

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	4	All reports/deliverables must be on time, accurate, and complete. <b>Material Subcontract, First Occurrence (Vision Subcontract, Amendment 12)</b>	2 days late	Waive
2	ALL	ALL	4	All reports/deliverables must be on time, accurate, and complete. <b>Material Subcontract, First Occurrence (Vision Subcontract, Amendment 13)</b>	2 days late	Waive
3	ALL	ALL	8	Failure to comply with the requirements of the HHSC-approved Fraud, Waste, and Abuse Compliance Plan. <b>First Occurrence</b>	NA	\$54,600
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	7 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	7 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	9 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	16 days late	\$1,000
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	6 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	7 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	8 days late	\$500
4	STAR	NA	9	Appointment availability within 14 days <b>Prenatal Low Risk, Second Occurrence</b>	9 days late	\$500
5	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	2 days late	\$250
5	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	6 days late	\$500
5	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	6 days late	\$500
6	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	30 days late	\$1,000
6	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	16 days late	\$1,000
6	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	18 days late	\$1,000
6	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	15 days late	\$750
6	STAR	NA	9	Appointment availability within 5 days <b>Prenatal Third Trimester, Second Occurrence</b>	1 day late	\$250
7	CHIP	05; NUECES	10	Out of Network Utilization Report; no more than 15% of total hospital admissions occur in out-of-network facilities <b>First Occurrence</b>	17.65%	Waive
8	STAR KIDS	KC; HIDALGO	13	Nurse Hotline - Call abandonment rate 7% or less. <b>Fourth Occurrence</b>	Month 1-10.00%	\$300
9	STAR KIDS	KC; HIDALGO	13	Nurse Hotline - Call Hold Rate is 80% or less. <b>First Occurrence</b>	Month 1-77.78%	\$50
10	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 1-11%	\$5,000
10	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 2 - 24%	\$5,000
10	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 3 - 22%	\$5,000
11	CHIP	05; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 1 - 12%	\$5,000
11	CHIP	05; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 2 - 8%	\$5,000
11	CHIP	05; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 3 - 56%	\$5,000

12	STAR	82; NUECES	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, Third Occurrence</b>	97%	\$3,750
13	STAR	H4; HIDALGO	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, Third Occurrence</b>	97%	\$3,750
14	CHIP	05; NUECES	23	Claims Processing 98% adjudicated within 30 days. <b>Acute Clean Claims, Second Occurrence</b>	Month 2 - 95% Month 3 - 97%	\$12,500
15	CHIP	05; NUECES	23	Claims Processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, First Occurrence</b>	Month 2 - 96%	\$1,250
16	STAR	ALL	23	Claims Processing 98% adjudicated within 30 days. <b>Acute Clean Claims, Second Occurrence</b>	Month 2 - 96%	\$12,500
17	STAR	ALL	23	Claims Processing 98% adjudicated within 30 days. <b>Behavioral Health Clean Claims, Second Occurrence</b>	Month 2 - 97% Month 3 - 97%	\$12,500
18	STAR	NA	24	Responses to IG requests must be timely and accurate. <b>First Occurrence</b> <b>Investigation Number: 2017D00903</b>	4 days inaccurate	Waive
19	STAR	NA	24	Responses to IG requests must be timely and accurate. <b>SIU audit, First Occurrence</b>	Inaccurate	\$16,380
20	STAR KIDS	ALL	33	Claims Processing 98% adjudicated within 30 days. <b>Acute Clean Claims, Third Occurrence</b>	Month 2 - 96%	\$18,750
21	STAR KIDS	ALL	33	Claims Processing 98% adjudicated within 30 days. <b>LTC Clean Claims, Third Occurrence</b>	Month 2 - 95%	\$18,750
22	STAR KIDS	ALL	43	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 1 - 3% Month 2 - 14% Month 3 - 15%	\$15,000
<b>Total Q1 Remedies Imposed</b>						<b>\$209,830</b>