

**Effective date April 01, 2012**

	<b>Total</b>	<b>Mail/Fax</b>	<b>IVR</b>	<b>Phone</b>	<b>Web</b>	<b>Other</b>
<b>Total</b>	<b>109,236</b>	<b>553</b>	<b>556</b>	<b>2,070</b>	<b>273</b>	<b>105,784</b>
Amerigroup Louisiana, Inc.	21,560	70	59	265	31	21,135
Community Health Solutions	21,710	87	81	348	27	21,167
Fee For Service	19	3	0	16	0	0
LaCare	21,901	141	115	437	63	21,145
Louisiana Healthcare Connections	21,634	63	80	299	38	21,154
UnitedHealthcare Community Plan	22,412	189	221	705	114	21,183

**Effective date June 01, 2012**

	<b>Total</b>	<b>IVR</b>	<b>Phone</b>	<b>Web</b>
<b>Total</b>	<b>249</b>	<b>41</b>	<b>97</b>	<b>111</b>
Amerigroup Louisiana, Inc.	10	4	6	0
Community Health Solutions	56	17	39	0
Fee For Service	1	0	1	0
LaCare	14	4	7	3
Louisiana Healthcare Connections	122	5	11	106
UnitedHealthcare Community Plan	46	11	33	2