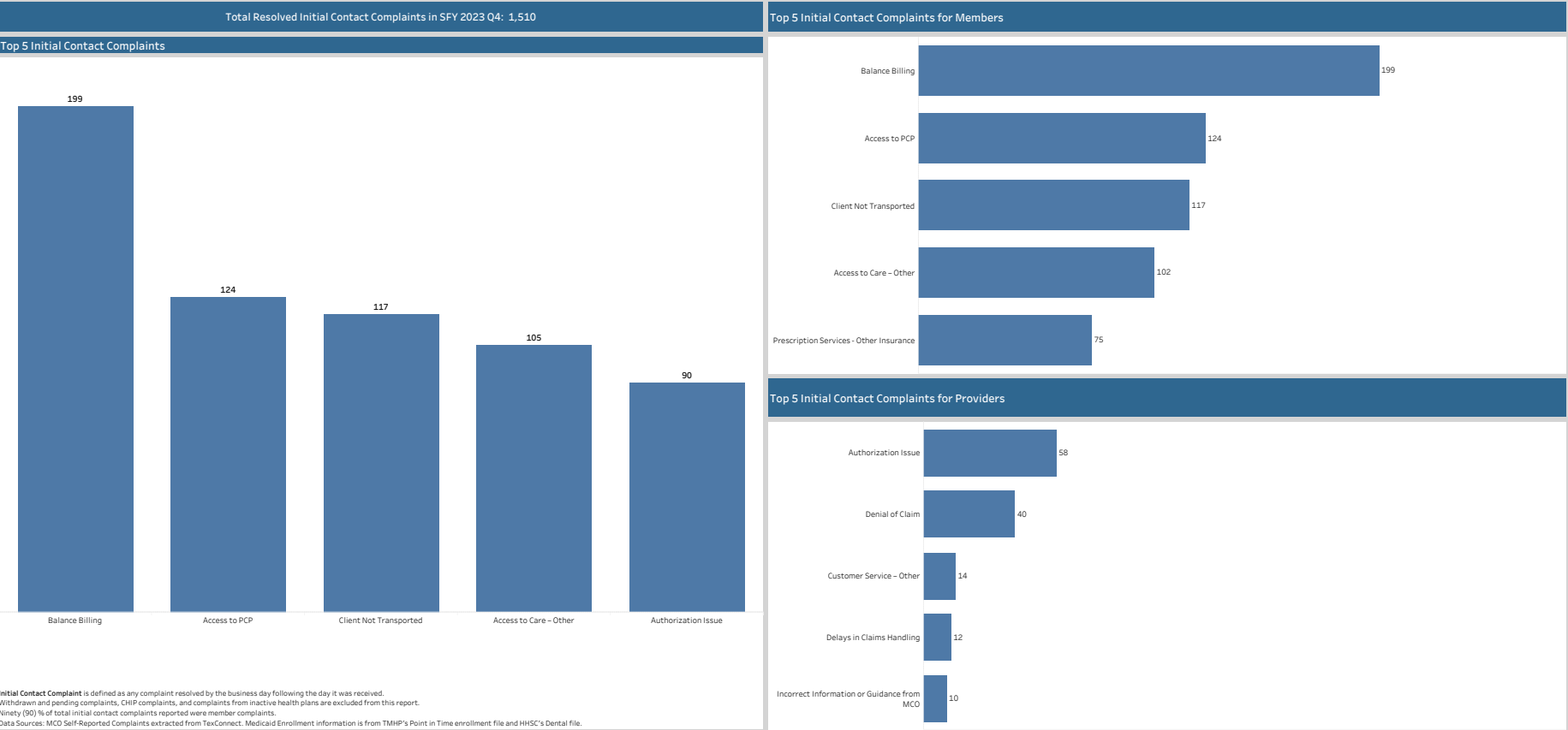


HHSC Initial Contact Complaints - SFY 2023 Q4



HHSC Initial Contact Complaints - SFY 2023 Q4

Top 5 Initial Contact Complaints by Program per 10,000 Members			
MMP	Access to Out-of-Network Provider	2.86	
	MCO Staff Not Responding	2.54	
	Prescription Services - Other	1.59	
	Customer Service - Other	1.59	
	MCO Customer Service/Staff Behavior	.95	
STAR Kids	Access to Care - Other	1.35	
	Balance Billing	1.06	
	Access to PCP	.71	
	Customer Service - Other	.65	
	Access to In-Network Provider (non-PCP)	.53	
STAR+PLUS	Client Not Transported	1.37	
	Driver Issues	.65	
	Provider Treatment Inappropriate/Ineffective	.43	
	Access to DME	.34	
	Access to Care - Other	.34	
STAR	Balance Billing	.39	
	Access to PCP	.23	
	Prescription Services - Other Insurance	.16	
	Authorization Issue	.16	
	Access to In-Network Provider (non-PCP)	.13	
STAR Health	Access to Care - Other	.85	
	NEMT - Other	.42	
	Driver Issues	.42	
	Scheduling error	.21	
Medicaid Dental	Customer Service - Other	.02	
	Provider Treatment Inappropriate/Ineffective	.01	
	Claims/Payment - Other	.01	
	MCO Appeals Process	.01	
	Access to In-Network Provider (non-PCP)	.01	

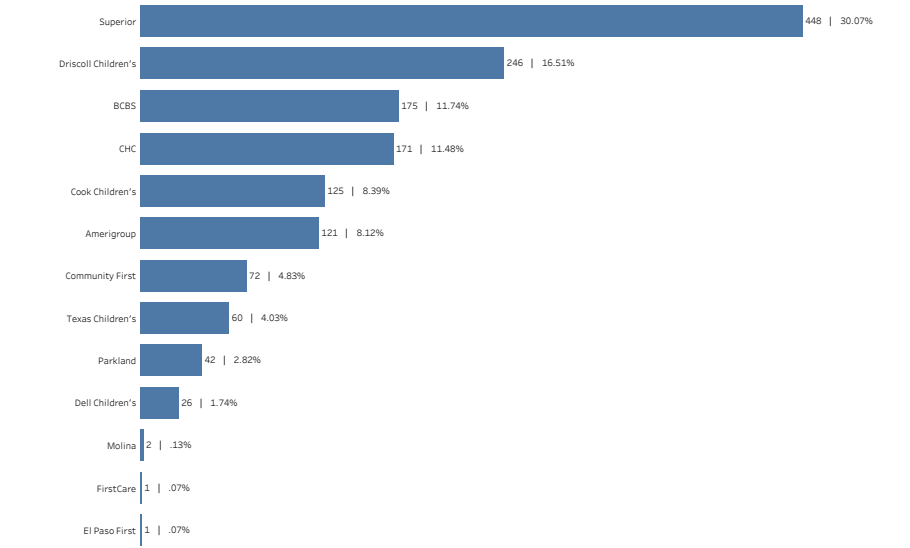
Average Monthly Medicaid Members by Program for SFY 2023 Q4						
MMP	31,496					
STAR Kids	169,749					
STAR+PLUS	582,034					
STAR	4,439,684					
STAR Health	47,131					
Medicaid Dental	3,849,508					
Total Average Monthly Medicaid Members for 2023 Q4 (excluding Dental): 5,270,093						
Enrollment numbers do not equal a distinct count of members enrolled as members in Medicaid Dental can also be enrolled in other programs.						
Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data						
Resolution	MMP	STAR Kids	STAR+PLUS	STAR	STAR Health	Medicaid Dental
Confirmed	81%	80%	54%	80%	78%	45%
Not Confirmed	17%	11%	16%	12%	22%	5%
Unable to Determine	2%	9%	30%	8%	0%	50%
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.						

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

HHSC Initial Contact Complaints - SFY 2023 Q4

Initial Contact Complaint Volume by MCO

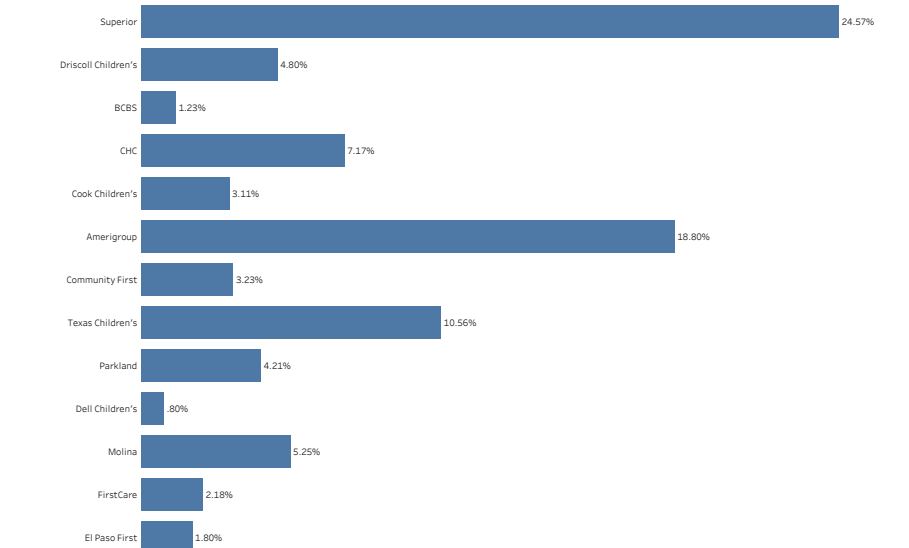
Percentages may not add up to 100% due to rounding.



Total Complaints / Percent of Total Complaints

Total Enrollment by MCO

MCOs/DMOs without initial contact complaints are omitted from this table so percentage may not add up to 100%.



% of Total Enrollment

Initial Contact Complaint Volume by DMO

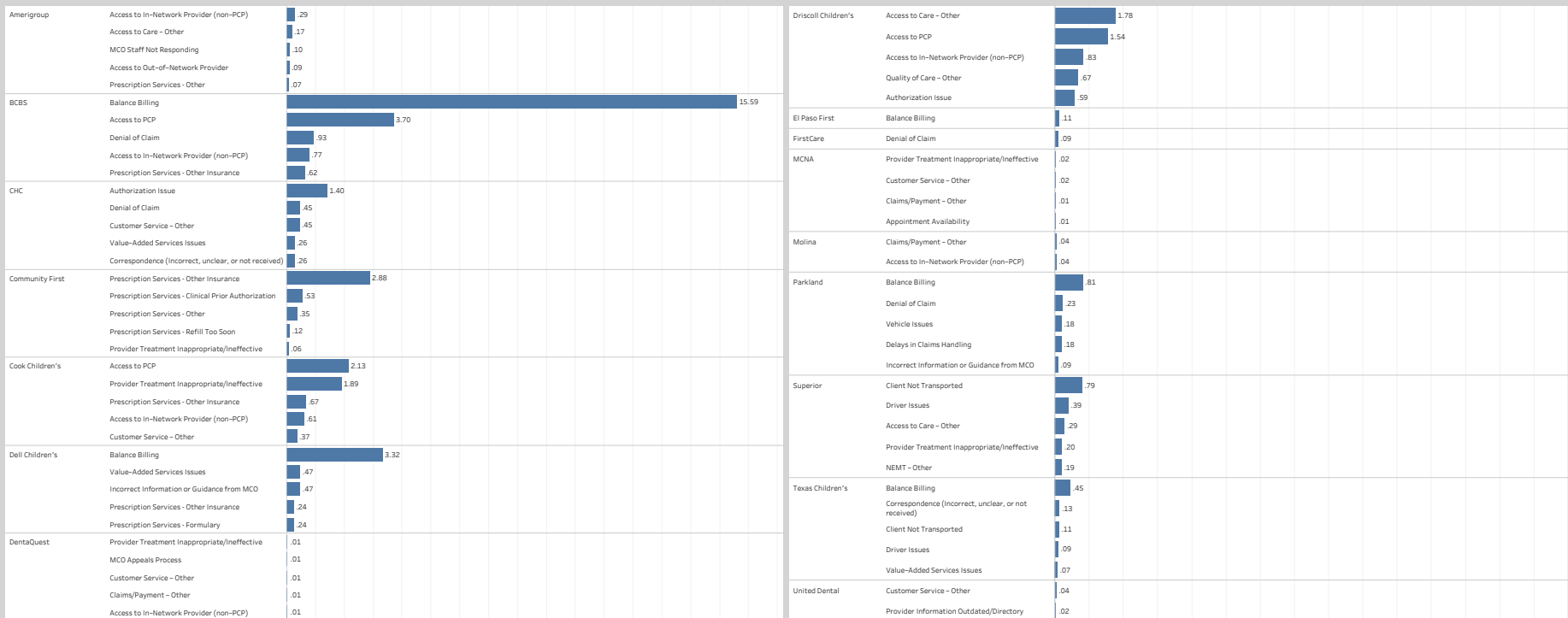


Total Enrollment by DMO



HHSC Initial Contact Complaints - SFY 2023 Q4

Top 5 Initial Contact Complaints by MCO/DMO per 10,000 Members



HHSC Initial Contact Complaints - SFY 2023 Q4

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

Resolution	Amerigroup	BCBS	CHC	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	FirstCare	MCNA	Molina	Parkland	Superior	Texas Children's	United Dental
Confirmed	92%	100%	89%	100%	90%	100%	90%	67%	100%	0%	0%	50%	36%	58%	12%	0%
Not Confirmed	8%	0%	11%	0%	9%	0%	10%	29%	0%	0%	0%	50%	17%	14%	27%	0%
Unable to Determine	0%	0%	0%	0%	2%	0%	0%	4%	0%	100%	100%	0%	48%	28%	62%	100%

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.

HHSC Initial Contact Complaints - SFY 2023 Q4

Overall Rate of Initial Contact Complaints per 10,000 Members by MCO and Quarter

2023 Q4					2023 Q3					2023 Q2					2023 Q1					2022 Q4					2022 Q3				
BCBS	27.02				BCBS	19.65				BCBS	19.98				Driscoll Children's	21.76				BCBS	17.27				Driscoll Children's	18.78			
Driscoll Children's	9.72				Driscoll Children's	10.92				Driscoll Children's	19.34				BCBS	21.74				Driscoll Children's	13.16				BCBS	14.23			
Cook Children's	7.62				Cook Children's	9.32				Cook Children's	8.10				CHC	6.96				CHC	7.30				Cook Children's	12.22			
Dell Children's	6.16				Community First	6.83				Superior	5.60				Superior	6.71				Cook Children's	5.01				Community First	10.18			
CHC	4.53				El Paso First	5.57				El Paso First	4.61				Cook Children's	5.59				Community First	4.57				CHC	6.51			
Community First	4.23				CHC	3.49				Community First	4.46				Community First	3.51				Superior	3.99				Superior	5.95			
Superior	3.46				Superior	3.22				CHC	3.74				El Paso First	2.91				Dell Children's	3.52				El Paso First	4.01			
Parkland	1.89				Amerigroup	1.55				Dell Children's	3.71				Dell Children's	1.86				El Paso First	2.73				Dell Children's	3.40			
Amerigroup	1.22				Texas Children's	.90				Amerigroup	1.44				Amerigroup	1.73				Texas Children's	1.68				Texas Children's	1.53			
Texas Children's	1.08				Dell Children's	.85				Texas Children's	1.23				Parkland	1.27				Amerigroup	1.36				Amerigroup	1.40			
El Paso First	.11				Molina	.17				Parkland	.75				Texas Children's	1.02				Parkland	1.31				Parkland	.99			
FirstCare	.09				Scott & White	.14				United	.09				United	.07				Molina	.36				United	.37			
Molina	.07				United	.09														United	.34				Molina	.22			
Overall Rate	2.83				Overall Rate	2.90				Overall Rate	3.77				Overall Rate	4.30				Overall Rate	3.27				Overall Rate	4.33			
No initial contact complaints reported for Aetna, Scott & White, or United in SFY 23 Q4.					No initial contact complaints reported for Aetna and FirstCare in SFY 23 Q3.					No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q2.					No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q1.					No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q4.					No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q3.				

Overall Rate of Initial Contact Complaints per 10,000 Members by DMO and Quarter

United Dental	.06					United Dental	.04					United Dental	.10					United Dental	.14					United Dental	.22				
DentaQuest	.05					DentaQuest	.04					DentaQuest	.07					DentaQuest	.10					DentaQuest	.12				
MCNA	.05					MCNA	.03					MCNA	.02					MCNA	.01					MCNA	.06				
Overall Rate	.05					Overall Rate	.04					Overall Rate	.05					Overall Rate	.07					Overall Rate	.10				

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q4) * 10,000 = Complaints per 10,000.
*MCO/DMOs with no initial contact complaints for the quarter are not shown but are included in the overall denominator.
The Cigna-HealthSpring Health Plan is inactive as of 12/31/2021.