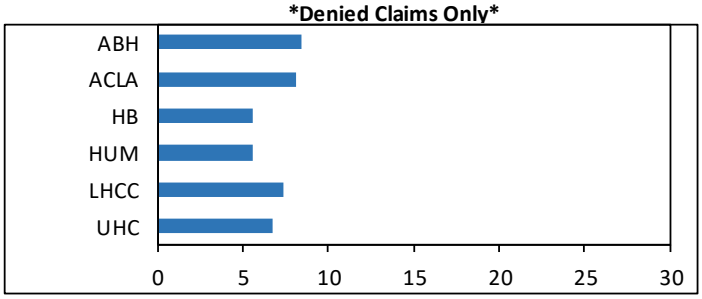
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

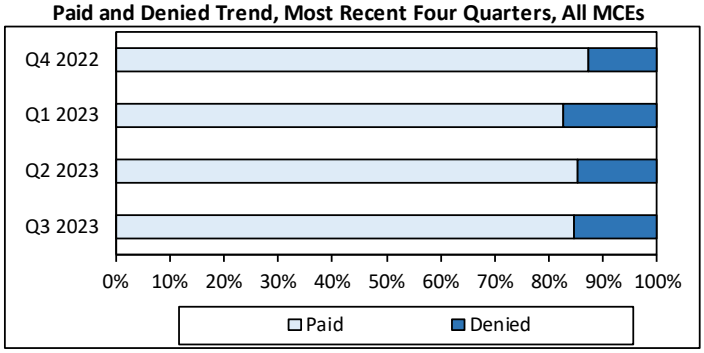
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	18	16	82	40	119	62	56	18	111	72	78	60
101 - 250	5	5	63	30	68	27	10	4	55	42	17	6
> 250 claims	0	0	17	3	45	9	0	0	68	48	4	1

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

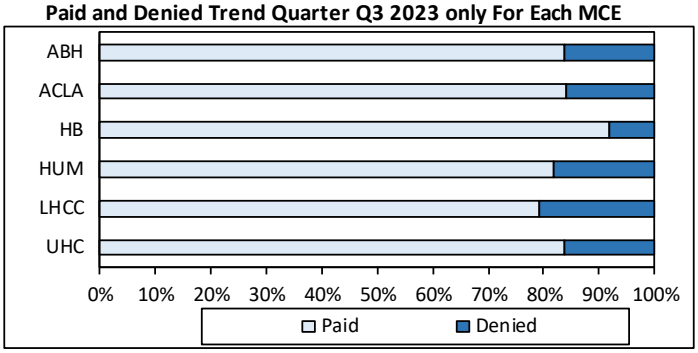
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X		X	X	
96	Non-covered charge(s).					X	
18	Exact duplicate claim/service	X			X	X	X
22	This care may be covered by another payer per coordination of benefits.					X	
197	Precertification/authorization/notification absent.	X		X			

Summary of Information on Claims for Therapy Services

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

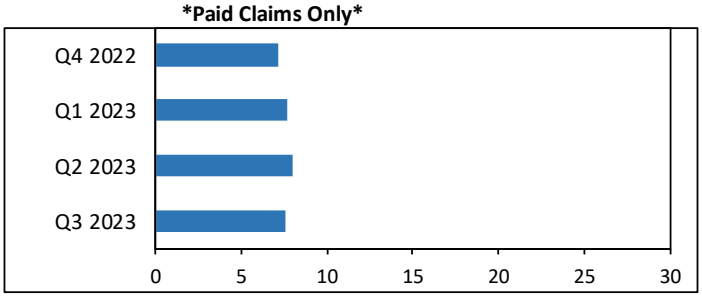


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



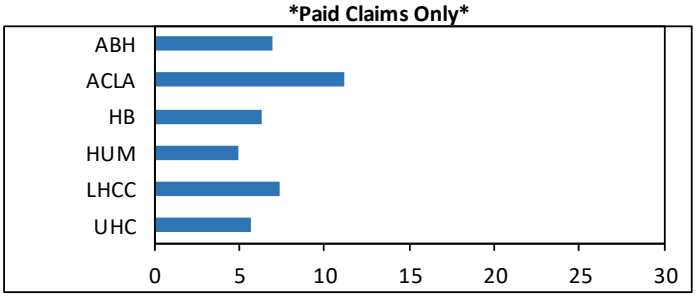
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

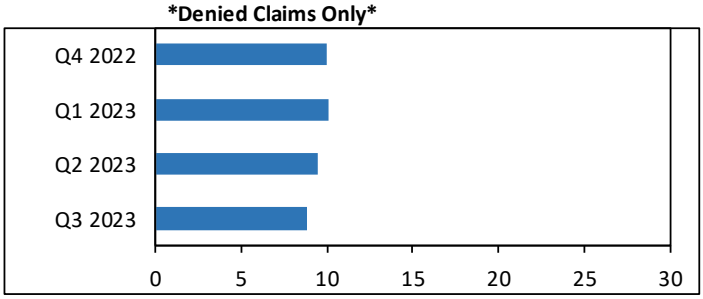


Claims Turnaround Time Quarter Q3 2023 only Each MCE

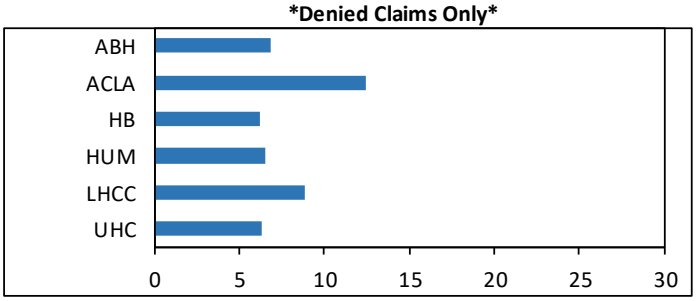
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

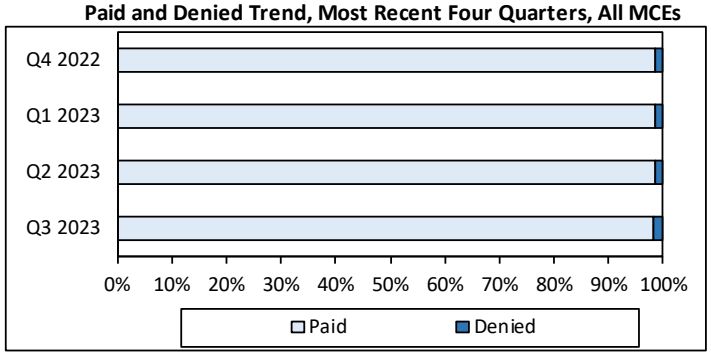
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	17	5	73	47	110	34	18	5	93	59	54	34
101 - 250	6	4	51	33	74	28	0	0	81	47	11	3
> 250 claims	0	0	12	4	31	7	0	0	38	20	1	1

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

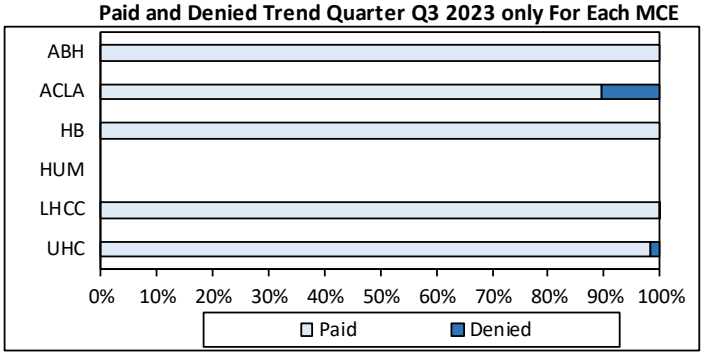
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
256	Service not payable per managed care contract.			X	X		
B7	This provider was not certified/eligible to be paid for this procedure/service on this date of service.				X	X	
197	Precertification/authorization/notification absent.	X	X	X	X		
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X			X	X	X
8	The procedure code is inconsistent with the provider type/specialty (taxonomy).				X	X	

Summary of Information on Claims for NEMT Services

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

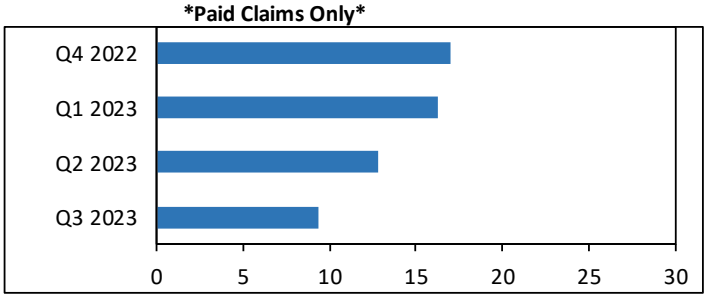


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



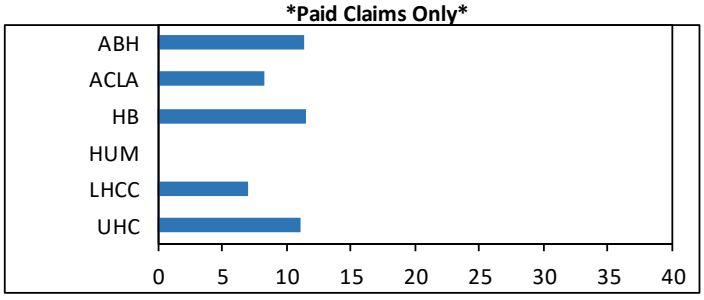
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

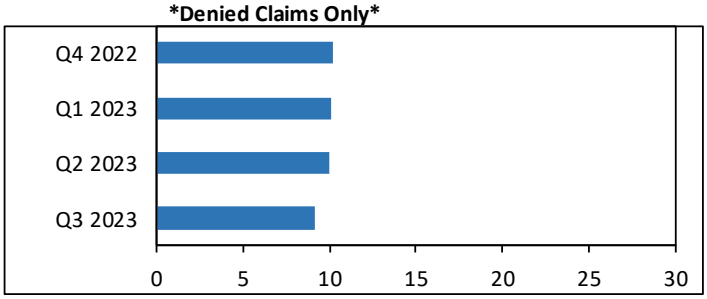


Claims Turnaround Time Quarter Q3 2023 only Each MCE

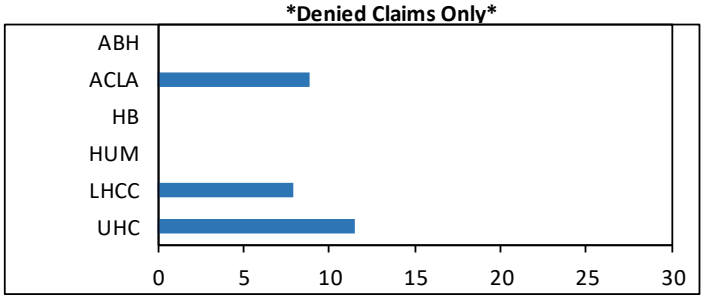
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

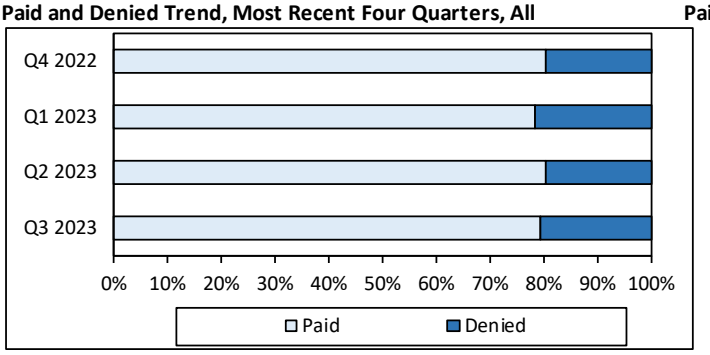
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	84	0	61	35	0	0	0	0	14	0	18	0
101 - 250	72	0	84	31	0	0	0	0	0	0	51	1
> 250 claims	32	0	41	6	0	0	0	0	1	0	35	2

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

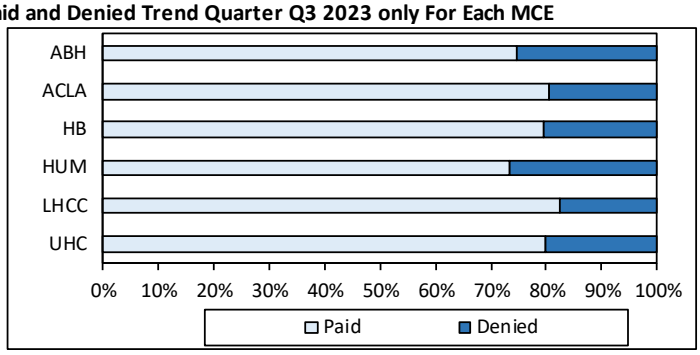
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X	X	X	X	X	X
A1	Claim/Service denied.	X		X	X	X	X
109	Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor.	X	X	X	X	X	X
216	Based on the findings of a review organization	X		X	X	X	X
29	The time limit for filing has expired.	X	X	X	X	X	X

Summary of Information on Claims for Medical Supplies Services

Paid and Denied Trend, Most Recent Four Quarters, All

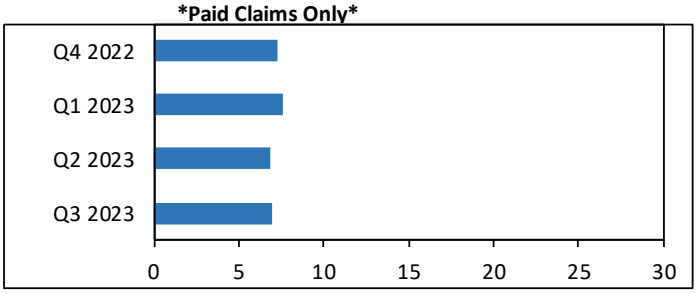


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



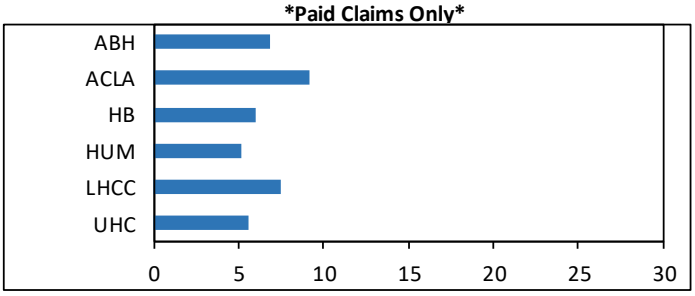
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

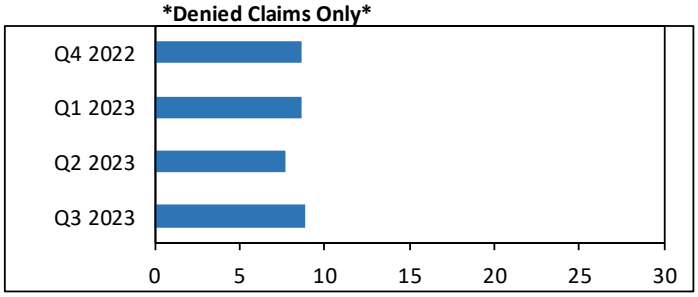


Claims Turnaround Time Quarter Q3 2023 only Each MCE

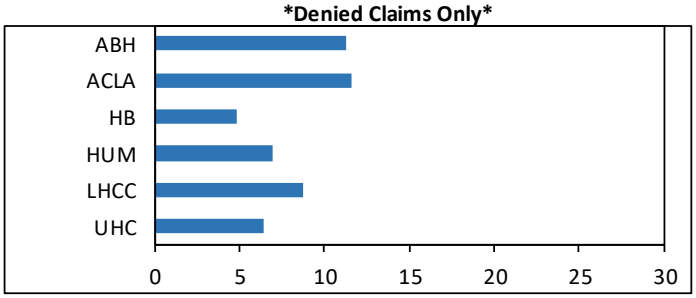
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

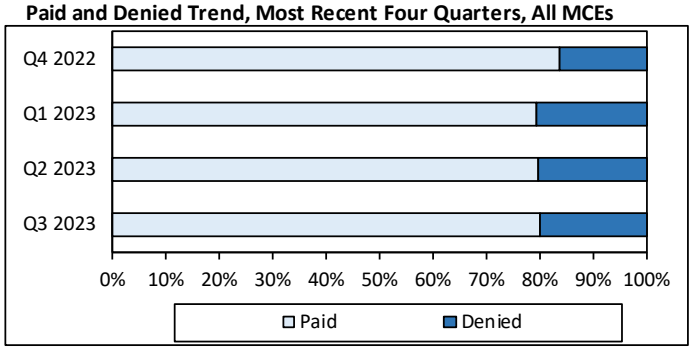
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	172	127	141	88	111	51	74	49	166	97	319	212
101 - 250	47	42	39	29	13	4	18	15	70	51	61	36
> 250 claims	17	12	16	9	1	0	1	1	37	25	43	30

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

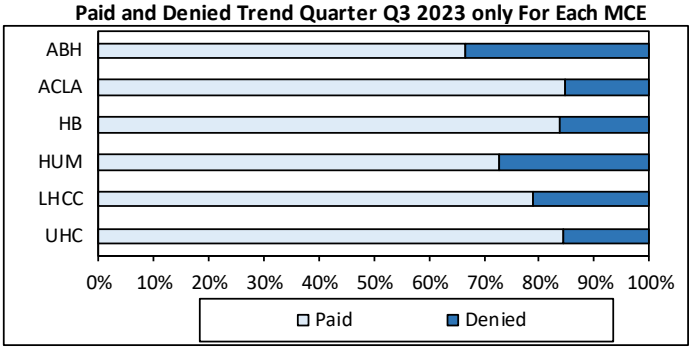
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X				X	X
197	Precertification/authorization/notification absent.	X	X	X			X
96	Non-covered charge(s).		X		X		X
18	Exact duplicate claim/service	X			X	X	X
252	An attachment/other documentation is required to adjudicate this claim/service.		X	X	X		X

Summary of Information on Claims for All Other Professional Claim Services (except Mental Health)

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

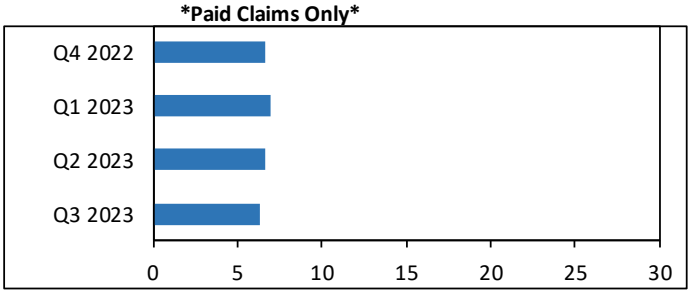


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



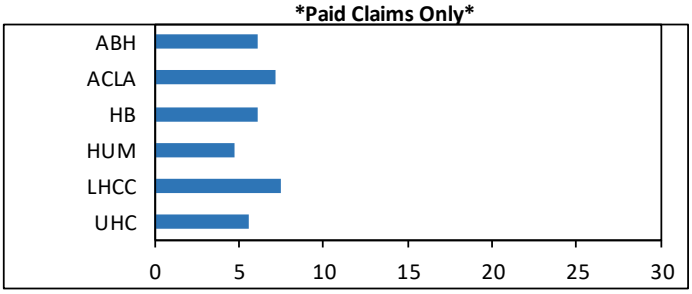
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

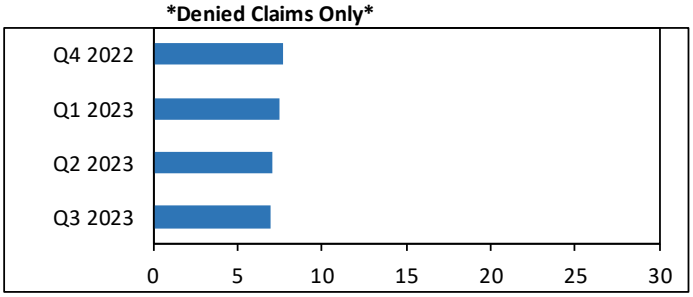


Claims Turnaround Time Quarter Q3 2023 only Each MCE

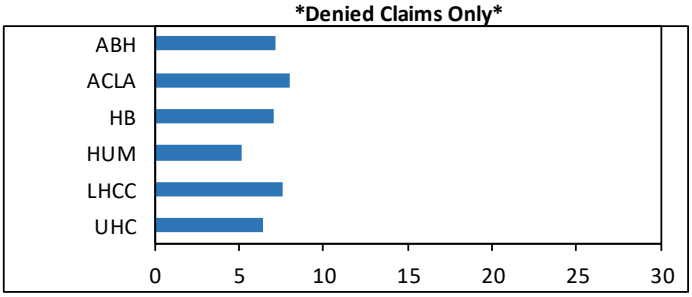
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

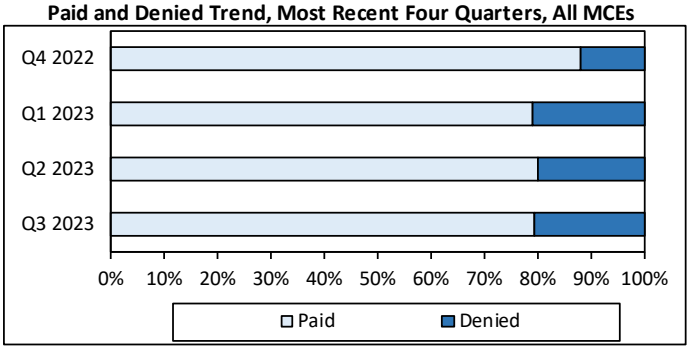
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	13,692	8,648	1,603	955	2,598	1,666	2,378	1,382	2,246	1,537	4,777	3,111
101 - 250	1,706	1,368	734	335	653	296	329	190	659	391	858	487
> 250 claims	141	122	324	124	355	150	134	97	479	276	572	275

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

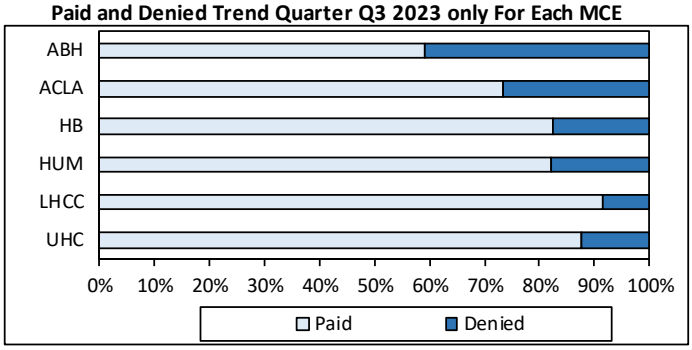
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X				X	X
96	Non-covered charge(s).	X	X		X	X	X
197	Precertification/authorization/notification absent.		X	X		X	X
147	Provider contracted/negotiated rate expired or not on file.	X			X		
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	X					

Summary of Information on Claims for Mental Health Services- Rehab

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

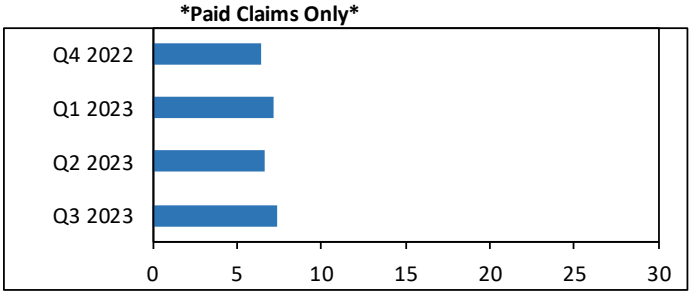


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



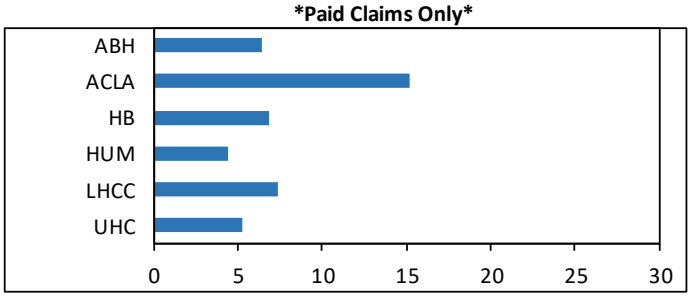
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

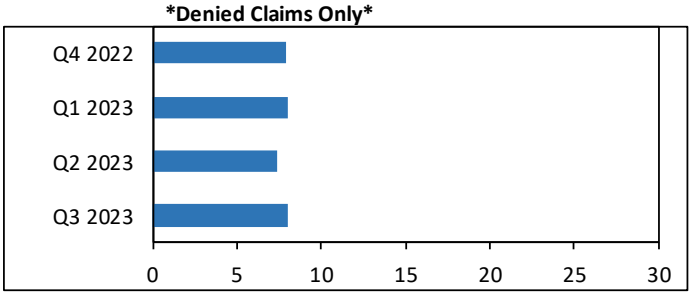


Claims Turnaround Time Quarter Q3 2023 only Each MCE

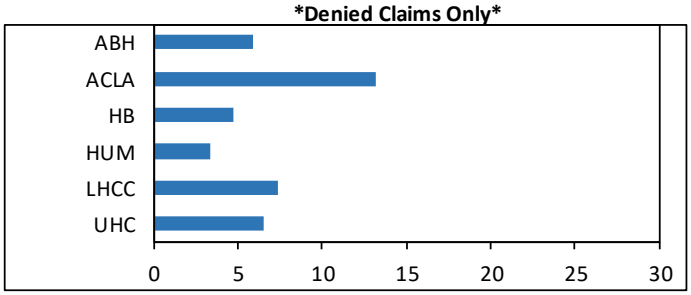
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

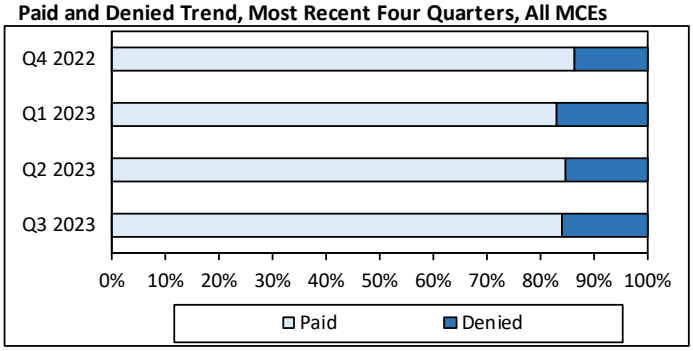
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	1,571	1,100	65	51	22	16	68	33	39	22	75	43
101 - 250	45	41	89	74	10	5	24	13	14	2	99	55
> 250 claims	7	6	29	29	3	2	3	1	4	2	80	37

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

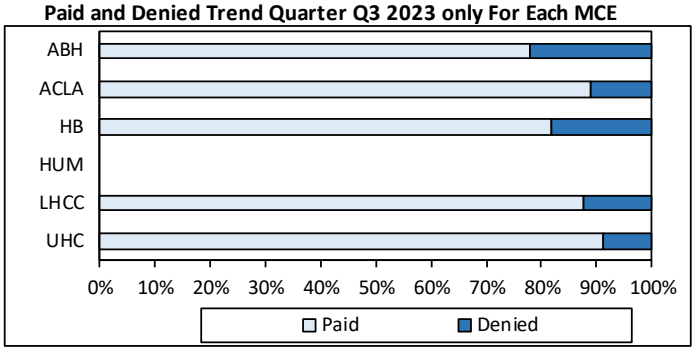
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X				X	X
B7	procedure/service on this date of service.		X				
109	Claim/service not covered by this payer/contractor. You must send the claim/service to the correct payer/contractor.	X		X			
18	Exact duplicate claim/service	X			X	X	X
197	Precertification/authorization/notification absent.		X	X		X	X

Summary of Information on Claims for Behavioral Health Specialized Services other than Rehab

Paid and Denied Trend, Most Recent Four Quarters, All MCEs

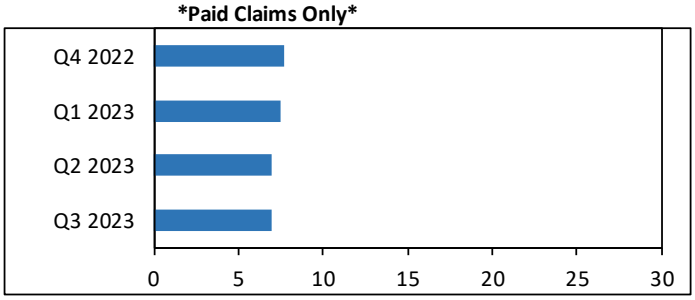


Paid and Denied Trend Quarter Q3 2023 only For Each MCE



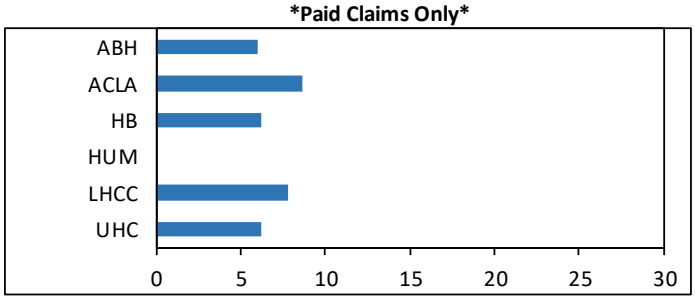
Claims Turnaround Time Most Recent 4 Qtrs All MCEs

Paid Claims Only

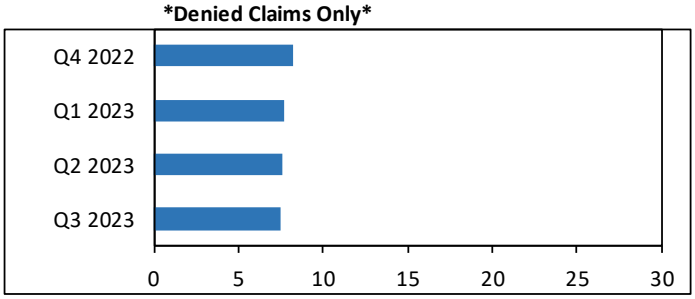


Claims Turnaround Time Quarter Q3 2023 only Each MCE

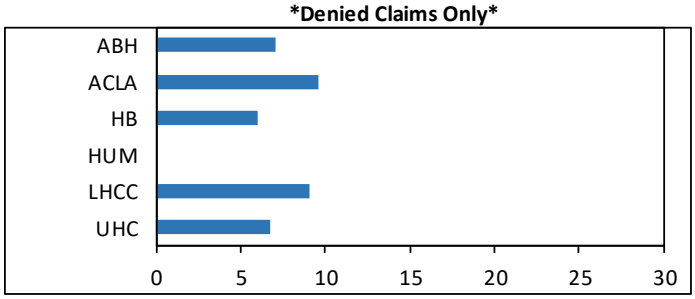
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

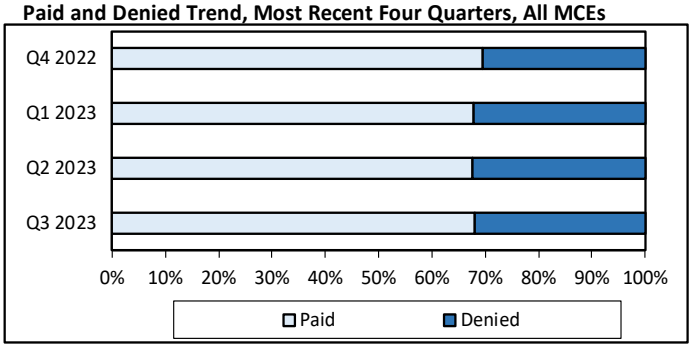
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	2,284	1,358	476	165	977	495	0	0	783	416	411	205
101 - 250	642	453	84	29	281	128	0	0	330	183	67	25
> 250 claims	100	63	27	9	139	59	0	0	231	113	49	13

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

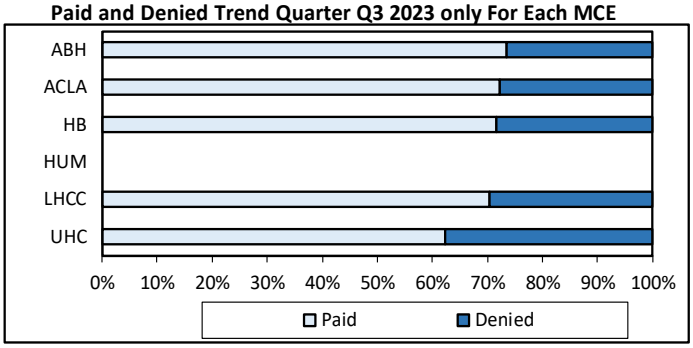
CARC Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
16	Claim/service lacks information or has submission/billing error(s) which is needed for adjudication.	X			X	X	X
96	Non-covered charge(s).	X	X		X	X	
18	Exact duplicate claim/service	X			X	X	
252	An attachment/other documentation is required to adjudicate this claim/service.				X		X
97	The benefit for this service is included in the payment/allowance for another service/procedure that has already been adjudicated.	X			X		

Summary of Information on Claims for Pharmacy Services

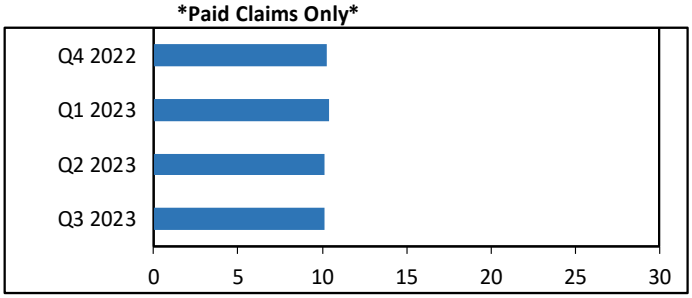
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



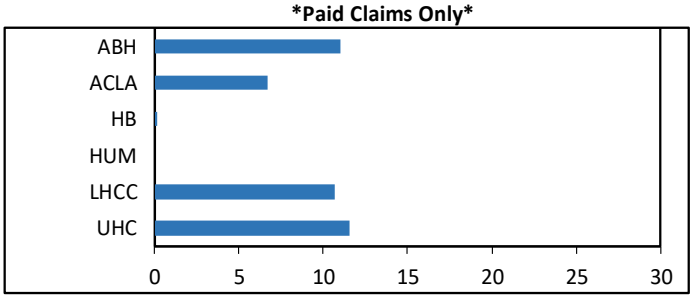
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



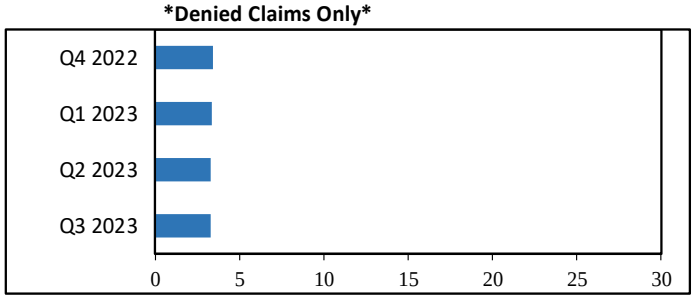
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



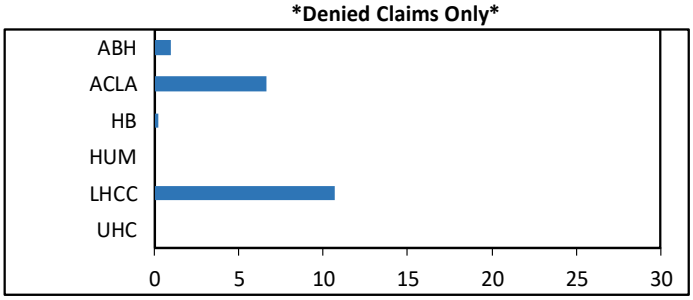
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges (# of claims submitted to the MCE in Quarter Q3 2023 only)

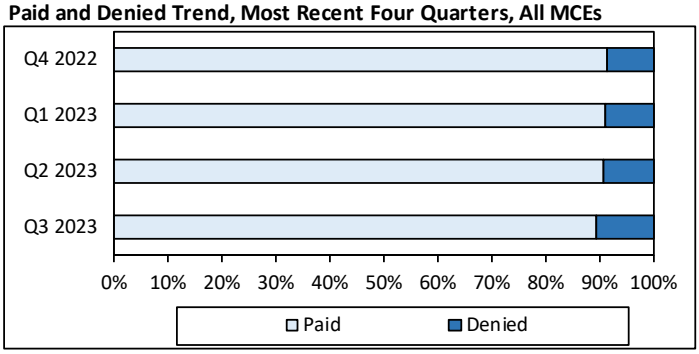
	ABH		ACLA		HB		HUM		LHCC		UHC	
	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	18,887	14,353	1,538	1,534	3,700	0	0	0	13,074	12,603	21,206	18,552
101 - 250	2,134	2,103	430	420	494	0	0	0	3,901	3,841	4,369	4,366
> 250 claims	206	206	653	648	536	0	0	0	1,297	1,283	1,639	1,639

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

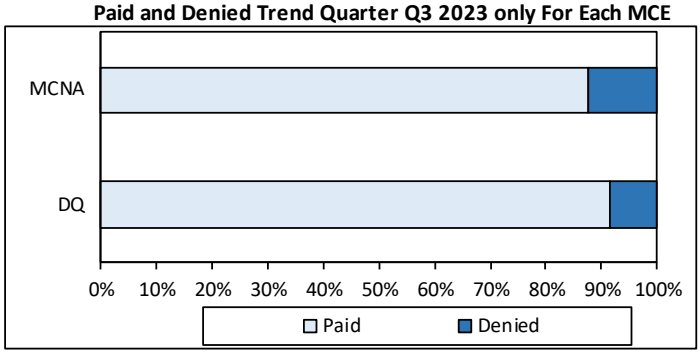
NCDCP Code	Description	ABH	ACLA	HB	HUM	LHCC	UHC
79	Refill Too Soon	X	X			X	
88	DUR Reject Error		X			X	X
76	Plan Limitations Exceeded					X	X
7Ø	Product/Service Not Covered – Plan/Benefit Exclusion	X	X			X	X
39	M/I Diagnosis Code		X				X

Summary of Information on Claims for Dental Services- Children

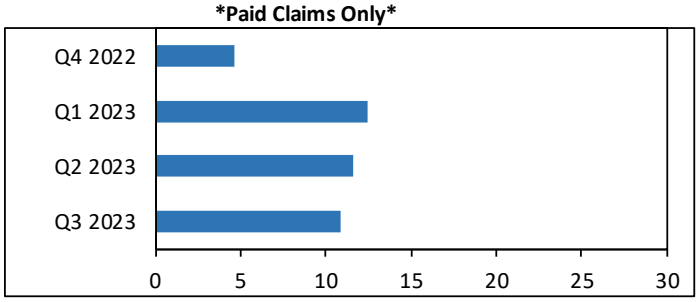
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



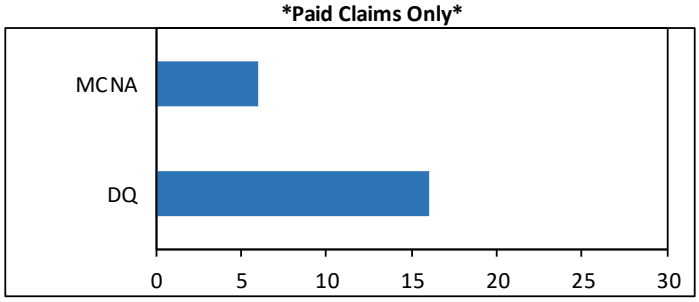
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



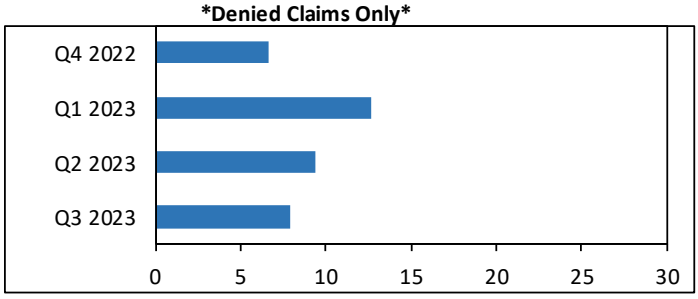
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



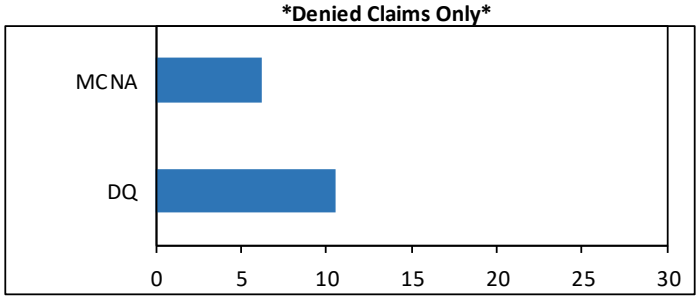
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges
(# of claims submitted to the MCE in Quarter Q3 2023 only)

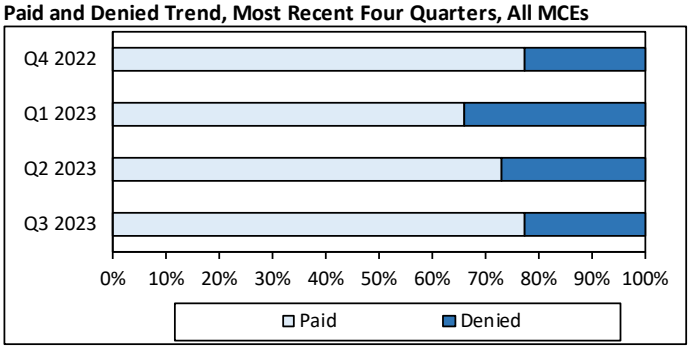
	MCNA		DQ	
	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	607	377	347	26
101 - 250	167	116	82	4
> 250 claims	14	13	11	1

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

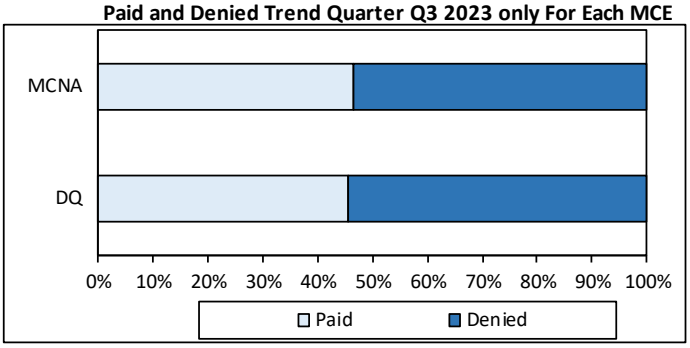
CARC Code	Description	MCNA	DQ
96	Non-covered charge(s).	X	
A1	Claim/Service denied.		X
169	Alternate benefit has been provided.	X	
18	Exact duplicate claim/service	X	
119	Benefit maximum for this time period or occurrence has been reached.	X	

Summary of Information on Claims for Dental Services- Adults

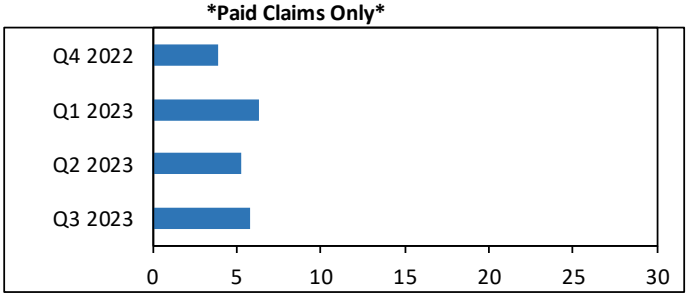
Paid and Denied Trend, Most Recent Four Quarters, All MCEs



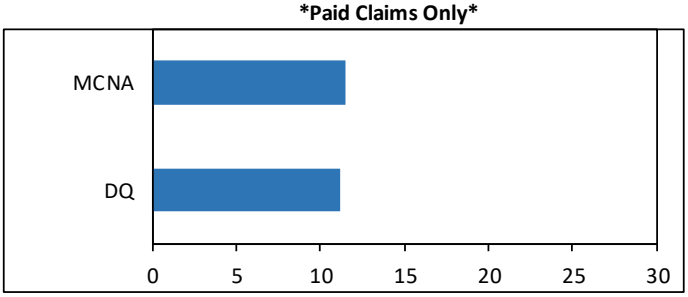
Paid and Denied Trend Quarter Q3 2023 only For Each MCE



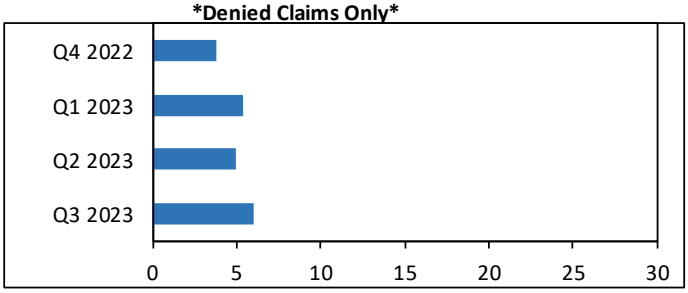
Claims Turnaround Time Most Recent 4 Qtrs All MCEs
Paid Claims Only



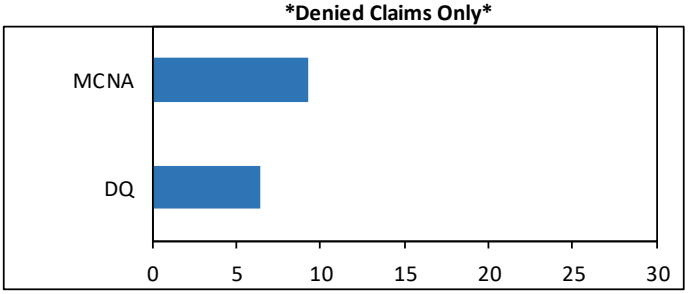
Claims Turnaround Time Quarter Q3 2023 only Each MCE
Paid Claims Only



Denied Claims Only



Denied Claims Only



Denied Claims Rate by MCE within Three Provider Volume Ranges
(# of claims submitted to the MCE in Quarter Q3 2023 only)

	MCNA		DQ	
	# Providers	# >10% denied	# Providers	# >10% denied
<100 claims	341	321	194	6
101 - 250	6	6	96	4
> 250 claims	0	0	9	2

Top Denial Reasons this Quarter (An X means it was a top denial reason for the MCE.)

CARC Code	Description	MCNA	DQ
A1	Claim/Service denied.		X
204	This service/equipment/drug is not covered under the patient's current		
16	Claim/service lacks information or has submission/billing error(s) which is		
22	This care may be covered by another payer per coordination of benefits.		
96	Non-covered charge(s).	X	

Louisiana Department of Health
628 North Fourth Street, Baton Rouge, Louisiana 70802
(225) 342-9500
www.ldh.la.gov

www.facebook.com/LaHealthDept. www.twitter.com/LADeptHealth