

SECTION F: ORGANIZATIONAL STRUCTURE

F.1 Employees, Client Base, and Office Locations

F.1 Describe your organization's number of employees, client base, and location of offices. Submit an organizational chart (marked as Chart A of your response) showing the structure and lines of responsibility and authority in your company. Include your organization's parent organization, affiliates, and subsidiaries that will support this contract.

The centerpiece of our approach is a community-based model that pairs local expertise and relationships with national resources and best practices. 🌿

Amerigroup Louisiana (Amerigroup) brings a combination of strong and experienced local leadership and national best practices to every member we serve. Our knowledge of Louisiana, where we currently serve approximately 127,000 members, provides valuable insight into the health challenges that our members and providers face. We have built and will continue to build our organizational structure based on the goals and requirements set by DHH. We understand the people served by the Louisiana Medicaid program, and we have

developed a deep understanding of our members and communities through high-touch member engagement.

In addition to local leadership, our strong national infrastructure offers additional support and stability. We are backed by our parent company, WellPoint, Inc. (WellPoint), whose subsidiary health plans serve approximately 4.3 million members in Medicaid and other State-sponsored programs across 19 states. Together with its affiliate health plans, WellPoint is the leading national company focused on meeting the health care needs of Medicaid members. Our organizational experience serving these programs spans more than 23 years.

The centerpiece of our approach is a community-based model that pairs local expertise and relationships with national resources and best practices. Amerigroup will continue to employ Louisiana-based employees as we continue hiring from within the communities we serve. We pride ourselves on our employees having relationships with the provider community and community-based organizations, with ever-increasing knowledge of the local health care infrastructure, as we explain in more detail below. . Our organizational chart, including an overview of the national support we receive from our parent and affiliate companies, is marked as Chart A and included as Figure F.1-1.

Number of Employees

Across our organization, Amerigroup currently has 188.5 full time equivalents (FTEs) who are dedicated to Louisiana health plan operations. As a current Bayou Health MCO, we hold considerable experience in implementing, administering, and operationally managing our DHH contract. Using this experience, we have developed a statewide staffing plan based on a 250,000 membership that adds 159.5 FTE positions dedicated to this contract, for a total of 348.0 FTEs. We considered several factors in developing this plan, including caseload ratios, organizational efficiency, demographics, and utilization. Amerigroup is accustomed to adjusting capacity to address membership-driven or transaction intensity changes. Our success in doing so is a function of our initial capacity planning and on-going review of staffing needs. As a result, incremental FTEs may change based on membership and business needs.

Through our field-based staffing program, we are able to hire qualified individuals who live and work in the Louisiana communities they serve, allowing us to adequately serve the entire State, regardless of bricks-and-mortar office locations. We understand that regional variations affect our members' and our

providers' behaviors. Rural conditions, cultural differences, demographics, and many other regional characteristics have a profound effect on the availability of services and access to those services. Amerigroup's Louisiana-based employees represent the diverse membership that we serve:

- 45 percent are minorities
- 83 percent are female

We will use the same approach to staff the new Contract, employing an organizational structure that includes regionally based teams supported by statewide functions and employees in our three offices, as well as remote, field-based staff, and additional national assistance.

Low turnover ratio is a key indicator of employee satisfaction and organizational health—75 percent of the employees we hired prior to go-live in 2012 are still employed by the health plan. We attribute this high retention rate to our strong leadership, our on-going support and training for our employees, and our overall culture. Additionally, Amerigroup has been recognized in Louisiana for our commitment to the health and wellness of our associates. In 2014, we were designated by DHH as a Well-Ahead Level II WellSpot and the Mary Amelia Douglas-Whited Community Women's Health Center and the LA Breastfeeding Coalition designated Amerigroup as a Breastfeeding Friendly Workplace Champion.

Client Base

Amerigroup was founded with the sole purpose of administering managed care programs for underserved populations in Louisiana. Amerigroup has been successfully providing services to Medicaid and CHIP participants in the Bayou Health Program since 2012. As an MCO in Louisiana, Amerigroup has been providing the vast majority of the physical health services and administrative functions required by this Request for Proposal (RFP) for more than two years.

Location of Offices

Since 2011, Amerigroup has maintained an office located at 3850 N. Causeway Boulevard, Suite 600, in Metairie, LA 70002.

There are two additional offices located in Baton Rouge and Shreveport:

- 5353 Essen Lane, Suite 300, Baton Rouge, LA 70809
- 6425 Youree Drive, Suite 520, Shreveport, LA 71105

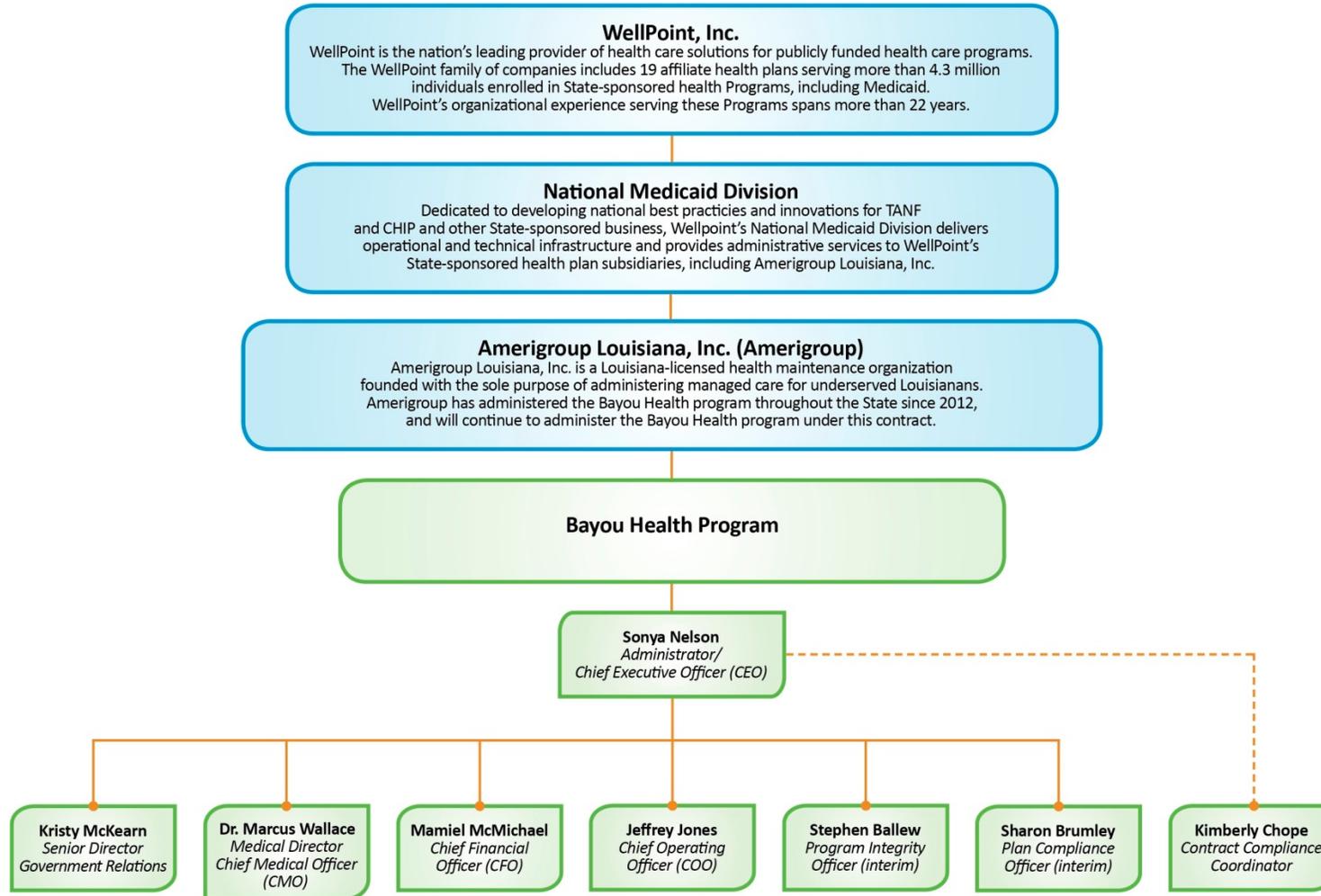
From these locations, we provide the majority of our services and support the whole continuum of services provided under our current Bayou Health contract.

Organization Chart: Chart A

Amerigroup offers a highly efficient, integrated model for delivering managed health care services for public markets. Our model complies with specific State regulations and requirements, yet provides the advantages and economies of scale of a national, financially well-capitalized organization. We enhance our local Louisiana operations with centralized administrative and health plan support services provided by our parent and affiliate organizations.

Our organizational structure supports the coordination of functions between different sites and creates accountability to promote organizational oversight. The organizational structure depicted in the organizational chart below indicates lines of responsibility and authority, reporting mechanisms, and accountability to make sure that health plan functions are coordinated between all regional and national offices.

Figure F.1-1. Chart A—Organizational Structure and Lines of Responsibility



F.2 Organizational Chart

F.2 Provide an organization chart for this contract (marked as Chart B) including but not limited to positions in 4.2 and 4.3 of the RFP. Indicate what is the FTE for each dedicated to this contract and whether or not the position is located in Louisiana.

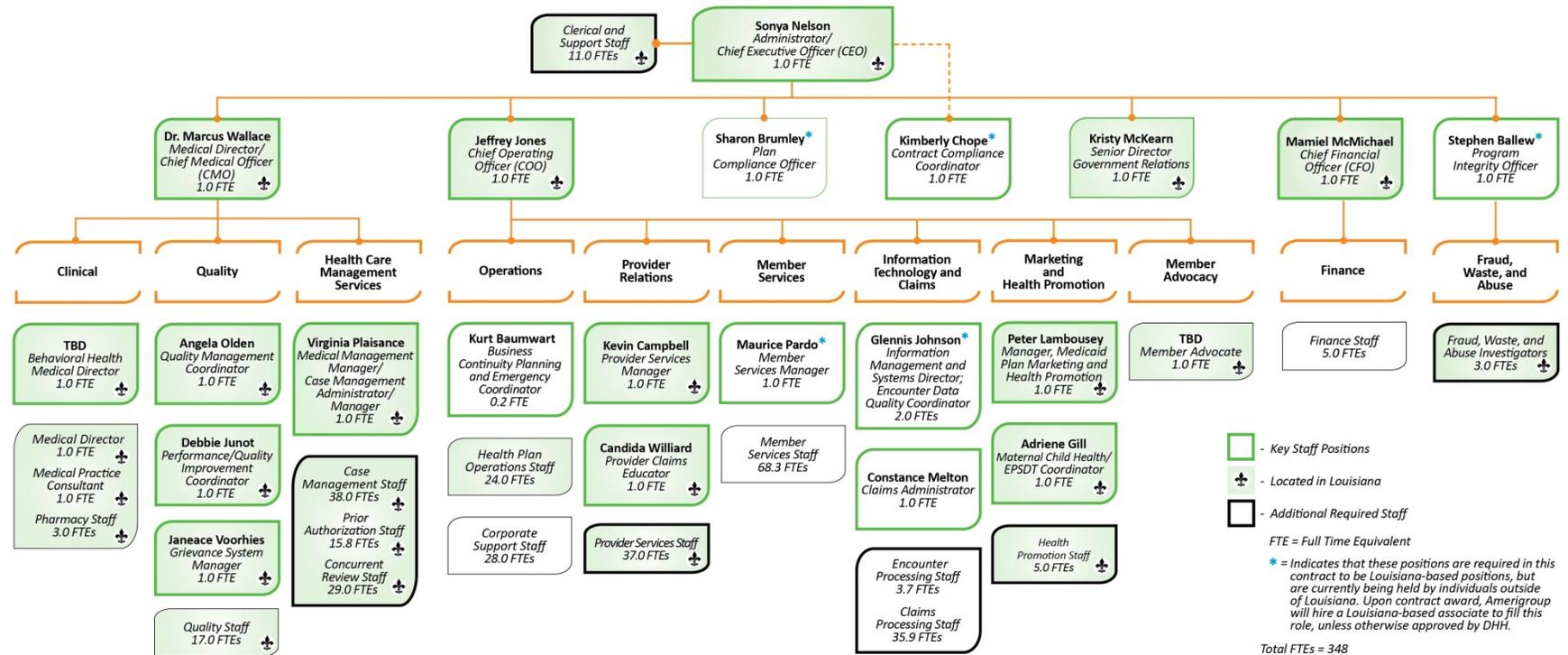
Our staffing model reflects our belief that health care should be built locally. The majority of Amerigroup's key staff currently resides in the communities of our members across the State, and we will continue to hire staff for any vacant or incremental positions from these communities. We understand that regional variations affect our members' and our providers' behaviors. Provider shortages, rural conditions, cultural differences, demographics, and many other regional characteristics have a profound effect on the availability of services and access to those services. For this contract, we will continue to leverage the regional and subject matter expertise of our existing Louisiana-based team to support Bayou Health members.

Our staffing model reflects our belief that health care should be built locally. 🌸

Organization Chart: Chart B

Chart B provides an organizational chart for Amerigroup staff, including key positions within the Contract. The organization's chart indicates FTEs for each position and also specifies if the FTE is located in Louisiana. Please note that incremental FTEs reflected in this organizational chart may change based on membership and business needs. Position titles are subject to change as well, if we determine that by doing so we are able to better serve our members and the State.

Figure F.2-2. Chart B – Organizational Structure and Lines of Responsibility.



F.3 Job Descriptions of Employees in Key Staff Positions

F.3 Attach job descriptions (including education and experience qualifications) of employees in key staff positions as defined in Sec. 4.2. Job descriptions should not exceed 2 pages.

Key Staff Job Descriptions

Amerigroup's key staff position descriptions are located in Attachment F.3-1 Key Staff Job Descriptions in accordance with Section 4.2 of the RFP and include education and qualified experience. As a partner to DHH and its sister agencies, we are committed to providing highly qualified, well-trained, and committed leaders and employees in our health plan to successfully perform all functions specified in the RFP and in the Contract.

Experienced Senior Leadership Team

The proposed key and managerial staff located in Table F.3-1 will be supported and overseen by our senior leadership team, which comprises individuals with substantial managed care experience, including the following individuals:

- **Sonya Nelson, Administrator/CEO**, has more than 30 years of managed care experience, including more than 17 years of experience with Medicaid, CHIP, and Medicare programs. As the Administrator/CEO, she is responsible for the fiscal, operational, legislative, and regulatory objectives for the Louisiana health plan. She came to Amerigroup as Chief Operating Officer in 2011 from her position as chief executive officer of a Tennessee-based MCO, with responsibility for more than 500,000 Medicaid enrollees in Tennessee. She is actively involved in the New Orleans community—she is currently a Board Member of YMCA Greater New Orleans and for the Louisiana Association of Health Plans (LAHP). Ms. Nelson lives in Baton Rouge with her husband, two children, and dog, Scooby.
- **Jeffrey Jones, COO**, has more than 17 years of managed care experience, including 15 years of experience with Medicaid managed care. He is responsible for all aspects of health plan operations in Louisiana. Before joining Amerigroup, Mr. Jones was an intelligence analyst with the United States Marine Corps.
- **Marcus Wallace, Medical Director/CMO**, is a Board-certified Physician in Internal Medicine with more than six years of experience as a physician executive for Medicaid MCOs. Dr. Wallace graduated from Xavier University and later returned to Louisiana to complete an Internal Medicine residency at LSU/Charity Hospital. Dr. Wallace now oversees the health care needs of Bayou Health members and is the principal medical manager and policy adviser to the health plan. He continues to practice clinically as a hospitalist on an as-needed basis at North Oaks Hospital in Hammond, Louisiana. He lives in Madisonville with his wife and five children, all of whom are Tigers fans.
- **Kristy McKearn, Senior Director—Government Relations**, is responsible for creating and implementing statewide strategic plans, consisting of grassroots efforts, community organizing, statewide lobbying, and participation in initiatives related to Medicaid and health care for vulnerable populations. Prior to joining Amerigroup in November 2011, Ms. McKearn was appointed by Gov. Bobby Jindal as the undersecretary of Louisiana Economic Development. Ms. McKearn is an adjunct professor in the Political Science Department at LSU and serves on the Capital Region March of Dimes Board of Directors. She lives in Baton Rouge with her husband and six-year-old son, Jack.
- **Mamiel McMichael, CFO**, has more than 16 years of managed care experience, including seven years of Medicaid MCO experience. She is responsible for owning, managing, and driving the budgeting, forecasting, financial analysis, and medical economic functions of the health plan.

- **Sharon Brumley, interim Plan Compliance Officer**, has more than 16 years of experience working for Amerigroup and its affiliate companies. She is responsible for implementing the Corporate Compliance Plan at the health plan level that serves to prevent and detect crime to promote compliance with corporate policies, and upholds an ethical culture. In her free time, Ms. Brumley enjoys working in the yard, tending her flower beds, and reading murder mysteries.
- **Kimberly Chope, Contract Compliance Coordinator**, has been a part of the Amerigroup family of companies for more than 16 years, serving in a variety of positions related to regulatory compliance and government relations. Ms. Chope created our national Regulatory Services department in 1996. In her current role, she is the primary point-of-contact for all MCO contract compliance issues. Ms. Chope has two children and is an avid SEC football fan.
- **Stephen Ballew, interim Program Integrity Officer**, has worked for our national Medicaid Special Investigations Unit since October 2007. In his current role, Mr. Ballew is responsible for overseeing monitoring and enforcement of the fraud, waste, and abuse compliance program. He and his wife, Elsa, have two sons, Asher and Jared. Asher is a Captain in the United States Army and Jared just completed his freshman year at Plymouth State University in New Hampshire.

Key Staff Positions

Table F.3-1 contains a list of the employees currently in key staff positions as defined by Section 4.2 of the RFP. In addition to the aforementioned job descriptions, we are also submitting resumes of the individuals listed below as Attachment F.3-2 Resumes of Key Staff.

Table F.3-1. Amerigroup’s Employees Currently in Key Staff Positions as Defined by Sec. 4.2

Key Staff Position	Name
Administrator/Chief Executive Officer (CEO)	Sonya Nelson
Medical Director/Chief Medical Officer (CMO)	Marcus Wallace
Behavioral Health Medical Director	To be hired
Chief Operating Officer (COO)	Jeffrey Jones
Chief Financial officer (CFO)	Mamiel McMichael
Program Integrity Officer <i>interim</i>	Stephen Ballew*
Grievance System Manager	Janeace Voorhies
Business Continuity Planning and Emergency Coordinator	Kurt Baumwart
Contract Compliance Coordinator	Kimberly Chope*
Quality Management Coordinator	Angela Olden
Performance/Quality Improvement Coordinator	Deborah Junot
Maternal Child Health/EPSTD Coordinator	Adrienne Gill
Medical Management Manager	Virginia Plaisance
Provider Services Manager	Kevin Campbell

Key Staff Position	Name
Member Services Manager <i>interim</i>	Maurice Pardo*
Claims Administrator	Constance Melton
Provider Claims Educator	Candida Williard
Case Management Administrator/Manager	Virginia Plaisance
Information Management and Systems Director	Glennis Johnson
Encounter Data Quality Coordinator <i>interim</i>	Glennis Johnson*

*Indicates that these positions are required in this Contract to be Louisiana-based positions, but are currently being held by individuals outside of Louisiana. Upon Contract award, Amerigroup will hire a Louisiana-based employee to fill this role, unless otherwise approved by DHH. Kimberly Chope, the Contract Compliance Coordinator, received written approval from DHH to telecommute for this position. For the new Contract, we will request written approval for Kimberly Chope to continue to work remotely in this key staff position.

F.4 Major Subcontractors

F.4 Provide a statement of whether you intend to use major subcontractors (as defined in the RFP Glossary), and if so, the names and mailing addresses of the subcontractors and a description of the scope and portions of the work for each subcontractor with more than \$100,000 annually.

Amerigroup intends to use major subcontractors for selected functions and services. The names, mailing addresses, and a description of the scope of work performed for subcontractors we propose to use with more than \$100,000 annually are provided in Table F.4-1.

Table F.4.-1. Major Sub-contractors with More Than \$100,000 Annually

Name of Subcontractor	Mailing Address	Description of the Scope of Work
AIM Specialty Health	540 Lake Cook Road, Suite 300, Deerfield, IL 60015-5289	Utilization management decisions for radiology services
AllMed Healthcare, Inc.	621 SW Alder St. #740, Portland, OR 97205	Physician advisors for medical reviews
Altegra Health Operations Company	14261 Commerce Way Miami Lakes, FL 33016	Warm Health Transfer/Outreach - interactive, multi-channel member communications and a rich library of management programs for chronic conditions, maternal health, and HEDIS®
Altegra/OHIS	14261 Commerce Way Miami Lakes, FL 33016	Medical Record Review Services
Availity	P.O. Box 550857 Jacksonville, FL 32255-0857	Multi-payer provider portal that allows providers to use a single sign-on to access multiple payers
Block Vision, Inc.	939 Elkridge Landing Rd. Suite 200 Linthicum, MD 21090	Managed wellness vision benefits
Clarity Software Solutions, Inc.	92 Wall St, Suite 1 Madison, CT 06443	ID card vendor
DentaQuest	12121 North Corporate Parkway Mequon, WI 53092	Dental benefits administrator
Devlin Consulting	5017 W Chicago Cir N, Chandler, AZ 85226	Claims Audit Services
ESI	1 Express Way Saint Louis, MO 63121	Pharmacy benefits manager
Eliza Corporation	75 Sylvan St, Danvers, MA 01923	Member Outreach for Urgent Care, Immunization, ER, Retention Alert, PCP,

Name of Subcontractor	Mailing Address	Description of the Scope of Work
		Disenrollment Alert, Flu Outreach, Diabetic Retinal Exam & Hypertension, Dental Visits, Return Mail Notice, and Acuity
Emdeon	3055 Lebanon Pike, Nashville, TN 37214	SSI Conversion Services Provider portal capabilities and claims clearinghouse
HealthDataInsights, Inc. (HDI)	7501 Trinity Peak Ave., Las Vegas, NV 89128	Overpayment Recovery
iHealth Technologies	115 Perimeter Center Place, Suite 700 Atlanta, GA 30346	Provider coding for payment policy administration
LabCorp	P.O. Box 2240 Burlington, NC 27216-2240	Laboratory services
Lamont Hanley, Inc.	1138 Elm Street, Manchester, NH 03101	3 rd -pass Data Mining
Linkia, L.L.C.	1375 Piccard Drive Suite 300 Rockville, MD 20850	Orthotics/prosthetics services
LogistiCare Solutions	3 W. Freemason St, Norfolk, VA 23510	Non-emergency Medical Transportation
McKesson Health Solutions	One Post Street San Francisco, CA 94104	24/7 Nurse HelpLine®
Outcomes MTM	505 Market St., Suite 200 West Des Moines, IA 50266	Medication Therapy Management
Univita Health	15800 SW 25th Street, Miramar, FL 33027	Home Health, Durable Medical Equipment, Medical Supplies, and Home Infusion Services
Verity HealthNet, LLC	P.O. Box 83578, Baton Rouge, LA 70884	Healthcare provider network based in Louisiana
WellPoint, Inc. and subsidiaries	120 Monument Cir., Indianapolis, IN 46204	Administrative and support services including services related to finance, claims administration, call center activities, information technology, legal, regulatory, treasury, and compliance.

F.5 Monitoring and Evaluating Subcontractor Performance

F.5 Describe how you intend to monitor and evaluate subcontractor performance. Also specify whether the subcontractor is currently providing services for you in other states and where the subcontractor is located.

We monitor complaints and grievances locally to identify subcontractor performance concerns. 

Amerigroup continuously monitors our subcontractors to determine compliance with Contract requirements. Amerigroup and its affiliates have well-established, successful subcontractor relationships, many going back as far as 1996. We oversee our subcontractors at both the national and at the local level. For example, locally, we monitor complaints and grievances to identify subcontractor performance concerns; nationally, we perform audits and quality reviews through various committee structures to monitor subcontractor performance.

We use subcontractors when we have determined, after a thorough evaluation, that they will improve the quality, efficiency, and value of services that we deliver to our members, providers, and the State. We also closely and continuously monitor the performance of any subcontractor we engage for compliance with contractual and other applicable requirements and to confirm that our members are receiving quality services and support. We leverage national resources and processes to procure and manage the services of all subcontractors to accomplish the following:

- Verify that subcontractors are qualified to perform the delegated functions
- Monitor and oversee each subcontractor's performance against the requirements in the subcontractor agreement
- Enforce correction actions for any identified performance deficiencies or terminate a subcontractor if deficiencies cannot be corrected

Pre-selection Evaluation

When we determine that a service will be best delivered via a subcontracted arrangement, we engage the support of our national team, which has extensive experience and relationships with a wide variety of vendors. A subcontracting Account Executive who is familiar with the function and the scope of services to be provided reviews the qualifications of potential vendors and recommends a vendor. Once the vendor is selected, an audit team conducts a pre-delegation audit to determine if the proposed vendor meets State and our internal operational, financial, legal, regulatory, accreditation, and ethical standards. The audit team examines items such as the vendor's HIPAA privacy and security compliance, grievance and appeals history, Statement on Standards for Attestation Engagements (SSAE) No. 16, operating procedures, staffing ratios, and financial viability.

Subcontractor Agreement

We grant authority to subcontractors to act on behalf of Amerigroup; however, we retain accountability for compliance, accreditation, and regulatory standards. Although we subcontract for the provision of certain services, Amerigroup is solely responsible for meeting our obligation to fulfill the State's requirements. Therefore, we hold our subcontractors to those same requirements. Our subcontractor agreements state our expectations for licensure and accreditation; eligibility verification; covered services and benefits; care coordination; record reviews; compliance with credentialing, utilization management, quality assurance, coordination of benefits, third party liability, and other rules, regulations, policies, and procedures; insurance coverage; HIPAA compliance; and claims submission. We specifically include compliance with all regulatory requirements related to the agreement.

Oversight for Delegated Vendors

Amerigroup has more stringent requirements for overseeing subcontractors that perform delegated activities, which include administrative functions that Amerigroup has chosen to delegate, such as utilization management, case management, disease management, credentialing and re-credentialing, claims processing, call center operations, marketing, network maintenance and development, enrollment and applications processing, provider complaints, appeals and grievances, and member appeals (delegated in rare cases when appropriate). For example, LogistiCare, our transportation broker for this Contract, is considered a delegated vendor.

At the local level, Amerigroup maintains oversight and remains accountable for all delegated activities and delegation processes. In turn, we leverage centralized national resources and processes to obtain and manage the services of high-quality subcontractors. The selection and management process assigns responsibilities in a way that drives authority to the appropriate organizational level and creates a system of checks and balances.

Amerigroup's Louisiana-based Quality Management Committee (QMC), which reports to the national Quality Improvement Committee (QIC), provides oversight and review of delegated services to ensure compliance. The following support the QIC in its oversight functions:

- Delegation Workgroup, which brings together stakeholders for cross-functional evaluations and recommendations
- Vendor Selection Oversight Committee (VSOC), which reports to the QIC, and makes executive decisions
- Joint Operations Meetings, which include representatives from the subcontractor, the health plan, and our national associates, and act as a forum for all parties to stay connected on questions, issues, best practices, etc.

Managing Subcontractors through Regular Reporting

Amerigroup monitors our delegated subcontractors' performance through reports that are specific to the types of services they provide. Examples of general reports include vendor rosters to identify adequacy of service coverage and access; call center reports to monitor volume and resolution of member calls; member complaint reports to identify quality and compliance issues; and claims payment reports to monitor payment accuracy, timeliness, and service utilization. Subcontractor-specific reports include transportation access and service quality indicator reports and vision services utilization reports.

Our local Louisiana leaders oversee delegated subcontractor performance, regularly review their performance reports, and monitor grievances and appeals from our members. In the event of a quality-of-care issue, we work closely with the subcontractor to ensure that all issues are investigated and appropriate steps are taken to resolve the quality issue. Through these performance reports, Amerigroup is able to quickly identify and address performance concerns as soon as they arise. For example, LogistiCare was placed under a Corrective Action Plan (CAP) in October 2012, when Amerigroup noticed an uptick in the number of complaints related to transportation. Amerigroup

LogistiCare was placed under a Corrective Action Plan (CAP) in October 2012, when Amerigroup noticed an uptick in the number of complaints related to transportation; in June 2014, LogistiCare received only three complaints. ♣

worked with LogistiCare to improve customer service through increased training for customer service representatives (CSRs), a revised call script that included warm transfers to Amerigroup, unannounced rides with drivers to promote compliance with vehicle and driver standards, and issuing warnings and terminations to drivers who did not adhere to these standards. LogistiCare has shown marked improvement; in June 2014, LogistiCare received only three complaints.

Monitoring the Performance of Affiliate Subcontractors

We routinely monitor the performance of our affiliate subcontractors, WellPoint, Inc. (and its subsidiaries), and AIM Specialty Health through our Louisiana Compliance Committee chaired by the Plan Compliance Officer. Each quarter, the Louisiana Compliance Committee reviews service-level standards and management reports, including:

- Overview of Fraud and Abuse Activity
- Quality initiatives and HEDIS® scores
- Outreach initiatives conducted and planned for the following quarter

Our proven material subcontractor oversight program and methods will promote service quality and consistency for all members across Louisiana for this Contract.

Subcontractors Currently Providing Services in Other States and Subcontractor Location

Amerigroup, our parent organization, WellPoint, and its affiliates and subsidiaries use many of the same subcontractors in other markets, as depicted in Table F.5-1.

Table F.5-1. Subcontractor Domicile Location and States Where Subcontractor is Providing Services

Name of Subcontractor	Domicile State	States Where Subcontractor is Providing Services
AIM Specialty Health	Illinois	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
AllMed Healthcare, Inc.	Oregon	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Altegra Health Operations Company	Florida	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Altegra/OHIS	Florida	FL, GA, KS, LA, NY, NV, TX, WA
Availity	Florida	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Block Vision, Inc.	Maryland	NY, NJ, MD, TN, LA, TX
Clarity Software Solutions, Inc.	Connecticut	FL, GA, KS, LA, NY, NV, TX, WA
DentaQuest	Wisconsin	FL, GA, KS, LA, NY, NV, TX, WA
Devlin Consulting	Arizona	FL, TX, GA, LA

Name of Subcontractor	Domicile State	States Where Subcontractor is Providing Services
ESI	Missouri	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Eliza Corporation	Massachusetts	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Emdeon	Tennessee	FL, GA, KS, LA, NY, NV, TX, WA
HealthDataInsights, Inc. (HDI)	Nevada	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
iHealth Technologies	Georgia	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
LabCorp	North Carolina	FL, GA, KS, LA, NY, NV, TX, WA
Lamont Hanley, Inc.	New Hampshire	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Linkia, L.L.C.	Maryland	FL, GA, KS, LA, NY, NV, TX, WA
LogistiCare Solutions	Virginia	NY, NJ, GA, FL, CA, VA
McKesson Health Solutions	California	CA, FL, GA, IN, KS, KY, LA, MA, NY, NV, SC, TX, VA, WA, WI, WV
Outcomes MTM	Iowa	FL, GA, KS, LA, NY, NV, TX, WA
Univita Health	Florida	FL, GA, KS, LA, NY, NV, TX, WA
Verity HealthNet, LLC	Louisiana	LA
WellPoint ASA	Indiana	FL, GA, KS, LA, NY, NV, TX, WA