February 1, 2024 through January 31, 2026

Comparison of West Virginia Managed Care Organization Encounter Data to Cash Disbursements for Wellpoint of West Virginia

May 14, 2026

Myers and Stauffer LC
Certified Public Accountants

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STUDY PURPOSE

The West Virginia Department of Human Services, Bureau for Medical Services (BMS) requires that each of the contracted Managed Care Organizations (MCOs) submit encounter data to the BMS' fiscal agent contractor (FAC), Gainwell Technologies (Gainwell). To ensure complete encounter data is being received, Myers and Stauffer performs bi-monthly encounter reconciliations. As part of this process, Myers and Stauffer analyzes encounter data that has been submitted by the MCOs to Gainwell and completes a comparison of the encounters to cash disbursement journals (CDJs) provided by each MCO. For purposes of this analysis, "encounter data" are claims that have been paid by MCOs or delegated vendors (e.g., vision and dental) to health care providers that have rendered health care services to members enrolled with the MCO.

Myers and Stauffer is working closely with BMS and the MCO 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 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.

Sections 5.9.5.1 and 5.9.5.5 of the contract between BMS and the MCO through June 30, 2026 (the current reporting period) states,

> *"The MCO must submit complete and accurate encounters in the form and manner described in 42 CFR 438.818 and in BMS guidance, including the Encounter Companion Guides for Professional, Institution, and Dental claims posted on the State MMIS website. Encounter data must follow the format and data elements as required by the HIPAA-compliant 837 transaction for medical and dental claims. … The MCO must submit at least ninety-six percent (96%) of all encounter data, including those of Subcontractors, both for the original claim and any adjustment or void within thirty (30) calendar days after the adjudication date."*
>
> *"BMS or its Agent will validate encounter claims submissions according to the Cash Disbursement Journals (CDJ) provided by the MCO and its applicable Subcontractors. If the MCO or its Subcontractors fail to submit complete encounter data, as measured by a minimum completion percentage of ninety-six (96) percent when encounters are compared to cash disbursements for the MCO and its Subcontractors, the MCO may be subject to liquidated damages or other available remedies."*

The bi-monthly encounter reconciliations also help fulfill part of the work requirements set forth in Activity 3 of the Center for Medicare and Medicaid's (CMS) External Quality Review (EQR) Protocol 5 which require a determination of the completeness, accuracy, and quality of the encounter data being submitted by each MCO.

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 West Virginia Bureau for Medical Services and should not be used for any other purpose.

SUMMARY

BMS requested that, for this study, we review the MCO'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 **96 percent** when compared to the CDJ files. The Mountain Health Trust (MHT) Medicaid and CHIP encounters and CDJ files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of February 1, 2024 through January 31, 2026;
- CDJ transactions had payment dates within the reporting period of February 1, 2024 through January 31, 2026;
- Encounters were received, accepted, and finalized by the FAC and transmitted to Myers and Stauffer through March 27, 2026.

Table A — Wellpoint MHT Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor Skygen Dental (Dental Services)	Delegated Vendor Superior Vision (Vision Services)
Encounter Total (FAC reported)	**$1,231,235,722**	**$1,153,947,076**	**$73,528,936**	**$3,759,709**
Total Encounter Adjustments ($)	*($131,684,326)*	*($131,178,482)*	*($449,719)*	*($56,125)*
Total Encounter Adjustments (%)	*-10.69%*	*-11.36%*	*-0.61%*	*-1.49%*
Net Encounter Total	**$1,099,551,396**	**$1,022,768,594**	**$73,079,218**	**$3,703,584**
CDJ Total	**$1,094,434,595**	**$1,017,514,542**	**$73,209,112**	**$3,710,941**
Variance	*$5,116,800*	*$5,254,052*	*($129,894)*	*($7,357)*
Completion (%)	**100.46%**	**100.51%**	**99.82%**	**99.80%**
100% Limited^ Completion (%)	***99.98%***	***100.00%***		
Contract Minimum Completeness Requirement (%)	**96.00%**			

^ - To avoid overstating the Entire Plan MHT results in situations where the MCO 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 9 on page 22 for further explanation.

Table B — Wellpoint MHT CHIP Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor Skygen Dental (Dental Services)	Delegated Vendor Superior Vision (Vision Services)
Encounter Total (FAC reported)	**$42,483,719**	**$33,919,415**	**$7,945,934**	**$618,370**
Total Encounter Adjustments ($)	*($3,452,216)*	*($3,309,846)*	*($138,243)*	*($4,127)*
Total Encounter Adjustments (%)	*-8.12%*	*-9.75%*	*-1.73%*	*-0.66%*
Net Encounter Total	**$39,031,504**	**$30,609,569**	**$7,807,692**	**$614,243**
CDJ Total	**$39,064,224**	**$30,639,578**	**$7,807,746**	**$616,901**
Variance	*($32,721)*	*($30,009)*	*($54)*	*($2,658)*
Completion (%)	**99.91%**	**99.90%**	**99.99%**	**99.56%**
Contract Minimum Completeness Requirement (%)	**96.00%**			

ENCOUNTER DATA ANALYSIS

For this study, Myers and Stauffer analyzes the encounter data that is submitted by the MCOs to the FAC, Gainwell Technologies, and loaded into the FAC Medicaid Management Information System (MMIS). Encounters submitted by any MCO 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 and makes the following adjustments. Tables C and D below outlines the impact of applying these encounter analysis adjustments to the encounter paid amounts, when compared to the raw data received.

1. Encounters identified as denied by the MMIS with $0 MCO paid amounts are excluded from the encounter totals. Additionally, encounter voids with missing/invalid former ICN values or with original encounters already offset by backouts 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). We have reviewed Wellpoint's calculated void and duplicate response files submitted to us prior to April 3, 2026. 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 MCO.

3. Our potential duplicate and calculated void process attempts to identify and remove encounters that appear to be duplicated. Encounters paid by the MCO, 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 MCO 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 Wellpoint MHT Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	**6,778,500**	**1,231,235,722**	**100.00%**
Adjustment Type			
Denied	*(819,216)*	*0*	*0.00%*
Calculated Void	*(1,023,796)*	*(131,666,669)*	*-10.69%*
Duplicate	*(76)*	*(17,658)*	*0.00%*
Total Adjustments Made	*(1,843,088)*	*(131,684,326)*	*-10.69%*
Net Encounter Amounts	**4,935,412**	**1,099,551,396**	**89.31%**

Table D — Myers and Stauffer LC's Adjustments to Wellpoint MHT CHIP Encounters

Description	Encounter Count	Paid Amount	Paid Amount (% of Total*)
Total Encounter Amount (FAC Reported)	**265,321**	**42,483,719**	**100.00%**
Adjustment Type			
Denied	*(29,129)*	*0*	*0.00%*
Calculated Void	*(44,541)*	(3,450,757)	*-8.12%*
Duplicate	*(1)*	*(1,458)*	*0.00%*
Total Adjustments Made	*(73,671)*	*(3,452,216)*	*-8.12%*
Net Encounter Amounts	**191,650**	**39,031,504**	**91.88%**

** - 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 10 on page 22 for further explanation.*

DATA ISSUES AND RECOMMENDATIONS

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 cumulative completion percentages outside the targeted range, while **Section B** notes outstanding payor specific data issues that Wellpoint 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 8 starting on page 9 for Wellpoint's MHT 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 96 percent or above 100 percent):

1. **Fee-for-Service (non-vendor) (Tables 2 and 6):** While the cumulative fee-for-service CHIP completion percentage is in compliance, the MHT cumulative completion percentage and several CHIP monthly completion percentages are slightly above 100 percent. We noted several hundred fee-for-service encounter records paid in December 2025 where the MCO submitted paid amounts appear to be eight times larger than the corresponding CDJ transactions. The MCO paid amounts are also much larger than the claim billed amounts, which indicates that the encounter paid amounts may not be accurate on these encounter records. These mismatched paid amounts appear to be significantly inflating the December 2025 MHT and CHIP monthly completion percentages and contributing to the inflated cumulative MHT completion percentage.
    - Additionally, there appear to be instances of claims with multiple payment sequences in the CDJ files (e.g., original, void, and adjustments) where only the final, adjusted claim is found in the encounter data. These missing original encounter sequences and corresponding voids may be contributing to the monthly completion percentages above 100 percent.
    - The mismatched program identification, void paid date, and other data issues discussed in section C may also be contributing to the noted inflated monthly completion percentages.
    - ➢ **We recommend Wellpoint continue to work with Gainwell and BMS to submit any outstanding fee-for-service encounter sequences, including any corrections for December 2025 encounter records submitted with inaccurate paid amounts.**

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

2. **Skygen Dental (Tables 3 and 7):** While the SkyGen Dental MHT and CHIP cumulative completion percentages are in compliance, there are several monthly completion percentages above 100 percent due to potentially missing encounter sequences, including voids, when compared to the CDJ files.
    - We also noted instances where different payment sequences of the same claim are submitted multiple times as new-day original encounters (frequency code 1). While many of these encounters are being identified as calculated voids or potential duplicates and adjusted in the net encounter totals, some duplicate sequences may not be identified or excluded due to these adjustment sequences having different claim numbers than the original encounters. Additionally, the replacement/void issues, discussed in data issue 5, may be contributing to these potentially missing dental encounter sequences.
    - ➢ **We recommend Wellpoint continue to work with Gainwell and BMS to submit any outstanding dental encounter records.**

3. **Superior Vision (Tables 4 and 8):** While the Superior Vision MHT and CHIP cumulative completion percentages are in compliance, there are a few monthly completion percentages below 96 percent and several above 100 percent due to potentially missing or misallocated encounter sequences, including voids, when compared to CDJ transactions.

   - The MHT and CHIP monthly completion percentages for September 2025 are low due to potentially missing encounter sequences, particularly for the September 7, 2025 paid date. Wellpoint recently communicated that some of their September 2025 encounter submissions were put into a "Pended" status and then submitted to Gainwell in early April 2026, after the encounter processing cut-off date for this report.

   - We noted instances of CDJ voids and adjustments for February 2025 and March 2025 paid dates without any corresponding encounter voids. In many cases, it appears the encounter records for the original payments related to these voids, made between January 2024 and January 2025, are also missing. Wellpoint communicated that these CDJ payments were related to claims initially paid by Superior Vision for members who were not active on the date of service. Superior Vision has voided and recouped these claims, but there are no corresponding encounter records due to member ineligibility.

   - **We recommend that Wellpoint continue to work with Superior Vision and Gainwell to submit any outstanding encounter records, including voids and/or adjustments.**

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

4. **Encounter Data Improvement Projects (Tables 1 through 8):** Gainwell has been working with the MCOs on several change requests to improve the quality of the West Virginia encounter data (e.g., CR 48689 and CR 45225). Gainwell developed detailed 835 response files to provide to the MCOs for improved tracking of their encounter data submissions, including any rejections and denial reasons. These response files are being leveraged to remove duplicate records from the encounter data and assist in correcting any MMIS rejections or denials, where possible. Gainwell updated the encounter companion guides to further clarify their expectations regarding the patient account numbers and original claim IDs submitted on adjustments and void encounters. The impacted MCOs made system updates based on this guidance in March 2026. We expect the number of calculated voids and duplicates identified during the encounter reconciliation process will begin to decrease as a result of these updates and are working with the State, Gainwell, and the MCOs on historical corrections to remove duplicate, replaced, or voided encounter records.

5. **Encounter Replacements and Voids (Tables 1 through 8):** We have noted instances where the MCO submits an encounter as a replacement/adjustment (frequency code 7) or void (frequency code 8), but the associated backout (offsetting negative record) for the original record is not included in our data extracts and the replaced encounter record is not identified. Based on our discussions with Gainwell, if the replacement/adjustment or void encounter cannot be tied to a previously submitted encounter record or the original record was denied by the MMIS, the original/replaced encounter claim is not identified and a backout is not created. Gainwell also noted that if the patient account number for an adjustment is different than the original encounter, the adjustment will be denied by the MMIS and a backout will not be created. These issues are inflating the number of records we are identifying as calculated voids or potential duplicates and may be contributing to any inflated completion percentages. However, Myers and Stauffer and the MCOs are working with Gainwell to identify and correct duplicate encounter records (as noted in data issue number 4).

6. **Encounter Void Paid Dates (Tables 1 through 8):** The paid dates we receive from the MMIS for encounter voids without associated adjustments reflect the paid dates of the original encounters and not the actual provider recoupment dates. We are currently unable to accurately estimate these void recoupment dates due to inconsistencies in the timing of void encounter submissions. While we will continue to discuss data extract improvements with Gainwell, we are allocating these voids to the MCO paid date provided in the extracts when an adjustment paid date is not available. Although this issue does not seem to impact the cumulative completion percentages, it may contribute to some monthly completion percentages above 100 percent or below 96 percent when the encounter void paid dates do not fall within the same month as the original encounter payments.

7. **Program Identification (Tables 1 through 8):** We have noted instances where the program identification provided by the MCOs in their CDJs (MHT or CHIP) does not match the program information in the encounter data. These mismatched program identifiers may contribute to some of the monthly variances, but do not appear to significantly impact the cumulative percentages.

WELLPOINT MHT ENTIRE PLAN MONTHLY TABLE

Table 1 — Wellpoint Mountain Health Trust (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
February 2024	$52,195,025	($6,084,962)	-11.65%	$46,110,063	$45,953,615	$156,448	100.34%
March 2024	$50,051,709	($4,030,362)	-8.05%	$46,021,346	$46,018,432	$2,914	100.00%
April 2024	$51,394,341	($5,691,541)	-11.07%	$45,702,800	$45,556,260	$146,540	100.32%
May 2024	$52,548,895	($3,608,950)	-6.86%	$48,939,945	$49,005,198	($65,252)	99.86%
June 2024	$45,429,319	($3,114,601)	-6.85%	$42,314,718	$42,542,184	($227,466)	99.46%
July 2024	$47,445,992	($3,427,839)	-7.22%	$44,018,152	$44,341,719	($323,566)	99.27%
August 2024	$64,402,282	($15,979,551)	-24.81%	$48,422,731	$48,468,293	($45,563)	99.90%
September 2024	$47,014,422	($4,551,983)	-9.68%	$42,462,439	$42,725,687	($263,248)	99.38%
October 2024	$52,409,811	($4,341,318)	-8.28%	$48,068,493	$48,042,888	$25,605	100.05%
November 2024	$51,609,409	($3,083,370)	-5.97%	$48,526,039	$47,665,470	$860,569	101.80%
December 2024	$43,624,251	($2,610,553)	-5.98%	$41,013,698	$40,969,603	$44,095	100.10%
January 2025	$47,932,080	($6,271,662)	-13.08%	$41,660,418	$41,535,951	$124,467	100.29%
February 2025	$46,462,321	($5,656,699)	-12.17%	$40,805,621	$40,755,868	$49,753	100.12%
March 2025	$49,531,357	($2,333,645)	-4.71%	$47,197,712	$47,134,974	$62,738	100.13%
April 2025	$53,014,194	($4,275,438)	-8.06%	$48,738,755	$48,744,538	($5,783)	99.98%
May 2025	$51,443,525	($3,530,089)	-6.86%	$47,913,436	$47,980,595	($67,159)	99.86%
June 2025	$45,105,055	($3,206,661)	-7.10%	$41,898,394	$41,925,404	($27,010)	99.93%
July 2025	$47,773,077	($3,528,541)	-7.38%	$44,244,536	$44,255,460	($10,923)	99.97%
August 2025	$54,994,590	($8,108,589)	-14.74%	$46,886,001	$46,936,216	($50,215)	99.89%
September 2025	$52,264,356	($5,940,745)	-11.36%	$46,323,611	$46,348,967	($25,356)	99.94%
October 2025	$55,575,769	($2,744,748)	-4.93%	$52,831,022	$52,812,651	$18,370	100.03%
November 2025	$64,407,268	($20,308,620)	-31.53%	$44,098,647	$44,098,033	$614	100.00%
December 2025	$54,187,434	($4,503,767)	-8.31%	$49,683,667	$44,812,066	$4,871,601	110.87%
January 2026	$50,419,243	($4,750,092)	-9.42%	$45,669,151	$45,804,524	($135,373)	99.70%
Cumulative Totals	**$1,231,235,722**	**($131,684,326)**	**-10.69%**	**$1,099,551,396**	**$1,094,434,595**	**$5,116,800**	**100.46%**
100% Limited^ Cumulative Totals				**$1,094,297,344**	**$1,094,434,595**	**($137,251)**	**99.98%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

^ - Since the MHT cumulative completion percentage for the MCO and/or delegated vendor(s) exceed 100 percent, we have decreased the Entire Plan MHT encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results. Please reference data analysis assumption number 9 on page 22 for further explanation.

MYERS AND STAUFFER LC
CERTIFIED PUBLIC ACCOUNTANTS

WELLPOINT MHT SUMMARY REPORTING CHARTS

Chart 1. Monthly CDJ totals and encounter submissions for Wellpoint MHT's entire plan

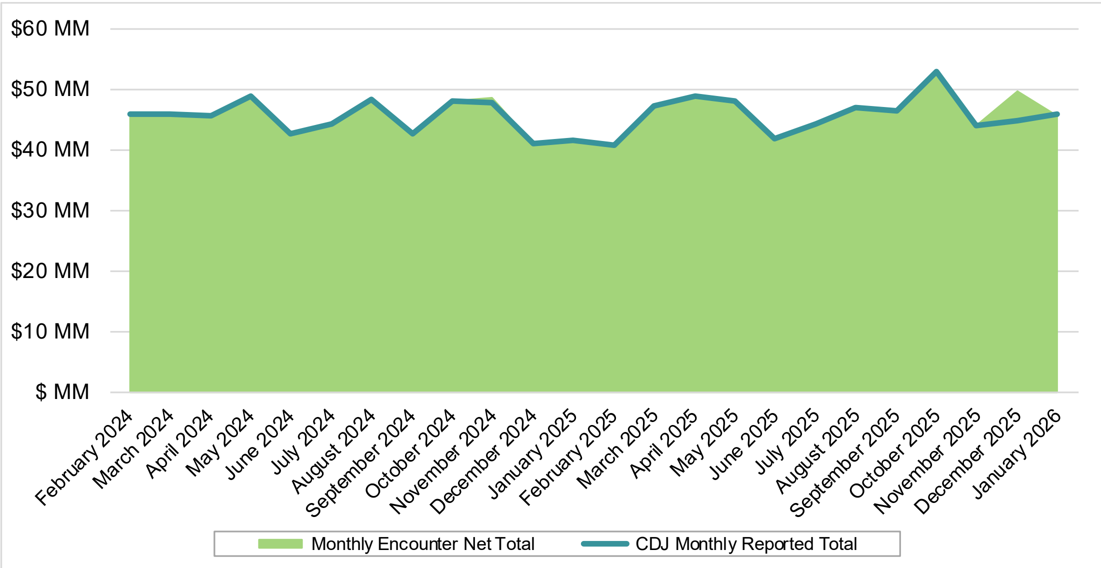
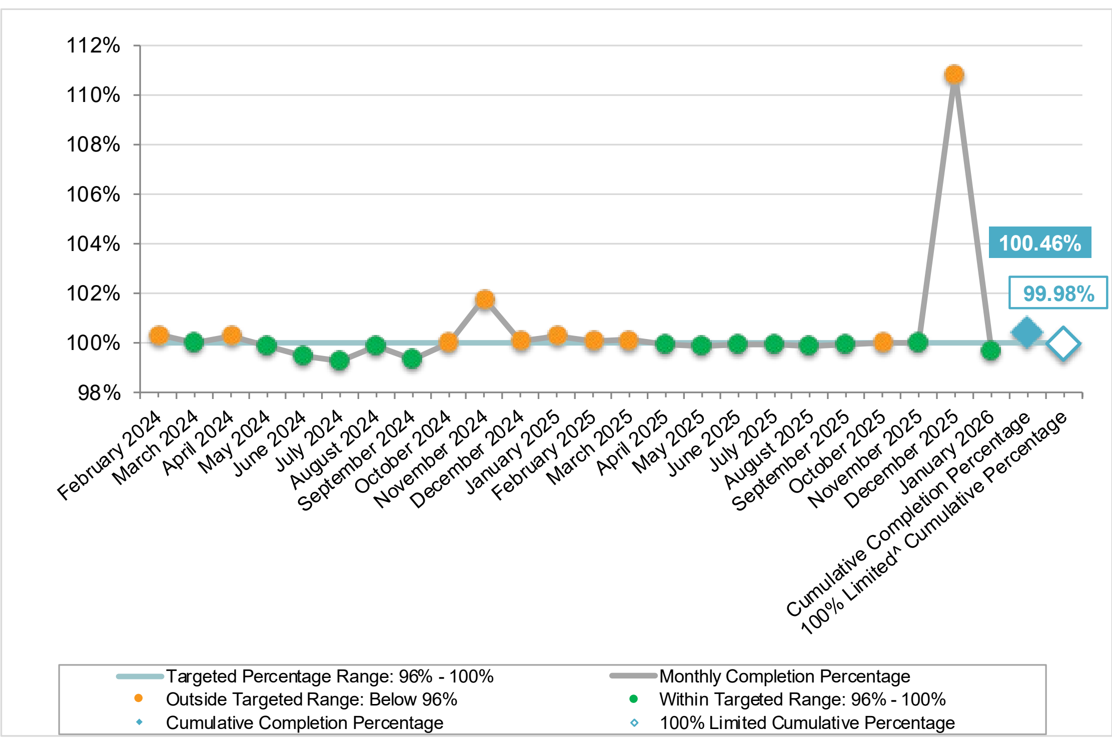


Chart 2. Wellpoint MHT's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments for the entire plan.



^ - To avoid overstating the Entire Plan results in situations when the MCO or an individual vendor's cumulative completion percentage exceeds 100 percent, we have decreased the MHT encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 9 on page 22 for further explanation.

WELLPOINT MHT FEE-FOR-SERVICE MONTHLY TABLE

Table 2 — Wellpoint MHT 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
February 2024	$48,973,919	($6,075,340)	-12.40%	$42,898,579	$42,748,565	$150,014	100.35%
March 2024	$46,145,143	($4,012,528)	-8.69%	$42,132,615	$42,147,845	($15,230)	99.96%
April 2024	$48,315,054	($5,672,587)	-11.74%	$42,642,467	$42,493,639	$148,828	100.35%
May 2024	$48,520,751	($3,579,369)	-7.37%	$44,941,383	$45,008,572	($67,189)	99.85%
June 2024	$42,453,151	($3,071,005)	-7.23%	$39,382,146	$39,595,939	($213,793)	99.46%
July 2024	$44,750,180	($3,406,396)	-7.61%	$41,343,784	$41,674,458	($330,674)	99.20%
August 2024	$60,478,430	($15,956,281)	-26.38%	$44,522,149	$44,585,127	($62,978)	99.85%
September 2024	$43,840,283	($4,532,537)	-10.33%	$39,307,746	$39,553,656	($245,910)	99.37%
October 2024	$48,922,303	($4,322,941)	-8.83%	$44,599,361	$44,550,448	$48,913	100.10%
November 2024	$47,509,307	($3,067,372)	-6.45%	$44,441,935	$43,554,422	$887,513	102.03%
December 2024	$40,778,688	($2,592,540)	-6.35%	$38,186,148	$38,112,602	$73,546	100.19%
January 2025	$45,762,890	($6,260,490)	-13.68%	$39,502,400	$39,355,922	$146,478	100.37%
February 2025	$43,602,115	($5,643,798)	-12.94%	$37,958,317	$37,901,809	$56,507	100.14%
March 2025	$46,427,353	($2,312,679)	-4.98%	$44,114,674	$44,051,090	$63,585	100.14%
April 2025	$50,012,453	($4,252,373)	-8.50%	$45,760,080	$45,761,993	($1,914)	99.99%
May 2025	$47,565,716	($3,509,087)	-7.37%	$44,056,629	$44,114,682	($58,053)	99.86%
June 2025	$42,430,953	($3,183,998)	-7.50%	$39,246,955	$39,270,090	($23,135)	99.94%
July 2025	$45,238,564	($3,519,103)	-7.77%	$41,719,460	$41,755,855	($36,395)	99.91%
August 2025	$51,108,487	($8,091,778)	-15.83%	$43,016,710	$43,061,844	($45,135)	99.89%
September 2025	$49,098,175	($5,904,947)	-12.02%	$43,193,229	$43,184,818	$8,410	100.01%
October 2025	$51,633,799	($2,720,477)	-5.26%	$48,913,322	$48,864,672	$48,650	100.09%
November 2025	$61,263,115	($20,295,524)	-33.12%	$40,967,590	$40,998,549	($30,959)	99.92%
December 2025	$51,365,434	($4,471,999)	-8.70%	$46,893,435	$42,023,341	$4,870,094	111.58%
January 2026	$47,750,815	($4,723,334)	-9.89%	$43,027,480	$43,144,604	($117,123)	99.72%
Cumulative Totals	**$1,153,947,076**	**($131,178,482)**	**-11.36%**	**$1,022,768,594**	**$1,017,514,542**	**$5,254,052**	**100.51%**
100% Limited^ Cumulative Totals				**$1,017,514,542**	**$1,017,514,542**	**$0**	**100.00%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

^ - The Fee-for-Service (Non-Vendor) MHT 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 9 on page 22 for further explanation.

WELLPOINT MHT SKYGEN DENTAL MONTHLY TABLE

Table 3 — Wellpoint MHT Skygen 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
February 2024	$3,072,162	($7,455)	-0.24%	$3,064,706	$3,055,379	$9,327	100.30%
March 2024	$3,736,912	($17,405)	-0.46%	$3,719,508	$3,694,389	$25,119	100.67%
April 2024	$2,926,496	($18,076)	-0.61%	$2,908,419	$2,907,791	$629	100.02%
May 2024	$3,874,601	($26,707)	-0.68%	$3,847,893	$3,845,222	$2,672	100.06%
June 2024	$2,831,465	($29,963)	-1.05%	$2,801,502	$2,815,938	($14,435)	99.48%
July 2024	$2,552,071	($20,558)	-0.80%	$2,531,513	$2,524,216	$7,297	100.28%
August 2024	$3,754,116	($22,268)	-0.59%	$3,731,847	$3,714,432	$17,415	100.46%
September 2024	$2,954,924	($17,847)	-0.60%	$2,937,077	$2,953,117	($16,040)	99.45%
October 2024	$3,268,599	($16,451)	-0.50%	$3,252,147	$3,274,408	($22,261)	99.32%
November 2024	$3,944,405	($13,601)	-0.34%	$3,930,804	$3,955,573	($24,769)	99.37%
December 2024	$2,708,588	($13,383)	-0.49%	$2,695,205	$2,725,660	($30,454)	98.88%
January 2025	$2,062,163	($8,540)	-0.41%	$2,053,624	$2,074,120	($20,496)	99.01%
February 2025	$2,731,605	($11,557)	-0.42%	$2,720,049	$2,747,541	($27,492)	98.99%
March 2025	$2,935,834	($18,849)	-0.64%	$2,916,985	$2,918,917	($1,932)	99.93%
April 2025	$2,837,805	($20,069)	-0.70%	$2,817,736	$2,820,757	($3,021)	99.89%
May 2025	$3,728,190	($18,435)	-0.49%	$3,709,755	$3,718,861	($9,106)	99.75%
June 2025	$2,536,134	($20,994)	-0.82%	$2,515,139	$2,519,828	($4,688)	99.81%
July 2025	$2,389,697	($8,758)	-0.36%	$2,380,939	$2,355,378	$25,561	101.08%
August 2025	$3,680,707	($14,984)	-0.40%	$3,665,723	$3,670,669	($4,946)	99.86%
September 2025	$3,013,993	($35,246)	-1.16%	$2,978,747	$3,001,636	($22,889)	99.23%
October 2025	$3,767,237	($21,853)	-0.58%	$3,745,384	$3,775,707	($30,323)	99.19%
November 2025	$2,980,476	($11,273)	-0.37%	$2,969,203	$2,937,656	$31,548	101.07%
December 2025	$2,691,092	($31,376)	-1.16%	$2,659,717	$2,658,076	$1,641	100.06%
January 2026	$2,549,665	($24,072)	-0.94%	$2,525,593	$2,543,843	($18,250)	99.28%
Cumulative Totals	**$73,528,936**	**($449,719)**	**-0.61%**	**$73,079,218**	**$73,209,112**	**($129,894)**	**99.82%**
			State Contract Minimum Completeness Percentage Requirement				*96.00%*

WELLPOINT MHT SUPERIOR VISION MONTHLY TABLE

Table 4 — Wellpoint MHT Superior 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**
February 2024	$148,944	($2,168)	-1.45%	$146,777	$149,670	($2,894)	98.06%
March 2024	$169,654	($430)	-0.25%	$169,224	$176,199	($6,975)	96.04%
April 2024	$152,791	($877)	-0.57%	$151,914	$154,830	($2,916)	98.11%
May 2024	$153,543	($2,874)	-1.87%	$150,669	$151,405	($735)	99.51%
June 2024	$144,702	($13,633)	-9.42%	$131,070	$130,308	$762	100.58%
July 2024	$143,741	($886)	-0.61%	$142,855	$143,045	($190)	99.86%
August 2024	$169,736	($1,002)	-0.59%	$168,734	$168,734	$0	100.00%
September 2024	$219,215	($1,600)	-0.72%	$217,616	$218,913	($1,298)	99.40%
October 2024	$218,909	($1,925)	-0.87%	$216,984	$218,032	($1,048)	99.51%
November 2024	$155,696	($2,396)	-1.53%	$153,300	$155,475	($2,174)	98.60%
December 2024	$136,974	($4,630)	-3.38%	$132,344	$131,341	$1,003	100.76%
January 2025	$107,027	($2,632)	-2.45%	$104,395	$105,909	($1,514)	98.57%
February 2025	$128,601	($1,345)	-1.04%	$127,256	$106,518	$20,738	119.46%
March 2025	$168,170	($2,118)	-1.25%	$166,053	$164,967	$1,086	100.65%
April 2025	$163,936	($2,996)	-1.82%	$160,939	$161,788	($848)	99.47%
May 2025	$149,619	($2,567)	-1.71%	$147,052	$147,052	$0	100.00%
June 2025	$137,968	($1,668)	-1.20%	$136,300	$135,487	$813	100.60%
July 2025	$144,817	($680)	-0.46%	$144,137	$144,227	($90)	99.93%
August 2025	$205,396	($1,827)	-0.88%	$203,568	$203,703	($134)	99.93%
September 2025	$152,188	($553)	-0.36%	$151,635	$162,513	($10,878)	93.30%
October 2025	$174,734	($2,418)	-1.38%	$172,316	$172,272	$44	100.02%
November 2025	$163,677	($1,823)	-1.11%	$161,854	$161,828	$25	100.01%
December 2025	$130,908	($392)	-0.29%	$130,515	$130,649	($134)	99.89%
January 2026	$118,764	($2,686)	-2.26%	$116,077	$116,077	$0	100.00%
Cumulative Totals	**$3,759,709**	**($56,125)**	**-1.49%**	**$3,703,584**	**$3,710,941**	**($7,357)**	**99.80%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

MYERS AND STAUFFER LC
CERTIFIED PUBLIC ACCOUNTANTS

WELLPOINT MHT CHIP ENTIRE PLAN MONTHLY TABLE

Table 5 — Wellpoint Mountain Health Trust 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
February 2024	$1,743,261	($123,549)	-7.08%	$1,619,712	$1,617,206	$2,506	100.15%
March 2024	$1,628,012	($42,417)	-2.60%	$1,585,595	$1,590,587	($4,992)	99.68%
April 2024	$1,996,065	($286,861)	-14.37%	$1,709,204	$1,713,515	($4,311)	99.74%
May 2024	$1,879,124	($52,783)	-2.80%	$1,826,341	$1,829,980	($3,639)	99.80%
June 2024	$1,551,667	($44,440)	-2.86%	$1,507,227	$1,512,943	($5,716)	99.62%
July 2024	$1,625,741	($48,811)	-3.00%	$1,576,931	$1,606,470	($29,539)	98.16%
August 2024	$1,743,075	($48,559)	-2.78%	$1,694,516	$1,696,244	($1,729)	99.89%
September 2024	$1,575,100	($27,081)	-1.71%	$1,548,019	$1,583,591	($35,572)	97.75%
October 2024	$1,761,696	($86,301)	-4.89%	$1,675,394	$1,676,235	($841)	99.94%
November 2024	$2,014,700	($82,867)	-4.11%	$1,931,833	$1,902,051	$29,782	101.56%
December 2024	$1,908,763	($136,603)	-7.15%	$1,772,161	$1,765,187	$6,973	100.39%
January 2025	$1,289,924	($76,251)	-5.91%	$1,213,673	$1,210,270	$3,402	100.28%
February 2025	$1,511,269	($74,038)	-4.89%	$1,437,231	$1,440,851	($3,620)	99.74%
March 2025	$1,690,769	($126,159)	-7.46%	$1,564,610	$1,555,880	$8,730	100.56%
April 2025	$1,902,247	($221,946)	-11.66%	$1,680,301	$1,691,777	($11,476)	99.32%
May 2025	$1,747,479	($64,837)	-3.71%	$1,682,642	$1,688,507	($5,865)	99.65%
June 2025	$1,763,968	($152,223)	-8.62%	$1,611,745	$1,611,727	$18	100.00%
July 2025	$1,764,855	($208,060)	-11.78%	$1,556,796	$1,559,863	($3,068)	99.80%
August 2025	$2,317,879	($833,872)	-35.97%	$1,484,007	$1,485,402	($1,395)	99.90%
September 2025	$1,532,761	($80,181)	-5.23%	$1,452,580	$1,455,831	($3,251)	99.77%
October 2025	$1,929,405	($26,796)	-1.38%	$1,902,609	$1,907,933	($5,324)	99.72%
November 2025	$2,135,524	($412,316)	-19.30%	$1,723,208	$1,724,530	($1,322)	99.92%
December 2025	$1,692,563	($62,529)	-3.69%	$1,630,034	$1,588,732	$41,302	102.59%
January 2026	$1,777,874	($132,738)	-7.46%	$1,645,136	$1,648,909	($3,773)	99.77%
Cumulative Totals	**$42,483,719**	**($3,452,216)**	**-8.12%**	**$39,031,504**	**$39,064,224**	**($32,721)**	**99.91%**
				State Contract Minimum Completeness Percentage Requirement			*96.00%*

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WELLPOINT MHT CHIP SUMMARY REPORTING CHARTS

Chart 3. Monthly CDJ totals and encounter submissions for Wellpoint MHT CHIP's entire plan

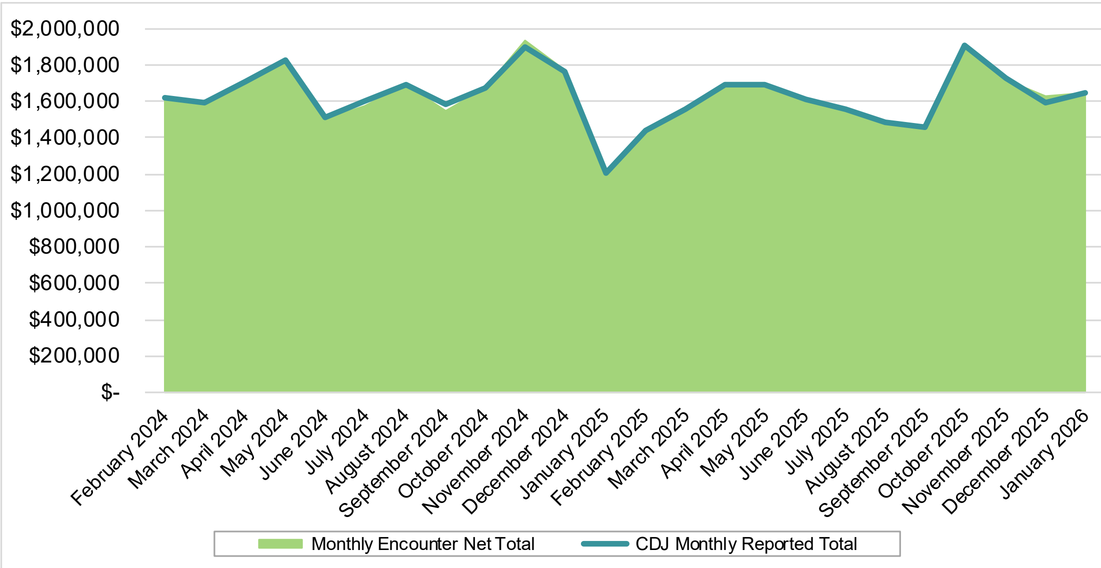
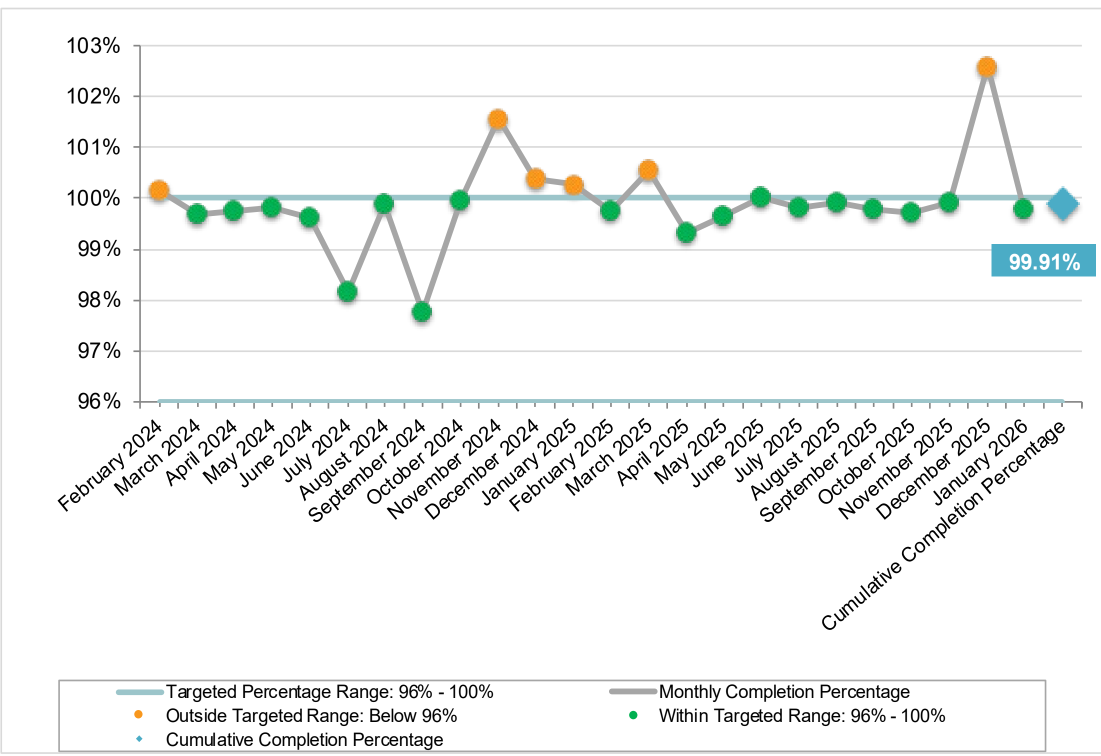


Chart 4. Wellpoint MHT CHIP's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments for the entire plan



WELLPOINT MHT CHIP FEE-FOR-SERVICE MONTHLY TABLE

Table 6 — Wellpoint MHT 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
February 2024	$1,381,778	($101,776)	-7.36%	$1,280,002	$1,281,398	($1,397)	99.89%
March 2024	$1,178,723	($40,973)	-3.47%	$1,137,750	$1,140,280	($2,531)	99.77%
April 2024	$1,568,698	($201,333)	-12.83%	$1,367,365	$1,370,834	($3,469)	99.74%
May 2024	$1,429,422	($51,991)	-3.63%	$1,377,431	$1,380,269	($2,838)	99.79%
June 2024	$1,211,604	($41,464)	-3.42%	$1,170,140	$1,171,301	($1,162)	99.90%
July 2024	$1,317,661	($48,725)	-3.69%	$1,268,937	$1,298,529	($29,592)	97.72%
August 2024	$1,291,131	($46,783)	-3.62%	$1,244,349	$1,249,610	($5,261)	99.57%
September 2024	$1,257,808	($26,061)	-2.07%	$1,231,748	$1,266,301	($34,553)	97.27%
October 2024	$1,408,962	($85,727)	-6.08%	$1,323,235	$1,323,136	$99	100.00%
November 2024	$1,601,962	($82,027)	-5.12%	$1,519,935	$1,489,560	$30,375	102.03%
December 2024	$1,615,823	($136,065)	-8.42%	$1,479,758	$1,473,217	$6,541	100.44%
January 2025	$1,052,436	($72,177)	-6.85%	$980,259	$978,080	$2,179	100.22%
February 2025	$1,191,979	($73,326)	-6.15%	$1,118,653	$1,126,822	($8,169)	99.27%
March 2025	$1,366,534	($125,387)	-9.17%	$1,241,147	$1,232,527	$8,619	100.69%
April 2025	$1,564,934	($221,629)	-14.16%	$1,343,305	$1,354,998	($11,692)	99.13%
May 2025	$1,341,861	($61,660)	-4.59%	$1,280,201	$1,284,713	($4,512)	99.64%
June 2025	$1,470,626	($151,529)	-10.30%	$1,319,098	$1,318,021	$1,077	100.08%
July 2025	$1,467,048	($206,923)	-14.10%	$1,260,125	$1,262,976	($2,851)	99.77%
August 2025	$1,840,115	($829,642)	-45.08%	$1,010,473	$1,011,909	($1,437)	99.85%
September 2025	$1,222,371	($77,604)	-6.34%	$1,144,767	$1,145,418	($651)	99.94%
October 2025	$1,534,294	($25,312)	-1.64%	$1,508,982	$1,510,186	($1,204)	99.92%
November 2025	$1,768,232	($409,980)	-23.18%	$1,358,253	$1,364,713	($6,461)	99.52%
December 2025	$1,359,921	($60,988)	-4.48%	$1,298,933	$1,256,466	$42,467	103.37%
January 2026	$1,475,493	($130,765)	-8.86%	$1,344,728	$1,348,314	($3,586)	99.73%
Cumulative Totals	**$33,919,415**	**($3,309,846)**	**-9.75%**	**$30,609,569**	**$30,639,578**	**($30,009)**	**99.90%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

MYERS AND STAUFFER LC
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WELLPOINT MHT CHIP SKYGEN DENTAL MONTHLY TABLE

Table 7 — Wellpoint MHT CHIP Skygen 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
February 2024	$339,014	($20,885)	-6.16%	$318,129	$313,802	$4,327	101.37%
March 2024	$419,706	($1,443)	-0.34%	$418,263	$419,111	($848)	99.79%
April 2024	$401,144	($85,441)	-21.29%	$315,703	$315,957	($253)	99.91%
May 2024	$425,848	($382)	-0.08%	$425,466	$425,626	($160)	99.96%
June 2024	$314,597	($2,159)	-0.68%	$312,438	$316,880	($4,442)	98.59%
July 2024	$282,388	($11)	0.00%	$282,377	$282,037	$340	100.12%
August 2024	$422,340	($1,776)	-0.42%	$420,564	$417,031	$3,532	100.84%
September 2024	$286,213	($932)	-0.32%	$285,281	$285,223	$58	100.02%
October 2024	$323,882	($574)	-0.17%	$323,307	$323,936	($629)	99.80%
November 2024	$387,898	($546)	-0.14%	$387,352	$387,352	$0	100.00%
December 2024	$275,588	($538)	-0.19%	$275,050	$274,952	$98	100.03%
January 2025	$217,877	($3,725)	-1.70%	$214,152	$212,453	$1,699	100.79%
February 2025	$300,284	($712)	-0.23%	$299,572	$300,526	($954)	99.68%
March 2025	$295,004	($454)	-0.15%	$294,549	$294,500	$50	100.01%
April 2025	$309,445	$0	0.00%	$309,445	$308,990	$455	100.14%
May 2025	$383,059	($3,177)	-0.82%	$379,882	$381,086	($1,204)	99.68%
June 2025	$266,758	($694)	-0.26%	$266,064	$267,071	($1,008)	99.62%
July 2025	$273,633	($1,136)	-0.41%	$272,496	$272,712	($216)	99.92%
August 2025	$437,606	($4,105)	-0.93%	$433,501	$433,460	$42	100.00%
September 2025	$288,374	($2,502)	-0.86%	$285,872	$287,015	($1,143)	99.60%
October 2025	$361,004	($1,349)	-0.37%	$359,655	$363,579	($3,924)	98.92%
November 2025	$337,688	($2,337)	-0.69%	$335,351	$330,091	$5,260	101.59%
December 2025	$312,207	($1,466)	-0.46%	$310,741	$311,688	($947)	99.69%
January 2026	$284,379	($1,897)	-0.66%	$282,482	$282,669	($187)	99.93%
Cumulative Totals	**$7,945,934**	**($138,243)**	**-1.73%**	**$7,807,692**	**$7,807,746**	**($54)**	**99.99%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

MYERS AND STAUFFER LC
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WELLPOINT MHT CHIP SUPERIOR VISION MONTHLY TABLE

Table 8 — Wellpoint MHT CHIP Superior 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**
February 2024	$22,470	($888)	-3.95%	$21,582	$22,007	($425)	98.06%
March 2024	$29,583	$0	0.00%	$29,583	$31,196	($1,613)	94.82%
April 2024	$26,223	($88)	-0.33%	$26,135	$26,724	($589)	97.79%
May 2024	$23,855	($411)	-1.72%	$23,444	$24,086	($642)	97.33%
June 2024	$25,466	($817)	-3.20%	$24,649	$24,762	($113)	99.54%
July 2024	$25,692	($75)	-0.29%	$25,617	$25,904	($287)	98.89%
August 2024	$29,603	$0	0.00%	$29,603	$29,603	$0	100.00%
September 2024	$31,078	($88)	-0.28%	$30,991	$32,068	($1,077)	96.64%
October 2024	$28,852	$0	0.00%	$28,852	$29,164	($312)	98.93%
November 2024	$24,840	($294)	-1.18%	$24,546	$25,139	($593)	97.64%
December 2024	$17,353	$0	0.00%	$17,353	$17,019	$334	101.96%
January 2025	$19,610	($349)	-1.77%	$19,262	$19,737	($475)	97.59%
February 2025	$19,005	$0	0.00%	$19,005	$13,503	$5,502	140.74%
March 2025	$29,231	($317)	-1.08%	$28,914	$28,853	$61	100.21%
April 2025	$27,868	($317)	-1.13%	$27,551	$27,790	($239)	99.13%
May 2025	$22,559	$0	0.00%	$22,559	$22,708	($149)	99.34%
June 2025	$26,584	$0	0.00%	$26,584	$26,635	($51)	99.80%
July 2025	$24,175	$0	0.00%	$24,175	$24,175	$0	100.00%
August 2025	$40,158	($125)	-0.31%	$40,033	$40,033	$0	100.00%
September 2025	$22,016	($75)	-0.34%	$21,941	$23,398	($1,457)	93.77%
October 2025	$34,108	($135)	-0.39%	$33,973	$34,169	($196)	99.42%
November 2025	$29,604	$0	0.00%	$29,604	$29,725	($121)	99.59%
December 2025	$20,434	($75)	-0.36%	$20,359	$20,578	($218)	98.93%
January 2026	$18,002	($75)	-0.41%	$17,927	$17,927	$0	100.00%
Cumulative Totals	**$618,370**	**($4,127)**	**-0.66%**	**$614,243**	**$616,901**	**($2,658)**	**99.56%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

APPENDIX A – DEFINITIONS AND ACRONYMS

The following terms are used throughout this document:

- **Bureau for Medical Services (BMS)** – The division in the Department of Human Services that is responsible for administering Medicaid in West Virginia.

- **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 MCO or delegated vendor to service providers for a given month as reported by the MCO.

- **Children's Health Insurance Program (CHIP)** – This program provides insurance coverage for uninsured children up to age 19 and pregnant women whose family does not qualify for Medicaid and whose income does not exceed 300% of the federal poverty level. Effective January 1, 2021, CHIP members are included in the Mountain Health Trust program. There are four managed care organizations responsible for coordinating services for West Virginia CHIP beneficiaries – Aetna Better Health of West Virginia (ABHWV), Highmark Health Options of West Virginia (HHOWV), The Health Plan of West Virginia (THP), and Wellpoint of West Virginia (Wellpoint).

- **Fiscal Agent Contractor (FAC)** – A contractor selected to design, develop, and maintain the claims processing system (Medicaid Management Information System); Gainwell Technologies (Gainwell) is the current FAC.

- **Gainwell Technologies** - State fiscal agent contractor.

- **Managed Care Organization (MCO)** – A private organization that has entered into a risk-based contractual arrangement with the West Virginia Bureau for Medical Services (BMS) to obtain and finance care for enrolled Medicaid members. MCOs receive a capitation, or per member per month (PMPM), payment from BMS for each enrolled member. Effective August 1, 2024, four MCOs were operating in the state of West Virginia. They are Aetna Better Health of West Virginia (ABHWV), Highmark Health Options of West Virginia (HHOWV), the Health Plan of West Virginia (THP), and Wellpoint of West Virginia (Wellpoint).

- **Medicaid Management Information System (MMIS)** – The claims processing system used by the FAC to adjudicate West Virginia Medicaid claims. MCO submitted encounters are loaded into this system and assigned a unique claim identifier.

- **Monthly Completion Percentage** – The percentage of the monthly encounter total in relation to the CDJ monthly reported total, net of adjustments.

- **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, net of adjustments.

- **Mountain Health Promise (MHP)** – The state of West Virginia's specialized managed care program for children and youth. Mountain Health Promise assists children in foster care, kinship care and adoptive care, including members eligible for the Children with Serious Emotional Disorder Waiver (CSEDW) and youth formerly in foster care up to age twenty-six. The sole managed care organization responsible for coordinating services for MHP is Aetna Better Health of West Virginia (ABHWV).

- **Mountain Health Trust (MHT)** – The state of West Virginia's Medicaid managed care program. Populations covered under Mountain Health Trust include most adults and children, pregnant women, and members receiving Supplemental Security Income (SSI) as well as CHIP members effective January 1, 2021. There are four managed care organizations responsible for coordinating services for West Virginia Medicaid beneficiaries – Aetna Better Health of West Virginia (ABHWV), Highmark Health Options of West Virginia (HHOWV), the Health Plan of West Virginia (THP), and Wellpoint of West Virginia (Wellpoint).

- **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.

APPENDIX B – ANALYSIS

Encounters from institutional, medical, and dental 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 MCO paid date, MCO identification number, and specific delegated vendor and program criteria. Each cash disbursement submitted by the MCO was summarized by paid date, MCO 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 noted in our review of the encounter data, we identified Wellpoint[1] encounters as follows:

MCO and Program Identification:

- ***Wellpoint MHT Encounters***
  - Submitter ID of UniCare5010
  - Encounters with a Plan ID of 'BPD000000000030' or Program ID of 'PGMD00000000004'.
  - Members with an eligibility Plan ID of 'BPD000000000030' or Program ID of 'PGMD00000000004' on the encounter date of service
  - All other Wellpoint encounters not identified as CHIP are defaulted to MHT

- ***Wellpoint MHT CHIP Encounters***
  - Submitter ID of UniCare5010
  - Dates of service beginning in January 2021
  - Encounters with a Plan ID of 'BPD000001171622' or 'BPD000001171623' or Program ID of 'PGMD00000000032'.
  - Members with an eligibility Plan ID of 'BPD000001171622' or 'BPD000001171623' or Program ID of 'PGMD00000000032' on the encounter date of service

Delegated Vendor Identification:

- ***Skygen – Dental Services***
  - Claims Type Code value of 'DTL'
  - Plan ICN does not contain WVMD characters

- ***Superior Vision – Vision Services***
  - Plan ICN contains 'WVVI' characters

- ***Wellpoint – Fee-for-Service (Non-Vendor)***
  - All other plan submitted encounters that do not meet the listed criteria. This includes Wellpoint non-vendor (fee-for-service).

1 – Effective, January 1, 2025 UniCare of West Virginia (UniCare) became Wellpoint of West Virginia (Wellpoint).

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. This may be contributing to monthly completion percentage variances when the original payment and void do not occur within the same month.
3. We identified that all encounters submitted as voids (frequency code 8) had MCO paid amounts greater than or equal to zero. Based on a review of these records and confirmation from Gainwell, we have ensured that all non-zero voids have negative paid amounts.
4. We have noted instances where the MCO submits an encounter as a replacement/adjustment (frequency code 7) or void (frequency code 8), but the associated backout (offsetting negative record) and/or the claim ID for the original record is not included in our data extracts. Based on our discussions with Gainwell, if the original claim ID (Loop 2300 REF01 = F8, REF02 = Original Claim ID) on a frequency 7 or 8 encounter submission does not match to a unique claim ID submitted for a previously accepted encounter (Loop 2300 REF01 = D9, REF02 = Claim ID) or the MMIS ICN, the original claim ID is not identified and a backout is not created.
5. We instructed the MCOs to exclude referral fees, management fees, and other non-encounter related fees in the CDJ data submitted to Myers and Stauffer.
6. Interest amounts do not appear to be included in the MCO paid amounts. We have therefore excluded the separately itemized interest expense from the CDJ totals.
7. There are instances of encounter records with all zero-dollar line MCO paid amounts and non-zero header MCO paid amounts. For the purposes of this reconciliation, we are using the header MCO paid amounts.
8. We have separately identified MHT Medicaid and CHIP program encounters based on the criteria listed in Appendix B and CDJ transactions based on MCO and/or delegated vendor submitted identifiers. However, we have noted some differences between records identified for MHT and MHT CHIP when the encounter data and CDJ files are compared. These mismatched program identifiers may be contributing to some of the completion percentage variances, but do not appear to be impacting compliance cumulatively.
9. Cumulative completion percentages exceeding 100 percent were noted for Wellpoint's Fee-for-Service MHT totals. So that the impacted amounts do not overstate the Entire Plan MHT 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 2; Chart 2).
10. 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).
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 MCOs, their delegated vendors, BMS, 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.