

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of May 31, 2020

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> The MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.
Aetna	STAR	All Service Areas	<b>2018 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.
Aetna	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Aetna	ALL	All Service Areas	<b>2017 FREW Timely Checkups</b> 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	<b>Utilization Review Onsite Follow-Up</b> 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	<b>Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.

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 Corrective Action Plans (CAPs) as of May 31, 2020

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American Medical Response, Inc.	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
American Medical Response, Inc.	ALL	All Service Areas	<b>Client Satisfaction Survey</b> The MTO failed to meet the 95% client satisfaction standard.
American Medical Response, Inc.	ALL	All Service Areas	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
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 Kids	All Service Areas	<b>Covered Service (Overhead Lift)</b> The MCO failed to provide a covered service.
Amerigroup	STAR Kids	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Amerigroup	STAR STAR Kids	All Service Areas	<b>2017 FREW Timely Checkups</b> 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	<b>Custom Power Wheelchair(CPWC) Denials</b> The MCO failed to processed CPWC claims with the correct codes.
Amerigroup	ALL	All Service Areas	<b>AIM Letter Notice</b> The MCO failed to timely perform an administrative service
Amerigroup	STAR	All Service Areas	<b>Appointment Availability (BH)</b> The MCO failed to timely perform an MCO Administrative Service.

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 Corrective Action Plans (CAPs) as of May 31, 2020

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Amerigroup	STAR+PLUS	All Service Areas	<b>SPW Program Assessments</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR Kids STAR+PLUS	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	<b>2017 FREW Timely Checkups</b> 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	<b>Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Blue Cross Blue Shield	ALL	All Service Areas	<b>2018 Performance Audit</b> The MCO failed to perform an 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>Operational Review Follow-up (Acute Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Children's Medical Center	ALL	All Service Areas	<b>IG Encounter Data Review</b> The MCO failed to have appropriate measures in place.
Children's Medical Center	ALL	All Service Areas	<b>Clean Claims Adjudication (Vision)</b> The MCO failed to adjudicate 98% of clean claims within 30 days.
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 failed to timely provide a MCO Covered Service that is not otherwise associated with a performance standard.

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 Corrective Action Plans (CAPs) as of May 31, 2020

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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	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	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	STAR	All Service Areas	<b>2018 Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
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> 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	<b>Operational Review Follow-up (General)</b> The MCO failed to timely perform an MCO Administrative Service.

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 Corrective Action Plans (CAPs) as of May 31, 2020

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Community First Health Plan	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 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.
Community First Health Plan	STAR Kids	All Service Areas	<b>Expiring ISP</b> The MCO failed to timely process expiring ISPs.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Non-EVV Claims Processing</b> The MCO failed to correctly process non-EVV claims.
Community First Health Plan	STAR Kids	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR Kids	KA; Bexar	<b>Delayed Payments</b> The MCO had system issues that caused claims to process incorrectly.
Community First Health Plan	ALL	All Service Areas	<b>Denied Paper Claims</b> The MCO incorrectly denied paper claims.
Community First Health Plan	STAR	All Service Areas	<b>2018 Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	STAR	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Community First Health Plan	ALL	All Service Areas	<b>SFY 20 Third Party Performance Audit</b> The MCO failed to perform an 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.

Managed Care Compliance and Operations  
Corrective Action Plans (CAPs) as of May 31, 2020

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Community Health Choice	STAR	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Community Health Choice	STAR	All Service Areas	<b>2019 Appointment Availability (Vision)</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	STAR STAR Kids	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 Kids	All Service Areas	<b>IG Audit</b> The MCO had non-compliances in three areas of service coordination.
Cook 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.
Cook Children's	STAR STAR Kids	66; Tarrant KB; Tarrant	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR	All Service Areas	<b>Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	CHIP	All Service Areas	<b>Medical Encounters</b> The MCO did not reconcile medical encounters to within a 2% variance.
Cook Children's	STAR	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.

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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.
Dell Children's	ALL	All Service Areas	<b>Operational Review (MCCO and Acute Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	1A; Travis	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
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.
DentaQuest	Dental	Statewide	<b>IG Audit (Contract Compliance)</b> The MCO failed to appropriately perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	<b>Provider Complaints</b> The MCO failed to resolve at least 98% of Provider Complaints within 30 calendar days.
DentaQuest	Dental	Statewide	<b>SFY 20 Third Party Performance Audit</b> The DMO failed to perform an 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.

Managed Care Compliance and Operations  
Corrective Action Plans (CAPs) as of May 31, 2020

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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	82, Nueces	<b>Provider Complaints</b> The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.
Driscoll	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.
Driscoll	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Driscoll	STAR Kids	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR	All Service Areas	<b>Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Driscoll	STAR CHIP	All Service Areas	<b>2019 Appointment Availability (Vision)</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.
El Paso Health	ALL	All Service Areas	<b>Operational Review Follow-up (Acute Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.

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Corrective Action Plans (CAPs) as of May 31, 2020

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
El Paso Health	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
El Paso Health	ALL	All Service Areas	<b>OIG Audit (Security Controls)</b> The MCO failed to perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	<b>Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
First Care Health Plan	STAR	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
First Care Health Plan	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
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>2018 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>Accident/Incident Client Safety</b> The MTO failed to timely report accidents and incidents.
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>Encounter Submissions</b> The MTO failed to meet encounter standards.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Client Satisfaction Survey</b> The MTO failed to meet the 95% client satisfaction standard.

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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> The 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	<b>Operational Review Follow-up (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR+PLUS	All Service Areas	<b>2018 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>Operational Review Follow-up (General)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	STAR STAR+PLUS	All Service Areas	<b>Operational Review (Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Molina	STAR STAR+PLUS		<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	ALL	All Service Areas	<b>Appointment Availability (Behavioral Health)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR CHIP	All Service Areas	<b>Appealed Claims Aggregate</b> The MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO's receipt.

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 Corrective Action Plans (CAPs) as of May 31, 2020

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Parkland	STAR CHIP	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	<b>Operational Review (Acute Utilization Review)</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Project Amistad	ALL	All Service Areas	<b>Encounter Submissions (Member County Code)</b> The MTO failed to meet an Administrative Service.
Project Amistad	ALL	All Service Areas	<b>Operational Review (Encounters)</b> The MTO failed to meet an Administrative Service.
Scott & White	STAR	C3; MRSA Central	<b>Behavioral Health Hotline</b> The MCO did not meet the $\geq 80\%$ call hold rate standard.
Scott & White	ALL	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	<b>2018 Performance Audit</b> Failed to perform an 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 $\leq 7\%$ call abandonment rate standard.
Superior	ALL	All Service Areas	<b>Appealed Claims Aggregate</b> The 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	<b>Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of May 31, 2020

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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.
Superior	ALL	All Service Areas	<b>Operational Review (Member Advocate Job Description)</b> The MCO failed to meet contractual requirements.
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	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO did not meet the 80% call hold rate standard.
Superior	ALL	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	CHIP	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Superior	ALL	All Service Areas	<b>SFY 2018 Targeted Utilization Review</b> The MCO failed to perform an MCO Administrative Service
Superior	ALL	All Service Areas	<b>SFY 2019 Operational Utilization Review</b> The MCO failed to perform an MCO Administrative Service
Superior	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	ALL	All Service Areas	<b>2018 Performance Audit</b> The MCO failed to an Administrative Service.
Texas Children's	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.

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 Corrective Action Plans (CAPs) as of May 31, 2020

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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>Appointment Availability (Prenatal)</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	STAR Kids	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>Record Retention (Hotline Reports)</b> The MCO failed to retain and maintain records according to the contract
Texas Children's	STAR Kids	All Service Areas	<b>Covered Services</b> The MCO failed to provide covered services to MDCP members.
Texas 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.
Texas Children's	STAR Kids	All Service Areas	<b>Expiring ISP</b> The MCO failed to timely process expiring ISPs.
Texas Children's	ALL	All Service Areas	<b>MCO Hotlines (Member, Provider, Behavior Health)</b> The MCO did not submit accurate reports and failed to meet standards for their hotlines.
Texas Children's	STAR CHIP	All Service Areas	<b>Member Complaints</b> The MCO failed to meet the 98% standard for complaints resolved within 30 days.
Texas Children's	STAR STAR Kids	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	ALL	All Service Areas	<b>IG Audit - Security Controls</b> The MCO failed to have appropriate measures in place.

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 Corrective Action Plans (CAPs) as of May 31, 2020

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Texas Children's	STAR	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to submit encounters timely.
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.
Texas Children's	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
United	STAR STAR Kids CHIP	All Service Areas	<b>Medical Encounters</b> The MCO did not reconcile medical encounters to within a 2% variance.
United	ALL	All Service Areas	<b>IG Audit (Claims Data Inaccuracies)</b> The MCO had provider information inaccuracies on some paid claims.
United	ALL	All Service Areas	<b>2017 FREW Timely Checkups</b> The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	<b>Pharmacy Encounters</b> The MCO reported an incorrect Other Coverage Code on pharmacy encounters causing them not to be reported to Texas Medicaid.
United	ALL	All Service Areas	<b>UMCC Financial Non-compliance</b> The MCO failed to perform an MCO Administrative Service.
United	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.