



State of Louisiana
Department of Health and Hospitals
BAYOU HEALTH

July 11, 2012

Mr. Jamie Schlottman
Louisiana Healthcare Connections
4425 Corporation Lane
Virginia Beach, VA 23462

Mr. Schlottman,

As you are aware, the initial phase of the concurrent review turnaround time audit was conducted last month. The audit demonstrated deficiencies in your concurrent review processes.

Survey Results:

We reviewed a total of twenty-seven (27) cases with the breakdown as follows:

- 3 (three) post service authorization cases
- 4 (four) normal deliveries
- Twenty (20) concurrent review cases
- Louisiana Healthcare Connections met the 1 business day turnaround time in 15 (fifteen) of the 20 (twenty) concurrent review cases for a compliance rate of 75%.

In accordance with Section 20 of the contract, DHH is taking the following administrative action:

- LHC shall submit a Corrective Action Plan (CAP) for approval within 7 (seven) business days of the date of this letter. The CAP must contain the following:
 - An explanation of why CHS had not identified the problem prior to the audit;
 - An explanation of how CHS will prevent a reoccurrence of this issue or similar issues;
 - and
 - A detailed plan specifying all steps, actions, and the timeframes necessary to address and resolve the deficiency.

Once the CAP is approved by DHH, LHC will be required to submit to DHH a report of 100% of their concurrent review turnaround times for a thirty (30) day time period following DHH approval of the plan. The thirty (30) day measurement period shall begin the date specified by DHH in the letter of approval. The submission to DHH of the report is due 7 (seven) business days after the last day of measurement. The report must contain a drill down for any outliers. LHC shall submit along with their detailed plan a sample outlier report for DHH approval.

Continued monitoring will be conducted in the future through random audits. If at any time concurrent review turnaround times are less than 100% compliant, LHC may be subject to monetary penalties. If you have any questions, please contact Libby Gonzales at (225) 342-3870 or Libby.Gonzales@LA.Gov.

Sincerely,

A handwritten signature in blue ink that reads "Madeline W. McAndrew". The signature is fluid and cursive, with a long horizontal stroke at the end.

Madeline McAndrew
Bayou Health Director

C: Ruth Kennedy
Libby Gonzales
Angela Marshall