

Item #	Program	Service Area	Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	72; HARRIS	3.1	Failed to meet all privacy and security standards. First Occurrence	4 violations	\$20,000
2	CHIP	7M; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. First Occurrence	5 days	Waive
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	6 days	\$500
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	4 days	\$250
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	6 days	\$500
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	1 day	\$250
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	6 days	\$500
3	STAR	NA	9	Appointment availability within 14 days Low Risk Prenatal Second Occurrence	8 days	\$500
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	2 days	\$250
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	21 days	\$1,000
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	41 days	\$1,000
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	9 days	\$500
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	9 days	\$500
4	STAR	NA	9	Appointment availability within 5 days High Risk Prenatal Second Occurrence	113 days	\$1,000
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	2 days	\$250
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	2 days	\$250
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	2 days	\$250
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	12 days	\$750
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	22 days	\$1,000
5	STAR	NA	9	Appointment availability within 5 days Third Trimester Prenatal Second Occurrence	23 days	\$1,000
6	STAR KIDS	KM; HARRIS	13	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	September: 79% November: 78%	\$150
7	STAR KIDS	KN; JEFFERSON	13	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	September: 79% November: 78%	\$150
8	STAR KIDS	KP; MRSA NORTHEAST	13	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	September: 79% November: 78%	\$150
9	STAR KIDS	KM; HARRIS	13	Nurse Hotline - call abandonment rate is 7% or less. First Occurrence	November: 9%	\$50
10	STAR KIDS	KN; JEFFERSON	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	September: 79% November: 78%	\$75
11	STAR KIDS	KP; MRSA NORTHEAST	13	Nurse Hotline - call abandonment rate is 7% or less. Second Occurrence	9%	\$50
12	CHIP	7M; HARRIS	14	Member Complaints 98% resolved within 30 days. Third Occurrence	79%	\$250
13	CHIP	8X; Jefferson	14	Member Complaints 98% resolved within 30 days. Second Occurrence	67%	\$250

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14	STAR	8K; Jefferson	14	Member Complaints 98% resolved within 30 days. First Occurrence	40%	\$187.50
15	STAR	72; Harris	13	Member Complaints 98% resolved within 30 days. Third Occurrence	68%	\$250
16	CHIP	ALL	13.1	Appealed Claims Aggregate, 98% adjudicated within 30 days. Second Occurrence	September: 93%	\$2,500
17	STAR	72; HARRIS	14	Member appeals 98% resolved within 30 days. Third Occurrence	95%	\$250
18	ALL	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. Third Occurrence	1 day late	\$500
19	STAR	72; HARRIS	17	Financial Statistical Reports submitted on time, accurate, and complete. First Occurrence	1 day late	Waive
20	STAR KIDS	KN; JEFFERSON	18	Financial Statistical Reports submitted on time, accurate, and complete. First Occurrence	1 day late	Waive
21	STAR KIDS	KP; MRSA NORTHEAST	18	Financial Statistical Reports submitted on time, accurate, and complete. First Occurrence	1 day late	Waive
22	STAR KIDS	All Service Areas	33	Claims Processing 98% adjudicated within 30 days. Fourth Occurrence	September: 89% November: 97%	\$25,000
23	STAR KIDS	All Service Areas	33	Claims Processing 98% adjudicated within 30 days. Fourth Occurrence	97%	\$25,000
Total Q1 Remedies Imposed						\$85,062.50