

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of May 31, 2018

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
American Medical Response (AMR)	Medical Transportation	Regions 3,6	<b>Fixed Route Schedules</b> The MTO failed to meet contractual standards.
Amerigroup	ALL	All Service Areas	<b>Appointment Availability (Vision and OB/Gyn)</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	<b>Utilization Review</b> 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	<b>Appealed Claims Aggregate</b> Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Amerigroup	STAR+PLUS	All Service Areas	<b>FSR to Encounter Reconciliation (Pharmacy)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	<b>Encounter Submissions (Pharmacy)</b> The MCO failed to timely submit encounter data within 25 calendar days of adjudication.

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Amerigroup	STAR+PLUS	All Service Areas	<b>Clean Claims Adjudication (Nursing Facility)</b> Failure to adjudicate 98% of clean claims within 10 days.
Amerigroup	ALL	All Service Areas	<b>Clean Claims Adjudication (Vision)</b> Failure to adjudicate 98% of clean claims within 30 days.
Amerigroup	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	All	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids	1Q; Travis K8; Travis	<b>Operational Review Follow-up (Complaints and Appeals)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	CHIP	All Service Areas	<b>FSR to Encounter Reconciliation (Pharmacy)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Blue Cross Blue Shield	CHIP STAR	1Q; Travis 1P; Travis	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile medical encounters to within a 2% variance.
Blue Cross Blue Shield	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.

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Blue Cross Blue Shield	STAR	All Service Areas	<b>Operational Review Follow-up (Acute Care and LTSS Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	All	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve at least 98% of Member Appeals within the specified timeframes.
Blue Cross Blue Shield	All	All Service Areas	<b>Acute Claims (Clean and Appealed)</b> Failure to adjudicate 98% of clean claims within 10 days.
Children's Medical Center	All	All Service Areas	<b>MCO Hotlines (Member, Provider, Nurse)</b> The MCO did not meet hotline performance standards.
Children's Medical Center	ALL	All Service Areas	<b>Timely Prior Authorizations</b> The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Children's Medical Center	ALL	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Provider Directory</b> The MCO failed to ensure that the provider directory remained current.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Nursing Facility Clean Claims</b> Failure to adjudicate 98% of clean claims within 10 days.

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Cigna HealthSpring	ALL	All Service Areas	<b>SAO Audit</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	<b>Utilization Review</b> The MCO fails to timely provide a MCO Covered Service that is not otherwise associated with a performance standard.
Cigna HealthSpring	ALL	All Service Areas	<b>Provider Complaints</b> The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Cigna HealthSpring	ALL	All Service Areas	<b>Member Complaints</b> The MCO failed to resolve at least 98% of Member Complaints within 30 calendar days.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Encounter Submissions (Vision)</b> The MCO failed to timely submit medical encounters within 30 days of the adjudication date.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Clean Claims Adjudication (Acute, Vision, Behavioral Health)</b> Failure to adjudicate 98% of clean claims within 30 days.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Appealed Claims Aggregate</b> 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	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	42; Bexar	<b>Appointment Availability (OB/Gyn)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR CHIP	42; Bexar 03; Bexar	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.

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Community First Health Plan	STAR	42; Bexar	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR CHIP	All Service Areas	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cook Children's	ALL	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	ALL	All Service Areas	<b>Provider Directory</b> The MCO failed to ensure that the provider directory remained current.
Cook Children's	ALL	All Service Areas	<b>IG Audit - Improper Release of Funds</b> The MCO failed to appropriately perform an MCO Administrative Service.
Cook Children's	STAR Kids	KB; Tarrant	<b>Clean claims - STAR Kids Medical Claims Project</b> Failure to adjudicate 98% of clean claims within 30 days.
Cook Children's	STAR Kids	KB; Tarrant	<b>MCO Hotlines (Nurse)</b> The MCO did not meet hotline performance standards.
Cook Children's	STAR CHIP	66; Tarrant 04; Tarrant	<b>Encounter Submissions</b> The MCO failed to timely submit medical encounters within 30 days of the adjudication date.
Cook Children's	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.

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Cook Children's	ALL	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Dell Children's	ALL	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Statewide	All Service Areas	<b>Targeted Onsite Review</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	<b>IG Audit - SIU</b> The MCO failed to appropriately perform an MCO Administrative Service.
Driscoll	STAR Kids	All Service Areas	<b>Clean claims - STAR Kids Medical Claims Project</b> Failure to adjudicate 98% of clean claims within 30 days.
Driscoll	ALL	All Service Areas	<b>Clean and Appealed Claims Adjudication (Acute, BH, LTSS)</b> Failure to adjudicate 98% of clean and/or appealed claims within 30 days.
First Care Health Plan	ALL	All Service Areas	<b>IG Audit - Security Plan</b> The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	<b>FSR to Encounter Reconciliation (Pharmacy)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.

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First Care Health Plan	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Logisticare	Medical Transportation	All Regions	<b>Past Due Complaints</b> The MTO did not timely resolve 98% of complaints received.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>FREW Compliance Metrics</b> The MTO failed to meet compliance standards.
Molina	ALL	All Service Areas	<b>IG Audit - Improper Release of Funds</b> The MCO failed to appropriately perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	<b>Operational Review Follow-up (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>Provider Complaints</b> The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Molina	CHIP	All Service Areas	<b>Encounter Submissions (Pharmacy)</b> The MCO failed to timely submit pharmacy encounters within 25 days of the adjudication date.
Molina	ALL	All Service Areas	<b>Appealed Claims Aggregate (Acute, LTC, NF)</b> 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	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR STAR+PLUS CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.

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Parkland	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	All Service Areas	<b>Appointment Availability (Vision and OB/Gyn)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Scott & White	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR+PLUS	All Service Areas	<b>Operational Review Follow-up (Private Duty Nursing/STAR+PLUS and HCBS processes)</b> The MCO failed to timely perform an MCO Administrative Service
Superior	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	ALL	All Service Areas	<b>IG Audit - MedCare</b> The MCO failed to appropriately perform an MCO Administrative Service.



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Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	<b>SAO Audit</b> The MCO failed to perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP STAR Kids	All Service Areas	<b>IG Audit - Improper Release of Funds</b> The MCO failed to appropriately perform an MCO Administrative Service.
Texas Children's	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR CHIP	All Service Areas	<b>Encounter Submissions (Medical and Vision)</b> The MCO failed to timely or accurately encounters within 30 calendar days of the adjudication date.
Texas Children's	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	<b>Network Adequacy Time and Distance</b> The MCO failed to timely perform an MCO Administrative Service.
United	STAR+PLUS	All Service Areas	<b>Operational Review Follow-up (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	<b>Clinician Administered Drugs (CAD)</b> The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
United	ALL	All Service Areas	<b>Appointment Availability (Vision and OB/Gyn)</b> The MCO failed to timely perform an MCO Administrative Service.

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United	STAR	All Service Areas	<b>FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.