The background features a blurred medical scene with a green overlay. A large white cross is centered, with the word 'MED' partially visible below it. Various medical icons are scattered throughout, including a syringe, a pill, a stethoscope, and a group of people. A dark grey diagonal band runs from the top right to the bottom left, containing the title and subtitle.

# Louisiana Department of Health

Comparison of  
Health Plan Encounter Data to  
Cash Disbursements for  
Aetna Better Health of Louisiana  
March 1, 2023 – February 28, 2025

May 29, 2025



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## Study Purpose

Louisiana Department of Health (LDH) engaged Myers and Stauffer LC to analyze Healthy Louisiana encounter data that has been submitted by the managed care organizations (MCO) to Louisiana's fiscal agent contractor (FAC), Gainwell, and complete a comparison of the encounters to cash disbursement journals provided by each MCO. For purposes of this analysis, "encounter data" are claims that have been paid by Aetna Better Health of Louisiana (Aetna) or delegated vendors (e.g., vision and pharmacy) to health care providers that have provided health care services to members enrolled with the MCO. Encounter data is submitted to LDH via the FAC for LDH's use in rate setting, federal reporting, program management and oversight, tracking, accounting, ad hoc analyses, and other activities.

LDH requested that, for this study, we estimate the percentage of each MCO delegated vendor paid encounters that appear to be included in the FAC's database. This analysis includes these percentages for the entire plan, as well as separate vision, non-emergency medical transportation (NEMT), dental value-added service (VAS), and pharmacy delegated vendor encounters paid during the reporting period. We have also included the percentages for total non-vendor MCO paid encounters.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the LDH and should not be used for any other purpose.



## Summary

### Entire Plan

LDH requested that, for this study, we review the plan’s paid encounters to determine if the paid encounters meet the state contract completeness range of **99 percent to 100 percent** when compared to the cash disbursement journal (CDJ) files that are submitted by the MCO. The new pharmacy vendor, Prime Therapeutics, effective October 28, 2023, has a state contract completeness range of 97 percent to 100 percent. The encounters and CDJ files utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **March 1, 2023 through February 28, 2025**.
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **March 25, 2025**.

**Table A – Aetna Entire Plan Summary Table**

Table A — Aetna Cumulative Completion Totals and Percentages								
Description	Delegated Vendor							
	Entire Plan	Non-Vendor	MediTrans (NEMT)	Superior Vision	EyeMed (Vision)	DentaQuest (Dental)	CVS Health (Pharmacy)	Prime Therapeutics (Pharmacy)
<b>Encounter Total (FAC reported)</b>	\$1,826,710,888	\$1,175,191,774	\$24,714,777	\$13,719	\$6,030,141	\$14,786,229	\$205,643,295	\$400,330,952
Total Encounter Adjustments (\$)	(\$105,959,903)	(\$93,746,548)	(\$682,199)	(\$3,546)	(\$1,332,869)	(\$940,177)	(\$1,016,571)	(\$8,237,992)
Total Encounter Adjustments (%)	-5.80%	-7.97%	-2.76%	-25.84%	-22.10%	-6.35%	-0.49%	-2.05%
<b>Net Encounter Total</b>	<b>\$1,720,750,985</b>	<b>\$1,081,445,226</b>	<b>\$24,032,578</b>	<b>\$10,173</b>	<b>\$4,697,272</b>	<b>\$13,846,052</b>	<b>\$204,626,724</b>	<b>\$392,092,960</b>
<b>CDJ Total</b>	<b>\$1,725,886,711</b>	<b>\$1,084,815,159</b>	<b>\$24,032,605</b>	<b>\$6,525</b>	<b>\$4,756,189</b>	<b>\$13,957,533</b>	<b>\$203,884,347</b>	<b>\$394,434,353</b>
Variance	(\$5,135,727)	(\$3,369,933)	(\$27)	\$3,648	(\$58,917)	(\$111,481)	\$742,377	(\$2,341,393)
<b>Completion (%)</b>	<b>99.70%</b>	<b>99.68%</b>	<b>99.99%</b>	<b>155.91%</b>	<b>98.76%</b>	<b>99.20%</b>	<b>100.36%</b>	<b>99.40%</b>
<b>100% Limited Completion* (%)</b>	<b>99.65%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>99.00%</b>							<b>97.00%</b>
<b>Non-Compliant (%)</b>	<b>^</b>	<b>N/A</b>	<b>N/A</b>	<b>55.91%</b>	<b>-0.24%</b>	<b>N/A</b>	<b>0.36%</b>	<b>N/A</b>

\* To avoid overstating the Entire Plan results in situations where an individual vendor’s cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.

^ The Entire Plan Minimum Completeness and Non-Compliant percentages cannot be stated since the single PBM, Prime Therapeutics, has a minimum threshold of 97 percent which differs from the other delegated vendors that all have a 99 percent minimum threshold.

### Encounter Data Analysis

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCO to the FAC and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by the MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Table B below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

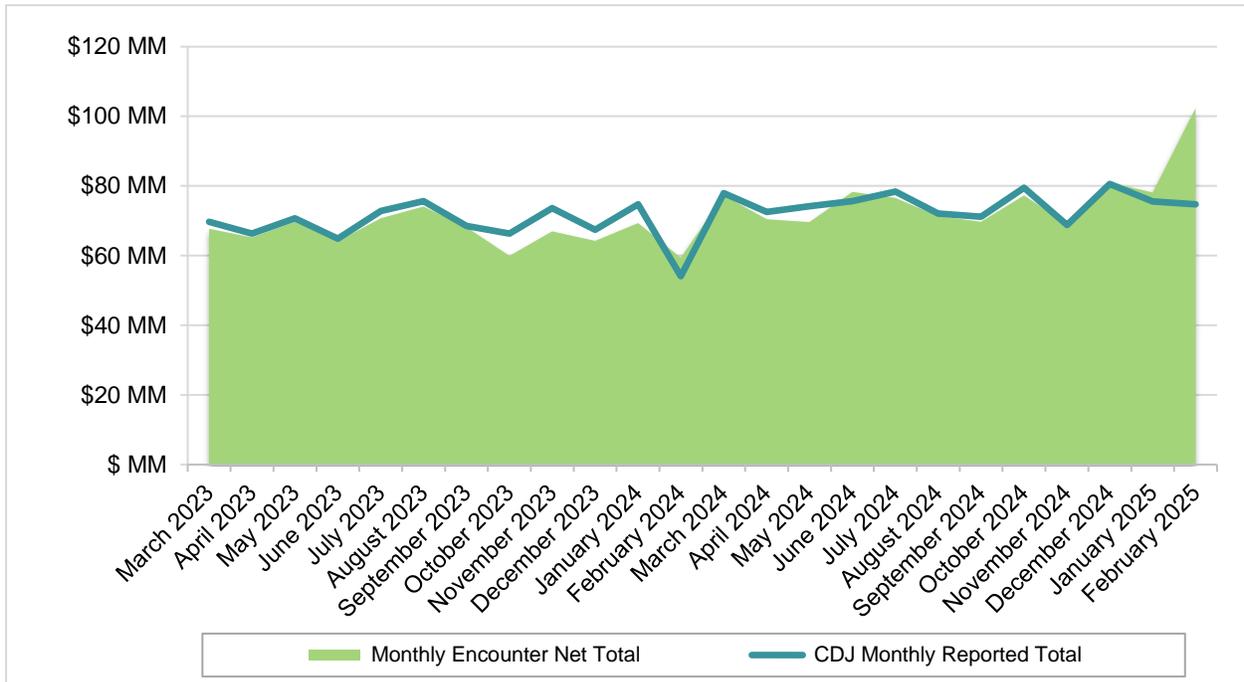
1. The payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
2. We identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some of these potential duplicates appear to be partial payments, some are actual duplicate submissions, and some are replacement encounters without a matching void. At the direction of LDH, we have attempted to adjust our totals to reflect the actual payment made and have removed duplicate payment amounts from our analysis.

Table B — Myers and Stauffer LC's Adjustments to Aetna Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>30,733,008</b>	<b>\$1,826,710,888</b>	<b>100.00%</b>
Adjustment Type			
State System Denied	(1,089,748)	(\$101,787,150)	-5.57%
Health Plan Denied	(7,955,855)	(\$1,371,822)	-0.07%
Calculated Void	(1,882)	(\$137,022)	0.00%
Duplicate	(4,696)	(\$2,663,909)	-0.14%
Total Adjustments Made	(9,052,181)	(\$105,959,903)	-5.80%
<b>Net Encounter Amounts</b>	<b>21,680,827</b>	<b>\$1,720,750,985</b>	<b>94.20%</b>

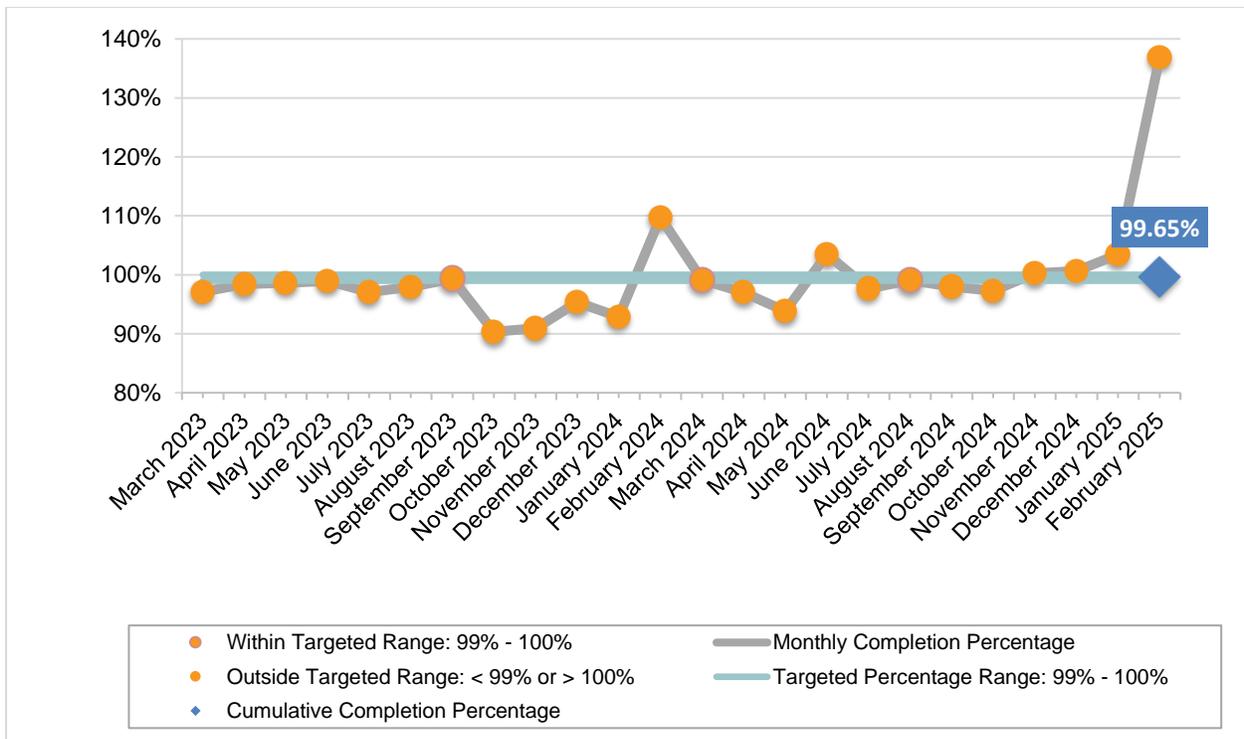
\* Due to rounding, the sum of the displayed percentages in this report may not add up to the total.

**Summary Charts**

**Chart 1.** Entire Plan CDJ and Encounter Totals by Paid Month



**Chart 2.** Entire Plan Completion Percentage by Paid Month





## Data Issues and Recommendations

During this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for specific delegated vendors and/or non-vendor. Section A details issues related to non-compliant cumulative completion percentages, while Section B notes outstanding data issues that Aetna may need to work to identify and resolve.

Please reference Tables 1 through 9 for Aetna reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

### Section A: Data issues potentially impacting compliance:

1. **EyeMed** (Table 4): EyeMed's cumulative completion percentage is 98.76 percent for the reporting period.
  - The monthly completion percentages are low for twelve months of the reporting period. These low percentages appear to be due to missing or state system denied encounters and/or mismatched paid amounts.
  - The monthly completion percentages are high for five months of the reporting period. These high percentages appear to be due to mismatched paid amounts.

**We recommend** Aetna work with EyeMed, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

2. **Superior Vision** (Table 5): Superior Vision's cumulative completion percentage is 155.91 percent for the reporting period. Superior Vision is in the runout period as EyeMed replaced them effective January 1, 2023.
  - There are several high completion months that appear to be due to mismatched paid amounts.
  - There are low completion months that appear to be due to missing or state system denied encounters.

**We recommend** Aetna work with Superior Vision, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

3. **CVS Health** (Table 8): The CVS Health cumulative completion percentage is 100.36 percent for the reporting period. CVS Health was replaced by Prime Therapeutics as Aetna's pharmacy vendor effective October 28, 2023. CVS Health's monthly completion percentages are high for four months and low for fourteen months of the reporting period.
  - These high and low monthly completion percentages may be explained by instances of encounters that have been voided that do not have matching transactions in the same month in the CDJ files (void encounters include the same paid date as the original claim).

**We recommend** Aetna work with CVS Health, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

## Section B: Data issues not currently impacting compliance:

4. **MediTrans (NEMT)** (Table 2): The MediTrans cumulative completion percentage is 99.99 percent for the reporting period.
  - MediTrans has a high monthly completion percentage for one month of the reporting period. This high percentage appears to be due to encounters with a paid amount that correspond to CDJ transactions with zero transaction amounts.
  - There are instances of state system denied encounters when compared to the CDJ transactions.

**We recommend** Aetna work with MediTrans, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

5. **DentaQuest (Dental)** (Table 6): DentaQuest's cumulative completion percentage in compliance at 99.20 percent for the reporting period.
  - The monthly completion percentages for September 2023 and May 2024 are high at 114.44 percent and 115.96 percent, respectively. These high percentages appear to be due to mismatched paid dates between the encounters and the CDJ transactions.
  - Thirteen of the monthly completion percentages are below the 99 percent threshold. These low percentages appear to be due to state system denied encounters and/or mismatched paid amounts.

**We recommend** Aetna work with DentaQuest, LDH, and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.

6. **Prime Therapeutics** (Table 7): Prime Therapeutics replaced CVS Health as Aetna's pharmacy vendor effective October 28, 2023. Prime Therapeutics' cumulative completion percentage is 99.40 percent for the reporting period.
  - There are several low and high monthly completion percentages that appear to be due to CDJ void transactions having the corresponding encounter void transactions occurring in a different month.
  - The low completion percentages for November 2023 through October 2024 appear to be due to void CDJ transactions appearing in later months than the corresponding void encounter transactions.
  - The high completion percentage for February 2025 appears to be due to void encounter transactions appearing in earlier months than the corresponding void CDJ transactions.

**We recommend** Aetna work with Prime Therapeutics, LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



7. **Non-Vendor** (Table 9): Aetna's Non-Vendor cumulative completion percentage is in compliance at 99.68 percent for the reporting period. The monthly completion percentages are below the 99 percent compliance threshold for thirteen months and above the 100 percent compliance threshold for eleven months of the reporting period.
- The low completion percentages appear to be due to mismatched paid amounts or dates and/or missing or state system denied encounters.
  - The high completion percentages appear to be due to mismatched paid amounts such as negative CDJ adjustment transactions not found in the encounters and/or mismatched paid dates.

**We recommend** Aetna work with LDH and Gainwell to identify and correct any CDJ file and/or encounter data submission issues.



### Value-Added Services (VAS)

Value-added services are included in the MCO’s vision, dental, non-emergency medical transportation and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the VAS amount field of the CDJ files received from the MCO and VAS encounter data is identified based on the first character of the Plan ICN field.

Below is a summary of the cumulative completion percentages for all delegated vendor and non-vendor paid VAS encounters submitted to Gainwell for the reporting period. The VAS CDJ and encounter totals in the table below are included in the entire plan, non-vendor and delegated vendor completion percentage tables as well.

Table C — Aetna VAS Cumulative Completion Totals and Percentages						
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor			
			MediTrans VAS (NEMT)	Superior Vision VAS	EyeMed VAS (Vision)	DentaQuest VAS (Dental)
<b>Encounter Total (FAC reported)</b>	\$19,586,246	\$443,905	\$608,154	\$6,682	\$3,741,277	\$14,786,229
Total Encounter Adjustments (\$)	(\$2,052,221)	(\$28,031)	(\$22,710)	(\$1,209)	(\$1,060,095)	(\$940,177)
Total Encounter Adjustments (%)	-10.47%	-6.31%	-3.73%	-18.09%	-28.33%	-6.35%
<b>Net Encounter Total</b>	<b>\$17,534,025</b>	<b>\$415,873</b>	<b>\$585,444</b>	<b>\$5,473</b>	<b>\$2,681,183</b>	<b>\$13,846,052</b>
<b>CDJ Total</b>	<b>\$18,067,727</b>	<b>\$429,723</b>	<b>\$585,693</b>	<b>\$2,056</b>	<b>\$3,092,722</b>	<b>\$13,957,533</b>
Variance	(\$533,702)	(\$13,849)	(\$249)	\$3,417	(\$411,539)	(\$111,481)
<b>Completion (%)</b>	<b>97.04%</b>	<b>96.77%</b>	<b>99.95%</b>	<b>266.23%</b>	<b>86.69%</b>	<b>99.20%</b>
<b>100% Limited Completion* (%)</b>	<b>97.02%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>99.00%</b>					
<b>Non-Compliant (%)</b>	<b>-1.96%</b>	<b>-2.23%</b>	<b>N/A</b>	<b>166.23%</b>	<b>-12.31%</b>	<b>N/A</b>

\* To avoid overstating the Entire Plan results in situations where an individual vendor’s cumulative completion percentage exceeds 100 percent, we decrease the Entire Plan encounter totals by the total variance in comparison to the CDJ. Please see Appendix B for more information on the limited completion percentage.



Potential VAS data issues:

1. **EyeMed VAS** (Table 4V): All but five of the monthly completion percentages are below the 99 percent threshold. These low percentages appear to be due to missing or state system denied encounters and/or encounters not identified as VAS when compared to VAS CDJ transactions. EyeMed recently submitted a replacement CDJ file for the April 2023 paid month which brought the monthly completion percentage from 55.00 percent on the March 2025 report to 99.73 percent for the May 2025 report.
2. **Superior Vision VAS** (Table 5V): Superior Vision's cumulative completion percentage is 266.23 percent for the reporting period. This appears to be due to mismatched paid amounts between the encounters and the CDJ transactions. Superior Vision is in the runout period as EyeMed replaced them effective January 1, 2023.
3. **Non-Vendor VAS** (Table 7V): Aetna's Non-Vendor VAS cumulative completion percentage is above the 100 percent compliance threshold at 101.11 percent for the reporting period. The monthly completion percentages are either high or low for all months of the reporting period. The low completion percentages appear to be due to mismatched paid amounts or dates, missing encounters and/or state system denied encounters when compared to the CDJ transactions. The high percentage months appear to be due to missing CDJ transactions and/or mismatched paid amounts or dates.

# Monthly Tables

## Entire Plan

**Table 1 — Aetna (Entire Plan)**

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$69,625,491	(\$1,944,234)	-2.79%	\$67,681,257	\$69,679,327	(\$1,998,070)	97.13%
April 2023	\$66,787,195	(\$1,538,600)	-2.30%	\$65,248,595	\$66,287,733	(\$1,039,138)	98.43%
May 2023	\$73,775,997	(\$4,036,502)	-5.47%	\$69,739,496	\$70,716,248	(\$976,752)	98.61%
June 2023	\$66,331,884	(\$2,156,520)	-3.25%	\$64,175,364	\$64,851,692	(\$676,328)	98.95%
July 2023	\$75,765,386	(\$5,099,546)	-6.73%	\$70,665,840	\$72,797,053	(\$2,131,213)	97.07%
August 2023	\$87,144,010	(\$13,063,583)	-14.99%	\$74,080,426	\$75,649,239	(\$1,568,813)	97.92%
September 2023	\$78,328,290	(\$10,218,571)	-13.04%	\$68,109,719	\$68,541,907	(\$432,187)	99.36%
October 2023	\$67,086,183	(\$7,146,766)	-10.65%	\$59,939,417	\$66,337,814	(\$6,398,397)	90.35%
November 2023	\$72,026,950	(\$5,047,906)	-7.00%	\$66,979,044	\$73,674,145	(\$6,695,101)	90.91%
December 2023	\$72,098,541	(\$7,859,324)	-10.90%	\$64,239,218	\$67,391,593	(\$3,152,375)	95.32%
January 2024	\$73,047,366	(\$3,669,303)	-5.02%	\$69,378,063	\$74,713,031	(\$5,334,968)	92.85%
February 2024	\$61,816,468	(\$2,461,421)	-3.98%	\$59,355,047	\$54,089,311	\$5,265,735	109.73%
March 2024	\$80,297,934	(\$2,996,964)	-3.73%	\$77,300,970	\$77,964,731	(\$663,761)	99.14%
April 2024	\$73,121,540	(\$2,702,900)	-3.69%	\$70,418,639	\$72,565,780	(\$2,147,141)	97.04%
May 2024	\$73,172,080	(\$3,558,947)	-4.86%	\$69,613,133	\$74,185,439	(\$4,572,306)	93.83%
June 2024	\$92,265,947	(\$13,977,478)	-15.14%	\$78,288,469	\$75,662,081	\$2,626,388	103.47%
July 2024	\$79,080,107	(\$2,489,967)	-3.14%	\$76,590,140	\$78,406,320	(\$1,816,179)	97.68%
August 2024	\$76,236,764	(\$4,864,541)	-6.38%	\$71,372,224	\$72,046,891	(\$674,668)	99.06%
September 2024	\$71,484,939	(\$1,738,880)	-2.43%	\$69,746,059	\$71,184,966	(\$1,438,907)	97.97%
October 2024	\$78,615,476	(\$1,318,658)	-1.67%	\$77,296,818	\$79,467,741	(\$2,170,923)	97.26%
November 2024	\$71,594,847	(\$2,588,957)	-3.61%	\$69,005,889	\$68,812,486	\$193,403	100.28%
December 2024	\$84,200,917	(\$3,129,355)	-3.71%	\$81,071,563	\$80,573,354	\$498,209	100.61%
January 2025	\$79,497,081	(\$1,390,885)	-1.74%	\$78,106,196	\$75,511,894	\$2,594,302	103.43%
February 2025	\$103,309,494	(\$960,096)	-0.92%	\$102,349,399	\$74,775,936	\$27,573,463	136.87%
<b>Cumulative Totals</b>	<b>\$1,826,710,888</b>	<b>(\$105,959,903)</b>	<b>-5.80%</b>	<b>\$1,720,750,985</b>	<b>\$1,725,886,711</b>	<b>(\$5,135,727)</b>	<b>99.70%</b>
100% Limited Cumulative Total				\$1,720,004,960	\$1,725,886,711	(\$5,881,752)	99.65%
						<b>Minimum Completeness (%)</b>	<b>See Table A ^</b>
						<b>Non-Compliant</b>	<b>See Table A ^</b>



MediTrans (NEMT)

Table 2 — Aetna MediTrans (NEMT)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$1,219,944	(\$39,915)	-3.27%	\$1,180,029	\$1,181,702	(\$1,673)	99.85%
April 2023	\$763,790	(\$6,464)	-0.84%	\$757,325	\$757,887	(\$561)	99.92%
May 2023	\$1,167,084	(\$344,895)	-29.55%	\$822,189	\$822,707	(\$518)	99.93%
June 2023	\$1,191,232	(\$5,321)	-0.44%	\$1,185,911	\$1,151,011	\$34,901	103.03%
July 2023	\$873,403	(\$2,400)	-0.27%	\$871,003	\$872,364	(\$1,361)	99.84%
August 2023	\$937,936	(\$3,109)	-0.33%	\$934,827	\$935,921	(\$1,094)	99.88%
September 2023	\$1,042,010	(\$3,216)	-0.30%	\$1,038,794	\$1,039,566	(\$771)	99.92%
October 2023	\$1,167,315	(\$219,997)	-18.84%	\$947,318	\$948,656	(\$1,338)	99.85%
November 2023	\$884,189	(\$9,569)	-1.08%	\$874,620	\$876,457	(\$1,836)	99.79%
December 2023	\$1,049,407	(\$4,858)	-0.46%	\$1,044,548	\$1,047,161	(\$2,613)	99.75%
January 2024	\$783,794	(\$1,298)	-0.16%	\$782,496	\$783,491	(\$995)	99.87%
February 2024	\$916,935	(\$7,244)	-0.79%	\$909,691	\$911,362	(\$1,671)	99.81%
March 2024	\$1,224,230	(\$9,073)	-0.74%	\$1,215,157	\$1,216,739	(\$1,581)	99.87%
April 2024	\$907,438	(\$2,440)	-0.26%	\$904,998	\$907,193	(\$2,194)	99.75%
May 2024	\$1,245,400	(\$2,859)	-0.22%	\$1,242,541	\$1,244,260	(\$1,719)	99.86%
June 2024	\$888,585	(\$2,544)	-0.28%	\$886,041	\$887,346	(\$1,305)	99.85%
July 2024	\$890,395	(\$574)	-0.06%	\$889,821	\$891,237	(\$1,416)	99.84%
August 2024	\$1,262,345	(\$4,035)	-0.31%	\$1,258,310	\$1,260,137	(\$1,826)	99.85%
September 2024	\$895,043	(\$2,301)	-0.25%	\$892,742	\$893,636	(\$894)	99.89%
October 2024	\$1,070,847	(\$4,236)	-0.39%	\$1,066,610	\$1,070,320	(\$3,710)	99.65%
November 2024	\$1,266,274	(\$1,748)	-0.13%	\$1,264,525	\$1,266,274	(\$1,748)	99.86%
December 2024	\$931,250	(\$541)	-0.05%	\$930,709	\$931,250	(\$541)	99.94%
January 2025	\$1,047,335	(\$2,409)	-0.23%	\$1,044,926	\$1,047,335	(\$2,409)	99.76%
February 2025	\$1,088,596	(\$1,150)	-0.10%	\$1,087,446	\$1,088,596	(\$1,150)	99.89%
<b>Cumulative Totals</b>	<b>\$24,714,777</b>	<b>(\$682,199)</b>	<b>-2.76%</b>	<b>\$24,032,578</b>	<b>\$24,032,605</b>	<b>(\$27)</b>	<b>99.99%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>



EyeMed

Table 4 — Aetna EyeMed (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$171,609	(\$28,798)	-16.78%	\$142,810	\$143,870	(\$1,059)	99.26%
April 2023	\$194,556	(\$41,725)	-21.44%	\$152,831	\$159,715	(\$6,883)	95.69%
May 2023	\$229,197	(\$48,891)	-21.33%	\$180,306	\$185,078	(\$4,772)	97.42%
June 2023	\$232,899	(\$42,052)	-18.05%	\$190,846	\$198,296	(\$7,449)	96.24%
July 2023	\$220,251	(\$39,217)	-17.80%	\$181,035	\$185,235	(\$4,201)	97.73%
August 2023	\$328,816	(\$103,102)	-31.35%	\$225,714	\$227,216	(\$1,502)	99.33%
September 2023	\$287,431	(\$91,506)	-31.83%	\$195,925	\$197,696	(\$1,771)	99.10%
October 2023	\$251,879	(\$59,670)	-23.69%	\$192,209	\$188,100	\$4,109	102.18%
November 2023	\$173,910	(\$8,263)	-4.75%	\$165,647	\$166,395	(\$747)	99.55%
December 2023	\$882,532	(\$701,408)	-79.47%	\$181,124	\$166,487	\$14,637	108.79%
January 2024	\$199,619	(\$18,694)	-9.36%	\$180,925	\$182,975	(\$2,050)	98.87%
February 2024	\$206,597	(\$11,501)	-5.56%	\$195,095	\$197,604	(\$2,509)	98.73%
March 2024	\$216,969	(\$7,109)	-3.27%	\$209,860	\$208,618	\$1,243	100.59%
April 2024	\$229,643	(\$3,770)	-1.64%	\$225,873	\$215,335	\$10,538	104.89%
May 2024	\$233,702	(\$43,197)	-18.48%	\$190,505	\$200,612	(\$10,107)	94.96%
June 2024	\$195,963	(\$4,777)	-2.43%	\$191,186	\$193,229	(\$2,043)	98.94%
July 2024	\$188,159	(\$1,184)	-0.62%	\$186,975	\$187,433	(\$458)	99.75%
August 2024	\$220,792	(\$2,717)	-1.23%	\$218,075	\$218,729	(\$653)	99.70%
September 2024	\$189,462	(\$4,632)	-2.44%	\$184,830	\$175,500	\$9,330	105.31%
October 2024	\$237,506	(\$1,933)	-0.81%	\$235,573	\$235,801	(\$229)	99.90%
November 2024	\$225,761	(\$26,658)	-11.80%	\$199,103	\$218,906	(\$19,803)	90.95%
December 2024	\$196,532	(\$16,069)	-8.17%	\$180,463	\$191,484	(\$11,021)	94.24%
January 2025	\$245,409	(\$13,841)	-5.63%	\$231,568	\$242,506	(\$10,939)	95.48%
February 2025	\$270,949	(\$12,156)	-4.48%	\$258,793	\$269,370	(\$10,577)	96.07%
<b>Cumulative Totals</b>	<b>\$6,030,141</b>	<b>(\$1,332,869)</b>	<b>-22.10%</b>	<b>\$4,697,272</b>	<b>\$4,756,189</b>	<b>(\$58,917)</b>	<b>98.76%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>-0.24%</b>



Superior Vision

Table 5 — Aetna Superior Vision

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$3,658	(\$1,401)	-38.30%	\$2,256	\$744	\$1,513	303.37%
April 2023	\$2,496	(\$200)	-7.99%	\$2,297	\$2,175	\$122	105.58%
May 2023	\$638	(\$164)	-25.79%	\$473	\$168	\$305	281.17%
June 2023	\$895	\$0	0.00%	\$895	\$748	\$147	119.68%
July 2023	\$1,411	(\$1,050)	-74.42%	\$361	(\$743)	\$1,104	-48.55%
August 2023	\$1,739	\$0	0.00%	\$1,739	\$967	\$772	179.80%
September 2023	\$757	\$0	0.00%	\$757	\$757	\$0	100.00%
October 2023	\$669	(\$620)	-92.66%	\$49	(\$93)	\$142	-52.67%
November 2023	\$1,282	(\$111)	-8.69%	\$1,170	\$1,151	\$19	101.64%
December 2023	\$176	\$0	0.00%	\$176	\$176	\$0	100.00%
January 2024	\$0	\$0	N/A	\$0	\$378	(\$378)	0.00%
February 2024	\$0	\$0	N/A	\$0	\$97	(\$97)	0.00%
March 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$13,719</b>	<b>(\$3,546)</b>	<b>-25.84%</b>	<b>\$10,173</b>	<b>\$6,525</b>	<b>\$3,648</b>	<b>155.91%</b>
100% Limited Cumulative Total				\$6,525	\$6,525	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>55.91%</b>



DentaQuest (Dental)

Table 6— Aetna DentaQuest (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$662,904	(\$89,595)	-13.51%	\$573,309	\$607,071	(\$33,762)	94.43%
April 2023	\$523,313	(\$47,409)	-9.05%	\$475,904	\$495,100	(\$19,196)	96.12%
May 2023	\$538,017	(\$49,327)	-9.16%	\$488,690	\$509,025	(\$20,335)	96.00%
June 2023	\$532,666	(\$34,937)	-6.55%	\$497,730	\$522,373	(\$24,643)	95.28%
July 2023	\$439,041	(\$33,869)	-7.71%	\$405,172	\$427,685	(\$22,512)	94.73%
August 2023	\$609,433	(\$45,073)	-7.39%	\$564,360	\$596,990	(\$32,630)	94.53%
September 2023	\$566,918	(\$74,080)	-13.06%	\$492,838	\$430,629	\$62,209	114.44%
October 2023	\$505,764	(\$40,019)	-7.91%	\$465,745	\$462,070	\$3,675	100.79%
November 2023	\$583,477	(\$67,656)	-11.59%	\$515,821	\$532,047	(\$16,225)	96.95%
December 2023	\$534,488	(\$52,944)	-9.90%	\$481,544	\$489,755	(\$8,211)	98.32%
January 2024	\$660,773	(\$44,797)	-6.77%	\$615,976	\$620,343	(\$4,367)	99.29%
February 2024	\$800,173	(\$42,484)	-5.30%	\$757,689	\$763,970	(\$6,281)	99.17%
March 2024	\$730,516	(\$28,043)	-3.83%	\$702,473	\$711,674	(\$9,201)	98.70%
April 2024	\$682,572	(\$43,431)	-6.36%	\$639,141	\$672,176	(\$33,035)	95.08%
May 2024	\$733,305	(\$14,889)	-2.03%	\$718,416	\$619,520	\$98,896	115.96%
June 2024	\$585,465	(\$15,517)	-2.65%	\$569,948	\$575,474	(\$5,526)	99.03%
July 2024	\$569,978	(\$26,500)	-4.64%	\$543,478	\$552,056	(\$8,578)	98.44%
August 2024	\$684,398	(\$24,399)	-3.56%	\$659,999	\$664,777	(\$4,778)	99.28%
September 2024	\$479,695	(\$18,921)	-3.94%	\$460,775	\$470,158	(\$9,383)	98.00%
October 2024	\$593,223	(\$10,224)	-1.72%	\$582,999	\$582,711	\$288	100.04%
November 2024	\$639,509	(\$47,010)	-7.35%	\$592,500	\$598,115	(\$5,615)	99.06%
December 2024	\$493,210	(\$23,117)	-4.68%	\$470,093	\$475,366	(\$5,272)	98.89%
January 2025	\$836,701	(\$38,187)	-4.56%	\$798,514	\$804,577	(\$6,063)	99.24%
February 2025	\$800,689	(\$27,751)	-3.46%	\$772,937	\$773,872	(\$935)	99.87%
<b>Cumulative Totals</b>	<b>\$14,786,229</b>	<b>(\$940,177)</b>	<b>-6.35%</b>	<b>\$13,846,052</b>	<b>\$13,957,533</b>	<b>(\$111,481)</b>	<b>99.20%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>



Prime Therapeutics (Pharmacy)

Table 7 — Aetna Prime Therapeutics (Pharmacy)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2023	\$21,095,960	(\$1,202,234)	-5.69%	\$19,893,726	\$22,684,243	(\$2,790,518)	87.69%
December 2023	\$23,278,452	(\$1,456,325)	-6.25%	\$21,822,127	\$23,856,054	(\$2,033,927)	91.47%
January 2024	\$25,072,833	(\$1,006,615)	-4.01%	\$24,066,218	\$27,009,113	(\$2,942,895)	89.10%
February 2024	\$22,613,194	(\$916,630)	-4.05%	\$21,696,564	\$23,044,871	(\$1,348,307)	94.14%
March 2024	\$22,988,806	(\$657,801)	-2.86%	\$22,331,004	\$23,953,288	(\$1,622,283)	93.22%
April 2024	\$26,929,490	(\$496,208)	-1.84%	\$26,433,282	\$29,087,608	(\$2,654,325)	90.87%
May 2024	\$22,133,006	(\$425,643)	-1.92%	\$21,707,363	\$23,848,637	(\$2,141,274)	91.02%
June 2024	\$21,419,286	(\$337,015)	-1.57%	\$21,082,271	\$22,798,400	(\$1,716,129)	92.47%
July 2024	\$26,235,758	(\$436,022)	-1.66%	\$25,799,736	\$28,023,253	(\$2,223,517)	92.06%
August 2024	\$20,670,614	(\$220,713)	-1.06%	\$20,449,901	\$22,312,870	(\$1,862,970)	91.65%
September 2024	\$19,493,359	(\$143,738)	-0.73%	\$19,349,621	\$21,202,551	(\$1,852,930)	91.26%
October 2024	\$25,814,828	(\$98,907)	-0.38%	\$25,715,921	\$28,084,899	(\$2,368,978)	91.56%
November 2024	\$22,034,175	(\$225,504)	-1.02%	\$21,808,671	\$22,176,419	(\$367,747)	98.34%
December 2024	\$27,996,270	(\$251,467)	-0.89%	\$27,744,804	\$27,910,831	(\$166,027)	99.40%
January 2025	\$23,352,215	(\$138,615)	-0.59%	\$23,213,599	\$23,594,376	(\$380,777)	98.38%
February 2025	\$49,202,707	(\$224,556)	-0.45%	\$48,978,151	\$24,846,941	\$24,131,211	197.11%
<b>Cumulative Totals</b>	<b>\$400,330,952</b>	<b>(\$8,237,992)</b>	<b>-2.05%</b>	<b>\$392,092,960</b>	<b>\$394,434,353</b>	<b>(\$2,341,393)</b>	<b>99.40%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>97.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>



CVS Health (Pharmacy)

Table 8 — Aetna CVS Health (Pharmacy)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$27,737,563	(\$140,957)	-0.50%	\$27,596,607	\$27,491,974	\$104,633	100.38%
April 2023	\$23,271,789	(\$89,589)	-0.38%	\$23,182,201	\$23,145,744	\$36,457	100.15%
May 2023	\$29,132,336	(\$128,857)	-0.44%	\$29,003,480	\$29,065,699	(\$62,219)	99.78%
June 2023	\$23,374,313	(\$46,152)	-0.19%	\$23,328,161	\$23,312,298	\$15,863	100.06%
July 2023	\$22,731,690	(\$123,704)	-0.54%	\$22,607,985	\$22,778,580	(\$170,595)	99.25%
August 2023	\$28,568,616	(\$89,469)	-0.31%	\$28,479,147	\$28,478,939	\$208	100.00%
September 2023	\$21,079,384	(\$53,128)	-0.25%	\$21,026,256	\$20,951,851	\$74,405	100.35%
October 2023	\$16,737,019	(\$223,442)	-1.33%	\$16,513,577	\$21,493,809	(\$4,980,232)	76.82%
November 2023	\$4,923,901	(\$40,693)	-0.82%	\$4,883,208	\$7,268,784	(\$2,385,576)	67.18%
December 2023	\$23,078	(\$415)	-1.79%	\$22,664	(\$39,791)	\$62,455	-56.95%
January 2024	\$1,303	(\$750)	-57.53%	\$554	(\$13,771)	\$14,325	-4.01%
February 2024	\$7,327,010	(\$55,586)	-0.75%	\$7,271,424	(\$4,391)	\$7,275,815	-165591.19%
March 2024	\$712,146	(\$685)	-0.09%	\$711,462	(\$3,155)	\$714,617	-22549.85%
April 2024	\$0	\$0	N/A	\$0	(\$2,229)	\$2,229	0.00%
May 2024	\$68	(\$68)	-100.00%	\$0	(\$1,331)	\$1,331	0.00%
June 2024	\$23,048	(\$23,048)	-100.00%	\$0	(\$33,254)	\$33,254	0.00%
July 2024	\$0	\$0	N/A	\$0	(\$1,017)	\$1,017	0.00%
August 2024	\$29	(\$29)	-100.00%	\$0	(\$1,853)	\$1,853	0.00%
September 2024	\$0	\$0	N/A	\$0	(\$2,452)	\$2,452	0.00%
October 2024	\$0	\$0	N/A	\$0	(\$37)	\$37	0.00%
November 2024	\$0	\$0	N/A	\$0	(\$48)	\$48	0.00%
December 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$205,643,295</b>	<b>(\$1,016,571)</b>	<b>-0.49%</b>	<b>\$204,626,724</b>	<b>\$203,884,347</b>	<b>\$742,377</b>	<b>100.36%</b>
100% Limited Cumulative Total				\$203,884,347	\$203,884,347	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>0.36%</b>



Non-Vendor

Table 9 — Aetna Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$39,829,813	(\$1,643,567)	-4.12%	\$38,186,246	\$40,253,966	(\$2,067,721)	94.86%
April 2023	\$42,031,251	(\$1,353,214)	-3.21%	\$40,678,037	\$41,727,112	(\$1,049,075)	97.48%
May 2023	\$42,708,725	(\$3,464,367)	-8.11%	\$39,244,358	\$40,133,571	(\$889,213)	97.78%
June 2023	\$40,999,879	(\$2,028,058)	-4.94%	\$38,971,821	\$39,666,968	(\$695,147)	98.24%
July 2023	\$51,499,591	(\$4,899,307)	-9.51%	\$46,600,284	\$48,533,932	(\$1,933,648)	96.01%
August 2023	\$56,697,471	(\$12,822,831)	-22.61%	\$43,874,640	\$45,409,206	(\$1,534,566)	96.62%
September 2023	\$55,351,790	(\$9,996,640)	-18.06%	\$45,355,149	\$45,921,408	(\$566,259)	98.76%
October 2023	\$48,423,537	(\$6,603,018)	-13.63%	\$41,820,519	\$43,245,273	(\$1,424,754)	96.70%
November 2023	\$44,364,230	(\$3,719,380)	-8.38%	\$40,644,850	\$42,145,068	(\$1,500,218)	96.44%
December 2023	\$46,330,409	(\$5,643,375)	-12.18%	\$40,687,034	\$41,871,750	(\$1,184,716)	97.17%
January 2024	\$46,329,043	(\$2,597,149)	-5.60%	\$43,731,895	\$46,130,502	(\$2,398,608)	94.80%
February 2024	\$29,952,558	(\$1,427,976)	-4.76%	\$28,524,582	\$29,175,799	(\$651,216)	97.76%
March 2024	\$54,425,267	(\$2,294,253)	-4.21%	\$52,131,014	\$51,877,568	\$253,445	100.48%
April 2024	\$44,372,397	(\$2,157,052)	-4.86%	\$42,215,344	\$41,685,698	\$529,647	101.27%
May 2024	\$48,826,599	(\$3,072,290)	-6.29%	\$45,754,308	\$48,273,741	(\$2,519,433)	94.78%
June 2024	\$69,153,600	(\$13,594,577)	-19.65%	\$55,559,024	\$51,240,886	\$4,318,138	108.42%
July 2024	\$51,195,818	(\$2,025,687)	-3.95%	\$49,170,130	\$48,753,358	\$416,772	100.85%
August 2024	\$53,398,587	(\$4,612,648)	-8.63%	\$48,785,938	\$47,592,232	\$1,193,706	102.50%
September 2024	\$50,427,380	(\$1,569,288)	-3.11%	\$48,858,092	\$48,445,573	\$412,519	100.85%
October 2024	\$50,899,073	(\$1,203,358)	-2.36%	\$49,695,715	\$49,494,047	\$201,668	100.40%
November 2024	\$47,429,128	(\$2,288,038)	-4.82%	\$45,141,089	\$44,552,821	\$588,269	101.32%
December 2024	\$54,583,655	(\$2,838,161)	-5.19%	\$51,745,494	\$51,064,423	\$681,071	101.33%
January 2025	\$54,015,422	(\$1,197,833)	-2.21%	\$52,817,589	\$49,823,099	\$2,994,490	106.01%
February 2025	\$51,946,554	(\$694,482)	-1.33%	\$51,252,072	\$47,797,156	\$3,454,915	107.22%
<b>Cumulative Totals</b>	<b>\$1,175,191,774</b>	<b>(\$93,746,548)</b>	<b>-7.97%</b>	<b>\$1,081,445,226</b>	<b>\$1,084,815,159</b>	<b>(\$3,369,933)</b>	<b>99.68%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>

## Appendix A: VAS Monthly Tables

### Entire Plan VAS

Table 1V — Aetna VAS (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$790,885	(\$108,918)	-13.77%	\$681,967	\$716,806	(\$34,839)	95.13%
April 2023	\$624,310	(\$63,602)	-10.18%	\$560,708	\$579,246	(\$18,538)	96.79%
May 2023	\$659,236	(\$79,189)	-12.01%	\$580,047	\$671,583	(\$91,536)	86.37%
June 2023	\$650,665	(\$50,763)	-7.80%	\$599,902	\$694,518	(\$94,615)	86.37%
July 2023	\$553,381	(\$56,500)	-10.20%	\$496,881	\$572,789	(\$75,908)	86.74%
August 2023	\$819,763	(\$134,253)	-16.37%	\$685,509	\$763,907	(\$78,397)	89.73%
September 2023	\$765,673	(\$154,780)	-20.21%	\$610,892	\$598,249	\$12,643	102.11%
October 2023	\$625,457	(\$58,032)	-9.27%	\$567,425	\$611,612	(\$44,187)	92.77%
November 2023	\$734,301	(\$75,025)	-10.21%	\$659,276	\$683,142	(\$23,866)	96.50%
December 2023	\$1,373,963	(\$736,234)	-53.58%	\$637,729	\$641,497	(\$3,768)	99.41%
January 2024	\$830,656	(\$56,688)	-6.82%	\$773,968	\$782,553	(\$8,585)	98.90%
February 2024	\$978,586	(\$51,479)	-5.26%	\$927,106	\$939,907	(\$12,801)	98.63%
March 2024	\$935,415	(\$34,609)	-3.69%	\$900,807	\$916,511	(\$15,704)	98.28%
April 2024	\$885,676	(\$47,415)	-5.35%	\$838,261	\$874,565	(\$36,303)	95.84%
May 2024	\$961,119	(\$55,496)	-5.77%	\$905,623	\$813,847	\$91,777	111.27%
June 2024	\$755,727	(\$18,934)	-2.50%	\$736,793	\$745,156	(\$8,364)	98.87%
July 2024	\$734,414	(\$30,047)	-4.09%	\$704,367	\$714,264	(\$9,897)	98.61%
August 2024	\$879,526	(\$29,815)	-3.38%	\$849,711	\$861,605	(\$11,894)	98.61%
September 2024	\$640,547	(\$20,156)	-3.14%	\$620,390	\$622,399	(\$2,008)	99.67%
October 2024	\$799,349	(\$12,390)	-1.55%	\$786,959	\$790,151	(\$3,192)	99.59%
November 2024	\$826,514	(\$61,453)	-7.43%	\$765,061	\$788,189	(\$23,128)	97.06%
December 2024	\$667,270	(\$33,245)	-4.98%	\$634,025	\$646,585	(\$12,560)	98.05%
January 2025	\$1,045,569	(\$45,463)	-4.34%	\$1,000,106	\$1,014,881	(\$14,775)	98.54%
February 2025	\$1,048,243	(\$37,732)	-3.59%	\$1,010,511	\$1,023,766	(\$13,255)	98.70%
<b>Cumulative Totals</b>	<b>\$19,586,246</b>	<b>(\$2,052,221)</b>	<b>-10.47%</b>	<b>\$17,534,025</b>	<b>\$18,067,727</b>	<b>(\$533,702)</b>	<b>97.04%</b>
100% Limited Cumulative Total				\$17,530,608	\$18,067,727	(\$537,119)	97.02%
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>-1.96%</b>



MediTrans (NEMT) VAS

Table 2V — Aetna MediTrans VAS (NEMT)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$17,892	(\$964)	-5.38%	\$16,928	\$16,993	(\$66)	99.61%
April 2023	\$12,530	(\$405)	-3.22%	\$12,125	\$12,181	(\$56)	99.54%
May 2023	\$26,055	(\$9,392)	-36.04%	\$16,663	\$16,693	(\$30)	99.82%
June 2023	\$20,539	(\$594)	-2.89%	\$19,944	\$19,744	\$201	101.01%
July 2023	\$19,700	(\$704)	-3.57%	\$18,996	\$18,996	\$0	100.00%
August 2023	\$19,962	(\$838)	-4.20%	\$19,124	\$19,124	\$0	100.00%
September 2023	\$21,209	(\$761)	-3.58%	\$20,448	\$20,448	\$0	100.00%
October 2023	\$21,926	(\$4,580)	-20.88%	\$17,346	\$17,346	\$0	100.00%
November 2023	\$20,624	(\$788)	-3.82%	\$19,836	\$19,836	\$0	100.00%
December 2023	\$24,402	(\$952)	-3.90%	\$23,450	\$23,450	\$0	100.00%
January 2024	\$15,427	(\$164)	-1.06%	\$15,263	\$15,269	(\$5)	99.96%
February 2024	\$24,049	(\$485)	-2.01%	\$23,563	\$23,563	\$0	100.00%
March 2024	\$29,800	(\$117)	-0.39%	\$29,682	\$29,626	\$56	100.18%
April 2024	\$23,780	(\$142)	-0.59%	\$23,638	\$23,638	\$0	100.00%
May 2024	\$29,745	(\$272)	-0.91%	\$29,473	\$29,473	\$0	100.00%
June 2024	\$24,492	(\$290)	-1.18%	\$24,201	\$24,201	\$0	100.00%
July 2024	\$22,899	(\$54)	-0.23%	\$22,844	\$22,850	(\$5)	99.97%
August 2024	\$35,549	(\$389)	-1.09%	\$35,160	\$35,186	(\$26)	99.92%
September 2024	\$25,212	(\$263)	-1.04%	\$24,948	\$24,974	(\$26)	99.89%
October 2024	\$32,654	(\$358)	-1.09%	\$32,296	\$32,393	(\$98)	99.69%
November 2024	\$40,645	(\$2)	0.00%	\$40,643	\$40,645	(\$2)	99.99%
December 2024	\$32,798	\$0	0.00%	\$32,798	\$32,798	\$0	100.00%
January 2025	\$31,946	(\$124)	-0.38%	\$31,822	\$31,946	(\$124)	99.61%
February 2025	\$34,320	(\$68)	-0.19%	\$34,252	\$34,320	(\$68)	99.80%
<b>Cumulative Totals</b>	<b>\$608,154</b>	<b>(\$22,710)</b>	<b>-3.73%</b>	<b>\$585,444</b>	<b>\$585,693</b>	<b>(\$249)</b>	<b>99.95%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>



EyeMed VAS

Table 4V — Aetna EyeMed VAS (Vision)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$94,697	(\$17,833)	-18.83%	\$76,864	\$78,512	(\$1,648)	97.90%
April 2023	\$71,300	(\$14,956)	-20.97%	\$56,344	\$56,492	(\$148)	99.73%
May 2023	\$79,888	(\$19,354)	-24.22%	\$60,534	\$131,415	(\$70,881)	46.06%
June 2023	\$80,904	(\$15,232)	-18.82%	\$65,672	\$138,064	(\$72,392)	47.56%
July 2023	\$74,714	(\$19,448)	-26.02%	\$55,266	\$112,178	(\$56,912)	49.26%
August 2023	\$170,313	(\$86,608)	-50.85%	\$83,705	\$132,593	(\$48,888)	63.12%
September 2023	\$157,327	(\$78,861)	-50.12%	\$78,465	\$129,815	(\$51,349)	60.44%
October 2023	\$81,175	(\$13,192)	-16.25%	\$67,983	\$117,551	(\$49,568)	57.83%
November 2023	\$109,292	(\$6,097)	-5.57%	\$103,195	\$110,872	(\$7,677)	93.07%
December 2023	\$796,715	(\$682,201)	-85.62%	\$114,515	\$112,744	\$1,771	101.57%
January 2024	\$138,206	(\$10,965)	-7.93%	\$127,241	\$130,270	(\$3,029)	97.67%
February 2024	\$143,956	(\$8,141)	-5.65%	\$135,815	\$139,857	(\$4,042)	97.10%
March 2024	\$155,432	(\$5,341)	-3.43%	\$150,091	\$153,070	(\$2,979)	98.05%
April 2024	\$160,988	(\$2,718)	-1.68%	\$158,270	\$155,455	\$2,815	101.81%
May 2024	\$174,506	(\$34,935)	-20.01%	\$139,571	\$147,862	(\$8,291)	94.39%
June 2024	\$128,379	(\$2,370)	-1.84%	\$126,009	\$129,756	(\$3,747)	97.11%
July 2024	\$117,371	(\$626)	-0.53%	\$116,745	\$118,961	(\$2,216)	98.13%
August 2024	\$132,296	(\$1,777)	-1.34%	\$130,519	\$132,240	(\$1,722)	98.69%
September 2024	\$118,143	(\$973)	-0.82%	\$117,170	\$109,540	\$7,630	106.96%
October 2024	\$151,894	(\$1,446)	-0.95%	\$150,448	\$151,279	(\$832)	99.45%
November 2024	\$133,859	(\$13,748)	-10.27%	\$120,111	\$133,654	(\$13,542)	89.86%
December 2024	\$126,190	(\$8,558)	-6.78%	\$117,632	\$123,771	(\$6,138)	95.04%
January 2025	\$160,564	(\$6,900)	-4.29%	\$153,664	\$160,495	(\$6,831)	95.74%
February 2025	\$183,170	(\$7,817)	-4.26%	\$175,354	\$186,276	(\$10,922)	94.13%
<b>Cumulative Totals</b>	<b>\$3,741,277</b>	<b>(\$1,060,095)</b>	<b>-28.33%</b>	<b>\$2,681,183</b>	<b>\$3,092,722</b>	<b>(\$411,539)</b>	<b>86.69%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>-12.31%</b>



Superior Vision VAS

Table 5V — Aetna Superior Vision VAS							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$1,536	(\$418)	-27.18%	\$1,118	\$573	\$545	195.21%
April 2023	\$1,558	(\$85)	-5.47%	\$1,472	\$1,358	\$115	108.45%
May 2023	\$335	(\$164)	-49.10%	\$171	(\$134)	\$305	-126.83%
June 2023	\$744	\$0	0.00%	\$744	\$597	\$147	124.67%
July 2023	\$654	(\$430)	-65.73%	\$224	(\$624)	\$848	-35.94%
August 2023	\$976	\$0	0.00%	\$976	\$204	\$772	477.77%
September 2023	\$280	\$0	0.00%	\$280	\$82	\$197	339.48%
October 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2023	\$519	(\$111)	-21.45%	\$408	\$0	\$408	N/A
December 2023	\$80	\$0	0.00%	\$80	\$0	\$80	N/A
January 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
March 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
April 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
May 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
June 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
July 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
August 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
September 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
October 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
November 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2024	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2025	\$0	\$0	N/A	\$0	\$0	\$0	N/A
<b>Cumulative Totals</b>	<b>\$6,682</b>	<b>(\$1,209)</b>	<b>-18.09%</b>	<b>\$5,473</b>	<b>\$2,056</b>	<b>\$3,417</b>	<b>266.23%</b>
100% Limited Cumulative Total				\$2,056	\$2,056	\$0	100.00%
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>166.23%</b>



DentaQuest (Dental) VAS

Table 6V — Aetna DentaQuest VAS (Dental)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$662,904	(\$89,595)	-13.51%	\$573,309	\$607,071	(\$33,762)	94.43%
April 2023	\$523,313	(\$47,409)	-9.05%	\$475,904	\$495,100	(\$19,196)	96.12%
May 2023	\$538,017	(\$49,327)	-9.16%	\$488,690	\$509,025	(\$20,335)	96.00%
June 2023	\$532,666	(\$34,937)	-6.55%	\$497,730	\$522,373	(\$24,643)	95.28%
July 2023	\$439,041	(\$33,869)	-7.71%	\$405,172	\$427,685	(\$22,512)	94.73%
August 2023	\$609,433	(\$45,073)	-7.39%	\$564,360	\$596,990	(\$32,630)	94.53%
September 2023	\$566,918	(\$74,080)	-13.06%	\$492,838	\$430,629	\$62,209	114.44%
October 2023	\$505,764	(\$40,019)	-7.91%	\$465,745	\$462,070	\$3,675	100.79%
November 2023	\$583,477	(\$67,656)	-11.59%	\$515,821	\$532,047	(\$16,225)	96.95%
December 2023	\$534,488	(\$52,944)	-9.90%	\$481,544	\$489,755	(\$8,211)	98.32%
January 2024	\$660,773	(\$44,797)	-6.77%	\$615,976	\$620,343	(\$4,367)	99.29%
February 2024	\$800,173	(\$42,484)	-5.30%	\$757,689	\$763,970	(\$6,281)	99.17%
March 2024	\$730,516	(\$28,043)	-3.83%	\$702,473	\$711,674	(\$9,201)	98.70%
April 2024	\$682,572	(\$43,431)	-6.36%	\$639,141	\$672,176	(\$33,035)	95.08%
May 2024	\$733,305	(\$14,889)	-2.03%	\$718,416	\$619,520	\$98,896	115.96%
June 2024	\$585,465	(\$15,517)	-2.65%	\$569,948	\$575,474	(\$5,526)	99.03%
July 2024	\$569,978	(\$26,500)	-4.64%	\$543,478	\$552,056	(\$8,578)	98.44%
August 2024	\$684,398	(\$24,399)	-3.56%	\$659,999	\$664,777	(\$4,778)	99.28%
September 2024	\$479,695	(\$18,921)	-3.94%	\$460,775	\$470,158	(\$9,383)	98.00%
October 2024	\$593,223	(\$10,224)	-1.72%	\$582,999	\$582,711	\$288	100.04%
November 2024	\$639,509	(\$47,010)	-7.35%	\$592,500	\$598,115	(\$5,615)	99.06%
December 2024	\$493,210	(\$23,117)	-4.68%	\$470,093	\$475,366	(\$5,272)	98.89%
January 2025	\$836,701	(\$38,187)	-4.56%	\$798,514	\$804,577	(\$6,063)	99.24%
February 2025	\$800,689	(\$27,751)	-3.46%	\$772,937	\$773,872	(\$935)	99.87%
<b>Cumulative Totals</b>	<b>\$14,786,229</b>	<b>(\$940,177)</b>	<b>-6.35%</b>	<b>\$13,846,052</b>	<b>\$13,957,533</b>	<b>(\$111,481)</b>	<b>99.20%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>N/A</b>



Non-Vendor VAS

Table 7V — Aetna VAS Non-Vendor

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
March 2023	\$13,856	(\$107)	-0.77%	\$13,749	\$13,657	\$92	100.67%
April 2023	\$15,611	(\$748)	-4.79%	\$14,862	\$14,115	\$748	105.29%
May 2023	\$14,941	(\$951)	-6.36%	\$13,990	\$14,585	(\$595)	95.92%
June 2023	\$15,812	(\$0)	0.00%	\$15,812	\$13,740	\$2,072	115.07%
July 2023	\$19,272	(\$2,049)	-10.63%	\$17,223	\$14,554	\$2,669	118.33%
August 2023	\$19,079	(\$1,734)	-9.09%	\$17,344	\$14,996	\$2,349	115.66%
September 2023	\$19,939	(\$1,077)	-5.40%	\$18,861	\$17,275	\$1,586	109.18%
October 2023	\$16,592	(\$242)	-1.45%	\$16,351	\$14,645	\$1,706	111.64%
November 2023	\$20,389	(\$373)	-1.83%	\$20,016	\$20,388	(\$372)	98.17%
December 2023	\$18,278	(\$138)	-0.75%	\$18,140	\$15,548	\$2,592	116.67%
January 2024	\$16,250	(\$762)	-4.68%	\$15,488	\$16,672	(\$1,184)	92.89%
February 2024	\$10,408	(\$369)	-3.54%	\$10,039	\$12,517	(\$2,478)	80.20%
March 2024	\$19,667	(\$1,107)	-5.62%	\$18,560	\$22,141	(\$3,581)	83.82%
April 2024	\$18,337	(\$1,124)	-6.13%	\$17,213	\$23,296	(\$6,084)	73.88%
May 2024	\$23,563	(\$5,400)	-22.91%	\$18,163	\$16,992	\$1,172	106.89%
June 2024	\$17,391	(\$757)	-4.35%	\$16,634	\$15,725	\$909	105.77%
July 2024	\$24,167	(\$2,867)	-11.86%	\$21,299	\$20,397	\$902	104.42%
August 2024	\$27,284	(\$3,250)	-11.91%	\$24,034	\$29,402	(\$5,368)	81.74%
September 2024	\$17,498	\$0	0.00%	\$17,498	\$17,727	(\$229)	98.70%
October 2024	\$21,578	(\$362)	-1.67%	\$21,217	\$23,767	(\$2,550)	89.27%
November 2024	\$12,500	(\$694)	-5.55%	\$11,806	\$15,774	(\$3,968)	74.84%
December 2024	\$15,072	(\$1,571)	-10.42%	\$13,501	\$14,650	(\$1,149)	92.15%
January 2025	\$16,358	(\$253)	-1.54%	\$16,106	\$17,863	(\$1,757)	90.16%
February 2025	\$30,064	(\$2,096)	-6.97%	\$27,967	\$29,297	(\$1,330)	95.46%
<b>Cumulative Totals</b>	<b>\$443,905</b>	<b>(\$28,031)</b>	<b>-6.31%</b>	<b>\$415,873</b>	<b>\$429,723</b>	<b>(\$13,849)</b>	<b>96.77%</b>
100% Limited Cumulative Total							N/A
						<b>Minimum Completeness (%)</b>	<b>99.00%</b>
						<b>Non-Compliant</b>	<b>-2.23%</b>

## Appendix B: Definitions and Acronyms

The following terms are used throughout this document:

- **Cash Disbursement Journal (CDJ)** – A record of payments from an MCO or delegated vendor to service providers for a given month as reported by the MCO to the Louisiana Department of Health (LDH).
- **DXC Technology (DXC)** – State fiscal agent contractor prior to October 1, 2020. In 2020, DXC was sold to Veritas Capital and ultimately formed a new company, Gainwell Technologies.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop and maintain the Medicaid Management Information System (MMIS); Gainwell is the current FAC.
- **Gainwell Technologies (Gainwell)** – Current State fiscal agent contractor. Formerly known as DXC Technology.
- **Healthy Louisiana** – The name of Louisiana’s Medicaid managed care program as of May 2016.
- **Louisiana Department of Health (LDH)** – The agency in charge of overseeing the health services for the citizens of the state of Louisiana.
- **Managed Care Organization (MCO)** – A private organization that has entered into a risk-based contractual arrangement with LDH to obtain and finance care for enrolled Medicaid or Louisiana Children’s Health Insurance Program (LaCHIP) members. MCOs receive a capitation, or per member per month (PMPM), payment from LDH for each enrolled member. During the reporting period, six MCOs were operating in Louisiana. They are Healthy Blue – formerly Amerigroup Louisiana, Inc., AmeriHealth Caritas Louisiana (ACLA), Louisiana Healthcare Connections (LHCC), Aetna Better Health of Louisiana (Aetna), UnitedHealthcare Community Plan (UHC), and Humana Healthy Horizons in Louisiana (Humana).
- **Medicaid Management Information System (MMIS)** – The claims and encounter processing system used by the FAC. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Value-Added Services (VAS)** – A covered service provided by the MCO to its members that is currently a non-covered service in the state’s fee-for-service plan, for which the MCO received no additional capitated payment. Also known as Expanded Services.



The following terms are used in the monthly tables throughout this document:

- **100% Limited Completion** - When an individual vendor's cumulative completion percentage exceeds 100 percent, the encounter total is decreased by the variance between the encounter and cash disbursement journal payment amounts. This results in a limited cumulative completion percentage of 100%. For the entire plan, (Tables 1 and 1V), the limited cumulative completion percentage is calculated using the adjusted encounter amounts of all limited vendor and non-vendor results. This adjustment is to ensure that the entire plan completion percentage is not over-stated.
- **CDJ Monthly Reported Total** – The sum of all payments from an MCO or delegated vendor to service providers for the reconciliation period reported in the Cash Disbursement Journal (CDJ).
- **Monthly Completion Percentage** – The “Monthly Encounter Net Total” divided by “CDJ Monthly Reported Total”
- **Monthly Encounter Net Total** – The difference between the “Monthly Encounter Total (FAC Reported)” and “Monthly Encounter Total (Adjustments)”
- **Monthly Encounter Total (Adjustments)** – Total paid amount of encounters identified as denied, calculated void or potential duplicate.
  - State System Denied Encounter – A submitted encounter that is paid by the plan but is denied by the Fiscal Agent Contractor (FAC) due to MMIS Claims Subsystem edits.
  - Health Plan Denied Encounter – A submitted encounter that is denied by the plan. This denied encounter is indicated by a value of ‘D’ in the second position of the MCO ICN submitted by the plan.
  - Calculated Voids – A pair of paid encounters having the same base patient account number or plan internal control number (ICN) if applicable. One of the encounters may appear to be a replacement of the other without a corresponding void encounter transaction being present. In this case, an adjustment is made to account for the missing void transaction. The magnitude of this adjustment depends upon the plans’ response to a listing of potential calculated void encounters.
  - Duplicate Encounters – A pair of paid encounters having identically-billed fields that appear to be duplicates of one another. One of these encounters may be excluded from the analysis depending upon the plans’ response to a listing of potential duplicate encounters.
- **Monthly Encounter Total (FAC Reported)** – The sum of all paid amounts on encounters submitted to the MMIS.
- **Monthly Variance** – The difference between the “Monthly Encounter Net Total” and the “CDJ Monthly Reported Total”.
- **Percentage of Encounters Adjusted** – The “Monthly Encounter Total (Adjustments)” divided by “Monthly Encounter Total (FAC Reported)”

## Appendix C: Analysis

Encounters from institutional, medical and pharmacy claim types were combined on like data fields. We analyzed the line reported information of each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the MCO paid date, MCO identification number (ID) and specific delegated vendor criteria. MCO submitted cash disbursements were summarized by paid date, MCO ID and specific delegated vendor criteria to create a matching table. These matching tables were combined using common fields between the tables and were used to produce the results.

Based on criteria provided by the MCO, we identified Aetna encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	MediTrans	Characters 3 and 4 of Plan ICN contain "MT"	
Vision Services	EyeMed	Characters 3 and 4 of Plan ICN contain "EY"	
Dental Services	DentaQuest	Characters 3 and 4 of Plan ICN contain "DE"	
Pharmacy Benefits	Prime Therapeutics	Claim type code of '12' Characters 3 and 4 of Plan ICN contain "PB" Dates of service beginning on October 28, 2023	Formerly known as Magellan Rx prior to the January 2025 report
Non-Vendor	Aetna	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Non-Emergency Medical Transportation (NEMT)	OneCall	Characters 3 and 4 of Plan ICN contain "OC"	Replaced by MediTrans – Effective April 1, 2022
Vision Services	Superior Vision	Characters 3 and 4 of Plan ICN contain "VI"	Replaced by EyeMed – Effective January 1, 2023
Pharmacy Benefits	CVS Health	Claim type code of '12' Dates of service before October 28, 2023	Replaced by Prime Therapeutics – Effective October 28, 2023

## Appendix D: Data Analysis Assumptions

1. This analysis is performed on encounter data that was submitted by the MCOs to the FAC and loaded into the FAC MMIS. Encounters submitted by any MCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer LC.
2. For the purposes of this study, the payment amounts associated with denied encounters are identified as zero dollars in the encounter reconciliation analysis since they bear no impact on cash disbursements.
3. A voiding encounter has the same paid date as the original/voided encounter, which may differ from when the void or adjustment occurred. Therefore, the voiding encounters were coded to match the adjustment claim's paid date to allow for the proper matching of cash disbursements that occurred due to these void transactions. However, we were unable to reallocate the void encounters in which there was not an associated adjustment claim.
4. CDJ and encounter payments are analyzed to ensure that positive and negative payments correspond to the record's transaction type. For example, a void should have a negative amount. Additionally, the payment's amount on void and back-out encounters should match the amount on the encounter being adjusted. If detected, the payment is adjusted to the appropriate sign or amount.
5. We instructed the MCOs to exclude referral fees, management fees, and other non-encounter related fees from the CDJ data that is submitted to Myers and Stauffer LC. We reviewed the CDJs for these payments and removed them from the analysis when they were identified.
6. Separately itemized interest expenses are excluded from the CDJ and encounter totals when the interest amounts are included in the MCO paid amounts on the encounters and/or CDJ transactions.
7. Due to rounding, the sum of the displayed percentages in this report may not add up to the total.
8. The short run-out period for encounter submissions may not allow sufficient time for the MCOs to resolve encounter submission issues noted in previous reconciliation reports. This may result in lower completion percentages when reconciling the encounters to CDJ totals.
9. Opportunities for improving the encounter reconciliation process have been identified during analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the MCOs, their delegated vendors, LDH, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.