



State of Louisiana

Department of Health and Hospitals

Via Electronic Mail Only

June 19, 2015

Ms. Anita Bachmann, Acting CEO
UnitedHealthcare Community Plan-Louisiana
3838 N Causeway Blvd, Suite 2600
Metairie, LA 70002

Dear Anita,

The purpose of this letter is to confirm our telephone conversation on June 10th in which I advised you that United HealthCare Community Plan-Louisiana's Administrator/Chief Executive Officer is expected to be physically present in Louisiana as required by Section 4.4 of the Contract, which provides in part:

4.4 . . . Positions at a minimum that must be located in Louisiana are the following:

4.4.1 Administrator/Chief Executive Officer

4.4.2 Chief Operating Officer/COO

4.4.3 Medical Director/CMO

Please provide written confirmation no later than Monday June 29, 2015 that the Administrator/Chief Executive Officer or Acting Administrator/Chief Executive Officer will be in Louisiana during the work week.

If UHC does not have your Administrator/Chief Administrative Officer primarily in Louisiana by July 1 2015, DHH may impose financial penalties authorized by Section 20.5 of the RFP since UHC has not met the contract deliverable of having a full-time (Permanent or Acting) Administrator/CEO in Louisiana for longer than 7 days.

In addition, DHH intends to impose the \$1,000 per meeting penalty outlined in Section 20.12, "Failure to Have Subject Appropriate Staff Member(s) Attend Onsite Meeting," if key meetings are not attended in person by the Administrator/Chief Executive Officer. The specific contract language states:

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In the event that DHH determines that the MCO failed to provide subject appropriate staff member(s) to attend an onsite meeting, and their onsite absence jeopardizes the smooth and efficient operation of the Bayou Health Program, a monetary penalty of up to \$1,000 per appropriate staff person per meeting may be assessed.

We appreciate your attention and adherence to these requirements during this time of transition. Should you have any questions, please do not hesitate to contact me.

Sincerely,



J. Ruth Kennedy
Medicaid Director

JRK

c: Diane Batts
Lesli Boudreaux
Anthony Cobb
Mary Johnson
John Lovelady
Angela Marshall
Jen Steele