

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

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
13	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 2017D04024 12 Days Inaccurate	\$ 2,400.00
Total Remedies Imposed								\$ 40,500.00

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Aetna Quarter 2 SFY18						
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. <b>(Third Occurrence)</b>	Month 1 - 12.50% Month 2 - 11.11%	\$1,000
2	CHIP	ALL	13.1	Appealed Claims - 98% resolved within 30 days. <b>(Appealed Claims Aggregate - Fourth Occurrence)</b>	Month 1 - 4.82% Month 2 - 1.59%	\$10,000
3	STAR	ALL	13.1	Appealed Claims - 98% resolved within 30 days. <b>(Appealed Claims Aggregate - Fifth Occurrence)</b>	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. <b>(Member Appeals Expedited - Second Occurrence)</b>	96.67%	\$500
5	STAR KIDS	K1; TARRANT	15	Member Appeals - 98% resolved within 30 days. <b>(Member Appeals Expedited - First Occurrence)</b>	88.33%	\$125
6	CHIP	49; BEXAR	16	Behavioral Health Hotline - Call abandonment rate is 7% or less <b>(Third Occurrence)</b>	11.46%	\$300
7	CHIP	6B; TARRANT	16	Behavioral Health Hotline - Call abandonment rate is 7% or less <b>(Third Occurrence)</b>	11.46%	\$300
8	STAR	43; BEXAR	16	Behavioral Health Hotline - Call abandonment rate is 7% or less <b>(Third Occurrence)</b>	11.46%	\$300
9	STAR	67; TARRANT	16	Behavioral Health Hotline - Call abandonment rate is 7% or less <b>(Third Occurrence)</b>	11.46%	\$300
10	STAR KIDS	K1; TARRANT	20	The MCO must submit the Claims Lag Report accurately, timely, and completely. <b>(First Occurrence)</b>	1 day late	Waive
11	CHIP	49; BEXAR	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. <b>(First Occurrence)</b>	1 day late	Waive
12	CHIP	6B; TARRANT	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. <b>(First Occurrence)</b>	1 day late	Waive
13	STAR	43; BEXAR	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. <b>(First Occurrence)</b>	1 day late	Waive
14	STAR	67; TARRANT	18.1	The MCO must submit the Claims Lag Report accurately, timely, and completely. <b>(First Occurrence)</b>	1 day late	Waive
15	CHIP	49; BEXAR	20	Encounter Reconciliation Report within a 2% variance. <b>(Encounter Reconciliation, Second Occurrence)</b>	93.00%	\$2,500
16	CHIP	6B; TARRANT	20	Encounter Reconciliation Report within a 2% variance. <b>(Encounter Reconciliation, Second Occurrence)</b>	93.00%	\$2,500
17	STAR	43; BEXAR	20	Encounter Reconciliation Report within a 2% variance. <b>(Encounter Reconciliation, Second Occurrence)</b>	93.00%	\$2,500
18	STAR	67; TARRANT	20	Encounter Reconciliation Report within a 2% variance. <b>(Encounter Reconciliation, Fourth Occurrence)</b>	95.00%	\$5,000
19	ALL	ALL	24	Responses to IG requests must be timely and accurate. <b>(Investigation Number: 2017D02741, First Occurrence)</b>	16 days late	\$4,800
20	STAR	ALL	24	Responses to IG requests must be timely and accurate. <b>(Investigation Number: 2017D02702, First Occurrence)</b>	5 days late	Waive
21	STAR KIDS	K1; TARRANT	30	Encounter Reconciliation Report within a 2% variance. <b>(Medical Encounters, First Occurrence)</b>	96.00%	\$625
22	STAR KIDS	K1; TARRANT	33	Clean Claims Processing - 98% resolved within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	96.30%	\$1,250
23	STAR KIDS	K1; TARRANT	33	Clean Claims Processing - 98% resolved within 30 days. <b>LTSS Clean Claims, First Occurrence</b>	95.95%	\$1,250
24	STAR KIDS	K1; TARRANT	43	Appealed Claims - 98% resolved within 30 days. <b>Appealed Claims Aggregate, Second Occurrence</b>	Month 1 - 8% Month 2 - 0% Month 3 - 3%	\$15,000
<b>Total Q2 Remedies Imposed</b>						<b>\$63,250</b>

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
<b>Total Q1 Remedies Imposed</b>						<b>\$70,137.50</b>