



State of Louisiana
Department of Health and Hospitals
Bureau of Health Services Financing
BAYOU HEALTH

Via E-mail

June 12, 2013

Ms. April Golenor
Plan President
UnitedHealthcare Community Plan
3838 N. Causeway Blvd., Suite 3225
Metairie, La. 70002

RE: Deficiencies 1 and 3

Dear Ms. Golenor:

DHH has determined that UnitedHealthcare Community Plan (UHC) is now compliant with deficiency #1 and deficiency #3 outlined in our letter to you dated January 25, 2013 and below.

Deficiency #1 - Failure to review for and submit required documentation to Molina for manually priced claims

It has been determined that UHC is able to review claims for medical necessity and can successfully submit required medical documentation received from providers to Molina for manually priced claims.

Deficiency #3 - Improper denial of claims with SSN

It has been determined that UHC is able to receive and store the provider's SSN and TIN for verification purposes and send these identifying numbers to Molina for claims processing. UHC can accept the SSN and TIN numbers in either field should the provider enter the SSN in the TIN field or the TIN in the SSN field of the claim form.

You requested confirmation of DHH's approval of the CAP that UHC submitted on Feb. 1, 2013. The CAP is approved.

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Should you have any questions, please contact Susan Badeaux at 225-342-8769 or Susan.Badeaux@la.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mary Johnson", with a long horizontal flourish extending to the right.

Mary Johnson
Bayou Health Director

C: Ruth Kennedy
Jen Steele
Dawn Love
Darlene White
Susan Badeaux