

Managed Care Compliance and Operations
 Corrective Action Plans (CAPs) as of April 30, 2020

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP	All Service Areas	Behavioral Health Hotline The MCO did not meet the ≤7% standard for the call abandonment rate.
Aetna	STAR	All Service Areas	Appointment Availability (Prenatal) The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR STAR KIDS	All Service Areas	Appealed Claims Aggregate (Acute, BH, LTSS) Th MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Aetna	STAR	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Aetna	STAR Kids	All Service Areas	Nurse Hotline The MCO did not meet the ≤7% standard for the call abandonment rate.
Aetna	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Aetna	ALL	All Service Areas	2017 FREW Timely Checkups The MCO failed to ensure that 50% or fewer new and existing members received a timely THSteps medical checkup.
Aetna	STAR STAR Kids	All Service Areas	Utilization Review Onsite Follow-Up The MCO fails to timely provide a MCO Covered Service that is not otherwise associated with a performance standard.
Aetna	STAR CHIP	All Service Areas	Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
American Medical Response, Inc.	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.

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American Medical Response, Inc.	ALL	All Service Areas	Client Satisfaction Survey The MTO failed to meet the 95% client satisfaction standard.
American Medical Response, Inc.	ALL	All Service Areas	Encounter Submissions The MTO failed to meet encounter standards.
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	ALL	All Service Areas	IG Audit The MCO failed to respond to requests for information.
Amerigroup	STAR Kids	All Service Areas	Covered Service (Overhead Lift) The MCO failed to provide a covered service.
Amerigroup	STAR Kids	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Amerigroup	STAR STAR Kids	All Service Areas	2017 FREW Timely Checkups The MCO failed to ensure that 50% or fewer new and existing members received a timely THSteps medical checkup.
Amerigroup	STAR+PLUS	All Service Areas	Custom Power Wheelchair(CPWC) Denials The MCO failed to processed CPWC claims with the correct codes.
Amerigroup	ALL	All Service Areas	Untimely Vendor Notification (AIM) Failed to timely perform an administrative service.
Amerigroup	STAR	All Service Areas	Appointment Availability (BH) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	STAR+Plus Waiver Program Assessments The MCO failed to timely perform an MCO Administrative Service.

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Amerigroup	STAR Kids STAR+PLUS	All Service Areas	2019 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	2017 FREW Timely Checkups The MCO failed to ensure that 50% or fewer new and existing members received a timely THSteps medical checkup.
Blue Cross Blue Shield	STAR CHIP	All Service Areas	Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Blue Cross Blue Shield	ALL	All Service Areas	2018 Performance Audit The MCO failed to perform an 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	Operational Review Follow-up (Acute Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	IG Audit - Security Controls The MCO failed to have appropriate measures in place.
Children's Medical Center	ALL	All Service Areas	IG Encounter Data Review The MCO failed to have appropriate measures in place.
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.

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Cigna HealthSpring	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	Operational Review Follow-up (Therapy and Transition Issues) The MCO failed to timely perform an MCO Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	Provider Contract Terminations The MCO failed to notify HHSC within five days of a provider contract termination.
Cigna HealthSpring	ALL	All Service Areas	IG Audit The MCO had non-compliances in three areas of service coordination.
Cigna HealthSpring	ALL	All Service Areas	LTSS Appealed Claims The MCO failed to resolve at least 98% of appealed claims within 30 calendar days of the MCO's receipt.
Cigna HealthSpring	STAR	All Service Areas	2018 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, Behavioral Health, LTSS) The MCO failed to adjudicate 98% of clean claims within 30 days.
Community First Health Plan	STAR Kids	KA; Bexar	Appealed Claims Aggregate The MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Community First Health Plan	ALL	Bexar	Operational Review Follow-up (General) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR STAR Kids CHIP	All Service Areas	2018 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR STAR Kids CHIP	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative Service.

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Community First Health Plan	STAR CHIP	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Community First Health Plan	STAR Kids	All Service Areas	Expiring ISP The MCO failed to timely process expiring ISPs.
Community First Health Plan	STAR Kids	KA; Bexar	Non-EVV Claims Processing The MCO failed to correctly process non-EVV claims.
Community First Health Plan	STAR Kids	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR Kids	KA; Bexar	Delayed Payments The MCO had system issues that caused claims to process incorrectly.
Community First Health Plan	ALL	All Service Areas	Denied Paper Claims The MCO incorrectly denied paper claims.
Community First Health Plan	STAR	All Service Areas	2018 Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	ALL	All Service Areas	2019 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
Community Health Choice	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	2019 Appointment Availability (Vision) 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.

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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 STAR Kids	All Service Areas	Appealed Claims Aggregate The MCO failed to adjudicate 98% of appealed claims within 30 days.
Cook Children's	ALL	All Service Areas	Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR Kids	All Service Areas	IG Audit The MCO had non-compliances in three areas of service coordination.
Cook Children's	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Cook Children's	STAR STAR Kids	66; Tarrant KB; Tarrant	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	CHIP	All Service Areas	Medical Encounters The MCO did not reconcile medical encounters to within a 2% variance.
Cook Children's	STAR	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
Dell Children's	ALL	All Service Areas	Operational Review Follow-up (Retro Claims Processing) The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.

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Dell Children's	ALL	All Service Areas	Operational Review (MCCO and Acute Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	1A; Travis	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
DentaQuest	Dental	Statewide	Member Complaints The MCO failed to resolve Member Complaints within 30 days of receipt.
DentaQuest	Dental	Statewide	Member Appeals The MCO failed to resolve Member Complaints within 30 days of receipt.
DentaQuest	Dental	Statewide	IG Audit (Contract Compliance) The MCO failed to appropriately perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar 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	STAR Kids	All Service Areas	Operational Review Follow-Up (LTSS) The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR	82, Nueces	Provider Complaints The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Driscoll	STAR Kids	KC; Hidalgo	Nurse Hotline The MCO failed to meet the 80% call hold rate standard.

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Driscoll	STAR	All Service Areas	Member Complaints The MCO failed to meet the 98% standard for complaints resolved within 30 days.
Driscoll	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Driscoll	STAR Kids	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	Operational Review Follow-Up The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	Operational Review Follow-up (Acute Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
El Paso Health	ALL	All Service Areas	2019 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	OIG Audit (Security Controls) The MCO failed to perform and MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
First Care Health Plan	STAR	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.

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First Care Health Plan	ALL	All Service Areas	2019 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Logisticare	Medical Transportation	All Regions	Client Services Complaints The MTO failed to timely resolve client service delivery complaints.
Logisticare	Medical Transportation	All Regions	Client Satisfaction Survey The MTO failed to meet the 95% client satisfaction standard.
Logisticare	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Logisticare	Medical Transportation	All Regions	Accident/Incident Client Safety The MTO failed to timely report accidents and incidents.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Accident/Incident Client Safety The MTO failed to timely report accidents and incidents.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Motor Vehicle Standards The MTO failed to meet standards for vehicle operators.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Client Satisfaction Survey The MTO failed to meet the 95% client satisfaction standard.
Molina	ALL	All Service Areas	Provider Complaints The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Molina	ALL	All Service Areas	Appealed Claims Aggregate (Acute) Th MCO failed 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	Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.

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Molina	STAR		2016 Appointment Availability (OBGYN) The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	2018 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	Operational Review Follow-up (General) The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR STAR+PLUS	All Service Areas	Operational Review (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
Parkland	ALL	All Service Areas	Appointment Availability (Behavioral Health) The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	Appealed Claims Aggregate Th MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Parkland	STAR CHIP	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	Operational Review (Acute Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Project Amistad	ALL	All Service Areas	Encounter Submissions (Member County Code) The MTO failed to meet an Administrative Service.
Project Amistad	ALL	All Service Areas	Operational Review (Encounters) The MTO failed to meet an Administrative Service.

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Scott & White	ALL	All Service Areas	Utilization Review The MCO failed to timely perform an MCO Administrative Service.
Scott & White	STAR	C3; MRSA Central	Behavioral Health Hotline The MCO did not meet the $\geq 80\%$ call hold rate standard.
Scott & White	ALL	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR+PLUS	All Service Areas	Operational Review Follow-up (STAR+PLUS and HCBS processes) The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR Kids	All Service Areas	Nurse Hotline The MCO did not meet the $\leq 7\%$ call abandonment rate standard.
Superior	ALL	All Service Areas	Appealed Claims Aggregate Th MCO failed 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	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Superior	STAR Health	All Service Areas	MDCP Consenter Policy The MCO failed to provide a covered service because there was no policy in place.
Superior	STAR Health	All Service Areas	Covered Services The MCO failed to provide covered services to MSHCN members.
Superior	ALL	All Service Areas	Operational Review (Member Advocate Job Description) The MCO failed to meet contractual requirements
Superior	STAR Health	All Service Areas	IG Audit The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery.

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Superior	STAR Kids	All Service Areas	Nurse Hotline The MCO did not meet the 80% call hold rate standard.
Superior	ALL	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Superior	CHIP	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
Superior	ALL	All Service Areas	SFY 2018 Targeted Utilization Review The MCO failed to perform an MCO Administrative Service.
Superior	ALL	All Service Areas	SFY 2019 Operational Utilization Review The MCO failed to perform an MCO Administrative Service.
Superior	ALL	All Service Areas	2018 Performance Audit The MCO failed to perform an Administrative Service.
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	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Texas Children's	STAR	All Service Areas	Appointment Availability (Prenatal) The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR Kids	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR Kids	All Service Areas	Nurse Hotline The MCO did not meet the ≤7% call abandonment rate standard.
Texas Children's	ALL	All Service Areas	Record Retention (Hotline Reports) The MCO failed to retain and maintain records according to the contract

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Texas Children's	STAR Kids	All Service Areas	Covered Services The MCO failed to provide covered services to MDCP members.
Texas Children's	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Texas Children's	STAR Kids	All Service Areas	Expiring ISP The MCO failed to timely process expiring ISPs.
Texas Children's	ALL	All Service Areas	MCO Hotlines (Member, Provider, Behavior Health) The MCO did not submit accurate reports and failed to meet standards for their hotlines.
Texas Children's	STAR CHIP	All Service Areas	Member Complaints The MCO failed to meet the 98% standard for complaints resolved within 30 days.
Texas Children's	STAR STAR Kids	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	ALL	All Service Areas	IG Audit - Security Controls The MCO failed to have appropriate measures in place.
Texas Children's	STAR	All Service Areas	2018 STAR Performance Indicator Dashboard The MCO failed to submit encounters timely.
Texas Children's	ALL	All Service Areas	Vision Encounter Submission The MCO failed to submit encounters since the start of the subcontractor's contract.
United	STAR STAR+PLUS STAR Kids	All Service Areas	Member Appeals The MCO failed to timely resolve 98% of member appeals within 30 days.
United	STAR STAR Kids CHIP	All Service Areas	Medical Encounters The MCO did not reconcile medical encounters to within a 2% variance.
United	STAR+PLUS CHIP	All Service Areas	Vision Claims The MCO failed to adjudicate 98% of vision claims within 30 days.

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United	ALL	All Service Areas	IG Audit (Claims Data Inaccuracies) The MCO had provider information inaccuracies on some paid claims.
United	ALL	All Service Areas	Provider Complaints The MCO failed to timely resolve 98% of provider complaints within 30 days.
United	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
United	ALL	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	Pharmacy Encounters The MCO reported an incorrect Other Coverage Code on pharmacy encounters causing them not to be reported to Texas Medicaid.