

Item #	Program	Service Area	Deliverables /Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	4	All reports/deliverables must be on time, accurate, and complete. Material Subcontract, First Occurrence	3 days late	waive
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	16 days	\$1,000.00
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	16 days	\$1,000.00
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	15 days	\$750.00
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	5 days	\$250.00
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	10 days	\$500.00
2	STAR	ALL	9	Appointment availability within 14 days Prenatal, Second Occurrence	9 days	\$500.00
3	STAR	ALL	9	Appointment availability within 5 days Prenatal High Risk, Second Occurrence	5 days	\$1,250.00
4	STAR	ALL	9	Appointment availability within 5 days Prenatal Third Trimester, Second Occurrence	2 days	\$250.00
4	STAR	ALL	9	Appointment availability within 5 days Prenatal Third Trimester, Second Occurrence	2 days	\$250.00
4	STAR	ALL	9	Appointment availability within 5 days Prenatal Third Trimester, Second Occurrence	2 days	\$250.00
4	STAR	ALL	9	Appointment availability within 5 days Prenatal Third Trimester, Second Occurrence	29 days	\$1,000.00
5	STAR+PLUS	N4; MRSA NORTHEAST	13	Member complaints 98% resolved within 30 days. First Occurrence	50%	\$187.50
6	STAR	7H; HARRIS	14	Member appeals 98% resolved within 30 days. Second Occurrence	73%	\$500.00
7	STAR+PLUS	7R; HARRIS	14	Member appeals 98% resolved within 30 days. Fourth Occurrence	95%	\$500.00
8	STAR+PLUS	N4; MRSA NORTHEAST	14	Member appeals 98% resolved within 30 days. Third Occurrence	96%	\$250.00
9	STAR+PLUS	C5; MRSA CENTRAL	14	Member appeals 98% resolved within 30 days. Third Occurrence	94%	\$250.00
10	STAR KIDS	KR; HILDALGO	15	Member appeals 98% resolved within 30 days. Second Occurrence	94%	\$125.00
11	CHIP	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. Admin FSR, First Occurrence	6 days	\$4,500.00
12	CHIP	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. QI FSR, First Occurrence	6 days	\$4,500.00

13	STAR	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. Admin FSR, First Occurrence	6 days	\$6,000.00
14	STAR	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. QI FSR, First Occurrence	6 days	\$6,000.00
15	STAR+PLUS	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. Admin FSR, First Occurrence	6 days	\$9,000.00
16	STAR+PLUS	ALL	17	Financial Statistical Reports submitted on time, accurate, and complete. QI FSR, First Occurrence	6 days	\$9,000.00
17	STAR KIDS	ALL	18	Financial Statistical Reports submitted on time, accurate, and complete. Admin FSR, First Occurrence	6 days	\$7,500.00
18	STAR KIDS	ALL	18	Financial Statistical Reports submitted on time, accurate, and complete. QI FSR, First Occurrence	6 days	\$7,500.00
19	CHIP	7W; HARRIS	20	Encounter Reconciliation Report within a 2% variance. Medical, Sixth Occurrence	92%	\$5,000.00
20	CHIP	8Y; JEFFERSON	20	Encounter Reconciliation Report within a 2% variance. Medical, Sixth Occurrence	95%	\$5,000.00
21	CHIP	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy, Third Occurrence	112%	\$3,750.00
22	STAR	H1; HILDALGO	20	Encounter Reconciliation Report within a 2% variance. Medical, Sixth Occurrence	95%	\$5,000.00
23	STAR	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy, Second Occurrence	116%	\$3,750.00
24	STAR+PLUS	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy, Fourth Occurrence	111%	\$5,000.00
25	STAR KIDS	KR; HILDALGO	30	Encounter Reconciliation Report within a 2% variance. Medical, First Occurrence	97%	\$625.00
26	STAR KIDS	KT; MRSA CENTRAL	30	Encounter Reconciliation Report within a 2% variance. Medical, First Occurrence	97%	\$625.00
27	STAR KIDS	ALL	30	Encounter Reconciliation Report within a 2% variance. Pharmacy, First Occurrence	115%	\$2,500.00
28	STAR KIDS	ALL	43	Provider appeals 98% resolved within 30 days. Appealed Claims Aggregate, First Occurrence	November: 97%	\$1,250.00
Total Q1 Remedies Imposed						\$95,312.50