

JULY 1, 2021 THROUGH JUNE 30, 2023

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



FEBRUARY 14, 2024





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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), Gainwell Technologies. 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 the FAC 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 for the reporting period 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. DOM has recently engaged Myers and Stauffer to perform another Protocol 5 review. These results are expected to be issued in a separate report later this year.

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, 2021 through June 30, 2023;
- CDJ transactions had payment dates within the reporting period of July 1, 2021 through June 30, 2023;
- Institutional, professional, and dental encounters were received and processed by the FAC for transmission to Myers and Stauffer through September 29, 2023. Pharmacy encounters were received and processed by the FAC for transmission to Myers and Stauffer through December 29, 2023.

Table A — UHC CAN Cumulative Completion Totals and Percentages

Description	Entire Plan*	Delegated Vendor				MTM (NET)
		Fee-for-Service (Non-Vendor)	OptumRx (Pharmacy Benefits)*	UHC Dental (Dental Services)	March Vision (Vision Services)	
Encounter Total (FAC reported)	\$1,653,557,201	\$1,072,500,706	\$370,279,575	\$183,599,690	\$17,738,676	\$9,438,553
Total Encounter Adjustments (\$)	(\$189,139,697)	(\$70,637,003)	(\$856,627)	(\$112,365,677)	(\$4,923,528)	(\$356,863)
Total Encounter Adjustments (%)	-11.43%	-6.58%	-0.23%	-61.20%	-27.75%	-3.78%
Net Encounter Total	\$1,464,417,504	\$1,001,863,703	\$369,422,948	\$71,234,014	\$12,815,148	\$9,081,691
CDJ Total	\$1,459,769,266	\$1,009,557,969	\$357,402,609	\$70,926,338	\$12,797,706	\$9,084,644
Variance	\$4,648,238	(\$7,694,266)	\$12,020,339	\$307,676	\$17,442	(\$2,953)
Completion (%)	100.31%	99.23%	103.36%	100.43%	100.13%	99.96%
100% Limited^ Completion (%)	99.47%		100.00%	100.00%	100.00%	
Contract Minimum Completeness Requirement (%)	98.00%					
100% Limited^ Monthly Completion Total (%)	99.42%	99.23%	99.84%	99.86%	99.73%	99.96%

* – The Entire Plan and OptumRx Pharmacy CAN encounter totals have been updated since the draft “July 1, 2021 through June 30, 2023 Comparison of Mississippi Coordination Care Organization Encounter Data to Cash Disbursements for UnitedHealthcare” report was issued on October 31, 2023 to include Gainwell denied pharmacy encounter records. Please reference data analysis assumption 9 on page 25 for further explanation. There have been no changes to the Fee-for-Services, UHC Dental, March Vision, and MTM encounter or CDJ totals since the draft report; however, the monthly completion percentages for each payor have been limited to 100 percent.

^ – To avoid overstating the Entire Plan CAN results in situations where any payor's cumulative and/or monthly completion percentages exceed 100 percent, we have identified 100 percent limited completion percentages on a monthly and cumulative or reporting period basis. For the 100 percent limited **cumulative** completion percentages, we have decreased each payor's cumulative encounter totals by the reporting period's variance in comparison with the CDJs. For the 100 percent limited **monthly** completion percentage totals, we have decreased each payor's monthly encounter totals by the monthly variance with the CDJs and summed up the limited monthly encounter totals for the reporting period to compare to the CDJ totals. These limited monthly completion percentages are for informational purposes only and do not apply to any contractual requirements. Please see data analysis assumption number 10 on page 25 for further explanation.

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Table B — UHC CHIP Cumulative Completion Totals and Percentages

Description	Entire Plan*	Fee-for-Service (Non-Vendor)	Delegated Vendor		
			OptumRx (Pharmacy Benefits)*	UHC Dental (Dental Services)	March Vision (Vision Services)
Encounter Total (FAC reported)	\$197,619,146	\$109,866,435	\$33,560,400	\$49,848,016	\$4,344,295
Total Encounter Adjustments (\$)	(\$50,094,188)	(\$17,833,167)	(\$222,898)	(\$30,483,134)	(\$1,554,988)
Total Encounter Adjustments (%)	-25.34%	-16.23%	-0.66%	-61.15%	-35.79%
Net Encounter Total	\$147,524,958	\$92,033,268	\$33,337,502	\$19,364,881	\$2,789,306
CDJ Total	\$146,415,800	\$92,518,851	\$31,700,868	\$19,351,637	\$2,844,444
Variance	\$1,109,158	(\$485,583)	\$1,636,635	\$13,244	(\$55,138)
Completion (%)	100.75%	99.47%	105.16%	100.06%	98.06%
100% Limited^ Cumulative Completion (%)	99.63%		100.00%	100.00%	
Contract Minimum Completeness Requirement (%)	98.00%				
100% Limited^ Monthly Completion Total (%)	99.51%	99.47%	99.56%	99.90%	97.85%

* – The Entire Plan and OptumRx Pharmacy CHIP encounter totals have been updated since the draft “July 1, 2021 through June 30, 2023 Comparison of Mississippi Coordination Care Organization Encounter Data to Cash Disbursements for UnitedHealthcare” report was issued on October 31, 2023 to include Gainwell denied pharmacy encounter records. Please reference data analysis assumption 9 on page 25 for further explanation. There have been no changes to the Fee-for-Service, UHC Dental, March Vision, and MTM encounter or CDJ totals since the draft report; however, the monthly completion percentages for each payor have been limited to 100 percent.

^ – To avoid overstating the Entire Plan CHIP results in situations where any payor’s cumulative and/or monthly completion percentages exceed 100 percent, we have identified 100 percent limited completion percentages on a monthly and cumulative or reporting period basis. For the 100 percent limited **cumulative** completion percentages, we have decreased each payor’s cumulative encounter totals by the reporting period’s variance in comparison with the CDJs. For the 100 percent limited **monthly** completion percentage totals, we have decreased each payor’s monthly encounter totals by the monthly variance with the CDJs and summed up the limited monthly encounter totals for the reporting period to compare to the CDJ totals. These limited monthly completion percentages are for informational purposes only and do not apply to any contractual requirements. Please see data analysis assumption number 10 on page 25 for further explanation.



For this study, Myers and Stauffer analyzes the encounter data that is submitted by the CCOs to the FAC, Gainwell Technologies, 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/or invalid former TCN values are excluded from the encounter totals. Additionally, pharmacy encounters being identified as denied by Conduent 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 25, 2023. 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)	15,136,810	\$1,653,557,201	100.00%
<i>Adjustment Type</i>			
Denied	(1,593,626)	(\$228,057)	-0.01%
Calculated Void	(1,637,091)	(\$188,046,780)	-11.37%
Duplicate	(2,090)	(\$864,860)	-0.05%
Total Adjustments Made	(3,232,807)	(\$189,139,697)	-11.43%
Net Encounter Amounts	11,904,003	\$1,464,417,504	88.57%

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)	1,854,109	\$197,619,146	100.00%
<i>Adjustment Type</i>			
Denied	(176,531)	(\$1,443)	0.00%
Calculated Void	(387,292)	(\$49,853,711)	-25.22%
Duplicate	(350)	(\$239,034)	-0.12%
Total Adjustments Made	(564,173)	(\$50,094,188)	-25.34%
Net Encounter Amounts	1,289,936	\$147,524,958	74.66%

* - 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 8 on page 25 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 payor specific issues related to completion percentages outside the targeted range. **Section B** notes outstanding payor specific data issues that UHC may need to continue to work to identify and resolve. **Section C** notes data issues that may impact all payors to some extent (non-vendor and vendor).

Please reference Tables 1 through 11 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 – Non-vendor and/or vendor data issues that may cause completion percentages outside the targeted range (below 98 percent or above 100 percent):

1. **OptumRx (Tables 3 and 9):** The OptumRx CAN and CHIP cumulative completion percentages, as well as all monthly completion percentages starting in August 2022 for CHIP and September 2022 for CAN, are above 100 percent. These inflated monthly completion percentages appear to be due to potentially missing encounter voids when compared to the CDJ files.
 - Additionally, pharmacy encounter voids allocated to their original paid dates also appear to be contributing to the inflated monthly completion percentages throughout the reporting period.
 - We noted instances of mismatched paid dates when the OptumRx encounter data and CDJ files are compared. These mismatched paid dates appear to be causing many CAN and CHIP monthly completion percentages through September 2021 to fluctuate from above 100 percent to below 98 percent. However, OptumRx implemented final paid date corrections for their on-going pharmacy encounter submissions in September 2021.
 - In order to limit the impact of potentially missing pharmacy encounter voids on the cumulative completion percentage and the entire plan totals, we have restricted the monthly completion percentages to a maximum of 100 percent for each month for each payor and calculated a separate 100 percent monthly completion percentage for the reporting period.

➤ **We recommend that UHC continue to work with DOM and Gainwell to submit any outstanding pharmacy encounter records, including voids.**
2. **UHC Dental (Tables 4 and 10):** The Dental CAN and CHIP cumulative completion percentages are above 100 percent. These inflated monthly percentages appear to be mostly due to unmatched void and adjustment transactions when the CDJ files and encounter data are compared. We noted instances of potentially missing and/or misallocated encounter voids when compared to the CDJ files (e.g., potentially missing encounter voids for the June 30, 2023 paid date).

➤ **We recommend UHC continue to work to identify and correct any missing Dental payment sequences in the CDJ and/or encounter data.**
3. **March Vision (Tables 5 and 11):** The March Vision CAN cumulative completion percentage and several monthly CHIP completion percentages are inflated. This appears to be due to potentially misallocated encounter voids and potentially duplicate encounter records when the CDJ files and encounter data are compared. In particular, March Vision encounter voids being allocated to their original paid dates may contribute to the inflated monthly completion percentages.



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- Additionally, the January 2023 CHIP monthly completion percentage is below 98 percent due to potentially missing encounter sequences, particularly for the January 17, 2023 paid date, when compared to the CDJ files. This one very low monthly completion percentage (77.65 percent) is causing the low CHIP cumulative completion percentage.
- **UHC communicated the January 2023 encounters were being held while waiting on response information for the previous version from Gainwell. We recommend UHC continue to work with March Vision to submit any potentially missing encounter sequences.**

SECTION B – Additional non-vendor and/or vendor data issues and notes that currently may not impact compliance:

4. **Fee-for-Service (non-vendor) and Optum Behavioral Health (Tables 2 and 8):** The fee-for-service (including behavioral health) cumulative completion percentages are currently in compliance for CAN and CHIP. However, the monthly completion percentages appear to be low for a few months due to potentially missing encounters, including adjustments, when compared to the CDJ files
 - Additionally, we noted potentially misallocated fee-for-service, including behavioral health, paid amounts between months due to duplicate submissions of earlier encounters. The final paid amounts for the encounters appear to match the CDJ data totals with the use of 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 CAN and CHIP encounter totals for a few months to be understated and the encounter totals for some other months, including those prior to the current report period, to be overstated.
 - **We recommend UHC continue to work with DOM to submit any outstanding encounter sequences.**

SECTION C – General data issues that may be contributing to non-vendor and/or vendor variances:

5. **Calculated Voids and Potential Duplicates (Tables 1 through 11):** There appear to be an increased number of calculated voids and potential duplicates identified starting in August 2022 related to the FAC transition.
6. **Encounter Voids (Tables 1 through 11):** There appear to be instances of Gainwell voids where the CCO paid amount on the encounter is more than zero dollars. Since encounter voids are not expected to have any associated final CCO paid amount, these encounter void amounts are being set to zero. Additionally, we noted instances of pharmacy encounter voids with very limited claims information in our data extracts. We are currently unable to determine which CCO submitted these records or exactly what encounters they are attempting to void. Myers and Stauffer is working with Gainwell to research this issue further. However, these unidentified encounter voids may be contributing to the very inflated pharmacy monthly completion percentages.

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	100% Limited [^] Monthly Completion Percentage
July 2021	\$67,638,658	(\$242,861)	-0.35%	\$67,395,797	\$67,606,736	(\$210,939)	99.68%	99.68%
August 2021	\$62,463,935	(\$685,514)	-1.09%	\$61,778,421	\$61,992,037	(\$213,617)	99.65%	99.35%
September 2021	\$65,811,642	(\$216,997)	-0.32%	\$65,594,645	\$66,040,054	(\$445,409)	99.32%	99.32%
October 2021	\$69,048,443	(\$141,562)	-0.20%	\$68,906,882	\$69,058,091	(\$151,209)	99.78%	99.78%
November 2021	\$59,206,546	(\$547,000)	-0.92%	\$58,659,546	\$59,012,419	(\$352,873)	99.40%	99.37%
December 2021	\$63,461,025	(\$133,896)	-0.21%	\$63,327,129	\$63,384,231	(\$57,102)	99.90%	99.90%
January 2022	\$53,969,325	(\$679,567)	-1.25%	\$53,289,758	\$53,263,038	\$26,720	100.05%	99.99%
February 2022	\$59,352,400	(\$976,216)	-1.64%	\$58,376,184	\$58,362,369	\$13,815	100.02%	99.99%
March 2022	\$58,709,808	(\$1,198,901)	-2.04%	\$57,510,907	\$57,542,152	(\$31,245)	99.94%	99.94%
April 2022	\$63,708,528	(\$964,075)	-1.51%	\$62,744,453	\$62,778,159	(\$33,705)	99.94%	99.94%
May 2022	\$55,854,908	(\$1,155,465)	-2.06%	\$54,699,443	\$54,840,062	(\$140,618)	99.74%	99.74%
June 2022	\$57,115,727	(\$1,390,411)	-2.43%	\$55,725,317	\$55,986,669	(\$261,353)	99.53%	99.53%
July 2022	\$58,161,995	(\$2,103,636)	-3.61%	\$56,058,359	\$56,102,034	(\$43,674)	99.92%	99.92%
August 2022	\$61,334,512	(\$3,867,959)	-6.30%	\$57,466,553	\$58,605,386	(\$1,138,832)	98.05%	98.05%
September 2022	\$81,232,509	(\$17,659,574)	-21.73%	\$63,572,935	\$62,129,258	\$1,443,676	102.32%	96.66%
October 2022	\$79,871,350	(\$21,474,930)	-26.88%	\$58,396,420	\$58,364,636	\$31,784	100.05%	98.57%
November 2022	\$81,190,623	(\$21,076,032)	-25.95%	\$60,114,591	\$59,725,935	\$388,656	100.65%	98.96%
December 2022	\$68,232,854	(\$19,453,839)	-28.51%	\$48,779,016	\$48,093,205	\$685,811	101.42%	99.49%
January 2023	\$69,532,183	(\$18,924,435)	-27.21%	\$50,607,748	\$50,113,360	\$494,388	100.98%	99.76%
February 2023	\$91,012,220	(\$19,297,288)	-21.20%	\$71,714,932	\$70,741,697	\$973,235	101.37%	99.85%
March 2023	\$98,181,614	(\$19,927,493)	-20.29%	\$78,254,121	\$77,488,477	\$765,644	100.98%	99.35%
April 2023	\$78,909,740	(\$16,177,130)	-20.50%	\$62,732,609	\$62,072,265	\$660,344	101.06%	99.68%
May 2023	\$76,742,897	(\$11,126,314)	-14.49%	\$65,616,583	\$64,453,821	\$1,162,763	101.80%	99.64%
June 2023	\$72,813,759	(\$9,718,604)	-13.34%	\$63,095,155	\$62,013,175	\$1,081,981	101.74%	99.65%
Cumulative Totals	\$1,653,557,201	(\$189,139,697)	-11.43%	\$1,464,417,504	\$1,459,769,266	\$4,648,238	100.31%	
100% Limited[^] Cumulative Totals				\$1,452,072,046	\$1,459,769,266	(\$7,697,219)	99.47%	99.42%
State Contract Minimum Completeness Percentage Requirement							98.00%	

Unallocated date encounter total* \$15,388 Please reference data analysis assumption number 7 on page 25 for further explanation.

[^] - Since the CAN cumulative completion percentage for the CCO and/or delegated vendor(s) exceed 100 percent, we have decreased the Entire Plan CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.



**UHC COMMUNITY PLAN CAN
SUMMARY REPORTING CHARTS**

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

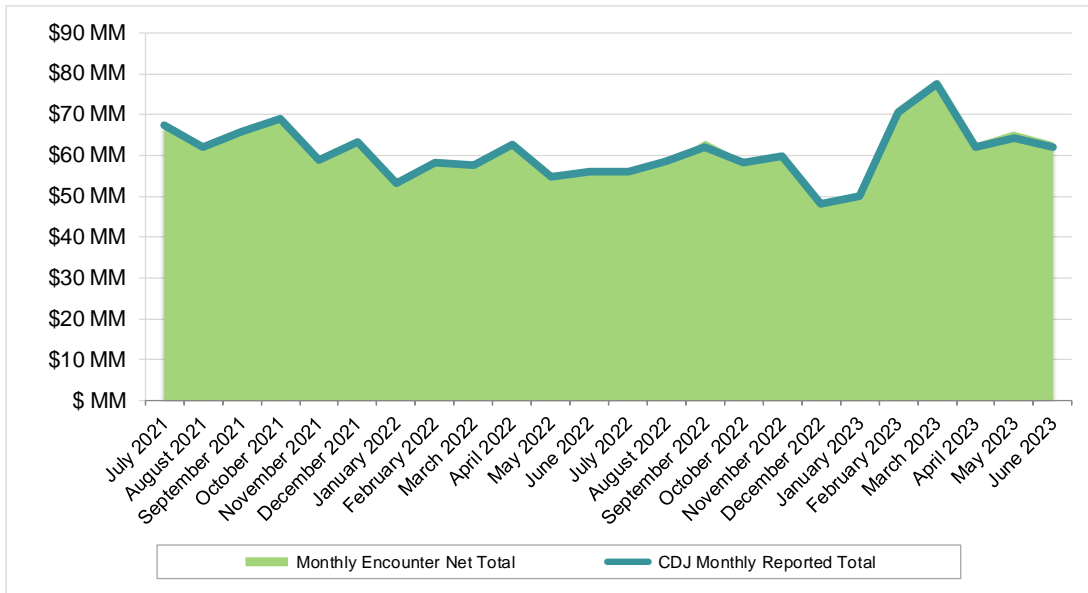
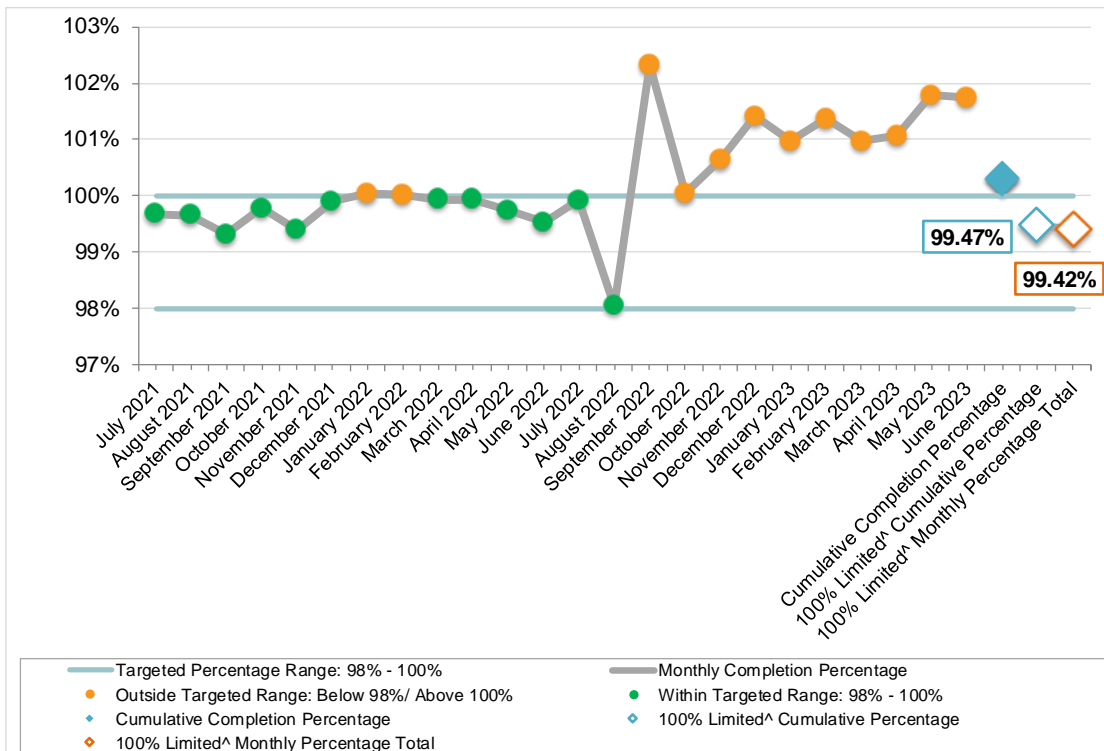


Chart 2. UHC CAN's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CCO CDJ payments for the entire plan



^ - To avoid overstating the Entire Plan CAN results in situations where any payor's cumulative and/or monthly completion percentages exceed 100 percent, we have identified 100 percent limited completion percentages on a monthly and cumulative or reporting period basis. Please see data analysis assumption number 10 on page 25 for further explanation.

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**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	100% Limited [^] Monthly Completion Percentage
July 2021	\$47,631,041	(\$232,986)	-0.48%	\$47,398,055	\$47,582,214	(\$184,159)	99.61%	99.61%
August 2021	\$43,042,479	(\$638,731)	-1.48%	\$42,403,748	\$42,799,458	(\$395,710)	99.07%	99.07%
September 2021	\$47,513,370	(\$188,014)	-0.39%	\$47,325,356	\$47,508,068	(\$182,712)	99.61%	99.61%
October 2021	\$49,597,909	(\$112,814)	-0.22%	\$49,485,095	\$49,506,534	(\$21,439)	99.95%	99.95%
November 2021	\$40,203,656	(\$521,288)	-1.29%	\$39,682,369	\$40,046,715	(\$364,347)	99.09%	99.09%
December 2021	\$44,869,539	(\$116,505)	-0.25%	\$44,753,034	\$44,796,445	(\$43,412)	99.90%	99.90%
January 2022	\$36,293,516	(\$95,700)	-0.26%	\$36,197,815	\$36,175,579	\$22,236	100.06%	100.00%
February 2022	\$41,509,138	(\$442,747)	-1.06%	\$41,066,391	\$41,059,100	\$7,291	100.01%	100.00%
March 2022	\$39,794,119	(\$490,336)	-1.23%	\$39,303,783	\$39,306,292	(\$2,509)	99.99%	99.99%
April 2022	\$44,172,099	(\$397,600)	-0.90%	\$43,774,499	\$43,785,661	(\$11,162)	99.97%	99.97%
May 2022	\$37,244,809	(\$680,268)	-1.82%	\$36,564,540	\$36,704,662	(\$140,122)	99.61%	99.61%
June 2022	\$39,106,884	(\$601,294)	-1.53%	\$38,505,589	\$38,725,537	(\$219,948)	99.43%	99.43%
July 2022	\$38,960,110	(\$431,695)	-1.10%	\$38,528,415	\$38,538,858	(\$10,442)	99.97%	99.97%
August 2022	\$41,001,661	(\$2,410,981)	-5.88%	\$38,590,681	\$39,616,560	(\$1,025,879)	97.41%	97.41%
September 2022	\$44,169,122	(\$4,091,323)	-9.26%	\$40,077,799	\$42,147,583	(\$2,069,784)	95.08%	95.08%
October 2022	\$45,344,553	(\$4,929,046)	-10.87%	\$40,415,508	\$41,248,093	(\$832,585)	97.98%	97.98%
November 2022	\$46,709,147	(\$6,321,730)	-13.53%	\$40,387,417	\$41,007,497	(\$620,080)	98.48%	98.48%
December 2022	\$33,357,315	(\$3,835,168)	-11.49%	\$29,522,147	\$29,764,380	(\$242,233)	99.18%	99.18%
January 2023	\$39,083,496	(\$6,936,270)	-17.74%	\$32,147,227	\$32,267,104	(\$119,877)	99.62%	99.62%
February 2023	\$60,757,494	(\$8,912,268)	-14.66%	\$51,845,225	\$51,946,616	(\$101,390)	99.80%	99.80%
March 2023	\$65,117,107	(\$9,108,333)	-13.98%	\$56,008,774	\$56,509,783	(\$501,010)	99.11%	99.11%
April 2023	\$50,828,362	(\$8,369,808)	-16.46%	\$42,458,554	\$42,652,195	(\$193,641)	99.54%	99.54%
May 2023	\$50,886,779	(\$6,345,648)	-12.47%	\$44,541,131	\$44,768,755	(\$227,623)	99.49%	99.49%
June 2023	\$45,307,000	(\$4,426,451)	-9.76%	\$40,880,549	\$41,094,277	(\$213,727)	99.47%	99.47%
Cumulative Totals	\$1,072,500,706	(\$70,637,003)	-6.58%	\$1,001,863,703	\$1,009,557,969	(\$7,694,266)	99.23%	99.23%
							State Contract Minimum Completeness Percentage Requirement	98.00%

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

[^] - We have decreased the Fee-for-Service CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

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	100% Limited [^] Monthly Completion Percentage
July 2021	\$15,363,864	(\$7,881)	-0.05%	\$15,355,983	\$15,369,937	(\$13,954)	99.90%	99.90%
August 2021	\$14,807,628	(\$45,727)	-0.30%	\$14,761,901	\$14,574,300	\$187,600	101.28%	100.00%
September 2021	\$14,633,213	(\$23,821)	-0.16%	\$14,609,392	\$14,865,612	(\$256,220)	98.27%	98.27%
October 2021	\$14,439,424	(\$20,308)	-0.14%	\$14,419,116	\$14,502,881	(\$83,765)	99.42%	99.42%
November 2021	\$15,282,886	(\$20,782)	-0.13%	\$15,262,104	\$15,245,829	\$16,276	100.10%	100.00%
December 2021	\$14,598,664	(\$12,674)	-0.08%	\$14,585,990	\$14,601,474	(\$15,484)	99.89%	99.89%
January 2022	\$13,935,764	(\$16,825)	-0.12%	\$13,918,939	\$13,914,201	\$4,738	100.03%	100.00%
February 2022	\$13,960,184	(\$8,195)	-0.05%	\$13,951,989	\$13,945,822	\$6,166	100.04%	100.00%
March 2022	\$14,514,015	(\$6,839)	-0.04%	\$14,507,176	\$14,536,860	(\$29,684)	99.79%	99.79%
April 2022	\$14,671,068	(\$28,730)	-0.19%	\$14,642,338	\$14,645,071	(\$2,733)	99.98%	99.98%
May 2022	\$15,087,041	(\$16,368)	-0.10%	\$15,070,673	\$15,071,577	(\$905)	99.99%	99.99%
June 2022	\$13,972,011	(\$11,129)	-0.07%	\$13,960,882	\$14,001,635	(\$40,753)	99.70%	99.70%
July 2022	\$13,532,925	(\$2,681)	-0.01%	\$13,530,244	\$13,532,453	(\$2,209)	99.98%	99.98%
August 2022	\$15,158,950	(\$25,194)	-0.16%	\$15,133,756	\$15,246,747	(\$112,991)	99.25%	99.25%
September 2022	\$19,124,334	(\$77,313)	-0.40%	\$19,047,021	\$15,585,809	\$3,461,212	122.20%	100.00%
October 2022	\$14,394,527	(\$36,977)	-0.25%	\$14,357,550	\$13,505,822	\$851,728	106.30%	100.00%
November 2022	\$16,332,662	(\$56,008)	-0.34%	\$16,276,654	\$15,290,190	\$986,464	106.45%	100.00%
December 2022	\$15,714,982	(\$41,488)	-0.26%	\$15,673,495	\$14,784,206	\$889,289	106.01%	100.00%
January 2023	\$15,310,993	(\$101,199)	-0.66%	\$15,209,794	\$14,606,261	\$603,534	104.13%	100.00%
February 2023	\$16,302,181	(\$43,265)	-0.26%	\$16,258,915	\$15,196,013	\$1,062,902	106.99%	100.00%
March 2023	\$18,026,174	(\$76,507)	-0.42%	\$17,949,667	\$16,759,785	\$1,189,882	107.09%	100.00%
April 2023	\$16,442,341	(\$74,954)	-0.45%	\$16,367,387	\$15,527,191	\$840,197	105.41%	100.00%
May 2023	\$17,381,248	(\$53,154)	-0.30%	\$17,328,094	\$15,961,047	\$1,367,047	108.56%	100.00%
June 2023	\$17,292,497	(\$48,608)	-0.28%	\$17,243,890	\$16,131,888	\$1,112,002	106.89%	100.00%
Cumulative Totals	\$370,279,575	(\$856,627)	-0.23%	\$369,422,948	\$357,402,609	\$12,020,339	103.36%	
100% Limited[^] Cumulative Totals				\$357,402,609	\$357,402,609	\$0	100.00%	99.84%
State Contract Minimum Completeness Percentage Requirement							98.00%	

Unallocated date encounter total* \$15,388. Please reference data analysis assumption number 7 on page 25 for further explanation.

[^] - We have decreased the OptumRx CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

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	100% Limited [^] Monthly Completion Percentage
July 2021	\$3,697,376	(\$1,994)	-0.05%	\$3,695,382	\$3,707,002	(\$11,620)	99.68%	99.68%
August 2021	\$3,474,426	(\$1,056)	-0.03%	\$3,473,369	\$3,475,221	(\$1,852)	99.94%	99.94%
September 2021	\$2,708,988	(\$5,163)	-0.19%	\$2,703,825	\$2,707,732	(\$3,907)	99.85%	99.85%
October 2021	\$4,067,745	(\$3,518)	-0.08%	\$4,064,227	\$4,108,273	(\$44,046)	98.92%	98.92%
November 2021	\$2,765,923	(\$4,789)	-0.17%	\$2,761,134	\$2,764,947	(\$3,813)	99.86%	99.86%
December 2021	\$3,143,175	(\$4,717)	-0.15%	\$3,138,458	\$3,135,729	\$2,729	100.08%	100.00%
January 2022	\$3,032,769	(\$542,045)	-17.87%	\$2,490,724	\$2,491,374	(\$650)	99.97%	99.97%
February 2022	\$3,059,382	(\$491,711)	-16.07%	\$2,567,670	\$2,567,045	\$625	100.02%	100.00%
March 2022	\$3,375,719	(\$666,408)	-19.74%	\$2,709,311	\$2,708,342	\$969	100.03%	100.00%
April 2022	\$3,929,547	(\$490,476)	-12.48%	\$3,439,070	\$3,437,509	\$1,562	100.04%	100.00%
May 2022	\$2,687,381	(\$421,315)	-15.67%	\$2,266,066	\$2,266,063	\$3	100.00%	100.00%
June 2022	\$3,176,118	(\$735,041)	-23.14%	\$2,441,077	\$2,441,759	(\$682)	99.97%	99.97%
July 2022	\$4,814,238	(\$1,625,132)	-33.75%	\$3,189,106	\$3,220,386	(\$31,280)	99.02%	99.02%
August 2022	\$3,977,625	(\$1,367,320)	-34.37%	\$2,610,305	\$2,610,630	(\$325)	99.98%	99.98%
September 2022	\$15,909,225	(\$12,441,629)	-78.20%	\$3,467,595	\$3,436,608	\$30,987	100.90%	100.00%
October 2022	\$18,379,611	(\$15,603,582)	-84.89%	\$2,776,029	\$2,767,643	\$8,387	100.30%	100.00%
November 2022	\$16,449,157	(\$13,892,504)	-84.45%	\$2,556,653	\$2,536,219	\$20,434	100.80%	100.00%
December 2022	\$17,621,756	(\$14,894,771)	-84.52%	\$2,726,986	\$2,707,774	\$19,212	100.70%	100.00%
January 2023	\$13,816,699	(\$11,366,052)	-82.26%	\$2,450,648	\$2,441,496	\$9,152	100.37%	100.00%
February 2023	\$12,629,477	(\$9,911,086)	-78.47%	\$2,718,391	\$2,706,912	\$11,479	100.42%	100.00%
March 2023	\$13,709,951	(\$10,434,056)	-76.10%	\$3,275,895	\$3,200,498	\$75,397	102.35%	100.00%
April 2023	\$10,581,880	(\$7,600,352)	-71.82%	\$2,981,528	\$2,967,123	\$14,405	100.48%	100.00%
May 2023	\$7,347,705	(\$4,620,775)	-62.88%	\$2,726,930	\$2,703,108	\$23,822	100.88%	100.00%
June 2023	\$9,243,819	(\$5,240,187)	-56.68%	\$4,003,632	\$3,816,943	\$186,689	104.89%	100.00%
Cumulative Totals	\$183,599,690	(\$112,365,677)	-61.20%	\$71,234,014	\$70,926,338	\$307,676	100.43%	
100% Limited[^] Cumulative Totals				\$70,926,338	\$70,926,338	\$0	100.00%	99.86%
State Contract Minimum Completeness Percentage Requirement							98.00%	

[^] - We have decreased the UHC Dental CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

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	100% Limited [^] Monthly Completion Percentage
July 2021	\$517,695	\$0	0.00%	\$517,695	\$518,901	(\$1,206)	99.76%	99.76%
August 2021	\$782,426	\$0	0.00%	\$782,426	\$786,081	(\$3,655)	99.53%	99.53%
September 2021	\$565,725	\$0	0.00%	\$565,725	\$568,297	(\$2,571)	99.54%	99.54%
October 2021	\$601,021	(\$4,922)	-0.81%	\$596,099	\$598,058	(\$1,959)	99.67%	99.67%
November 2021	\$617,184	(\$141)	-0.02%	\$617,043	\$618,031	(\$988)	99.84%	99.84%
December 2021	\$480,065	\$0	0.00%	\$480,065	\$481,001	(\$936)	99.80%	99.80%
January 2022	\$421,580	(\$1,506)	-0.35%	\$420,074	\$419,679	\$395	100.09%	100.00%
February 2022	\$503,323	(\$6,644)	-1.31%	\$496,680	\$496,947	(\$267)	99.94%	99.94%
March 2022	\$611,457	(\$7,652)	-1.25%	\$603,805	\$603,826	(\$21)	99.99%	99.99%
April 2022	\$546,265	(\$9,369)	-1.71%	\$536,897	\$558,268	(\$21,372)	96.17%	96.17%
May 2022	\$483,643	(\$10,816)	-2.23%	\$472,827	\$472,422	\$405	100.08%	100.00%
June 2022	\$425,212	(\$7,818)	-1.83%	\$417,394	\$417,363	\$31	100.00%	100.00%
July 2022	\$458,398	(\$9,473)	-2.06%	\$448,925	\$448,669	\$256	100.05%	100.00%
August 2022	\$795,846	(\$24,563)	-3.08%	\$771,283	\$770,919	\$363	100.04%	100.00%
September 2022	\$1,607,190	(\$1,029,253)	-64.04%	\$577,936	\$556,678	\$21,258	103.81%	100.00%
October 2022	\$1,379,228	(\$881,492)	-63.91%	\$497,736	\$493,481	\$4,255	100.86%	100.00%
November 2022	\$1,321,190	(\$787,784)	-59.62%	\$533,406	\$531,567	\$1,838	100.34%	100.00%
December 2022	\$1,066,648	(\$659,748)	-61.85%	\$406,900	\$387,357	\$19,543	105.04%	100.00%
January 2023	\$960,752	(\$512,071)	-53.29%	\$448,682	\$447,103	\$1,579	100.35%	100.00%
February 2023	\$927,644	(\$422,476)	-45.54%	\$505,168	\$504,924	\$244	100.04%	100.00%
March 2023	\$849,338	(\$308,597)	-36.33%	\$540,741	\$539,367	\$1,374	100.25%	100.00%
April 2023	\$655,421	(\$132,017)	-20.14%	\$523,404	\$524,020	(\$616)	99.88%	99.88%
May 2023	\$712,860	(\$106,737)	-14.97%	\$606,123	\$606,605	(\$483)	99.92%	99.92%
June 2023	\$448,564	(\$450)	-0.10%	\$448,114	\$448,142	(\$28)	99.99%	99.99%
Cumulative Totals	\$17,738,676	(\$4,923,528)	-27.75%	\$12,815,148	\$12,797,706	\$17,442	100.13%	
100% Limited[^] Cumulative Totals				\$12,797,706	\$12,797,706	\$0	100.00%	99.73%
State Contract Minimum Completeness Percentage Requirement							98.00%	

[^] - We have decreased the March Vision CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

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	100% Limited^ Monthly Completion Percentage
July 2021	\$428,682	\$0	0.00%	\$428,682	\$428,682	\$0	100.00%	100.00%
August 2021	\$356,976	\$0	0.00%	\$356,976	\$356,976	\$0	100.00%	100.00%
September 2021	\$390,346	\$0	0.00%	\$390,346	\$390,346	\$0	100.00%	100.00%
October 2021	\$342,344	\$0	0.00%	\$342,344	\$342,344	\$0	100.00%	100.00%
November 2021	\$336,897	(\$1)	0.00%	\$336,896	\$336,897	(\$1)	99.99%	99.99%
December 2021	\$369,582	\$0	0.00%	\$369,582	\$369,582	\$0	100.00%	100.00%
January 2022	\$285,697	(\$23,491)	-8.22%	\$262,205	\$262,205	\$0	100.00%	100.00%
February 2022	\$320,374	(\$26,919)	-8.40%	\$293,455	\$293,455	\$0	100.00%	100.00%
March 2022	\$414,498	(\$27,667)	-6.67%	\$386,831	\$386,831	\$0	100.00%	100.00%
April 2022	\$389,550	(\$37,900)	-9.72%	\$351,650	\$351,650	\$0	100.00%	100.00%
May 2022	\$352,034	(\$26,698)	-7.58%	\$325,337	\$325,337	\$0	100.00%	100.00%
June 2022	\$435,503	(\$35,128)	-8.06%	\$400,375	\$400,375	\$0	100.00%	100.00%
July 2022	\$396,324	(\$34,655)	-8.74%	\$361,669	\$361,669	\$0	100.00%	100.00%
August 2022	\$400,430	(\$39,901)	-9.96%	\$360,529	\$360,529	\$0	100.00%	100.00%
September 2022	\$422,638	(\$20,055)	-4.74%	\$402,582	\$402,580	\$3	100.00%	100.00%
October 2022	\$373,431	(\$23,834)	-6.38%	\$349,597	\$349,597	\$0	100.00%	100.00%
November 2022	\$378,467	(\$18,006)	-4.75%	\$360,461	\$360,461	\$0	100.00%	100.00%
December 2022	\$472,152	(\$22,664)	-4.80%	\$449,488	\$449,488	\$0	100.00%	100.00%
January 2023	\$360,241	(\$8,844)	-2.45%	\$351,397	\$351,397	\$0	100.00%	100.00%
February 2023	\$395,424	(\$8,191)	-2.07%	\$387,232	\$387,232	\$0	100.00%	100.00%
March 2023	\$479,044	\$0	0.00%	\$479,044	\$479,044	\$0	100.00%	100.00%
April 2023	\$401,736	\$0	0.00%	\$401,736	\$401,736	\$0	100.00%	100.00%
May 2023	\$414,305	\$0	0.00%	\$414,305	\$414,305	\$0	100.00%	100.00%
June 2023	\$521,878	(\$2,908)	-0.55%	\$518,970	\$521,926	(\$2,955)	99.43%	99.43%
Cumulative Totals	\$9,438,553	(\$356,863)	-3.78%	\$9,081,691	\$9,084,644	(\$2,953)	99.96%	99.96%
							<i>State Contract Minimum Completeness Percentage Requirement</i>	98.00%

^ - We have decreased the MTM CAN encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP ENTIRE PLAN
MONTHLY TABLE**

Table 7 — 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	100% Limited [^] Monthly Completion Percentage
July 2021	\$6,913,828	(\$59,033)	-0.85%	\$6,854,795	\$6,911,668	(\$56,873)	99.17%	99.16%
August 2021	\$6,261,236	(\$2,132)	-0.03%	\$6,259,103	\$6,159,110	\$99,993	101.62%	99.95%
September 2021	\$6,406,928	(\$1,691)	-0.02%	\$6,405,237	\$6,509,439	(\$104,201)	98.39%	98.39%
October 2021	\$6,669,558	(\$7,581)	-0.11%	\$6,661,977	\$6,667,292	(\$5,315)	99.92%	99.72%
November 2021	\$5,789,938	(\$10,612)	-0.18%	\$5,779,326	\$5,793,427	(\$14,101)	99.75%	99.75%
December 2021	\$6,259,635	(\$2,172)	-0.03%	\$6,257,463	\$6,256,965	\$498	100.00%	99.97%
January 2022	\$6,567,665	(\$1,170,333)	-17.81%	\$5,397,332	\$5,403,263	(\$5,931)	99.89%	99.87%
February 2022	\$7,769,874	(\$1,908,922)	-24.56%	\$5,860,952	\$5,850,819	\$10,133	100.17%	99.99%
March 2022	\$7,944,195	(\$2,209,425)	-27.81%	\$5,734,771	\$5,724,881	\$9,890	100.17%	99.95%
April 2022	\$8,774,970	(\$2,613,584)	-29.78%	\$6,161,386	\$6,171,710	(\$10,324)	99.83%	99.83%
May 2022	\$7,082,084	(\$1,701,653)	-24.02%	\$5,380,432	\$5,381,516	(\$1,084)	99.97%	99.95%
June 2022	\$7,825,999	(\$2,367,008)	-30.24%	\$5,458,991	\$5,463,411	(\$4,420)	99.91%	99.91%
July 2022	\$9,094,278	(\$3,251,804)	-35.75%	\$5,842,474	\$5,849,631	(\$7,157)	99.87%	99.87%
August 2022	\$7,862,893	(\$2,510,147)	-31.92%	\$5,352,746	\$5,370,614	(\$17,869)	99.66%	99.65%
September 2022	\$10,952,295	(\$3,752,541)	-34.26%	\$7,199,755	\$6,895,329	\$304,426	104.41%	98.97%
October 2022	\$9,454,816	(\$3,082,405)	-32.60%	\$6,372,411	\$6,109,096	\$263,315	104.31%	99.87%
November 2022	\$10,140,868	(\$3,467,334)	-34.19%	\$6,673,534	\$6,681,979	(\$8,445)	99.87%	97.62%
December 2022	\$8,061,802	(\$3,141,157)	-38.96%	\$4,920,645	\$4,817,652	\$102,992	102.13%	99.18%
January 2023	\$8,891,323	(\$3,057,775)	-34.39%	\$5,833,548	\$5,778,699	\$54,849	100.94%	98.89%
February 2023	\$11,159,475	(\$4,006,785)	-35.90%	\$7,152,690	\$7,000,091	\$152,600	102.17%	99.83%
March 2023	\$11,291,497	(\$4,055,565)	-35.91%	\$7,235,932	\$7,132,947	\$102,985	101.44%	99.71%
April 2023	\$8,355,811	(\$2,029,835)	-24.29%	\$6,325,976	\$6,209,497	\$116,479	101.87%	99.69%
May 2023	\$9,084,670	(\$3,159,686)	-34.78%	\$5,924,984	\$5,830,403	\$94,580	101.62%	99.03%
June 2023	\$9,003,507	(\$2,525,007)	-28.04%	\$6,478,500	\$6,446,361	\$32,139	100.49%	99.89%
Cumulative Totals	\$197,619,146	(\$50,094,188)	-25.34%	\$147,524,958	\$146,415,800	\$1,109,158	100.75%	
100% Limited[^] Cumulative Totals				\$145,875,079	\$146,415,800	(\$540,721)	99.63%	99.51%
State Contract Minimum Completeness Percentage Requirement							98.00%	

Unallocated date encounter total* \$415 Please reference data analysis assumption number 7 on page 25 for further explanation.

[^] - Since the CHIP cumulative completion percentage for the CCO and/or delegated vendor(s) exceed 100 percent, we have decreased the Entire Plan CHIP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.



**UHC COMMUNITY PLAN CHIP
SUMMARY REPORTING CHARTS**

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

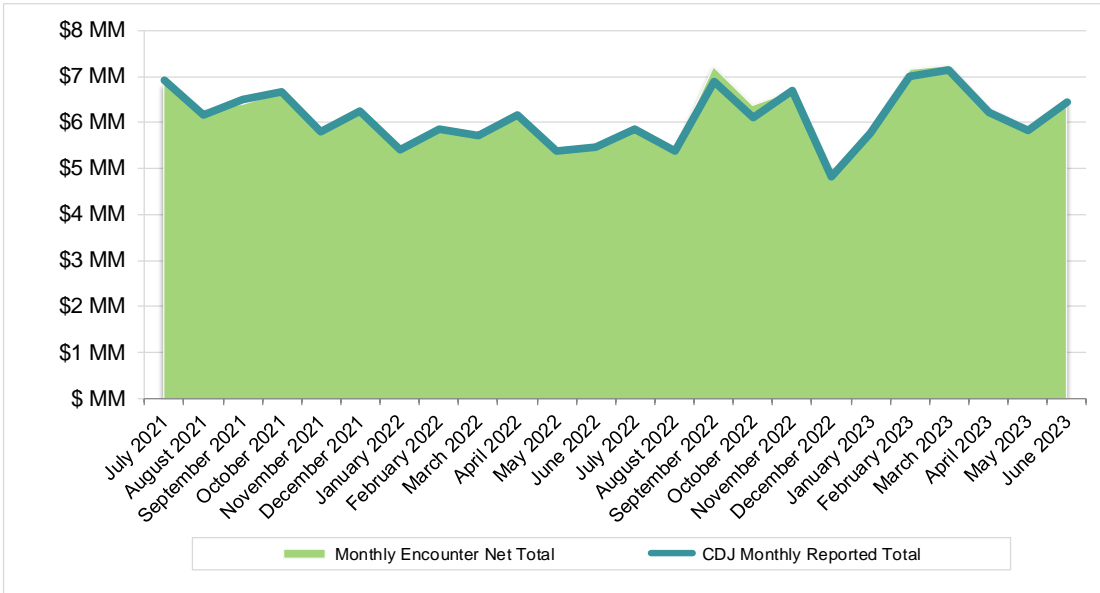
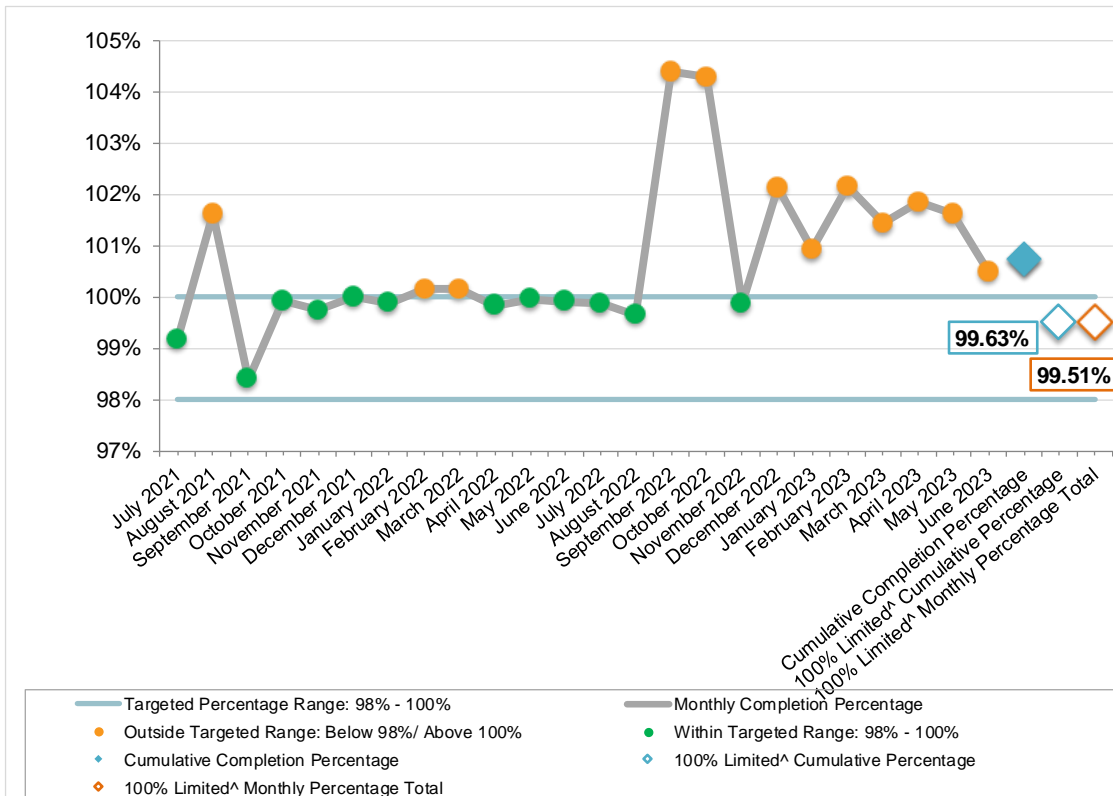


Chart 4. UHC CHIP’s monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported CCO CDJ payments for the entire plan



^ - To avoid overstating the Entire Plan CHIP results in situations where any payor’s cumulative and/or monthly completion percentages exceed 100 percent, we have identified 100 percent limited completion percentages on a monthly and cumulative or reporting period basis. Please see data analysis assumption number 10 on page 25 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



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

Table 8 — 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	100% Limited[^] Monthly Completion Percentage
July 2021	\$4,401,807	(\$59,033)	-1.34%	\$4,342,774	\$4,395,352	(\$52,579)	98.80%	98.80%
August 2021	\$3,659,217	(\$1,688)	-0.04%	\$3,657,530	\$3,659,207	(\$1,678)	99.95%	99.95%
September 2021	\$4,409,698	(\$1,354)	-0.03%	\$4,408,344	\$4,409,606	(\$1,262)	99.97%	99.97%
October 2021	\$4,234,845	(\$5,791)	-0.13%	\$4,229,053	\$4,236,087	(\$7,034)	99.83%	99.83%
November 2021	\$3,782,419	(\$10,302)	-0.27%	\$3,772,117	\$3,775,402	(\$3,284)	99.91%	99.91%
December 2021	\$4,100,591	(\$1,835)	-0.04%	\$4,098,756	\$4,099,817	(\$1,061)	99.97%	99.97%
January 2022	\$3,728,519	(\$287,384)	-7.70%	\$3,441,135	\$3,442,223	(\$1,087)	99.96%	99.96%
February 2022	\$4,505,337	(\$639,796)	-14.20%	\$3,865,541	\$3,861,503	\$4,038	100.10%	100.00%
March 2022	\$4,064,981	(\$647,497)	-15.92%	\$3,417,484	\$3,419,450	(\$1,966)	99.94%	99.94%
April 2022	\$4,636,524	(\$794,613)	-17.13%	\$3,841,911	\$3,842,763	(\$852)	99.97%	99.97%
May 2022	\$3,926,518	(\$661,811)	-16.85%	\$3,264,707	\$3,265,064	(\$357)	99.98%	99.98%
June 2022	\$4,106,509	(\$750,636)	-18.27%	\$3,355,872	\$3,358,988	(\$3,116)	99.90%	99.90%
July 2022	\$4,262,018	(\$811,851)	-19.04%	\$3,450,167	\$3,451,202	(\$1,035)	99.97%	99.97%
August 2022	\$3,647,988	(\$694,016)	-19.02%	\$2,953,972	\$2,971,703	(\$17,732)	99.40%	99.40%
September 2022	\$5,950,770	(\$1,715,241)	-28.82%	\$4,235,529	\$4,306,479	(\$70,950)	98.35%	98.35%
October 2022	\$5,320,365	(\$1,336,401)	-25.11%	\$3,983,964	\$3,991,838	(\$7,874)	99.80%	99.80%
November 2022	\$5,843,506	(\$1,469,467)	-25.14%	\$4,374,039	\$4,532,808	(\$158,769)	96.49%	96.49%
December 2022	\$3,789,530	(\$1,038,868)	-27.41%	\$2,750,662	\$2,789,981	(\$39,319)	98.59%	98.59%
January 2023	\$4,418,337	(\$845,441)	-19.13%	\$3,572,896	\$3,580,381	(\$7,485)	99.79%	99.79%
February 2023	\$6,613,950	(\$1,770,927)	-26.77%	\$4,843,023	\$4,854,330	(\$11,307)	99.76%	99.76%
March 2023	\$5,898,001	(\$1,292,372)	-21.91%	\$4,605,629	\$4,626,112	(\$20,483)	99.55%	99.55%
April 2023	\$4,525,474	(\$502,065)	-11.09%	\$4,023,410	\$4,041,787	(\$18,377)	99.54%	99.54%
May 2023	\$5,533,149	(\$1,874,608)	-33.87%	\$3,658,542	\$3,713,631	(\$55,089)	98.51%	98.51%
June 2023	\$4,506,382	(\$620,171)	-13.76%	\$3,886,211	\$3,893,135	(\$6,924)	99.82%	99.82%
Cumulative Totals	\$109,866,435	(\$17,833,167)	-16.23%	\$92,033,268	\$92,518,851	(\$485,583)	99.47%	99.47%
						State Contract Minimum Completeness Percentage Requirement	98.00%	

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

[^] - We have decreased the Fee-for-Service CHIP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP OPTUMRX
MONTHLY TABLE**

Table 9 — 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	100% Limited^ Monthly Completion Percentage
July 2021	\$1,375,383	\$0	0.00%	\$1,375,383	\$1,380,588	(\$5,205)	99.62%	99.62%
August 2021	\$1,459,201	(\$103)	0.00%	\$1,459,098	\$1,356,484	\$102,614	107.56%	100.00%
September 2021	\$1,198,956	(\$37)	0.00%	\$1,198,919	\$1,300,779	(\$101,860)	92.16%	92.16%
October 2021	\$1,307,361	(\$204)	-0.01%	\$1,307,156	\$1,293,947	\$13,209	101.02%	100.00%
November 2021	\$1,195,566	(\$35)	0.00%	\$1,195,531	\$1,205,451	(\$9,920)	99.17%	99.17%
December 2021	\$1,239,969	(\$37)	0.00%	\$1,239,931	\$1,237,992	\$1,939	100.15%	100.00%
January 2022	\$1,159,994	(\$236)	-0.02%	\$1,159,758	\$1,164,966	(\$5,208)	99.55%	99.55%
February 2022	\$1,149,551	(\$46)	0.00%	\$1,149,505	\$1,143,010	\$6,494	100.56%	100.00%
March 2022	\$1,356,843	(\$93)	0.00%	\$1,356,750	\$1,344,445	\$12,305	100.91%	100.00%
April 2022	\$1,258,137	(\$276)	-0.02%	\$1,257,860	\$1,266,971	(\$9,110)	99.28%	99.28%
May 2022	\$1,399,789	(\$12)	0.00%	\$1,399,777	\$1,401,812	(\$2,035)	99.85%	99.85%
June 2022	\$1,234,811	(\$211)	-0.01%	\$1,234,600	\$1,236,293	(\$1,692)	99.86%	99.86%
July 2022	\$1,205,684	(\$68)	0.00%	\$1,205,615	\$1,208,500	(\$2,885)	99.76%	99.76%
August 2022	\$1,463,105	(\$393)	-0.02%	\$1,462,712	\$1,462,469	\$243	100.01%	100.00%
September 2022	\$1,889,264	(\$1,559)	-0.08%	\$1,887,705	\$1,516,029	\$371,677	124.51%	100.00%
October 2022	\$1,563,325	(\$8,016)	-0.51%	\$1,555,309	\$1,286,200	\$269,109	120.92%	100.00%
November 2022	\$1,627,011	(\$12,428)	-0.76%	\$1,614,583	\$1,467,134	\$147,448	110.05%	100.00%
December 2022	\$1,468,000	(\$51,677)	-3.52%	\$1,416,323	\$1,278,956	\$137,367	110.74%	100.00%
January 2023	\$1,382,361	(\$22,456)	-1.62%	\$1,359,905	\$1,244,190	\$115,716	109.30%	100.00%
February 2023	\$1,524,496	(\$39,492)	-2.59%	\$1,485,005	\$1,323,380	\$161,625	112.21%	100.00%
March 2023	\$1,565,658	(\$33,965)	-2.16%	\$1,531,693	\$1,412,966	\$118,727	108.40%	100.00%
April 2023	\$1,570,856	(\$44,792)	-2.85%	\$1,526,064	\$1,394,947	\$131,117	109.39%	100.00%
May 2023	\$1,506,965	(\$5,891)	-0.39%	\$1,501,074	\$1,353,670	\$147,404	110.88%	100.00%
June 2023	\$1,458,114	(\$870)	-0.05%	\$1,457,245	\$1,419,690	\$37,554	102.64%	100.00%
Cumulative Totals	\$33,560,400	(\$222,898)	-0.66%	\$33,337,502	\$31,700,868	\$1,636,635	105.16%	
100% Limited^ Cumulative Totals				\$31,700,868	\$31,700,868	\$0	100.00%	99.56%
State Contract Minimum Completeness Percentage Requirement							98.00%	

Unallocated date encounter total* \$415 Please reference data analysis assumption number 7 on page 25 for further explanation.

^ - We have decreased the OptumRx CHIP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP DENTAL
MONTHLY TABLE**

Table 10 — 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	100% Limited [^] Monthly Completion Percentage
July 2021	\$1,014,476	\$0	0.00%	\$1,014,476	\$1,013,724	\$752	100.07%	100.00%
August 2021	\$938,230	\$0	0.00%	\$938,230	\$939,437	(\$1,207)	99.87%	99.87%
September 2021	\$682,716	(\$300)	-0.04%	\$682,416	\$682,961	(\$545)	99.92%	99.92%
October 2021	\$1,003,838	\$0	0.00%	\$1,003,838	\$1,015,077	(\$11,239)	98.89%	98.89%
November 2021	\$690,540	(\$275)	-0.03%	\$690,265	\$691,000	(\$735)	99.89%	99.89%
December 2021	\$826,609	(\$300)	-0.03%	\$826,309	\$826,545	(\$236)	99.97%	99.97%
January 2022	\$1,575,708	(\$870,787)	-55.26%	\$704,922	\$704,241	\$681	100.09%	100.00%
February 2022	\$1,966,703	(\$1,225,225)	-62.29%	\$741,477	\$741,402	\$75	100.01%	100.00%
March 2022	\$2,318,179	(\$1,501,913)	-64.78%	\$816,266	\$816,716	(\$450)	99.94%	99.94%
April 2022	\$2,699,067	(\$1,751,384)	-64.88%	\$947,682	\$948,039	(\$357)	99.96%	99.96%
May 2022	\$1,599,963	(\$988,348)	-61.77%	\$611,615	\$610,428	\$1,187	100.19%	100.00%
June 2022	\$2,335,410	(\$1,559,702)	-66.78%	\$775,708	\$775,285	\$423	100.05%	100.00%
July 2022	\$3,439,425	(\$2,372,807)	-68.98%	\$1,066,618	\$1,069,855	(\$3,237)	99.69%	99.69%
August 2022	\$2,408,772	(\$1,684,732)	-69.94%	\$724,040	\$723,624	\$416	100.05%	100.00%
September 2022	\$2,880,042	(\$1,923,571)	-66.78%	\$956,471	\$953,685	\$2,786	100.29%	100.00%
October 2022	\$2,420,423	(\$1,660,165)	-68.58%	\$760,258	\$758,479	\$1,779	100.23%	100.00%
November 2022	\$2,563,177	(\$1,917,615)	-74.81%	\$645,561	\$643,303	\$2,258	100.35%	100.00%
December 2022	\$2,734,359	(\$2,015,646)	-73.71%	\$718,714	\$716,524	\$2,190	100.30%	100.00%
January 2023	\$2,730,332	(\$2,026,367)	-74.21%	\$703,964	\$700,716	\$3,248	100.46%	100.00%
February 2023	\$2,817,510	(\$2,095,526)	-74.37%	\$721,984	\$719,744	\$2,240	100.31%	100.00%
March 2023	\$3,598,935	(\$2,620,349)	-72.80%	\$978,586	\$974,451	\$4,135	100.42%	100.00%
April 2023	\$2,067,081	(\$1,401,347)	-67.79%	\$665,735	\$661,734	\$4,001	100.60%	100.00%
May 2023	\$1,679,607	(\$1,049,031)	-62.45%	\$630,576	\$626,875	\$3,701	100.59%	100.00%
June 2023	\$2,856,914	(\$1,817,743)	-63.62%	\$1,039,171	\$1,037,792	\$1,379	100.13%	100.00%
Cumulative Totals	\$49,848,016	(\$30,483,134)	-61.15%	\$19,364,881	\$19,351,637	\$13,244	100.06%	
100% Limited[^] Cumulative Totals				\$19,351,637	\$19,351,637	\$0	100.00%	99.90%
State Contract Minimum Completeness Percentage Requirement							98.00%	

[^] - We have decreased the UHC Dental CHIP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly and cumulative basis. Please reference data analysis assumption number 10 on page 25 for further explanation.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison



**UHC CHIP MARCH VISION
MONTHLY TABLE**

Table 11 — 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	100% Limited [^] Monthly Completion Percentage
July 2021	\$122,162	\$0	0.00%	\$122,162	\$122,004	\$158	100.12%	100.00%
August 2021	\$204,587	(\$341)	-0.16%	\$204,246	\$203,981	\$265	100.12%	100.00%
September 2021	\$115,558	\$0	0.00%	\$115,558	\$116,092	(\$534)	99.54%	99.54%
October 2021	\$123,515	(\$1,586)	-1.28%	\$121,929	\$122,180	(\$251)	99.79%	99.79%
November 2021	\$121,413	\$0	0.00%	\$121,413	\$121,574	(\$162)	99.86%	99.86%
December 2021	\$92,467	\$0	0.00%	\$92,467	\$92,611	(\$145)	99.84%	99.84%
January 2022	\$103,443	(\$11,926)	-11.52%	\$91,517	\$91,834	(\$317)	99.65%	99.65%
February 2022	\$148,284	(\$43,855)	-29.57%	\$104,429	\$104,904	(\$475)	99.54%	99.54%
March 2022	\$204,193	(\$59,922)	-29.34%	\$144,270	\$144,270	\$0	100.00%	100.00%
April 2022	\$181,243	(\$67,310)	-37.13%	\$113,933	\$113,938	(\$5)	99.99%	99.99%
May 2022	\$155,814	(\$51,481)	-33.04%	\$104,333	\$104,212	\$121	100.11%	100.00%
June 2022	\$149,268	(\$56,458)	-37.82%	\$92,810	\$92,844	(\$35)	99.96%	99.96%
July 2022	\$187,151	(\$67,078)	-35.84%	\$120,074	\$120,074	\$0	100.00%	100.00%
August 2022	\$343,027	(\$131,005)	-38.19%	\$212,022	\$212,818	(\$796)	99.62%	99.62%
September 2022	\$232,219	(\$112,170)	-48.30%	\$120,049	\$119,135	\$914	100.76%	100.00%
October 2022	\$150,704	(\$77,823)	-51.64%	\$72,880	\$72,578	\$303	100.41%	100.00%
November 2022	\$107,174	(\$67,823)	-63.28%	\$39,350	\$38,734	\$617	101.59%	100.00%
December 2022	\$69,913	(\$34,967)	-50.01%	\$34,946	\$32,192	\$2,754	108.55%	100.00%
January 2023	\$360,293	(\$163,510)	-45.38%	\$196,783	\$253,412	(\$56,629)	77.65%	77.65%
February 2023	\$203,519	(\$100,841)	-49.54%	\$102,678	\$102,636	\$42	100.04%	100.00%
March 2023	\$228,903	(\$108,880)	-47.56%	\$120,023	\$119,418	\$605	100.50%	100.00%
April 2023	\$192,399	(\$81,631)	-42.42%	\$110,768	\$111,030	(\$262)	99.76%	99.76%
May 2023	\$364,950	(\$230,157)	-63.06%	\$134,793	\$136,228	(\$1,436)	98.94%	98.94%
June 2023	\$182,096	(\$86,223)	-47.35%	\$95,873	\$95,744	\$129	100.13%	100.00%
Cumulative Totals	\$4,344,295	(\$1,554,988)	-35.79%	\$2,789,306	\$2,844,444	(\$55,138)	98.06%	97.85%
							State Contract Minimum Completeness Percentage Requirement	98.00%

[^] - We have decreased the March Vision CHIP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results on a monthly basis. Please reference data analysis assumption number 10 on page 25 for further explanation.



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** – Previous state fiscal agent contractor, formerly known as Xerox Health Solutions. Conduent was replaced by Gainwell Technologies as the FAC for Mississippi effective on October 3, 2022.
- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system, Medicaid Management Information System (MMIS); Gainwell Technologies became the FAC effective October 3, 2022.
- **Gainwell Technologies** – State fiscal agent contractor effective October 3, 2022, formerly known as DXC Technology (DXC).
- **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.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison

- **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.
- **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 former fiscal agent contractor, Conduent, 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**

- Truven submitter ID equal to '91474' or Gainwell submitter ID equal to 'TP000174'.
- Truven MC Prov ID equal to '02821762' or Gainwell Encounter Prov ID equal to '002821762'.
- Pay to Provider Number equal to '02821762' or first COB Payer ID equal to '002821762' for Truven pharmacy encounters only.

❖ **UHC CHIP Encounters**

- Truven submitter ID equal to '93552' or Gainwell submitter ID equal to 'TP000175'.
- Truven MC Prov ID equal to '09974046' or Gainwell Encounter Prov ID equal to '009974046'.
- Pay to Provider Number equal to '09974046' or first COB Payer ID equal to '009974046' for Truven for pharmacy encounters only.

❖ **UHC Dental – Dental Services**

- Claims Type Code value of 'D'.

❖ **March Vision – Vision Services**

- 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'.

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

- First three characters of the Plan TCN are 'MIS', 'UOM', 'UMM', or 'MMU'.
- Plan TCN or Patient Account Number field contains 'Q0' in the first and second positions and the third position does not contain a number.

❖ **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.



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. National Med Trans (NET) was replaced by MTM as UHC's NET delegated vendor effective August 1, 2019. Since NMT is no longer an active vendor, DOM instructed Myers and Stauffer to remove National Med Trans from the vendor encounters and CDJ totals beginning with the December 2021 report and any subsequent reports.
7. There appear to be instances of Truven and Gainwell 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. 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).
9. Based on guidance from DOM, we have updated the pharmacy encounter totals from the draft July 1, 2021 through June 30, 2023 report to include pharmacy records identified as "denied" by Gainwell. While the Entire Plan and OptumRx Pharmacy results have been updated (Tables A, B, 1, 3, 7; and 9 Charts 2 and 4), no changes have been made to the Fee-for-Service, UHC Dental, March Vision, and MTM encounter and CDJ totals since the draft report. However, the report has been updated to include 100 percent limited monthly completion percentages for all payors.
10. Monthly and/or cumulative completion percentages exceeding 100 percent were noted for the vendor and non-vendor UnitedHealthcare totals. In order to limit the impact of these potentially overstated encounter totals on the Entire Plan CAN and CHIP results, we have restricted the cumulative and monthly completion percentage to a maximum of 100 percent and reported these percentages separately. The 100 percent limited **cumulative** completion percentages only apply to payors where the cumulative encounter totals for the entire report period are greater than the cumulative CDJ totals (Tables 1, 3, 4, 5, 7, 9, and 10; Charts 2 and 4). For each payor whose cumulative completion percentage exceeds 100 percent, the cumulative encounter totals are decreased by the reporting period's variance in comparison with the CDJs. Additionally, we have provided 100 percent limited **monthly** completion percentages for informational purposes only. For each payor's monthly completion percentages over 100 percent, we decreased the monthly encounter totals by the variance with the CDJ totals. Then the limited monthly encounter totals and the CDJ totals are summed up for the entire reporting period. The limited encounter and CDJ totals used in these 100 percent limited monthly completion percentages by payor are combined to determine the 100 percent limited monthly completion percentages for the entire plan and program.

MS UnitedHealthCare Community Plan Encounter and CDJ Comparison

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.