

## Louisiana Bayou Health Compliance Review (Shared Savings)

### Health Plan: Community Health Solutions of Louisiana (CHS)

RFP requirement	Total No. of Requirements	Number of Requirements				
		Full	Substantial	Minimal	Non-Compliance	N/A
6.0 Provider Network	146	119	10	1	0	16
7.0 Enhanced PCCM	291	213	26	7	2	43
8.0 Service Accessibility Standards	17	6	1	6	0	4
9.0 Provider Services	44	37	5	1	1	0
10.0 Eligibility, Enrollment & Disenrollment	41	38	0	0	0	3
11.0 Marketing & Member Education	134	111	4	1	5	13
12.0 Member Grievances & Appeals	62	44	7	0	1	10
16.0 Reporting Requirements	5	4	0	0	0	1
<b>TOTAL</b>	<b>740</b>	<b>572</b>	<b>53</b>	<b>16</b>	<b>9</b>	<b>90</b>

### Compliance Review Determination:

Full Compliance	Health plan has met or exceeded requirements
Substantial Compliance	Health plan has met all critical requirements and most non-critical requirements but has minor deficiencies in a small number of non-critical areas
Minimal Compliance	Health plan has met most critical requirements and all or some non-critical requirements but has significant deficiencies requiring corrective action
Non-Compliance	Health plan has not met most critical requirements
N/A	Not applicable

Final 12/09/2013  
(Post Plan Response)