

## Louisiana Bayou Health Compliance Review (Prepaid)

### Health Plan: LaCare

RFP requirement	Total No. of Requirements	Number of Requirements				
		Full	Substantial	Minimal	Non-Compliance	N/A
6.0 Core Benefits & Services	142	114	9	0	4	15
7.0 Provider Network Requirements	197	165	6	5	4	17
8.0 Utilization Management	113	96	1	1	2	13
10.0 Provider Relations	41	39	2	0	0	0
11.0 Eligibility, Enrollment & Disenrollment	41	26	10	0	0	5
12.0 Member Education	167	148	3	0	0	16
13.0 Member Grievances & Appeals	76	60	6	0	0	10
14.0 Quality Management	121	79	4	1	0	37
18.0 Reporting Requirements	1	1	0	0	0	0
<b>TOTAL</b>	<b>899</b>	<b>728</b>	<b>41</b>	<b>7</b>	<b>10</b>	<b>113</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)