December 1, 2023 through November 30, 2025

Comparison of West Virginia Managed Care Organization Encounter Data to Cash Disbursements for Aetna Better Health of West Virginia (ABHWV)

March 19, 2026

MYERS AND STAUFFER LC
CERTIFIED PUBLIC ACCOUNTANTS
DEDICATED TO GOVERNMENT HEALTH PROGRAMS

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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. 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.

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, MHT CHIP, and Mountain Health Promise (MHP) encounters and CDJ files utilized in this study met the following criteria:

- Encounters were paid within the reporting period of December 1, 2023 through November 30, 2025;
- CDJ transactions had payment dates within the reporting period of December 1, 2023 through November 30, 2025;
- Encounters were received, accepted, and finalized by the FAC and transmitted to Myers and Stauffer through January 30, 2026.

Table A — ABHWV MHT Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor: Liberty Dental (Dental Services)	Delegated Vendor: Skygen Dental (Dental Services)	Delegated Vendor: VSP Vision (Vision Services)
Encounter Total (FAC reported)	**$1,315,782,986**	**$1,239,070,014**	**$49,095,036**	**$22,240,213**	**$5,377,723**
Total Encounter Adjustments ($)	*($201,079,977)*	*($198,877,503)*	*($2,108,297)*	*($62,100)*	*($32,077)*
Total Encounter Adjustments (%)	*-15.28%*	*-16.05%*	*-4.29%*	*-0.27%*	*-0.59%*
Net Encounter Total	**$1,114,703,009**	**$1,040,192,511**	**$46,986,739**	**$22,178,113**	**$5,345,646**
CDJ Total	**$1,106,823,955**	**$1,032,296,101**	**$47,054,198**	**$22,091,292**	**$5,382,364**
Variance	*$7,879,054*	*$7,896,410*	*($67,459)*	*$86,821*	*($36,719)*
Completion (%)	**100.71%**	**100.76%**	**99.85%**	**100.39%**	**99.31%**
100% Limited^ Completion (%)	***99.99%***	***100.00%***		***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 10 on page 33 for further explanation.

Table B — ABHWV MHT CHIP Cumulative Completion Totals and Percentages

Description	Entire Plan	Fee-for-Service (Non-Vendor)	Delegated Vendor: Liberty Dental (Dental Services)	Delegated Vendor: Skygen Dental (Dental Services)	Delegated Vendor: VSP Vision (Vision Services)
Encounter Total (FAC reported)	**$44,370,035**	**$36,887,463**	**$4,791,847**	**$2,040,460**	**$650,265**
Total Encounter Adjustments ($)	*($9,539,136)*	*($9,298,512)*	*($193,764)*	*($45,381)*	*($1,480)*
Total Encounter Adjustments (%)	*-21.49%*	*-25.20%*	*-4.04%*	*-2.22%*	*-0.22%*
Net Encounter Total	**$34,830,899**	**$27,588,951**	**$4,598,083**	**$1,995,079**	**$648,786**
CDJ Total	**$34,646,917**	**$27,393,136**	**$4,602,109**	**$1,984,611**	**$667,060**
Variance	*$183,982*	*$195,815*	*($4,026)*	*$10,467*	*($18,274)*
Completion (%)	**100.53%**	**100.71%**	**99.91%**	**100.52%**	**97.26%**
100% Limited^ Completion (%)	***99.93%***	***100.00%***		***100.00%***	
Contract Minimum Completeness Requirement (%)			**96.00%**		

^ - To avoid overstating the Entire Plan MHT CHIP 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 10 on page 33 for further explanation.

Table C — ABHWV MHP Cumulative Completion Totals and Percentages					
			Delegated Vendor		
Description	Entire Plan	Fee-for-Service (Non-Vendor)	Liberty Dental (Dental Services)	Skygen Dental (Dental Services)	VSP (Vision Services)
Encounter Total (FAC reported)	**$345,473,280**	**$317,790,160**	**$16,882,950**	**$7,327,840**	**$3,472,329**
Total Encounter Adjustments ($)	*($27,131,593)*	*($26,084,179)*	*($950,191)*	*($28,147)*	*($69,076)*
Total Encounter Adjustments (%)	*-7.85%*	*-8.20%*	*-5.62%*	*-0.38%*	*-1.98%*
Net Encounter Total	**$318,341,686**	**$291,705,981**	**$15,932,759**	**$7,299,693**	**$3,403,253**
CDJ Total	**$316,736,942**	**$289,919,072**	**$16,000,097**	**$7,311,377**	**$3,506,396**
Variance	*$1,604,744*	*$1,786,909*	*($67,338)*	*($11,684)*	*($103,143)*
Completion (%)	**100.50%**	**100.61%**	**99.57%**	**99.84%**	**97.05%**
100% Limited^ Completion (%)	***99.94%***	***100.00%***			
Contract Minimum Completeness Requirement (%)			**96.00%**		

^ - To avoid overstating the Entire Plan MHP 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 10 on page 33 for further explanation.

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 D through F below outline 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 ABHWV's calculated void and duplicate response files submitted to us prior to February 6, 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 D — Myers and Stauffer LC's Adjustments to ABHWV MHT Encounters			
Description	**Encounter Count**	**Paid Amount**	**Paid Amount (% of Total*)**
Total Encounter Amount (FAC Reported)	**6,834,312**	**$1,315,782,986**	**100.00%**
Adjustment Type			
Denied	*(372,421)*	*$192,356*	*0.01%*
Calculated Void	*(1,204,248)*	*($200,647,389)*	*-15.24%*
Duplicate	*(1,090)*	*($624,945)*	*-0.04%*
Total Adjustments Made	*(1,577,759)*	*($201,079,977)*	*-15.28%*
Net Encounter Amounts	**5,256,553**	**$1,114,703,009**	**84.72%**

Table E — Myers and Stauffer LC's Adjustments to ABHWV MHT CHIP Encounters			
Description	**Encounter Count**	**Paid Amount**	**Paid Amount (% of Total*)**
Total Encounter Amount (FAC Reported)	**271,279**	**$44,370,035**	**100.00%**
Adjustment Type			
Denied	*(10,068)*	*$3,263*	*0.00%*
Calculated Void	*(96,443)*	*($9,527,325)*	*-21.47%*
Duplicate	*(45)*	*($15,074)*	*-0.03%*
Total Adjustments Made	*(106,556)*	*($9,539,136)*	*-21.49%*
Net Encounter Amounts	**164,723**	**$34,830,899**	**78.51%**

** - Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 9 on page 33 for further explanation.*

Table F — Myers and Stauffer LC's Adjustments to ABHWV MHP Encounters			
Description	**Encounter Count**	**Paid Amount**	**Paid Amount (% of Total*)**
Total Encounter Amount (FAC Reported)	**1,418,090**	**$345,473,280**	**100.00%**
Adjustment Type			
Denied	*(52,409)*	*$18,767*	*0.00%*
Calculated Void	*(198,788)*	*($27,098,234)*	*-7.84%*
Duplicate	*(108)*	*($52,126)*	*-0.01%*
Total Adjustments Made	*(251,305)*	*($27,131,593)*	*-7.85%*
Net Encounter Amounts	**1,166,785**	**$318,341,686**	**92.15%**

** - Percentage ratios are rounded down for each adjustment type and may not add up to the total percentage of adjustments made for this reporting period. Please see data analysis assumption number 9 on page 33 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 ABHWV 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 15 starting on page 12 for ABHWV's MHT, CHIP, and MHP 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, 7, and 12):** The fee-for-service (non-vendor) MHT, CHIP, and MHP cumulative completion percentages are above 100 percent. These inflated monthly completion percentages appear to be due to missing encounter sequences, particularly voids, when compared to the CDJ files.

   - ABHWV made encounter submission updates for their adjustment records in March 2026 to ensure that Gainwell is able to appropriately process these encounter records as adjustments and replace any previous encounter sequences (as noted in data issue number 5).

   - The MMIS denials, program identification differences and other data issues discussed in section C may also be contributing to the inflated fee-for-service cumulative completion percentages. We have noted instances of ABHWV encounters identified as one program with CDJ transactions identified as a different program. This issue appears to be contributing to some of the inflated monthly completion percentages, particularly for MHP (see data issue number 8).

   - ➢ **We recommend ABHWV work with Gainwell and BMS to submit any outstanding encounter sequences, including voids.**

2. **Skygen Dental (Tables 4, 9, and 14):** The MHT and CHIP Skygen Dental cumulative completion percentages, as well as many MHP monthly completion percentages, are above 100 percent due to potentially missing encounter sequences, including voids. Some of these encounter voids may not be included in the encounter totals for the current reporting period due to the original paid dates being assigned to these voids.

   - Skygen Dental was replaced by Liberty Dental as ABHWV's dental delegated vendor in July 2024. During SkyGen Dental's run-out period as Aetna's dental vendor, we have noted more significant percentage fluctuations due to the decreasing payment totals.

   - ➢ **We recommend ABHWV continue to work with Skygen Dental to submit any potentially missing encounter sequences.**

** - Entire plan, fee-for-service, and specific delegated vendor cumulative percentages between 96 and 100 percent and their associated data issues are formatted in **green**, while those outside this range are formatted in **orange**.*

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

3. **Liberty Dental (Tables 3, 8, and 13):** The MHT, CHIP, and MHP Liberty Dental cumulative completion percentages are in compliance; however, there are a few monthly completion percentages above 100 percent. These inflated percentages appear to be mostly due to instances of encounters allocated to one program (MHT, CHIP, or MHP) with CDJ transactions that are identified as a different program (data issue number 8) and potential adjustment sequence differences between the encounter data and CDJ files.

   - **ABHWV worked with Liberty Dental to correct most of their historical CDJ issues with adjustment sequences and program identification. We have received and incorporated all the CDJ resubmissions through November 2025 into this report.**

4. **VSP Vision (Tables 5, 10, and 15):** We noted a few VSP monthly completion percentages for CHIP and MHP were above 100 percent due to potentially mismatched program indicators (data issue number 8) and potentially missing or misallocated encounter voids when CDJ files and encounter data were compared.

   - Additionally, we appear to be missing almost all MHP and CHIP vision encounter records for the August 10, 2025 and August 15, 2025 paid dates, causing the very low VSP monthly completion percentage for August 2025 MHP and CHIP. Aetna communicated that these August 2025 VSP encounters were rejected by Gainwell and VSP was remediating the BRR rejection reasons. VSP expected to have the impacted encounters resubmitted by the end of March 2026.

   - **We recommend ABHWV work with VSP to submit any outstanding encounter records, particularly for August 2025.**

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

5. **Encounter Data Improvement Projects (Tables 1 through 15):** 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 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.

6. **Encounter Replacements and Voids (Tables 1 through 15):** 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. 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, 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 prior to March 2026 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 5).

7. **Encounter Void Paid Dates (Tables 1 through 15):** 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.

8. **Program Identification (Tables 1 through 15):** We have noted instances where the program identification provided by the MCOs in their CDJs (MHT, CHIP, or MHP) does not match the program information in the encounter data. These mismatched program identifiers may contribute to some of the MHT, MHT CHIP, and MHP monthly variances, but do not appear to significantly impact the cumulative completion percentages (except for MHP Fee-for-Service).

ABHWV MHT ENTIRE PLAN MONTHLY TABLE

Table 1 — ABHWV 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**
December 2023	$55,660,415	($10,397,425)	-18.68%	$45,262,991	$44,964,710	$298,281	100.66%
January 2024	$62,617,722	($14,742,428)	-23.54%	$47,875,294	$47,251,149	$624,145	101.32%
February 2024	$38,505,025	($5,370,010)	-13.94%	$33,135,014	$33,024,772	$110,242	100.33%
March 2024	$63,054,689	($9,672,990)	-15.34%	$53,381,700	$52,873,128	$508,572	100.96%
April 2024	$51,007,867	($3,880,152)	-7.60%	$47,127,715	$46,834,232	$293,483	100.62%
May 2024	$50,872,392	($3,634,693)	-7.14%	$47,237,699	$46,965,347	$272,352	100.57%
June 2024	$57,883,930	($16,663,214)	-28.78%	$41,220,715	$40,944,643	$276,073	100.67%
July 2024	$43,672,733	($2,945,965)	-6.74%	$40,726,768	$40,437,476	$289,292	100.71%
August 2024	$52,216,130	($9,642,248)	-18.46%	$42,573,882	$42,226,479	$347,403	100.82%
September 2024	$55,597,699	($8,420,258)	-15.14%	$47,177,441	$46,759,056	$418,385	100.89%
October 2024	$51,329,616	($3,306,372)	-6.44%	$48,023,245	$47,821,382	$201,863	100.42%
November 2024	$48,276,620	($4,304,859)	-8.91%	$43,971,761	$43,897,082	$74,679	100.17%
December 2024	$42,030,673	($2,458,331)	-5.84%	$39,572,342	$39,319,090	$253,253	100.64%
January 2025	$51,806,126	($6,809,923)	-13.14%	$44,996,202	$44,833,920	$162,282	100.36%
February 2025	$48,110,886	($5,134,045)	-10.67%	$42,976,841	$42,925,303	$51,538	100.12%
March 2025	$57,941,237	($5,452,084)	-9.40%	$52,489,153	$52,002,861	$486,293	100.93%
April 2025	$52,779,528	($4,074,247)	-7.71%	$48,705,280	$48,427,739	$277,541	100.57%
May 2025	$54,595,045	($8,611,501)	-15.77%	$45,983,544	$45,482,219	$501,324	101.10%
June 2025	$61,096,597	($13,480,447)	-22.06%	$47,616,150	$47,196,519	$419,631	100.88%
July 2025	$64,370,237	($15,075,310)	-23.41%	$49,294,927	$48,700,492	$594,435	101.22%
August 2025	$48,564,407	($5,432,467)	-11.18%	$43,131,941	$42,520,970	$610,970	101.43%
September 2025	$72,932,651	($18,248,018)	-25.02%	$54,684,634	$54,085,887	$598,746	101.10%
October 2025	$74,619,823	($15,087,572)	-20.21%	$59,532,250	$59,359,899	$172,351	100.29%
November 2025	$56,240,937	($8,235,418)	-14.64%	$48,005,519	$47,969,600	$35,919	100.07%
Cumulative Totals	**$1,315,782,986**	**($201,079,977)**	**-15.28%**	**$1,114,703,009**	**$1,106,823,955**	**$7,879,054**	**100.71%**
100% Limited^ Cumulative Totals				**$1,106,719,778**	**$1,106,823,955**	**($104,177)**	**99.99%**
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 10 on page 33 for further explanation.

ABHWV MHT SUMMARY REPORTING CHARTS

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

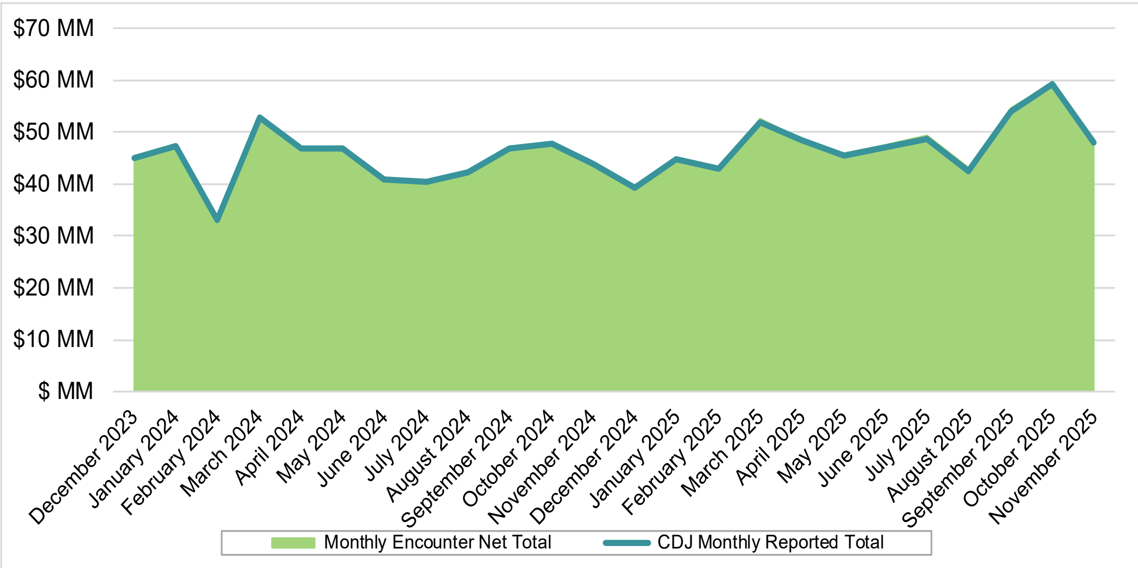
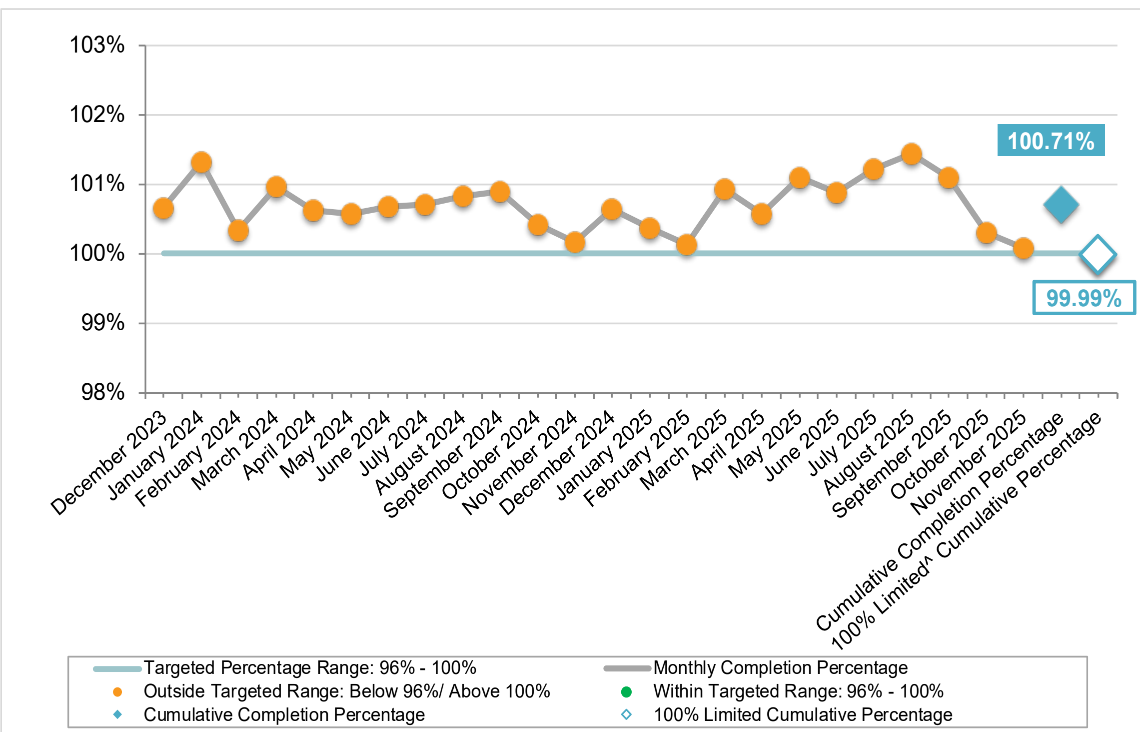


Chart 2. ABHWV MHT's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments for the entire plan



^ - 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 10 on page 33 for further explanation

ABHWV MHT FEE-FOR-SERVICE MONTHLY TABLE

Table 2 — ABHWV 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**
December 2023	$52,240,679	($10,389,404)	-19.88%	$41,851,275	$41,557,081	$294,193	100.70%
January 2024	$60,489,024	($14,738,275)	-24.36%	$45,750,749	$45,131,359	$619,390	101.37%
February 2024	$35,310,595	($5,359,527)	-15.17%	$29,951,068	$29,838,224	$112,844	100.37%
March 2024	$59,096,310	($9,666,219)	-16.35%	$49,430,090	$48,955,553	$474,537	100.96%
April 2024	$48,119,758	($3,873,750)	-8.05%	$44,246,008	$43,954,683	$291,325	100.66%
May 2024	$46,938,696	($3,619,242)	-7.71%	$43,319,454	$43,044,116	$275,338	100.63%
June 2024	$55,097,389	($16,656,169)	-30.23%	$38,441,219	$38,166,349	$274,870	100.72%
July 2024	$41,522,421	($2,942,128)	-7.08%	$38,580,293	$38,292,439	$287,854	100.75%
August 2024	$49,125,918	($9,626,983)	-19.59%	$39,498,934	$39,135,271	$363,663	100.92%
September 2024	$51,999,153	($8,325,305)	-16.01%	$43,673,848	$43,252,617	$421,231	100.97%
October 2024	$47,532,400	($3,175,284)	-6.68%	$44,357,116	$44,158,485	$198,631	100.44%
November 2024	$45,192,758	($4,200,330)	-9.29%	$40,992,427	$40,921,122	$71,305	100.17%
December 2024	$38,924,203	($2,212,461)	-5.68%	$36,711,741	$36,449,333	$262,409	100.71%
January 2025	$49,717,257	($6,730,104)	-13.53%	$42,987,153	$42,815,452	$171,700	100.40%
February 2025	$45,215,484	($4,935,320)	-10.91%	$40,280,164	$40,229,605	$50,558	100.12%
March 2025	$54,493,375	($5,207,046)	-9.55%	$49,286,329	$48,803,238	$483,091	100.98%
April 2025	$48,762,793	($3,459,382)	-7.09%	$45,303,411	$45,008,754	$294,656	100.65%
May 2025	$51,539,212	($8,586,873)	-16.66%	$42,952,339	$42,438,502	$513,838	101.21%
June 2025	$57,799,204	($13,385,634)	-23.15%	$44,413,570	$43,993,702	$419,868	100.95%
July 2025	$61,235,159	($14,979,487)	-24.46%	$46,255,672	$45,661,105	$594,567	101.30%
August 2025	$45,340,980	($5,406,169)	-11.92%	$39,934,811	$39,331,519	$603,292	101.53%
September 2025	$69,502,441	($18,202,927)	-26.19%	$51,299,514	$50,706,463	$593,052	101.16%
October 2025	$70,635,993	($15,004,441)	-21.24%	$55,631,552	$55,447,099	$184,453	100.33%
November 2025	$53,238,814	($8,195,041)	-15.39%	$45,043,773	$45,004,029	$39,744	100.08%
Cumulative Totals	**$1,239,070,014**	**($198,877,503)**	**-16.05%**	**$1,040,192,511**	**$1,032,296,101**	**$7,896,410**	**100.76%**
100% Limited^ Cumulative Totals				**$1,032,296,101**	**$1,032,296,101**	**$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 10 on page 33 for further explanation.

ABHWV MHT LIBERTY DENTAL MONTHLY TABLE

Table 3 — ABHWV MHT Liberty Dental							
Paid Month	**Monthly Encounter Total (FAC Reported)**	**Monthly Encounter Total (Adjustments)**	**Percentage of Encounters Adjusted**	**Monthly Encounter Net Total**	**CDJ Monthly Reported Total**	**Monthly Variance**	**Monthly Completion Percentage**
July 2024	$860,171	$0	0.00%	$860,171	$869,193	($9,022)	98.96%
August 2024	$2,698,464	($7,708)	-0.28%	$2,690,756	$2,712,945	($22,190)	99.18%
September 2024	$3,261,696	($93,407)	-2.86%	$3,168,288	$3,169,999	($1,711)	99.94%
October 2024	$3,481,771	($129,431)	-3.71%	$3,352,340	$3,352,475	($135)	99.99%
November 2024	$2,810,251	($103,734)	-3.69%	$2,706,517	$2,705,333	$1,184	100.04%
December 2024	$2,873,807	($242,565)	-8.44%	$2,631,242	$2,640,823	($9,581)	99.63%
January 2025	$1,923,749	($76,925)	-3.99%	$1,846,824	$1,853,443	($6,619)	99.64%
February 2025	$2,657,534	($196,000)	-7.37%	$2,461,535	$2,459,768	$1,767	100.07%
March 2025	$3,224,960	($244,278)	-7.57%	$2,980,682	$2,975,821	$4,861	100.16%
April 2025	$3,774,032	($612,577)	-16.23%	$3,161,455	$3,176,391	($14,936)	99.52%
May 2025	$2,835,869	($24,172)	-0.85%	$2,811,696	$2,823,870	($12,173)	99.56%
June 2025	$3,090,896	($93,637)	-3.02%	$2,997,259	$2,997,182	$77	100.00%
July 2025	$2,962,573	($94,089)	-3.17%	$2,868,483	$2,867,068	$1,415	100.04%
August 2025	$2,972,248	($25,109)	-0.84%	$2,947,139	$2,938,431	$8,708	100.29%
September 2025	$3,166,331	($43,537)	-1.37%	$3,122,794	$3,116,598	$6,196	100.19%
October 2025	$3,742,253	($82,278)	-2.19%	$3,659,975	$3,671,860	($11,885)	99.67%
November 2025	$2,758,432	($38,850)	-1.40%	$2,719,582	$2,722,997	($3,415)	99.87%
Cumulative Totals	**$49,095,036**	**($2,108,297)**	**-4.29%**	**$46,986,739**	**$47,054,198**	**($67,459)**	**99.85%**
				State Contract Minimum Completeness Percentage Requirement			*96.00%*

ABHWV MHT SKYGEN DENTAL MONTHLY TABLE

Table 4 — ABHWV MHT Skygen 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
December 2023	$3,196,429	($7,091)	-0.22%	$3,189,338	$3,183,719	$5,619	100.17%
January 2024	$1,927,073	($3,377)	-0.17%	$1,923,696	$1,917,953	$5,742	100.29%
February 2024	$2,953,021	($8,046)	-0.27%	$2,944,975	$2,944,095	$880	100.02%
March 2024	$3,711,377	($5,186)	-0.13%	$3,706,191	$3,669,676	$36,515	100.99%
April 2024	$2,638,016	($5,102)	-0.19%	$2,632,914	$2,628,361	$4,553	100.17%
May 2024	$3,734,135	($11,239)	-0.30%	$3,722,896	$3,722,425	$471	100.01%
June 2024	$2,601,245	($6,060)	-0.23%	$2,595,185	$2,592,548	$2,637	100.10%
July 2024	$1,107,464	($3,366)	-0.30%	$1,104,099	$1,092,875	$11,223	101.02%
August 2024	$132,943	($5,745)	-4.32%	$127,198	$119,386	$7,813	106.54%
September 2024	$53,560	($429)	-0.80%	$53,131	$53,176	($44)	99.91%
October 2024	$55,489	($566)	-1.02%	$54,922	$50,489	$4,433	108.78%
November 2024	$39,170	($519)	-1.32%	$38,651	$35,833	$2,818	107.86%
December 2024	$26,271	($2,765)	-10.52%	$23,506	$22,096	$1,410	106.38%
January 2025	$17,486	($306)	-1.74%	$17,180	$17,033	$148	100.86%
February 2025	$24,515	($1,825)	-7.44%	$22,690	$22,631	$59	100.26%
March 2025	$10,925	$0	0.00%	$10,925	$10,170	$755	107.42%
April 2025	$7,937	($250)	-3.14%	$7,687	$7,580	$107	101.40%
May 2025	$3,066	($229)	-7.46%	$2,837	$2,837	$0	100.00%
June 2025	$94	$0	0.00%	$94	($1,590)	$1,683	-5.88%
July 2025	$0	$0		$0	$0	$0	
August 2025	$0	$0		$0	$0	$0	
September 2025	$0	$0		$0	$0	$0	
October 2025	$0	$0		$0	$0	$0	
November 2025	$0	$0		$0	$0	$0	
Cumulative Totals	**$22,240,213**	**($62,100)**	**-0.27%**	**$22,178,113**	**$22,091,292**	**$86,821**	**100.39%**
100% Limited^ Cumulative Totals				**$22,091,292**	**$22,091,292**	**$0**	**100.00%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

^ - The Skygen Dental 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 10 on page 33 for further explanation.

ABHWV MHT VSP VISION MONTHLY TABLE

Table 5 — ABHWV MHT VSP 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
December 2023	$223,307	($930)	-0.41%	$222,378	$223,909	($1,531)	99.31%
January 2024	$201,625	($776)	-0.38%	$200,850	$201,836	($987)	99.51%
February 2024	$241,410	($2,438)	-1.00%	$238,971	$242,454	($3,482)	98.56%
March 2024	$247,003	($1,584)	-0.64%	$245,419	$247,899	($2,480)	98.99%
April 2024	$250,093	($1,300)	-0.51%	$248,793	$251,188	($2,395)	99.04%
May 2024	$199,562	($4,212)	-2.11%	$195,349	$198,806	($3,457)	98.26%
June 2024	$185,296	($984)	-0.53%	$184,311	$185,745	($1,434)	99.22%
July 2024	$182,677	($472)	-0.25%	$182,206	$182,968	($763)	99.58%
August 2024	$258,806	($1,812)	-0.70%	$256,993	$258,877	($1,884)	99.27%
September 2024	$283,290	($1,116)	-0.39%	$282,174	$283,264	($1,090)	99.61%
October 2024	$259,957	($1,091)	-0.41%	$258,866	$259,933	($1,066)	99.58%
November 2024	$234,442	($276)	-0.11%	$234,166	$234,794	($628)	99.73%
December 2024	$206,393	($540)	-0.26%	$205,853	$206,838	($986)	99.52%
January 2025	$147,633	($2,588)	-1.75%	$145,045	$147,992	($2,948)	98.00%
February 2025	$213,353	($901)	-0.42%	$212,452	$213,300	($847)	99.60%
March 2025	$211,977	($759)	-0.35%	$211,217	$213,631	($2,414)	98.87%
April 2025	$234,766	($2,039)	-0.86%	$232,728	$235,013	($2,286)	99.02%
May 2025	$216,898	($227)	-0.10%	$216,671	$217,011	($340)	99.84%
June 2025	$206,404	($1,176)	-0.56%	$205,228	$207,225	($1,997)	99.03%
July 2025	$172,505	($1,734)	-1.00%	$170,771	$172,319	($1,548)	99.10%
August 2025	$251,179	($1,188)	-0.47%	$249,991	$251,020	($1,029)	99.58%
September 2025	$263,880	($1,555)	-0.58%	$262,325	$262,827	($501)	99.80%
October 2025	$241,576	($853)	-0.35%	$240,724	$240,940	($216)	99.91%
November 2025	$243,691	($1,527)	-0.62%	$242,164	$242,574	($410)	99.83%
Cumulative Totals	**$5,377,723**	**($32,077)**	**-0.59%**	**$5,345,646**	**$5,382,364**	**($36,719)**	**99.31%**
				State Contract Minimum Completeness Percentage Requirement			*96.00%*

ABHWV MHT CHIP ENTIRE PLAN
MONTHLY TABLE

Table 6 — ABHWV 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
December 2023	$1,398,081	($150,118)	-10.73%	$1,247,963	$1,262,395	($14,432)	98.85%
January 2024	$1,417,692	($162,092)	-11.43%	$1,255,600	$1,258,689	($3,090)	99.75%
February 2024	$1,171,228	($21,781)	-1.85%	$1,149,447	$1,128,792	$20,654	101.82%
March 2024	$2,366,671	($485,110)	-20.49%	$1,881,561	$1,859,882	$21,679	101.16%
April 2024	$2,731,125	($1,186,087)	-43.42%	$1,545,038	$1,531,533	$13,505	100.88%
May 2024	$1,878,384	($90,157)	-4.79%	$1,788,227	$1,767,012	$8,808,303	101.20%
June 2024	$1,336,262	($97,109)	-7.26%	$1,239,153	$1,236,217	$2,936	100.23%
July 2024	$1,745,913	($621,497)	-35.59%	$1,124,416	$1,108,434	$15,982	101.44%
August 2024	$1,545,027	($110,007)	-7.12%	$1,435,020	$1,463,473	($28,453)	98.05%
September 2024	$1,888,207	($188,788)	-9.99%	$1,699,419	$1,704,637	($5,218)	99.69%
October 2024	$1,652,765	($73,047)	-4.41%	$1,579,718	$1,573,957	$5,760	100.36%
November 2024	$1,583,230	($57,039)	-3.60%	$1,526,192	$1,530,774	($4,582)	99.70%
December 2024	$1,190,830	($60,656)	-5.09%	$1,130,174	$1,119,716	$10,458	100.93%
January 2025	$1,231,124	($695,295)	-56.47%	$535,830	$523,607	$12,223	102.33%
February 2025	$1,320,140	($105,233)	-7.97%	$1,214,907	$1,212,936	$1,971	100.16%
March 2025	$1,539,757	($228,166)	-14.81%	$1,311,591	$1,313,027	($1,436)	99.89%
April 2025	$1,410,979	($93,439)	-6.62%	$1,317,540	$1,312,784	$4,756	100.36%
May 2025	$1,482,813	($85,779)	-5.78%	$1,397,034	$1,383,412	$13,623	100.98%
June 2025	$1,380,332	($138,976)	-10.06%	$1,241,356	$1,258,011	($16,655)	98.67%
July 2025	$1,326,962	($174,323)	-13.13%	$1,152,639	$1,137,767	$14,873	101.30%
August 2025	$1,289,954	($77,348)	-5.99%	$1,212,605	$1,219,399	($6,793)	99.44%
September 2025	$4,357,485	($1,915,607)	-43.96%	$2,441,878	$2,357,343	$84,535	103.58%
October 2025	$4,151,025	($2,070,407)	-49.87%	$2,080,617	$2,074,721	$5,897	100.28%
November 2025	$2,974,050	($651,076)	-21.89%	$2,322,974	$2,308,400	$14,574	100.63%
Cumulative Totals	**$44,370,035**	**($9,539,136)**	**-21.49%**	**$34,830,899**	**$34,646,917**	**$183,982**	**100.53%**
100% Limited^ Cumulative Totals				**$34,624,616**	**$34,646,917**	**($22,300)**	**99.93%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

^ - Since the CHIP cumulative completion percentage for the MCO 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. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHT CHIP SUMMARY REPORTING CHARTS

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

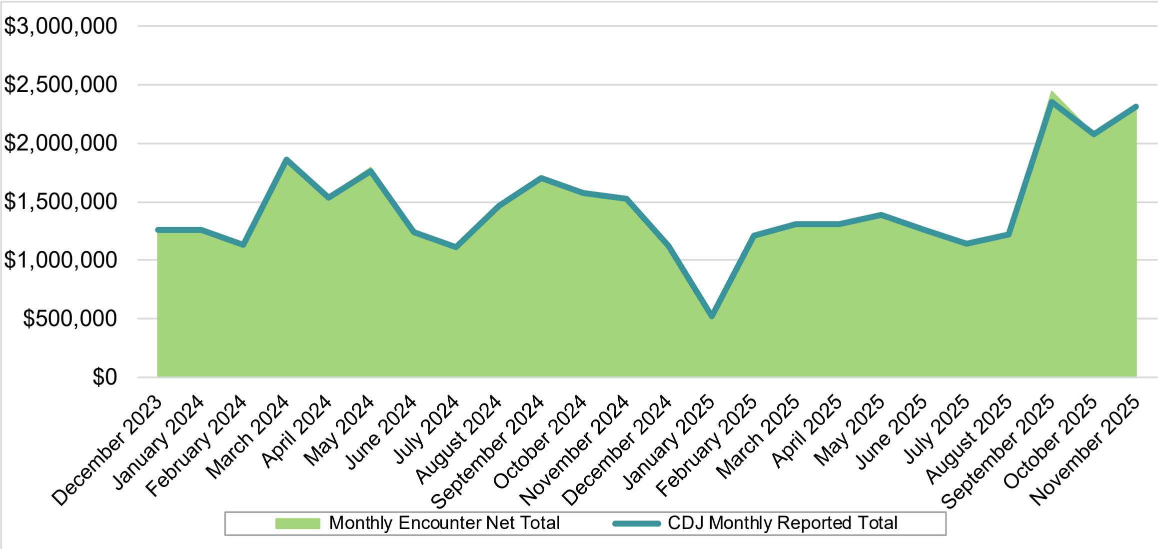
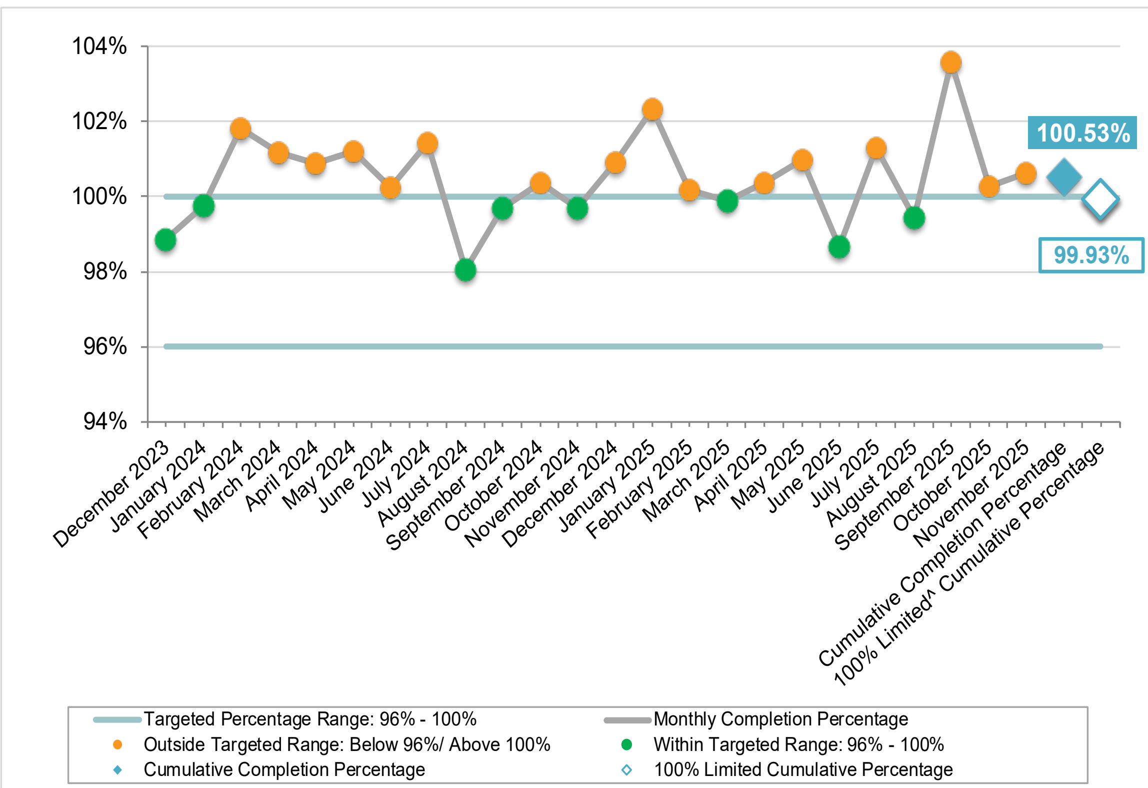


Chart 4. ABHWV MHT CHIP's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments for the entire plan



^ - 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 CHIP encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHT CHIP FEE-FOR-SERVICE MONTHLY TABLE

Table 7 — ABHWV 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
December 2023	$1,129,568	($150,068)	-13.28%	$979,500	$992,732	($13,232)	98.66%
January 2024	$1,263,054	($161,855)	-12.81%	$1,101,198	$1,087,014	$14,184	101.30%
February 2024	$870,457	($19,336)	-2.22%	$851,122	$852,420	($1,298)	99.84%
March 2024	$2,029,537	($485,110)	-23.90%	$1,544,427	$1,522,380	$22,048	101.44%
April 2024	$2,405,080	($1,144,671)	-47.59%	$1,260,409	$1,252,887	$7,522	100.60%
May 2024	$1,486,371	($89,598)	-6.02%	$1,396,773	$1,375,764	$21,009	101.52%
June 2024	$1,033,119	($97,109)	-9.39%	$936,010	$932,516	$3,494	100.37%
July 2024	$1,537,050	($621,497)	-40.43%	$915,554	$900,420	$15,134	101.68%
August 2024	$1,188,744	($107,157)	-9.01%	$1,081,587	$1,109,070	($27,483)	97.52%
September 2024	$1,569,149	($171,920)	-10.95%	$1,397,229	$1,402,228	($4,999)	99.64%
October 2024	$1,270,534	($58,343)	-4.59%	$1,212,191	$1,206,421	$5,770	100.47%
November 2024	$1,274,381	($43,333)	-3.40%	$1,231,049	$1,235,631	($4,582)	99.62%
December 2024	$883,634	($44,705)	-5.05%	$838,929	$828,308	$10,621	101.28%
January 2025	$1,046,728	($688,401)	-65.76%	$358,328	$346,105	$12,223	103.53%
February 2025	$1,016,303	($83,991)	-8.26%	$932,313	$930,174	$2,139	100.22%
March 2025	$1,235,850	($205,084)	-16.59%	$1,030,767	$1,031,806	($1,039)	99.89%
April 2025	$1,057,077	($45,862)	-4.33%	$1,011,215	$1,004,521	$6,694	100.66%
May 2025	$1,189,122	($82,326)	-6.92%	$1,106,796	$1,093,570	$13,226	101.20%
June 2025	$1,028,060	($132,726)	-12.91%	$895,334	$911,930	($16,596)	98.18%
July 2025	$994,496	($167,766)	-16.86%	$826,730	$811,571	$15,159	101.86%
August 2025	$990,602	($74,736)	-7.54%	$915,866	$906,581	$9,285	101.02%
September 2025	$4,011,965	($1,913,870)	-47.70%	$2,098,095	$2,014,081	$84,014	104.17%
October 2025	$3,743,024	($2,062,740)	-55.10%	$1,680,284	$1,672,273	$8,010	100.47%
November 2025	$2,633,557	($646,310)	-24.54%	$1,987,247	$1,972,735	$14,512	100.73%
Cumulative Totals	**$36,887,463**	**($9,298,512)**	**-25.20%**	**$27,588,951**	**$27,393,136**	**$195,815**	**100.71%**
100% Limited^ Cumulative Totals				**$27,393,136**	**$27,393,136**	**$0**	**100.00%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

^ - The Fee-for-Service (Non-Vendor) MHT CHIP cumulative completion percentage was limited to a maximum of 100 percent by decreasing the encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHT CHIP LIBERTY DENTAL MONTHLY TABLE

Table 8 — ABHWV CHIP Liberty Dental							
Paid Month	**Monthly Encounter Total (FAC Reported)**	**Monthly Encounter Total (Adjustments)**	**Percentage of Encounters Adjusted**	**Monthly Encounter Net Total**	**CDJ Monthly Reported Total**	**Monthly Variance**	**Monthly Completion Percentage**
July 2024	$96,697	$0	0.00%	$96,697	$96,697	$0	100.00%
August 2024	$301,889	($1,601)	-0.53%	$300,288	$301,681	($1,393)	99.53%
September 2024	$286,228	($16,742)	-5.84%	$269,486	$269,486	$0	100.00%
October 2024	$347,796	($14,704)	-4.22%	$333,092	$333,092	$0	100.00%
November 2024	$275,952	($13,706)	-4.96%	$262,246	$262,246	$0	100.00%
December 2024	$275,505	($15,951)	-5.78%	$259,554	$259,714	($160)	99.93%
January 2025	$162,242	($6,894)	-4.24%	$155,348	$155,348	$0	100.00%
February 2025	$273,886	($21,162)	-7.72%	$252,724	$252,812	($88)	99.96%
March 2025	$283,224	($23,082)	-8.14%	$260,142	$260,414	($272)	99.89%
April 2025	$327,642	($47,132)	-14.38%	$280,509	$282,100	($1,591)	99.43%
May 2025	$260,417	($3,453)	-1.32%	$256,964	$256,371	$593	100.23%
June 2025	$320,175	($6,066)	-1.89%	$314,109	$314,109	$0	100.00%
July 2025	$307,771	($6,557)	-2.13%	$301,214	$301,214	$0	100.00%
August 2025	$280,311	($2,613)	-0.93%	$277,699	$277,007	$692	100.24%
September 2025	$311,974	($1,738)	-0.55%	$310,236	$310,135	$101	100.03%
October 2025	$375,710	($7,667)	-2.04%	$368,043	$369,810	($1,766)	99.52%
November 2025	$304,427	($4,696)	-1.54%	$299,730	$299,873	($143)	99.95%
Cumulative Totals	**$4,791,847**	**($193,764)**	**-4.04%**	**$4,598,083**	**$4,602,109**	**($4,026)**	**99.91%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

ABHWV MHT CHIP SKYGEN DENTAL MONTHLY TABLE

Table 9 — ABHWV MHT CHIP Skygen 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**
December 2023	$245,489	$0	0.00%	$245,489	$246,775	($1,286)	99.47%
January 2024	$135,243	($237)	-0.17%	$135,007	$152,072	($17,065)	88.77%
February 2024	$273,862	($2,446)	-0.89%	$271,416	$249,507	$21,909	108.78%
March 2024	$307,949	$0	0.00%	$307,949	$308,636	($687)	99.77%
April 2024	$296,926	($41,084)	-13.83%	$255,843	$250,127	$5,716	102.28%
May 2024	$371,038	($434)	-0.11%	$370,604	$369,954	$650	100.17%
June 2024	$278,639	$0	0.00%	$278,639	$279,197	($558)	99.80%
July 2024	$88,999	$0	0.00%	$88,999	$88,276	$723	100.81%
August 2024	$18,769	($1,180)	-6.28%	$17,589	$16,429	$1,160	107.06%
September 2024	$3,582	($1)	-0.03%	$3,581	$3,675	($94)	97.44%
October 2024	$6,468	$0	0.00%	$6,468	$6,468	$0	100.00%
November 2024	$6,101	$0	0.00%	$6,101	$6,101	$0	100.00%
December 2024	$3,871	$0	0.00%	$3,871	$3,871	$0	100.00%
January 2025	$313	$0	0.00%	$313	$313	$0	100.00%
February 2025	$2,296	$0	0.00%	$2,296	$2,296	$0	100.00%
March 2025	$450	$0	0.00%	$450	$450	$0	100.00%
April 2025	$371	$0	0.00%	$371	$371	$0	100.00%
May 2025	$94	$0	0.00%	$94	$94	$0	100.00%
June 2025	$0	$0		$0	$0	$0	
July 2025	$0	$0		$0	$0	$0	
August 2025	$0	$0		$0	$0	$0	
September 2025	$0	$0		$0	$0	$0	
October 2025	$0	$0		$0	$0	$0	
November 2025	$0	$0		$0	$0	$0	
Cumulative Totals	**$2,040,460**	**($45,381)**	**-2.22%**	**$1,995,079**	**$1,984,611**	**$10,467**	**100.52%**
100% Limited^ Cumulative Totals				**$1,984,611**	**$1,984,611**	**$0**	**100.00%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

^ - The Skygen Dental MHT CHIP cumulative completion percentage was limited to a maximum of 100 percent by decreasing the encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHT CHIP VSP VISION MONTHLY TABLE

Table 10 — ABHWV MHT CHIP VSP 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
December 2023	$23,025	($49)	-0.21%	$22,975	$22,889	$87	100.37%
January 2024	$19,395	$0	0.00%	$19,395	$19,602	($208)	98.94%
February 2024	$26,909	$0	0.00%	$26,909	$26,866	$43	100.16%
March 2024	$29,185	$0	0.00%	$29,185	$28,866	$319	101.10%
April 2024	$29,118	($332)	-1.14%	$28,786	$28,519	$267	100.93%
May 2024	$20,975	($125)	-0.59%	$20,850	$21,295	($445)	97.91%
June 2024	$24,504	$0	0.00%	$24,504	$24,504	$0	100.00%
July 2024	$23,166	$0	0.00%	$23,166	$23,041	$125	100.54%
August 2024	$35,625	($69)	-0.19%	$35,556	$36,293	($738)	97.96%
September 2024	$29,247	($125)	-0.42%	$29,122	$29,247	($125)	99.57%
October 2024	$27,966	$0	0.00%	$27,966	$27,976	($10)	99.96%
November 2024	$26,796	$0	0.00%	$26,796	$26,796	$0	100.00%
December 2024	$27,820	$0	0.00%	$27,820	$27,823	($3)	99.98%
January 2025	$21,841	$0	0.00%	$21,841	$21,841	$0	100.00%
February 2025	$27,654	($80)	-0.28%	$27,574	$27,654	($80)	99.71%
March 2025	$20,233	$0	0.00%	$20,233	$20,358	($125)	99.38%
April 2025	$25,889	($445)	-1.71%	$25,444	$25,792	($347)	98.65%
May 2025	$33,181	$0	0.00%	$33,181	$33,377	($196)	99.41%
June 2025	$32,097	($184)	-0.57%	$31,913	$31,972	($59)	99.81%
July 2025	$24,695	$0	0.00%	$24,695	$24,981	($286)	98.85%
August 2025	$19,041	$0	0.00%	$19,041	$35,811	($16,770)	53.16%
September 2025	$33,547	$0	0.00%	$33,547	$33,127	$420	101.26%
October 2025	$32,290	$0	0.00%	$32,290	$32,638	($347)	98.93%
November 2025	$36,066	($70)	-0.19%	$35,996	$35,792	$205	100.57%
Cumulative Totals	**$650,265**	**($1,480)**	**-0.22%**	**$648,786**	**$667,060**	**($18,274)**	**97.26%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

ABHWV MHP ENTIRE PLAN MONTHLY TABLE

Table 11 — ABHWV Mountain Health Promise (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
December 2023	$14,359,279	($989,186)	-6.88%	$13,370,094	$13,425,167	($55,073)	99.58%
January 2024	$13,796,806	($1,173,117)	-8.50%	$12,623,689	$12,636,109	($12,420)	99.90%
February 2024	$11,379,877	($1,389,159)	-12.20%	$9,990,719	$9,698,985	$291,734	103.00%
March 2024	$14,128,772	($970,532)	-6.86%	$13,158,240	$13,070,362	$87,878	100.67%
April 2024	$13,490,284	($385,169)	-2.85%	$13,105,115	$13,097,707	$7,407	100.05%
May 2024	$14,224,555	($488,039)	-3.43%	$13,736,516	$13,701,892	$34,624	100.25%
June 2024	$14,498,274	($2,407,098)	-16.60%	$12,091,176	$12,060,915	$30,262	100.25%
July 2024	$11,457,254	($272,179)	-2.37%	$11,185,075	$11,210,261	($25,186)	99.77%
August 2024	$15,060,371	($1,757,866)	-11.67%	$13,302,505	$13,200,213	$102,292	100.77%
September 2024	$15,046,568	($1,194,493)	-7.93%	$13,852,074	$13,798,650	$53,424	100.38%
October 2024	$13,548,505	($434,344)	-3.20%	$13,114,161	$13,026,536	$87,625	100.67%
November 2024	$16,123,963	($2,305,098)	-14.29%	$13,818,865	$13,823,977	($5,112)	99.96%
December 2024	$12,794,695	($293,742)	-2.29%	$12,500,953	$12,455,548	$45,405	100.36%
January 2025	$13,796,403	($833,355)	-6.04%	$12,963,048	$12,949,946	$13,102	100.10%
February 2025	$13,126,080	($933,219)	-7.10%	$12,192,860	$12,094,687	$98,174	100.81%
March 2025	$15,257,692	($681,301)	-4.46%	$14,576,391	$14,426,925	$149,467	101.03%
April 2025	$15,374,592	($549,401)	-3.57%	$14,825,191	$14,767,576	$57,614	100.39%
May 2025	$14,637,875	($1,083,545)	-7.40%	$13,554,331	$13,412,322	$142,009	101.05%
June 2025	$17,025,472	($2,559,701)	-15.03%	$14,465,771	$14,339,535	$126,236	100.88%
July 2025	$16,187,466	($2,124,729)	-13.12%	$14,062,737	$13,951,477	$111,261	100.79%
August 2025	$13,509,494	($684,203)	-5.06%	$12,825,291	$12,870,852	($45,561)	99.64%
September 2025	$17,313,909	($2,237,480)	-12.92%	$15,076,430	$15,080,942	($4,512)	99.97%
October 2025	$15,706,794	($719,962)	-4.58%	$14,986,832	$14,827,087	$159,745	101.07%
November 2025	$13,628,299	($664,676)	-4.87%	$12,963,623	$12,809,273	$154,351	101.20%
Cumulative Totals	**$345,473,280**	**($27,131,593)**	**-7.85%**	**$318,341,686**	**$316,736,942**	**$1,604,744**	**100.50%**
100% Limited^ Cumulative Totals				**$316,554,777**	**$316,736,942**	**($182,165)**	**99.94%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

^ - Since the MHP cumulative completion percentage for the MCO and/or delegated vendor(s) exceed 100 percent, we have decreased the Entire Plan MHP encounter totals by the total variance in comparison to the CDJs to avoid overstating the Entire Plan results. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHP SUMMARY REPORTING CHARTS

Chart 5. Monthly CDJ totals and encounter submissions for the ABHWV MHP's entire plan

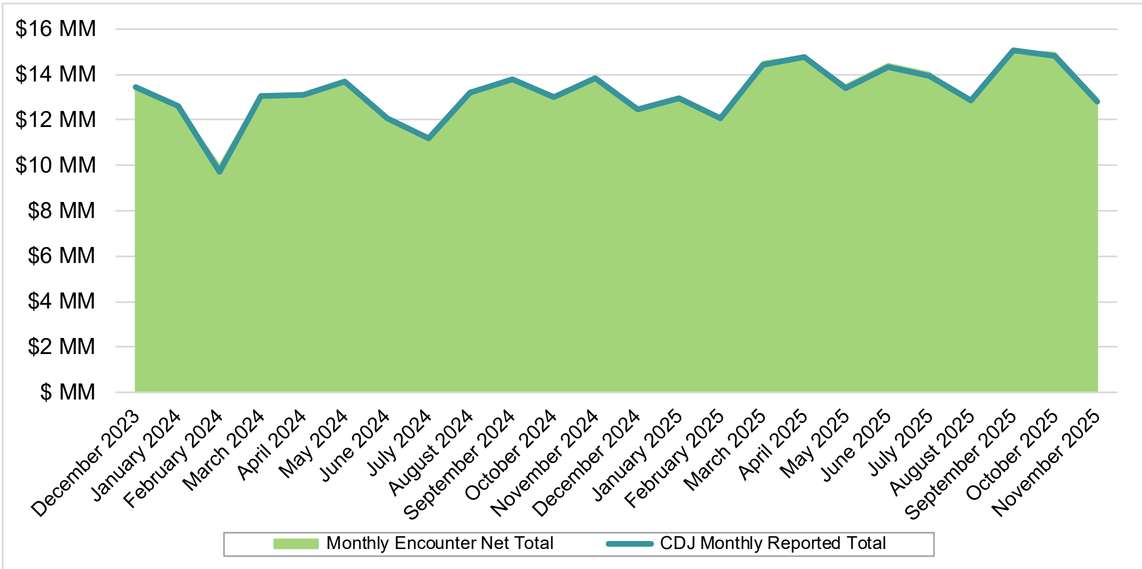
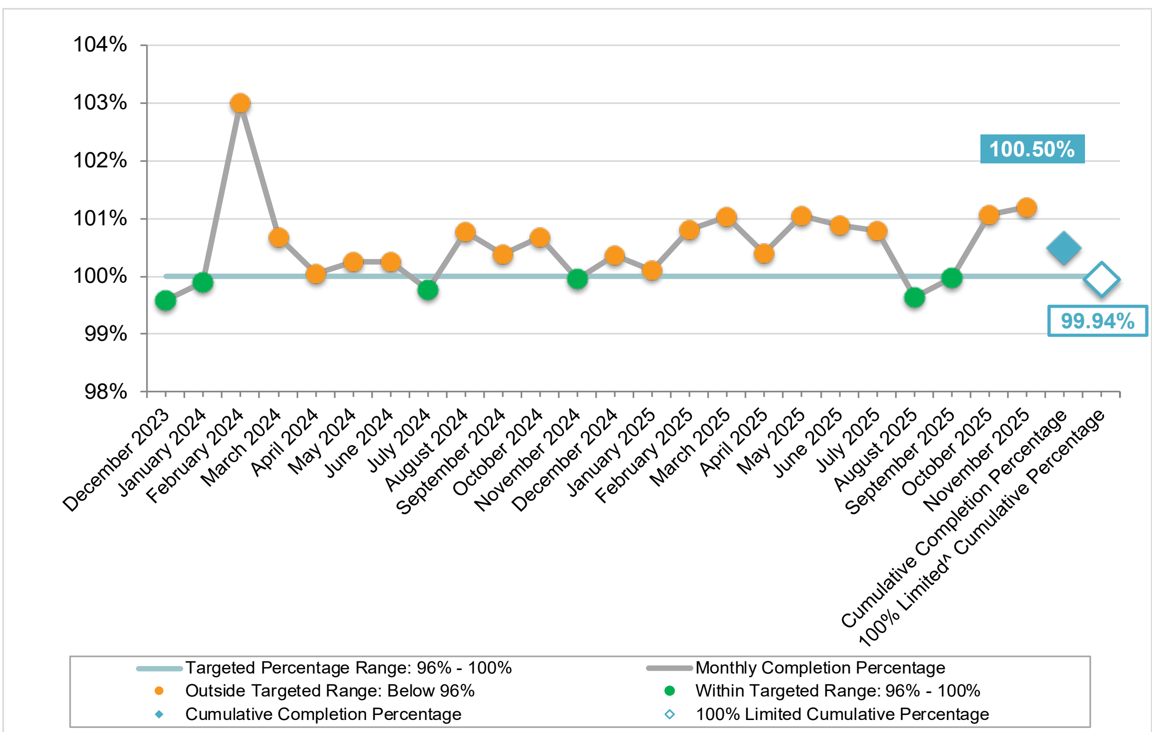


Chart 6. ABHWV MHP's monthly encounter submissions expressed as a percentage of payments submitted to the FAC to reported MCO CDJ payments for the entire plan



^ - 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 MHP encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHP FEE-FOR-SERVICE MONTHLY TABLE

Table 12 — ABHWV MHP 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**
December 2023	$13,146,859	($984,496)	-7.48%	$12,162,363	$12,215,146	($52,783)	99.56%
January 2023	$13,083,466	($1,172,105)	-8.95%	$11,911,361	$11,918,029	($6,668)	99.94%
February 2023	$10,318,500	($1,385,044)	-13.42%	$8,933,456	$8,637,706	$295,750	103.42%
March 2023	$12,751,980	($968,666)	-7.59%	$11,783,314	$11,690,448	$92,867	100.79%
April 2023	$12,463,038	($383,115)	-3.07%	$12,079,923	$12,069,749	$10,175	100.08%
May 2023	$12,850,246	($476,609)	-3.70%	$12,373,638	$12,344,042	$29,596	100.23%
June 2023	$13,456,942	($2,405,834)	-17.87%	$11,051,108	$11,011,581	$39,527	100.35%
July 2023	$10,596,866	($217,588)	-2.05%	$10,379,278	$10,405,831	($26,554)	99.74%
August 2023	$13,810,479	($1,751,527)	-12.68%	$12,058,951	$11,966,791	$92,161	100.77%
September 2023	$13,784,426	($1,136,333)	-8.24%	$12,648,093	$12,591,676	$56,417	100.44%
October 2023	$12,231,232	($368,182)	-3.01%	$11,863,049	$11,774,157	$88,893	100.75%
November 2023	$14,977,376	($2,242,738)	-14.97%	$12,734,638	$12,731,576	$3,062	100.02%
December 2023	$11,726,749	($229,520)	-1.95%	$11,497,228	$11,445,985	$51,243	100.44%
January 2024	$13,055,385	($812,611)	-6.22%	$12,242,774	$12,225,414	$17,360	100.14%
February 2024	$11,999,191	($874,123)	-7.28%	$11,125,068	$11,017,159	$107,909	100.97%
March 2024	$13,915,661	($554,607)	-3.98%	$13,361,054	$13,208,002	$153,052	101.15%
April 2024	$14,042,967	($357,236)	-2.54%	$13,685,731	$13,623,844	$61,887	100.45%
May 2024	$13,513,506	($1,079,647)	-7.98%	$12,433,859	$12,291,235	$142,624	101.16%
June 2024	$15,850,147	($2,538,227)	-16.01%	$13,311,920	$13,183,364	$128,555	100.97%
July 2024	$14,893,291	($2,095,341)	-14.06%	$12,797,950	$12,675,710	$122,240	100.96%
August 2024	$12,216,644	($463,772)	-3.79%	$11,752,871	$11,701,881	$50,990	100.43%
September 2024	$16,149,391	($2,228,758)	-13.80%	$13,920,633	$13,913,863	$6,770	100.04%
October 2024	$14,434,403	($703,975)	-4.87%	$13,730,427	$13,567,247	$163,180	101.20%
November 2024	$12,521,417	($654,124)	-5.22%	$11,867,292	$11,708,637	$158,655	101.35%
Cumulative Totals	**$317,790,160**	**($26,084,179)**	**-8.20%**	**$291,705,981**	**$289,919,072**	**$1,786,909**	**100.61%**
100% Limited^ Cumulative Totals				**$289,919,072**	**$289,919,072**	**$0**	**100.00%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

^ - The Fee-for-Service (Non-Vendor) MHP cumulative completion percentage was limited to a maximum of 100 percent by decreasing the encounter totals by the reporting period's variance in comparison to the CDJs. Please reference data analysis assumption number 10 on page 33 for further explanation.

ABHWV MHP LIBERTY DENTAL MONTHLY TABLE

Table 13 — ABHWV MHP Liberty Dental							
Paid Month	Monthly Encounter Total (FAC Reported)	Monthly Encounter Total (Adjustments)	Percentage of Encounters Adjusted	Monthly Encounter Net Total	CDJ Monthly Reported Total	Monthly Variance	Monthly Completion Percentage
July 2024	$338,324	$0	0.00%	$338,324	$338,023	$301	100.08%
August 2024	$999,617	($4,103)	-0.41%	$995,513	$987,544	$7,969	100.80%
September 2024	$1,069,865	($56,505)	-5.28%	$1,013,361	$1,014,313	($953)	99.90%
October 2024	$1,143,690	($64,591)	-5.64%	$1,079,099	$1,082,777	($3,677)	99.66%
November 2024	$981,578	($61,852)	-6.30%	$919,726	$927,674	($7,949)	99.14%
December 2024	$923,867	($63,860)	-6.91%	$860,007	$864,024	($4,016)	99.53%
January 2025	$626,130	($16,282)	-2.60%	$609,847	$611,833	($1,986)	99.67%
February 2025	$967,197	($58,403)	-6.03%	$908,793	$917,732	($8,939)	99.02%
March 2025	$1,204,041	($126,416)	-10.49%	$1,077,625	$1,080,624	($2,999)	99.72%
April 2025	$1,191,359	($190,294)	-15.97%	$1,001,064	$1,004,111	($3,046)	99.69%
May 2025	$984,124	($3,528)	-0.35%	$980,596	$981,386	($790)	99.91%
June 2025	$1,028,369	($20,893)	-2.03%	$1,007,476	$1,009,596	($2,121)	99.78%
July 2025	$1,152,657	($29,275)	-2.53%	$1,123,382	$1,133,809	($10,427)	99.08%
August 2025	$1,197,357	($220,215)	-18.39%	$977,142	$990,552	($13,410)	98.64%
September 2025	$1,002,970	($8,609)	-0.85%	$994,360	$1,003,562	($9,202)	99.08%
October 2025	$1,132,883	($15,761)	-1.39%	$1,117,122	$1,120,263	($3,141)	99.71%
November 2025	$938,923	($9,602)	-1.02%	$929,321	$932,274	($2,953)	99.68%
Cumulative Totals	**$16,882,950**	**($950,191)**	**-5.62%**	**$15,932,759**	**$16,000,097**	**($67,338)**	**99.57%**
State Contract Minimum Completeness Percentage Requirement							*96.00%*

ABHWV MHP SKYGEN DENTAL MONTHLY TABLE

Table 14 — ABHWV MHP Skygen 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**
December 2023	$1,074,355	($3,997)	-0.37%	$1,070,358	$1,072,100	($1,742)	99.83%
January 2024	$594,470	($351)	-0.05%	$594,119	$599,161	($5,042)	99.15%
February 2024	$914,458	($2,689)	-0.29%	$911,769	$913,625	($1,856)	99.79%
March 2024	$1,241,212	($952)	-0.07%	$1,240,260	$1,243,249	($2,989)	99.75%
April 2024	$890,219	($1,553)	-0.17%	$888,666	$891,829	($3,163)	99.64%
May 2024	$1,254,004	($10,683)	-0.85%	$1,243,321	$1,237,483	$5,838	100.47%
June 2024	$897,632	($1,144)	-0.12%	$896,489	$905,164	($8,676)	99.04%
July 2024	$337,511	($1,167)	-0.34%	$336,343	$335,564	$780	100.23%
August 2024	$62,934	($676)	-1.07%	$62,258	$58,262	$3,997	106.86%
September 2024	$12,468	($475)	-3.81%	$11,992	$11,992	$0	100.00%
October 2024	$18,258	($1,341)	-7.34%	$16,917	$14,230	$2,687	118.88%
November 2024	$7,285	$0	0.00%	$7,285	$7,195	$90	101.25%
December 2024	$4,079	($164)	-4.02%	$3,915	$5,791	($1,877)	67.59%
January 2025	$9,233	($2,599)	-28.14%	$6,634	$6,634	$0	100.00%
February 2025	$6,076	($355)	-5.84%	$5,721	$5,721	$0	100.00%
March 2025	$982	$0	0.00%	$982	$913	$69	107.59%
April 2025	$1,495	$0	0.00%	$1,495	$1,296	$199	115.37%
May 2025	$470	$0	0.00%	$470	$470	$0	100.00%
June 2025	$699	$0	0.00%	$699	$699	$0	100.00%
July 2025	$0	$0		$0	$0	$0	
August 2025	$0	$0		$0	$0	$0	
September 2025	$0	$0		$0	$0	$0	
October 2025	$0	$0		$0	$0	$0	
November 2025	$0	$0		$0	$0	$0	
Cumulative Totals	**$7,327,840**	**($28,147)**	**-0.38%**	**$7,299,693**	**$7,311,377**	**($11,684)**	**99.84%**
						State Contract Minimum Completeness Percentage Requirement	*96.00%*

ABHWV MHP VSP VISION MONTHLY TABLE

Table 15 — ABHWV MHP VSP 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
December 2023	$138,065	($693)	-0.50%	$137,373	$137,921	($548)	99.60%
January 2024	$118,870	($661)	-0.55%	$118,209	$118,919	($710)	99.40%
February 2024	$146,919	($1,425)	-0.96%	$145,494	$147,654	($2,160)	98.53%
March 2024	$135,580	($915)	-0.67%	$134,665	$136,665	($2,000)	98.53%
April 2024	$137,027	($501)	-0.36%	$136,526	$136,130	$396	100.29%
May 2024	$120,305	($748)	-0.62%	$119,557	$120,368	($811)	99.32%
June 2024	$143,700	($120)	-0.08%	$143,580	$144,169	($589)	99.59%
July 2024	$184,553	($53,423)	-28.94%	$131,130	$130,843	$287	100.21%
August 2024	$187,341	($1,560)	-0.83%	$185,781	$187,616	($1,834)	99.02%
September 2024	$179,809	($1,181)	-0.65%	$178,629	$180,669	($2,041)	98.87%
October 2024	$155,325	($230)	-0.14%	$155,095	$155,373	($277)	99.82%
November 2024	$157,725	($508)	-0.32%	$157,216	$157,532	($316)	99.79%
December 2024	$140,000	($197)	-0.14%	$139,803	$139,748	$55	100.03%
January 2025	$105,655	($1,863)	-1.76%	$103,792	$106,064	($2,272)	97.85%
February 2025	$153,616	($338)	-0.21%	$153,278	$154,074	($796)	99.48%
March 2025	$137,008	($277)	-0.20%	$136,730	$137,386	($656)	99.52%
April 2025	$138,771	($1,871)	-1.34%	$136,900	$138,326	($1,425)	98.96%
May 2025	$139,776	($370)	-0.26%	$139,406	$139,231	$174	100.12%
June 2025	$146,257	($580)	-0.39%	$145,677	$145,876	($199)	99.86%
July 2025	$141,518	($113)	-0.07%	$141,405	$141,958	($553)	99.61%
August 2025	$95,493	($216)	-0.22%	$95,278	$178,419	($83,141)	53.40%
September 2025	$161,549	($113)	-0.06%	$161,436	$163,517	($2,081)	98.72%
October 2025	$139,508	($225)	-0.16%	$139,283	$139,578	($295)	99.78%
November 2025	$167,959	($949)	-0.56%	$167,010	$168,362	($1,352)	99.19%
Cumulative Totals	**$3,472,329**	**($69,076)**	**-1.98%**	**$3,403,253**	**$3,506,396**	**($103,143)**	**97.05%**
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. 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 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 ABHWV encounters as follows:

MCO and Program Identification:

- ***ABHWV MHT Encounters***
  - Submitter ID of Carelink
  - 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 ABHWV encounters not identified as MHP or CHIP are defaulted to MHT

- ***ABHWV MHP Encounters***
  - Submitter ID of Carelink
  - Encounters with a Plan ID of ‘BPD000001171630’ or Program ID of ‘PGMD00000000033’.
  - Members with an eligibility Plan ID of ‘BPD000001171630’ or Program ID of ‘PGMD00000000033’ on the encounter date of service

- ***ABHWV MHT CHIP Encounters***
  - Submitter ID of Carelink
  - 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:

- ***Liberty Dental – Dental Services***
  - Claims Type Code value of ‘DTL’ and Plan ICN begins with ‘L0’.

- ***Skygen – Dental Services[1]***
  - Claims Type Code value of ‘DTL’ and Plan ICN contains ‘SCI’.

- ***VSP – Vision Services***
  - Plan ICN has 10 numeric characters or Plan ICN starts with FC, NFC, CHIP, WVFC, WVNFC, or WVCHIP and then has 10 numeric characters.

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

1 – Liberty Dental replaced Skygen Dental as ABHWV’s dental delegated vendor effective July 1, 2024.

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) 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 frequency 7 or 8 encounter submissions 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, backouts are 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 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, MHT CHIP, and MHP 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, MHT CHIP, and MHP 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 (except for Liberty Dental).

9. Percentage ratios noted in this report are rounded down. The sum of the percentages may not add up to the percentage sum totals (Tables A through F).

10. Cumulative completion percentages exceeding 100 percent were noted for ABHWV's Skygen Dental MHT and CHIP totals and Fee-for-Service (Non-Vendor) totals. So that the impacted amounts do not overstate the Entire Plan MHT, CHIP, or MHP 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, B, C, 1, 2, 4, 6, 7, 9, 11, 12, Charts 2, 4, and 6).

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.