

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance
1	STAR	C3; MRSA CENTRAL	13	Member complaints 98% resolved within 30 days. <b>First Occurrence</b>	92.00%
2	STAR	C3; MRSA CENTRAL	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. <b>Vision Clean Claims, First Occurrence</b>	97.00%
<b>Total Q3 Remedies Imposed</b>					

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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. <b>Encounters, First Occurrence</b>	2 Incidents	<b>Waived</b>
2	STAR	C3; MRSA CENTRAL	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. <b>First Occurrence</b>	3 hours inoperable	<b>\$300.00</b>
3	STAR	C3; MRSA CENTRAL	12	Member Hotline - must operate a toll-free provider telephone hotline for provider inquiries. <b>First Occurrence</b>	3 hours inoperable	<b>\$300.00</b>
<b>Total Q2 Remedies Imposed</b>						<b>\$600.00</b>

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1	ALL	ALL	8	The MCO did not comply with the requirements of the HHSC-approved Fraud, Waste, and Abuse Compliance Plan. An IG audit found Scott and White non-compliant with four compliance plan requirements for the period from September 2013 through August 2015. The audit report is available at: <a href="https://oig.hhsc.texas.gov/sites/oig/files/reports/IG-HMSThirdPartySIU-Full-Report-16015.pdf">https://oig.hhsc.texas.gov/sites/oig/files/reports/IG-HMSThirdPartySIU-Full-Report-16015.pdf</a> <b>First Occurrence</b>	730 days inaccurate	<b>\$58,400.00</b>
2	STAR	C3; MRSA CENTRAL	12	Member Hotline - call abandonment rate is 7% or less <b>Third Occurrence</b>	Month 3 - 9.81%	<b>\$300.00</b>
3	STAR	C3; MRSA CENTRAL	12	Member Hotline - 80% of calls answered within 30 seconds. <b>Second Occurrence</b>	Month 3 - 62.39%	<b>\$1,800.00</b>
4	STAR	C3; MRSA CENTRAL	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, Third Occurrence</b>	96.03%	<b>\$5,000.00</b>
5	STAR	C3; MRSA CENTRAL	20	Encounter Reconciliation Report within a 2% variance. <b>Medical Encounters, Second Occurrence</b>	93.00%	<b>\$5,000.00</b>
<b>Total Q1 Remedies Imposed</b>						<b>\$70,500.00</b>