

April 22, 2019

Teresa Bravo
Louisiana Department of Health
Bureau of Health Services Financing
628 N 4th Street, 6th Floor
Baton Rouge, LA 70802

Dear Ms. Bravo,

UnitedHealthcare of Louisiana, Inc. dba UnitedHealthcare Community Plan, (UnitedHealthcare) is pleased to submit a response to the Louisiana Department of Health (LDH) Request for Proposal for Medicaid Managed Care Organizations.

In accordance with Section 2.2.2 of RFP #:3000011953, we provide the following information.

2.2.2.1 Location of administrative office with full time personnel;

3838 North Causeway Boulevard, Suite 2600
Metairie, LA 70002

2.2.2.2 Name and address of corporate principal officer registered with the Louisiana Secretary of State, email address, website URL, and telephone number;

Joseph Anthony Ochipinti
President, Director
3838 North Causeway Boulevard, Suite 2600
Metairie, LA 70002
(504) 849-1527
joseph_ochipinti@uhc.com
unitedhealthcarecommunityplan.com

2.2.2.3 Name and address for the purpose of issuing checks and/or drafts;

UnitedHealthcare Community Plan
Tatyana Kotlovskiy, Interim Chief Financial Officer
3838 North Causeway Boulevard, Suite 2600
Metairie, LA 70002

2.2.2.4 Any other name(s) under which the Proposer does, or has done within the last ten (10) years, business;

United Healthcare of Louisiana, Inc. (changed: 5/26/2010)
Community Health Network of Louisiana, Inc. (changed: 12/30/1996)

2.2.2.5 Ownership status (whether the bidding organization is publicly traded or privately held). If privately held, a statement listing name(s) and address(es) of principal owners who hold five percent (5%) interest or more in the organization;

UnitedHealth Group Incorporated, the ultimate parent of UnitedHealthcare of Louisiana, Inc., is a publically traded company.

2.2.2.6 The type of legal entity (for example, corporation (profit or not for profit), limited partnership, general partnership, or trust), and the state where the entity is organized, including any parent organization;

UnitedHealthcare of Louisiana, Inc. is a for profit entity incorporated in Louisiana.

UnitedHealthcare, Inc. is the parent organization of UnitedHealthcare of Louisiana, Inc. It is a for profit entity incorporated in Delaware.

2.2.2.7 If out-of-state Proposer, name and address of local representative; if none, so state;

UnitedHealthcare of Louisiana, Inc. is not an out-of-state Proposer.

2.2.2.8 If any of the planned personnel is a current Louisiana state employee, or was employed by the State of Louisiana within the past two (2) years, provide a listing to include the employee name, state agency, and termination date, if applicable;

Jessica S. Lee
St. Tammany Parish School Board
July 2009 – November 9, 2018

2.2.2.9 Proposer's state and federal tax identification numbers, LaGov vendor number, and Louisiana Department of Revenue number, if available;

Tax ID number: 72-1074008
LaGov vendor number: 0310097820
Louisiana Department of Revenue number: 5717574001

2.2.2.10 A graphical summary of whether Proposer meets mandatory and preferred qualifications to propose, as identified in Sections 2.9.1, 2.10.2.1.2, and 2.10.2.5.1;

Mandatory and Preferred Qualifications	Meets
<p>2.9.1 Mandatory Qualifications</p> <p>In order to be considered for award, the Proposer must demonstrate that it has met the following mandatory requirements prior to the deadline of receipt of proposals:</p> <p>2.9.1.1 Meet the federal definition of an MCO, as defined in 42 C.F.R. §438.2;</p> <p>2.9.1.2 Have the capacity and willingness to perform all functions in this RFP and in the Model Contract;</p> <p>2.9.1.3 Not be an excluded individual or entity as described in 42 C.F.R. §438.808(b);</p> <p>2.9.1.4 Have a license or certificate of authority issued by the Louisiana Department of Insurance (LDI) to operate as a Medicaid risk bearing "prepaid entity" pursuant to La. R.S. 22:1016 and submit with the proposal response;</p> <p>2.9.1.5 Comply with all Louisiana Department of Insurance applicable standards. Information can be found at LDI's website: www.ldi.louisiana.gov. The MCO must meet solvency standards as specified in 42 C.F.R. §438.116 and Title 22 of the Louisiana Revised Statutes;</p> <p>2.9.1.6 Have a minimum of five (5) years of experience as an MCO for a Medicaid managed care program prior to the deadline for receipt of proposals;</p> <p>2.9.1.7 Have, within the last thirty-six (36) months, been engaged in a contract or awarded a new contract as a Medicaid MCO in a state with a Medicaid population equal to or greater than that of Louisiana;</p> <p>2.9.1.8 Have its principal place of business be located inside the continental</p>	<p>X</p>

Mandatory and Preferred Qualifications	Meets
United States; and 2.9.1.9 Have not had a contract terminated, withdrawn in lieu of termination, or not renewed for non-performance or poor performance within the past ten (10) years.	
2.10.2.1.2 It is preferred, though not mandatory, that Proposers meet the following qualifications prior to the deadline for receipt of proposals: 2.10.2.1.2.1 Have a minimum of seven (7) years of experience in providing health care services for a Medicaid managed care program prior to the deadline for receipt of proposals; and 2.10.2.1.2.2 Have, within the last twelve (12) months, been engaged in a contract or awarded a new contract as a Medicaid MCO in a state with a Medicaid population equal to or greater than that of Louisiana.	X
2.10.5.1 The Proposer should describe its anticipated approach to meeting the care management requirements of this procurement. Specifically, the proposal should include: 2.10.5.1.1 The Proposer's process for ensuring that there is success in completing enrollee health needs assessment (HNA) within the required time periods; 2.10.5.1.2 How the Proposer will utilize predictive modeling, referrals and the HNA process to identify individuals who can potentially benefit from case management; 2.10.5.1.3 How the Proposer will engage enrollees who may potentially benefit from case management in the program; 2.10.5.1.4 How the Proposer will identify the appropriate tier of case management for an enrollee using objective measures and criteria, which types of support are provided in each tier, and the process for developing an individual plan of care; and 2.10.5.1.5 How the Proposer will coordinate with providers and state staff that may provide case management support to enrollees so as to not duplicate services.	X

2.2.2.11 A brief statement of the Proposer's involvement in litigation related to the delivery of Medicaid benefits in the last ten (10) years;

There has been no involvement in litigation related to delivery of Medicaid benefits in the last ten (10) years.

2.2.2.12 A brief statement of the Proposer ever having had (1) a contract terminated or not renewed for non-performance or poor performance and/or (2) a contract terminated on a voluntary basis prior to the contract end date. The Proposer must provide the name and contact information of the lead program manager of the contracting entity;

UnitedHealthcare of Louisiana, Inc. d/b/a UnitedHealthcare Community Plan has not had a contracted terminated or not renewed for non-performance or poor performance, or terminated on a voluntary basis prior to the contract end date. The lead program manager for UnitedHealthcare Community Plan is Scott Waulters, Chief Executive Officer.

2.2.2.13 The stipulation that the proposal is valid for a period of at least ninety (90) calendar days from the date of submission; and

UnitedHealthcare of Louisiana, Inc. stipulates that the proposal is valid for a period of at least 90 calendar days from the date of submission.

2.2.2.14 A positive statement of compliance with the contract terms defined in the Model Contract.

Per Part 2: Contractor Responsibilities of the Model Contract, UnitedHealthcare agrees to comply, to the satisfaction of LDH, with: (1) all requirements set forth in this Contract; (2) all provisions of state and federal laws, regulations, rules, the State Plan, and waivers applicable to managed care; and (3) the MCO Manual.

UnitedHealthcare looks forward to a continued partnership with LDH to achieve the Triple Aim - resulting in better health, better care and lower costs. If you have any questions or require clarification regarding our proposal, please do not hesitate to contact us.

Sincerely,



Scott Waulters
Interim CEO, UnitedHealthcare Community Plan
(856) 479-9819
swaulters@uhc.com