

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR KIDS	KB; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Member Complaints Report, First Occurrence	1 day inaccurate	Waive
2	STAR KIDS	KB; TARRANT	11	Provider Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 10%	\$300
3	STAR	66; TARRANT	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	20%	\$5,000
4	CHIP	04; TARRANT	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	4%	\$5,000
5	STAR	66; TARRANT	14	Member Appeals 98% resolved within 30 days. First Occurrence	92%	\$50
6	STAR	66; TARRANT	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Third Occurrence	97%	\$5,000
7	STAR KIDS	KB; TARRANT	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	81%	\$5,000
8	CHIP	04; TARRANT	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, Second Occurrence	82%	\$25,000
9	STAR	66; TARRANT	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, Second Occurrence	79%	\$25,000
10	STAR KIDS	KB; TARRANT	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	42%	\$5,000
Total Q3 Remedies Imposed						\$75,350

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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	22 Incidents	Waived	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	2 incidents	\$1,000.00	N
3	STAR	66; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Member Appeals Report , First Occurrence	1 day inaccurate	\$25.00	N
4	CHIP	04; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Provider Network & Report, First Occurrence	5 days inaccurate	\$125.00	N
5	STAR KIDS	KB; TARRANT	4	All reports/deliverables must be on time, accurate, and complete. Nurse Hotline Report, First Occurrence	5 days inaccurate	\$25.00	N
6	CHIP	04; TARRANT	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	38.00%	\$5,000.00	N
7	STAR	66; TARRANT	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	52.00%	\$5,000.00	N
8	CHIP	04; TARRANT	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	97.00%	\$5,000.00	N
9	STAR	66; TARRANT	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	96.00%	\$5,000.00	N
10	STAR KIDS	KB; TARRANT	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	196.00%	\$5,000.00	N
11	CHIP	04; TARRANT	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	97.00%	\$500.00	N
Total Q2 Remedies Imposed						\$26,675.00	

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1	4	STAR	66; TARRANT	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, Second Occurrence	1 day inaccurate	Waive	N
2	4	CHIP	04; TARRANT	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, Second Occurrence	1 day inaccurate	Waive	N
3	4	STAR Kids	KB; TARRANT	All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence	2 days inaccurate	Waive	N
4	4	STAR Kids	KB; TARRANT	All reports/deliverables must be on time, accurate, and complete. Nurse Hotline Report, First Occurrence	2 days inaccurate	\$500.00	Y
Total Q1 Remedies Imposed						\$500.00	