

Managed Care Compliance and Operations
Corrective Action Plans (CAPs) as of January 31, 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) Failure 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.
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.

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Amerigroup	STAR	All Service Areas	Appointment Availability (Prenatal) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR STAR+PLUS	All Service Areas	2016 FREW Timely Checkups The MCO did not meet all time or distance access standards.
Amerigroup	STAR Kids	All Service Areas	Covered Service (Overhead Lift) The MCO failed to provide a covered service
Amerigroup	STAR+PLUS	All Service Areas	SAO Audit The MCO failed to perform an MCO Administrative Service.
Amerigroup	STAR Kids	All Service Areas	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	Appointment Availability (PCP) The MCO failed to timely perform an MCO Administrative 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.
Blue Cross Blue Shield	STAR Kids	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	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
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.

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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.
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	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.

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Cigna HealthSpring	STAR STAR Kids CHIP	All Service Areas	2018 Appointment Availability (Vision) 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	ALL	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	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 Failure 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	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.
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.

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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		EVV Claims Processing
Community First Health Plan	STAR Kids	All Service Areas	2017 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	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Community Health Choice	STAR	All Service Areas	2017 FREW Timely Checkups 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.
Cook Children's	STAR CHIP	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	All Service Areas	Appointment Availability (Prenatal) 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.

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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.
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.
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	Claims Processing The DMO failed to notify providers of a claims processing limitation.
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.

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DentaQuest	Dental	Statewide	IG Audit (Contract Compliance) The MCO failed to appropriately perform an MCO Administrative Service.
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 STAR Kids	KC; Hidalgo	Nurse Hotline The MCO failed to meet the 80% call hold rate standard.
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.
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	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
El Paso Health	ALL	All Service Areas	Operational Review Follow-up (Acute Utilization Review) The MCO failed to timely perform an MCO Administrative Service.

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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	ALL	All Service Areas	Incorrect Encounter Data Encounter data contained incorrect dates of service and place of service.
First Care Health Plan	STAR	All Service Areas	2017 FREW Timely Checkups 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	Customer Satisfaction Results Failure to achieve an overall 95% on annual customer satisfaction surveys.
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	IG Audit The MCO failed to respond to requests for information.

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MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Motor Vehicle Standards The MTO failed to meet standards for vehicle operators.
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) 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	Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR	All Service Areas	Appointment Availability (Prenatal) The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	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	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Molina	STAR	All Service Areas	2017 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.
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 Failure to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.

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Parkland	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Parkland	STAR CHIP	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
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	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
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	STAR STAR+PLUS	All Service Areas	Provider Complaints The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
Superior	ALL	All Service Areas	Appealed Claims Aggregate 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	Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.

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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	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.
Superior	ALL	All Service Areas	Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
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.
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	CHIP STAR Kids	All Service Areas	Clean Claims Adjudication The MCO failed to adjudicate 98% of clean claims within 30 days.
Texas Children's	STAR Kids	All Service Areas	Clean Claims Adjudication (Behavioral Health, LTSS) 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.

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Texas Children's	STAR	All Service Areas	Appointment Availability (Prenatal) The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR	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	Vision Encounter Submission The MCO failed to submit encounters since the start of the subcontractor's contract.
Texas Children's	STAR Kids	All Service Areas	Covered Services The MCO failed to provide covered services to MDCP members.