

<b>Parkland Quarter 2</b>				
<b>Item #</b>	<b>Performance</b>	<b>Remedies Imposed</b>	<b>Noncompliance Determination &amp; Remedy Imposed Date</b>	<b>Maximum Remedy Action Allowed</b>
1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. <b>Encounters</b>	<b>\$23,000.00</b>	11/13/2017	up to \$5,000 per calendar day for each incident of noncompliance
2	Behavioral Health Hotline - call hold rate is 80% within 30 seconds or less. <b>Behavioral Health Hotline</b>	<b>\$3,600.00</b>	11/13/2017	up to \$100.00 for each percentage point from the standard
<b>Total Q2 Remedies Imposed</b>		<b>\$26,600.00</b>		

Parkland Quarter 3					
Item #	Performance	Remedies Imposed	New CAP Y/N	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate</b>	\$1,000.00	N	11/29/2016	up to \$5000 per reporting period
<b>Total Q3 Remedies</b>		<b>\$1,000.00</b>			

<b>Parkland, 3<sup>er</sup> trimestre</b>					
<b>Ítem #</b>	<b>Rendimiento</b>	<b>Sanciones impuestas</b>	<b>CAP nuevo Sí/No</b>	<b>Fecha de determinación de incumplimiento y sanción impuesta</b>	<b>Sanción máxima permitida</b>
1	El 98% de las solicitudes de pago procesadas se resuelven en 30 días. <b>Total de solicitudes de pago apeladas</b>	<b>\$1,000.00</b>	No	11/29/2016	hasta \$5000 por cada periodo de informes
<b>Total de sanciones en el 3<sup>er</sup> trimestre</b>		<b>\$1,000.00</b>			

Parkland Quarter 1					
Item #	Performance	Remedies Imposed	Corrective Action Plan Y/N	Date of Remedy & Final Noncompliance Finding	Maximum Monetary Remedy Allowed by Contract
1	Failed to perform an Administrative Service. Parkland is unresponsive to audit requests.	\$1,000.00	N	7/5/2016	Up to \$5,000 per calendar day per incident
<b>Total Q1 Remedies Imposed</b>		<b>\$1,000.00</b>			

Parkland, 1 <sup>er</sup> trimestre					
Ítem #	Rendimiento	Sanciones impuestas	Plan de acción correctiva Sí/No	Fecha de la sanción y determinación final de incumplimiento	Máxima sanción monetaria permitida por el contrato
1	No prestó un servicio administrativo. Parkland no responde a las solicitudes de auditoría.	\$1,000.00	N	7/5/2016	Hasta \$5,000 por día natural por cada incidente
<b>Total de sanciones impuestas en el 1<sup>er</sup> trimestre</b>		<b>\$1,000.00</b>			