

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	CHIP	09; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints Summary Report Second Occurrence</b>	3 Days Late	\$187.50
2	STAR	93; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints Summary Report Second Occurrence</b>	3 Days Late	\$187.50
3	STAR	NA	9	Appointment availability Prenatal Low Risk within 14 days <b>Second Occurrence</b>	5 Days Late	\$250.00
3	STAR	NA	9	Appointment availability Prenatal Low Risk within 14 days <b>Second Occurrence</b>	3 Days Late	\$250.00
3	STAR	NA	9	Appointment availability Prenatal Low Risk within 14 days <b>Second Occurrence</b>	18 Days Late	\$1,000.00
3	STAR	NA	9	Appointment availability Prenatal Low Risk within 14 days <b>Second Occurrence</b>	15 Days Late	\$1,000.00
3	STAR	NA	9	Appointment availability Prenatal Low Risk within 14 days <b>Second Occurrence</b>	5 Days Late	\$250.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	5 Days Late	\$250.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	2 Days Late	\$250.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	8 Days Late	\$500.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	29 Days Late	\$1,000.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	29 Days Late	\$1,000.00
4	STAR	NA	9	Appointment availability Prenatal High Risk within 5 days <b>Second Occurrence</b>	13 Days Late	\$750.00
5	CHIP	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Second Occurrence</b>	Month 1 - 88%	\$2,500.00
5	CHIP	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Second Occurrence</b>	Month 2 - 94%	\$2,500.00
6	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Third Occurrence</b>	Month 1 - 95%	\$3,750.00
7	CHIP	09; DALLAS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>Second Occurrence</b>	Month 3 - 9%	\$100.00

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
8	STAR	93; DALLAS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 9%	\$50.00
9	STAR	93; DALLAS	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, First Occurrence</b>	96%	\$625.00
<b>Total Q1 Remedies Imposed</b>						<b>\$16,400.00</b>