Aetna SFY 2018 Q4

Count	LD Matrix Number	Program	Service Area and Plan Code	Contractual Obligation	Quarter of Non- compliance	Occurrence	MCO Performance	Remedy Imposed
1	13	STAR Kids	K1; TARRANT	The MCO must ensure that the MCO operated toll-free lines have a call abandonment rate that is 7% or less. HHSC may assess up to \$100 for each percentage point for each standard that the MCO fails to meet the requirements for a monthly reporting period for any MCO operated toll-free lines, per SA.	Quarter 4 2018	Fourth	Nurse Hotline Call Abandonment Rate Month 2 = 10%	\$ 300.00
2	13.1	CHIP	ALL	The MCO must resolve 98% appealed claims adjudicated w/in 30 days. HHSC may assess up to \$5,000 per Program and Service Area.	Quarter 4 2018	Fourth	Appealed Claims Aggregate Month 1 = 52.30%	\$ 5,000.00
3	13.1	STAR	ALL	The MCO must resolve 98% appealed claims adjudicated w/in 30 days. HHSC may assess up to \$5,000 per Program and Service Area.	Quarter 4 2018	Fourth	Appealed Claims Aggregate Month 1 = 73.40%	\$ 5,000.00
4	15	STAR Kids	K1; TARRANT	The MCO must resolve at least 98% of Member Appeals within the specified timeframes. HHSC may assess up to \$500 per reporting period if the MCO fails to meet the performance standard.	Quarter 4 2018	Second	Member Appeals 94%	\$ 250.00
5	17	STAR Kids	K1; TARRANT	The MCO must ensure that the emergency and crisis Behavioral Health Services Hotline has a call abandonment rate of 7 percent or less. HHSC may assess up to \$100 for each percentage point for each standard that the MCO fails to meet the requirements for a monthly reporting period for any MCO-operated toll-free lines.	Quarter 4 2018	Second	Behavioral Health Hotline Call Abandonment Rate Month 3 = 18%	\$ 1,100.00
6	23	CHIP	ALL	98% of clean claims must be adjudicated within 30 days. HHSC may assess up to \$5,000 per Program and Service Area for the first quarter; up to \$25,000 per Program and Service Area for additional quarters	Quarter 4 2018	First	Acute Clean Claims Month 1 = 97%	\$ 1,250.00
7	43	STAR Kids	K1; TARRANT	98% of clean claims must be adjudicated within 30 days. HHSC may assess up to \$5,000 per Program and Service Area for the first quarter; up to \$25,000 per Program and Service Area for additional quarters	Quarter 4 2018	First	Acute Clean Claims Month 1 = 96%	\$ 1,250.00
8	43	STAR Kids	K1; TARRANT	The MCO must resolve 98% appealed claims adjudicated w/in 30 days. HHSC may assess up to \$5,000 per Program and Service Area.	Quarter 4 2018	Fourth	Appealed Claims Aggregate Month 1 = 76.20%	\$ 5,000.00
9	18.1	ALL	ALL	The MCO must submit Claims Lag Reports by the last day of the month following the reporting period. HHSC may assess up to \$1,000 per calendar day, per program the report is not submitted, late, inaccurate or incomplete.	Quarter 4 2018	First	Claims Lag Reports 1 Day Late	\$ 750.00
10	24	ALL	ALL	The MCO must respond to Office of Inspector General request for information in the manner and format requested. HHSC may assess up to \$1,000 per calendar day, per MCO Program, that the report is not submitted, late, inaccurate, or incomplete. This amount will increase to \$5,000 per day per MCO program for the fourth and each subsequent occurrence within a 12-month period.	Quarter 4 2018	Third	Investigation 2017D03608 52 Days Inaccurate	\$ 15,600.00
11	24	ALL	ALL	The MCO must respond to Office of Inspector General request for information in the manner and format requested. HHSC may assess up to \$1,000 per calendar day, per MCO Program, that the report is not submitted, late, inaccurate, or incomplete. This amount will increase to \$5,000 per day per MCO program for the fourth and each subsequent occurrence within a 12-month period.	Quarter 4 2018	Third	Investigation 2018D00071 4 Days Inaccurate	\$ 200.00

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13	24	ALL	ALL	Program, that the report is not submitted, late, inaccurate, or incomplete. This amount will increase to \$5,000 per day per MCO program for the fourth and each subsequent occurrence within a	Quarter 4 2018	Third	Investigation 2017D04024 12 Days Inaccurate	\$ 2,400.00
				The MCO must respond to Office of Inspector General request for information in the manner and format requested. HHSC may assess up to \$1,000 per calendar day, per MCO				
12	24	ALL	ALL	The MCO must respond to Office of Inspector General request for information in the manner and format requested. HHSC may assess up to \$1,000 per calendar day, per MCO Program, that the report is not submitted, late, inaccurate, or incomplete. This amount will increase to \$5,000 per day per MCO program for the fourth and each subsequent occurrence within a 12-month period.	Quarter 4 2018	Third	Investigation 2017D04022 12 Days Inaccurate	\$ 2,400.00

Aetna SFY 2018 Q3

Count	LD Matrix Number	Program	Service Area and Plan Code	Contractual Obligation	Quarter of Non- compliance	Occurrence	MCO Performance	Remedy Imposed
1	12	CHIP	6B; TARRANT	99% of Member Calls answered by the 4th ring (99%). HHSC may assess up to \$100 per Program, per Service Area, per month for each point below 99%.	Quarter 3 2018	First	Member Hotline Pick Up Rate 97.65%	Waive
2	12	CHIP	49; BEXAR	99% of Member Calls answered by the 4th ring (99%). HHSC may assess up to \$100 per Program, per Service Area, per month for each point below 99%.	Quarter 3 2018	First	Member Hotline Pick Up Rate 97.65%	Waive
3	12	STAR	43; BEXAR	99% of Member Calls answered by the 4th ring (99%). HHSC may assess up to \$100 per Program, per Service Area, per month for each point below 99%.	Quarter 3 2018	First	Member Hotline Pick Up Rate 97.65%	Waive
4	12	STAR	67; TARRANT	99% of Member Calls answered by the 4th ring (99%). HHSC may assess up to \$100 per Program, per Service Area, per month for each point below 99%.	Quarter 3 2018	First	Member Hotline Pick Up Rate 97.65%	Waive
5	4	STAR	67; TARRANT	All reports and deliverables as specified in the Contract and the UMCM. HHSC may assess up to \$250 per quarter, per Program, per Service Area per Day if the report/deliverable is not submitted, is late inaccurate, or incomplete.	Quarter 3 2018	First	Member Complaint Report 3 Days Inaccurate	Waive
6	13	STAR KIDS	K1; TARRANT	Must ensure that the Nurse Hotline call abandonment rate is 7% or less. HHSC may assess up to \$100 per Program, per Service Area, per month for each point above 7%	Quarter 3 2018	Fourth	Nurse Hotline Abandonment Rate Month 1 = 14.29%	\$ 700.00
7	13.1	CHIP	ALL	Must resolve at least 98% of Provider Appeals w/in 30 days. HHSC may assess up to \$5,000 per reporting period, per Program and Service Area.	Quarter 3 2018	Fourth	Provider Appeals Month 1 = 1.45% Month 2 = 16.95% Month 3 = 20.48%	\$ 15,000.00
8	13.1	STAR	ALL	Must resolve at least 98% of Provider Appeals w/in 30 days. HHSC may assess up to \$5,000 per reporting period, per Program and Service Area.	Quarter 3 2018	Fourth	Provider Appeals Month 1 = 4.30% Month 2 = 14.50% Month 3 = 29.40%	\$ 15,000.00
9	14	STAR	67; TARRANT	Must ensure that 98% of appeals are resolved within 30 days. HHSC may assess up to \$500 per reporting period, per Program, per Service Area.	Quarter 3 2018	Third	Member Appeals 93.65%	\$ 500.00
10	23	STAR	ALL	Must comply with claims processing requirements and standards. Must process 98% of clean claims within 30 days. HHSC may assess up to \$5,000 per reporting period, per Program, per Service Area, per claim type.	Quarter 3 2018	First	Claims Processing, Vision Month 3 = 95.97%	\$ 1,250.00
11	23	STAR	ALL	Must comply with claims processing requirements and standards. Must process 98% of clean claims within 30 days. HHSC may assess up to \$5,000 per reporting period, per Program, per Service Area, per claim type.	Quarter 3 2018	First	Claims Processing Behavioral Health Month 2 = 97.01%	\$ 1,250.00
12	43	STAR KIDS	ALL	Must resolve at least 98% of Provider Appeals w/in 30 days. HHSC may assess up to \$5,000 per reporting period, per Program and Service Area.	Quarter 3 2018	Third	Provider Appeals Month 1 = 11.46% Month 2 = 8.88% Month 3 = 45.83%	\$ 15,000.00
13	24	All	All	Must respond to Office of Inspector General request for information in the manner andformat requested. HHSC may assess up to \$1,000 per calendar day, per MCO Program, that the report is not submitted, late, inaccurate, or incomplete. This amount will increase to \$5,000 per day per MCO program for the fourth and each subsequent occurrence within a 12-month period.	Quarter 3 2018	Second	Investigation 20174D03292 26 days Inaccurate	\$11,70
Total Rem	nedies impose	d						\$ 60,400.00

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Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR KIDS	K1; TARRANT	13	Nurse Hotline - call abandonment rate is 7% or less. (Third Occurrence)	Month 1 - 12.50% Month 2 - 11.11%	\$1,000
2	CHIP	ALL	13.1	Appealed Claims - 98% resolved within 30 days. (Appealed Claims Aggregate - Fourth Occurrence)	Month 1 - 4.82% Month 2 - 1.59%	\$10,000
3	STAR	ALL	13.1	Appealed Claims - 98% resolved within 30 days. (Appealed Claims Aggregate - Fifth Occurrence)	Month 1 - 10.97% Month 2 - 0.18% Month 3 - 4.87%	\$15,000
4	STAR	67; TARRANT	14	Member Appeals - 98% resolved within 30 days. (Member Appeals Expedited - Second Occurrence)	96.67%	\$500
5	STAR KIDS	K1; TARRANT	15	Member Appeals - 98% resolved within 30 days. (Member Appeals Expedited - First Occurrence)	88.33%	\$125
6	CHIP	49; BEXAR	16	Behavioral Health Hotline - Call abandonment rate is 7% or less (Third Occurrence)	11.46%	\$300
7	CHIP	6B; TARRANT	16	Behavioral Health Hotline - Call abandonment rate is 7% or less (Third Occurrence)	11.46%	\$300
8	STAR	43; BEXAR	16	Behavioral Health Hotline - Call abandonment rate is 7% or less (Third Occurrence)	11.46%	\$300
9	STAR	67; TARRANT	16	Behavioral Health Hotline - Call abandonment rate is 7% or less (Third Occurrence)	11.46%	\$300
10	STAR KIDS	K1; TARRANT	20	The MCO must submit the Claims Lag Report accurately, timely, and completely. (First Occurrence)	1 day late	Waive
11	CHIP	49; BEXAR	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. (First Occurrence)	1 day late	Waive
12	CHIP	6B; TARRANT	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. (First Occurrence)	1 day late	Waive
13	STAR	43; BEXAR	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. (First Occurrence)	1 day late	Waive
14	STAR	67; TARRANT	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. (First Occurrence)	1 day late	Waive
15	CHIP	49; BEXAR	20	Encounter Reconciliation Report within a 2% variance. (Encounter Reconciliation, Second Occurrence)	93.00%	\$2,500
16	CHIP	6B; TARRANT	20	Encounter Reconciliation Report within a 2% variance. (Encounter Reconciliation, Second Occurrence)	93.00%	\$2,500
17	STAR	43; BEXAR	20	Encounter Reconciliation Report within a 2% variance. (Encounter Reconciliation, Second Occurrence)	93.00%	\$2,500
18	STAR	67; TARRANT	20	Encounter Reconciliation Report within a 2% variance. (Encounter Reconciliation, Fourth Occurrence)	95.00%	\$5,000
19	ALL	ALL	24	Responses to IG requests must be timely and accurate. (Investigation Number: 2017D02741, First Occurrence)	16 days late	\$4,800
20	STAR	ALL	24	Responses to IG requests must be timely and accurate. (Investigation Number: 2017D02702, First Occurrence)	5 days late	Waive
21	STAR KIDS	K1; TARRANT	30	Encounter Reconciliation Report within a 2% variance. (Medical Encounters, First Occurrence)	96.00%	\$625
22	STAR KIDS	K1; TARRANT	33	Clean Claims Processing - 98% resolved within 30 days. Behavioral Health Clean Claims, First Occurrence	96.30%	\$1,250
23	STAR KIDS	K1; TARRANT	33	Clean Claims Processing - 98% resolved within 30 days. LTSS Clean Claims, First Occurrence	95.95%	\$1,250
24	STAR KIDS	K1; TARRANT	43	Appealed Claims - 98% resolved within 30 days. Apealed Claims Aggregate, Second Occurrence	Month 1 - 8% Month 2 - 0% Month 3 - 3%	\$15,000
Total (Q2 Remedies I	mposed				\$63,250

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Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	CHIP	BEXAR	4	Provider Termination Report must be on time, accurate, and complete. First Occurrence	2 days late	Waive
2	STAR	ALL	9	Appointment availability Low Risk Prenatal within 14 days. Second Occurrence	5 days late	\$250
3	STAR	ALL	9	Appointment availability High Risk Prenatal within 5 days Second Occurrence	2 days late	\$250
4	CHIP	TARRANT	13	Member complaints 98% resolved within 30 days. Second Occurrence	96.43%	\$62.50
5	STAR KIDS	TARRANT	13	Nurse Hotline - Call abandonment rate 7% or less Second Occurrence	Month 3- 50%	\$4,300
6	CHIP	ALL	13.1	Aggregate Appealed Claims Processing 98% adjudicated within 30 days. Third Occurrence	Month 2 - 11%	\$5,000
7	STAR	ALL	13.1	Aggregate Appealed Claims Processing 98% adjudicated within 30 days. Third Occurrence	Month 2 - 37% Month 3 - 0%	\$10,000
8	CHIP	TARRANT	16	Behavioral Health Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 8.65%	\$100
9	CHIP	BEXAR	16	Behavioral Health Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 8.65%	\$100
10	STAR	BEXAR	16	Behavioral Health Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 8.65%	\$100
11	STAR	TARRANT	16	Behavioral Health Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 8.65%	\$100
12	CHIP	TARRANT	20	Medical Encounter Reconciliation Report within a 2% variance Second Occurrence	3%	\$1,250
13	STAR	BEXAR	20	Medical Encounter Reconciliation Report within a 2% variance First Occurrence	4%	\$625
14	STAR KIDS	TARRANT	43	Aggregate Appealed Claims Processing 98% adjudicated within 30 days. First Occurrence	65%	\$3,750
15	STAR KIDS	TARRANT	36	Claims Summary Report must be on time, accurate, and complete. First Occurrence	59 days late	\$44,250
Total (Q1 Remedies I	Imposed				\$70,137.50