

## Louisiana Bayou Health Compliance Review (Prepaid)

### Health Plan: Amerigroup Louisiana

RFP requirement	Total No. of Requirements	Number of Requirements				
		Full	Substantial	Minimal	Non-Compliance	N/A
6.0 Core Benefits & Services	142	124	3	0	0	15
7.0 Provider Network Requirements	197	143	23	7	7	17
8.0 Utilization Management	113	91	9	0	0	13
10.0 Provider Relations	41	37	4	0	0	0
11.0 Eligibility, Enrollment & Disenrollment	41	36	0	0	0	5
12.0 Member Education	167	146	6	0	0	15
13.0 Member Grievances & Appeals	76	59	7	0	0	10
14.0 Quality Management	121	82	3	0	0	36
18.0 Reporting Requirements	1	1	0	0	0	0
<b>TOTAL</b>	<b>899</b>	<b>719</b>	<b>55</b>	<b>7</b>	<b>7</b>	<b>111</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)