



**State of Louisiana**  
Department of Health and Hospitals

**BAYOU HEALTH**

**VIA E-MAIL ONLY**

June 16, 2015

Ms. Anita Bachman, Interim Plan President  
UnitedHealthcare Community Plan  
3838 N. Causeway Blvd, Suite 2600  
Metairie, LA 70002

Dear Ms. Bachman:

**RE: Submission of Cash Disbursement Journals and Encounter Data**

We are in receipt of Karl Lirette's June 5, 2015 response to my May 29, 2015 letter regarding the cash disbursement journals submission and encounter data issues.

Submission of Cash Disbursement Journals

This issue is resolved, as UHC submitted the outstanding cash disbursement journals on June 3, 2015. We expect that future cash disbursement journals will be submitted timely.

Pharmacy Encounters

Mr. Lirette responded that UHC is working to ensure that all pharmacy encounters are submitted by September 30, 2015. This is not an acceptable timeframe.

A September 30, 2015 completion date will very likely result in UHC failing to meet the encounter data standards established in Section 17.8.3.2 of the contract for both the September and November 2015 encounter reconciliation reports. The cutoff for the September report is July 23, 2015, and the cutoff for the November report is September 20, 2015. This would be in addition to the July 2015 report, for which the cutoff was May 21, 2015.

To mitigate UHC's risk of non-compliance with the contract's encounter data requirements, effective immediately DHH, Molina and UHC will meet at least weekly to

develop and execute a work plan for expedited submission of UHC's encounter data backlog. As was discussed on this morning's weekly encounter data call specific to new MCO entrants, the first of these UHC-specific meetings is scheduled for this Thursday afternoon, June 18, 2015, upon adjournment of the weekly Bayou Health encounter data call for all MCOs.

UHC's compliance on this matter is of critical importance as it has serious financial consequences for both UHC and the State. For UHC, a monetary penalty of \$10,000 a day is at stake. For the State, it is tens of millions of dollars in pharmacy rebate revenues that will not be received timely because the encounter data is incomplete or incorrect and not available for quarterly invoicing. A shortfall in pharmacy rebate revenues will adversely affect agency cash flow, potentially impacting both legacy Medicaid provider and MCO payments. In order to be compliant, UHC must submit complete and correct encounter data within specified deadlines.

We fully expect UHC to make resolution of its encounter data submission issues a highest order priority and allocate its resources accordingly.

If you have any questions please do not hesitate to contact me via email, or on my cell phone 225-715-4850.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mary Johnson", is written over a light blue rectangular background.

Mary Johnson  
Medicaid Deputy Director

MJ/sjg

c: Karl Lirette  
Larry Smith  
Anthony Cobb  
Ruth Kennedy  
Kerri Lea  
Bill Perkins  
Jeff Reynolds  
Jen Steele  
Bhaskar Toodi  
Darlene White