

JULY 1, 2019 THROUGH JUNE 30, 2021

**COMPARISON OF MISSISSIPPI
COORDINATED CARE ORGANIZATION
ENCOUNTER DATA TO CASH
DISBURSEMENTS FOR
UNITED HEALTHCARE COMMUNITY PLAN**



OCTOBER 13, 2021





TABLE OF CONTENTS

STUDY PURPOSE..... 4

SUMMARY 5

ENCOUNTER DATA ANALYSIS 6

DATA ISSUES AND RECOMMENDATIONS..... 7

UHC CAN ENTIRE PLAN MONTHLY TABLE 9

UHC COMMUNITY PLAN CAN SUMMARY REPORTING CHARTS 10

UHC CAN FEE-FOR-SERVICE MONTHLY TABLE 11

UHC CAN OPTUMRx MONTHLY TABLE..... 12

UHC CAN DENTAL MONTHLY TABLE 13

UHC CAN MARCH VISION MONTHLY TABLE 14

UHC CAN MTM MONTHLY TABLE 15

UHC CAN NATIONAL MED TRANS MONTHLY TABLE 16

UHC CHIP ENTIRE PLAN MONTHLY TABLE 17

UHC COMMUNITY PLAN CHIP SUMMARY REPORTING CHARTS 18

UHC CHIP FEE-FOR-SERVICE MONTHLY TABLE..... 19

UHC CHIP OPTUMRx MONTHLY TABLE 20

UHC CHIP DENTAL MONTHLY TABLE 21

UHC CHIP MARCH VISION MONTHLY TABLE 22



MS UnitedHealthCare Community Plan Encounter and CDJ Comparison

APPENDIX A – DEFINITIONS AND ACRONYMS 23

APPENDIX B – ANALYSIS 25

APPENDIX C – DATA ANALYSIS ASSUMPTIONS 26



The Mississippi Division of Medicaid (DOM) requires that each of the coordinated care organizations (CCOs) submit encounter data to the DOM's fiscal agent contractor (FAC), Conduent. To ensure complete encounter data is being received, Myers and Stauffer provides bi-monthly encounter reconciliations. As part of this process, Myers and Stauffer analyzes Medicaid encounter data that has been submitted by the CCOs to Conduent and completes a comparison of the encounters to cash disbursement journals provided by each CCO. For purposes of this analysis, "encounter data" are claims that have been paid by CCOs or delegated vendors (e.g., vision and pharmacy) to health care providers that have rendered health care services to members enrolled with the CCO.

Myers and Stauffer is working closely with DOM and the CCOs to identify deficiencies and propose solutions that will result in high quality and reliable encounter data being submitted and available to the state agency to measure and monitor its Medicaid managed care program. Validated encounter data has many uses such as utilization by actuaries as part of their rate setting analyses as well as fulfilling the federal reporting requirements related to the Medicaid Managed Care Rule, to provide program management and oversight, and for tracking, accounting, and other ad hoc analyses.

Section 11.S.6 of the contract between DOM and the CCO states,

"The Contractor shall submit at least ninety-eight percent (98%) of all Member Encounter Data in a valid format, which will be deemed valid by the Division, including those of Subcontractors or Delegated Vendors as provided for in this Section, both for the original and any adjustment or void. The Division or its Agent will validate Member Encounter Data submissions according to the Cash Disbursement Journal of the Contractor and any of its applicable Subcontractors. If the Contractor fails to submit complete Member Encounter Data, as measured by a comparison of encounters to cash disbursements, Contractor may be subject to liquidated damages as outlined in Section 16, Default and Termination, of this Contract... Ninety-eight percent (98%) of the records in the Contractor's encounter batch submission must pass X12 EDI compliance edits and the Mississippi Medicaid MMIS threshold and repairable compliance edits."

The bi-monthly encounter reconciliations also help fulfill part of the work requirements set forth in step number 3 of the Center for Medicare and Medicaid's (CMS) External Quality Review (EQR) Protocol 5 (formerly Protocol 4), which require a determination of the completeness, accuracy, and quality of the encounter data being submitted by each CCO. CMS' External Quality Review, Protocol 5, is an excellent way to assess whether the encounter data can be used to determine program effectiveness, accurately evaluate utilization, identify service gaps, and make strong management decisions. In addition, the Protocol evaluates both departmental policies, as well as the policies, procedures, and systems of the health plans to identify strengths and opportunities to enhance oversight. The full results of our Protocol 5 review have been issued as a separate report.

Our work was performed in accordance with American Institute of Certified Public Accountants (AICPA) professional standards for consulting engagements. We were not engaged to, nor did we perform, an audit, examination, or review services; accordingly, we express no opinion or conclusion related to the procedures performed or the information and documentation we reviewed. In addition, our engagement was not specifically designed for, and should not be relied on, to disclose errors, fraud, or other illegal acts that may exist.

The results of our engagement and this report are intended only for the internal use of the Mississippi Division of Medicaid (DOM), and should not be used for any other purpose.



MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



SUMMARY

DOM requested that, for this study, we review the CCO's entire plan, each delegated vendor, and fee-for-service (non-vendor) paid encounters to determine if the paid encounters meet the state contract minimum completeness requirement of **98 percent** when compared to the CDJ files. The encounters and CDJ files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of July 1, 2019 through June 30, 2021;
- CDJ transactions had payment dates within the reporting period of July 1, 2019 through June 30, 2021;
- Encounters were received and accepted by the FAC and transmitted to Myers and Stauffer through September 6, 2021.

Table A — UHC CAN Cumulative Completion Totals and Percentages

Description	Entire Plan	Delegated Vendor					
		Fee-for-Service (Non-Vendor)	OptumRx (Pharmacy Benefits)	UHC Dental (Dental Services)	March Vision (Vision Services)	MTM (NET)	National Med Trans (NET)
Encounter Total (FAC reported)	\$1,513,588,279	\$1,059,832,068	\$355,539,608	\$74,918,186	\$13,807,079	\$8,261,888	\$1,229,449
Total Encounter Adjustments (\$)	(\$55,876,707)	(\$41,357,396)	(\$13,125,485)	(\$1,157,918)	(\$83,300)	(\$142,132)	(\$10,475)
Total Encounter Adjustments (%)	-3.69%	-3.90%	-3.69%	-1.54%	-0.60%	-1.72%	-0.85%
Net Encounter Total	\$1,457,711,572	\$1,018,474,673	\$342,414,123	\$73,760,268	\$13,723,778	\$8,119,756	\$1,218,974
CDJ Total	\$1,464,992,375	\$1,023,912,694	\$344,028,073	\$73,806,141	\$13,790,334	\$8,242,356	\$1,212,777
Variance	(\$7,280,803)	(\$5,438,021)	(\$1,613,950)	(\$45,873)	(\$66,556)	(\$122,601)	\$6,198
Completion (%)	99.50%	99.46%	99.53%	99.93%	99.51%	98.51%	100.51%
100% Limited[^] Completion (%)	99.50%						100.00%
Contract Minimum Completeness Requirement (%)				98.00%			

[^] – To avoid overstating the Entire Plan CAN results in situations where the CCO or an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the encounter totals by the reporting period's variance in comparison with the CDJs. Please see data analysis assumption number 10 on page 26 for further explanation.

Table B — UHC CHIP Cumulative Completion Totals and Percentages

Description	Entire Plan	Delegated Vendor			
		Fee-for-Service (Non-Vendor)	OptumRx (Pharmacy Benefits)	UHC Dental (Dental Services)	March Vision (Vision Services)
Encounter Total (FAC reported)	\$162,099,667	\$99,912,055	\$31,381,851	\$27,459,681	\$3,346,080
Total Encounter Adjustments (\$)	(\$19,392,140)	(\$10,761,057)	(\$838,016)	(\$7,388,681)	(\$404,385)
Total Encounter Adjustments (%)	-11.96%	-10.77%	-2.67%	-26.90%	-12.08%
Net Encounter Total	\$142,707,527	\$89,150,998	\$30,543,834	\$20,070,999	\$2,941,695
CDJ Total	\$143,766,052	\$89,875,426	\$30,846,429	\$20,100,940	\$2,943,258
Variance	(\$1,058,525)	(\$724,427)	(\$302,595)	(\$29,940)	(\$1,563)
Completion (%)	99.26%	99.19%	99.01%	99.85%	99.94%
Contract Minimum Completeness Requirement (%)			98.00%		





**ENCOUNTER
DATA ANALYSIS**

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the CCOs to the FAC’s subcontracted data warehouse vendor, Truven Health Analytics, and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by any CCO that were rejected by the FAC for errors in submission or other reasons are not transmitted to Myers and Stauffer.

Furthermore, Myers and Stauffer analyzes the encounter data from the FAC MMIS and makes the following adjustments. Tables C and D below outline the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. Medical and institutional encounter voids with positive plan paid amounts and invalid former TCN values are excluded from the encounter totals. Additionally, pharmacy encounters being identified as denied are excluded from the encounter totals.
2. Myers and Stauffer identified potential duplicate encounters using our encounter review logic. Based on a comparison to the CDJ files, we noted some are actual duplicate submissions, and some are replacement encounter records without a matching void (i.e. calculated voids). Lists of these potential duplicates, noted in previous reports, were provided to UHC for examination. We have reviewed UHC’s disputed duplicate response files submitted to us prior to August 27, 2021. The accepted responses have been incorporated into the analysis for this report. Responses requiring further explanation have not been added to this report and will be resubmitted to the CCO.
3. Our potential duplicate and calculated void process attempts to identify and remove encounters that appear to be duplicated for some reason. Encounters paid by the CCO, but denied by the FAC were included in both our potential duplicate and calculated void processes. It should be noted that the inclusion of denied encounters by either the FAC or the CCO can artificially inflate the percentages of encounter counts and paid amounts being removed. In the case of encounters denied by the FAC, some of these encounters may have already been identified and flagged by the FAC as being duplicates.

Table C — Myers and Stauffer LC's Adjustments to UHC CAN Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	13,728,300	\$1,513,588,279	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	<i>(1,806,314)</i>	<i>(\$13,374,076)</i>	<i>-0.88%</i>
<i>Calculated Void</i>	<i>(112,932)</i>	<i>(\$42,297,986)</i>	<i>-2.79%</i>
<i>Duplicate</i>	<i>(3,411)</i>	<i>(\$204,646)</i>	<i>-0.01%</i>
<i>Total Adjustments Made</i>	<i>(1,922,657)</i>	<i>(\$55,876,707)</i>	<i>-3.69%</i>
Net Encounter Amounts	11,805,643	\$1,457,711,572	96.31%

Table D — Myers and Stauffer LC 's Adjustments to UHC CHIP Encounters			
Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	2,192,647	\$162,099,667	100.00%
<i>Adjustment Type</i>			
<i>Denied</i>	<i>(162,114)</i>	<i>(\$837,511)</i>	<i>-0.51%</i>
<i>Calculated Void</i>	<i>(222,850)</i>	<i>(\$18,550,196)</i>	<i>-11.44%</i>
<i>Duplicate</i>	<i>(35)</i>	<i>(\$4,433)</i>	<i>0.00%</i>
<i>Total Adjustments Made</i>	<i>(384,999)</i>	<i>(\$19,392,140)</i>	<i>-11.96%</i>
Net Encounter Amounts	1,807,648	\$142,707,527	88.04%

* - Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 9 on page 26 for further explanation.



During the course of this analysis, Myers and Stauffer identified potential data issues that may impact the completion percentages for specific delegated vendors and/or fee-for-service (non-vendor). **Section A** details issues related to completion percentages outside the targeted range, while **Section B** notes outstanding data issues that Magnolia Health may need to continue to work to identify and resolve.

Please reference Tables 1 through 12 starting on page 9 for UHC's CAN and CHIP entire plan, delegated vendor, and fee-for-service (non-vendor) reconciliation period tables. These tables contain detailed reconciliation totals, completion percentages, and encounter analysis adjustments made by Myers and Stauffer.

SECTION A – Data issues that may cause completion percentages outside the targeted range (below 98 percent or above 100 percent):

1. **National Med Trans (Table 7):** The instances of inflated National Med Trans monthly completion percentages appear to be due to potentially missing payment sequences when the encounter data and CDJ files are compared. We noted instances of CDJ transactions with multiple payment sequences that had only one final corresponding encounter submission.
 - **UHC's contract with National Med Trans has ended and we do not expect any further encounter submissions.**

SECTION B – Additional data issues and notes that currently may not impact compliance:

2. **Fee-for-Service (non-vendor) and Optum Behavioral Health (Tables 2 and 9):** Many monthly CAN completion percentages and a few monthly CHIP completion percentages appear to be high due to potentially missing negative encounter records and mismatched paid amounts, when the encounter data and CDJ files are compared.
 - Additionally, we noted potentially misallocated paid amounts between months due to duplicate submissions of encounters. The final paid amounts for the encounters appear to match the CDJ data totals with the use of the potential duplicate identification logic. However, due to these potential submission issues, the payment amounts related to a claim sequence may be allocated to one month in the encounters and a different month in the CDJ transactions. This issue is causing the CHIP encounter totals for April 2021 to be understated and the encounter totals for some earlier months, including those prior to the current report period, to be overstated.
 - UHC recently submitted a large volume of previously outstanding encounter voids. Since encounter voids are received with the same paid dates as the encounter being voided, instead of the actual recoupment date reflected in the CDJ files, these new encounter voids may be allocated to different paid months than the corresponding CDJ voids. This appears to be contributing to some of the high and low fee-for-service completion percentage variances.
 - **We recommend UHC continue to work with DOM to submit any outstanding encounter sequences.**
3. **OptumRx (Tables 3 and 10):** We noted mismatched paid dates when the OptumRx CDJ files and encounter data are compared. These mismatched paid dates appear to be causing some inflated CAN monthly completion percentages and most recent CHIP monthly completion percentages to fluctuate from above 100 percent to below 98 percent.



MS UnitedHealthCare Community Plan Encounter and CDJ Comparison

- Several earlier CAN and CHIP monthly completion percentages appear to be inflated due to potentially missing encounter sequences, including voids, when compared to the CDJ files.
 - UHC previously communicated that final corrections for the encounter paid dates were completed in May 2020. We noted that some of the historical corrections for the impacted records were made as adjustments. This appears to have caused instances where the net paid dollars in the encounters are still allocated to the original month and not the payment month identified in the CDJs. This mismatched paid date issue appears to have reoccurred beginning in November 2020. Between November 2020 and March 2021, the paid dates were mostly occurring within the same month and therefore not impacting the monthly completion percentages. However, the April 2021 monthly completion percentage is inflated due to encounter records with paid dates in April 2021 having corresponding May 2021 CDJ transaction dates.
 - **UHC has been working to resubmit their pharmacy CDJ files to include all transactions and accurate void transaction dates. We are expecting the last of these resubmissions by October 15, 2021. We recommend UHC work with OptumRx to identify and correct any paid date issues with the pharmacy encounter records and/or CDJ transactions.**
4. **UHC Dental (Tables 4 and 11):** The instances of inflated monthly completion percentages for CAN and CHIP dental appear to be due to potentially missing encounter sequences (specifically voids), when compared to the CDJ files.
- Additionally, we noted instances of dental encounter adjustments submitted with original paid dates instead of the date the adjustments took place. This appears to be increasing the encounter totals for more recent months, since the negative CDJ transactions are allocated to recent paid dates and the encounter adjustments are allocated to earlier months. UHC communicated that this issue has been corrected going forward due to a change in the way dental adjustment records are being provided to UHC for submission to the state.
 - **We recommend UHC continue to work to submit any potentially missing dental encounter sequences.**
5. **March Vision (Tables 5 and 12):** We noted a few low and several high March Vision monthly completion percentages for CAN and CHIP. This appears to be due to missing payment sequences when the CDJ files and encounter data are compared.
- **We recommend UHC continue to work with March Vision to submit any potentially missing payment sequences.**

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN ENTIRE PLAN
MONTHLY TABLE**

Table 1 — UHC CAN (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$65,097,280	(\$2,104,268)	-3.23%	\$62,993,012	\$63,211,381	(\$218,369)	99.65%
August 2019	\$67,827,831	(\$6,351,004)	-9.36%	\$61,476,827	\$61,618,979	(\$142,152)	99.76%
September 2019	\$66,732,582	(\$4,018,101)	-6.02%	\$62,714,481	\$63,080,097	(\$365,616)	99.42%
October 2019	\$63,266,100	(\$2,152,946)	-3.40%	\$61,113,154	\$61,912,761	(\$799,607)	98.70%
November 2019	\$67,389,196	(\$3,507,394)	-5.20%	\$63,881,802	\$64,347,521	(\$465,720)	99.27%
December 2019	\$71,988,134	(\$10,751,491)	-14.93%	\$61,236,643	\$61,347,498	(\$110,854)	99.81%
January 2020	\$75,592,086	(\$4,160,847)	-5.50%	\$71,431,239	\$71,279,250	\$151,989	100.21%
February 2020	\$66,879,978	(\$2,842,068)	-4.24%	\$64,037,910	\$63,981,608	\$56,302	100.08%
March 2020	\$66,915,077	(\$3,398,502)	-5.07%	\$63,516,575	\$63,801,832	(\$285,257)	99.55%
April 2020	\$61,299,534	(\$3,304,403)	-5.39%	\$57,995,131	\$58,313,869	(\$318,738)	99.45%
May 2020	\$51,124,145	(\$2,030,608)	-3.97%	\$49,093,537	\$49,390,711	(\$297,173)	99.39%
June 2020	\$56,407,813	(\$1,774,663)	-3.14%	\$54,633,150	\$54,988,328	(\$355,178)	99.35%
July 2020	\$61,150,761	(\$1,609,939)	-2.63%	\$59,540,821	\$59,912,327	(\$371,506)	99.37%
August 2020	\$67,053,884	(\$1,327,958)	-1.98%	\$65,725,926	\$65,238,055	\$487,871	100.74%
September 2020	\$56,249,257	(\$360,921)	-0.64%	\$55,888,336	\$55,488,511	\$399,825	100.72%
October 2020	\$69,006,518	(\$717,714)	-1.04%	\$68,288,804	\$68,213,924	\$74,880	100.10%
November 2020	\$65,435,761	(\$726,307)	-1.10%	\$64,709,454	\$65,327,722	(\$618,268)	99.05%
December 2020	\$55,099,055	(\$564,736)	-1.02%	\$54,534,319	\$55,036,082	(\$501,763)	99.08%
January 2021	\$55,790,321	(\$1,239,486)	-2.22%	\$54,550,835	\$55,753,888	(\$1,203,053)	97.84%
February 2021	\$55,080,204	(\$2,003,493)	-3.63%	\$53,076,711	\$55,257,096	(\$2,180,385)	96.05%
March 2021	\$57,963,059	(\$543,122)	-0.93%	\$57,419,937	\$57,977,388	(\$557,451)	99.03%
April 2021	\$63,559,566	(\$115,230)	-0.18%	\$63,444,336	\$62,710,683	\$733,652	101.16%
May 2021	\$64,641,792	(\$151,562)	-0.23%	\$64,490,230	\$64,920,293	(\$430,063)	99.33%
June 2021	\$62,038,344	(\$119,943)	-0.19%	\$61,918,400	\$61,882,569	\$35,832	100.05%
Cumulative Totals	\$1,513,588,279	(\$55,876,707)	-3.69%	\$1,457,711,572	\$1,464,992,375	(\$7,280,803)	99.50%
100% Limited^ Cumulative Totals				\$1,457,705,374	\$1,464,992,375	(\$7,287,001)	99.50%
State Contract Minimum Completeness Percentage Requirement							98.00%

^ - Since the CAN cumulative completion percentage for the CCO and/or delegated vendor(s) exceeds 100 percent, we decreased the Entire Plan CAN encounter totals by the reporting period's variance in comparison with the CDJs to avoid overstating the Entire Plan results. Please reference data analysis assumption number 10 on page 26 for further explanation.



**UHC COMMUNITY PLAN CAN
SUMMARY REPORTING CHARTS**

Chart 1. Monthly CDJ totals and encounter submissions for UHC CAN's entire plan

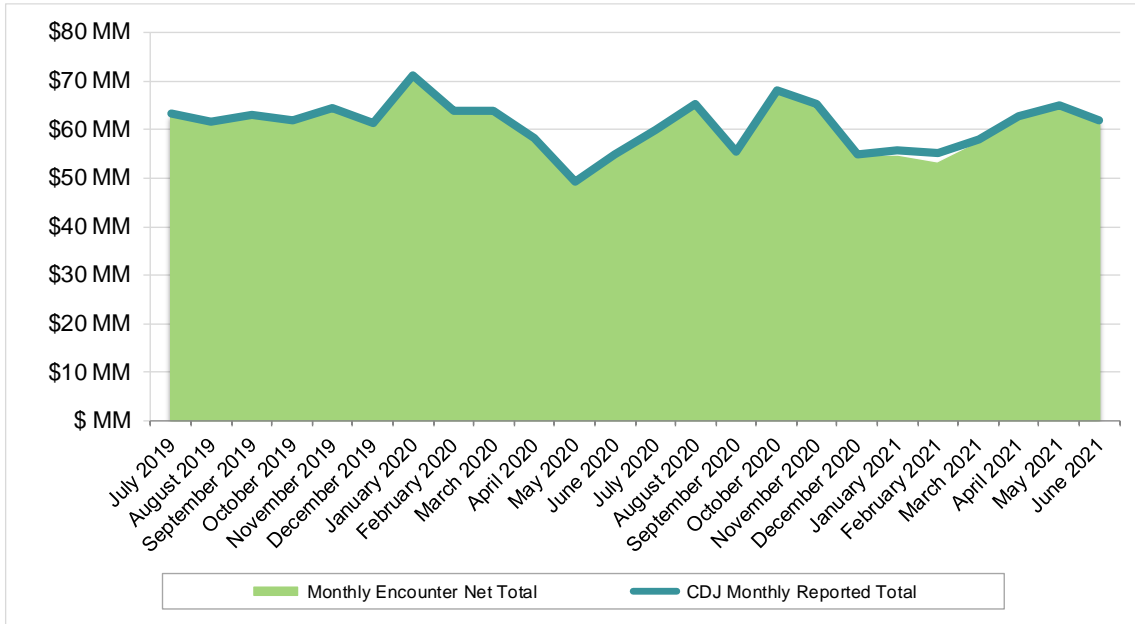
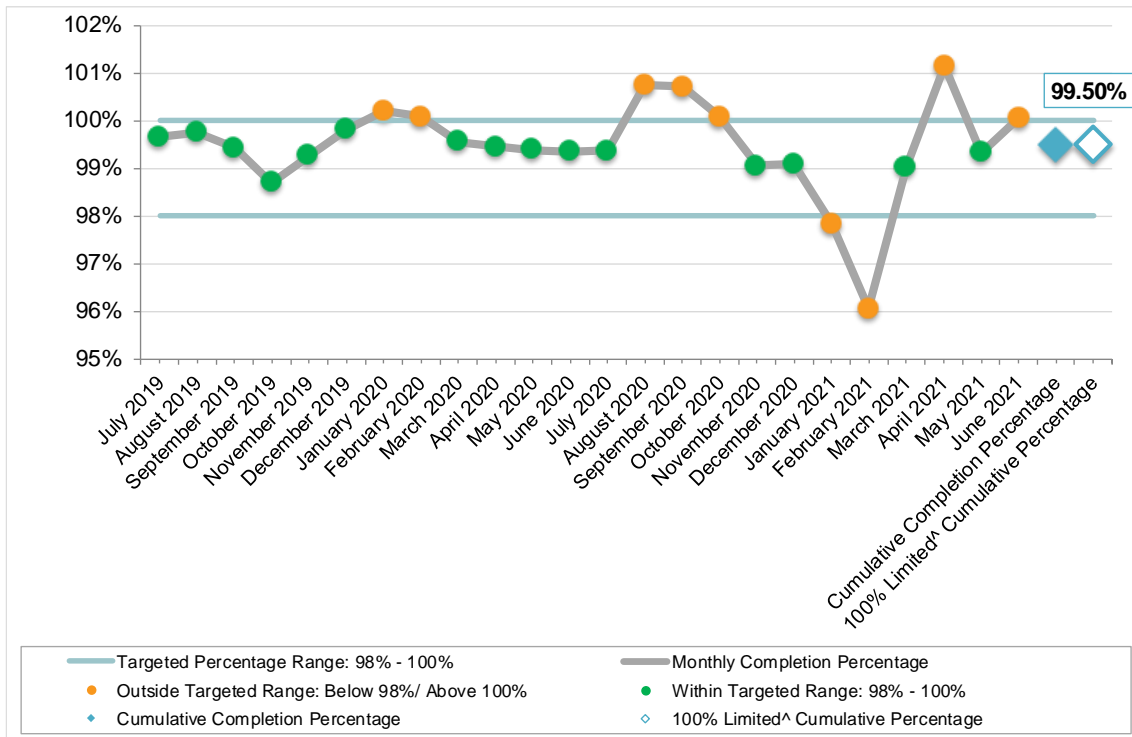


Chart 2. UHC CAN's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CCO CDJ payments for the entire plan



^ - To avoid overstating the Entire Plan results in situations when the CCO or an individual vendor's cumulative completion percentage exceeds 100 percent, we decreased the CAN encounter totals by the reporting period's variance in comparison with the CDJs. Please see data analysis assumption number 10 on page 26 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN FEE-FOR-SERVICE
MONTHLY TABLE**

Table 2 — UHC CAN Fee-for-Service (Non-Vendor)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$47,140,920	(\$1,855,161)	-3.93%	\$45,285,759	\$45,588,599	(\$302,840)	99.33%
August 2019	\$44,074,729	(\$3,129,785)	-7.10%	\$40,944,944	\$40,945,265	(\$321)	99.99%
September 2019	\$46,133,869	(\$3,674,212)	-7.96%	\$42,459,657	\$42,674,496	(\$214,839)	99.49%
October 2019	\$45,683,306	(\$1,718,469)	-3.76%	\$43,964,837	\$44,638,385	(\$673,548)	98.49%
November 2019	\$45,281,872	(\$2,505,496)	-5.53%	\$42,776,376	\$43,098,042	(\$321,667)	99.25%
December 2019	\$52,733,721	(\$9,908,446)	-18.78%	\$42,825,275	\$42,781,506	\$43,769	100.10%
January 2020	\$56,672,444	(\$2,954,024)	-5.21%	\$53,718,420	\$53,362,667	\$355,753	100.66%
February 2020	\$45,504,532	(\$1,372,765)	-3.01%	\$44,131,767	\$43,920,956	\$210,811	100.47%
March 2020	\$47,196,476	(\$2,154,784)	-4.56%	\$45,041,693	\$45,076,772	(\$35,079)	99.92%
April 2020	\$46,091,638	(\$2,296,628)	-4.98%	\$43,795,010	\$43,626,714	\$168,296	100.38%
May 2020	\$34,872,301	(\$1,292,308)	-3.70%	\$33,579,993	\$33,818,027	(\$238,034)	99.29%
June 2020	\$38,729,168	(\$952,457)	-2.45%	\$37,776,711	\$37,976,008	(\$199,297)	99.47%
July 2020	\$42,884,243	(\$813,467)	-1.89%	\$42,070,776	\$42,267,367	(\$196,591)	99.53%
August 2020	\$48,403,422	(\$910,642)	-1.88%	\$47,492,780	\$46,845,649	\$647,131	101.38%
September 2020	\$38,645,114	(\$90,048)	-0.23%	\$38,555,066	\$38,095,699	\$459,367	101.20%
October 2020	\$49,450,577	(\$495,802)	-1.00%	\$48,954,775	\$48,820,823	\$133,952	100.27%
November 2020	\$44,950,721	(\$593,761)	-1.32%	\$44,356,960	\$44,949,347	(\$592,388)	98.68%
December 2020	\$36,664,748	(\$530,799)	-1.44%	\$36,133,949	\$36,633,293	(\$499,345)	98.63%
January 2021	\$39,271,283	(\$1,227,546)	-3.12%	\$38,043,738	\$39,240,536	(\$1,196,798)	96.95%
February 2021	\$38,518,744	(\$1,986,066)	-5.15%	\$36,532,679	\$38,606,468	(\$2,073,789)	94.62%
March 2021	\$38,689,372	(\$532,395)	-1.37%	\$38,156,977	\$38,747,444	(\$590,467)	98.47%
April 2021	\$41,496,045	(\$106,473)	-0.25%	\$41,389,572	\$41,552,585	(\$163,013)	99.60%
May 2021	\$46,715,563	(\$144,984)	-0.31%	\$46,570,580	\$46,774,392	(\$203,813)	99.56%
June 2021	\$44,027,260	(\$110,880)	-0.25%	\$43,916,381	\$43,871,652	\$44,728	100.10%
Cumulative Totals	\$1,059,832,068	(\$41,357,396)	-3.90%	\$1,018,474,673	\$1,023,912,694	(\$5,438,021)	99.46%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%

* - The Fee-for-Service table above includes Optum Behavioral Health CDJ and encounter totals.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN OPTUMRX
MONTHLY TABLE**

Table 3 — UHC CAN OptumRx (Pharmacy Benefits)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$13,208,895	(\$47,178)	-0.35%	\$13,161,717	\$13,091,897	\$69,820	100.53%
August 2019	\$17,298,359	(\$2,931,241)	-16.94%	\$14,367,118	\$14,475,470	(\$108,352)	99.25%
September 2019	\$15,141,669	(\$328,392)	-2.16%	\$14,813,277	\$14,897,123	(\$83,845)	99.43%
October 2019	\$13,886,556	(\$356,035)	-2.56%	\$13,530,521	\$13,651,425	(\$120,904)	99.11%
November 2019	\$16,553,999	(\$829,047)	-5.00%	\$15,724,952	\$15,839,163	(\$114,211)	99.27%
December 2019	\$15,285,677	(\$767,119)	-5.01%	\$14,518,558	\$14,660,952	(\$142,394)	99.02%
January 2020	\$14,011,219	(\$1,065,534)	-7.60%	\$12,945,685	\$13,139,425	(\$193,740)	98.52%
February 2020	\$16,768,420	(\$1,336,981)	-7.97%	\$15,431,440	\$15,575,682	(\$144,242)	99.07%
March 2020	\$15,664,925	(\$1,137,817)	-7.26%	\$14,527,108	\$14,761,803	(\$234,695)	98.41%
April 2020	\$14,299,052	(\$994,782)	-6.95%	\$13,304,270	\$13,786,171	(\$481,901)	96.50%
May 2020	\$14,419,976	(\$725,022)	-5.02%	\$13,694,954	\$13,762,587	(\$67,633)	99.50%
June 2020	\$14,358,514	(\$792,250)	-5.51%	\$13,566,265	\$13,712,783	(\$146,518)	98.93%
July 2020	\$13,868,085	(\$769,803)	-5.55%	\$13,098,282	\$13,263,805	(\$165,523)	98.75%
August 2020	\$14,608,810	(\$389,089)	-2.66%	\$14,219,720	\$14,370,340	(\$150,619)	98.95%
September 2020	\$13,614,091	(\$241,901)	-1.77%	\$13,372,190	\$13,445,133	(\$72,943)	99.45%
October 2020	\$14,520,116	(\$215,399)	-1.48%	\$14,304,716	\$14,355,719	(\$51,003)	99.64%
November 2020	\$16,657,810	(\$127,270)	-0.76%	\$16,530,540	\$16,551,233	(\$20,693)	99.87%
December 2020	\$14,612,347	(\$25,319)	-0.17%	\$14,587,027	\$14,581,421	\$5,607	100.03%
January 2021	\$12,506,684	(\$7,198)	-0.05%	\$12,499,487	\$12,501,691	(\$2,205)	99.98%
February 2021	\$13,106,925	(\$12,614)	-0.09%	\$13,094,311	\$13,196,977	(\$102,666)	99.22%
March 2021	\$15,285,188	(\$6,245)	-0.04%	\$15,278,943	\$15,243,805	\$35,138	100.23%
April 2021	\$17,080,362	(\$8,757)	-0.05%	\$17,071,605	\$16,158,338	\$913,267	105.65%
May 2021	\$13,803,939	(\$6,579)	-0.04%	\$13,797,360	\$14,027,088	(\$229,728)	98.36%
June 2021	\$14,977,991	(\$3,915)	-0.02%	\$14,974,077	\$14,978,043	(\$3,967)	99.97%
Cumulative Totals	\$355,539,608	(\$13,125,485)	-3.69%	\$342,414,123	\$344,028,073	(\$1,613,950)	99.53%
						<i>State Contract Minimum Completeness Percentage Requirement</i>	<i>98.00%</i>

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN DENTAL
MONTHLY TABLE**

Table 4 — UHC CAN Dental (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$3,239,001	(\$177,480)	-5.47%	\$3,061,521	\$3,037,930	\$23,591	100.77%
August 2019	\$4,810,762	(\$284,825)	-5.92%	\$4,525,937	\$4,549,740	(\$23,803)	99.47%
September 2019	\$4,282,337	(\$9,771)	-0.22%	\$4,272,566	\$4,327,768	(\$55,203)	98.72%
October 2019	\$2,526,093	(\$63,387)	-2.50%	\$2,462,706	\$2,442,967	\$19,739	100.80%
November 2019	\$4,524,180	(\$157,358)	-3.47%	\$4,366,822	\$4,388,648	(\$21,825)	99.50%
December 2019	\$3,025,170	(\$68,878)	-2.27%	\$2,956,292	\$2,957,963	(\$1,671)	99.94%
January 2020	\$3,874,686	(\$115,777)	-2.98%	\$3,758,910	\$3,758,204	\$706	100.01%
February 2020	\$3,470,762	(\$106,697)	-3.07%	\$3,364,065	\$3,364,424	(\$359)	99.98%
March 2020	\$2,957,145	(\$77,688)	-2.62%	\$2,879,457	\$2,878,764	\$693	100.02%
April 2020	\$406,253	(\$4,424)	-1.08%	\$401,829	\$402,075	(\$246)	99.93%
May 2020	\$1,380,458	(\$7,713)	-0.55%	\$1,372,745	\$1,358,648	\$14,097	101.03%
June 2020	\$2,567,342	(\$17,618)	-0.68%	\$2,549,724	\$2,553,078	(\$3,354)	99.86%
July 2020	\$3,467,242	(\$20,702)	-0.59%	\$3,446,540	\$3,450,096	(\$3,555)	99.89%
August 2020	\$3,087,682	(\$21,731)	-0.70%	\$3,065,951	\$3,067,583	(\$1,632)	99.94%
September 2020	\$2,942,613	(\$23,395)	-0.79%	\$2,919,218	\$2,899,954	\$19,264	100.66%
October 2020	\$3,957,785	\$0	0.00%	\$3,957,785	\$3,959,387	(\$1,602)	99.95%
November 2020	\$2,918,896	\$0	0.00%	\$2,918,896	\$2,918,326	\$570	100.01%
December 2020	\$2,867,781	(\$476)	-0.01%	\$2,867,305	\$2,867,356	(\$51)	99.99%
January 2021	\$3,396,367	\$0	0.00%	\$3,396,367	\$3,395,814	\$554	100.01%
February 2021	\$2,650,265	\$0	0.00%	\$2,650,265	\$2,649,695	\$570	100.02%
March 2021	\$3,066,376	\$0	0.00%	\$3,066,376	\$3,065,183	\$1,193	100.03%
April 2021	\$4,033,930	\$0	0.00%	\$4,033,930	\$4,050,350	(\$16,420)	99.59%
May 2021	\$3,279,285	\$0	0.00%	\$3,279,285	\$3,276,425	\$2,860	100.08%
June 2021	\$2,185,776	\$0	0.00%	\$2,185,776	\$2,185,765	\$12	100.00%
Cumulative Totals	\$74,918,186	(\$1,157,918)	-1.54%	\$73,760,268	\$73,806,141	(\$45,873)	99.93%
						<i>State Contract Minimum Completeness Percentage Requirement</i>	<i>98.00%</i>

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN MARCH VISION
MONTHLY TABLE**

Table 5 — UHC CAN March Vision (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$772,981	(\$14,630)	-1.89%	\$758,352	\$772,153	(\$13,801)	98.21%
August 2019	\$1,027,990	(\$4,556)	-0.44%	\$1,023,434	\$1,031,498	(\$8,064)	99.21%
September 2019	\$752,617	(\$5,474)	-0.72%	\$747,143	\$753,382	(\$6,239)	99.17%
October 2019	\$719,387	(\$7,181)	-0.99%	\$712,205	\$729,659	(\$17,454)	97.60%
November 2019	\$583,783	(\$9,306)	-1.59%	\$574,476	\$576,675	(\$2,199)	99.61%
December 2019	\$515,377	(\$1,493)	-0.28%	\$513,884	\$519,225	(\$5,341)	98.97%
January 2020	\$552,782	(\$7,924)	-1.43%	\$544,858	\$547,476	(\$2,618)	99.52%
February 2020	\$667,088	(\$9,763)	-1.46%	\$657,326	\$659,779	(\$2,454)	99.62%
March 2020	\$641,232	(\$11,001)	-1.71%	\$630,231	\$638,507	(\$8,276)	98.70%
April 2020	\$192,357	(\$3,518)	-1.82%	\$188,838	\$188,674	\$164	100.08%
May 2020	\$215,949	(\$779)	-0.36%	\$215,170	\$215,445	(\$275)	99.87%
June 2020	\$449,331	(\$6,461)	-1.43%	\$442,871	\$442,979	(\$109)	99.97%
July 2020	\$546,575	(\$301)	-0.05%	\$546,274	\$546,443	(\$170)	99.96%
August 2020	\$622,608	(\$466)	-0.07%	\$622,141	\$623,120	(\$979)	99.84%
September 2020	\$712,220	\$0	0.00%	\$712,220	\$712,506	(\$286)	99.95%
October 2020	\$687,209	(\$18)	0.00%	\$687,191	\$687,163	\$28	100.00%
November 2020	\$545,450	\$0	0.00%	\$545,450	\$545,932	(\$482)	99.91%
December 2020	\$569,077	(\$56)	0.00%	\$569,021	\$568,910	\$111	100.01%
January 2021	\$323,943	(\$14)	0.00%	\$323,929	\$323,804	\$125	100.03%
February 2021	\$489,067	(\$18)	0.00%	\$489,049	\$488,753	\$296	100.06%
March 2021	\$635,049	\$0	0.00%	\$635,049	\$633,883	\$1,167	100.18%
April 2021	\$581,457	\$0	0.00%	\$581,457	\$581,639	(\$182)	99.96%
May 2021	\$507,989	\$0	0.00%	\$507,989	\$507,372	\$617	100.12%
June 2021	\$495,561	(\$342)	-0.06%	\$495,220	\$495,354	(\$134)	99.97%
Cumulative Totals	\$13,807,079	(\$83,300)	-0.60%	\$13,723,778	\$13,790,334	(\$66,556)	99.51%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CAN MTM
MONTHLY TABLE**

Table 6 — UHC CAN MTM (NET)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$0	\$0		\$0	\$0	\$0	
August 2019	\$180,616	\$0	0.00%	\$180,616	\$182,681	(\$2,066)	98.86%
September 2019	\$393,728	(\$252)	-0.06%	\$393,476	\$398,980	(\$5,504)	98.62%
October 2019	\$447,523	(\$7,822)	-1.74%	\$439,701	\$447,173	(\$7,472)	98.32%
November 2019	\$443,369	(\$6,182)	-1.39%	\$437,188	\$443,482	(\$6,294)	98.58%
December 2019	\$426,992	(\$5,556)	-1.30%	\$421,437	\$427,052	(\$5,615)	98.68%
January 2020	\$478,207	(\$17,589)	-3.67%	\$460,619	\$468,726	(\$8,108)	98.27%
February 2020	\$466,034	(\$15,862)	-3.40%	\$450,172	\$457,618	(\$7,446)	98.37%
March 2020	\$455,299	(\$17,213)	-3.78%	\$438,086	\$445,986	(\$7,900)	98.22%
April 2020	\$308,154	(\$5,052)	-1.63%	\$303,102	\$308,154	(\$5,052)	98.36%
May 2020	\$230,321	(\$4,787)	-2.07%	\$225,534	\$230,860	(\$5,327)	97.69%
June 2020	\$296,088	(\$5,878)	-1.98%	\$290,210	\$296,088	(\$5,878)	98.01%
July 2020	\$384,599	(\$5,666)	-1.47%	\$378,933	\$384,599	(\$5,666)	98.52%
August 2020	\$331,363	(\$6,029)	-1.81%	\$325,334	\$331,363	(\$6,029)	98.18%
September 2020	\$332,641	(\$5,576)	-1.67%	\$327,065	\$332,641	(\$5,576)	98.32%
October 2020	\$390,104	(\$6,494)	-1.66%	\$383,610	\$390,104	(\$6,494)	98.33%
November 2020	\$362,884	(\$5,275)	-1.45%	\$357,609	\$362,884	(\$5,275)	98.54%
December 2020	\$385,102	(\$8,085)	-2.09%	\$377,017	\$385,102	(\$8,085)	97.90%
January 2021	\$292,043	(\$4,729)	-1.61%	\$287,314	\$292,043	(\$4,729)	98.38%
February 2021	\$315,203	(\$4,796)	-1.52%	\$310,407	\$315,203	(\$4,796)	98.47%
March 2021	\$287,073	(\$4,482)	-1.56%	\$282,591	\$287,073	(\$4,482)	98.43%
April 2021	\$367,772	\$0	0.00%	\$367,772	\$367,772	\$0	100.00%
May 2021	\$335,016	\$0	0.00%	\$335,016	\$335,016	\$0	100.00%
June 2021	\$351,755	(\$4,808)	-1.36%	\$346,947	\$351,755	(\$4,808)	98.63%
Cumulative Totals	\$8,261,888	(\$142,132)	-1.72%	\$8,119,756	\$8,242,356	(\$122,601)	98.51%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%



UHC CAN NATIONAL MED TRANS MONTHLY TABLE

Table 7 — UHC CAN National Med Trans (NET)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$735,483	(\$9,820)	-1.33%	\$725,663	\$720,802	\$4,861	100.67%
August 2019	\$435,375	(\$597)	-0.13%	\$434,778	\$434,324	\$453	100.10%
September 2019	\$28,362	\$0	0.00%	\$28,362	\$28,349	\$13	100.04%
October 2019	\$3,236	(\$53)	-1.62%	\$3,183	\$3,152	\$32	101.00%
November 2019	\$1,993	(\$5)	-0.25%	\$1,988	\$1,511	\$476	131.51%
December 2019	\$1,197	\$0	0.00%	\$1,197	\$799	\$399	149.90%
January 2020	\$2,748	\$0	0.00%	\$2,748	\$2,752	(\$4)	99.84%
February 2020	\$3,142	\$0	0.00%	\$3,142	\$3,150	(\$8)	99.75%
March 2020	\$0	\$0		\$0	\$0	\$0	
April 2020	\$2,082	\$0	0.00%	\$2,082	\$2,082	\$0	100.00%
May 2020	\$5,141	\$0	0.00%	\$5,141	\$5,143	(\$2)	99.96%
June 2020	\$7,369	\$0	0.00%	\$7,369	\$7,392	(\$22)	99.69%
July 2020	\$17	\$0	0.00%	\$17	\$17	(\$0)	99.47%
August 2020	\$0	\$0		\$0	\$0	\$0	
September 2020	\$2,578	\$0	0.00%	\$2,578	\$2,578	(\$0)	99.98%
October 2020	\$727	\$0	0.00%	\$727	\$727	\$0	100.00%
November 2020	\$0	\$0		\$0	\$0	\$0	
December 2020	\$0	\$0		\$0	\$0	\$0	
January 2021	\$0	\$0		\$0	\$0	\$0	
February 2021	\$0	\$0		\$0	\$0	\$0	
March 2021	\$0	\$0		\$0	\$0	\$0	
April 2021	\$0	\$0		\$0	\$0	\$0	
May 2021	\$0	\$0		\$0	\$0	\$0	
June 2021	\$0	\$0		\$0	\$0	\$0	
Cumulative Totals	\$1,229,449	(\$10,475)	-0.85%	\$1,218,974	\$1,212,777	\$6,198	100.51%
100% Limited^ Cumulative Totals				\$1,212,777	\$1,212,777	\$0	100.00%
State Contract Minimum Completeness Percentage Requirement							98.00%

^ - The National Med Trans CAN cumulative completion percentage was limited to a maximum of 100 percent by decreasing the encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 26 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP ENTIRE PLAN
MONTHLY TABLE**

Table 8 — UHC CHIP (Entire Plan)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$6,452,432	(\$1,077,799)	-16.70%	\$5,374,632	\$5,404,116	(\$29,484)	99.45%
August 2019	\$8,154,329	(\$1,816,556)	-22.27%	\$6,337,773	\$6,297,051	\$40,722	100.64%
September 2019	\$7,017,666	(\$1,582,799)	-22.55%	\$5,434,867	\$5,497,113	(\$62,246)	98.86%
October 2019	\$8,437,988	(\$1,542,626)	-18.28%	\$6,895,362	\$6,456,741	\$438,621	106.79%
November 2019	\$8,315,214	(\$1,635,299)	-19.66%	\$6,679,915	\$6,890,085	(\$210,170)	96.94%
December 2019	\$7,285,754	(\$1,324,854)	-18.18%	\$5,960,900	\$6,182,776	(\$221,875)	96.41%
January 2020	\$11,173,482	(\$3,121,799)	-27.93%	\$8,051,683	\$7,827,702	\$223,980	102.86%
February 2020	\$9,570,277	(\$2,876,481)	-30.05%	\$6,693,795	\$7,323,013	(\$629,218)	91.40%
March 2020	\$8,952,649	(\$2,112,500)	-23.59%	\$6,840,149	\$6,895,878	(\$55,729)	99.19%
April 2020	\$4,701,045	(\$367,270)	-7.81%	\$4,333,775	\$4,348,510	(\$14,734)	99.66%
May 2020	\$4,499,499	(\$523,079)	-11.62%	\$3,976,420	\$3,990,345	(\$13,925)	99.65%
June 2020	\$5,970,913	(\$718,407)	-12.03%	\$5,252,506	\$5,444,144	(\$191,638)	96.47%
July 2020	\$6,385,282	(\$271,052)	-4.24%	\$6,114,231	\$6,151,248	(\$37,017)	99.39%
August 2020	\$5,864,820	(\$136,105)	-2.32%	\$5,728,715	\$5,764,545	(\$35,830)	99.37%
September 2020	\$5,676,336	(\$64,850)	-1.14%	\$5,611,486	\$5,613,923	(\$2,436)	99.95%
October 2020	\$7,054,057	(\$23,098)	-0.32%	\$7,030,959	\$7,070,449	(\$39,490)	99.44%
November 2020	\$6,178,514	(\$16,744)	-0.27%	\$6,161,770	\$6,176,527	(\$14,757)	99.76%
December 2020	\$5,679,248	(\$28,515)	-0.50%	\$5,650,733	\$5,695,916	(\$45,182)	99.20%
January 2021	\$5,127,582	(\$19,379)	-0.37%	\$5,108,203	\$5,133,697	(\$25,494)	99.50%
February 2021	\$5,578,337	(\$13,128)	-0.23%	\$5,565,209	\$5,591,693	(\$26,484)	99.52%
March 2021	\$6,099,912	(\$4,771)	-0.07%	\$6,095,141	\$6,107,173	(\$12,032)	99.80%
April 2021	\$6,850,989	(\$105,885)	-1.54%	\$6,745,103	\$6,758,571	(\$13,468)	99.80%
May 2021	\$5,795,878	(\$6,979)	-0.12%	\$5,788,899	\$5,896,384	(\$107,485)	98.17%
June 2021	\$5,277,465	(\$2,165)	-0.04%	\$5,275,300	\$5,248,453	\$26,847	100.51%
Cumulative Totals	\$162,099,667	(\$19,392,140)	-11.96%	\$142,707,527	\$143,766,052	(\$1,058,525)	99.26%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%



**UHC COMMUNITY PLAN CHIP
SUMMARY REPORTING CHARTS**

Chart 3. Monthly CDJ totals and encounter submissions for the UHC CHIP’s entire plan

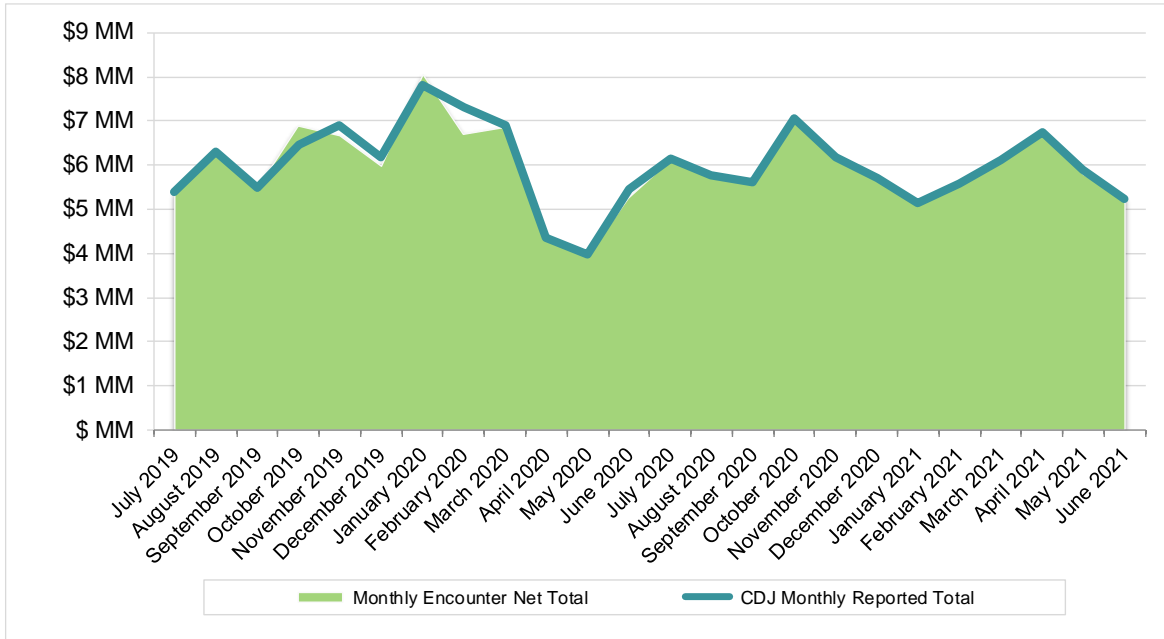
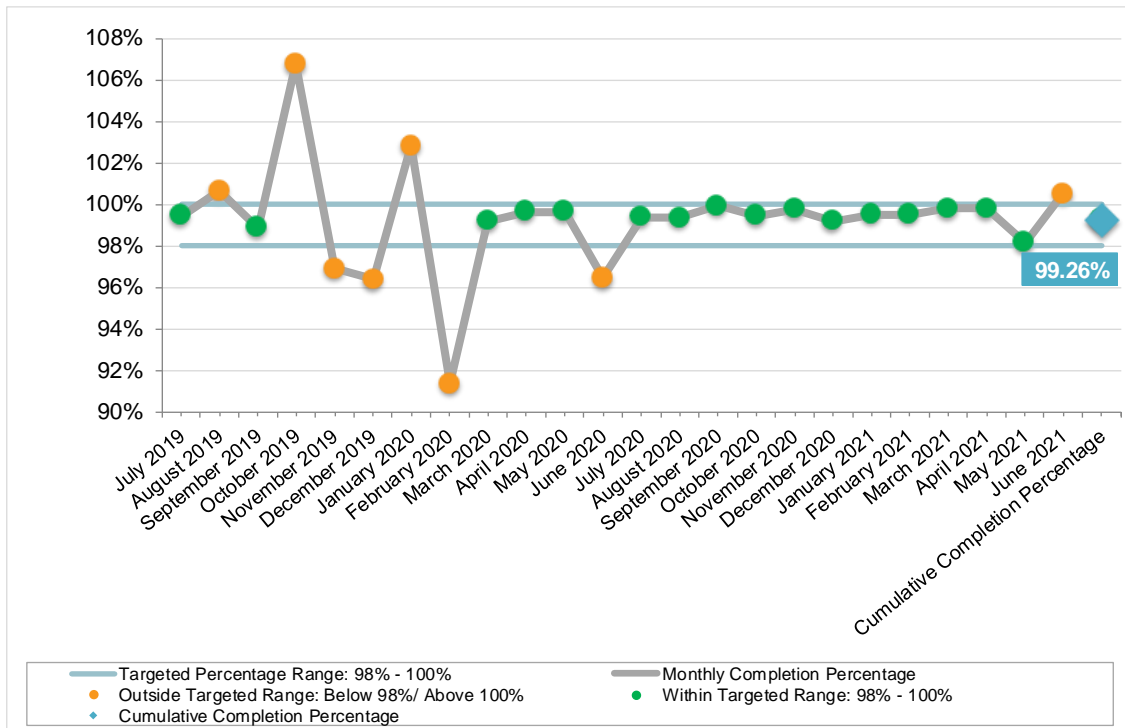


Chart 4. UHC CHIP’s monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CCO CDJ payments for the entire plan



MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP FEE-FOR-SERVICE
MONTHLY TABLE**

Table 9 — UHC CHIP Fee-for-Service (Non-Vendor)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$3,942,475	(\$486,199)	-12.33%	\$3,456,276	\$3,465,761	(\$9,485)	99.72%
August 2019	\$4,544,337	(\$796,001)	-17.51%	\$3,748,336	\$3,656,756	\$91,580	102.50%
September 2019	\$4,192,810	(\$843,005)	-20.10%	\$3,349,805	\$3,379,753	(\$29,948)	99.11%
October 2019	\$5,046,791	(\$690,712)	-13.68%	\$4,356,079	\$4,439,179	(\$83,101)	98.12%
November 2019	\$4,840,181	(\$670,129)	-13.84%	\$4,170,052	\$4,227,556	(\$57,504)	98.63%
December 2019	\$4,424,224	(\$680,725)	-15.38%	\$3,743,499	\$3,821,932	(\$78,433)	97.94%
January 2020	\$7,306,528	(\$2,108,928)	-28.86%	\$5,197,600	\$5,279,996	(\$82,396)	98.43%
February 2020	\$6,472,653	(\$1,855,127)	-28.66%	\$4,617,526	\$4,591,943	\$25,583	100.55%
March 2020	\$5,711,201	(\$1,288,520)	-22.56%	\$4,422,680	\$4,438,360	(\$15,679)	99.64%
April 2020	\$3,477,208	(\$287,863)	-8.27%	\$3,189,346	\$3,174,390	\$14,956	100.47%
May 2020	\$2,534,422	(\$288,798)	-11.39%	\$2,245,625	\$2,379,460	(\$133,835)	94.37%
June 2020	\$3,676,376	(\$273,719)	-7.44%	\$3,402,657	\$3,416,528	(\$13,871)	99.59%
July 2020	\$3,870,486	(\$131,537)	-3.39%	\$3,738,950	\$3,764,257	(\$25,307)	99.32%
August 2020	\$3,558,194	(\$111,299)	-3.12%	\$3,446,895	\$3,478,538	(\$31,643)	99.09%
September 2020	\$3,538,436	(\$50,848)	-1.43%	\$3,487,588	\$3,494,109	(\$6,521)	99.81%
October 2020	\$4,534,638	(\$8,873)	-0.19%	\$4,525,765	\$4,564,425	(\$38,660)	99.15%
November 2020	\$3,799,502	(\$13,543)	-0.35%	\$3,785,960	\$3,802,631	(\$16,671)	99.56%
December 2020	\$3,521,850	(\$26,786)	-0.76%	\$3,495,064	\$3,535,365	(\$40,301)	98.86%
January 2021	\$2,887,679	(\$18,543)	-0.64%	\$2,869,136	\$2,895,832	(\$26,695)	99.07%
February 2021	\$3,518,779	(\$11,641)	-0.33%	\$3,507,138	\$3,522,265	(\$15,127)	99.57%
March 2021	\$3,651,408	(\$4,089)	-0.11%	\$3,647,319	\$3,656,119	(\$8,799)	99.75%
April 2021	\$3,903,278	(\$105,560)	-2.70%	\$3,797,719	\$3,913,448	(\$115,729)	97.04%
May 2021	\$3,651,773	(\$6,862)	-0.18%	\$3,644,911	\$3,661,346	(\$16,435)	99.55%
June 2021	\$3,306,823	(\$1,749)	-0.05%	\$3,305,074	\$3,315,478	(\$10,404)	99.68%
Cumulative Totals	\$99,912,055	(\$10,761,057)	-10.77%	\$89,150,998	\$89,875,426	(\$724,427)	99.19%
							State Contract Minimum Completeness Percentage Requirement
							98.00%

* - The Fee-for-Service table above includes Optum Behavioral Health CDJ and encounter totals.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP OPTUMRX
MONTHLY TABLE**

Table 10 — UHC CHIP OptumRx (Pharmacy Benefits)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$965,338	(\$45,832)	-4.74%	\$919,506	\$939,331	(\$19,826)	97.88%
August 2019	\$1,291,407	(\$105,081)	-8.13%	\$1,186,326	\$1,233,262	(\$46,936)	96.19%
September 2019	\$1,242,567	(\$65,651)	-5.28%	\$1,176,917	\$1,208,313	(\$31,396)	97.40%
October 2019	\$1,690,003	(\$120,153)	-7.10%	\$1,569,850	\$1,049,391	\$520,460	149.59%
November 2019	\$1,436,827	(\$76,326)	-5.31%	\$1,360,500	\$1,499,412	(\$138,912)	90.73%
December 2019	\$1,387,543	(\$41,981)	-3.02%	\$1,345,562	\$1,487,780	(\$142,218)	90.44%
January 2020	\$1,743,889	(\$91,375)	-5.23%	\$1,652,514	\$1,345,151	\$307,363	122.84%
February 2020	\$1,086,386	(\$67,309)	-6.19%	\$1,019,077	\$1,675,256	(\$656,180)	60.83%
March 2020	\$1,547,988	(\$82,928)	-5.35%	\$1,465,060	\$1,503,262	(\$38,202)	97.45%
April 2020	\$1,056,079	(\$37,425)	-3.54%	\$1,018,654	\$1,046,560	(\$27,906)	97.33%
May 2020	\$1,332,613	(\$29,235)	-2.19%	\$1,303,378	\$1,182,160	\$121,218	110.25%
June 2020	\$926,077	(\$14,124)	-1.52%	\$911,954	\$1,088,504	(\$176,550)	83.78%
July 2020	\$1,152,513	(\$13,527)	-1.17%	\$1,138,986	\$1,146,733	(\$7,747)	99.32%
August 2020	\$1,280,789	(\$13,484)	-1.05%	\$1,267,305	\$1,271,588	(\$4,283)	99.66%
September 2020	\$1,227,213	(\$11,814)	-0.96%	\$1,215,399	\$1,215,295	\$104	100.00%
October 2020	\$1,357,787	(\$13,129)	-0.96%	\$1,344,658	\$1,344,385	\$274	100.02%
November 2020	\$1,550,885	(\$3,201)	-0.20%	\$1,547,684	\$1,545,700	\$1,984	100.12%
December 2020	\$1,252,028	(\$1,729)	-0.13%	\$1,250,300	\$1,254,643	(\$4,343)	99.65%
January 2021	\$1,145,815	(\$836)	-0.07%	\$1,144,979	\$1,144,165	\$815	100.07%
February 2021	\$1,207,490	(\$1,487)	-0.12%	\$1,206,003	\$1,217,359	(\$11,356)	99.06%
March 2021	\$1,370,800	(\$682)	-0.04%	\$1,370,117	\$1,372,426	(\$2,309)	99.83%
April 2021	\$1,678,607	(\$326)	-0.01%	\$1,678,281	\$1,571,509	\$106,772	106.79%
May 2021	\$1,180,965	(\$116)	0.00%	\$1,180,849	\$1,273,036	(\$92,187)	92.75%
June 2021	\$1,270,241	(\$266)	-0.02%	\$1,269,975	\$1,231,208	\$38,767	103.14%
Cumulative Totals	\$31,381,851	(\$838,016)	-2.67%	\$30,543,834	\$30,846,429	(\$302,595)	99.01%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP DENTAL
MONTHLY TABLE**

Table 11 — UHC CHIP Dental (Dental)							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$1,348,391	(\$514,256)	-38.13%	\$834,136	\$833,940	\$196	100.02%
August 2019	\$2,035,627	(\$863,945)	-42.44%	\$1,171,682	\$1,175,541	(\$3,859)	99.67%
September 2019	\$1,423,166	(\$648,026)	-45.53%	\$775,140	\$776,274	(\$1,134)	99.85%
October 2019	\$1,518,852	(\$692,092)	-45.56%	\$826,760	\$825,912	\$848	100.10%
November 2019	\$1,902,069	(\$869,165)	-45.69%	\$1,032,904	\$1,044,249	(\$11,345)	98.91%
December 2019	\$1,356,780	(\$587,830)	-43.32%	\$768,950	\$769,385	(\$435)	99.94%
January 2020	\$1,922,520	(\$850,919)	-44.26%	\$1,071,601	\$1,072,849	(\$1,248)	99.88%
February 2020	\$1,780,670	(\$861,764)	-48.39%	\$918,906	\$917,439	\$1,466	100.15%
March 2020	\$1,528,064	(\$724,067)	-47.38%	\$803,997	\$805,792	(\$1,794)	99.77%
April 2020	\$128,778	(\$38,256)	-29.70%	\$90,522	\$92,174	(\$1,652)	98.20%
May 2020	\$574,016	(\$196,044)	-34.15%	\$377,972	\$379,273	(\$1,301)	99.65%
June 2020	\$1,256,193	(\$416,741)	-33.17%	\$839,452	\$840,492	(\$1,040)	99.87%
July 2020	\$1,214,332	(\$116,217)	-9.57%	\$1,098,115	\$1,102,497	(\$4,382)	99.60%
August 2020	\$857,670	(\$5,927)	-0.69%	\$851,742	\$852,356	(\$614)	99.92%
September 2020	\$755,561	(\$2,187)	-0.28%	\$753,374	\$750,188	\$3,185	100.42%
October 2020	\$1,022,973	(\$1,096)	-0.10%	\$1,021,878	\$1,023,033	(\$1,156)	99.88%
November 2020	\$720,316	\$0	0.00%	\$720,316	\$720,418	(\$102)	99.98%
December 2020	\$786,910	\$0	0.00%	\$786,910	\$787,290	(\$380)	99.95%
January 2021	\$1,024,439	\$0	0.00%	\$1,024,439	\$1,024,052	\$387	100.03%
February 2021	\$747,634	\$0	0.00%	\$747,634	\$747,483	\$151	100.02%
March 2021	\$944,767	\$0	0.00%	\$944,767	\$945,187	(\$419)	99.95%
April 2021	\$1,140,607	\$0	0.00%	\$1,140,607	\$1,145,484	(\$4,878)	99.57%
May 2021	\$865,708	\$0	0.00%	\$865,708	\$864,624	\$1,084	100.12%
June 2021	\$603,637	(\$150)	-0.02%	\$603,487	\$605,007	(\$1,520)	99.74%
Cumulative Totals	\$27,459,681	(\$7,388,681)	-26.90%	\$20,070,999	\$20,100,940	(\$29,940)	99.85%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP MARCH VISION
MONTHLY TABLE**

Table 12 — UHC CHIP March Vision (Vision)

Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2019	\$196,228	(\$31,512)	-16.05%	\$164,716	\$165,084	(\$369)	99.77%
August 2019	\$282,957	(\$51,529)	-18.21%	\$231,428	\$231,492	(\$63)	99.97%
September 2019	\$159,123	(\$26,118)	-16.41%	\$133,005	\$132,773	\$232	100.17%
October 2019	\$182,343	(\$39,670)	-21.75%	\$142,673	\$142,259	\$413	100.29%
November 2019	\$136,137	(\$19,679)	-14.45%	\$116,458	\$118,867	(\$2,409)	97.97%
December 2019	\$117,207	(\$14,317)	-12.21%	\$102,890	\$103,679	(\$789)	99.23%
January 2020	\$200,545	(\$70,577)	-35.19%	\$129,968	\$129,707	\$261	100.20%
February 2020	\$230,568	(\$92,281)	-40.02%	\$138,287	\$138,375	(\$88)	99.93%
March 2020	\$165,396	(\$16,985)	-10.26%	\$148,411	\$148,465	(\$53)	99.96%
April 2020	\$38,980	(\$3,726)	-9.55%	\$35,254	\$35,386	(\$132)	99.62%
May 2020	\$58,448	(\$9,002)	-15.40%	\$49,446	\$49,452	(\$7)	99.98%
June 2020	\$112,266	(\$13,824)	-12.31%	\$98,443	\$98,620	(\$177)	99.82%
July 2020	\$147,951	(\$9,771)	-6.60%	\$138,180	\$137,762	\$419	100.30%
August 2020	\$168,167	(\$5,395)	-3.20%	\$162,772	\$162,063	\$710	100.43%
September 2020	\$155,126	\$0	0.00%	\$155,126	\$154,331	\$795	100.51%
October 2020	\$138,658	\$0	0.00%	\$138,658	\$138,606	\$52	100.03%
November 2020	\$107,810	\$0	0.00%	\$107,810	\$107,778	\$32	100.02%
December 2020	\$118,459	\$0	0.00%	\$118,459	\$118,617	(\$158)	99.86%
January 2021	\$69,648	\$0	0.00%	\$69,648	\$69,648	\$0	100.00%
February 2021	\$104,433	\$0	0.00%	\$104,433	\$104,585	(\$153)	99.85%
March 2021	\$132,937	\$0	0.00%	\$132,937	\$133,442	(\$504)	99.62%
April 2021	\$128,496	\$0	0.00%	\$128,496	\$128,129	\$367	100.28%
May 2021	\$97,431	\$0	0.00%	\$97,431	\$97,378	\$54	100.05%
June 2021	\$96,765	\$0	0.00%	\$96,765	\$96,760	\$5	100.00%
Cumulative Totals	\$3,346,080	(\$404,385)	-12.08%	\$2,941,695	\$2,943,258	(\$1,563)	99.94%
							<i>State Contract Minimum Completeness Percentage Requirement</i>
							98.00%



APPENDIX A – DEFINITIONS AND ACRONYMS

The following terms are used throughout this document:

- **Calculated Void Encounter (CV)** – An encounter that Myers and Stauffer LC has identified as being a replacement encounter that does not appear to have a corresponding void of the original encounter in the FAC's data warehouse.
- **Cash Disbursement Journal (CDJ) Monthly Reported Total** – The sum of all payments from a CCO or delegated vendor to service providers for a given month as reported by the CCO to the DOM.
- **Children's Health Insurance Program (CHIP)** – This program provides insurance coverage for uninsured children up to age 19 whose family does not qualify for Medicaid and whose income does not exceed 200% of the federal poverty level. On January 1, 2015, CHIP became a coordinated care program with UHC and Magnolia Health responsible for coordinating services until October 31, 2019. Beginning on November 1, 2019, Molina Health and UHC became responsible for coordinating CHIP services.
- **Coordinated Care Organization (CCO)** – A private organization that has entered into a risk-based contractual arrangement with the Mississippi Division of Medicaid (DOM) to obtain and finance care for enrolled Medicaid members. CCOs receive a capitation or per member per month (PMPM) payment from the DOM for each enrolled member. Before October 1, 2018, two CCOs were operating in the state of Mississippi during the reconciliation period. They were Magnolia Health Plan (Magnolia Health) and UnitedHealthcare Community Plan (UHC). Effective October 1, 2018, Molina Healthcare joined the other two CCOs to provide services to enrolled members.
- **Conduent** - State fiscal agent contractor, formerly known as Xerox Health Solutions.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system (Medicaid Management Information System); Conduent (formerly known as Xerox Health Solutions) is the current FAC.
- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate Mississippi Medicaid claims. CCO submitted encounters are loaded into this system and assigned a unique claim identifier.
- **Mississippi Coordinated Access Network (MississippiCAN)** – The state of Mississippi's Medicaid managed care program. There are three coordinated care organizations responsible for coordinating services for Mississippi Medicaid beneficiaries, effective October 1, 2018.
- **Mississippi Division of Medicaid (DOM)** – The division in the Office of the Governor that is responsible for administering Medicaid in Mississippi.
- **Monthly Completion Percentage** – The percentage of the monthly encounter total in relation to the CDJ monthly reported total.
- **Monthly Encounter Net Total** – The sum of the encounter submissions for a given month incorporating the Myers and Stauffer LC encounter data adjustments made to the encounter submissions stored in the FAC's encounter data warehouse.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison

- **Monthly Encounter Total (Adjustments)** – The sum of all Myers and Stauffer LC adjustments for a given month that were removed from the encounter submissions stored in the FAC’s encounter data warehouse.
- **Monthly Encounter Total (FAC Reported)** – The sum of all encounter submissions for a given month stored in the FAC’s encounter data warehouse.
- **Monthly Variance** – The difference between the monthly encounter total and the CDJ monthly reported total for a given month.
- **Potential Duplicate Encounter (PDUP)** – An encounter that Myers and Stauffer LC has identified as being a potential duplicate of another encounter in the FAC’s data warehouse.
- **Truven Health Analytics (Truven)** – Subcontractor to the state’s fiscal agent contractor responsible for the encounter data warehouse.



Encounters from institutional, medical, and pharmacy service types were combined on like data fields. We analyzed the information reported on each encounter to capture the amount paid on the entire claim. Encounter totals were calculated by summarizing the data by the CCO paid date, CCO identification number, and specific delegated vendor criteria. Each cash disbursement submitted by the CCO was summarized by paid date, CCO program identifier, and delegated vendor to create a matching table. These matching tables were combined using common fields and were used to produce the results.

Based on criteria provided by the CCO, we identified UHC encounters as follows:

❖ **UHC CAN Encounters**

- Submitter ID equal to '91474' or MC Prov ID equal to '02821762' for medical and institutional encounters
- Pay to Provider Number equal to '02821762' or if the Pay to Provider Number is blank, Payer ID equal to '02821762' when the COB sequence number is one, for pharmacy encounters.

❖ **UHC CHIP Encounters**

- Submitter ID equal to '93552' or MC Prov ID equal to '09974046' for medical and institutional encounters
- Pay to Provider Number equal to '09974046' or if the Pay to Provider Number is blank, Payer ID equal to '09974046' when the COB sequence number is one, for pharmacy encounters.

❖ **UHC Dental – Dental Services**

- Claims Type Code value of 'D'.

❖ **March Vision – Vision Services (effective January 2017)**

- Plan TCN has 8 characters and claim type is not T.
- First character of the Plan TCN is '1' or first two characters of the Plan TCN are 'MA'.
- Dates of service beginning on 1/1/2017.

❖ **MTM – Non-Emergency Transportation (NET)¹**

- First three characters of the Plan TCN are 'MIS', 'UOM' 'UMM', or 'MMU'.

❖ **National Med Trans – Non-Emergency Transportation (NET) (effective mid-May 2018 through July 2019)²**

- Plan TCN has 7 or 8 characters and a claim type of T.
- Dates of service between 5/15/2018 and 7/31/2019.

❖ **OptumRx – Pharmacy Benefit**

- These encounters are contained in separate data warehouse tables as a result of pharmacy encounter submissions processing.

❖ **UHC – Fee-for-Service (Non-Vendor)**

- All other plan submitted encounters that do not meet the listed criteria. This includes UHC non-vendor (fee-for-service) and Optum Behavioral Health.

1 – MTM was UHC's NET delegated vendor through mid-May 2018 until it was replaced by National Med Trans. MTM has replaced National Med Trans as UHC's NET delegated vendor effective August 1, 2019.

2 – After UHC's contract with National Med Trans ended, the company was acquired by LogistiCare, which is now known as ModivCare.



APPENDIX C – DATA ANALYSIS ASSUMPTIONS

1. We assume that all data provided to Myers and Stauffer is complete and accurate.
2. Voided encounter records contained within the encounter submissions were coded to match the associated adjustment's paid date to allow for the proper matching of cash disbursements that occurred due to this void transaction. However, we were unable to assign a paid date to the void transactions in which there was not an associated adjustment encounter. UHC submitted supplemental records for some of these encounter voids (e.g., OptumRx), which we used to allocate the encounter voids to the appropriate recoupment date.
3. We instructed the CCOs to exclude referral fees, management fees, and other non-encounter related fees in the CDJ data submitted to Myers and Stauffer.
4. Interest amounts do not appear to be included in the CCO paid amounts. We have therefore excluded the separately itemized interest expense from the CDJ totals.
5. There are adjustment instances in the encounter data where the associated backout/void record is successfully accepted and created. However, the corresponding replacement transaction is denied by the FAC, which may be impacting the monthly completion percentages.
6. There appear to be instances where the CCO submitted a paid encounter with a claim adjustment reason (CAS) code that was processed by the FAC as CCO-denied. This suggests that the FAC's denial adjustment reason code (ARC) table may not contain the same CAS codes that the CCO is intending to use to identify denied encounters. CSR DO16844 was completed in August 2018 to update the process to prevent setting the line and header statuses to deny if the MC encounter paid amount is present.
7. There appear to be instances of encounters for which a paid date was not provided in the monthly data extracts transmitted to Myers and Stauffer LC by the FAC. UHC provided a list of encounter paid dates, which was used to allocate encounters for this report. When a valid CCO paid date was not available for an encounter in the data extracts or supplemental file(s), we attempted to estimate the paid date by adding seven days to the CCO received date.
8. Previously, the Pay to Provider Number was used to identify the appropriate CCO and program for pharmacy encounters; however, in some cases this ID is not populated. Through discussions with another CCO, we determined that the Payer ID from the first COB sequence appears to identify the appropriate CCO and program when the Pay to Provider Number is blank. Starting in December 2018 report, we began to utilize both ID sources for pharmacy encounters.
9. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum totals (Tables A through D).
10. Cumulative completion percentages exceeding 100 percent were noted for UHC's CAN National Med Trans totals. So that the impacted amounts do not overstate the Entire Plan CAN results, we have decreased the encounter monthly reported totals by the variance between the encounter data and cash disbursement journals. Therefore, the cumulative completion percentages are decreased to a maximum of 100 percent (Tables A, 1, and 7; Chart 2).
11. Opportunities for improving the encounter reconciliation process have been identified during the analysis of the encounter data and cash disbursement journals, as well as frequent interactions with the CCOs, their delegated vendors, DOM, and the FAC. While we have attempted to account for these situations, other potential issues within the data may exist that have not yet been identified which may require us to restate a report or modify reconciliation processes in the future.