

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the member ID issue by the due date. The MCO submitted multiple members with the same member ID. <b>Fifth Occurrence</b>	28 days	\$140,000
2	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Claims issue by the due date. <b>Claims Processing, Fourth Occurrence</b>	91 days	\$455,000
3	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Encounters issue by the due date. <b>Encounters, Fourth Occurrence</b>	91 days	\$455,000
4	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Nursing Facility Billed Units Issue. <b>Encounters, Fifth Occurrence</b>	91 days	\$455,000
5	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the RUG Values reported on COB issue. <b>Encounters, Fifth Occurrence</b>	81 days	\$405,000
6	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Missing Financial Arrangement Code "10" and Care Type Code "L" for LTSS Encounters issue. <b>Encounters, Fifth Occurrence</b>	91 days	\$455,000
7	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the BH Encounter missing Financial Arrangement Code issue. <b>Encounters, Fifth Occurrence</b>	55 days	\$275,000
8	ALL	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the Rendering NPI population issue by the due date. <b>Encounters, Fourth Occurrence</b>	30 days late	\$150,000
9	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the Non-NF Duplicate Claims issue by the due date. <b>Claims processing, Third Occurrence</b>	91 days late	\$455,000
10	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the Non-NF Duplicate Encounters issue by the due date. <b>Encounters, Third Occurrence</b>	91 days late	\$455,000
11	STAR+PLUS	7P; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. <b>Member Appeals, First Occurrence</b>	1 day inaccurate	Waive
12	STAR	90; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Member Appeals, First Occurrence</b>	1 day inaccurate	Waive
13	CHIP	9A; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Member Appeals, First Occurrence</b>	1 day inaccurate	Waive
14	STAR	ALL	9	Appointment availability Low Risk within 14 days <b>Prenatal, Second Occurrence</b>	17 days late	\$1,000
14	STAR	ALL	9	Appointment availability Low Risk within 14 days <b>Prenatal, Second Occurrence</b>	3 days late	\$250
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	3 days late	\$250
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	2 days late	\$250
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	2 days late	\$250
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	8 days late	\$500
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	29 days late	\$1,000
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	44 days late	\$1,000
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	44 days late	\$1,000
15	STAR	ALL	9	Appointment availability High Risk within 5 days <b>Prenatal, Second Occurrence</b>	1 day late	\$250
16	STAR KIDS	K2; DALLAS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 13%	\$150
17	STAR KIDS	K3; EL PASO	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 13%	\$150
18	STAR KIDS	K4; HARRIS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 13%	\$150
19	STAR KIDS	K5; LUBBOCK	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 13%	\$150
20	STAR KIDS	K6; MRSA WEST	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 13%	\$150

21	STAR	53; LUBBOCK	17	Financial Statistical Reports must be on time, accurate, and complete. <b>STAR FSR, First Occurrence</b>	1 day inaccurate	Waive
22	STAR KIDS	K5; LUBBOCK	18	Financial Statistical Reports must be on time, accurate, and complete. <b>STAR KIDS FSR, First Occurrence</b>	1 day inaccurate	Waive
23	CHIP	ALL	20	Encounter data must be submitted on time. <b>Pharmacy Encounters, Thirteenth Occurrence</b>	75%	\$15,000
24	STAR	ALL	20	Encounter data must be submitted on time. <b>Pharmacy Encounters, Thirteenth Occurrence</b>	78%	\$15,000
25	STAR+PLUS	ALL	20	Encounter data must be submitted on time. <b>Pharmacy Encounters, Thirteenth Occurrence</b>	74%	\$15,000
26	STAR	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	95%	Waive
27	STAR+PLUS	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	96%	Waive
28	STAR+PLUS	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Acute Clean Claims, First Occurrence</b>	96%	Waive
29	STAR KIDS	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Acute Clean Claims, First Occurrence</b>	97%	Waive
30	STAR KIDS	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	97%	Waive
31	CHIP	ALL	23	Claims processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	97%	Waive
32	N/A	ALL	24	Responses to IG requests must be timely and accurate. <b>First Occurrence</b>	33 days	\$14,850
33	STAR KIDS	ALL	30	Encounter data must be submitted on time. <b>Pharmacy Encounters, Third Occurrence</b>	76%	\$15,000
<b>Total Q1 Remedies Imposed</b>						<b>\$3,781,350.00</b>