

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	1P; TRAVIS	12	Member Hotline - call hold rate is 80% or more. Third Occurrence	Month 1 - 69% Month 2 - 55% Month 3 - 50%	\$6,600
2	CHIP	1Q; Travis	12	Member Hotline - call hold rate is 80% or more. First Occurrence	Month 1 - 69% Month 2 - 55% Month 3 - 50%	\$6,600
3	STAR	1P; TRAVIS	12	Member Hotline - Average hold time is 2 minutes or less. First Occurrence	3:00 min	\$20
4	CHIP	1Q; Travis	12	Member Hotline - Average hold time is 2 minutes or less. First Occurrence	3:00 min	\$20
5	CHIP	1Q; Travis	12	Member Hotline - Call abandonment rate 7% or less. Second Occurrence	Month 3 - 10%	\$60
6	STAR	1P; TRAVIS	12	Member Hotline - Call abandonment rate 7% or less. First Occurrence	Month 3 - 10%	\$30
7	STAR KIDS	K8; TRAVIS	13	Nurse Hotline - call hold rate is 80% or more. First Occurrence	Month 1 - 78% Month 3 - 79%	\$30
8	STAR	1P; TRAVIS	13	Provider complaints 98% resolved within 30 days. First Occurrence	92%	\$25
9	CHIP	K8; TRAVIS	13	Provider complaints 98% resolved within 30 days. First Occurrence	50%	\$250
10	CHIP	1Q; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	61%	\$5,000
11	STAR	1P; TRAVIS	14	Member Appeals 98% resolved within 30 days. Third Occurrence	20%	\$500
12	STAR KIDS	K8; TRAVIS	14	Provider Complaints 98% resolved within 30 days. First Occurrence	75%	\$250
13	STAR KIDS	K8; TRAVIS	15	Member Appeals 98% resolved within 30 days. First Occurrence	67%	\$500
14	STAR	1P; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Third Occurrence	97%	\$5,000
15	STAR	1P; TRAVIS	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	95%	\$500
16	CHIP	1Q; Travis	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, Second Occurrence	97%	\$5,000
17	STAR KIDS	ALL	30	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	191%	\$2,500
18	STAR KIDS	K7; MRSA CENTRAL	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	87%	\$5,000
19	STAR KIDS	K8; TRAVIS	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	82%	\$5,000
20	STAR KIDS	K7; MRSA CENTRAL	33	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	92%	\$500
21	STAR KIDS	K8; TRAVIS	33	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	92%	\$500
22	STAR KIDS	K8; TRAVIS	33	Claims Processing 98% adjudicated within 30 days. LTC Clean Claims, First Occurrence	96%	\$500
23	STAR KIDS	K7; MRSA CENTRAL	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	87%	\$500
24	STAR KIDS	K8; TRAVIS	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	94%	\$500
Total Q3 Remedies Imposed						\$45,385

Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Failure to perform an Administrative Service.The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	\$6,000.00	12/5/2017	up to \$5,000.00 per calendar day
2	Geo-Mapping mileage - 90% standard for child members within 30 miles of one acute care hospital. Geo-Mapping, First Occurrence	\$100.00	12/5/2017	assess up to \$1,000 per quarter
3	Member appeals 98% resolved within 30 days. Second Occurrence	\$500.00	12/5/2017	up to \$500 per reporting period
4	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Sixth Occurrence	\$5,000.00	12/5/2017	up to \$5,000 per calendar day
5	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fifth Occurrence	\$5,000.00	12/5/2017	up to \$5,000 per calendar day
6	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	\$2,500.00	12/5/2017	assess up to \$2,500 per month
7	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	\$2,500.00	12/5/2017	assess up to \$2,500 per month
8	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	\$500.00	12/5/2017	up to \$5,000 for the first quarter
Total Q2 Remedies Imposed		\$22,100.00		

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	CHIP	1Q; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Hotline Report, Third Occurrence	1 day inaccurate	\$250.00	N
2	STAR	1P; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Hotline Report, Third Occurrence	1 day inaccurate	\$250.00	N
3	STAR KIDS	MRSA Central	9	Geo-Mapping mileage - 90% standard for child members within 30 miles of one acute care hospital. Geo-Mapping, First Occurrence	65.70%	Waive	N
4	CHIP	1Q; TRAVIS	12	Member Hotline - 80% of calls answered within 30 seconds. Member Hotline, First Occurrence	Month 3 - 79.26%	Waive	N
5	STAR	1P; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	82.54%	\$1,000.00	N
6	CHIP	1Q; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims c, Second Occurrence	62.50%	\$1,000.00	N
7	STAR	1P; TRAVIS	14	Member appeals 98% resolved within 30 days. First Occurrence	89.66%	Waive	N
8	CHIP	1Q; TRAVIS	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, First Occurrence	Month 1 - 75%	Waive	N
9	STAR	1P; TRAVIS	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, Second Occurrence	Month 1 - 75%	Waive	N
10	CHIP	1Q; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fourth Occurrence	94.00%	\$5,000.00	N
11	STAR	1P; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fifth Occurrence	90.00%	\$5,000.00	N
Total Q1 Remedies Imposed						\$12,500.00	