

The background of the cover is a blurred photograph of a medical setting, featuring a stethoscope, a syringe, and a person's arm. A semi-transparent green overlay covers the left and center portions of the image. Overlaid on this green area are several white icons: a syringe in the upper right, a pill in the middle left, a virus particle in the center, a large cross in the center, and a group of three people in the lower center. A network of white lines connects these icons, suggesting a flow or relationship between them. The right side of the cover is a solid dark grey triangle.

# Louisiana Department of Health

**Comparison of  
Health Plan Encounter Data to  
Cash Disbursements for  
Louisiana Healthcare Connections  
November 1, 2022 – October 31, 2024**

January 16, 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 Louisiana Healthcare Connections (LHCC) 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's 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 file utilized in this study met the following criteria:

- Encounter and CDJ transactions were paid within the reporting period of **November 1, 2022 through October 31, 2024**.
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer LC through **November 26, 2024**.
- Table A on page 4 contains LHCC cumulative completion totals and percentages over report period, prior contract period (November 1, 2022 through December 31, 2022) with 97 percent to 100 percent state contract completeness range, as well as current contract period (January 1, 2023 through October 31, 2024).



Table A – LHCC Entire Plan Summary Table

Table A — LHCC Cumulative Completion Totals and Percentages Measurement Period (November 2022 – October 2024)							
Description	Entire Plan	Non-Vendor	Envolve Vision	Envolve Dental	Veyo (NEMT)	Delegated Vendor	
						CVS Health (Pharmacy)	Prime Therapeutics (Pharmacy)
<b>Encounter Total (FAC reported)</b>	\$5,595,196,150	\$3,358,347,290	\$38,613,145	\$12,313,040	\$75,681,343	\$1,291,793,349	\$818,447,983
Total Encounter Adjustments (\$)	(\$928,384,613)	(\$489,866,474)	(\$1,329,657)	(\$1,258,122)	(\$2,406,442)	(\$416,827,013)	(\$16,696,904)
Total Encounter Adjustments (%)	-16.59%	-14.58%	-3.44%	-10.21%	-3.17%	-32.26%	-2.04%
<b>Net Encounter Total</b>	<b>\$4,666,811,537</b>	<b>\$2,868,480,816</b>	<b>\$37,283,487</b>	<b>\$11,054,917</b>	<b>\$73,274,901</b>	<b>\$874,966,336</b>	<b>\$801,751,080</b>
<b>CDJ Total</b>	<b>\$4,709,770,541</b>	<b>\$2,929,948,078</b>	<b>\$37,807,792</b>	<b>\$11,039,638</b>	<b>\$73,433,909</b>	<b>\$852,449,231</b>	<b>\$805,091,893</b>
Variance	(\$42,959,004)	(\$61,467,262)	(\$524,304)	\$15,279	(\$159,009)	\$22,517,105	(\$3,340,813)
<b>Completion (%)</b>	<b>99.08%</b>	<b>97.90%</b>	<b>98.61%</b>	<b>100.13%</b>	<b>99.78%</b>	<b>102.64%</b>	<b>99.58%</b>
<b>100% Limited Completion* (%)</b>	<b>98.60%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>^</b>	<b>99.00%</b>					<b>97.00%</b>
<b>Non-Compliant (%)</b>	<b>^</b>	<b>-1.10%</b>	<b>-0.39%</b>	<b>0.13%</b>	<b>N/A</b>	<b>2.64%</b>	<b>N/A</b>
Prior Contract Period (November 2022 – December 2022)							
<b>Completion (%)</b>	<b>99.33%</b>	<b>98.45%</b>	<b>99.45%</b>	<b>99.31%</b>	<b>100.06%</b>	<b>101.00%</b>	<b>N/A</b>
<b>100% Limited Completion* (%)</b>	<b>99.00%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>97.00%</b>						
<b>Non-Compliant (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.06%</b>	<b>1.00%</b>	
Current Contract Period (January 2023 – October 2024)							
<b>Completion (%)</b>	<b>99.06%</b>	<b>97.84%</b>	<b>98.53%</b>	<b>100.26%</b>	<b>99.75%</b>	<b>102.94%</b>	<b>99.58%</b>
<b>100% Limited Completion* (%)</b>	<b>98.57%</b>	<b>N/A</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>	<b>100.00%</b>	<b>N/A</b>
<b>Minimum Completeness (%)</b>	<b>^</b>	<b>99.00%</b>					<b>97.00%</b>
<b>Non-Compliant (%)</b>	<b>^</b>	<b>-1.16%</b>	<b>-0.47%</b>	<b>0.26%</b>	<b>N/A</b>	<b>2.94%</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 page 26 for further explanation.

^ The Entire Plan Minimum Completeness and Non-Compliant percentages cannot be stated since the new 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 LHCC Encounters

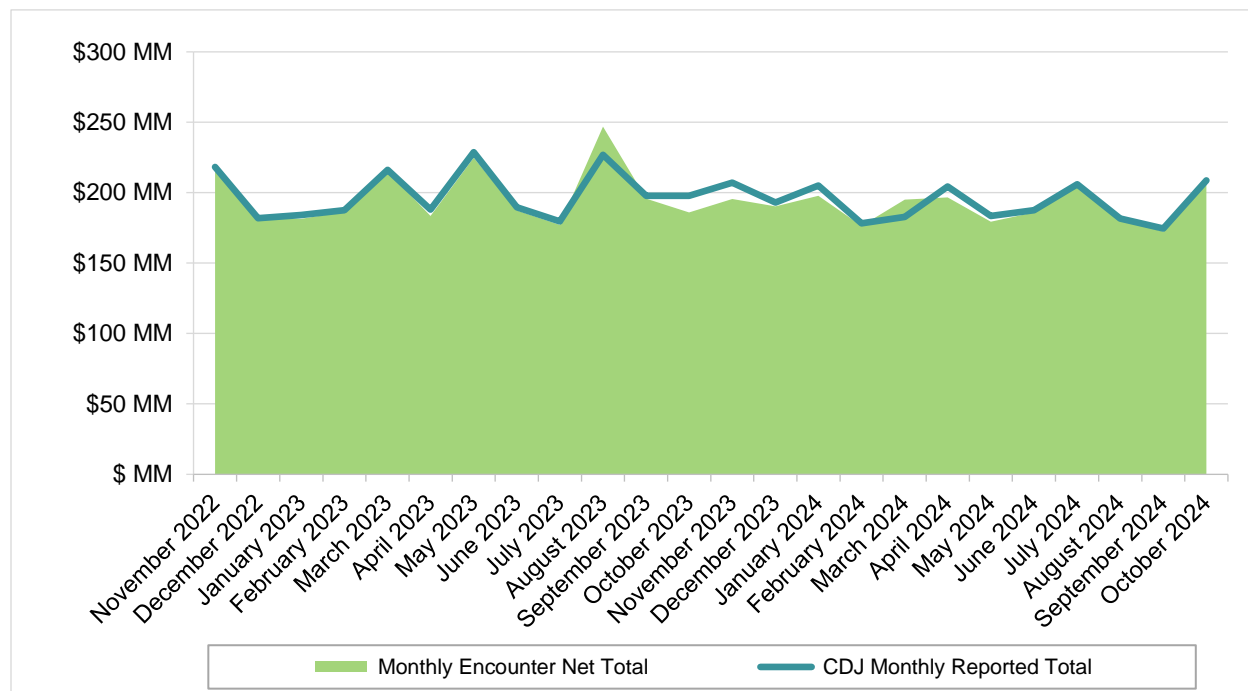
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
<b>Total Encounter Amount (FAC Reported)</b>	<b>84,539,128</b>	<b>\$5,595,196,150</b>	<b>100.00%</b>
Adjustment Type			
State System Denied	(4,808,409)	(\$925,046,739)	-16.53%
Health Plan Denied	(16,153,573)	(\$803,493)	-0.01%
Calculated Void	(788)	(\$15,301)	0.00%
Duplicate	(42,642)	(\$2,519,079)	-0.04%
Total Adjustments Made	(21,005,412)	(\$928,384,613)	-16.59%
<b>Net Encounter Amounts</b>	<b>63,533,716</b>	<b>\$4,666,811,537</b>	<b>83.41%</b>

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

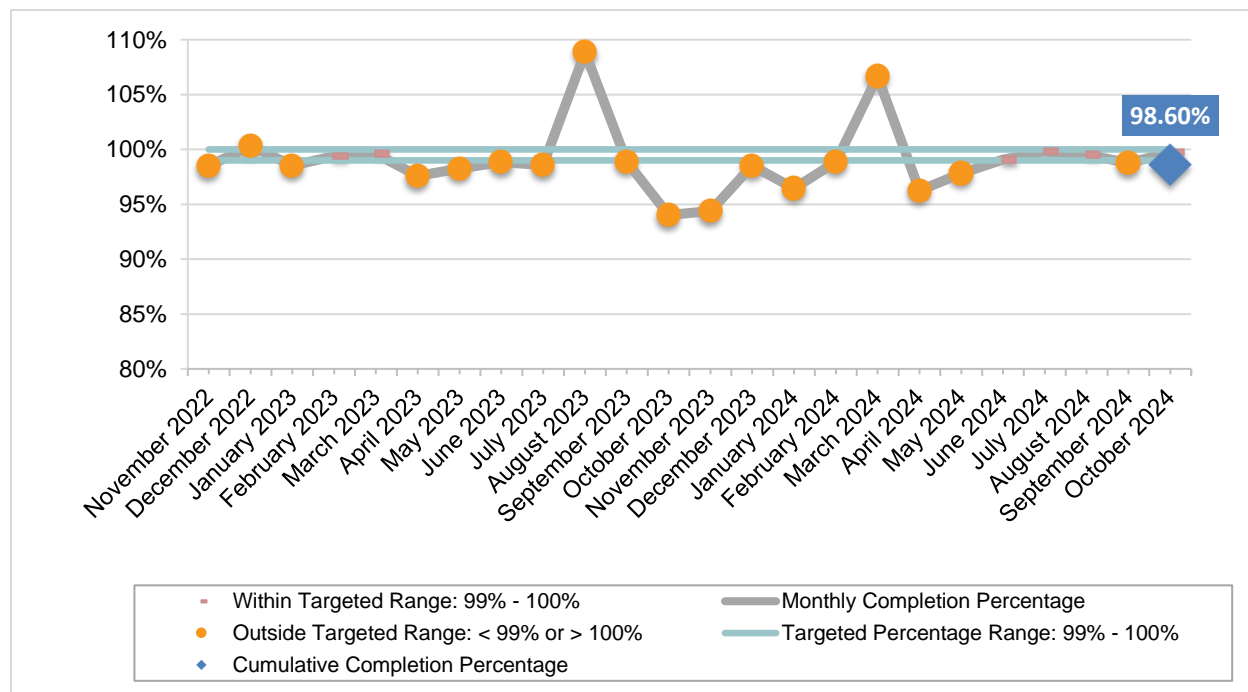


## Summary Charts

**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 LHCC. Section A details issues related to non-compliant cumulative completion percentages, while Section B notes outstanding data issues that LHCC may need to work to identify and resolve.

Please reference Tables 1 through 7 for LHCC reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments.

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

1. **Engage Vision** (Table 2): The cumulative completion percentage is below the 99 percent threshold at 98.61 percent. There are currently eleven months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are three months where the monthly completion percentages are above the 100 percent threshold.
  - The low percentages for December 2023 and February 2024 through July 2024 appear to be due to state system denied encounters and void CDJ transactions occurring in different months than their corresponding void encounter transactions.
  - The high percentage for September 2024 appears to be due to void encounter transactions occurring in different months than their corresponding void CDJ transactions and encounter transaction amounts not matching with the corresponding CDJ transaction amounts.

**We recommend** LHCC work with Engage Vision, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

2. **Engage Dental** (Table 3): The cumulative completion percentage is above the 100 percent threshold at 100.13 percent. There is currently one month where the monthly completion percentage is below the 99 percent threshold. Additionally, there are ten months where the monthly completion percentages are above the 100 percent threshold. Engage Dental became an inactive vendor as of January 1, 2024.
  - The low completion percentage for October 2023 appears to be due to state system denied encounters.
  - The high percentages for November 2023, April 2024, and May 2024 appear to be due to missing void encounters when compared to their corresponding void CDJ transactions and missing CDJ transactions when compared to their corresponding encounter transactions.
  - The high percentages for January 2024 through March 2024, June 2024, and July 2024 appear to be due to missing void encounters when compared to their corresponding void CDJ transactions.



**We recommend** LHCC work with Envolve Dental, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter data submissions.

3. **CVS Health** (Table 5): CVS Health's cumulative completion percentage is above the 100 percent threshold at 102.64 percent. There are fourteen months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are four months where the monthly completion percentages are above the 100 percent threshold. CVS Health became an inactive vendor as of October 28, 2023.

- The high and low percentages appear to be due to mismatched paid dates and amounts between the paid months. These mismatches may be due to CDJ and encounter void transactions not matching for the same paid month.

**We recommend** LHCC work with CVS, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

4. **Non-Vendor** (Table 7): The Non-Vendor cumulative completion percentage is below the 99 percent threshold at 97.90 percent. There are twenty months where the monthly completion percentages are below the 99 percent threshold.

- The low percentages in November 2022, January 2023, April 2023, June 2023, July 2023, September 2023, November 2023 through June 2024, and September 2024 appear to be due to state system denied encounters and void encounter transactions occurring in different months than the corresponding void CDJ transactions.
- The low percentage for October 2024 appears to be due to state system denied encounters.

**We recommend** LHCC work with LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

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

5. **Veyo** (Table 4): The Veyo cumulative completion percentage is above the 99 percent threshold at 99.78 percent. There are currently four months where the monthly completion percentages are below the 99 percent threshold. Additionally, there are seven months where the monthly completion percentages are above the 100 percent threshold.

- The low percentage for June 2024 appears to be due to missing encounter transactions when compared to their corresponding CDJ transactions and state system denied encounters.
- The high percentages for March 2024, May 2024, August 2024, and September 2024 appear to be due to missing CDJ transactions.





**We recommend** LHCC work with Veyo, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

6. **Prime Therapeutics** (Table 6): The Prime Therapeutics cumulative completion percentage is above the 97 percent threshold at 99.58 percent. There is one month where the monthly completion percentage is below the 97 percent threshold. Additionally, there are five months where the monthly completion percentages are above the 100 percent threshold.
- The low percentage for November 2023 appears to be due to void CDJ transactions occurring in different months than their corresponding void encounter transactions.
  - The high percentages for February 2024, July 2024, August 2024, and October 2024 appear to be due to void encounter transactions occurring in earlier months than their corresponding void CDJ transactions.
  - The low percentage for June 2024 appears to be due to missing encounter transactions and void encounter transactions occurring in different months than their corresponding void CDJ transactions.

**We recommend** LHCC work with Prime Therapeutics, LDH and Gainwell to identify and correct any potential issues with CDJ and/or encounter submissions.

### Value-Added Services (VAS)

Value-added services are included in the MCO's vision, dental, and non-vendor CDJ and encounter totals. VAS CDJ data is identified based on the activity type field of the CDJ files received from the MCO and VAS encounter data is identified based on the first two characters 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 — LHCC VAS Cumulative Completion Totals and Percentages					
Description	Entire Plan VAS	Non-Vendor VAS	Delegated Vendor		
			Envolve Vision VAS	Envolve Dental VAS	Veyo VAS (NEMT)
<b>Encounter Total (FAC reported)</b>	\$28,743,565	\$2,390,446	\$11,621,687	\$12,313,040	\$2,418,393
Total Encounter Adjustments (\$)	(\$1,978,118)	(\$186,958)	(\$408,385)	(\$1,258,122)	(\$124,652)
Total Encounter Adjustments (%)	-6.88%	-7.82%	-3.51%	-10.21%	-5.15%
<b>Net Encounter Total</b>	<b>\$26,765,448</b>	<b>\$2,203,487</b>	<b>\$11,213,302</b>	<b>\$11,054,917</b>	<b>\$2,293,741</b>
<b>CDJ Total</b>	<b>\$54,606,680</b>	<b>\$29,786,705</b>	<b>\$11,430,681</b>	<b>\$11,039,638</b>	<b>\$2,349,655</b>
Variance	(\$27,841,232)	(\$27,583,218)	(\$217,379)	\$15,279	(\$55,914)
<b>Completion (%)</b>	<b>49.01%</b>	<b>7.39%</b>	<b>98.09%</b>	<b>100.13%</b>	<b>97.62%</b>
<b>100% Limited Completion (%)</b>	<b>48.98%</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>Non-Compliant (%)</b>	<b>-49.99%</b>	<b>-91.61%</b>	<b>-0.91%</b>	<b>0.13%</b>	<b>-1.38%</b>

\* To avoid overstating the VAS 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. **Envolve Vision VAS** (Table 2V): The cumulative completion percentage for Envolve Vision VAS is 98.09 percent. The monthly completion percentages are below the 99 percent threshold for nine months. The monthly completion percentage is above 100 percent for one month.
  - The low percentages in April 2024 through July 2024, September 2024, and October 2024 appear to be primarily due to state system denied encounters.
2. **Veyo VAS** (Table 4V): The cumulative completion percentage for Veyo VAS is below the 99 percent threshold at 97.62 percent. The monthly completion percentages are below the 99 percent threshold for twelve months. The monthly completion percentages are above 100 percent for eight months.
  - The low percentages in April 2023 through August 2023, June 2024 and October 2024 appear to be due to missing encounter transactions, including voids, when compared to their corresponding CDJ transactions.
  - The low percentages in August 2024 and September 2024 appear to be due to state system denied encounters.
  - The high percentages in January 2024 through March 2024 appear to be due to missing CDJ transactions.
3. **Non-Vendor VAS** (Table 5V): The cumulative completion percentage for Non-Vendor VAS is below the 99 percent threshold at 7.39 percent. The monthly completion percentages are below the 99 percent threshold for four months. The monthly completion percentages are above 100 percent for twenty months.
  - The high percentages appear to be due to non-VAS encounters identified as VAS instead of non-VAS and/or VAS CDJ transactions identified as non-VAS instead of VAS.
  - The low percentages for May 2024 and June 2024 appear to be due to CDJ transactions identified as VAS instead of non-VAS.
  - The low percentage for April 2024 appears to be due to state system denied encounters and void CDJ transactions occurring in different months than their corresponding void encounter transactions.



## Monthly Tables

### Entire Plan

Table 1 — LHCC (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
November 2022	\$227,218,359	(\$12,121,246)	-5.33%	\$215,097,113	\$218,364,606	(\$3,267,493)	98.50%
December 2022	\$209,879,186	(\$27,255,446)	-12.98%	\$182,623,740	\$181,998,840	\$624,899	100.34%
January 2023	\$198,397,918	(\$16,904,093)	-8.52%	\$181,493,825	\$184,235,909	(\$2,742,084)	98.51%
February 2023	\$238,650,205	(\$52,111,137)	-21.83%	\$186,539,068	\$187,666,856	(\$1,127,788)	99.39%
March 2023	\$233,638,156	(\$18,258,505)	-7.81%	\$215,379,651	\$216,253,107	(\$873,456)	99.59%
April 2023	\$199,260,196	(\$15,760,673)	-7.90%	\$183,499,523	\$188,024,107	(\$4,524,584)	97.59%
May 2023	\$251,345,614	(\$26,551,613)	-10.56%	\$224,794,001	\$228,758,546	(\$3,964,545)	98.26%
June 2023	\$204,736,050	(\$17,278,550)	-8.43%	\$187,457,500	\$189,638,005	(\$2,180,505)	98.85%
July 2023	\$206,287,068	(\$29,263,995)	-14.18%	\$177,023,073	\$179,583,152	(\$2,560,079)	98.57%
August 2023	\$696,439,116	(\$449,516,845)	-64.54%	\$246,922,271	\$226,825,495	\$20,096,775	108.86%
September 2023	\$216,826,877	(\$21,158,201)	-9.75%	\$195,668,676	\$197,820,409	(\$2,151,733)	98.91%
October 2023	\$201,977,256	(\$15,901,160)	-7.87%	\$186,076,097	\$197,879,409	(\$11,803,312)	94.03%
November 2023	\$213,732,677	(\$18,226,682)	-8.52%	\$195,505,994	\$207,125,780	(\$11,619,786)	94.38%
December 2023	\$214,489,977	(\$24,266,659)	-11.31%	\$190,223,318	\$193,087,234	(\$2,863,916)	98.51%
January 2024	\$221,997,399	(\$24,103,300)	-10.85%	\$197,894,099	\$205,150,960	(\$7,256,861)	96.46%
February 2024	\$194,179,651	(\$17,794,724)	-9.16%	\$176,384,927	\$178,367,293	(\$1,982,366)	98.88%
March 2024	\$211,558,838	(\$16,537,913)	-7.81%	\$195,020,924	\$182,841,529	\$12,179,395	106.66%
April 2024	\$209,773,796	(\$13,153,093)	-6.27%	\$196,620,703	\$203,972,666	(\$7,351,963)	96.39%
May 2024	\$197,017,599	(\$17,583,070)	-8.92%	\$179,434,529	\$183,404,918	(\$3,970,389)	97.83%
June 2024	\$212,291,452	(\$26,391,483)	-12.43%	\$185,899,969	\$187,657,621	(\$1,757,653)	99.06%
July 2024	\$231,851,644	(\$26,110,522)	-11.26%	\$205,741,122	\$206,076,825	(\$335,703)	99.83%
August 2024	\$199,942,500	(\$18,987,751)	-9.49%	\$180,954,748	\$181,755,534	(\$800,786)	99.55%
September 2024	\$182,872,900	(\$10,488,536)	-5.73%	\$172,384,364	\$174,559,230	(\$2,174,866)	98.75%
October 2024	\$220,831,718	(\$12,659,416)	-5.73%	\$208,172,302	\$208,722,510	(\$550,208)	99.73%
<b>Cumulative Totals</b>	<b>\$5,595,196,150</b>	<b>(\$928,384,613)</b>	<b>-16.59%</b>	<b>\$4,666,811,537</b>	<b>\$4,709,770,541</b>	<b>(\$42,959,004)</b>	<b>99.08%</b>
100% Limited Cumulative Total				\$4,644,279,153	\$4,709,770,541	(\$65,491,388)	<b>98.60%</b>
<b>Minimum Completeness (%)</b>							<b>See Table A ^</b>
<b>Non-Compliant</b>							<b>See Table A ^</b>



Engolve Vision

Table 2 — LHCC Engolve 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
November 2022	\$1,611,986	(\$22,770)	-1.41%	\$1,589,216	\$1,596,215	(\$6,999)	99.56%
December 2022	\$1,679,740	(\$20,809)	-1.23%	\$1,658,931	\$1,669,639	(\$10,709)	99.35%
January 2023	\$1,372,561	(\$44,926)	-3.27%	\$1,327,635	\$1,339,426	(\$11,791)	99.11%
February 2023	\$1,718,241	(\$88,178)	-5.13%	\$1,630,063	\$1,651,712	(\$21,650)	98.68%
March 2023	\$2,072,328	(\$78,632)	-3.79%	\$1,993,695	\$2,015,380	(\$21,684)	98.92%
April 2023	\$1,613,013	(\$61,565)	-3.81%	\$1,551,448	\$1,566,173	(\$14,725)	99.05%
May 2023	\$1,470,520	(\$52,430)	-3.56%	\$1,418,090	\$1,432,653	(\$14,563)	98.98%
June 2023	\$1,742,228	(\$53,961)	-3.09%	\$1,688,267	\$1,701,091	(\$12,824)	99.24%
July 2023	\$1,396,782	(\$37,854)	-2.71%	\$1,358,928	\$1,362,483	(\$3,554)	99.73%
August 2023	\$2,037,813	(\$59,917)	-2.94%	\$1,977,896	\$1,977,683	\$213	100.01%
September 2023	\$1,512,453	(\$26,377)	-1.74%	\$1,486,076	\$1,496,344	(\$10,268)	99.31%
October 2023	\$1,538,928	(\$24,723)	-1.60%	\$1,514,205	\$1,513,999	\$206	100.01%
November 2023	\$1,703,924	(\$35,185)	-2.06%	\$1,668,739	\$1,682,631	(\$13,892)	99.17%
December 2023	\$1,160,432	(\$15,757)	-1.35%	\$1,144,675	\$1,164,236	(\$19,561)	98.31%
January 2024	\$1,228,850	(\$14,727)	-1.19%	\$1,214,123	\$1,230,883	(\$16,760)	98.63%
February 2024	\$1,514,553	(\$24,444)	-1.61%	\$1,490,109	\$1,522,256	(\$32,146)	97.88%
March 2024	\$1,540,424	(\$28,910)	-1.87%	\$1,511,514	\$1,559,731	(\$48,217)	96.90%
April 2024	\$1,511,900	(\$115,708)	-7.65%	\$1,396,192	\$1,493,634	(\$97,442)	93.47%
May 2024	\$1,725,015	(\$117,246)	-6.79%	\$1,607,769	\$1,687,957	(\$80,188)	95.24%
June 2024	\$1,340,350	(\$36,403)	-2.71%	\$1,303,947	\$1,352,166	(\$48,219)	96.43%
July 2024	\$1,686,343	(\$85,186)	-5.05%	\$1,601,156	\$1,665,036	(\$63,880)	96.16%
August 2024	\$1,975,563	(\$83,557)	-4.22%	\$1,892,006	\$1,897,978	(\$5,972)	99.68%
September 2024	\$1,593,470	(\$110,414)	-6.92%	\$1,483,056	\$1,435,623	\$47,433	103.30%
October 2024	\$1,865,729	(\$89,977)	-4.82%	\$1,775,752	\$1,792,863	(\$17,111)	99.04%
<b>Cumulative Totals</b>	<b>\$38,613,145</b>	<b>(\$1,329,657)</b>	<b>-3.44%</b>	<b>\$37,283,487</b>	<b>\$37,807,792</b>	<b>(\$524,304)</b>	<b>98.61%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-0.39%



Engolve Dental

Table 3 — LHCC Engolve 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
November 2022	\$761,334	(\$22,254)	-2.92%	\$739,080	\$742,879	(\$3,799)	99.48%
December 2022	\$764,225	(\$24,474)	-3.20%	\$739,751	\$746,137	(\$6,386)	99.14%
January 2023	\$1,097,276	(\$262,765)	-23.94%	\$834,512	\$836,231	(\$1,720)	99.79%
February 2023	\$1,086,364	(\$292,419)	-26.91%	\$793,945	\$796,409	(\$2,464)	99.69%
March 2023	\$969,573	(\$101,731)	-10.49%	\$867,842	\$870,527	(\$2,685)	99.69%
April 2023	\$815,835	(\$55,517)	-6.80%	\$760,318	\$758,067	\$2,252	100.29%
May 2023	\$909,649	(\$96,398)	-10.59%	\$813,251	\$817,358	(\$4,107)	99.49%
June 2023	\$861,074	(\$51,467)	-5.97%	\$809,607	\$817,500	(\$7,893)	99.03%
July 2023	\$737,965	(\$47,841)	-6.48%	\$690,123	\$691,733	(\$1,610)	99.76%
August 2023	\$862,631	(\$56,462)	-6.54%	\$806,170	\$802,812	\$3,357	100.41%
September 2023	\$822,503	(\$76,764)	-9.33%	\$745,739	\$750,614	(\$4,875)	99.35%
October 2023	\$841,630	(\$65,030)	-7.72%	\$776,600	\$789,034	(\$12,434)	98.42%
November 2023	\$800,202	(\$60,166)	-7.51%	\$740,036	\$702,572	\$37,464	105.33%
December 2023	\$647,813	(\$25,452)	-3.92%	\$622,361	\$625,140	(\$2,778)	99.55%
January 2024	\$262,891	(\$13,098)	-4.98%	\$249,793	\$231,175	\$18,618	108.05%
February 2024	\$35,518	(\$5,629)	-15.84%	\$29,889	\$29,291	\$598	102.04%
March 2024	\$11,902	(\$234)	-1.96%	\$11,668	\$9,736	\$1,931	119.83%
April 2024	\$12,831	(\$421)	-3.28%	\$12,410	\$11,491	\$919	107.99%
May 2024	\$5,808	\$0	0.00%	\$5,808	\$5,507	\$300	105.45%
June 2024	\$4,402	\$0	0.00%	\$4,402	\$3,940	\$462	111.73%
July 2024	\$1,613	\$0	0.00%	\$1,613	\$1,485	\$128	108.62%
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
<b>Cumulative Totals</b>	<b>\$12,313,040</b>	<b>(\$1,258,122)</b>	<b>-10.21%</b>	<b>\$11,054,917</b>	<b>\$11,039,638</b>	<b>\$15,279</b>	<b>100.13%</b>
100% Limited Cumulative Total				\$11,039,638	\$11,039,638	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>0.13%</b>



Veyo (NEMT)

Table 4 — LHCC Veyo (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
November 2022	\$2,934,361	(\$4,275)	0%	\$2,930,087	\$2,922,168	\$7,919	100.27%
December 2022	\$3,563,887	(\$16,006)	0%	\$3,547,881	\$3,551,757	(\$3,876)	99.89%
January 2023	\$2,767,723	(\$253,421)	-9%	\$2,514,302	\$2,530,467	(\$16,164)	99.36%
February 2023	\$3,474,463	(\$354,680)	-10%	\$3,119,783	\$3,136,210	(\$16,427)	99.47%
March 2023	\$4,845,892	(\$26,157)	-0.53%	\$4,819,735	\$4,818,840	\$895	100.01%
April 2023	\$2,953,831	(\$14,648)	-0.49%	\$2,939,183	\$2,983,749	(\$44,567)	98.50%
May 2023	\$3,285,175	(\$14,473)	-0.44%	\$3,270,701	\$3,283,073	(\$12,372)	99.62%
June 2023	\$4,499,543	(\$13,251)	-0.29%	\$4,486,291	\$4,501,497	(\$15,206)	99.66%
July 2023	\$3,351,819	(\$41,418)	-1.23%	\$3,310,400	\$3,318,612	(\$8,212)	99.75%
August 2023	\$4,132,835	(\$68,279)	-1.65%	\$4,064,556	\$4,079,627	(\$15,072)	99.63%
September 2023	\$2,990,729	(\$18,442)	-0.61%	\$2,972,287	\$2,983,948	(\$11,660)	99.60%
October 2023	\$3,063,549	(\$926,606)	-30.24%	\$2,136,943	\$2,138,779	(\$1,836)	99.91%
November 2023	\$3,541,607	(\$38,036)	-1.07%	\$3,503,571	\$3,518,144	(\$14,573)	99.58%
December 2023	\$2,189,092	(\$37,490)	-1.71%	\$2,151,601	\$2,180,205	(\$28,604)	98.68%
January 2024	\$2,298,921	(\$48,198)	-2.09%	\$2,250,723	\$2,246,686	\$4,038	100.17%
February 2024	\$2,976,557	(\$63,721)	-2.14%	\$2,912,836	\$2,912,875	(\$40)	99.99%
March 2024	\$2,484,302	(\$24,548)	-0.98%	\$2,459,753	\$2,446,928	\$12,825	100.52%
April 2024	\$2,501,990	(\$48,414)	-1.93%	\$2,453,576	\$2,464,324	(\$10,748)	99.56%
May 2024	\$3,264,057	(\$61,726)	-1.89%	\$3,202,331	\$3,179,921	\$22,411	100.70%
June 2024	\$2,995,091	(\$59,566)	-1.98%	\$2,935,525	\$2,985,390	(\$49,865)	98.32%
July 2024	\$2,716,532	(\$55,564)	-2.04%	\$2,660,968	\$2,680,421	(\$19,453)	99.27%
August 2024	\$3,147,128	(\$76,244)	-2.42%	\$3,070,884	\$3,052,166	\$18,718	100.61%
September 2024	\$2,241,220	(\$62,495)	-2.78%	\$2,178,725	\$2,086,919	\$91,806	104.39%
October 2024	\$3,461,041	(\$78,784)	-2.27%	\$3,382,257	\$3,431,205	(\$48,948)	98.57%
<b>Cumulative Totals</b>	<b>\$75,681,343</b>	<b>(\$2,406,442)</b>	<b>-3.17%</b>	<b>\$73,274,901</b>	<b>\$73,433,909</b>	<b>(\$159,009)</b>	<b>99.78%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							N/A



**CVS Health (Pharmacy)**

**Table 5 — LHCC CVS Health (Pharmacy)**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
November 2022	\$75,855,256	(\$387,399)	-0.51%	\$75,467,858	\$75,929,015	(\$461,157)	99.39%
December 2022	\$60,154,640	(\$651,660)	-1.08%	\$59,502,980	\$57,700,349	\$1,802,631	103.12%
January 2023	\$62,102,803	(\$2,684,806)	-4.32%	\$59,417,997	\$59,756,109	(\$338,113)	99.43%
February 2023	\$65,494,766	(\$468,709)	-0.71%	\$65,026,056	\$64,915,541	\$110,515	100.17%
March 2023	\$82,784,973	(\$1,022,578)	-1.23%	\$81,762,395	\$81,675,454	\$86,941	100.10%
April 2023	\$66,742,537	(\$274,875)	-0.41%	\$66,467,662	\$66,530,635	(\$62,973)	99.90%
May 2023	\$83,208,330	(\$839,018)	-1.00%	\$82,369,311	\$84,802,269	(\$2,432,957)	97.13%
June 2023	\$65,853,726	(\$319,528)	-0.48%	\$65,534,197	\$65,657,668	(\$123,471)	99.81%
July 2023	\$64,699,631	(\$973,633)	-1.50%	\$63,725,998	\$64,037,376	(\$311,377)	99.51%
August 2023	\$513,466,246	(\$407,318,670)	-79.32%	\$106,147,576	\$84,058,214	\$22,089,363	126.27%
September 2023	\$62,520,269	(\$1,045,050)	-1.67%	\$61,475,219	\$61,619,717	(\$144,499)	99.76%
October 2023	\$53,978,204	(\$366,594)	-0.67%	\$53,611,610	\$65,111,253	(\$11,499,643)	82.33%
November 2023	\$15,817,516	(\$170,022)	-1.07%	\$15,647,494	\$20,875,434	(\$5,227,940)	74.95%
December 2023	\$46,453	(\$2)	0.00%	\$46,451	(\$33,991)	\$80,442	-136.65%
January 2024	\$30,994	(\$828)	-2.67%	\$30,166	(\$31,938)	\$62,104	-94.45%
February 2024	\$3,220	\$0	0.00%	\$3,220	(\$6,260)	\$9,479	-51.43%
March 2024	\$18,749,150	(\$231,852)	-1.23%	\$18,517,298	(\$7,305)	\$18,524,603	-253500.49%
April 2024	\$284,635	(\$71,786)	-25.22%	\$212,848	(\$1,543)	\$214,391	-13798.20%
May 2024	\$0	\$0	N/A	\$0	(\$5,564)	\$5,564	0.00%
June 2024	\$0	\$0	N/A	\$0	(\$139,650)	\$139,650	0.00%
July 2024	\$0	\$0	N/A	\$0	\$146	(\$146)	0.00%
August 2024	\$0	\$0	N/A	\$0	(\$71)	\$71	0.00%
September 2024	\$0	\$0	N/A	\$0	(\$1,939)	\$1,939	0.00%
October 2024	\$0	\$0	N/A	\$0	\$8,313	(\$8,313)	0.00%
<b>Cumulative Totals</b>	<b>\$1,291,793,349</b>	<b>(\$416,827,013)</b>	<b>-32.26%</b>	<b>\$874,966,336</b>	<b>\$852,449,231</b>	<b>\$22,517,105</b>	<b>102.64%</b>
100% Limited Cumulative Total				\$852,449,231	\$852,449,231	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>2.64%</b>





Prime Therapeutics (Pharmacy)

Table 6 — LHCC 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
November 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
December 2022	\$0	\$0	N/A	\$0	\$0	\$0	N/A
January 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
February 2023	\$0	\$0	N/A	\$0	\$0	\$0	N/A
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	\$60,323,423	(\$1,266,316)	-2.09%	\$59,057,107	\$63,000,862	(\$3,943,755)	93.74%
December 2023	\$66,423,596	(\$1,000,510)	-1.50%	\$65,423,087	\$65,494,803	(\$71,716)	99.89%
January 2024	\$73,667,434	(\$717,610)	-0.97%	\$72,949,823	\$74,088,939	(\$1,139,115)	98.46%
February 2024	\$66,508,541	(\$470,584)	-0.70%	\$66,037,957	\$63,963,683	\$2,074,274	103.24%
March 2024	\$64,473,523	(\$242,014)	-0.37%	\$64,231,509	\$64,847,226	(\$615,717)	99.05%
April 2024	\$76,520,418	(\$357,975)	-0.46%	\$76,162,443	\$77,957,472	(\$1,795,029)	97.69%
May 2024	\$63,336,530	(\$582,714)	-0.92%	\$62,753,816	\$63,749,883	(\$996,067)	98.43%
June 2024	\$74,053,521	(\$11,169,697)	-15.08%	\$62,883,825	\$62,029,908	\$853,917	101.37%
July 2024	\$77,179,723	(\$297,042)	-0.38%	\$76,882,681	\$76,205,504	\$677,176	100.88%
August 2024	\$61,266,068	(\$193,192)	-0.31%	\$61,072,876	\$60,546,561	\$526,316	100.86%
September 2024	\$57,939,050	(\$217,914)	-0.37%	\$57,721,136	\$58,042,044	(\$320,909)	99.44%
October 2024	\$76,756,156	(\$181,335)	-0.23%	\$76,574,820	\$75,165,009	\$1,409,812	101.87%
<b>Cumulative Totals</b>	<b>\$818,447,983</b>	<b>(\$16,696,904)</b>	<b>-2.04%</b>	<b>\$801,751,080</b>	<b>\$805,091,893</b>	<b>(\$3,340,813)</b>	<b>99.58%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							97.00%
Non-Compliant							N/A



Non-Vendor

Table 7 — LHCC 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
November 2022	\$146,055,422	(\$11,684,548)	-8.00%	\$134,370,873	\$137,174,329	(\$2,803,456)	97.95%
December 2022	\$143,716,694	(\$26,542,497)	-18.46%	\$117,174,197	\$118,330,958	(\$1,156,761)	99.02%
January 2023	\$131,057,555	(\$13,658,175)	-10.42%	\$117,399,380	\$119,773,676	(\$2,374,297)	98.01%
February 2023	\$166,876,372	(\$50,907,149)	-30.50%	\$115,969,222	\$117,166,984	(\$1,197,762)	98.97%
March 2023	\$142,965,391	(\$17,029,407)	-11.91%	\$125,935,984	\$126,872,905	(\$936,921)	99.26%
April 2023	\$127,134,981	(\$15,354,068)	-12.07%	\$111,780,912	\$116,185,483	(\$4,404,571)	96.20%
May 2023	\$162,471,941	(\$25,549,294)	-15.72%	\$136,922,648	\$138,423,193	(\$1,500,545)	98.91%
June 2023	\$131,779,479	(\$16,840,341)	-12.77%	\$114,939,137	\$116,960,248	(\$2,021,111)	98.27%
July 2023	\$136,100,871	(\$28,163,249)	-20.69%	\$107,937,622	\$110,172,949	(\$2,235,326)	97.97%
August 2023	\$175,939,591	(\$42,013,518)	-23.87%	\$133,926,073	\$135,907,159	(\$1,981,086)	98.54%
September 2023	\$148,980,923	(\$19,991,568)	-13.41%	\$128,989,355	\$130,969,787	(\$1,980,432)	98.48%
October 2023	\$142,554,944	(\$14,518,207)	-10.18%	\$128,036,738	\$128,326,344	(\$289,606)	99.77%
November 2023	\$131,546,004	(\$16,656,957)	-12.66%	\$114,889,047	\$117,346,138	(\$2,457,091)	97.90%
December 2023	\$144,022,590	(\$23,187,448)	-16.09%	\$120,835,142	\$123,656,841	(\$2,821,699)	97.71%
January 2024	\$144,508,310	(\$23,308,839)	-16.12%	\$121,199,471	\$127,385,216	(\$6,185,745)	95.14%
February 2024	\$123,141,262	(\$17,230,346)	-13.99%	\$105,910,916	\$109,945,447	(\$4,034,531)	96.33%
March 2024	\$124,299,536	(\$16,010,354)	-12.88%	\$108,289,182	\$113,985,213	(\$5,696,030)	95.00%
April 2024	\$128,942,022	(\$12,558,788)	-9.73%	\$116,383,234	\$122,047,288	(\$5,664,054)	95.35%
May 2024	\$128,686,189	(\$16,821,383)	-13.07%	\$111,864,806	\$114,787,215	(\$2,922,409)	97.45%
June 2024	\$133,898,087	(\$15,125,818)	-11.29%	\$118,772,269	\$121,425,868	(\$2,653,599)	97.81%
July 2024	\$150,267,433	(\$25,672,729)	-17.08%	\$124,594,704	\$125,524,233	(\$929,529)	99.25%
August 2024	\$133,553,741	(\$18,634,759)	-13.95%	\$114,918,982	\$116,258,900	(\$1,339,918)	98.84%
September 2024	\$121,099,161	(\$10,097,713)	-8.33%	\$111,001,447	\$112,996,583	(\$1,995,136)	98.23%
October 2024	\$138,748,793	(\$12,309,320)	-8.87%	\$126,439,473	\$128,325,120	(\$1,885,647)	98.53%
<b>Cumulative Totals</b>	<b>\$3,358,347,290</b>	<b>(\$489,866,474)</b>	<b>-14.58%</b>	<b>\$2,868,480,816</b>	<b>\$2,929,948,078</b>	<b>(\$61,467,262)</b>	<b>97.90%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-1.10%



## Appendix A: VAS Monthly Tables

### Entire Plan VAS

Table 1V — LHCC 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
November 2022	\$1,422,893	(\$35,390)	-2.48%	\$1,387,502	\$1,389,756	(\$2,254)	99.83%
December 2022	\$1,437,962	(\$43,249)	-3.00%	\$1,394,713	\$1,399,043	(\$4,330)	99.69%
January 2023	\$1,748,096	(\$291,254)	-16.66%	\$1,456,841	\$1,455,777	\$1,064	100.07%
February 2023	\$1,935,368	(\$348,074)	-17.98%	\$1,587,295	\$1,593,154	(\$5,859)	99.63%
March 2023	\$1,976,194	(\$138,409)	-7.00%	\$1,837,785	\$1,835,959	\$1,827	100.09%
April 2023	\$1,569,305	(\$82,049)	-5.22%	\$1,487,256	\$1,487,199	\$56	100.00%
May 2023	\$1,693,104	(\$127,507)	-7.53%	\$1,565,597	\$1,570,637	(\$5,039)	99.67%
June 2023	\$1,678,323	(\$72,403)	-4.31%	\$1,605,921	\$1,620,531	(\$14,611)	99.09%
July 2023	\$1,372,379	(\$67,187)	-4.89%	\$1,305,192	\$1,307,355	(\$2,163)	99.83%
August 2023	\$1,721,485	(\$117,175)	-6.80%	\$1,604,309	\$1,608,337	(\$4,028)	99.74%
September 2023	\$1,496,113	(\$100,832)	-6.73%	\$1,395,281	\$1,401,624	(\$6,343)	99.54%
October 2023	\$1,475,187	(\$101,664)	-6.89%	\$1,373,522	\$1,377,536	(\$4,014)	99.70%
November 2023	\$1,431,864	(\$78,306)	-5.46%	\$1,353,558	\$1,314,109	\$39,449	103.00%
December 2023	\$1,122,409	(\$35,119)	-3.12%	\$1,087,290	\$1,090,844	(\$3,553)	99.67%
January 2024	\$801,378	(\$25,854)	-3.22%	\$775,524	\$752,145	\$23,379	103.10%
February 2024	\$709,647	(\$18,768)	-2.64%	\$690,879	\$690,322	\$557	100.08%
March 2024	\$695,962	(\$18,195)	-2.61%	\$677,768	\$677,795	(\$28)	99.99%
April 2024	\$654,857	(\$38,504)	-5.87%	\$616,354	\$636,703	(\$20,349)	96.80%
May 2024	\$744,123	(\$46,933)	-6.30%	\$697,190	\$14,591,951	(\$13,894,761)	4.77%
June 2024	\$582,256	(\$20,371)	-3.49%	\$561,886	\$14,348,753	(\$13,786,868)	3.91%
July 2024	\$659,464	(\$46,793)	-7.09%	\$612,671	\$625,379	(\$12,708)	97.96%
August 2024	\$639,893	(\$28,494)	-4.45%	\$611,399	\$619,932	(\$8,533)	98.62%
September 2024	\$457,062	(\$39,952)	-8.74%	\$417,111	\$526,422	(\$109,311)	79.23%
October 2024	\$718,241	(\$55,637)	-7.74%	\$662,604	\$685,416	(\$22,812)	96.67%
<b>Cumulative Totals</b>	<b>\$28,743,565</b>	<b>(\$1,978,118)</b>	<b>-6.88%</b>	<b>\$26,765,448</b>	<b>\$54,606,680</b>	<b>(\$27,841,232)</b>	<b>49.01%</b>
100% Limited Cumulative Total				\$26,750,168	\$54,606,680	(\$27,856,511)	<b>48.98%</b>
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>-49.99%</b>



Engolve Vision VAS

Table 2V — LHCC Engolve 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
November 2022	\$429,573	(\$5,561)	-1.29%	\$424,013	\$425,451	(\$1,439)	99.66%
December 2022	\$449,214	(\$6,652)	-1.48%	\$442,561	\$445,186	(\$2,624)	99.41%
January 2023	\$433,421	(\$15,748)	-3.63%	\$417,673	\$420,564	(\$2,892)	99.31%
February 2023	\$598,337	(\$34,602)	-5.78%	\$563,735	\$569,840	(\$6,105)	98.92%
March 2023	\$679,895	(\$28,996)	-4.26%	\$650,898	\$656,512	(\$5,614)	99.14%
April 2023	\$525,702	(\$21,182)	-4.02%	\$504,521	\$509,187	(\$4,666)	99.08%
May 2023	\$487,513	(\$19,587)	-4.01%	\$467,927	\$471,086	(\$3,160)	99.32%
June 2023	\$529,364	(\$17,886)	-3.37%	\$511,478	\$515,117	(\$3,638)	99.29%
July 2023	\$409,053	(\$8,594)	-2.10%	\$400,459	\$400,449	\$10	100.00%
August 2023	\$524,543	(\$11,220)	-2.13%	\$513,323	\$514,929	(\$1,606)	99.68%
September 2023	\$432,879	(\$9,530)	-2.20%	\$423,349	\$426,568	(\$3,219)	99.24%
October 2023	\$443,932	(\$9,080)	-2.04%	\$434,852	\$433,005	\$1,847	100.42%
November 2023	\$466,949	(\$11,172)	-2.39%	\$455,777	\$459,736	(\$3,959)	99.13%
December 2023	\$330,929	(\$4,089)	-1.23%	\$326,840	\$330,946	(\$4,106)	98.75%
January 2024	\$410,685	(\$5,126)	-1.24%	\$405,559	\$406,513	(\$953)	99.76%
February 2024	\$532,562	(\$7,481)	-1.40%	\$525,082	\$528,304	(\$3,222)	99.39%
March 2024	\$557,346	(\$11,395)	-2.04%	\$545,952	\$550,392	(\$4,441)	99.19%
April 2024	\$499,375	(\$32,983)	-6.60%	\$466,392	\$482,227	(\$15,834)	96.71%
May 2024	\$583,533	(\$40,570)	-6.95%	\$542,963	\$557,982	(\$15,019)	97.30%
June 2024	\$458,273	(\$15,290)	-3.33%	\$442,983	\$451,650	(\$8,667)	98.08%
July 2024	\$504,085	(\$28,236)	-5.60%	\$475,850	\$489,703	(\$13,853)	97.17%
August 2024	\$505,047	(\$21,937)	-4.34%	\$483,110	\$489,330	(\$6,220)	98.72%
September 2024	\$297,540	(\$15,316)	-5.14%	\$282,224	\$379,165	(\$96,941)	74.43%
October 2024	\$531,935	(\$26,154)	-4.91%	\$505,780	\$516,838	(\$11,058)	97.86%
<b>Cumulative Totals</b>	<b>\$11,621,687</b>	<b>(\$408,385)</b>	<b>-3.51%</b>	<b>\$11,213,302</b>	<b>\$11,430,681</b>	<b>(\$217,379)</b>	<b>98.09%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-0.91%



**Engolve Dental VAS**

**Table 3V — LHCC Engolve Dental VAS**

<b>Paid Month</b>	<b>Monthly Encounter Total (FAC Reported)</b>	<b>Monthly Encounter Total (Adjustments)</b>	<b>Percentage of Encounters Adjusted</b>	<b>Monthly Encounter Net Total</b>	<b>CDJ Monthly Reported Total</b>	<b>Monthly Variance</b>	<b>Monthly Completion Percentage</b>
November 2022	\$761,334	(\$22,254)	-2.92%	\$739,080	\$742,879	(\$3,799)	99.48%
December 2022	\$764,225	(\$24,474)	-3.20%	\$739,751	\$746,137	(\$6,386)	99.14%
January 2023	\$1,097,276	(\$262,765)	-23.94%	\$834,512	\$836,231	(\$1,720)	99.79%
February 2023	\$1,086,364	(\$292,419)	-26.91%	\$793,945	\$796,409	(\$2,464)	99.69%
March 2023	\$969,573	(\$101,731)	-10.49%	\$867,842	\$870,527	(\$2,685)	99.69%
April 2023	\$815,835	(\$55,517)	-6.80%	\$760,318	\$758,067	\$2,252	100.29%
May 2023	\$909,649	(\$96,398)	-10.59%	\$813,251	\$817,358	(\$4,107)	99.49%
June 2023	\$861,074	(\$51,467)	-5.97%	\$809,607	\$817,500	(\$7,893)	99.03%
July 2023	\$737,965	(\$47,841)	-6.48%	\$690,123	\$691,733	(\$1,610)	99.76%
August 2023	\$862,631	(\$56,462)	-6.54%	\$806,170	\$802,812	\$3,357	100.41%
September 2023	\$822,503	(\$76,764)	-9.33%	\$745,739	\$750,614	(\$4,875)	99.35%
October 2023	\$841,630	(\$65,030)	-7.72%	\$776,600	\$789,034	(\$12,434)	98.42%
November 2023	\$800,202	(\$60,166)	-7.51%	\$740,036	\$702,572	\$37,464	105.33%
December 2023	\$647,813	(\$25,452)	-3.92%	\$622,361	\$625,140	(\$2,778)	99.55%
January 2024	\$262,891	(\$13,098)	-4.98%	\$249,793	\$231,175	\$18,618	108.05%
February 2024	\$35,518	(\$5,629)	-15.84%	\$29,889	\$29,291	\$598	102.04%
March 2024	\$11,902	(\$234)	-1.96%	\$11,668	\$9,736	\$1,931	119.83%
April 2024	\$12,831	(\$421)	-3.28%	\$12,410	\$11,491	\$919	107.99%
May 2024	\$5,808	\$0	0.00%	\$5,808	\$5,507	\$300	105.45%
June 2024	\$4,402	\$0	0.00%	\$4,402	\$3,940	\$462	111.73%
July 2024	\$1,613	\$0	0.00%	\$1,613	\$1,485	\$128	108.62%
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
<b>Cumulative Totals</b>	<b>\$12,313,040</b>	<b>(\$1,258,122)</b>	<b>-10.21%</b>	<b>\$11,054,917</b>	<b>\$11,039,638</b>	<b>\$15,279</b>	<b>100.13%</b>
100% Limited Cumulative Total				\$11,039,638	\$11,039,638	\$0	100.00%
<b>Minimum Completeness (%)</b>							<b>99.00%</b>
<b>Non-Compliant</b>							<b>0.13%</b>



Veyo (NEMT) VAS

Table 4V — LHCC Veyo 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
November 2022	\$117,227	(\$136)	-0.11%	\$117,091	\$117,091	\$0	100.00%
December 2022	\$117,176	(\$57)	-0.04%	\$117,119	\$117,415	(\$296)	99.74%
January 2023	\$95,684	(\$6,894)	-7.20%	\$88,790	\$88,615	\$175	100.19%
February 2023	\$155,586	(\$17,516)	-11.25%	\$138,070	\$138,497	(\$427)	99.69%
March 2023	\$208,517	(\$173)	-0.08%	\$208,344	\$207,668	\$676	100.32%
April 2023	\$145,986	(\$681)	-0.46%	\$145,305	\$148,150	(\$2,845)	98.07%
May 2023	\$161,812	(\$164)	-0.10%	\$161,649	\$165,526	(\$3,877)	97.65%
June 2023	\$191,944	(\$958)	-0.49%	\$190,986	\$198,997	(\$8,011)	95.97%
July 2023	\$141,522	(\$3,957)	-2.79%	\$137,565	\$141,971	(\$4,405)	96.89%
August 2023	\$196,693	(\$6,849)	-3.48%	\$189,844	\$195,760	(\$5,916)	96.97%
September 2023	\$146,252	(\$6,647)	-4.54%	\$139,605	\$141,128	(\$1,522)	98.92%
October 2023	\$80,680	(\$22,183)	-27.49%	\$58,496	\$58,815	(\$319)	99.45%
November 2023	\$67,604	(\$2,440)	-3.60%	\$65,164	\$65,010	\$154	100.23%
December 2023	\$46,348	(\$1,896)	-4.09%	\$44,452	\$45,135	(\$683)	98.48%
January 2024	\$36,966	(\$759)	-2.05%	\$36,208	\$35,493	\$715	102.01%
February 2024	\$57,107	(\$79)	-0.13%	\$57,028	\$56,298	\$730	101.29%
March 2024	\$48,304	\$0	0.00%	\$48,304	\$47,570	\$734	101.54%
April 2024	\$46,325	(\$222)	-0.47%	\$46,103	\$45,740	\$363	100.79%
May 2024	\$64,190	(\$1,414)	-2.20%	\$62,776	\$62,647	\$128	100.20%
June 2024	\$45,309	(\$982)	-2.16%	\$44,326	\$46,091	(\$1,765)	96.17%
July 2024	\$50,656	(\$2,354)	-4.64%	\$48,302	\$48,965	(\$663)	98.64%
August 2024	\$55,429	(\$1,553)	-2.80%	\$53,876	\$55,231	(\$1,355)	97.54%
September 2024	\$60,100	(\$20,182)	-33.58%	\$39,918	\$52,380	(\$12,462)	76.20%
October 2024	\$80,976	(\$26,556)	-32.79%	\$54,420	\$69,462	(\$15,042)	78.34%
<b>Cumulative Totals</b>	<b>\$2,418,393</b>	<b>(\$124,652)</b>	<b>-5.15%</b>	<b>\$2,293,741</b>	<b>\$2,349,655</b>	<b>(\$55,914)</b>	<b>97.62%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-1.38%



Non-Vendor VAS

Table 5V — LHCC Non-Vendor 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
November 2022	\$114,758	(\$7,440)	-6.48%	\$107,318	\$104,334	\$2,984	102.85%
December 2022	\$107,347	(\$12,065)	-11.23%	\$95,282	\$90,305	\$4,977	105.51%
January 2023	\$121,714	(\$5,848)	-4.80%	\$115,867	\$110,366	\$5,501	104.98%
February 2023	\$95,081	(\$3,537)	-3.71%	\$91,544	\$88,408	\$3,137	103.54%
March 2023	\$118,210	(\$7,509)	-6.35%	\$110,701	\$101,251	\$9,450	109.33%
April 2023	\$81,782	(\$4,670)	-5.71%	\$77,112	\$71,796	\$5,316	107.40%
May 2023	\$134,129	(\$11,358)	-8.46%	\$122,771	\$116,666	\$6,105	105.23%
June 2023	\$95,941	(\$2,092)	-2.18%	\$93,849	\$88,918	\$4,931	105.54%
July 2023	\$83,839	(\$6,794)	-8.10%	\$77,045	\$73,202	\$3,843	105.24%
August 2023	\$137,618	(\$42,645)	-30.98%	\$94,972	\$94,836	\$137	100.14%
September 2023	\$94,478	(\$7,891)	-8.35%	\$86,587	\$83,315	\$3,273	103.92%
October 2023	\$108,945	(\$5,371)	-4.93%	\$103,574	\$96,682	\$6,892	107.12%
November 2023	\$97,109	(\$4,528)	-4.66%	\$92,581	\$86,790	\$5,791	106.67%
December 2023	\$97,318	(\$3,681)	-3.78%	\$93,637	\$89,623	\$4,014	104.47%
January 2024	\$90,835	(\$6,872)	-7.56%	\$83,963	\$78,964	\$4,999	106.33%
February 2024	\$84,459	(\$5,579)	-6.60%	\$78,881	\$76,430	\$2,451	103.20%
March 2024	\$78,410	(\$6,565)	-8.37%	\$71,845	\$70,097	\$1,747	102.49%
April 2024	\$96,326	(\$4,877)	-5.06%	\$91,449	\$97,246	(\$5,797)	94.03%
May 2024	\$90,593	(\$4,949)	-5.46%	\$85,644	\$13,965,815	(\$13,880,171)	0.61%
June 2024	\$74,272	(\$4,098)	-5.51%	\$70,174	\$13,847,072	(\$13,776,898)	0.50%
July 2024	\$103,111	(\$16,204)	-15.71%	\$86,907	\$85,227	\$1,679	101.97%
August 2024	\$79,417	(\$5,004)	-6.30%	\$74,413	\$75,371	(\$958)	98.72%
September 2024	\$99,422	(\$4,454)	-4.47%	\$94,968	\$94,876	\$92	100.09%
October 2024	\$105,330	(\$2,926)	-2.77%	\$102,404	\$99,116	\$3,288	103.31%
<b>Cumulative Totals</b>	<b>\$2,390,446</b>	<b>(\$186,958)</b>	<b>-7.82%</b>	<b>\$2,203,487</b>	<b>\$29,786,705</b>	<b>(\$27,583,218)</b>	<b>7.39%</b>
100% Limited Cumulative Total							N/A
Minimum Completeness (%)							99.00%
Non-Compliant							-91.61%



## 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 LHCC encounters as follows:

Active Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Vision Services	Envolve Vision (formerly OptiCare)	Characters 3 and 4 of Plan ICN contain "OC"	
Dental Services	Envolve Dental	Characters 3 and 4 of Plan ICN contain "DH"	
Non-Emergency Medical Transportation (NEMT)	Veyo	Characters 3 and 4 of Plan ICN contain "VE"	
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 January 2025 report
Non-Vendor	LHCC	All other plan submitted encounters	

Inactive Vendors			
Vendor Type	Vendor Name	Identified By	Notes
Pharmacy Benefits	Envolve Pharmacy Solutions (formerly US Script)	Claim type code of '12' and Dates of service prior to September 1, 2017	Replaced by CVS Health – Effective September 1, 2017
Non-Emergency Medical Transportation (NEMT)	ModivCare (formerly LogistiCare)	Characters 3 and 4 of Plan ICN contain "LC"	Replaced by Veyo – Effective May 1, 2021
Pharmacy Benefits	CVS Health	Claim type code of '12' and Dates of service beginning on September 1, 2017	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.