

About Louisiana Healthcare Connections

Louisiana Healthcare Connections (LHCC) transforms the health of our communities, one person at a time, by delivering better health outcomes at lower costs. Since our founding in 2011, we have grown into the #1 Medicaid health plan in Louisiana in both size and performance.

GOOD LOUISIANA JOBS STATEWIDE

- Nearly 670 full-time Louisiana employees statewide (40% of all MCO staff)
 - Baton Rouge: 432 | Lafayette: 136 | Covington: 37 | New Orleans: 10 | Community-based: 52
- 108+ unfilled, full-time jobs statewide
- 132 planned new positions, including a new office in Shreveport for up to 76 employees
- Average annual salary: \$67,763 (compared to statewide average of \$41,260)
- 100% of executive leaders are Louisiana residents
- Louisiana State Nurses Association Outstanding Employer of the Year: 2017, 2018, 2019

SUPERIOR PERFORMANCE IN OBJECTIVE EVALUATIONS

With 445,000+ members (31% of the total Medicaid managed care population) and 27,000+ healthcare providers, LHCC has consistently been the top performer in independent evaluations of health plans.

- #1 in the past two state external quality review audits¹
 - In the most recent audit, LHCC not only received the highest score but it was also the *only* health plan that did not receive any "Minimal" or "Not Met" ratings.
 - 100% score on LHCC's fraud, waste and abuse prevention program
- #1 in member satisfaction (90.1% top ratings)² and member choice³
- #1 in provider overall satisfaction ("Very Satisfied")⁴
 - #1 in provider ratings "Much Better than other MCOs"
 - Received the highest positive scores in 35 of 61 survey categories.
- #1 in provider network size (27,783; beating the next health plan by more than 1,400 providers)⁵

MORE LOCAL INVESTMENT AND ECONOMIC IMPACT

Louisiana Healthcare Connections believes that good health starts at the community level. Our employees take pride in nurturing healthy communities across Louisiana.

- \$207 million financial investment in Louisiana (including wages, benefits, taxes, property expense, and state municipal bonds)
- 300+ community partnerships with schools, non-profits, churches and other organizations
- 23,475+ community volunteer hours served by our employees
- More than \$100,000 in employee donations to the Capital Area United Way in 2018
- \$361,400 in funding in 2018 to non-profit community organizations to support local activities focused on women's and children's health, education and nutrition
- \$145,000 in Community Health Grants for local projects that address hunger and food insecurity

¹ Audits conducted by an independent third party contracted by the Louisiana Department of Health, <http://www.ldh.la.gov/index.cfm/page/3176>

² CAHPS Survey Results, Rating of Health Plan, LDH 2017 Medicaid Managed Care Transparency Report, <http://ldh.la.gov/index.cfm/page/3180>

³ LDH June 2019 Enrollment Analysis (Report 118), Proactive Choice data

⁴ LDH Medicaid Managed Care Provider Satisfaction Survey 2018, rating of top score, "Very Satisfied"

⁵ Total Contracted Providers, LDH 2018 Medicaid Managed Care Transparency Report, <http://ldh.la.gov/index.cfm/page/3658>