

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

| MCO/DMO/MTO | Program(s) | Service Area(s)/Region | Area of Non-Compliance |
|---------------------------------|---------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Aetna | STAR | All Service Areas | 2015 FREW Timely Checkups 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 | 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 | 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. |

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| Amerigroup | STAR | All Service Areas | 2015 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 | ALL | All Service Areas | IG Audit The MCO failed to respond to requests for information. |
| 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 | 2015 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) The MCO failed to adjudicate 98% of clean claims within 30 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. |

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| 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 | ALL | All Service Areas | IG Audit - Fraud, Waste, and Abuse The MCO does not have effective fraud, waste, and abuse compliance plan activities. |
| 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. |
| 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 | Clean Claims Adjudication (Acute, LTSS) The MCO failed 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. |

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| Children's Medical Center | ALL | All Service Areas | Operational Review Follow-up (Compliance, Utilization Review) The MCO failed to timely perform an MCO Administrative Service. |
| Children's Medical Center | ALL | All Service Areas | IG Audit - Fraud, Waste, and Abuse The MCO does not have effective fraud, waste, and abuse compliance plan activities. |
| 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 | 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 | Targeted Review (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 | Operational Review Follow-up (General) 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) The MCO failed 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 | 2015 FREW Timely Checkups 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 | IG Audit - Security Plan The MCO failed to timely perform an MCO Administrative Service. |
| Community First Health Plan | ALL | Bexar | Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs. |
| Community Health Choice | STAR | All Service Areas | 2015 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. |
| Cook Children's | ALL | All Service Areas | Provider Directory The MCO failed to ensure that the provider directory remained current. |

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| 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 The MCO failed 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 | 2015 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 | 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 | Provider File Submission The MCO failed to timely submit CHIP provider files. |
| Cook Children's | STAR | All Service Areas | Acute Clean Claims The MCO failed to adjudicate 98% of clean claims within 30 days. |
| Cook Children's | STAR CHIP | All Service Areas | Appealed Claims Aggregate The MCO failed to adjudicate 98% of appealed claims within 30 days. |

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| Cook Children's | ALL | All Service Areas | Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service. |
| Dell Children's | STAR | All Service Areas | 2015 FREW Timely Checkups 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. |
| DentaQuest | Dental | Statewide | Targeted Onsite Review The MCO failed to timely perform an MCO Administrative Service. |
| DentaQuest | Dental | Statewide | Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service. |
| DentaQuest | Dental | Statewide | Claims Processing The DMO failed to notify providers of a claims processing limitation. |
| 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 The MCO failed to adjudicate 98% of clean claims within 30 days. |
| Driscoll | ALL | All Service Areas | Clean and Appealed Claims Adjudication (Acute, BH, LTSS) The MCO failed to adjudicate 98% of clean claims within 30 days. |
| Driscoll | ALL | All Service Areas | Third Party Audit (Self-Reported Data) The MCO failed to accurately perform an MCO Administrative Service. |
| Driscoll | ALL | All Service Areas | Clinician Administered Drugs (CAD) The MCO failed to include national drug codes (NDCs) on encounters for outpatient prescription drugs. |

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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 | 2015 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 | CHIP | All Service Areas | Provider File Submission The MCO failed to timely submit CHIP provider files. |
| First Care Health Plan | STAR | All Service Areas | 2016 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service. |
| Logisticare | Medical Transportation | All Regions | Past Due Complaints The MTO did not timely resolve 98% of complaints received. |
| Medical Transportation Management (MTM) | Medical Transportation | All Regions | Operational Review The MTO did not successfully meet criteria reviewed. |
| 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. |

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| 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 | 2015 FREW Timely Checkups 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. |
| Molina | ALL | All Service Areas | IG Audit The MCO failed to respond to requests for information. |
| Parkland | STAR | All Service Areas | 2015 FREW Timely Checkups 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. |

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| Scott & White | ALL | All Service Areas | 2015 FREW Timely Checkups 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. |
| Superior | STAR STAR+PLUS CHIP STAR Kids | All Service Areas | 2015 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 | 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 | STAR | All Service Areas | 2015 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service. |
| Texas 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. |
| Texas Children's | ALL | All Service Areas | Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service. |
| Texas Children's | CHIP | 7M; Harris | Member Complaints The MCO failed to resolve at least 98% of Member Complaints within 30 calendar days. |
| Texas Children's | CHIP | 7M; Harris | Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days. |
| Texas Children's | STAR | All Service Areas | Clean Claims Adjudication (Acute) The MCO failed to adjudicate 98% of clean claims within 30 days. |
| Texas Children's | STAR CHIP | All Service Areas | Clean Claims Adjudication (Behavioral Health) The MCO failed to adjudicate 98% of clean claims within 30 days. |
| Texas Children's | STAR | All Service Areas | Appealed Claims Aggregate Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt. |
| 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 | STAR | All Service Areas | 2015 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service. |