



**Healthy Louisiana  
Plan Change Request by Reason  
Active Members  
Reporting Period: August 2016  
Effective Date: September 2016**

**SUMMARY**

Region/Transfer	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>Capital</b>						
90 Day Grace Period	34	111	54	174	187	<b>560</b>
Outside 90 Day Grace Period	5	16	0	30	19	<b>70</b>
<b>Gulf</b>						
90 Day Grace Period	60	103	42	99	257	<b>561</b>
Outside 90 Day Grace Period	2	24	5	34	21	<b>86</b>
<b>North</b>						
90 Day Grace Period	27	75	37	153	229	<b>521</b>
Outside 90 Day Grace Period	2	20	6	33	22	<b>83</b>
<b>South Central</b>						
90 Day Grace Period	33	178	111	407	204	<b>933</b>
Outside 90 Day Grace Period	1	13	4	83	23	<b>124</b>
<b>Total Transfers</b>	<b>164</b>	<b>540</b>	<b>259</b>	<b>1,013</b>	<b>962</b>	<b>2,938</b>

Transfer	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
90 Day Grace Period	154	467	244	833	877	<b>2,575</b>
Outside 90 Day Grace Period	10	73	15	180	85	<b>363</b>
<b>Total Transfers</b>	<b>164</b>	<b>540</b>	<b>259</b>	<b>1,013</b>	<b>962</b>	<b>2,938</b>

**Description:** This report shows member transfers during the reporting month. Transfers outside of the 90 day grace period have been approved by the State. Members who will be disenrolled at the end of the reporting month are not included in this report.

## SUMMARY

Transfer Reason Description	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>1. STAYED IN HEALTHY LOUISIANA/TRANSFERRED HEALTH PLAN DURING 90 DAY GRACE PERIOD</b>						
90 Day Grace Period	152	447	233	816	863	2,511
Member requests to be assigned to the same Plan as family members	1	2	2	1	8	14
The member needs related services to be performed at the same time	0	0	0	0	0	0
Poor quality of care	0	0	0	0	0	0
Lack of access to services covered under the contract	0	0	0	0	0	0
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	0
Other Transfer Reasons	1	18	9	16	6	50
Special Circumstances as approved by DHH	0	0	0	0	0	0
To implement the decision of a hearing officer	0	0	0	0	0	0
<b>Total For Cause Transfers</b>	<b>154</b>	<b>467</b>	<b>244</b>	<b>833</b>	<b>877</b>	<b>2,575</b>

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Transfer Reason Description	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>2. STAYED IN HEALTHY LOUISIANA/TRANSFERRED HEALTH PLAN OUTSIDE 90 DAY GRACE PERIOD</b>						
90 Day Grace Period	0	0	0	0	0	0
Member requests to be assigned to the same Plan as family members	10	73	15	180	85	363
The member needs related services to be performed at the same time	0	0	0	0	0	0
Poor quality of care	0	0	0	0	0	0
Lack of access to services covered under the contract	0	0	0	0	0	0
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	0
Other Transfer Reasons	0	0	0	0	0	0
Special Circumstances as approved by DHH	0	0	0	0	0	0
To implement the decision of a hearing officer	0	0	0	0	0	0
<b>Total For Cause Transfers</b>	<b>10</b>	<b>73</b>	<b>15</b>	<b>180</b>	<b>85</b>	<b>363</b>

**Description:** This report shows member transfers during the reporting month. Transfers outside of the 90 day grace period have been approved by the State. Members who will be disenrolled at the end of the reporting month are not included in this report.

**DETAILS**

Transfer Region Description	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>Region - Capital</b>						
90 Day Enrollment Grace Period	34	111	54	174	187	<b>560</b>
Member requests to be assigned to the same Plan as family members	5	5	0	24	18	<b>52</b>
The member needs related services to be performed at the same time	0	0	0	0	0	<b>0</b>
Poor quality of care	0	0	0	0	0	<b>0</b>
Lack of access to services covered under the contract	0	0	0	0	0	<b>0</b>
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	<b>0</b>
Other Transfer Reasons	0	11	0	6	1	<b>18</b>
Special Circumstances as approved by DHH	0	0	0	0	0	<b>0</b>
To implement the decision of a hearing officer	0	0	0	0	0	<b>0</b>
<b>Total Transfers Region Capital</b>	<b>39</b>	<b>127</b>	<b>54</b>	<b>204</b>	<b>206</b>	<b>630</b>

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Transfer Region Description	Aetna	Amerigroup	AmeriHealth Caritas	LA		Total Transfers
				Healthcare Connections	United Healthcare	
<b>Region - Gulf</b>						
90 Day Enrollment Grace Period	60	103	42	99	257	<b>561</b>
Member requests to be assigned to the same Plan as family members	2	15	5	26	21	<b>69</b>
The member needs related services to be performed at the same time	0	0	0	0	0	<b>0</b>
Poor quality of care	0	0	0	0	0	<b>0</b>
Lack of access to services covered under the contract	0	0	0	0	0	<b>0</b>
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	<b>0</b>
Other Transfer Reasons	0	9	0	8	0	<b>17</b>
Special Circumstances as approved by DHH	0	0	0	0	0	<b>0</b>
To implement the decision of a hearing officer	0	0	0	0	0	<b>0</b>
<b>Total Transfers Region Gulf</b>	<b>62</b>	<b>127</b>	<b>47</b>	<b>133</b>	<b>278</b>	<b>647</b>

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Transfer Reason Description	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>Region - North</b>						
90 Day Enrollment Grace Period	27	75	37	153	229	521
Member requests to be assigned to the same Plan as family members	2	9	6	22	22	61
The member needs related services to be performed at the same time	0	0	0	0	0	0
Poor quality of care	0	0	0	0	0	0
Lack of access to services covered under the contract	0	0	0	0	0	0
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	0
Other Transfer Reasons	0	11	0	11	0	22
Special Circumstances as approved by DHH	0	0	0	0	0	0
To implement the decision of a hearing officer	0	0	0	0	0	0
<b>Total Transfers Region North</b>	<b>29</b>	<b>95</b>	<b>43</b>	<b>186</b>	<b>251</b>	<b>604</b>

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Transfer Region Description	Aetna	Amerigroup	AmeriHealth Caritas	LA Healthcare Connections	United Healthcare	Total Transfers
<b>Region - South Central</b>						
90 Day Enrollment Grace Period	33	178	111	407	204	<b>933</b>
Member requests to be assigned to the same Plan as family members	1	10	4	74	23	<b>112</b>
The member needs related services to be performed at the same time	0	0	0	0	0	<b>0</b>
Poor quality of care	0	0	0	0	0	<b>0</b>
Lack of access to services covered under the contract	0	0	0	0	0	<b>0</b>
Lack of access to providers experienced in dealing with the member healthcare needs	0	0	0	0	0	<b>0</b>
Other Transfer Reasons	0	3	0	9	0	<b>12</b>
Special Circumstances as approved by DHH	0	0	0	0	0	<b>0</b>
To implement the decision of a hearing officer	0	0	0	0	0	<b>0</b>
<b>Total Transfers Region South Central</b>	<b>34</b>	<b>191</b>	<b>115</b>	<b>490</b>	<b>227</b>	<b>1,057</b>

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