

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of October 31, 2019

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 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.
Aetna	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO did not meet the ≤7% standard for the call abandonment rate.
Aetna	ALL	All Service Areas	<b>Operational Review Follow-up</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	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 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.

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Amerigroup	STAR Kids	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>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR Kids	All Service Areas	<b>Operational Review Follow-up</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	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
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>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>Operational Review Follow-up (Compliance, Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	<b>Operational Review Follow-up (Acute Utilization Review)</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>Third Party Audit (Self-Reported Data)</b> The MCO failed to accurately perform an MCO Administrative Service.
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.

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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.
Cigna HealthSpring	ALL	All Service Areas	<b>Provider Contract Terminations</b> The MCO failed to notify HHSC within five days of a provider contract termination.
Cigna HealthSpring	ALL	All Service Areas	<b>IG Audit</b> The MCO had non-compliances in three areas of service coordination.
Cigna HealthSpring	ALL	All Service Areas	<b>LTSS Appealed Claims</b> The MCO failed to resolve at least 98% of appealed claims within 30 calendar days of the MCO's receipt.
Cigna HealthSpring	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Clean Claims Adjudication (Acute, Behavioral Health, LTSS)</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	Bexar	<b>Operational Review Follow-up (General)</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 First Health Plan	STAR STAR Kids CHIP	All Service Areas	<b>Appointment Availability (PCP)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR CHIP	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.

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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>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
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	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 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	ALL	All Service Areas	<b>MCO Hotlines (Behavioral Health)</b> The MCO incorrectly routed calls to an unmonitored phone number.

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Cook Children's	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR Kids	All Service Areas	<b>IG Audit</b> The MCO had non-compliances in three areas of service coordination.
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	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
DentaQuest	Dental	Statewide	<b>Claims Processing</b> The DMO failed to notify providers of a claims processing limitation.
DentaQuest	Dental	Statewide	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
DentaQuest	Dental	Statewide	<b>Member Complaints</b> The MCO failed to resolve Member Complaints within 30 days of receipt.
DentaQuest	Dental	Statewide	<b>Member Appeals</b> The MCO failed to resolve Member Complaints within 30 days of receipt.
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	STAR Kids	KC; Hidalgo	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.

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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.
Driscoll	STAR	82, Nueces	<b>Provider Complaints</b> The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Driscoll	STAR Kids	All Service Areas	<b>Vision Encounters</b> The subcontractor has not submitted encounter data since November 2016.
Driscoll	STAR STAR Kids	KC; Hidalgo	<b>Nurse Hotline</b> The MCO failed to meet the 80% call hold rate standard.
Driscoll	STAR	All Service Areas	<b>Member Complaints</b> The MCO failed to meet the 98% standard for complaints resolved within 30 days.
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	ALL	All Service Areas	<b>Operational Review Follow-Up</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	STAR	All Service Areas	<b>2016 FREW Timely Checkups</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.



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First Care Health Plan	STAR	50; Lubbock	<b>Operational Review Follow-up (Acute Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Logisticare	Medical Transportation	All Regions	<b>Desk Review Performance</b> The MTO failed to meet 98% of the desk review findings.
Logisticare	Medical Transportation	All Regions	<b>Client Services Complaints</b> The MTO failed to timely resolve client service delivery complaints.
Logisticare	Medical Transportation	All Regions	<b>Client Satisfaction Survey</b> The MTO failed to meet the 95% client satisfaction standard.
Logisticare	Medical Transportation	All Regions	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
Logisticare	Medical Transportation	All Regions	<b>IG Audit</b> The MTO did not successfully meet criteria reviewed.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Accident/Incident Client Safety</b> The MTO failed to timely report accidents and incidents.
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>Encounter Submissions</b> The MTO failed to meet encounter standards.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>IG Audit</b> The MCO failed to respond to requests for information.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Performing Provider Monitoring</b> The MTO failed to monitor performing providers and submit complete and timely reports.



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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)</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	ALL	All Service Areas	<b>Operational Review Follow-up (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR	All Service Areas	<b>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>PBM Audit</b> The MCO's formulary did not align with the Vendor Drug Program.
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 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.
Parkland	STAR CHIP	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Parkland	STAR CHIP	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.

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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	ALL	All Service Areas	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	<b>Utilization Review</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 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	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.
Superior	STAR Health	All Service Areas	<b>MDCP Consenter Policy</b> The MCO failed to provide a covered service because there was no policy in place.
Superior	STAR Health	All Service Areas	<b>Covered Services</b> The MCO failed to provide covered services to MSHCN members.

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Superior	STAR Health	All Service Areas	<b>IG Audit</b> The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery.
Superior	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
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	CHIP STAR Kids	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 Kids	All Service Areas	<b>Clean Claims Adjudication (Behavioral Health, LTSS)</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	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.
Texas Children's	ALL	All Service Areas	<b>Vision Encounter Submission</b> The MCO failed to submit encounters since the start of the subcontractor's contract.

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Texas Children's	STAR Kids	All Service Areas	<b>Covered Services</b> The MCO failed to provide covered services to MDCP members.