

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

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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.
Aetna	ALL	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Aetna	STAR	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Aetna	STAR	All Service Areas	Encounter Reconciliation (Medical) The MCO failed to reconcile medical encounters to within a 2% variance.
Aetna	STAR CHIP	All Service Areas	Behavioral Health Hotline The MCO did not meet the ≤7% standard for the call abandonment rate.
American Medical Response (AMR)	Medical Transportation	Regions 3,6	Fixed Route Schedules The MTO failed to meet contractual standards.
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.

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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 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	All Service Areas	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	Therapy Rate Change The MCO failed to timely implement September 1, 2017 rate changes for therapy services.
Blue Cross Blue Shield	STAR CHIP	1P; Travis 1Q; Travis	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR STAR Kids	1Q; Travis K8; Travis	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.

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Blue Cross Blue Shield	STAR CHIP STAR Kids	All	Operational Review Follow-up (Complaints and Appeals) The MCO failed to timely perform an MCO Administrative Service.
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	1P; Travis	FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR CHIP STAR Kids	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.
Blue Cross Blue Shield	ALL	All Service Areas	Acute Claims (Clean and Appealed) Failure to adjudicate 98% of clean claims within 10 days.
Blue Cross Blue Shield	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	ECI Claims Payment The MCO failed to accurately review prior authorizations to facilitate claims payment.
Blue Cross Blue Shield	STAR Kids	K8; Travis	Nurse Hotline The MCO did not meet the 80% call hold rate standard.
Blue Cross Blue Shield	STAR Kids	K8; Travis	Behavioral Health Hotline The MCO did not meet the ≤7% standard for the call abandonment rate.
Children's Medical Center	ALL	All Service Areas	MCO Hotlines (Member, Provider, Nurse) The MCO did not meet hotline performance standards.

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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.
Children's Medical Center	ALL	All Service Areas	Private Duty Nursing The MCO failed to provide private duty nursing for an enrolled member.
Children's Medical Center	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	Clean Claims Adjudication (LTSS) Failure to adjudicate 98% of clean claims within 30 days.
Children's Medical Center	ALL	All Service Areas	Clean Claims Adjudication (Acute) Failure to adjudicate 98% of clean claims within 30 days.
Children's Medical Center	ALL	All Service Areas	Appealed Claims Aggregate Failure to adjudicate 98% of appealed claims within 30 days.
Children's Medical Center	ALL	All Service Areas	Provider Complaints The MCO has experienced a significant increase in the number of claims processing complaints.
Children's Medical Center	ALL	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Appointment Availability (Vision) 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.

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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.
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.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
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.

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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	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Community First Health Plan	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
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.
Community Health Choice	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	Network Adequacy Time and Distance 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	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.

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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.
Cook Children's	ALL	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Cook Children's	STAR	66; Tarrant	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Cook Children's	STAR Kids	All Service Areas	Member Appeals The MCO failed to resolve at least 98% of Member Appeals within the specified timeframes.
Cook Children's	STAR Kids		FSR to Encounter Reconciliation (Medical) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cook Children's	ALL	All Service Areas	Provider File Submission The MCO failed to timely submit CHIP provider files.
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.
Dell Children's	ALL	All Service Areas	MCO Hotlines (Behavioral Health) The MCO did not meet the standard $\leq 7\%$ call abandonment rate.

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Dell Children's	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
DentaQuest	Statewide	All Service Areas	Targeted Onsite Review The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Statewide	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately 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 - SIU The MCO failed to appropriately 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	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.
Driscoll	STAR	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
EI Paso Health	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
EI Paso Health	ALL	All Service Areas	Network Adequacy Time and Distance 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	Inaccurate Encounter Reporting The MCO failed to submit accurate institutional vision and behavioral health encounter data.
First Care Health Plan	ALL	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	Network Adequacy Time and Distance The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	CHIP	All Service Areas	Provider File Submission The MCO failed to timely submit CHIP provider files.
Logisticare	Medical Transportation	All Regions	Past Due Complaints The MTO did not timely resolve 98% of complaints received.
MCNA	Statewide	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	FREW Compliance Metrics The MTO failed to meet compliance standards.
Molina	ALL	All Service Areas	IG Audit - Improper Release of Funds The MCO failed to appropriately perform an MCO Administrative Service.

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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.
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.
Molina	STAR+PLUS CHIP	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately 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.

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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.
Parkland	STAR CHIP	All Service Areas	Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs.
Parkland	ALL	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately 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 (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
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.

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Superior	ALL	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 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	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.
Superior	ALL	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Superior	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.
Superior	STAR STAR+PLUS CHIP	All Service Areas	Provider Hotline The MCO did not meet the average hold time 2 minute standard.
Superior	STAR Kids	All Service Areas	Nurse Hotline The MCO did not meet the 80% call hold rate standard.
Superior	STAR STAR+PLUS	All Service Areas	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.

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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	All Service Areas	FREW Timely Checkups 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	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.
United	STAR	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.
United	STAR STAR+PLUS	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service.