

**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT'S EXPENSE ALLOCATION  
 REPORT - DESCRIPTION OF ALLOCATION METHODOLOGY - 217  
 81200 - Louisiana Hlth Serv & Ind Co**

	Line	Explanation
01	Description of allocation methodology	<p>The Company identified the cost centers whose primary activities were related to Health Care Quality Improvement (QI). The related costs were further reviewed and those that meet the definition as stated by the National Association of Insurance Commissioners (NAIC) instructions were included in the appropriate category (column) of the Supplemental filing. The Company allocates its operational expenses to the various lines of business based on several different methodologies, including but not limited to claim counts, members, and set percentages, based on the primary activity of that cost center. QI expenses were allocated to the various lines of business in the same manner, based on the allocation methodology assigned to that cost center in which the expense was incurred.</p>

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT'S EXPENSE ALLOCATION  
REPORT - DESC OF QUALITY IMPROVEMENT EXPENSES - 217  
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	Line	Expense Type from Part 3	New	Detailed Description of Expense
01.0001	Improve Health Outcomes:	Salaries		This category includes the salaries of those employees who provide services to our members for case management and disease management that are designed to improve health outcomes.
01.0002		Outsourced Services		This category includes outside consultants who provide services to our members for case management and disease management that are designed to improve health outcomes.
01.0003		Other		Includes costs related to educational content for case management activities.
01.0004		~		
01.0005		~		
02.0001	Activities to Prevent Hospital Readmission:	Salaries		This category includes the salaries of staff Licensed Practical Nurses (LPN) whose activities are designed to prevent hospital readmission.
02.0002		~		
02.0003		~		
02.0004		~		
02.0005		~		
03.0001	Improve Patient Safety and Reduce Medical Errors:	Salaries		This category includes the salaries of those employees who are dedicated to quality reporting for activities that improve patient safety and reduce medical errors.
03.0002		Outsourced Services		Includes the outsourcing costs associated with a program to lower risk of facility acquired infections.
03.0003		Other		Includes those activities to identify and encourage evidence-based medicine in addressing independently identified and documented clinical errors or safety concerns, including those expenses related to on-line programs.
03.0004		~		
03.0005		~		
				This category includes salaries of employees who provide wellness

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04.0001	Wellness and Health Promotion Activities:	Salaries	assessments and coaching programs designed to achieve specific and measurable improvements.
04.0002		Outsourced Services	This category includes outside consultants who provide wellness assessments and coaching programs designed to achieve specific and measurable improvements.
04.0003		Other	Includes those costs associated with wellness reminders and those activities designed to change member behavior, such as Louisiana 2 Step and the Health/Wellness Institute.
05.0001	HIT Expenses for Health Care Quality Improvements:	EDP equipment related expenses	Health Information Technology costs incurred to support each of the four preceding categories.
05.0002			Includes costs associated with patient portals and systems related to care management functions (improve health outcomes).

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 1 - 216**  
**81200 - Louisiana Hlth Serv & Ind Co**  
**for Louisiana**

	Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Subtotal (Cols 1 thru 6)	Uninsured Plans	Total (Cols 7 + 8)
01.1	Health premiums earned (from Part 2, Line 1.8) (premium)	LA	307,370,039	808,230,218	644,554,852	16,492,319	103,626,555	9,997,321	1,890,271,304		1,890,271,304
01.10	Other adjustments due to MLR calculations - premiums (premium)	LA	-8,969,817	-16,685,272	-23,960,454	0	0	0	-49,615,543		-49,615,543
01.11	Risk revenue (premium)	LA	0	0	0	0	0	0	0		0
01.12	Net adjusted premiums earned after reinsurance (Lines 1.8+1.9+1.10+1.11) (premium)	LA	297,748,095	790,379,359	619,555,883	16,454,129	103,131,498	4,241,929	1,831,510,893		1,829,410,091
01.2	Federal high risk pools (premium)	LA	0	0	0	0	0	0	0		0
01.3	State high risk pools (premium)	LA	0	0	0	0	0	0	0		0
01.4	Premiums earned including state and federal high risk programs (Lines 1.1 + 1.2 + 1.3) (premium)	LA	307,370,039	808,230,218	644,554,852	16,492,319	103,626,555	9,997,321	1,890,271,304		1,890,271,304
01.5	Federal taxes and federal assessments (premium)	LA	-33,162	-96,131	-30,646	-1,658	-15,561	-1,277	-178,435	10,838	-167,597
01.6	State insurance, premium and other taxes (similar local taxes of \$0) (premium)	LA	661,271	1,215,117	1,049,362	36,471	496,194	0	3,458,415	2,057,131	5,515,546
01.7	Regulatory authority licenses and fees (premium)	LA	24,018	46,601	19,799	3,377	14,424	0	108,219	32,833	141,052
01.8	Adjusted premiums earned (Lines 1.4 - 1.5 - 1.6 - 1.7) (premium)	LA	306,717,912	807,064,631	643,516,337	16,454,129	103,131,498	9,998,598	1,886,883,105		1,884,782,303
01.9	Net assumed less ceded reinsurance premiums earned (premium)	LA	0	0	0	0	0	5,756,669	-5,756,669		-5,756,669
02.1	Incurred claims excluding prescription drugs (claims)	LA	220,226,563	528,027,193	453,488,159	651,008	79,428,610	5,507,050	1,287,328,583		1,287,328,583
02.2	Prescription drugs (claims)	LA	37,223,266	134,492,166	142,924,165	13,814,607	5,053	0	328,459,257		328,459,257
02.3	Pharmaceutical rebates (claims)	LA	767,785	2,498,701	1,120,753	551,008	73	0	4,938,320		4,938,320
02.4	State stop loss, market stabilization and claim/census based assessments (claims)	LA	0	0	0	0	0	0	0		0
03	Incurred medical incentive pools and bonuses	LA	0	0	0	0	0	0	0		0
04	Deductible fraud and abuse detection/recovery expenses (for MLR)	LA	256,607	128,470	104,274	7,627	34,028	0	531,006	97,561	628,567

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	use only)											
05.0	Total incurred claims (Lines 2.1 + 2.2 - 2.3 - 2.4 + 3) (From Part 2, Line 2.10)	LA	256,682,044	660,020,658	595,291,571	13,914,607	79,433,590	5,507,050	1,610,849,520			1,610,849,520
05.1	Net assumed less ceded reinsurance claims incurred	LA	0	0	0	0	0	3,760,774	-3,760,774			-3,760,774
05.2	Other adjustments due to MLR calculations - claims	LA	-9,329,000	-17,931,000	-23,960,453	0	-225,000	0	-51,445,453			-51,445,453
05.3	Rebates paid	LA	0	0	0	0	0	0	0			0
05.4	Estimated rebates unpaid prior year	LA	0	0	0	0	0	0	0			0
05.5	Estimated rebates unpaid current year	LA	0	0	0	0	0	0	0			0
05.6	Fee for service and co-pay revenue	LA	0	0	0	0	0	0	0			0
05.7	Net incurred claims after reinsurance (Lines 5.0+5.1+5.2+5.3-5.4+5.5-5.6)	LA	247,353,044	642,089,658	571,331,118	13,914,607	79,208,590	1,746,276	1,555,643,293			1,555,643,293
06.1	Type A. Expenses for health improvements other than Health Information Technology (improving health care quality expenses incurred)	LA	942,361	2,352,331	1,864,353	0	0	0	5,159,045	939,092		6,098,137
06.2	Type B. Health Information Technology expenses related to health improvement (improving health care quality expenses incurred)	LA	120,552	300,925	184,376	0	0	0	605,853	110,282		716,135
06.3	Total of defined expenses incurred for improving health care quality (Lines 6.1 + 6.2)	LA	1,062,913	2,653,256	2,048,729	0	0	0	5,764,898	1,049,374		6,814,272
07	Preliminary medical loss ratio: MLR (Lines 4 + 5.0 + 6.3)/Line 1.8	LA	1	1	1							
08.1	Cost containment expenses not included in quality of care expenses in Line 6.3 (claims adjustment expenses)	LA	2,832,512	6,386,845	3,336,157	468,580	1,152,091	0	14,176,185	2,785,581		16,961,766
08.2	All other claims adjustment expenses (claims adjustment expenses)	LA	14,258,944	32,151,530	16,794,297	2,358,841	5,799,656	0	71,363,268	14,022,681		85,385,949
08.3	Total claims adjustment expenses (Lines 8.1 + 8.2)	LA	17,091,456	38,538,375	20,130,454	2,827,421	6,951,747	0	85,539,453	16,808,262		102,347,715
09	Claims adjustment expense ratio (Line 8.3 divided by Line 1.8)	LA	0	0	0	0	0	0				
	Direct sales salaries											

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10.1	and benefits (general and administrative expenses)	LA	9,576,791	22,844,307	14,907,266	967,792	4,096,090	0	52,392,246	14,137,439	66,529,685
10.2	Agents and brokers fees and commissions (general and administrative expenses)	LA	12,665,595	36,673,734	6,659,417	78,633	2,986,990	0	59,064,369	579,187	59,643,556
10.3	Other taxes (excluding taxes on Lines 1.5 through 1.7 and Line 14 below) (general and administrative expenses)	LA	0	0	0	0	0	0	0	0	0
10.4	Other general and administrative expenses (general and administrative expenses)	LA	14,702,339	37,663,787	15,760,318	1,249,202	5,276,995	0	74,652,641	11,644,831	86,297,472
10.5	Total general and administrative (Lines 10.1 + 10.2 + 10.3 + 10.4)	LA	36,944,725	97,181,828	37,327,001	2,295,627	12,360,075	0	186,109,256	26,361,457	212,470,713
11	Underwriting gain/(loss) (Lines 1.12 - 5.7 - 6.3 - 8.3 - 10.5)	LA	-4,704,043	9,916,242	-11,281,419	-2,583,526	4,611,086	2,495,653	-1,546,007		-47,865,902
12	Income from fees of uninsured plans	LA								30,884,492	30,884,492
13	Net investment and other gain/(loss)	LA							80,694,073		80,694,073
14	Federal income taxes (excluding taxes on Line 1.5 above)	LA	0	0	0	0	0	0	0	0	0
15	Net gain or (loss) (Lines 11 + 12 + 13 - 14)	LA							79,148,066		63,712,663
16	ICD-10 implementation expenses (informational only; already included in general expenses)	LA	50,913	131,737	59,196	0	17,333	0	259,179	50,265	309,444

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 1 - OTHER  
INDICATORS - 216  
81200 - Louisiana Hlth Serv & Ind Co  
for Louisiana**

Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Subtotal (Cols 1 thru 6)	Uninsured Plans	Total (Cols 7 + 8)
01	LA	67,308	115,890	78,758	13,828	57,655	30,930	364,369	0	364,369
02	LA	109,889	205,064	153,049	13,828	60,802	52,102	594,734	0	594,734
03	LA		10,898	210	0	0	0	11,108	0	11,108
04	LA	1,317,881	2,450,322	1,812,208	164,200	732,404	623,016	7,100,031	0	7,100,031

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 2 - 216**  
**81200 - Louisiana Hlth Serv & Ind Co**  
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	Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Total
01.1	Direct premiums written (health premiums earned)	LA	307,810,085	809,513,190	644,527,874	16,492,319	105,363,275	9,994,933	1,893,701,677
01.10	Net assumed less ceded premiums earned from affiliates (health premiums earned)	LA	0	0	0	0	0	0	0
01.11	Ceded premiums earned to non-affiliates (health premiums earned)	LA	0	0	0	0	0	5,756,669	5,756,669
01.12	Other adjustments due to MLR calculation - premiums (health premiums earned)	LA	-8,969,817	-16,685,272	-23,960,454	0	0	0	-49,615,543
01.13	Net premiums earned (Lines 1.8 + 1.9 + 1.10 - 1.11 - 1.12)	LA	298,400,222	791,544,946	620,594,398	16,492,319	103,626,555	4,240,652	1,834,899,092
01.2	Unearned premium prior year (health premiums earned)	LA	6,397,056	1,987,782	120,880	0	771,202	12,000	9,288,920
01.3	Unearned premium current year (health premiums earned)	LA	6,477,920	2,024,944	93,903	0	2,507,922	9,613	11,114,302
01.4	Change in unearned premium (Lines 1.2 - 1.3) (health premiums earned)	LA	-80,864	-37,162	26,977	0	-1,736,720	2,387	-1,825,382
01.5	Reserve for rate credits prior year (health premiums earned)	LA							
01.6	Reserve for rate credits current year (health premiums earned)	LA							
01.7	Change in reserve for rate credits (Lines 1.5 - 1.6) (health premiums earned)	LA							
01.8	Total direct premiums earned (Lines 1.1 + 1.4 less \$0 write offs) (health premiums earned)	LA	307,370,039	808,230,218	644,554,852	16,492,319	103,626,555	9,997,321	1,890,271,304
01.9	Assumed premiums earned from non-affiliates (health premiums earned)	LA	0	0	0	0	0	0	0
02.1	Paid claims during the year (direct claims incurred)	LA	241,411,875	653,864,122	564,634,735	13,973,235	83,613,684	6,675,050	1,564,172,701
02.10	Total incurred claims (Lines 2.1 + 2.2 - 2.3 + 2.4 - 2.5 + 2.6 - 2.7 + 2.8 - 2.9)	LA	256,682,044	660,020,659	595,291,571	13,914,607	79,433,590	5,507,050	1,610,849,521
02.11	Assumed incurred claims from non-affiliates (direct claims incurred)	LA	0	0	0	0	0	0	0
02.12	Net assumed less ceded incurred claims from affiliates (direct claims incurred)	LA	0	0	0	0	0	0	0
02.13	Ceded incurred claims to non-affiliates (direct claims incurred)	LA	0	0	0	0	0	3,760,774	3,760,774

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 2 - 216**

**81200 - Louisiana Hlth Serv & Ind Co**

**for Louisiana**

02.14	Other adjustments due to MLR calculation - claims (direct claims incurred)	LA	-9,329,000	-17,931,000	-23,960,453	0	-225,000	0	-51,445,453
02.15	Net incurred claims (Lines 2.10 + 2.11 + 2.12 - 2.13 - 2.14)	LA	247,353,044	642,089,659	571,331,118	13,914,607	79,208,590	1,746,276	1,555,643,294
02.2	Direct claim liability current year (direct claims incurred)	LA	37,100,392	72,967,650	73,116,282	159,000	13,494,030	2,057,000	198,894,354
02.3	Direct claim liability prior year (direct claims incurred)	LA	31,133,231	84,815,497	66,419,900	151,000	17,449,124	3,157,000	203,125,752
02.4	Direct claim reserves current year (direct claims incurred)	LA	9,329,000	17,931,000	27,560,454	0	0	0	54,820,454
02.5	Direct claim reserves prior year (direct claims incurred)	LA	0	0	3,600,000	0	0	0	3,600,000
02.6	Direct contract reserves current year (direct claims incurred)	LA	0	0	0	0	1,331,000	1,265,000	2,596,000
02.7	Direct contract reserves prior year (direct claims incurred)	LA	0	0	0	0	1,556,000	1,333,000	2,889,000
02.8	Incurred medical incentive pools and bonuses (Lines 2.8A + 2.8B - 2.8C) (direct claims incurred)	LA	0	0	0	0	0	0	0
02.8A	Paid medical incentive pools and bonuses current year	LA	0	0	0	0	0	0	0
02.8B	Accrued medical incentive pools and bonuses current year	LA	0	0	0	0	0	0	0
02.8C	Accrued medical incentive pools and bonuses prior year	LA	0	0	0	0	0	0	0
02.9	Net healthcare receivables (Lines 2.9A - 2.9B) (direct claims incurred)	LA	25,992	-73,384	0	66,627	0	0	19,235
02.9A	Healthcare receivables current year	LA	1,087,233	5,208,285	0	796,432	0	0	7,091,950
02.9B	Healthcare receivables prior year	LA	1,061,241	5,281,669	0	729,805	0	0	7,072,715
03	Fraud and abuse recoveries that reduced PAID claims in Line 2.1 above (informational only)	LA	256,607	640,546	298,356	23,421	87,358	0	1,306,288

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 3A - 216**  
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Line	State Code	Improve Health Outcomes	Activities to Prevent Hospital Readmissions	Improve Patient Safety and Reduce Medical Errors	Wellness and Health Promotion Activities	HIT Expenses	Total (Cols. 1 to 5)	Cost Containment Expenses	Other Claims Adjustment Expenses	General Administrative Expenses	Total Expenses (Cols. 6 to 9)
01.1	LA	360,008	24,106	49,114	63,848	0	497,076	510,697	3,224,983	6,696,297	10,929,053
01.10	LA	382,606	24,152	374,631	160,972	120,552	1,062,913	2,886,337	12,504,323	25,963,752	43,620,406
01.11	LA	0	0	0	0	0	0	280,567	0	0	280,567
01.2	LA	4,259	0	4,943	75,365	0	84,567	26,147	354,296	735,654	1,200,664
01.3	LA	0	0	0	0	0	0	0	0	0	0
01.4	LA	0	0	0	0	116,641	116,641	124,726	772,400	1,603,797	2,617,564
01.5	LA	0	0	0	0	0	0	0	0	0	0
01.6	LA	18,339	46	320,574	21,759	3,911	364,629	2,224,767	8,152,644	16,928,004	27,670,044
01.7	LA	382,606	24,152	374,631	160,972	120,552	1,062,913	2,886,337	12,504,323	25,963,752	42,417,325
01.8	LA	0	0	0	0	0	0	0	0	0	0
01.9	LA										1,203,081

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 3A - 216**  
**81200 - Louisiana Hlth Serv & Ind Co**  
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	coverage expenses)												
02.1	Salaries (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	898,657	60,174	122,599	159,379	0	1,240,809	1,115,070	7,539,069	15,653,987	25,548,935	
02.10	Total (2.7 to 2.9) (small group comprehensive coverage expenses)	LA	955,063	60,289	935,159	401,820	300,925	2,653,256	7,254,276	31,371,107	65,138,403	108,958,247	
02.11	Total fraud and abuse detection/recovery expenses included in Column 7 (informational only)	LA	0	0	0	0	0	0	128,470	0	0	128,470	
02.2	Outsourced services (small group comprehensive coverage expenses)	LA	10,630	0	12,339	188,126	0	211,095	65,917	886,469	1,840,648	3,004,129	
02.3	EDP equipment and software (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	0	0	0	0	0	0	0	0	0	0	
02.4	Other equipment (excluding EDP) (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	0	0	0	0	291,162	291,162	192,668	1,548,309	3,214,882	5,247,021	
02.5	Accreditation and certification (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	0					0	0	0	0	0	
02.6	Other expenses (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	45,776	115	800,221	54,315	9,763	910,190	5,880,621	21,397,260	44,428,886	72,616,957	
02.7	Subtotal before reimbursements and taxes (2.1 to 2.6)	LA	955,063	60,289	935,159	401,820	300,925	2,653,256	7,254,276	31,371,107	65,138,403	106,417,042	
02.8	Reimbursements by uninsured plans and fiscal intermediaries (small group comprehensive coverage expenses)	LA	0	0	0	0	0	0	0	0	0	0	
02.9	Taxes, licenses and fees (in total, for tying purposes) (small group comprehensive coverage expenses)	LA											2,541,205
	Salaries (including												

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03.1	\$0 for affiliated services (large group comprehensive coverage expenses)	LA	418,579	28,028	57,105	74,236	0	577,948	1,161,518	5,566,478	11,558,136	18,864,080
03.10	Total (3.7 to 3.9) (large group comprehensive coverage expenses)	LA	865,382	28,359	441,944	528,668	184,376	2,048,729	3,032,967	13,505,189	28,041,933	48,335,255
03.11	Total fraud and abuse detection/recovery expenses included in Column 7 (informational only)	LA	0	0	0	0	0	0	104,274	0	0	104,274
03.2	Outsourced services (large group comprehensive coverage expenses)	LA	4,951	0	5,747	87,626	0	98,324	98,186	628,854	1,305,741	2,131,105
03.3	EDP equipment and software (including \$0 for affiliated services (large group comprehensive coverage expenses)	LA	0	0	0	0	0	0	0	0	0	0
03.4	Other equipment (excluding EDP) (including \$0 for affiliated services (large group comprehensive coverage expenses)	LA	0	0	0	0	135,618	135,618	215,614	1,123,981	2,333,814	3,809,027
03.5	Accreditation and certification (including \$0 for affiliates services (large group comprehensive coverage expenses)	LA	0					0	0	0	0	0
03.6	Other expenses (including \$0 for affiliated services) (large group comprehensive coverage expenses)	LA	441,852	331	379,092	366,806	48,758	1,236,839	1,557,649	6,185,876	12,844,242	21,824,606
03.7	Subtotal before reimbursements and taxes (3.1 to 3.6)	LA	865,382	28,359	441,944	528,668	184,376	2,048,729	3,032,967	13,505,189	28,041,933	46,628,818
03.8	Reimbursements by uninsured plans and fiscal intermediaries (large group comprehensive coverage expenses)	LA	0	0	0	0	0	0	0	0	0	0
03.9	Taxes, licenses and fees (in total, for tying purposes) (large group comprehensive coverage expenses)	LA										1,706,437

**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 3B - 216**  
**81200 - Louisiana Hlth Serv & Ind Co**  
**for Louisiana**

	Line	State Code	Improve Health Outcomes	Activities to Prevent Hospital Readmissions	Improve Patient Safety and Reduce Medical Errors	Wellness and Health Promotion Activities	Total (Cols. 1 to 4)
01.1	HIT expenses (individual comprehensive coverage expenses)	LA	48,945	3,090	47,925	20,592	120,552
01.2	Other than HIT expenses (individual comprehensive coverage expenses)	LA	382,606	24,152	374,631	160,972	942,361
02.1	HIT expenses (small group comprehensive coverage expenses)	LA	122,178	7,713	119,631	51,403	300,925
02.2	Other than HIT expenses (small group comprehensive coverage expenses)	LA	955,063	60,289	935,159	401,820	2,352,331
03.1	HIT expenses (large group comprehensive coverage expenses)	LA	85,582	2,805	43,706	52,283	184,376
03.2	Other than HIT expenses (large group comprehensive coverage expenses)	LA	865,382	28,359	441,944	528,668	1,864,353
04.1	Subtotal HIT expenses (Lines 1.1 + 2.1 + 3.1)	LA	256,705	13,608	211,262	124,278	605,853
04.2	Subtotal other than HIT expenses (Lines 1.2 + 2.2 + 3.2)	LA	2,203,051	112,800	1,751,734	1,091,460	5,159,045
04.3	Total (Lines 4.1 + 4.2)	LA	2,459,756	126,408	1,962,996	1,215,738	5,764,898

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07/18/2011