

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR+PLUS	N3; MRSA NORTHEAST	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12272016.0080012 First Occurrence	133 days	\$99,750
2	STAR+PLUS	N3; MRSA NORTHEAST	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12272016.0080011 First Occurrence	130 days	\$32,500
3	STAR+PLUS	H7; HIDALGO	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A03242017.0080002 First Occurrence	191 days	\$143,250
4	STAR+PLUS	N3; MRSA NORTHEAST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12192016.0080019 First Occurrence	123 days	\$184,500
5	STAR+PLUS	N3; MRSA NORTHEAST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01112017.0080007 First Occurrence	162 days	\$243,000
6	STAR+PLUS	N3; MRSA NORTHEAST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01112017.0080007 First Occurrence	162 days	\$81,000
7	STAR+PLUS	H7; HIDALGO	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A02232017.0080022 First Occurrence	162 days	\$243,000
8	STAR+PLUS	H7; HIDALGO	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01272017.0080016 First Occurrence	177 days	\$265,500
9	STAR+PLUS	N3; MRSA NORTHEAST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A02032017.0080010 First Occurrence	185 days	\$92,500
10	STAR+PLUS	6C; TARRANT	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A03302017.0080024 First Occurrence	240 days	\$360,000
11	STAR+PLUS	6C; TARRANT	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A03302017.0080024 First Occurrence	240 days	\$360,000
12	STAR+PLUS	6C; TARRANT	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A03302017.0080024 First Occurrence	240 days	\$360,000
13	STAR+PLUS	ALL	4	All reports/deliverables must be on time, accurate, and complete. Provider Network Capacity Report, First Occurrence Quarter 2	1 day inaccurate	Waive
14	STAR+PLUS	ALL	4	All reports/deliverables must be on time, accurate, and complete. Provider Network Capacity Report, Second Occurrence	1 day inaccurate	Waive
15	STAR+PLUS	6C; TARRANT	14	Member Appeals - 98% Member Complaints & Appeals resolved within 30 days. Second Occurrence	90%	\$500
16	STAR+PLUS	N3; MRSA NORTHEAST	18.9	The MCO must file Third Party Recovery (TPR) Reports complete and correct. First Occurrence	32 days inaccurate	\$1,600
17	STAR+PLUS	6C; TARRANT	18.9	The MCO must file Third Party Recovery (TPR) Reports complete and correct. First Occurrence	32 days inaccurate	\$1,600
18	STAR+PLUS	H7; HILDALGO	18.9	The MCO must file Third Party Recovery (TPR) Reports complete and correct. First Occurrence	32 days inaccurate	\$1,600
19	STAR+PLUS	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, Second Occurrence	104%	\$5,000

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
20	STAR+PLUS	6C; TARRANT	23	Clean Claims 98% of clean claims are adjudicated w/in 10 days. Nursing Facility Clean Claims, Sixth Occurrence	95%	\$25,000
21	STAR+PLUS	H7; HILDALGO	23	Clean Claims 98% of clean claims are adjudicated w/in 10 days. Nursing Facility Clean Claims, Fourth Occurrence	95%	\$25,000
22	STAR+PLUS	N3; MRSA NORTHEAST	23	Clean Claims 98% of clean claims are adjudicated w/in 10 days. Nursing Facility Clean Claims, Fifth Occurrence	94%	\$25,000
23	STAR+PLUS	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	1 day inaccurate	Waive
24	STAR+PLUS	H7; HIDALGO	33	Medical Necessity and Level of Care (MN LOC) Assessment must be submitted to HHSC within 45 day. MCO failed to submit timely. First Occurrence	10 incidents	\$5,000
Total Q3 Remedies Imposed						\$2,555,300

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	STAR +PLUS	ALL	1	Failure to perform an Administrative Service. Failed to submit encounters for Professional Delegated Vision Subcontract. Delegated Vision, Third Occurrence	Not submitted for months December, January & February	\$450,000.00	N
2	STAR+PLUS	6C; TARRANT	23	Claims Processing 98% adjudicated within 10 days. Nursing Facility Clean Claims, Fifth Occurrence	97.00%	\$25,000.00	N
3	STAR+PLUS	N3; MRSA NORTHEAST	23	Claims Processing 98% adjudicated within 10 days. Nursing Facility Clean Claims, Fourth Occurrence	97.00%	\$25,000.00	N
Total Q2 Remedies Imposed						\$500,000.00	

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	STAR +PLUS	ALL	1	Failure to perform an Administrative Service. Failed to submit encounters for Professional Delegated Vision Subcontract. Delegated Vision, Second Occurrence	Not submitted for months September, October & November	\$460,000.00	N
2	STAR +PLUS	ALL	8	The MCO did not comply with the requirements of the HHSC-approved Fraud, Waste, and Abuse Compliance Plan. An IG audit found HealthSpring 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-CignaSIU-Full-Report-16012.pdf First Occurrence	730 days inaccurate	\$58,400.00	N
3	STAR+PLUS	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, Third Occurrence	91.36%	\$15,000.00	N
4	STAR+PLUS	N3; MRSA NORTHEAST	30	Claims Summary Reports submitted on time, accurate and complete. Vision CSR, First Occurrence	1 day inaccurate	\$1,000.00	N
Total Q1 Remedies Imposed						\$534,400.00	