

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. Material Subcontract, Second Occurrence	1 day late	\$62.50
2	CHIP	7Y; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. Member Appeals, First Occurrence	4 days late	Waive
3	CHIP	8V; JEFFERSON	4	All reports/deliverables must be on time, accurate, and complete. Member Appeals, First Occurrence	4 days late	Waive
4	STAR	8H; JEFFERSON	4	All reports/deliverables must be on time, accurate, and complete. Member Appeals, First Occurrence	4 days late	Waive
5	STAR	79; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. Member Appeals, First Occurrence	4 days late	Waive
6	STAR	ALL	9	Appointment availability within 14 days Prenatal Low Risk, Second Occurrence	2 days late	\$250
6	STAR	ALL	9	Appointment availability within 14 days Prenatal Low Risk, Second Occurrence	6 days late	\$500
7	STAR	NA	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	2 days late	\$250
7	STAR	NA	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	3 days late	\$250
7	STAR	NA	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	3 days late	\$250
7	STAR	NA	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	7 days late	\$500
7	STAR	NA	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	35 days late	\$1,000
8	STAR	79; HARRIS	14	Member appeals 98% resolved within 30 days. First Occurrence	94%	Waive
9	CHIP	8V; JEFFERSON	17	Financial Statistical Reports (FSRs) must be submitted on time, accurate and complete. CHIP FSR, First Occurrence	1 day late	Waive
14	STAR	ALL	23	Claims Processing 98% adjudicated within 30 days. Appealed Claims, Third Occurrence	Month 2 - 93% Month 3 - 5%	\$5,000
15	CHIP	ALL	27	All reports/deliverables must be on time, accurate, and complete. Claims Summary Report, First Occurrence	2 days late	Waive
16	STAR	ALL	27	All reports/deliverables must be on time, accurate, and complete. Claims Summary Report, Second Occurrence	2 days late	\$500
Total Q1 Remedies Imposed						\$8,562.50