



July 10, 2017

Allison Young  
President and Chief Executive Officer  
UnitedHealthcare Community Plan of Louisiana  
3838 N. Causeway Blvd Suite 3225  
Metairie, LA 70002

Dear Ms. Young:

We are pleased to inform you that based on the information gathered during your recent HP survey, the National Committee for Quality Assurance (NCQA) Review Oversight Committee has awarded **UnitedHealthcare Community Plan of Louisiana** the accreditation status(es) listed below. The final assessment report, which incorporates relevant changes made in response to your organization's earlier comments, is now ready for your review. You may now access the final report and results online by visiting <https://irt.ncqa.org>. The final results are available by selecting your organization's project on the Dashboard and going to "View Final Report" from the actions menu. If this section does not appear, please follow the instructions in the attached documents entitled "Log In and Dashboard" and "User Management" and update your user rights.

<b>Product Line/ Product</b>	<b>Accreditation Status</b>	<b>Effective Date</b>	<b>Expiration Date</b>
Medicaid-HMO	Commendable	July 7, 2017	July 7, 2020

The NCQA Health Plan Report Card will be updated to reflect this status by no later than the 15<sup>th</sup> of August. A certificate reflecting your accreditation status(es) is enclosed in recognition of your achievement. Also, for your convenience, you may download the NCQA accreditation seal by visiting our Web site at [www.ncqa.org](http://www.ncqa.org). Please refer to the 'Guidelines for Advertising NCQA HPA Survey Accreditation,' enclosed.

If you have reason to believe that the compliance scoring of any standard or standards does not accurately reflect your organization's compliance with the standards, you have the opportunity to request a reconsideration of compliance designations and/or accreditation outcome by the NCQA Reconsideration Committee. To proceed with reconsideration, NCQA must receive within the next 30 days a written request for reconsideration that addresses at least one of the grounds for appeal identified in the Reconsideration section of the "Administrative Policies and Procedures" of the 2016 *Standards and Guidelines for the Accreditation of Health Plans*. This request must not exceed five pages in length and must include a listing of the standards for which reconsideration is being requested. A fee, as specified in the Agreement for HP Accreditation Survey, "Pricing Methodology and Cancellation Policy" (Exhibit A), is charged for reconsideration. The fee must be paid at the time reconsideration is requested.

In order to maintain your accreditation status(es), UnitedHealthcare Community Plan of Louisiana will need to participate in a resurvey approximately three months prior to the expiration date. Your next survey will be on the standards in effect at the time of the survey. It will also be conducted on two different platforms and in using both NCQA's Interactive Survey System (ISS) and Interactive Review System (IRT). The first, or offsite, stage will begin immediately upon submission of your organization's completed Survey Tool. During this stage, NCQA reviews the organization against most of the standards and elements, thus reducing the duration of the second, or onsite, stage which will be scheduled to begin seven weeks after your Survey Tool is submitted to NCQA.

We have tentatively reserved **April 14, 2020**, as the submission date of the completed Survey Tool to NCQA. NCQA has tentatively set **June 1-2, 2020** for your two-day onsite survey. If the proposed dates present a problem for you or if you have any questions regarding these dates, please contact Cindy Francis, Program Manager, Accreditation, at (202) 955-5147 or e-mail [francis@ncqa.org](mailto:francis@ncqa.org).

If you have questions about the ISS, please contact NCQA Customer Support at (888) 275-7585 or via [my.ncqa.org](http://my.ncqa.org). You can also visit [www.ncqa.org](http://www.ncqa.org) for additional information.

While it is our understanding that the results of this accreditation survey may satisfy a state regulatory requirement, NCQA assumes no responsibility for transmitting copies of this report to relevant state agencies.

We wish to acknowledge your quality improvement efforts, which were evident throughout the survey process. NCQA looks forward to working with you and your staff again in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gerald Stewart', with a stylized, cursive script.

Gerald Stewart  
Assistant Vice President, Accreditation

Enclosures



**National Committee for Quality Assurance**  
**has awarded**

***UnitedHealthcare Community Plan of Louisiana***  
***Medicaid HMO***

an accreditation status of



**COMMENDABLE**

for service and clinical quality that meet or exceed  
NCQA's rigorous requirements for consumer  
protection and quality improvement.

*David Choi, MD*

CHAIR, BOARD OF DIRECTORS

*Margaret S. J. K.*

PRESIDENT

*V. J. Hall*

CHAIR, REVIEW OVERSIGHT COMMITTEE

*July 7, 2017*

DATE GRANTED

*July 7, 2020*

EXPIRATION DATE