

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR KIDS	KB; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Material Subcontract, First Occurrence	4 days late	Waive
2	STAR & CHIP	ALL	4	All reports/deliverables must be on time, accurate, and complete. Material Subcontract, First Occurrence	4 days late	Waive
3	STAR	66; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Hotline, First Occurrence	6 days inaccurate	\$375
4	CHIP	04; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Hotline, First Occurrence	6 days inaccurate	\$375
5	STAR	ALL	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	9 days	\$500
5	STAR	ALL	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	9 days	\$500
5	STAR	ALL	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	28 days	\$1,000
5	STAR	ALL	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	5 days	\$250
5	STAR	ALL	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	5 days	\$250
6	STAR	ALL	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	8 days	\$500
7	STAR	ALL	9	Appointment availability within 5 days Third Trimester Prenatal, Second Occurrence	1 day	\$250
8	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Fourth Occurrence	Month 1 - 94%	\$5,000
8	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Fourth Occurrence	Month 2 - 93%	\$5,000
8	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Fourth Occurrence	Month 3 - 63%	\$5,000
9	STAR	66; TARRANT	14	Member appeals 98% resolved within 30 days. Second Occurrence	96%	\$125
10	STAR KIDS	KB; TARRANT	15	Member appeals 98% resolved within 30 days. Second Occurrence	87%	\$375
11	STAR	66; TARRANT	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8%	\$25
13	STAR KIDS	KB; TARRANT	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fourth Occurrence	96%	\$5,000
14	STAR KIDS	All	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	Month 1 - 94%	\$3,750

14	STAR KIDS	All	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	Month 2 - 93%	\$3,750
14	STAR KIDS	All	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	Month 3 - 81%	\$5,000
Total Q1 Remedies Imposed						\$37,025.00