



State of Louisiana
Department of Health and Hospitals
Bureau of Health Services Financing
Bayou Health

April 18, 2013

Kimberly Chope
Manager, Regulatory Services
Amerigroup Corporation
4425 Corporation Lane
Virginia Beach, VA 23462

RE: Receipt of Amerigroup Louisiana Inc. Corrective Action Plan Attestation – Prompt Pay Performance Standards, dated April 8, 2013

Dear Ms. Chope,

Department of Health and Hospital (DHH) acknowledges the receipt of notification that all tasks and requirements as outlined in the Corrective Action Plan (CAP) – Prompt Pay Performance Standards have been completed.

The corrective resolution work plan from Amerigroup includes communications with subcontracted vendors to reinforce the required data elements and accuracy of such elements and standards, hiring and training additional staff, and development of internal reports for proactive monitoring.

DHH will continue to monitor the Quarterly Prompt Payment Report. The expectation is this report will illustrate compliance with at least minimum performance standards across all claim types. Should Amerigroup become aware of ongoing or impending non-compliance, please notify DHH prior to the quarterly reporting deadline with a description of actions to remediate.

If you have any questions, please feel free to contact me directly at 225-219-8758.

Sincerely,

A handwritten signature in blue ink that reads "Destiny O. Rohmfeld".

Destiny O. Rohmfeld
Bayou Health Program Manager – Amerigroup

C: Madeline McAndrew
Mary TC Johnson
Darlene White
Dianne Griffin