

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR+PLUS	W6; MRSA WEST	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12132016.0080003 First Occurrence	106 days	\$79,500
2	STAR+PLUS	H5; HIDALGO	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12212016.0080017 First Occurrence	137 days	\$102,750
3	STAR+PLUS	C4; MRSA CENTRAL	1	Failure to perform an Administrative Service. MCO failed to provide HHSC with documentation in the initial UR RFI. A12212016.0080008 First Occurrence	1 incident	\$5,000
4	STAR+PLUS	H5; HIDALGO	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A12232016.0080009 First Occurrence	141 days	\$105,750
5	STAR+PLUS	47; BEXAR	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A01182017.0080020 First Occurrence	158 days	\$39,500
6	STAR+PLUS	47; BEXAR	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A01182017.0080022 First Occurrence	157 days	\$39,250
7	STAR+PLUS	47; BEXAR	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A01262017.0080004 First Occurrence	164 days	\$123,000
8	STAR+PLUS	9H; DALLAS	1	Failure to perform an Administrative Service. MCO failed to provide HHSC with documentation in the initial UR RFI. A01302017.0080024 First Occurrence	1 incident	\$5,000
9	STAR+PLUS	H5; HIDALGO	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A03022017.0080003 First Occurrence	194 days	\$145,500
10	STAR+PLUS	C4; MRSA CENTRAL	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A02222017.0080007 First Occurrence	49 days	\$12,250
11	STAR+PLUS	47; BEXAR	1	Failure to perform an Administrative Service. MCO failed to provide administrative service to cover member. A03272017.0080025 First Occurrence	232 days	\$174,000
12	STAR+PLUS	4H; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A05242017.0080001 First Occurrence	413 days	\$619,500
13	STAR+PLUS	4H; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A05242017.0080001 First Occurrence	419 days	\$628,500
14	STAR+PLUS	4H; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A05242017.0080001 First Occurrence	419 days	\$628,500
15	STAR+PLUS	4H; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A05242017.0080001 First Occurrence	413 days	\$619,500
16	STAR+PLUS	4H; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A05242017.0080001 First Occurrence	466 days	\$699,000
17	STAR+PLUS	W6; MRSA WEST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12092016.0080021 First Occurrence	28 days	\$14,000

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18	STAR+PLUS	W6; MRSA WEST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12022016.0080028 First Occurrence	121 days	\$181,500
19	STAR+PLUS	W6; MRSA WEST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12132016.0080004 First Occurrence	127 days	\$63,500
20	STAR+PLUS	C4; MRSA CENTRAL	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A12092016.0080008 First Occurrence	121 days	\$181,500
21	STAR+PLUS	9H; DALLAS	1	Failure to perform an Administrative Service. MCO failed to provide HHSC with documentation in the initial UR RFI. A01112017.0080012 First Occurrence	1 incident	\$5,000
22	STAR+PLUS	47; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01182017.0080020 First Occurrence	158 days	\$79,000
23	STAR+PLUS	47; BEXAR	2	Failure to perform an Administrative Service. MCO failed to provide HHSC with documentation in the initial UR RFI. A01182017.0080021 First Occurrence	1 incident	\$5,000
24	STAR+PLUS	47; BEXAR	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A01182017.0080021 First Occurrence	156 days	\$234,000
25	STAR+PLUS	W6; MRSA WEST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A03212017.0080003 First Occurrence	225 days	\$337,500
26	STAR+PLUS	W6; MRSA WEST	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A03212017.0080003 First Occurrence	225 days	\$337,500
27	STAR+PLUS	H5; HIDALGO	2	MCO fails to timely provide a MCO Covered Service. MCO failed to provide a covered service to cover members care. A04132017.0080005 First Occurrence	242 days	\$363,000
28	STAR	W3; MRSA WEST	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Second Occurrence	95%	\$50
29	STAR	N2; MRSA NORTHEAST	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Second Occurrence	95%	\$50
30	STAR	C2; MRSA CENTRAL	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Second Occurrence	95%	\$50
31	STAR+PLUS	9H; DALLAS	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Sixth Occurrence	91%	\$250
32	STAR+PLUS	47; BEXAR	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Fourth Occurrence	97%	\$250
33	STAR+PLUS	H5; HILDALGO	13	Provider Complaints - resolve 98% of provider complaints within 30 days. Third Occurrence	95%	\$250
34	STAR KIDS	KF; EL PASO	13	Nurse Hotline - Call hold rate at least 80% of calls answered within 30 seconds. First Occurrence	Month 2 - 78%	Waive
35	STAR KIDS	KL; Travis	13	Nurse Hotline - Call hold rate at least 80% of calls answered within 30 seconds. First Occurrence	Month 2 - 75%	\$50
36	STAR KIDS	KG; HILDALGO	13	Nurse Hotline - Call abandonment rate 7% or less First Occurrence	Month 3 - 17%	\$1,000
37	STAR KIDS	KJ; MRSA WEST	13	Nurse Hotline - Call abandonment rate 7% or less First Occurrence	Month 1 - 33% Month 2 - 67%	\$8,600

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
38	STAR+PLUS	W6; MRSA WEST	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, Second Occurrence	97%	\$1,000
39	STAR	40; BEXAR	14	Member Appeals - resolve 98% of member appeals with in 30 days. First Occurrence	97%	\$50
40	STAR	H2; HILDALGO	14	Member Appeals - resolve 98% of member appeals with in 30 days. First Occurrence	97%	\$50
41	STAR	C2; MRSA CENTRAL	14	Member Appeals - resolve 98% of member appeals with in 30 days. First Occurrence	95%	\$50
42	STAR	36; EL PASO	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	2 days inaccurate	Waive
43	ALL	ALL	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. QI Report, First Occurrence	2 days inaccurate	Waive
44	STAR+PLUS	W6; MRSA WEST	17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	1 day inaccurate	Waive
45	STAR	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	11 days inaccurate	\$1,100
46	STAR+PLUS	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	11 days inaccurate	\$1,100
47	STAR HEALTH	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	11 days inaccurate	\$1,100
48	STAR	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	8 days inaccurate	\$800
49	STAR+PLUS	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	8 days inaccurate	\$800
50	STAR HEALTH	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	8 days inaccurate	\$800
51	STAR+PLUS	ALL	24	IG - MCO must respond to any Inspector General request for information in the manner and format requested. First Occurrence	10 days inaccurate	\$1,000
52	STAR+PLUS	9H; DALLAS	33	Medical Necessity and Level of Care (MN LOC) Assessment must be submitted to HHSC within 45 day. MCO failed to submit timely. First Occurrence	5 incidents	\$2,500
53	STAR KIDS	KF; EL PASO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, Second Occurrence	92%	\$1,000
54	STAR KIDS	KE; BEXAR	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, Second Occurrence	88%	\$5,000
55	STAR KIDS	KG; HILDALGO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, First Occurrence	97%	\$500
56	STAR KIDS	KH; LUBBOCK	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, Second Occurrence	90%	\$1,000
57	STAR KIDS	KJ; MRSA WEST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, Second Occurrence	75%	\$5,000
58	STAR KIDS	KL; TRAVIS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, Second Occurrence	94%	\$1,000
59	STAR KIDS	KH; LUBBOCK	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute Clean Claims, Second Occurrence	97%	\$1,000
Total Q3 Remedies						\$5,863,400

Item #	Program	Service Area	Deliverables/Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR STAR+PLUS STAR Health	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	70,498 incidents	\$470,230.00
2	ALL	ALL	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	154 incidents	\$77,000.00
3	STAR	W3; MRSA WEST	13	Provider complaints 98% resolved within 30 days. First Occurrence	94.00%	Waive
4	STAR	10; TRAVIS	13	Member complaints 98% resolved within 30 days. Second Occurrence	97.00%	\$50.00
5	STAR+PLUS	9H; DALLAS	13	Provider complaints 98% resolved within 30 days. Fifth Occurrence	94.00%	\$250.00
6	STAR+PLUS	47; BEXAR	13	Provider complaints 98% resolved within 30 days. Third Occurrence	94.00%	\$250.00
7	STAR+PLUS	H5; HILDALGO	13	Provider complaints 98% resolved within 30 days. Second Occurrence	94.00%	\$250.00
8	STAR+PLUS	H5; HILDALGO	13	Member complaints 98% resolved within 30 days. Third Occurrence	97.00%	\$250.00
9	STAR KIDS	KH; LUBBOCK	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 1 33.00%	\$5,000.00
10	STAR KIDS	KL; TRAVIS	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 1 75.00%	Waive
11	STAR KIDS	KF; EL PASO	13	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 3 77.00%	\$60.00
12	Chip	57; LUBBOCK	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	50.00%	\$5,000.00
13	STAR	52; LUBBOCK	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	97.00%	Waive
14	STAR+PLUS	H5; HILDALGO	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	97.00%	Waive
15	STAR KIDS	KL; TRAVIS	15	Member appeals 98% resolved within 30 days. First Occurrence	97.00%	Waive
16	STAR HEALTH	1E; STATEWIDE	15	Nurse Hotline - 80% of calls answered within 30 seconds. Second Occurrence	Month 1 79.00%	Waive
17	STAR KIDS	KH; LUBBOCK	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 20.00%	\$1,300.00
19	STAR+PLUS	All	26	Member complaints - timely response to an HHSC Member complaint received by HHSC First Occurrence	19 days late	\$4,750.00
18	STAR KIDS	KE; BEXAR	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	97.00%	Waive
20	STAR KIDS	KE; BEXAR	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	93.00%	Waive
21	STAR KIDS	KF; EL PASO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	Waive
22	STAR KIDS	KF; EL PASO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	96.00%	Waive
23	STAR KIDS	KF; EL PASO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	96.00%	Waive
24	STAR KIDS	KG; HILDALGO	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	Waive
25	STAR KIDS	KH; LUBBOCK	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	Waive
26	STAR KIDS	KH; LUBBOCK	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	96.00%	Waive
27	STAR KIDS	KH; LUBBOCK	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	97.00%	Waive
28	STAR KIDS	KJ; MRSA WEST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	Waive

29	STAR KIDS	KJ; MRSA WEST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	97.00%	Waive
30	STAR KIDS	KJ; MRSA WEST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	94.00%	Waive
31	STAR KIDS	KL; TRAVIS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	Waive
32	STAR KIDS	KL; TRAVIS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	96.00%	Waive
33	STAR KIDS	KL; TRAVIS	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	91.00%	Waive
34	STAR KIDS	KV; NUECES	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	97.00%	Waive
35	STAR KIDS	KV; NUECES	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC, First Occurrence	91.00%	Waive
Total Q2 Remedies						\$564,390.00

Item #	Program	Service Area	Deliverables/Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
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 Superior non-compliant with two 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-SuperiorSIU-Full-Report-16014.pdf First Occurrence	730 days inaccurate	\$29,200.00
2	STAR	10; TRAVIS	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
3	STAR	36; EL PASO	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
4	STAR	40; BEXAR	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
5	STAR	52; LUBBOCK	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
6	STAR	83; NUECES	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
7	STAR	C2; MRSA CENTRAL	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
8	STAR	H2; HILDALGO	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
9	STAR	W2; MRSA WEST	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
10	STAR	W3; MRSA WEST	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
11	STAR+PLUS	5B; LUBBOCK	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
12	STAR+PLUS	9H; DALLAS	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
13	STAR+PLUS	47; BEXAR	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
14	STAR+PLUS	86; NUECES	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
15	STAR+PLUS	C4; MRSA CENTRAL	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
16	STAR+PLUS	H5; HILDALGO	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
17	STAR+PLUS	W6; MRSA WEST	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
18	CHIP	39; EL PASO	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
19	CHIP	59; RSA	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
20	CHIP	87; NUECES	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
21	CHIP	48; BEXAR	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive

22	CHIP	57; LUBBOCK	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
23	CHIP	1B; TRAVIS	11	Provider Hotline - average hold time is 2 minutes or less. Second Occurrence	Month 3 - 3:37	Waive
24	STAR	10; TRAVIS	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
25	STAR	36; EL PASO	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
26	STAR	40; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
27	STAR	52; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
28	STAR	83; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
29	STAR	C2; MRSA CENTRAL	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
30	STAR	H2; HILDALGO	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
31	STAR	N2; MRSA NORTHEAST	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
32	STAR	W3; MRSA WEST	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
33	STAR+PLUS	5B; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
34	STAR+PLUS	9H; DALLAS	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
35	STAR+PLUS	47; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
36	STAR+PLUS	86; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
37	STAR+PLUS	C4; MRSA CENTRAL	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
38	STAR+PLUS	H5; HILDALGO	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
39	STAR+PLUS	W6; MRSA WEST	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
40	CHIP	39; EL PASO	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
41	CHIP	48; BEXAR	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
42	CHIP	59; RSA	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
43	CHIP	57; LUBBOCK	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
44	CHIP	1B; TRAVIS	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
45	CHIP	87; NUECES	11	Provider Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 9.13%	Waive
46	STAR KIDS	KV; NUECES	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 66.67%	Waive
47	STAR KIDS	KF; EL PASO	13	Nurse Hotline - 80% of calls answered within 30 seconds. First Occurrence	Month 3 - 66.67%	Waive
48	STAR KIDS	KV; NUECES	13	Nurse Hotline - call abandonment rate is 7% or less. First Occurrence	Month 3 - 11.11%	Waive
49	STAR+PLUS	9H; DALLAS	13	Member complaints 98% resolved within 30 days. Third Occurrence	93.33%	\$100.00
50	STAR+PLUS	9H; DALLAS	13	Provider complaints 98% resolved within 30 days. Fourth Occurrence	97.30%	\$250.00
51	STAR+PLUS	47; BEXAR	13	Provider complaints 98% resolved within 30 days. Second Occurrence	97.14%	Waive
52	STAR	40; BEXAR	13	Provider complaints 98% resolved within 30 days. Second Occurrence	92.45%	Waive
53	STAR	83; NUECES	13	Provider complaints 98% resolved within 30 days. First Occurrence	85.71%	Waive
54	STAR	C2; MRSA CENTRAL	13	Provider complaints 98% resolved within 30 days. First Occurrence	85.71%	Waive
55	STAR	52; LUBBOCK	13	Provider complaints 98% resolved within 30 days. First Occurrence	85.71%	Waive
56	STAR	N2; MRSA NORTHEAST	13	Provider complaints 98% resolved within 30 days. First Occurrence	85.71%	Waive

57	CHIP	39; EL PASO	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	83.33%	Waive
58	STAR	36; EL PASO	13.1	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	93.75%	Waive
59	CHIP	48; BEXAR	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
60	CHIP	39; EL PASO	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
61	CHIP	59; STATEWIDE	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
62	CHIP	87; NUECES	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
63	CHIP	57; LUBBOCK	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
64	CHIP	1B Travis	18.1	Claims Lag Reports submitted on time, accurate and complete. Second Occurrence	1 day inaccurate	Waive
65	CHIP	ALL	20	Encounter Data must be submitted on time. Pharmacy Encounters, First Occurrence	Not 100% submitted within 25 days	\$1,000
66	STAR Health	1E; STATEWIDE	22	Claims Lag Reports submitted on time, accurate and complete. First Occurrence	1 day inaccurate	Waive
67	STAR HEALTH	1E; STATEWIDE	41	Claims Processing 98% adjudicated within 30 days. Appealed Claims Aggregate, First Occurrence	93.81%	Waive
Total Q1 Remedies						\$30,550.00