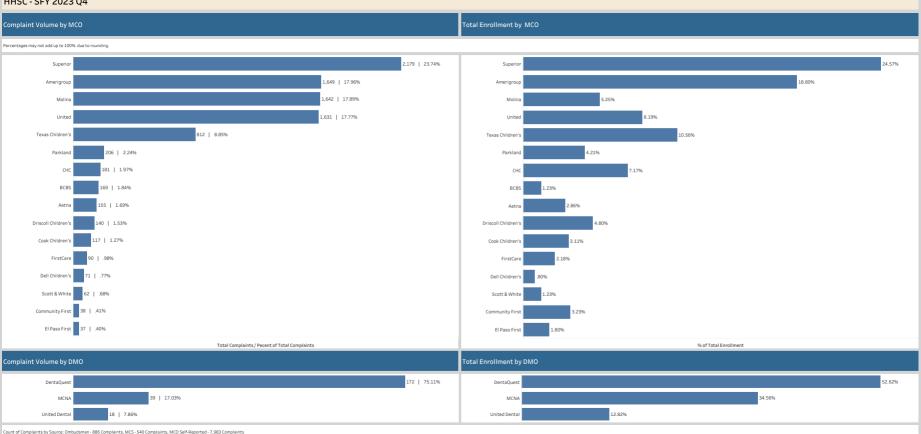
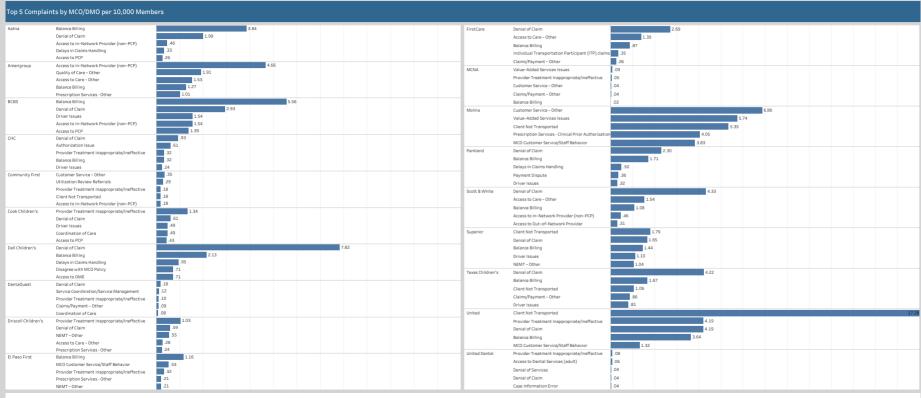


op 5 Co	implaints by Program per 10,000 Me	mbers			Percentage of Complaints Substantiated - Ombudsman Data										
MP	Balance Billing			54.93	Resolution	MMP	STAR+PLUS	STAR Kids	STAR	STAR Health	Medicaid Dental				
	Correspondence (Incorrect, unclear, or not recei.	. 12.38													
	MCO Customer Service/Staff Behavior	9.21													
	Customer Service - Other	7.30													
	Provider Treatment Inappropriate/Ineffective	5.72			Substantiated	23%	12%	6%	11%	0%	10%				
AR+PLUS	S Client Not Transported		17.90												
	Provider Treatment Inappropriate/Ineffective	4.95													
	Driver Issues	4.23													
	Access to In-Network Provider (non-PCP)	4.23													
	Quality of Care - Other	3.95													
AR Kids	Denial of Claim	10.78			Unsubstantiated	096	32%	37%	29%	50%	16%				
	Client Not Transported	4.12													
	Provider Treatment Inappropriate/Ineffective	3.12													
	Balance Billing Access to In-Network Provider (non-PCP)	2.59													
TAR	Denial of Claim	1.31			-										
SIAK		96													
	Balance Billing Access to In-Network Provider (non-PCP)	.75			Unable to	77%	56%	57%	60%	50%	74%				
	Client Not Transported	.36			Substantiate										
	Provider Treatment Inappropriate/Ineffective	.30													
ſΔD Haalt	th Denial of Claim	3.82													
	MCO Customer Service/Staff Behavior	.85			Substantiated - a complaint where research clearly indicates agency policy was violated or agency expectations were not met. Unsubstantiated - a complaint where research clearly indicates agency policy was not violated or agency expectations were met.										
	NEMT - Other	.64			Unable to Substantiate - a	complaint where research does no	t clearly indicate if agency policy was	violated or agency expectations we	e met.						
	Disagree with MCO Policy	.64			Percentages may not add u	p to 100% due to rounding. Compli	aint outcomes are discrete and do not	t overlap.							
	Client Not Transported	.64			Percentage of Complaints Confirmed - MCS and MCO Self-Reported Data										
edicaid	Denial of Claim	.10				<u> </u>	<u>`</u>								
ental	Provider Treatment Inappropriate/Ineffective	.08			Resolution	MMP	STAR+PLUS	STAR Kids	STAR	STAR Health	Medicaid Dental				
	Service Coordination/Service Management	.06													
	Claims/Payment - Other	.06			Confirmed	87%	56%	61%	62%	58%	36%				
	Coordination of Care	.04													
jrams are	sorted in descending order from highest rate of compla	ints to lowest. Ties are sorted in descend	ling order alphabetically.												
/erage	Monthly Medicaid Members by Prog	ram for SFY 2023 04			Not Confirmed	6%	32%	35%	32%	38%	56%				
	MMP 31,496														
STAR+I															
	Kids 169,749				Hanklata Batanaira	7%	12%	496	6%	496	8%				
	ealth 47,131				Unable to Determine	7.70	12.70	*470	0.10	**70	070				
9	STAR			4,439,684											
dicaid De	ental			3,849,508	Not Confirmed - resolved o	rtially resolved in Complainant's fa r partially resolved in MCO's favor									
	e Monthly Medicaid Members for 2023 Q4 (excluding Der umbers do not equal a distinct count of members as mem				Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions. Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.										





Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q4) *10,000 = Complaints per 10,000.

Court of Complaints by Source: Ombudsman - 886 Complaints, MCS -540 Complaints, MCD Self-Reported -7,983 Complaints

MCS/DMOs are sorted in alchabetical order. Ties are sorted in descending order alchabetical order. Ties are sorted in descending order alchabetical.

Percentage of Complaints Substantiated - Ombudsman Data

Resolution	Aetna	Amerigroup	BCBS	CHC	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	FirstCare	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Substantiated	7%	13%	13%	1496	9%	11%	29%	1996	0%	17%	0%	0%	1496	9%	25%	8%	15%	10%	096
Unsubstantiated	30%	26%	50%	19%	36%	47%	1496	13%	22%	33%	9%	0%	34%	28%	25%	29%	28%	37%	27%
Unable to Substantiate	63%	61%	38%	67%	55%	42%	5796	69%	78%	50%	91%	100%	52%	63%	50%	62%	57%	53%	73%

Subtantiated –a complaint where research clearly indicates agency policy was violated or agency expectations were not met.

Unsubtantiated –a complaint where research clearly indicates agency policy was not violated or agency expectations were met.

Unable to Substantiate –a complaint where research clearly indicates if agency policy was violated or agency expectations were met.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and on or to overlap.

Percentage of Complaints Confirmed - MCS and MCO Self-Reported Data

Resolution	Aetna	Amerigroup	BCBS	снс	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	FirstCare	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Confirmed	70%	63%	92%	76%	81%	64%	97%	34%	25%	58%	57%	43%	37%	78%	69%	69%	57%	63%	57%
Not Confirmed	28%	37%	6%	24%	1196	36%	3%	65%	50%	29%	37%	2996	40%	1996	30%	18%	38%	34%	0%
Unable to Determine	2%	0%	2%	0%	7%	0%	Q96	1%	25%	13%	696	29%	23%	3%	2%	13%	6%	3%	43%

Confirmed – resolved or partially resolved in Complainant's favor.

Not Confirmed – resolved or partially resolved in MCO's favor.

Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

Count of Complaints by Source: Ombudsman - 886 Complaints, MCS - 540 Complaints, MCO Self-Reported - 7,983 Complaints

Grand Total .60

Overall Rate of Complaints per 10,000 Members by MCO and Quarter 2023 03 2023 02 2023 01 2022 04 2022 03 2023 04 91 01 Molina 59 32 Molina 66 49 Molina 57 37 Molina 58 62 Molina 100.63 Molina United BCBS United United United United 29 30 25.13 BCBS United BCBS BCBS BCBS Superior Superior Dell Children's Amerigroup Superior Amerigroup Amerigroup Ameriaroun Amerigroup Ameriaroup Superior Superior Texas Children's Dell Children's Dell Children's Dell Children's Aetna Texas Children's Texas Children's Texas Children's 8.49 Cook Children's 7.50 Texas Children's 7.24 Scott & White Scott & White Texas Children's Driscoll Children's Aetna 8 00 Driscoll Children's Scott & White 5.75 Parkland Aetna Scott & White Aetna Driscoll Children's 5.62 FirstCare Parkland FirstCare Cook Children's Scott & White 6.98 Parkland 6.21 Parkland 5.54 Cook Children's FirstCare Driscoll Children's Parkland Driscoll Children's Cook Children's Cook Children's 4.81 Scott & White Cook Children's 5.42 CHC 5.54 Driscoll Children's 5.65 Parkland 4.57 El Paso First 5.10 CHC FirstCare 5.42 El Paso First 3.91 El Paso First 4.22 El Paso First 4.41 FirstCare 4.52 Community First 5.42 CHC Community First 2.23 CHC 3.78 Community First 3.48 FirstCare 3.59 Community First 4.17 Dell Children's 3.89 Dell Children's 16.83 Community First 2.56 CHC 3.22 Community First 3.57 El Paso First 3.47 El Paso First 3.03 Grand Total 17.42 Grand Total 16.64 Grand Total 15.04 Grand Total 17.00 Grand Total 19.86 Grand Total 17.78 Overall Rate of Complaints per 10,000 Members by DMO and Quarter 2023 Q4 2023 Q3 2023 Q2 2023 Q1 2022 Q4 2022 Q3 DentaQuest .85 DentaOuest .70 DentaQuest .51 DentaQuest .74 DentaQuest .78 DentaOuest .92 United Dental .36 United Dental .27 United Dental .25 United Dental .30 United Dental .37 United Dental .77 MCNA .29 MCNA .22 MCNA .17 MCNA .15 MCNA .30 MCNA .25

Grand Total .48

Grand Total .57

Grand Total .67

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q4) * 10,000 = Complaints per 10,000. Count of Complaints by Source: Ombudsman - 886 Complaints, MCS - 540 Complaints, MCO Self-Reported - 7,983 Complaints

Grand Total .36

Grand Total .48