

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	1N; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Appealed Claims, First Occurrence	1 day late	Waive
2	CHIP	1C; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Appealed Claims, First Occurrence	1 day late	Waive
3	STAR	1N; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	65%	\$5,000
4	CHIP	1C; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	0%	\$5,000
5	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Quality Improvement, First Occurrence	1 day incomplete	Waive
6	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
7	STAR	1N; TRAVIS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. FSR, First Occurrence	31 days inaccurate	\$3,100
8	CHIP	1C; TRAVIS	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. FSR, First Occurrence	3 days inaccurate	\$300
9	CHIP	1C; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, Second Occurrence	103%	\$5,000
Total Q3 Remedies Imposed						\$18,700

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1	ALL	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	3 incidents	\$1,500.00
2	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. Encounters, First Occurrence	12 incidents	Waived
3	STAR	1N; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Third Occurrence	1 day Inaccurate	\$250.00
4	CHIP	1C; TRAVIS	4	All reports/deliverables must be on time, accurate, and complete. Third Occurrence	1 day Inaccurate	\$250.00
5	STAR	1N; TRAVIS	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00
6	CHIP	1C; TRAVIS	11	Provider Hotline - must operate a toll-free provider telephone hotline for provider inquiries. First Occurrence	3 hours inoperable	\$300.00
7	STAR	1N; TRAVIS	12	Member Hotline - must operate a toll-free member telephone hotline for member inquiries. First Occurrence	3 hours inoperable	\$300.00
8	CHIP	1C; TRAVIS	12	Member Hotline - must operate a toll-free member telephone hotline for member inquiries. First Occurrence	3 hours inoperable	\$300.00
9	STAR	1N; TRAVIS	12	Member Hotline - call hold rate is 80% or more of calls answered within 30 seconds Second Occurrence	Month 2 72%	\$800.00
10	CHIP	1C; TRAVIS	12	Member Hotline - call hold rate is 80% or more of calls answered within 30 seconds Second Occurrence	Month 2 72%	\$800.00
11	CHIP	1C; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	0.00%	\$5,000.00
Total Q2 Remedies Imposed						\$9,800.00

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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 Sendero 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-HMSThirdPartySIU-Full-Report-16015.pdf First Occurrence	730 days inaccurate	\$58,400.00
2	STAR	1N; TRAVIS	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 3 - 56.48%	\$2,400.00
3	CHIP	1C; TRAVIS	12	Member Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 3 - 56.48%	\$2,400.00
4	STAR	1N; TRAVIS	12	Member Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 16.54%	\$1,000.00
5	CHIP	1C; TRAVIS	12	Member Hotline - call abandonment rate is 7% or less Second Occurrence	Month 3 - 16.54%	\$1,000.00
6	STAR	1N; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Third Occurrence	95%	\$5,000.00
7	STAR	1N; TRAVIS	28	Annual report that summarizes the MCO's migrant efforts as stated in its annual plan. First Occurrence	47 days late	\$47,000.00
Total Q1 Remedies Imposed						\$117,200.00