

Cook Quarter 2				
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	\$1,000.00	11/13/2017	Up to \$5,000 per calendar day for each incident of noncompliance
2	All reports/deliverables must be on time, accurate, and complete. Member Appeals Report	\$25.00	11/13/2017	up to \$250 per calendar day
3	All reports/deliverables must be on time, accurate, and complete. Provider Network & Report	\$125.00	11/13/2017	up to \$250 per calendar day
4	All reports/deliverables must be on time, accurate, and complete. Nurse Hotline Report	\$25.00	11/13/2017	up to \$250 per calendar day
5	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate	\$10,000.00	11/13/2017	up to \$5000 per reporting period
6	Encounter Reconciliation Report within a 2% variance. Medical Encounters	\$5,000.00	11/13/2017	up to \$5,000 per month
7	Encounter Reconciliation Report within a 2% variance. Medical Encounters	\$5,000.00	11/13/2017	up to \$5,000 per month
8	Encounter Reconciliation Report within a 2% variance. Medical Encounters	\$5,000.00	11/13/2017	up to \$5,000 per month
9	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims	\$500.00	11/13/2017	up to \$5,000 for the first quarter
Total Q2 Remedies Imposed		\$26,675.00		

Cook Quarter 1					
Item #	Performance	Remedies Imposed	New CAP Y/N	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	All reports/deliverables must be on time, accurate, and complete. Reports/Deliverables	\$500.00	Y	6/7/2017	Up to \$250 per calendar day
Total Q1 Remedies Imposed		\$500.00			

Cook, 1er trimestre					
Ítem	Rendimiento	Sanciones impuestas	CAP nuevo Sí/No	Fecha de determinación de incumplimiento y sanción impuesta	Sanción máxima permitida
1	Todos los informes y entregables deben presentarse a tiempo, correctos y completos. Informes/Entregables	\$500.00	Sí	6/7/2017	Hasta \$250 por cada día calendario
Total de sanciones impuestas en el 1er trimestre		\$500.00			

Cook Quarter 3					
Item #	Performance	Remedies Imposed	New CAP Y/N	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Encounter Reconciliation Report within a 2% variance Medical Encounters	\$5,000.00	N	1/26/2017	Up to \$2,500 per month for the first quarter and up to \$5,000 per month for each additional quarter
Total Q3 Remedies		\$5,000.00			

Cook, 3 ^{er} trimestre					
Ítem #	Rendimiento	Sanciones impuestas	CAP nuevo Sí/No	Fecha de determinación de incumplimiento y sanción impuesta	Sanción máxima permitida
1	La variación del informe de conciliación de transacciones de servicios está dentro del 2%. Servicios médicos	\$5,000.00	No	1/26/2017	Hasta \$2,500 por mes el primer trimestre, y hasta \$5,000 por mes por cada trimestre adicional
Total de sanciones en el 3^{er} trimestre		\$5,000.00			

Cook Quarter 1					
Item #	Performance	Remedies Imposed	Corrective Action Plan Y/N	Date of Remedy & Final Noncompliance Finding	Maximum Monetary Remedy Allowed by Contract
1	Failed to perform an administrative service. Cook's BH subcontractor, Beacon, provided incorrect encounters prior to January 2015. Denied claims were incorreced listed with wrong codes.	n/a	Y	12/21/2015	Up to \$5,000 per calendar day per incident
Total Q1 Remedies Imposed		\$0.00			

Cook, 1 ^{er} trimestre					
Ítem #	Rendimiento	Sanciones impuestas	Plan de acción correctiva Sí/No	Fecha de la sanción y determinación final de incumplimiento	Máxima sanción monetaria permitida por el contrato
1	No prestó un servicio administrativo. Beacon, subcontratista de salud conductual de Cook, presentó transacciones incorrectas antes de enero de 2015. Negó que las solicitudes de pago aparecieran con códigos equivocados.	n/a	Sí	12/21/2015	Hasta \$5,000 por día natural por cada incidente
Total de sanciones impuestas en el 1^{er} trimestre		\$0.00			