

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR+PLUS	All	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate (LTSS), Second Occurrence	91%	\$2,500
2	STAR+PLUS	H7; Hidalgo	14	Member appeals 98% resolved within 30 days. First Occurrence	96%	Waive
Total Q1 Remedies Imposed						\$2,500