

September 17, 2013

George Bucher RN, MHA
 CEO
 Amerigroup Louisiana, Inc.
 5353 Essen Lane Suite 300
 Baton Rouge, LA 70809

Dear Mr. Bucher:

We are pleased to inform you that based on the information gathered during your recent New Plan survey, the National Committee for Quality Assurance (NCQA) Review Oversight Committee has awarded Amerigroup Louisiana, Inc. the certification 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://iss.ncqa.org> and looking under the section entitled Survey and Results.

Evaluation Product	Status	Effective Date	Expiration Date
New Plan Survey	Accredited	September 11, 2013	September 11, 2016

The NCQA New Health Plan Accreditation Status List will be updated to reflect this status by no later than the 15th of October. A certificate reflecting your certification status(es) is enclosed in recognition of your achievement. Also, for your convenience, you may download the NCQA certification seal by visiting our Web site at www.ncqa.org. Please refer to the Guidelines for Advertising and Marketing, 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 certification 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 2012 *Standards and Guidelines for the Accreditation of New 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 New Plan 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 certification status(es), Amerigroup Louisiana, Inc. will need to participate in a survey approximately three months prior to the expiration date. Your next survey will be conducted in two stages using NCQA's Interactive Survey System (ISS) and standards in effect at the time of the survey. 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.

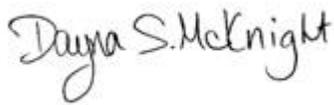
We have tentatively reserved June 28, 2016, as the submission date of the completed Survey Tool to NCQA. NCQA has tentatively set August 15 -16, 2016 for your two-day onsite survey. If the proposed dates present a problem for you or if you have any questions regarding these dates, please contact Cindy Francis, Program Manager, Accreditation, at (202) 955-5147 or e-mail francis@ncqa.org.

If you have questions about the ISS, please contact NCQA Customer Support at (888) 275-7585 or e-mail customersupport@ncqa.org. You can also visit www.ncqa.org for additional information.

While it is our understanding that the results of this certification 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,



Dayna McKnight, MBA, MS
Assistant Vice President, Accreditation

Enclosures



National Committee for Quality Assurance has awarded

Amerigroup Louisiana, Inc.

the status of

New Health Plan Accreditation



for the development of a structurally sound managed health care delivery system which has as its primary objective the delivery of high quality member care and service.

CHAIR BOARD OF DIRECTORS

PRESIDENT

CHAIR, REVIEW OVERSIGHT COMMITTEE

September 11, 2013

September 11, 2016

DATE GRANTED

EXPIRATION DATE

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