

Item #	Performance	MCO actual Performance	Remedies Imposed
1	Failure to perform an Administrative Service. MCO failed to correct the member ID issue by the due date. The MCO submitted multiple members with the same member ID. Encounters	92 days innacurate	\$ 460,000.00
2	Failure to perform an Administrative Service. MCO failed to correct the Pharmacy Reversal Issue by the due date. Encounters	92 days innacurate	\$ 460,000.00
3	Failure to perform an Administrative Service. MCO failed to correct the No RUG (Resource Utilization Group) issue by the due date. Encounters	92 days innacurate	\$ 460,000.00
4	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Claims issue by the due date. Claims Processing	92 days innacurate	\$ 460,000.00
5	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Encounters issue by the due date. Encounters	92 days innacurate	\$ 460,000.00
6	Failure to perform an Administrative Service. MCO failed to correct the Nursing Facility Billed Units Issue. Encounter	92 days innacurate	\$ 460,000.00
7	Failure to perform an Administrative Service. MCO failed to correct the RUG Values reported on COB issue. Encounters	92 days innacurate	\$ 460,000.00
8	Failure to perform an Administrative Service. MCO failed to correct the Missing Financial Arrangement Code "10" and Care Type Code "L" for LTSS Encounters issue. Encounters	92 days innacurate	\$ 460,000.00
9	Failure to perform an Administrative Service. MCO failed to correct the BH Encounter missing Financial Arrangement Code issue. Encounters	92 days innacurate	\$ 460,000.00
10	Failure to perform an Administrative Service. The MCO failed to correct the Pharmacy paid amounts Error issue by the due date. Encounters	83 days innacurate	\$ 415,000.00
11	Failure to perform an Administrative Service. The MCO failed to correct the Rendering NPI population issue by the due date. Encounters	92 days innacurate	\$ 460,000.00
12	Failure to perform an Administrative Service. The MCO failed to correct the Non-NF Duplicate Claims issue by the due date. Claims Processing	35 days innacurate	\$ 175,000.00
13	Failure to perform an Administrative Service. The MCO failed to correct the Non-NF Duplicate Encounters issue by the due date. Encounter	35 days innacurate	\$ 175,000.00
14	Failure to perform an Administrative Service. MCO failed to provide administrative service to a covered member. A02132017.0080035 Administrative Service	191 days innacurate	\$ 143,250.00
15	Failure to perform an Administrative Service. MCO failed to provide administrative service to a covered member. A03212017.0080009 Administrative Service	224 days innacurate	\$ 168,000.00
16	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A02132017.0080013 Covered Service	191 days innacurate	\$ 95,500.00
17	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A02132017.0080013 Covered Service	191 days innacurate	\$ 95,500.00
18	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A02132017.0080033 Covered Service	191 days innacurate	\$ 286,500.00

Item #	Performance	MCO actual Performance	Remedies Imposed
19	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A01302017.0080017 Covered Service	177 days innacurate	\$ 88,500.00
20	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A03162017.0080008 Covered Service	225 days innacurate	\$ 337,500.00
21	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A03162017.0080008 Covered Service	225 days innacurate	\$ 337,500.00
22	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to a covered member. A03162017.0080008 Covered Service	225 days innacurate	\$ 337,500.00
23	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate	97%	\$ 25,000.00
24	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Financial Statistical Reports	31 days innacurate	\$ 3,100.00
25	The MCO must submit Claims Lag Reports by the last day of the month following the reporting period. Claims Lag Reports	31 days innacurate	\$ 3,100.00
26	Encounter Data must be submitted on time. Pharmacy Encounters	106 days innacurate	\$ 45,000.00
27	Clean Claims 98% of clean claims are adjudicated within 30 days. Vision Clean Claims	94%	\$ 30,000.00
28	Clean Claims 98% of clean claims are adjudicated within 10 days. Nursing Facility Clean Claims	97%	\$ 75,000.00
29	Clean Claims 99% of clean claims are adjudicated within 90 days. Vision Clean Claims	98%	\$ 4,000.00
30	IG - MCO must respond to any Inspector General request for information in the manner and format requested. Inspector General Request	24 days late	\$ 7,200.00
31	FREW annual report of the number of New Members and Existing Members that receive timely Texas Health Steps medical checkups or refuse to obtain medical checkups. FREW	39 days late	\$ 7,600.00
32	Encounter Data must be submitted on time. Pharmacy Encounters	54%	\$ 10,000.00
33	Medical Necessity and Level of Care (MN LOC) Assessment must be submitted to HHSC within 45 day. MCO failed to submit timely. Medical Necessity - Level of Care	47 incidents	\$ 23,500.00
Total Q3 Remedies Imposed			\$ 7,488,250.00

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. MCO failed to correct the member ID issue by the due date. The MCO submitted multiple members with the same member ID. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
2	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Pharmacy Reversal Issue by the due date. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
3	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the No RUG (Resource Utilization Group) issue by the due date. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
4	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Claims issue by the due date. Claims Processing, First Occurrence	14 days inaccurate	\$70,000.00	N
5	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the NF Duplicate Encounters issue by the due date Encounters, First Occurrence	14 days inaccurate	\$70,000.00	N
6	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the NF Billed Units Issue. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
7	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the RUG Values reported on COB issue. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
8	STAR+PLUS	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Missing Financial Arrangement Code "10" and Care Type Code "L" for LTSS Encounters issue. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
9	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the BH Encounter missing Financial Arrangement Code issue. Encounters, Second Occurrence	90 days inaccurate	\$450,000.00	N
10	ALL	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the Pharmacy paid amounts error issue by the due date. Encounters, First Occurrence	16 days inaccurate	\$80,000.00	N
11	ALL	ALL	1	Failure to perform an Administrative Service. The MCO failed to correct the Rendering NPI population issue by the due date. Encounters, First Occurrence	1 days inaccurate	\$5,000.00	N
12	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	9,548 incidents	Waive	Y
13	STAR KIDS	K2; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$2,000.00	N
14	STAR KIDS	K3; EL PASO	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$2,000.00	N
15	STAR KIDS	K4; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$2,000.00	N
16	STAR KIDS	K5; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$2,000.00	N
17	STAR KIDS	K6; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$2,000.00	N
18	STAR KIDS	K2; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$200.00	N
19	STAR KIDS	K3; EL PASO	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$200.00	N
20	STAR KIDS	K4; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$200.00	N
21	STAR KIDS	K5; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$200.00	N
22	STAR KIDS	K6; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$200.00	N
23	STAR+PLUS	5A; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Third Occurrence	1 incident	\$1,000.00	N
24	STAR+PLUS	19; TRAVIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Third Occurrence	1 incident	\$1,000.00	N
25	STAR+PLUS	7P; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Third Occurrence	1 incident	\$1,000.00	N

54	CHIP	4C; BEXAR	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$100.00	N
55	CHIP	6A; TARRANT	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$100.00	N
56	CHIP	7N; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$100.00	N
57	CHIP	9A; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Network and Capacity Report, First Occurrence	1 incident	\$100.00	N
58	STAR+PLUS	45; BEXAR	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. GEO Mapping Report, First Occurrence	1 incident	\$100.00	N
59	STAR+PLUS	69; TARRANT	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. GEO Mapping Report, First Occurrence	1 incident	\$100.00	N
60	STAR+PLUS	7P; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. GEO Mapping Report, First Occurrence	1 incident	\$100.00	N
61	STAR+PLUS	W5; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. GEO Mapping Report, First Occurrence	1 incident	\$100.00	N
62	CHIP	4C; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	83.00%	\$5,000.00	N
63	STAR+PLUS	8R; JEFFERSON	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	97.00%	\$5,000.00	N
64	STAR+PLUS	W5; MRSA WEST	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	97.00%	\$5,000.00	N
65	STAR	44; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	97.00%	\$5,000.00	N
66	STAR	8G; JEFFERSON	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	95.00%	\$5,000.00	N
67	STAR	W2; MRSA WEST	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	97.00%	\$5,000.00	N
68	STAR	N1; MRSA NORTHEAST	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	97.00%	\$5,000.00	N
69	STAR	44; BEXAR	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
70	STAR	53; LUBBOCK	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
71	STAR	63; TARRANT	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
72	STAR	71; HARRIS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
73	STAR	90; DALLAS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
74	STAR	8G; JEFFERSON	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
75	STAR	W2; MRSA WEST	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
76	STAR	C1; MRSA CENTRAL	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
77	STAR	N1; MRSA NORTHEAST	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
78	STAR+PLUS	5A; LUBBOCK	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
79	STAR+PLUS	19; TRAVIS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
80	STAR+PLUS	7P; HARRIS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
81	STAR+PLUS	34; EL PASO	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
82	STAR+PLUS	45; BEXAR	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
83	STAR+PLUS	69; TARRANT	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N

84	STAR+PLUS	8R; JEFFERSON	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
85	STAR+PLUS	W5; MRSA WEST	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
86	STAR KIDS	K2; DALLAS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
87	STAR KIDS	K3; EL PASO	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
88	STAR KIDS	K4; HARRIS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
89	STAR KIDS	K5; LUBBOCK	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
90	STAR KIDS	K6; MRSA WEST	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
91	CHIP	8U; JEFFERSON	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
92	CHIP	4C; BEXAR	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
93	CHIP	6A; TARRANT	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
94	CHIP	7N; HARRIS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
95	CHIP	9A; DALLAS	18.9	Third Party Recovery Reports must be submitted on time, accurate, and complete. TPR, First Occurrence	2 days inaccurate	Waive	N
96	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
97	STAR	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
98	STAR+PLUS	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
99	STAR+PLUS	34; EL PASO	23	Claims Processing 98% adjudicated within 10 days. NF Clean Claims, Fifth Occurrence	97.00%	\$25,000.00	N
100	STAR	90; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	7 Days late	\$7,000.00	N
101	STAR	90; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	8 Days inaccurate	\$8,000.00	N
Total Q2 Remedies Imposed						\$3,529,700.00	

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. MCO failed to correct the member ID issue by the due date. The MCO submitted multiple members with the same member ID. Encounters, First Occurrence	59 days inaccurate	\$295,000.00	N
2	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Pharmacy Reversal Issue by the due date. Encounters, First Occurrence	59 days inaccurate	\$295,000.00	N
3	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Hep C Issue by the due date. Encounters, First Occurrence	8 days inaccurate	\$40,000.00	N
4	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the No RUG (Resource Utilization Group) issue by the due date. Encounters, First Occurrence	59 days inaccurate	\$295,000.00	N
5	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Medical & Pharmacy Encounter issue Reconciliation Report by the due date. Encounters, First Occurrence	59 days inaccurate	\$295,000.00	N
6	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Nursing Facility Billed Units Issue Encounters, First Occurrence	15 days inaccurate	\$75,000.00	Y
7	STAR+PL US	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the RUG Values reported on COB issue. Encounters, First Occurrence	15 days inaccurate	\$75,000.00	Y
8	STAR+PL US	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the Missing Financial Arrangement Code "10" and Care Type Code "L" for LTSS Encounters issue Encounters, First Occurrence	175 days inaccurate	\$875,000.00	Y
9	ALL	ALL	1	Failure to perform an Administrative Service. MCO failed to correct the BH Encounter missing Financial Arrangement Code issue. Encounters, First Occurrence	62 days inaccurate	\$310,000.00	Y
10	CHIP	71; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. Out-Of-Network, First Occurrence	91 Days Inaccurate	\$22,750.00	N
11	STAR	71; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. Out-Of-Network, First Occurrence	91 Days Inaccurate	\$22,750.00	N
12	STAR+PL US	7P; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. Out-Of-Network, First Occurrence	91 Days Inaccurate	\$22,750.00	N
13	STAR+PL US	5A; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
14	STAR+PL US	19; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
15	STAR+PL US	7P; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
16	STAR+PL US	34; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
17	STAR+PL US	45; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
18	STAR+PL US	69; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
19	STAR+PL US	8R; JEFFERS ON	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
20	STAR+PL US	W5; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
21	STAR	44; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
22	STAR	53; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
23	STAR	63; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
24	STAR	71; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N

25	STAR	90; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
26	STAR	8G; JEFFERS ON	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
27	STAR	C1; MRSA CENTRAL	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
28	STAR	N1; MRSA NORTHEA ST	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
29	STAR	W2; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
30	STAR KIDS	K2; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
31	STAR KIDS	K3; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
32	STAR KIDS	K4; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
33	STAR KIDS	K5; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
34	STAR KIDS	K6; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G92 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
35	STAR+PL US	5A; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
36	STAR+PL US	19; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
37	STAR+PL US	7P; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
38	STAR+PL US	34; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
39	STAR+PL US	45; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
40	STAR+PL US	69; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
41	STAR+PL US	8R; JEFFERS ON	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
42	STAR+PL US	W5; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
43	STAR	44; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
44	STAR	53; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
45	STAR	63; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
46	STAR	71; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
47	STAR	90; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
48	STAR	8G; JEFFERS ON	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
49	STAR	C1; MRSA CENTRAL	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
50	STAR	N1; MRSA NORTHEA ST	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
51	STAR	W2; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
52	STAR KIDS	K2; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N

53	STAR KIDS	K3; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
54	STAR KIDS	K4; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
55	STAR KIDS	K5; LUBBOCK	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
56	STAR KIDS	K6; MRSA WEST	4	All reports/deliverables must be on time, accurate, and complete. G94 File Untimely, First Occurrence	15 Days Late	\$3,750.00	N
57	CHIP	4C; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. G20 File Untimely, First Occurrence	13 Days Late	\$3,250.00	N
58	CHIP	6A; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. G20 File Untimely, First Occurrence	13 Days Late	\$3,250.00	N
59	CHIP	7N; HARRIS	4	All reports/deliverables must be on time, accurate, and complete. G20 File Untimely, First Occurrence	13 Days Late	\$3,250.00	N
60	CHIP	8U; JEFFERS ON	4	All reports/deliverables must be on time, accurate, and complete. G20 File Untimely, First Occurrence	13 Days Late	\$3,250.00	N
61	CHIP	9A; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. G20 File Untimely, First Occurrence	13 Days Late	\$3,250.00	N
62	STAR	8G; JEFFERS ON	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
63	STAR	44; BEXAR	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
64	STAR	53; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
65	STAR	63; TARRANT	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
66	STAR	71; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
67	STAR	90; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
68	STAR	C1; MRSA CENTRAL	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
69	STAR	N1; MRSA NORTHEAST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
70	STAR	W2; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
71	STAR+PLUS	5A; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
72	STAR+PLUS	7P; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
73	STAR+PLUS	8R; JEFFERS ON	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
74	STAR+PLUS	19; TRAVIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
75	STAR+PLUS	34; EL PASO	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
76	STAR+PLUS	45; BEXAR	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
77	STAR+PLUS	69; TARRANT	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
78	STAR+PLUS	W5; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
79	STAR KIDS	K2; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, First Occurrence	1 incident	\$1,000.00	N
80	STAR KIDS	K3; EL PASO	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, First Occurrence	1 incident	\$1,000.00	N

81	STAR KIDS	K4; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, First Occurrence	1 incident	\$1,000.00	N
82	STAR KIDS	K5; LUBBOCK	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, First Occurrence	1 incident	\$1,000.00	N
83	STAR KIDS	K6; MRSA WEST	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, First Occurrence	1 incident	\$1,000.00	N
84	CHIP	4C; BEXAR	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	N
85	CHIP	6A; TARRANT	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
86	CHIP	7N; HARRIS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
87	CHIP	8U; JEFFERS ON	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
88	CHIP	9A; DALLAS	4.1	All reports/deliverables must be submitted in the correct template and format. Used incorrect template version. Provider Termination Report, Second Occurrence	1 incident	\$1,000.00	Y
89	STAR KIDS	K2; DALLAS	13	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 42.25%	\$3,800.00	N
90	STAR KIDS	K3; EL PASO	13	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 42.25%	\$3,800.00	N
91	STAR KIDS	K4; HARRIS	13	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 42.25%	\$3,800.00	N
92	STAR KIDS	K5; LUBBOCK	13	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 42.25%	\$3,800.00	N
93	STAR KIDS	K6; MRSA WEST	13	Member Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 42.25%	\$3,800.00	N
94	CHIP	4C; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	96.43%	Waive	N
95	STAR+PL US	69; TARRANT	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	97.27%	Waive	N
96	STAR KIDS	K2; DALLAS	17	Behavioral Health Hotline - Call Hold Rate is 80% or more. First Occurrence	Month 3 - 62.67%	\$1,700.00	N
97	STAR KIDS	K3; EL PASO	17	Behavioral Health Hotline - Call Hold Rate is 80% or more. First Occurrence	Month 3 - 62.67%	\$1,700.00	N
98	STAR KIDS	K4; HARRIS	17	Behavioral Health Hotline - Call Hold Rate is 80% or more. First Occurrence	Month 3 - 62.67%	\$1,700.00	N
99	STAR KIDS	K5; LUBBOCK	17	Behavioral Health Hotline - Call Hold Rate is 80% or more. First Occurrence	Month 3 - 62.67%	\$1,700.00	N
100	STAR KIDS	K6; MRSA WEST	17	Behavioral Health Hotline - Call Hold Rate is 80% or more. First Occurrence	Month 3 - 62.67%	\$1,700.00	N
101	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth* Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
102	STAR	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth* Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
103	STAR+PL US	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Eighth* Occurrence	Not 100% submitted within 25 days	\$15,000.00	N
104	STAR+PL US	69; TARRANT	23	Claims Processing 98% adjudicated within 10 days. Nursing Facility Clean Claims, Fifth Occurrence	97.37%	\$25,000.00	N
105	STAR	71; HARRIS	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
106	STAR	90; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
107	STAR	C1; MRSA CENTRAL	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
108	STAR	N1; MRSA NORTHEAST	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
109	STAR+PL US	45; BEXAR	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
110	STAR+PL US	69; TARRANT	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
111	STAR+PL US	7P; HARRIS	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N
112	STAR+PL US	W5; MRSA WEST	27	Claims Summary Reports submitted on time, accurate and complete. Pharmacy Claims, First Occurrence	11 Days Inaccurate	\$11,000.00	N

Amerigroup Texas Inc.
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Grand Prairie, TX 75050

SFY 2017 SFQ 1

Total Q1 Remedies Imposed				\$3,017,000.00
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