

Item #	Performance	Remedies Imposed	Noncompliance Determination &	Maximum Remedy Action Allowed
1	All reports/deliverables must be on time, accurate, and complete. Provider Hotline Report, First Occurrence	\$225	4/18/2018	up to \$250 per calendar day
2	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Third Occurrence	\$15,000	4/18/2018	up to \$5000 per reporting period
3	Behavioral Health Hotline - Call pickup rate – At least 99% of calls are answered on or before the fourth ring. First Occurrence	\$60	4/18/2018	up to \$100.00 for each percentage point
4	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. FSR, First Occurrence	\$600	4/18/2018	up to \$1,000 per calendar day
5	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Admin, First Occurrence	\$200	4/18/2018	up to \$1,000 per calendar day
6	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Quality Improvement, First Occurrence	\$200	4/18/2018	up to \$1,000 per calendar day
7	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, Second Occurrence	\$75,000	4/18/2018	up to \$25,000 per quarter
8	Claims Processing 98% adjudicated within 30 days. Behavioral Health Clean Claims, Second Occurrence	\$80,000	4/18/2018	up to \$25,000 per quarter
9	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	\$250	4/18/2018	up to \$2,500 per quarter
Total Q3 Remedies Imposed		\$171,535		

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	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	7,718 Incidents	\$25,507.00	Y
2	ALL	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	75 incidents	\$37,500.00	N
3	CHIP	03; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	58.00%	\$5,000.00	N
4	STAR	42; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	59.00%	\$5,000.00	N
5	STAR	42; BEXAR	14	Member appeals 98% resolved within 30 days. First Occurrence	97.00%	Waive	N
6	CHIP	03; BEXAR	23	Claims Processing 98% adjudicated within 10 days. Acute Clean Claims, Third Occurrence	93.00%	\$500.00	Y
7	STAR	42; BEXAR	23	Claims Processing 98% adjudicated within 30 days. Acute Care Claims, First Occurrence	94.00%	\$500.00	Y
8	CHIP	03; BEXAR	23	Claims Processing 98% adjudicated within 30 days. BH Care Claims, First Occurrence	95.00%	\$500.00	Y
9	STAR KIDS	KA; BEXAR	33	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	79.00%	\$500.00	Y
10	STAR KIDS	KA; BEXAR	33	Claims Processing 98% adjudicated within 30 days. LTC Clean Claims, Second Occurrence	81.00%	\$1,000.00	Y
11	STAR KIDS	KA; BEXAR	33	Claims Processing 98% adjudicated within 30 days. BH Clean Claims, First Occurrence	81.00%	\$500.00	Y
12	STAR KIDS	KA; BEXAR	36	Claims Summary Reports submitted on time, accurate and complete. Vision Claims, First Occurrence	3 days inaccurate	\$300.00	Y
13	STAR KIDS	KA; BEXAR	36	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	20 days inaccurate	\$2,000.00	Y
14	STAR KIDS	KA; BEXAR	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	52.00%	\$5,000.00	Y
Total Q2 Remedies Imposed						\$83,807.00	

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	CHIP	03; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. Member Hotline, Second Occurrence	Month 1 - 78.75%	Waive	N
2	STAR	42; BEXAR	12	Member Hotline - 80% of calls answered within 30 seconds. Member Hotline, Second Occurrence	Month 1 - 78.75%	Waive	N
3	STAR KIDS	KA; BEXAR	12	Member's ID card and Member Handbook No later than the 5th Business Day Member ID Card, First Occurrence	1 incident	\$500.00	N
4	CHIP	03; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	96.00%	Waive	N
5	STAR	42; BEXAR	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	96.15%	Waive	N
6	CHIP	03; BEXAR	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	3 days late	Waive	N
7	STAR	42; BEXAR	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, Second Occurrence	3 days late	\$600.00	N
8	STAR	42; BEXAR	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, Second Occurrence	3 days late	\$600.00	N
9	STAR KIDS	KA; BEXAR	33	Claims Processing 98% adjudicated within 30 days. LTC Clean Claims, First Occurrence	88.31%	Waive	N
Total Q1 Remedies Imposed						\$1,700.00	