



State of Louisiana
Department of Health and Hospitals

BAYOU HEALTH

VIA E-MAIL ONLY

June 19, 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 Encounter Data, Notice of Action

With this letter, the Department approves UHC to submit pharmacy encounters on the timeline detailed in the June 18, 2015 email from Susan Mieras. As stated in our June 18, 2015 meeting on this topic, following Molina's automated voids of more than 500,000 inaccurate pharmacy encounters previously submitted by UHC, it is critical that UHC's outstanding encounter volume, including but not limited to pharmacy services, be submitted *complete and accurate* by July 23, 2015.

UHC's contract with the Department provides for monetary penalties as a means for the Department to obtain the services and level of performance required for successful operation of the Contract. Specifically, with regard to encounter data, Section 20.3.2 Table of Monetary Penalties provides:

Ten thousand dollars (\$10,000.00) per calendar day for each day after the due date that the monthly encounter data has not been received in the format and per specifications outlined in the RFP.

If the July 23, 2015 deadline is not met, monetary penalties of \$10,000 per calendar day may be assessed from May 21, 2015, the cutoff date for encounters to be considered in the July Comparison of Managed Care Organization Encounter Claims to Cash Disbursements report, until the MCO is compliant with the requirements of Section 17.8 as determined by the Department.

Further, specific to pharmacy claims data, additional monetary penalties may apply, as provided for in Section 20.3.2 Table of Monetary Penalties:

The MCO may be subject to a sanction of \$10,000 per calendar day for each day the information is late; or incomplete, deficient and/or inaccurate until the information has been submitted and accepted by DHH as complete, accurate and containing no deficiencies.

Effective immediately, pursuant to Section 5.3 Withhold of Capitation Rate, the Department shall retain UHC's monthly withhold amount to provide an incentive for contract compliance.

If you have any questions, please do not hesitate to call me on my cell phone, (225) 715-4850, or e-mail me.

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
Susan Mieras
Anthony Cobb
Ruth Kennedy
Kerri Lea
Angela Marshall
Bill Perkins
Jeff Reynolds
Jen Steele
Bhaskar Toodi
Darlene White