

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	4	All reports/deliverables must be on time, accurate, and complete. Utilization Management Material Subcontract, First Occurrence	4 days late	Waive
2	STAR	ALL	9	Appointment availability within 14 days Prenatal Low Risk, Second Occurrence	44 days late	\$1,000
2	STAR	ALL	9	Appointment availability within 14 days Prenatal Low Risk, Second Occurrence	7 days late	\$500
3	STAR	ALL	9	Appointment availability within 5 days Prenatal Third Trimester, Second Occurrence	21 days late	\$1,000
4	CHIP	1Q; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Fourth Occurrence	Month 1 - 86%	\$5,000
5	STAR	1P; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Sixth Occurrence	Month 1 - 94%	\$5,000
6	CHIP	1Q; TRAVIS	14	Member appeals 98% resolved within 30 days. Second Occurrence	83%	\$500
7	STAR	1P; TRAVIS	14	Member appeals 98% resolved within 30 days. Sixth Occurrence	55%	\$500
8	STAR KIDS	K7; MRSA CENTRAL	15	Member appeals 98% resolved within 30 days. Second Occurrence	53%	\$500
9	STAR KIDS	K8; TRAVIS	15	Member appeals 98% resolved within 30 days. Third Occurrence	58%	\$500
10	STAR KIDS	K8; TRAVIS	17	Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence	Month 1 - 14%	\$350
10	STAR KIDS	K8; TRAVIS	17	Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence	Month 2 - 12%	\$250
10	STAR KIDS	K8; TRAVIS	17	Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence	Month 3 - 8%	\$25
11	STAR KIDS	K7; MRSA CENTRAL	17	Behavioral Health Hotline - call hold rate - 80% of calls answered within 30 seconds. First Occurrence	Month 2 - 77%	\$75
12	STAR KIDS	K8; TRAVIS	17	Behavioral Health Hotline - call hold rate - 80% of calls answered within 30 seconds. First Occurrence	Month 2 - 75%	\$125
13	CHIP	1Q; TRAVIS	20	Encounter Reconciliation Report with 2% variance. Medical Encounters, Sixth Occurrence	97%	\$5,000
14	STAR	1P; TRAVIS	20	Encounter Reconciliation Report with 2% variance. Medical Encounters, Eighth Occurrence	83%	\$5,000
15	STAR KIDS	K7; MRSA CENTRAL	30	Encounter Reconciliation Report with 2% variance. Medical Encounters, Fourth Occurrence	93%	\$5,000

16	STAR KIDS	K8; TRAVIS	30	Encounter Reconciliation Report with 2% variance. Medical Encounters, Fourth Occurrence	93%	\$5,000
17	STAR KIDS	ALL	30	Encounter data must be submitted on time. Pharmacy Encounters, Third Occurrence	40%	\$15,000
18	STAR KIDS	ALL	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate (Acute), Second Occurrence	Month 1 - 92%	\$2,500
18	STAR KIDS	ALL	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate (Acute), Second Occurrence	Month 2 - 89%	\$2,500
18	STAR KIDS	ALL	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate (Acute), Second Occurrence	Month 3 - 95%	\$2,500
Total Q1 Remedies Imposed						\$57,825