

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR KIDS	K9; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Member Hotline Report, First Occurrence	2 days late & inaccurate	\$50
2	STAR KIDS	K9; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Provider Hotline Report, Second Occurrence	2 days inaccurate	\$100
3	STAR KIDS	K9; DALLAS	13	Nurse Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 9%	\$20
4	STAR KIDS	K9; DALLAS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. FSR, First Occurrence	1 day late	Waive
5	ALL	ALL	18.5	TDI Financial Filings - Due 10 calendar days after submission to TDI. First Occurrence	87 days late	Waive
6	STAR KIDS	K9; DALLAS	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	165%	\$2,500
Total Q3 Remedies Imposed						\$2,670

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	STAR KIDS	K9; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Behavioral Health Hotline, First Occurrence	1 day inaccurate	Waive	N
2	STAR KIDS	K9; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. Member Health Hotline, First Occurrence	8 days inaccurate	Waive	N
3	STAR KIDS	K9; DALLAS	30	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	93%	\$250.00	N
4	STAR KIDS	K9; DALLAS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	81%	\$5,000.00	N
5	STAR KIDS	K9; DALLAS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	97%	\$500.00	N
Total Q2 Remedies Imposed						\$5,750.00	