

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	CHIP	1F; RSA	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints, First Occurrence</b>	1 day late	Waive
2	CHIP	7T; Harris	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints, First Occurrence</b>	1 day late	Waive
3	CHIP	8W; Jefferson	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints, First Occurrence</b>	1 day late	Waive
4	CHIP	9C; Dallas	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints, First Occurrence</b>	1 day late	Waive
5	STAR	NA	9	Appointment availability within 14 days <b>Low Risk Prenatal, Second Occurrence</b>	4 days late	\$250
6	STAR	NA	9	Appointment availability within 5 days <b>High Risk Prenatal, Second Occurrence</b>	5 days late	\$250
6	STAR	NA	9	Appointment availability within 5 days <b>High Risk Prenatal, Second Occurrence</b>	3 days late	\$250
6	STAR	NA	9	Appointment availability within 5 days <b>High Risk Prenatal, Second Occurrence</b>	4 days late	\$250
7	STAR+PLUS	7S; Harris	4	All reports/deliverables must be on time, accurate, and complete. <b>Out of Network Report, First Occurrence</b>	30 days inaccurate	\$5,625
10	CHIP	All	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Fourth Occurrence</b>	Month 1 - 97.42%	\$5,000
8	STAR+PLUS	All	20	Encounter data must be submitted on time. <b>Pharmacy Encounters, Second Occurrence</b>	94%	\$7,500
9	STAR	7G; Harris	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, First Occurrence</b>	96%	\$625
10	CHIP	7T; Harris	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, First Occurrence</b>	83%	\$1,250
11	CHIP	8W; Jefferson	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, Second Occurrence</b>	97%	\$3,750
12	STAR	ALL	24	Responses to IG requests must be timely and accurate. <b>First Occurrence</b> <b>Investigation Number: 2017D00910</b>	24 days	\$3,600
13	STAR	ALL	24	Responses to IG requests must be timely and accurate. <b>First Occurrence</b> <b>Investigation Number: 2017D00903</b>	65 days	\$29,250
<b>Total Q1 Remedies Imposed</b>						<b>\$57,600</b>