

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>