

2.9.1 Mandatory Qualifications

In order to be considered for award, the Proposer must demonstrate that it has met the following...

2.9.1.1 Meet the federal definition of an MCO, as defined in 42 C.F.R. §438.2;

UnitedHealthcare of Louisiana, Inc. meets the federal definition of an MCO, as defined in 42 C.F.R §438.2.

2.9.1.2 Have the capacity and willingness to perform all functions in this RFP and in the Model Contract;

We have the capacity and are willing to perform all functions in this RFP and in the Model Contract.

2.9.1.3 Not be an excluded individual or entity as described in 42 C.F.R. §438.808(b);

We are not an excluded individual or entity as described in 42 C.F.R. §438.808(b).

2.9.1.4 Have a license or certificate of authority issued by the Louisiana Department of Insurance (LDI) to operate...

Please find UnitedHealthcare's certificate of authority issued by the Louisiana Department of Insurance as Attachment 2.9.1.4 Certificate of Authority.

2.9.1.5 Comply with all Louisiana Department of Insurance applicable standards. Information can be found at...

We comply with all Louisiana Department of Insurance applicable standards, including, but not limited to, solvency standards as specified in 42 C.F.R. §438.116 and Title 22 of the Louisiana Revised Statutes. UnitedHealthcare of Louisiana, Inc. meets solvency standards as specified in 42 C.F.R 438.116 and Title 22 of the Louisiana Revised Statutes as outlined in Attachment 2.9.5.1.1 UnitedHealthcare of Louisiana Audited Financial Statement 2017 and Attachment 2.9.5.1.1 UnitedHealth Group Audited Financial Statement 2018.

2.9.1.6 Have a minimum of five (5) years of experience as an MCO for a Medicaid managed care program prior...

UnitedHealthcare of Louisiana, Inc. has seven years of experience as an MCO. We have been in Louisiana since 2012. Together with our affiliates, nationally, have 44 years of Medicaid/public sector experience.

2.9.1.7 Have, within the last thirty-six (36) months, been engaged in a contract or awarded a new contract as a...

In 2015, UnitedHealthcare of Louisiana, Inc. received a contract to provide prepaid Medicaid services in Louisiana and in January 2018 received a 23-month extension.

For the last 36 months, UnitedHealthcare has been engaged in or awarded new contracts in 25 states, and has served more than 6 million enrollees. This experience includes, but is not limited to, the following contracts with Medicaid populations equal to or greater than that of Louisiana. Most recently, some of the contracts we have won include:

- **Arizona:** Our recent contract execution date started October 2018 and runs through September 2021. Serving more than 371,000 enrollees out of 1.7 million Medicaid eligible individuals as of December 2018; we serve TANF, children with special health care needs and ABD populations in Arizona. This new integrated system will join physical health and behavioral health services together to treat all aspects of our enrollees' health care needs under a chosen health plan. AHCCCS Complete Care encourages more coordination between providers within the same network, which can mean better health outcomes for enrollees.
- **North Carolina:** Our recent contract execution date will start November 2019 and continue in a phased implementation to 2022. We will serve more than 360,000 enrollees out of 2 million Medicaid eligible individuals by November 2019; we serve

TANF, CHIP, ABD and non-dual LTSS populations in North Carolina. North Carolina's program design seeks to implement Medicaid managed care in a way that advances high-value care, improves population health, engages and supports providers, and establishes a sustainable program with predictable costs. The state's goal is to improve the health of North Carolinians through an innovative, person-centered and well-coordinated system of care, which addresses both medical and nonmedical drivers of health.

- **Washington:** Our recent contract execution date started July 2018 and runs through December 2019 (annual renewal.) Serving more than 208,000 enrollees out of 1.8 million Medicaid eligible individuals as of December 2018; we serve TANF, CHIP, Expansion and ABD populations in Washington. We provide the full continuum of physical health and behavioral health, including primary care, pharmacy, mental health and SUD treatment, to Medicaid enrollees. Apple Health covers most populations, including individuals who are ABD and HCBS waiver beneficiaries.

2.9.1.8 Have its principal place of business be located inside the continental United States; and

UnitedHealthcare of Louisiana, Inc.'s principal place of business is:
 3838 N. Causeway Blvd.
 Suite 2600
 Metairie, Louisiana 70002

2.9.1.9 Have not had a contract terminated, withdrawn in lieu of termination, or not renewed for non-performance...

UnitedHealthcare of Louisiana, Inc. has not had Medicaid, Medicare Advantage or D-SNP contract termination, withdrawal in lieu of termination or not renewed for non-performance or poor performance over the last 10 years. UnitedHealthcare of Louisiana, Inc. withdrew participation on the CMS Individual Exchange (IEX), effective Dec. 31, 2016, as it was exiting the Exchange market. This withdrawal was not in lieu of termination or for any performance issues.

2.9.2 Conflict of Interests

2.9.2.1 A signed Proposer's certification attesting that no interest will conflict in any manner or degree with the...

Please see Attachment 2.9.2.1-2, 2.9.2.5, 2.9.4.2 Signed Proposer's Certifications for our attestation.

2.9.2.2 A signed Proposer's certification attesting that the Proposer does not have, nor does any of the Proposer's...

Please see Attachment 2.9.2.1-2, 2.9.2.5, 2.9.4.2 Signed Proposer's Certifications for our attestation.

2.9.2.3 A statement describing any and all of the financial, legal, contractual, and other business interests of the...

We do not anticipate any of our or our subcontractors' financial, legal, contractual, and other business interests to affect or impact our performance under the Contract.

2.9.2.4 Any other information that may be relevant to the Proposer's or any material subcontractor's financial...

Not applicable.

2.9.2.5 A signed Proposer's certification attesting that the Proposer agrees to submit any additional information...

Please see Attachment 2.9.2.1-2, 2.9.2.5, 2.9.4.2 Signed Proposer's Certifications for our attestation.

2.9.3 Moral or Religious Objections

2.9.3.1 A statement of attestation that the Proposer has no moral or religious objections to providing any MCO...

UnitedHealthcare attests that we have no moral or religious objections to providing any MCO covered services described in the Model Contract.

2.9.3.2 A statement of any moral and religious objections to providing any MCO covered services. The statement...

Not applicable.

2.9.4 Material Subcontractors

2.9.4.1 The Proposer shall state whether material subcontractors will be used to provide all, or part, of any...

UnitedHealthcare is committed to providing the highest quality of care, services and support to our Medicaid Managed care membership. While we deliver the majority of our services to our enrollees and providers through our own employees, we subcontract certain services when the subcontractor has a particular expertise and experience in furnishing those services. The following table contains the names of our affiliate and non-affiliate material subcontractors.

Subcontractor Corporate or Legal Entity Name	Address	Telephone Number
United Behavioral Health operating under the brand name Optum Behavioral Health Solutions	425 Market Street, 14th Floor San Francisco, CA 94105	952-205-7401
OptumHealth Care Solutions	11000 Optum Circle Eden Prairie, MN 55344	952-205-7401
OptumRx, Inc.	1600 McConnor Parkway Schaumburg, IL 60173	888-445-8745
OptumInsight, Inc.	11000 Optum Circle Eden Prairie, MN 55344	952-205-6140
Dental Benefits Provider	6220 Old Dobbin Lane Columbia, MD 21045	443-896-0418
United HealthCare Services, Inc.	9900 Bren Road East Minnetonka, MN 55343	952-936-7230
National MedTrans	2950 Express Drive South 2 nd Floor Islandia, NY 11749	631-389-2098
MARCH Vision Care Group, Inc.	6701 Center Drive West Suite 790 Los Angeles, CA 90045	310-216-2300
Care Core National, LLC	400 Buckwalker Place Boulevard Bluffton, SC 29910	800-918-8924

2.9.4.2 The Proposer must submit a signed Proposer's Certification attesting that the Proposer:

Please see Attachment 2.9.2.1-2, 2.9.2.5, 2.9.4.2 Signed Proposer's Certifications for our attestation.

2.9.5 Financial Condition

2.9.5.1 The Proposer shall submit documentation to demonstrate to the satisfaction of LDH that the Proposer's...

2.9.5.1.1 Copies of audited financial statements for each of the last three (3) years, including at least a balance...

Please refer to Attachment 2.9.5.1.1 UnitedHealthcare of Louisiana Audited Financial Statement 2015, Attachment 2.9.5.1.1 UnitedHealthcare of Louisiana Audited Financial Statement 2016 and Attachment 2.9.5.1.1 UnitedHealthcare of Louisiana Audited Financial Statement 2017, all provided on flash drive. UnitedHealthcare of Louisiana, Inc.'s 2018 audited financial statements were not available at the time of proposal printing.

We have attached financial statements for our parent organization, UnitedHealth Group, as Attachment 2.9.5.1.1 UnitedHealth Group Audited Financial Statement 2016, Attachment 2.9.5.1.1 UnitedHealth Group Audited Financial Statement 2017 and Attachment 2.9.5.1.1 UnitedHealth Group Audited Financial Statement 2018, all provided on flash drive.

Out of our nine listed material subcontractors, eight are affiliates; United Behavioral Health, Optum Health Care Solutions, OptumInsight, OptumRx, United HealthCare Services, Dental Benefit Providers, MARCH Vision and National MedTrans. Their financial statements are located in our parent company, UnitedHealth Group's 10-Ks, with one exception. We acquired National MedTrans in 2016, so we have provided National Med Trans' 2016 audited financial statement as Attachment 2.9.5.1.1 National MedTrans Audited Financial Statement 2016. In addition, we have provided audited financial statements for CareCore National for the past three years as Attachment 2.9.5.1.1 CareCore National Audited Financial Statement 2016, Attachment 2.9.5.1.1 CareCore National Audited Financial Statement 2017 and Attachment 2.9.5.1.1 CareCore National Audited Financial Statement 2018. All financial statements are provided on flash drive.

2.9.5.1.2 A certificate from the taxing authority of the state in which the Proposer has its principal office, attesting...

Please find a certificate from the Louisiana Department of Revenue, stating we are in good standing as Attachment 2.9.5.1.2 Taxing Authority Certificate.

2.9.5.2 LDH may determine a Proposer to be non-responsible in accordance with Section 3.5 if the Proposer fails...

Acknowledged.

2.9.6 Required Forms and Certifications

2.9.6.1 The proposal must include a Proposal Compliance Matrix (Appendix C).

Please see Attachment 2.9.6.1 Appendix C - Proposal Compliance Matrix.

2.9.6.2 The Proposer must sign and submit an original Certification Statement (Appendix D).

Please see Attachment 2.9.6.2 Appendix D - Certification Statement.

2.9.6.3 Federal laws require full disclosure of ownership, management, and control of Medicaid MCOs.

Please see Attachment 2.9.6.3 Appendix E - Medicaid Ownership and Disclosure Form, provided on flash drive.