

Effective date April 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	4,179	1,297	712	1,667	503
Amerigroup Louisiana, Inc.	486	194	83	161	48
Community Health Solutions	573	140	103	260	70
Fee For Service	23	3	0	20	0
LaCare	932	418	163	265	86
Louisiana Healthcare Connections	671	172	108	319	72
UnitedHealthcare Community Plan	1,494	370	255	642	227

Effective date June 01, 2012

	Total	IVR	Phone	Web
Total	76	38	35	3
Amerigroup Louisiana, Inc.	2	2	0	0
Community Health Solutions	39	29	9	1
LaCare	14	0	13	1
Louisiana Healthcare Connections	6	4	2	0
UnitedHealthcare Community Plan	15	3	11	1