

| Item # | Program | Service Area | Deliverables/ Liquidated Damages Matrix # | Performance | MCO Actual Performance | Remedies Imposed |
|----------------------------------|---------|--------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------|---------------------|
| 1 | STAR | 1N; TRAVIS | 11 | Provider Hotline - call abandonment rate is 7% or less. Second Occurrence | Month 1 - 7.55% | \$25 |
| 2 | CHIP | 1C; TRAVIS | 11 | Provider Hotline - call abandonment rate is 7% or less. Second Occurrence | Month 1 - 7.55% | \$25 |
| 3 | STAR | 1N; TRAVIS | 12 | Member Hotline - call hold rate 80% of calls answered within 30 seconds. Third Occurrence | Month 1 - 47.77% | \$3,200 |
| 4 | CHIP | 1C; TRAVIS | 12 | Member Hotline - call hold rate - 80% of calls answered within 30 seconds. Third Occurrence | Month 1 - 47.77% | \$3,200 |
| 5 | STAR | 1N; TRAVIS | 16 | Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence | Month 3 - 9.52% | \$50 |
| 6 | CHIP | 1C; TRAVIS | 16 | Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence | Month 3 - 9.52% | \$50 |
| 7 | CHIP | 1C; TRAVIS | 18.9 | Third Party Recovery Report must be on time, accurate, and complete. First Occurrence | 1 day late | Waive |
| 8 | STAR | 1N; TRAVIS | 18.9 | Third Party Recovery Report must be on time, accurate, and complete. First Occurrence | 1 day late | Waive |
| Total Q1 Remedies Imposed | | | | | | \$6,550 |