

Managed Care Compliance and Operations
 Corrective Action Plans (CAPs) as of April 30, 2018

MCO/DMO	Program(s)	Service Area(s)	Area of Non-Compliance
Aetna	STAR STAR Kids CHIP	All Service Areas	Appointment Availability (Vision and OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR CHIP	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Aetna	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	Encounter Submissions (Medical and Pharmacy) The MCO failed to submit timely and accurate encounter data transmissions.
Amerigroup	ALL	All Service Areas	Appointment Availability (Vision and OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review The MCO fails to timely provide a MCO Covered Service that is not otherwise associated with a performance standard.
Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	Appealed Claims Aggregate Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Amerigroup	STAR+PLUS	All Service Areas	FSR to Encounter Reconciliation (Pharmacy) The MCO failed to reconcile pharmacy encounters to within a 2% variance.

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Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	Encounter Submissions (Pharmacy) The MCO failed to timely submit encounter data within 25 calendar days of adjudication.
Amerigroup	STAR+PLUS	All Service Areas	Clean Claims Adjudication (Nursing Facility) Failure to adjudicate 98% of clean claims within 10 days.
Amerigroup	ALL	All Service Areas	Clean Claims Adjudication (Vision) Failure to adjudicate 98% of clean claims within 30 days.
Amerigroup	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	All	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids	1Q; Travis K8; Travis	Operational Review Follow-up (Complaints and Appeals) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	CHIP	All Service Areas	FSR to Encounter Reconciliation (Pharmacy) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Blue Cross Blue Shield	CHIP STAR	1Q; Travis 1P; Travis	FSR to Encounter Reconciliation (Medical) The MCO failed to reconcile medical encounters to within a 2% variance.
Blue Cross Blue Shield	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.

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Blue Cross Blue Shield	STAR	All Service Areas	Operational Review Follow-up (Acute Care and LTSS Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	All	All Service Areas	Member Appeals The MCO failed to resolve at least 98% of Member Appeals within the specified timeframes.
Children's Medical Center	All	All Service Areas	MCO Hotlines (Member, Provider, Nurse) The MCO did not meet hotline performance standards.
Children's Medical Center	ALL	All Service Areas	Timely Prior Authorizations The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	FSR to Encounter Reconciliation (Medical) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Provider Directory The MCO failed to ensure that the provider directory remained current.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Nursing Facility Clean Claims Failure to adjudicate 98% of clean claims within 10 days.
Cigna HealthSpring	ALL	All Service Areas	SAO Audit The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	Utilization Review The MCO fails to timely provide a MCO Covered Service that is not otherwise associated with a performance standard.

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Cigna HealthSpring	ALL	All Service Areas	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Cigna HealthSpring	ALL	All Service Areas	Member Complaints The MCO failed to resolve at least 98% of Member Complaints within 30 calendar days.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Encounter Submissions (Vision) The MCO failed to timely submit medical encounters within 30 days of the adjudication date.
Community First Health Plan	STAR Kids	KA; Bexar	Clean Claims Adjudication (Acute, Vision, Behavioral Health) Failure to adjudicate 98% of clean claims within 30 days.
Community First Health Plan	STAR Kids	KA; Bexar	Appealed Claims Aggregate Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Community First Health Plan	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	42; Bexar	Appointment Availability (OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR CHIP	42; Bexar 03; Bexar	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	42; Bexar	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	Appointment Availability (OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.

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Community Health Choice	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR CHIP	All Service Areas	FSR to Encounter Reconciliation (Medical) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cook Children's	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	ALL	All Service Areas	Provider Directory The MCO failed to ensure that the provider directory remained current.
Cook Children's	ALL	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Cook Children's	STAR Kids	KB; Tarrant	Clean claims - STAR Kids Medical Claims Project Failure to adjudicate 98% of clean claims within 30 days.
Cook Children's	STAR Kids	KB; Tarrant	MCO Hotlines (Nurse) The MCO did not meet hotline performance standards.
Cook Children's	STAR CHIP	66; Tarrant 04; Tarrant	Encounter Submissions The MCO failed to timely submit medical encounters within 30 days of the adjudication date.
Cook Children's	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.

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Dell Children's	ALL	All Service Areas	Clean Claims Adjudication (Vision) Failure to adjudicate 98% of clean claims within 30 days.
Dell Children's	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Statewide	All Service Areas	Targeted Onsite Review The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Driscoll	STAR CHIP	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR Kids	All Service Areas	Clean claims - STAR Kids Medical Claims Project Failure to adjudicate 98% of clean claims within 30 days.
Driscoll	STAR CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	Clean and Appealed Claims Adjudication (Acute, BH, LTSS) Failure to adjudicate 98% of clean and/or appealed claims within 30 days.
First Care Health Plan	ALL	All Service Areas	Appointment Availability (OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.

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First Care Health Plan	ALL	All Service Areas	IG Audit - Security Plan The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	FSR to Encounter Reconciliation (Pharmacy) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
First Care Health Plan	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
MCNA	Statewide	All Service Areas	IG Audit - Dental Sedation The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	Provider Complaints The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Molina	CHIP	All Service Areas	Encounter Submissions (Pharmacy) The MCO failed to timely submit pharmacy encounters within 25 days of the adjudication date.
Molina	ALL	All Service Areas	Appealed Claims Aggregate (Acute, LTC, NF) Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt; within 10 days for nursing facility claims.
Molina	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.

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Molina	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR STAR+PLUS CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	All Service Areas	Appointment Availability (Vision and OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	93; Dallas	Encounter Submissions (Invalid ID Numbers) The MCO failed to submit timely and accurate encounter data transmissions.
Parkland	ALL	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.

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Superior	STAR+PLUS	All Service Areas	Operational Review Follow-up (Private Duty Nursing/STAR+PLUS and HCBS processes) The MCO failed to timely perform an MCO Administrative Service
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Superior	ALL	All Service Areas	IG Audit - MedCare The MCO failed to appropriately perform an MCO Administrative Service.
Superior	STAR+PLUS	9H; Dallas	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	SAO Audit The MCO failed to perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.
Texas Children's	ALL	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.

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Texas Children's	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR CHIP	All Service Areas	Encounter Submissions (Medical and Vision) The MCO failed to timely or accurately encounters within 30 calendar days of the adjudication date.
Texas Children's	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
United	STAR+PLUS	All Service Areas	Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
United	STAR+PLUS	All Service Areas	Clean Claims Adjudication (Nursing Facility) Failure to adjudicate 98% of clean claims within 10 days.
United	ALL	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
United	ALL	All Service Areas	Appointment Availability (Vision and OB/Gyn) The MCO failed to timely perform an MCO Administrative Service.
United	STAR	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.