

| Item # | Program | Service Area | Deliverables/ Liquidated Damages Matrix # | Performance | MCO Actual Performance | Remedies Imposed |
|----------------------------------|---------|------------------|--|---|---------------------------|---------------------|
| 1 | CHIP | 06; LUBBOCK | 4 | All reports/deliverables must be on time, accurate, and complete. P020, First Occurrence | 1 day late | Waive |
| 2 | CHIP | 06; LUBBOCK | 16 | Behavioral Health Hotline - Call abandonment rate 7% or less. Fourth Occurrence | Month 1 -10% | \$300 |
| 3 | STAR | 50; LUBBOCK | 16 | Behavioral Health Hotline - Call abandonment rate 7% or less. Fourth Occurrence | Month 1 -10% | \$300 |
| 4 | STAR | W4; MRSA WEST | 16 | Behavioral Health Hotline - Call abandonment rate 7% or less. Fourth Occurrence | Month 1 -10% | \$300 |
| 5 | CHIP | 06; LUBBOCK | 20 | Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, Second Occurrence | 97% | \$1,000 |
| 6 | STAR | ALL | 28 | FREW annual report of the number of New Members and Existing Members that receive timely Texas Health Steps medical checkups or refuse to obtain medical checkups. FREW, First Occurrence | 20 days inaccurate | \$2,000 |
| Total Q3 Remedies Imposed | | | | | | \$3,900 |

| Item # | Program | Service Area | Deliverables/ Liquidated Damages Matrix # | Performance | MCO Actual Performance | Remedies Imposed | New CAP Y/N |
|----------------------------------|---------|------------------|--|---|--|---------------------|-------------------|
| 1 | STAR | W4; MRSA WEST | 1 | Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence | 11 incidents | \$5,500.00 | 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 TMPPM. Encounters, First Occurrence | 712 Incidents | \$2,100.00 | Y |
| 3 | STAR | 50; LUBBOCK | 14 | Member appeals 98% resolved within 30 days. First Occurrence | 97.00% | \$50.00 | N |
| 4 | CHIP | 06; LUBBOCK | 20 | Encounter Reconciliation Report within a 2% variance. Medical Encounters, First Occurrence | 97.00% | \$250.00 | N |
| 5 | CHIP | 06; LUBBOCK | 20 | Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence | 95.00% | \$250.00 | N |
| 6 | CHIP | 06; LUBBOCK | 20 | Encounter Data must be submitted on time. Medical Encounters, First Occurrence | Not submitted December January February | \$7,500.00 | N |
| 7 | STAR | 50; LUBBOCK | 20 | Encounter Data must be submitted on time. Medical Encounters, First Occurrence | Not submitted December January February | \$7,500.00 | N |
| 8 | STAR | W4; MRSA WEST | 20 | Encounter Data must be submitted on time. Medical Encounters, First Occurrence | Not submitted December January February | \$7,500.00 | N |
| Total Q2 Remedies Imposed | | | | | | \$30,650.00 | |

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|----------------------------------|---------|------------------|--|---|---------------------------|---------------------|-------------------|
| 1 | CHIP | 06; Lubbock | 4 | All reports/deliverables must be on time, accurate, and complete. Provider Hotline, First Occurrence | 1 day inaccurate | Waive | N |
| 2 | STAR | 50; Lubbock | 4 | All reports/deliverables must be on time, accurate, and complete. Provider Hotline, First Occurrence | 1 day inaccurate | Waive | N |
| 3 | STAR | W4; MRSA West | 4 | All reports/deliverables must be on time, accurate, and complete. Provider Hotline, First Occurrence | 1 day inaccurate | Waive | N |
| 4 | CHIP | 06; LUBBOCK | 4 | All reports/deliverables must be on time, accurate, and complete. Provider Termination Report, First Occurrence | 3 days inaccurate | Waive | N |
| 5 | STAR | W4; MRSA WEST | 4 | All reports/deliverables must be on time, accurate, and complete. Member Appeals, First Occurrence | 1 day inaccurate | Waive | N |
| Total Q1 Remedies Imposed | | | | | | \$0.00 | |