

Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters	\$250	5/24/2018	up to \$2,500 per Quarter
Total Q3 Remedies Imposed		\$250		\$2,500 per Quarter

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	NEW CAP Y/N
1	ALL	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	16 incidents	\$8,000.00	N
2	STAR	ALL	1	Failure to perform an Administrative Service. IG investigation found that the MCO was paying a provider for a service that is not separately reimbursable per the TMPPM. Encounters, First Occurrence	69 incidents	Waive	Y
3	CHIP	49; BEXAR	13	Member complaints 98% resolved within 30 days. First Occurrence	89.00%	\$25.00	N
4	STAR KIDS	K1; TARRAN T	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	97.00%	Waive	N
Total Q2 Remedies Imposed						\$8,025.00	

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	NEW CAP Y/N
1	STAR	43; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 68.79%	Waive	N
2	STAR	67; TARRANT	12	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 68.79%	Waive	N
3	CHIP	6B; TARRANT	12	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 68.79%	Waive	N
4	CHIP	49; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 68.79%	Waive	N
5	CHIP	6B; TARRANT	13	Member complaints 98% resolved within 30 days. First Occurrence	96.55%	Waive	N
6	STAR	43; BEXAR	14	Member appeals 98% resolved within 30 days. Second Occurrence	95.65%	\$500.00	N
7	STAR	43; BEXAR	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8.49%	Waive	N
8	STAR	67; TARRANT	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8.49%	Waive	N
9	CHIP	6B; TARRANT	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8.49%	Waive	N
10	CHIP	49; BEXAR	16	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8.49%	Waive	N
11	STAR KIDS	K1; TARRANT	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 8.49%	Waive	N
12	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Fifth Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
13	STAR	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Fifth Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
Total Q1 Remedies Imposed						\$30,500.00	