

Louisiana Bayou Health Compliance Review (Shared Savings)

Health Plan: UnitedHealthcare Community Plan of Louisiana (UHC)

RFP requirement	Total No. of Requirements	Number of Requirements				
		Full	Substantial	Minimal	Non-Compliance	N/A
6.0 Provider Network	146	124	3	1	2	16
7.0 Enhanced PCCM	291	232	13	0	0	46
8.0 Service Accessibility Standards	17	13	0	0	0	4
9.0 Provider Services	44	43	1	0	0	0
10.0 Eligibility, Enrollment & Disenrollment	41	38	0	0	0	3
11.0 Marketing & Member Education	134	112	8	1	1	12
12.0 Member Grievances & Appeals	62	49	3	0	0	10
16.0 Reporting Requirements	5	4	0	0	0	1
TOTAL	740	615	28	2	3	92

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)