

Effective date May 01, 2012

	Total	Mail/Fax	IVR	Phone	Web	Other
Total	263	10	90	85	31	47
Amerigroup Louisiana, Inc.	46	3	17	12	4	10
Community Health Solutions	41	1	9	16	4	11
Fee For Service	1	0	0	1	0	0
LaCare	44	1	12	18	6	7
Louisiana Healthcare Connections	41	0	14	13	3	11
UnitedHealthcare Community Plan	90	5	38	25	14	8

Effective date June 01, 2012

	Total	IVR	Phone	Web
Total	448	79	84	285
Amerigroup Louisiana, Inc.	7	3	3	1
Community Health Solutions	96	50	36	10
Fee For Service	1	0	1	0
LaCare	18	3	14	1
Louisiana Healthcare Connections	277	8	7	262
UnitedHealthcare Community Plan	49	15	23	11