

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	1A; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, First Occurrence</b>	96%	<b>\$500</b>
2	CHIP	56; TRAVIS	13.1	Claims Processing 98% adjudicated within 30 days. <b>Appealed Claims Aggregate, First Occurrence</b>	96%	<b>\$500</b>
3	STAR	1A; TRAVIS	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. <b>Vision Clean Claims, First Occurrence</b>	96%	<b>\$500</b>
4	CHIP	56; TRAVIS	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. <b>Vision Clean Claims, First Occurrence</b>	95%	<b>\$500</b>
5	STAR	1A; TRAVIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. <b>Vision Clean Claims, First Occurrence</b>	98%	<b>\$500</b>
6	CHIP	56; TRAVIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. <b>Vision Clean Claims, First Occurrence</b>	98%	<b>\$500</b>
7	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>	29 days late & inaccurate	<b>\$2,900</b>
<b>Total Q3 Remedies Imposed</b>						<b>\$5,900</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>	328 incidents	<b>\$1,088.00</b>
2	STAR	1A; Travis	20	Encounter Reconciliation Report within a 2% variance. <b>Pharmacy Encounters, First Occurrence</b>	104.00%	<b>\$250.00</b>
3	CHIP	56; Travis	20	Encounter Reconciliation Report within a 2% variance. <b>Pharmacy Encounters, First Occurrence</b>	91.00%	<b>\$250.00</b>
<b>Total Q2 Remedies Imposed</b>						<b>\$1,588.00</b>

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1	4	STAR	1A; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>Member Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
2	4	CHIP	56; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>Member Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
3	4	STAR	1A; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>Provider Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
4	4	CHIP	56; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>Provider Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
5	4	STAR	1A; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>BH Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
6	4	CHIP	56; TRAVIS	All reports/deliverables must be on time, accurate, and complete. <b>BH Hotline Report, First Occurrence</b>	1 day inaccurate	<b>\$250.00</b>
7	12	STAR	1A; TRAVIS	Member Hotline - call abandonment rate is 7% or less <b>Member Hotline, Second Occurrence</b>	Month 1 - 14.01%	<b>\$700.00</b>
8	12	CHIP	56; TRAVIS	Member Hotline - call abandonment rate is 7% or less <b>Member Hotline, Second Occurrence</b>	Month 1 - 14.01%	<b>\$700.00</b>
9	12	STAR	56; TRAVIS	Member Hotline - 80% of calls answered within 30 seconds. <b>Member Hotline, Second Occurrence</b>	Month 1 - 71.89 Month 2 - 78.42%	<b>\$1,000.00</b>
10	12	CHIP	1A; TRAVIS	Member Hotline - 80% of calls answered within 30 seconds. <b>Member Hotline, Second Occurrence</b>	Month 1 - 71.89 Month 2 - 78.42%	<b>\$1,000.00</b>
<b>Total Q1 Remedies Imposed</b>						<b>\$4,900.00</b>