

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR KIDS	KC; HIDALGO	13	Nurse Hotline - Call abandonment rate 7% or less. Second Occurrence	Month 1 - 9% Month 2 - 8%	\$300
2	STAR KIDS	KD; NUECES	13	Nurse Hotline - Call abandonment rate 7% or less. First Occurrence	Month 2- 12% Month 3- 13%	\$1,100
3	STAR KIDS	KD; NUECES	13	Nurse Hotline - call hold rate is 80% or more. First Occurrence	Month 1- 79%	Waive
4	CHIP	05; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	82%	\$5,000
5	STAR	82; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	89%	\$5,000
6	STAR	H4; HILDALGO	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	92%	\$5,000
7	STAR	82; NUECES	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	96%	\$500
8	STAR	H4; HILDALGO	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	97%	\$500
9	CHIP	05; NUECES	23	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	96%	\$500
10	STAR	82; NUECES	23	Claims Processing 98% adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	97%	\$500
11	STAR	H4; HILDALGO	23	Claims Processing 98% adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	97%	\$500
12	STAR KIDS	KC; HIDALGO	33	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	87%	\$5,000
13	STAR KIDS	KD; NUECES	33	Claims Processing 98% adjudicated within 30 days. Acute Clean Claims, First Occurrence	88%	\$5,000
14	STAR KIDS	KC; HILDALGO	33	Claims Processing 98% adjudicated within 30 days. LTC Clean Claims, First Occurrence	73%	\$5,000
15	STAR KIDS	KD; NUECES	33	Claims Processing 98% adjudicated within 30 days. LTC Clean Claims, First Occurrence	77%	\$5,000
16	STAR KIDS	KC; HILDALGO	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	62%	\$5,000
17	STAR KIDS	KD; NUECES	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	76%	\$5,000
Total Q3 Remedies Imposed						\$48,900

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1	STAR	H4; Hidalgo	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	1 incidents	\$500.00	N
2	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 TMPM. Encounters, First Occurrence	308 incidents	\$1,099.00	Y
3	CHIP	05; NUECES	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
4	STAR	H4; Hidalgo	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
5	STAR	82; NUECES	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
6	STAR KIDS	KD; NUECES	13	Nurse Hotline - call abandonment rate is 7% or less. First Occurrence	17.00%	\$1,000.00	N
7	STAR KIDS	KC; HIDALGO	13	Nurse Hotline - call abandonment rate is 7% or less. First Occurrence	12.00%	\$500.00	N
8	STAR	H4; HIDALGO	12	Member Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
9	STAR	82; NUECES	12	Member Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
10	CHIP	05; NUECES	12	Member Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00	N
11	STAR	82; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	95.00%	\$500.00	N
12	CHIP	05; NUECES	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	88.00%	\$500.00	N
13	STAR KIDS	KC; HIDALGO	17	Behavioral Health Hotline - call abandonment rate is 7% or less.. Frist Occurrence	13.00%	\$600.00	N
14	STAR KIDS	KD; NUECES	17	Behavioral Health Hotline - call abandonment rate is 7% or less.. Frist Occurrence	13.00%	\$600.00	N
15	STAR	H4; HILDALGO	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	97.00%	\$5,000.00	N
16	STAR KIDS	KC/KD; Hidalgo/Nueces	30	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	76.00%	\$2,500.00	N
17	STAR KIDS	KC; HILDALGO	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	83.00%	\$2,500.00	N
18	STAR KIDS	KD; NUECES	30	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	79.00%	\$2,500.00	N
19	STAR KIDS	KC; HILDALGO	36	Claims Summary Reports submitted on time, accurate and complete. LTC Claims, First Occurrence	3 days late	\$300.00	N
20	STAR KIDS	KD; NUECES	36	Claims Summary Reports submitted on time, accurate and complete. LTC Claims, First Occurrence	3 days late	\$300.00	N
21	STAR KIDS	KD; NUECES	43	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	96.00%	\$500.00	N
Total Q2 Remedies Imposed						\$20,699.00	

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	STAR	82; Nueces	12	Member Hotline - 80% of calls answered within 30 seconds. Third Occurrence	Month 3 - 72.91%	\$450.00	N
2	STAR	H4; Hidalgo	12	Member Hotline - 80% of calls answered within 30 seconds. Third Occurrence	Month 3 - 72.91%	\$450.00	N
3	CHIP	05; NUECES	12	Member Hotline - 80% of calls answered within 30 seconds. Third Occurrence	Month 3 - 72.91%	\$450.00	N
4	STAR	82; Nueces	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	94.00%	\$1,000.00	N
5	STAR	H4; Hidalgo	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence	96.00%	\$250.00	N
Total Q1 Remedies Imposed						\$2,600.00	