

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	NA	9	Appointment availability within 5 days Prenatal First Occurrence	3 days late	Waive
1	STAR	NA	9	Appointment availability within 5 days Prenatal First Occurrence	23 days late	\$750
2	STAR	1A; TRAVIS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 = 27%	\$1,500
3	CHIP	56; TRAVIS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 = 27%	\$1,500
Total Q1 Remedies Imposed						\$3,750