

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	79; HARRIS	11	Provider Hotline - Average hold time is 2 minutes or less. First Occurrence	Month 1 - 5:00	\$600
2	STAR	8H; JEFFERSON	11	Provider Hotline - Average hold time is 2 minutes or less. First Occurrence	Month 1 - 5:00	\$600
3	CHIP	7Y; HARRIS	11	Provider Hotline - Average hold time is 2 minutes or less. First Occurrence	Month 1 - 5:00	\$600
4	CHIP	8V; JEFFERSON	11	Provider Hotline - Average hold time is 2 minutes or less. First Occurrence	Month 1 - 5:00	\$600
5	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Admin, First Occurrence	13 days inaccurate	\$1,300
6	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Quality Improvement, First Occurrence	10 days inaccurate	\$1,000
7	CHIP	7Y; Harris	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Capitation, First Occurrence	13 days inaccurate	\$1,300
8	STAR	8H; Jefferson	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Capitation, First Occurrence	13 days inaccurate	\$1,300
9	CHIP	8V; Jefferson	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Gross Revenue, First Occurrence	13 days inaccurate	\$1,300
10	STAR	79; Harris	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Gross Revenue, First Occurrence	13 days inaccurate	\$1,300
11	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, First Occurrence	Not 100% submitted within 25 days	\$1,000
12	STAR	79; HARRIS	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	5 days inaccurate	\$500
Total Q3 Remedies Imposed						\$11,400

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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	9 Incidents	Waive	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	36 incidents	\$18,000.00	N
3	STAR	79; HARRIS	12	Member Hotline - Call Hold Rate is 80% or less. Member Hotline, First Occurrence	Month 2 78%	Waive	N
4	STAR	8H; JEFFERSON	12	Member Hotline - Call Hold Rate is 80% or less. Member Hotline, First Occurrence	Month 2 78%	Waive	N
5	CHIP	8V; JEFFERSON	12	Member Hotline - Call Hold Rate is 80% or less. Member Hotline, First Occurrence	Month 2 78%	Waive	N
6	CHIP	7Y; HARRIS	12	Member Hotline - Call Hold Rate is 80% or less. Member Hotline, First Occurrence	Month 2 78%	Waive	N
7	STAR	79; HARRIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	75.00%	\$5,000.00	N
8	STAR	79; HARRIS	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, First Occurrence	Month 2 71%	\$900.00	N
9	CHIP	8V; JEFFERSON	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, First Occurrence	Month 2 71%	\$900.00	N
10	STAR	8H; JEFFERSON	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, First Occurrence	Month 2 71%	\$900.00	N
11	CHIP	7Y; HARRIS	16	Behavioral Health Hotline - Call Hold Rate is 80% or less. BH Hotline, First Occurrence	Month 2 71%	\$900.00	N
Total Q2 Remedies Imposed						\$26,600.00	

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1	ALL	ALL	24	<p>The MCO did not respond to Office of Inspector General request for information in the manner and format requested. In the period from September 2013 through August 2015 CHC overstated annual recoveries. The audit report is available at: https://oig.hhsc.texas.gov/sites/oig/files/reports/IG-HMSThirdPartySIU-Full-Report-16015.pdf</p> <p>First Occurrence</p>	730 days inaccurate	\$14,600.00	N
Total Q1 Remedies Imposed						\$14,600.00	