

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR+PLUS	7S; HARRIS	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12222016.0080017 First Occurrence	135 days	\$101,250
2	STAR+PLUS	9F; DALLAS	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A02092017.0080007 First Occurrence	186 days	\$46,500
3	STAR+PLUS	7S; HARRIS	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A01312017.0080024 First Occurrence	178 days	\$44,500
4	STAR+PLUS	9F; DALLAS	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A02092017.0080026 First Occurrence	177 days	\$132,750
5	STAR+PLUS	7S; HARRIS	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12222016.0080017 First Occurrence	135 days	\$202,500
6	STAR+PLUS	9F; DALLAS	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A02062017.0080013 First Occurrence	186 days	\$279,000
7	STAR+PLUS	9F; DALLAS	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A02092017.0080031 First Occurrence	185 days	\$277,500
8	STAR+PLUS	9F; DALLAS	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01312017.0080016 First Occurrence	177 days	\$88,500
9	STAR+PLUS	9F; DALLAS	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A02092017.0080026 First Occurrence	177 days	\$265,500
10	STAR+PLUS	9F; DALLAS	13	Provider Complaints MCO must resolve 98% provider complaints within 30 days. First Occurrence	94%	\$25
11	STAR+PLUS	33; EL PASO	13	Provider Complaints MCO must resolve 98% provider complaints within 30 days. First Occurrence	89%	\$25
12	STAR+PLUS	H6; HILDALGO	13	Provider Complaints MCO must resolve 98% provider complaints within 30 days. First Occurrence	67%	\$250
13	CHIP	8W; JEFFERSON	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	90%	\$5,000
14	STAR	31; EL PASO	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
15	STAR	7G; HARRIS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
16	STAR	8J; JEFFERSON	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
17	STAR	95; DALLAS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
18	STAR	H3; HILDALGO	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
19	STAR+PLUS	33; EL PASO	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
20	STAR+PLUS	H6; HILDALGO	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
21	STAR+PLUS	46; BEXAR	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
22	STAR+PLUS	7S; HARRIS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
23	STAR+PLUS	9F; DALLAS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
24	STAR+PLUS	8T; JEFFERSON	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
25	CHIP	7T; HARRIS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700

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26	CHIP	8W; JEFFERSON	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
27	CHIP	9C; DALLAS	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
28	CHIP	1F; RSA	16	Behavioral Health Hotline - Call abandonment rate 7% or less. First Occurrence	Month 1 - 14%	\$700
29	CHIP	9C; DALLAS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
30	CHIP	7T; HARRIS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
31	CHIP	8W; JEFFERSON	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
32	CHIP	1F; RSA	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
33	STAR	95; DALLAS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
34	STAR	31; EL PASO	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
35	STAR	7G; HARRIS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
36	STAR	H3; HIDALGO	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
37	STAR	8J; JEFFERSON	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	3 days inaccurate	\$300
38	STAR+PLUS	46; BEXAR	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	7 days inaccurate	\$700
39	STAR+PLUS	9F; DALLAS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	7 days inaccurate	\$700
40	STAR+PLUS	33; EL PASO	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	31 days inaccurate	\$3,100
41	STAR+PLUS	7S; HARRIS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	7 days inaccurate	\$700
42	STAR+PLUS	H6; HIDALGO	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	7 days inaccurate	\$700
43	STAR+PLUS	8T; JEFFERSON	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	7 days inaccurate	\$700
44	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Admin, First Occurrence	3 days inaccurate	\$300
45	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. QI, First Occurrence	3 days inaccurate	Waive
46	ALL	ALL	18.5	Financial Filings - annual statement filed with TDI complete and correct, no later than 10 calendar days after submission to TDI. First Occurrence	98 days incomplete	Waive
47	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, First Occurrence	Not 100% submitted within 25 days	\$1,000
48	CHIP	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	105%	\$250
49	STAR	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	105%	\$250
50	STAR+PLUS	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, First Occurrence	105%	\$250

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51	STAR+PLUS	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	18 days inaccurate	\$1,800
52	STAR	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	18 days inaccurate	\$1,800
53	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	23 days late & inaccurate	\$2,300
Total Q3 Remedies Imposed						\$1,471,050

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed	New CAP Y/N
1	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. First Occurrence	3,140 Incidents	\$10,290.00	Y
2	ALL	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. First Occurrence	1 incident	\$500.00	N
3	STAR+PLUS	9F; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. BH Report , First Occurrence	4 days late	\$100.00	N
4	STAR+PLUS	9F; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. LTC Report , First Occurrence	15 days late	\$375.00	N
5	STAR+PLUS	33, El Paso	4	All reports/deliverables must be on time, accurate, and complete. Vision Report , First Occurrence	15 days late	\$375.00	N
6	STAR+PLUS	H6, Hidalgo	13	Member complaints 98% resolved within 30 days. Member Complaints, First Occurrence	97.00%	Waive	N
7	STAR+PLUS	33, El Paso	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	96.00%	\$500.00	N
8	STAR+PLUS	H6, Hidalgo	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	94.00%	\$500.00	N
9	STAR	8J, Jefferson	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	96.00%	\$500.00	N
10	CHIP	1F, Statewide	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	97.00%	\$500.00	N
11	STAR	95, Dallas	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	4 days late	\$400.00	N
12	CHIP	9C; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
13	CHIP	9C; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
14	CHIP	9C; DALLAS	27	Claims Summary Reports submitted on time, accurate and complete. Vision Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
15	STAR	31; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
16	STAR	31; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
17	STAR	31; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. Vision Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
18	STAR+PLUS	H6; HILDALGO	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
19	STAR+PLUS	H6; HILDALGO	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
20	STAR+PLUS	H6; HILDALGO	27	Claims Summary Reports submitted on time, accurate and complete. LTSS Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
21	STAR+PLUS	H6; HILDALGO	27	Claims Summary Reports submitted on time, accurate and complete. NF Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
22	STAR+PLUS	H6; HILDALGO	27	Claims Summary Reports submitted on time, accurate and complete. Vision Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
23	STAR+PLUS	33; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. Acute Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
24	STAR+PLUS	33; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
25	STAR+PLUS	33; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. LTSS Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
26	STAR+PLUS	33; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. NF Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
27	STAR+PLUS	33; EL PASO	27	Claims Summary Reports submitted on time, accurate and complete. Vision Claims, First Occurrence	15 days Inaccurate	\$1,500.00	N
Total Q2 Remedies Imposed						\$38,040.00	

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1	STAR+PLUS	33; EL PASO	4	All reports/deliverables must be on time, accurate, and complete. Vision, First Occurrence	4 days inaccurate	Waive	N
2	STAR+PLUS	46; BEXAR	4	All reports/deliverables must be on time, accurate, and complete. Vision, First Occurrence	4 days inaccurate	Waive	N
3	STAR	8J; JEFFERSON	9	Geo-Mapping mileage - 90% standard for Child Members Residing w/in 75 Miles of One ENT. First Occurrence	74.30%	\$200.00	N
4	STAR+PLUS	H6; HIDALGO	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	94.46%	\$5,000.00	N
Total Q1 Remedies						\$5,200.00	