

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR HEALTH	1E; STATEWIDE	2.1	All reports/deliverables must be on time, accurate, and complete. Member Hotline Report, First Occurrence	1 Day Late	Waive
2	CHIP	ALL	4	All reports/deliverables must be on time, accurate, and complete. VDP Report, First Occurrence	Inaccurate	Waive
3	STAR	ALL	4	All reports/deliverables must be on time, accurate, and complete. VDP Report, First Occurrence	Inaccurate	Waive
4	STAR Health	ALL	4	All reports/deliverables must be on time, accurate, and complete. VDP Report, First Occurrence	Inaccurate	Waive
5	STAR+ PLUS	ALL	4	All reports/deliverables must be on time, accurate, and complete. VDP Report, First Occurrence	Inaccurate	Waive
6	STAR+ PLUS	47; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
7	STAR+ PLUS	86; NUECES	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
8	STAR+ PLUS	C4; MRSA CENTRAL	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
9	STAR+ PLUS	W6; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
10	STAR+ PLUS	H5; HILDALGO	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
11	STAR+ PLUS	5B; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
12	STAR+ PLUS	9H; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
13	CHIP	48; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
14	CHIP	57; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
15	CHIP	1B; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
16	CHIP	87; NUECES	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
17	CHIP	39; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
18	CHIP	59; RSA	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Services Hotline report, First Occurrence	1 Day Late	Waive
19	STAR+ PLUS	47; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
20	STAR+ PLUS	86; NUECES	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
21	STAR+ PLUS	C4; MRSA CENTRAL	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
22	STAR+ PLUS	W6; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
23	STAR+ PLUS	H5; HILDALGO	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
24	STAR+ PLUS	9H; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive
25	STAR+ PLUS	5B; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	1 Day Inaccurate	Waive

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
26	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	11 Days Late	\$750
26	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	28 Days Late	\$1,000
26	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	4 Days Late	\$250
26	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal, Second Occurrence	1 Day Late	\$250
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	1 Days Late	\$250
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	6 Days Late	\$500
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	7 Days Late	\$500
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	9 Days Late	\$500
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	4 Days Late	\$250
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	2 Days Late	\$250
27	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal, Second Occurrence	9 Days Late	\$250
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal, Second Occurrence	1 Day Late	\$250
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	1 Day Late	\$250
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	2 Days Late	\$250
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	5 Days Late	\$250
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	6 Days Late	\$500
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	15 Days Late	\$750
28	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	16 Days Late	\$1,000
29	CHIP	59; RSA	10	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
30	CHIP	59; RSA	10	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$500
31	STAR	W3; MRSA WEST	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
32	STAR	C2; MRSA CENTRAL	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
33	STAR	40; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
34	STAR	36; EL PASO	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
35	STAR	52; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
36	STAR	N2; MRSA NORTHEAST	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
37	STAR	10; TRAVIS	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
38	STAR	83; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
39	STAR	H2; HILDALGO	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
40	STAR+ PLUS	9H; DALLAS	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
41	STAR+ PLUS	47; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
42	STAR+ PLUS	86; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
43	STAR+ PLUS	C4; MRSA CENTRAL	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
44	STAR+ PLUS	W6; MRSA WEST	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
45	STAR+ PLUS	H5; HILDALGO	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
46	STAR+ PLUS	5B; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
47	CHIP	57; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
48	CHIP	1B; TRAVIS	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
49	CHIP	87; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
50	CHIP	39; EL PASO	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
51	CHIP	48; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. Third Occurrence	Month 1 -10% Month 2 - 8% Month 3 - 14%	\$550
52	STAR	W3; MRSA WEST	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
53	STAR	C2; MRSA CENTRAL	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
54	STAR	40; BEXAR	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
55	STAR	36; EL PASO	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
56	STAR	52; LUBBOCK	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
57	STAR	N2; MRSA NORTHEAST	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
58	STAR	10; Travis	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
59	STAR	83; NUECES	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
60	STAR	H2; HILDALGO	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
61	STAR+ PLUS	9H; DALLAS	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
62	STAR+ PLUS	47; BEXAR	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
63	STAR+ PLUS	86; NUECES	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
64	STAR+ PLUS	C4; MRSA CENTRAL	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
65	STAR+ PLUS	W6; MRSA WEST	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
66	STAR+ PLUS	H5; HILDALGO	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
67	CHIP	57; LUBBOCK	11	Provider Hotline hold Avreage time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
68	CHIP	1B; TRAVIS	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
69	CHIP	87; NUECES	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
70	CHIP	39; EL PASO	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
71	CHIP	48; BEXAR	11	Provider Hotline Average hold time is two minutes or less. Third Occurrence	Month 1 - 3:30 Month 2 - 2:30 Month 3 - 5:30	\$500
72	STAR HEALTH	1E; STATEWIDE	12	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 1 - 10% Month 2 - 8%	Waive
73	STAR	W3; MRSA WEST	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
74	STAR	C2; MRSA CENTRAL	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
75	STAR	40; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
76	STAR	36; EL PASO	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
77	STAR	52; LUBBOCK	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
78	STAR	N2; MRSA NORTHEAST	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
79	STAR	10; TRAVIS	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
80	STAR	83; NUECES	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
81	STAR	H2; HILDALGO	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
82	STAR+ PLUS	9H; DALLAS	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
83	STAR+ PLUS	47; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
84	STAR+ PLUS	86; NUECES	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
85	STAR+ PLUS	C4; MRSA CENTRAL	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
86	STAR+ PLUS	W6; MRSA WEST	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
87	STAR+ PLUS	H5; HILDALGO	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
88	STAR+ PLUS	5B; LUBBOCK	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
89	CHIP	48; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
90	CHIP	57; LUBBOCK	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
91	CHIP	1B; TRAVIS	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
92	CHIP	87; NUECES	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
93	CHIP	39; EL PASO	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
94	CHIP	59; RSA	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 71%	\$675
95	STAR KIDS	KV; NUECES	13	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 75%	\$125
96	STAR KIDS	KF; EL PASO	13	Nurse Hotline - 80% of calls answered within 30 seconds. Fifth Occurrence	Month 75% Month 3 - 79%	\$600
97	STAR KIDS	KL; TRAVIS	13	Nurse Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11%	\$100
98	STAR KIDS	KE; BEXAR	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 1 - 76%	\$100
99	STAR KIDS	KF; EL PASO	13	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 - 77%	\$300
100	STAR KIDS	KH; LUBBOCK	13	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 3 - 77%	\$300
101	STAR	52; LUBBOCK	13	Member complaints 98% resolved within 30 days. First Occurrence	96%	Waive
102	STAR	10; TRAVIS	13	Provider complaints 98% resolved within 30 days. Second Occurrence	96%	\$62.50
103	STAR+ PLUS	All	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	Month 2 - 96%	\$1,250
104	STAR	W3; MRSA WEST	16	Behavioral Health Hotline - 80% answered within 30 seconds. Second Occurrence	Month 1 - 77%	\$75
105	STAR	C2; MRSA CENTRAL	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
106	STAR	40; BEXAR	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
107	STAR	36; EL PASO	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
108	STAR	52; LUBBOCK	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
109	STAR	N2; MRSA NORTHEAST	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
110	STAR	10; TRAVIS	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
111	STAR	83; NUECES	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
112	STAR	H2; HILDALGO	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
113	STAR+ PLUS	9H; DALLAS	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
114	STAR+ PLUS	47; BEXAR	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
115	STAR+ PLUS	86; NUECES	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
116	STAR+ PLUS	C4; MRSA CENTRAL	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
117	STAR+ PLUS	W6; MRSA WEST	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
118	STAR+ PLUS	H5; HILDALGO	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
119	STAR+ PLUS	5B; LUBBOCK	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
120	CHIP	57; LUBBOCK	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
121	CHIP	1B; TRAVIS	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
122	CHIP	87; NUECES	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
123	CHIP	39; EL PASO	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
124	CHIP	48; BEXAR	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
125	CHIP	59; RSA	16	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
126	STAR KIDS	KE; BEXAR	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9%	\$50
127	STAR KIDS	KE; BEXAR	17	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 78%	\$50
128	STAR KIDS	KG; HILDALGO	17	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 71%	\$225
129	STAR KIDS	KG; HILDALGO	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 8%	\$25
130	STAR KIDS	KL; TRAVIS	17	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 77%	\$75
131	STAR KIDS	KJ; MRSA WEST	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11%	\$100
132	STAR KIDS	KH; LUBBOCK	17	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 50%	\$2,250
133	STAR KIDS	KH; LUBBOCK	17	Behavioral Health Hotline - call abandonment rate is 7% or less. Second Occurrence	Month 1 - 8% Month 3 - 14%	\$400
134	STAR KIDS	KF; EL PASO	17	Behavioral Health Hotline - 80% answered within 30 seconds. First Occurrence	Month 1 - 50% Month 3 - 78%	\$2,300
135	STAR KIDS	KF; EL PASO	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 8%	\$25
136	STAR	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. IG investigation 2017D00903 First Occurrence	3 days inaccurate	Waive
137	STAR Health	1E; STATEWIDE	41	Appealed Claims 98% of clean claims adjudicated within 30 days. Dental Claims, First Occurrence	Month 3 - 92%	\$1,250
Total Q1 Remedies Imposed						\$56,687.50