

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	STATEWIDE, 1M	26	Encounter Reconciliation Report within a 2% variance. Dental Encounters, Third Occurrence	96%	\$5,000
Total Q3 Remedies Imposed						\$5,000

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	CHIP	STATEWIDE, 1K	10	Provider Hotline - No more than 1% of incoming calls receive a busy signal First Occurrence	5% Month 2	Waive	N
2	STAR	STATEWIDE, 1M	10	Provider Hotline - No more than 1% of incoming calls receive a busy signal First Occurrence	5% Month 2	Waive	N
3	CHIP	STATEWIDE, 1K	14	Member Hotline - No more than 1% of incoming calls receive a busy signal First Occurrence	5% Month 2	Waive	N
4	CMDS	STATEWIDE, 1M	14	Member Hotline - No more than 1% of incoming calls receive a busy signal First Occurrence	5% Month 2	Waive	N
5	STAR	STATEWIDE, 1M	15	Financial Statistical Reports must be submitted on time, accurate, and complete. First Occurrence	3 days inaccurate	Waive	N
6	CHIP	STATEWIDE, 1K	15	Financial Statistical Reports must be submitted on time, accurate, and complete. First Occurrence	3 days inaccurate	Waive	N
7	STAR	STATEWIDE, 1M	26	Encounter Reconciliation Report within a 2% variance. Dental Encounters, Second Occurrence	96.00%	\$5,000.00	N
Total Q2 Remedies Imposed						\$5,000.00	

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1	ALL	ALL	8	The MCO did not comply with the requirements of the HHSC-approved Fraud, Waste, and Abuse Compliance Plan. An IG audit found DentaQuest non-compliant with four compliance plan requirements for the period from September 2013 through August 2015. The audit report is available at: https://oig.hhsc.texas.gov/sites/oig/files/reports/IG-DentaQuestSIU-Full-Report-16013.pdf First Occurrence	730 days inaccurate	\$58,400.00	N
2	CMDS	STATEWIDE, 1M	26	Encounter Reconciliation Report within a 2% variance. Dental Encounters, Third Occurrence	96.00%	\$2,500.00	N
Total Q1 Remedies Imposed						\$60,900.00	