

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of April 30, 2019

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR	All Service Areas	<b>2015 FREW Timely Checkups</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.
Aetna	STAR	All Service Areas	<b>Encounter Reconciliation (Medical)</b> The MCO failed to reconcile medical encounters to within a 2% variance.
Aetna	STAR CHIP	All Service Areas	<b>Behavioral Health Hotline</b> The MCO did not meet the ≤7% standard for the call abandonment rate.
Aetna	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR STAR KIDS	All Service Areas	<b>Appealed Claims Aggregate (Acute, BH, LTSS)</b> Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Aetna	STAR	All Service Areas	<b>Appointment Availability (Vision)</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>Encounter Submissions (Pharmacy)</b> The MCO failed to timely submit encounter data within 25 calendar days of adjudication.

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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.
Amerigroup	ALL	All Service Areas	<b>IG Audit</b> The MCO failed to respond to requests for information.
Amerigroup	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR STAR+PLUS	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO did not meet all time or distance access standards.
Amerigroup	STAR STAR+PLUS CHIP	All Service Areas	<b>IG Audit - Security Plan</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR Kids	All Service Areas	<b>Covered Service (Overhead Lift)</b> The MCO failed to provide a covered service
Amerigroup	STAR+PLUS	All Service Areas	<b>SAO Audit</b> The MCO failed to perform an MCO Administrative Service.
Amerigroup	STAR Kids	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR Kids	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 CHIP STAR Kids	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	STAR CHIP STAR Kids	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve at least 98% of Member Appeals within the specified timeframes.

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Blue Cross Blue Shield	STAR CHIP STAR Kids	All Service Areas	<b>Acute Claims (Clean and Appealed)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
Blue Cross Blue Shield	ALL	All Service Areas	<b>ECI Claims Payment</b> The MCO failed to accurately review prior authorizations to facilitate claims payment.
Blue Cross Blue Shield	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	STAR	All Service Areas	<b>2016 FREW Timely Checkups</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.
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>Private Duty Nursing</b> The MCO failed to provide private duty nursing for an enrolled member.
Children's Medical Center	ALL	All Service Areas	<b>Clean Claims Adjudication (Acute, LTSS)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
Children's Medical Center	ALL	All Service Areas	<b>Appealed Claims Aggregate</b> Failure to adjudicate 98% of appealed claims within 30 days.

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Children's Medical Center	ALL	All Service Areas	<b>Provider Complaints</b> The MCO has experienced a significant increase in the number of claims processing complaints.
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.
Children's Medical Center	ALL	All Service Areas	<b>Operational Review Follow-up (Compliance, Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>2017 Appointment Availability (Vision)</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	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.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.

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Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Targeted Review (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>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	<b>Operational Review Follow-up (Therapy and Transition Issues)</b> The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	STAR STAR Kids CHIP	All Service Areas	<b>2018 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Clean Claims Adjudication (Acute, Vision, Behavioral Health)</b> The MCO failed 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	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Community First Health Plan	ALL	All Service Areas	<b>IG Audit - Security Plan</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	ALL	Bexar	<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	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.

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Community First Health Plan	ALL	Bexar	<b>Operational Review Follow-up (General)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	42; Bexar	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR STAR Kids CHIP	All Service Areas	<b>Appointment Availability (Vision)</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.
Community Health Choice	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	<b>MCO Hotlines (Behavioral Health)</b> The MCO did not meet the standard $\leq 7\%$ call abandonment rate.
Community Health Choice	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</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	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.

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Cook Children's	STAR	66; Tarrant	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Cook Children's	STAR Kids	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve at least 98% of Member Appeals within the specified timeframes.
Cook Children's	STAR Kids	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>Provider File Submission</b> The MCO failed to timely submit CHIP provider files.
Cook Children's	STAR CHIP	All Service Areas	<b>Appealed Claims Aggregate</b> The MCO failed to adjudicate 98% of appealed claims within 30 days.
Cook Children's	ALL	All Service Areas	<b>Operational Review Follow-up (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	ALL	All Service Areas	<b>MCO Hotlines (Behavioral Health)</b> The MCO incorrectly routed calls to an unmonitored phone number.
Cook Children's	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	<b>Operational Review Follow-up (Retro Claims Processing)</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.

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Dell Children's	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	<b>Claims Processing</b> The DMO failed to notify providers of a claims processing limitation.
Driscoll	ALL	All Service Areas	<b>IG Audit - SIU</b> The MCO failed to appropriately perform an MCO Administrative Service.
Driscoll	ALL	All Service Areas	<b>Clean and Appealed Claims Adjudication (Acute, BH, LTSS)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
Driscoll	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Driscoll	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.
Driscoll	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR Kids	KC; Hidalgo	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Driscoll	STAR Kids	All Service Areas	<b>Operational Review Follow-Up (LTSS)</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR STAR Kids CHIP	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.



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El Paso Health	STAR	37; El Paso	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	STAR CHIP	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
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>Inaccurate Encounter Reporting</b> The MCO failed to submit accurate institutional vision and behavioral health encounter data.
First Care Health Plan	CHIP	All Service Areas	<b>Provider File Submission</b> The MCO failed to timely submit CHIP provider files.
First Care Health Plan	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	<b>Operational Review Follow-Up</b> The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	CHIP	All Service Areas	<b>Appointment Availability (Vision)</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>Operational Review</b> The MTO did not successfully meet criteria reviewed.

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Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Customer Satisfaction Results</b> Failure to achieve an overall 95% on annual customer satisfaction surveys.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Material Subcontractor Review</b> The MTO did not successfully meet criteria reviewed.
Molina	ALL	All Service Areas	<b>IG Audit - Improper Release of Funds</b> The MCO failed to appropriately 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	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 STAR+PLUS CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR+PLUS CHIP	All Service Areas	<b>Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>IG Audit</b> The MCO failed to respond to requests for information.
Molina	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR	All Service Areas	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.

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Molina	STAR+PLUS	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	<b>2015 FREW Timely Checkups</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.
Parkland	ALL	All Service Areas	<b>Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	<b>Behavioral Health Hotline</b> The MCO implemented a system change and calls were misrouted to an unmonitored number.
Parkland	STAR 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.
Scott & White	ALL	All Service Areas	<b>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
Scott & White	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Scott & White	STAR	C3; MRSA Central	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.

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Scott & White	ALL	All Service Areas	<b>Member Materials</b> The MCO distributed letters to members on a template that was not approved by HHSC.
Scott & White	ALL	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR+PLUS	All Service Areas	<b>Operational Review Follow-up (STAR+PLUS and HCBS processes)</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	All Service Areas	<b>Provider Hotline</b> The MCO did not meet the average hold time 2 minute standard.
Superior	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO did not meet the 80% call hold rate standard.
Superior	STAR STAR+PLUS	All Service Areas	<b>Provider Complaints</b> The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Superior	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR STAR+PLUS	All Service Areas 47; Bexar	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	ALL	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.
Superior	STAR STAR Kids STAR Health	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.

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Texas 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.
Texas Children's	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	CHIP	7M; Harris	<b>Provider Complaints</b> The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Texas Children's	STAR	All Service Areas	<b>Clean Claims Adjudication (Acute)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
Texas Children's	STAR CHIP	All Service Areas	<b>Clean Claims Adjudication (Behavioral Health)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
Texas Children's	STAR	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.
Texas Children's	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR	72; Harris 8K; Jefferson	<b>2016 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO did not meet the ≤7% call abandonment rate standard.
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.