

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	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. <b>FREW, First Occurrence</b>	22 days late & inaccurate	<b>\$2,200</b>
<b>Total Q3 Remedies Imposed</b>						<b>\$2,200</b>

Item #	Program	Deliverables/ Liquidated Damages Matrix #	Performance	Remedies Imposed
1	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. <b>Encounters, First Occurrence</b>	<b>\$23,000.00</b>
3	CHIP	16	Behavioral Health Hotline - call hold rate is 80% within 30 seconds or less. <b>Second Occurrence</b>	<b>\$3,600.00</b>
<b>Total Q2 Remedies Imposed</b>				<b>\$26,600.00</b>

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	CHIP	09; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints Summary Report, Second Occurrence</b>	3 days late	<b>\$187.50</b>
2	STAR	93; DALLAS	4	All reports/deliverables must be on time, accurate, and complete. <b>Provider Complaints Summary Report, Second Occurrence</b>	3 days late	<b>\$187.50</b>
3	STAR	N/A	9	Appointment availability within 14 days <b>Prenatal, Second Occurrence</b>	5 days late	<b>\$250.00</b>
3	STAR	N/A	9	Appointment availability within 14 days <b>Prenatal, Second Occurrence</b>	3 days late	<b>\$250.00</b>
3	STAR	N/A	9	Appointment availability within 14 days <b>Prenatal, Second Occurrence</b>	18 days late	<b>\$1,000.00</b>
3	STAR	N/A	9	Appointment availability within 14 days <b>Prenatal, Second Occurrence</b>	15 days late	<b>\$1,000.00</b>
3	STAR	N/A	9	Appointment availability within 14 days <b>Prenatal, Second Occurrence</b>	5 days late	<b>\$250.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	5 days late	<b>\$250.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	2 days late	<b>\$250.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	8 days late	<b>\$500.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	29 days late	<b>\$1,000.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	29 days late	<b>\$1,000.00</b>
4	STAR	N/A	9	Appointment availability within 5 days <b>Prenatal, Second Occurrence</b>	13 days late	<b>\$750.00</b>
5	CHIP	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate (Acute), Second Occurrence</b>	Month 1 - 88% Month 2 - 94%	<b>\$5,000.00</b>
6	STAR	ALL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate (Acute), Third Occurrence</b>	Month 1 - 46%	<b>\$3,750.00</b>
7	CHIP	09; DALLAS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>Second Occurrence</b>	Month 3 - 9%	<b>\$100.00</b>
8	STAR	93; DALLAS	16	Behavioral Health Hotline - call abandonment rate is 7% or less. <b>First Occurrence</b>	Month 3 - 9%	<b>\$50.00</b>
9	STAR	93; DALLAS	20	Encounter Reconciliation Report within a 2% variance. <b>First Occurrence</b>	96%	<b>\$625.00</b>
<b>Total Q1 Remedies Imposed</b>						<b>\$16,400.00</b>