

Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Prohibited marketing practices. Marketing materials were seen unattended at location. First Occurrence	\$100	3/2/2017	Up to \$1,000 per incident of non-compliance.
2	The MCO must file Third Party Recovery (TPR) Reports First Occurrence	Waive	3/2/2017	Up to \$500 per calendar day the report is not submitted, late, inaccurate, or incomplete.
3	Clean Claims 98% of clean claims are adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per Program and Service Area for the first quarter; up to \$25,000 per Program and Service Area for additional quarters.
4	Clean Claims 98% of clean claims are adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
5	Clean Claims 98% of clean claims are adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
6	Clean Claims 98% of clean claims are adjudicated within 30 days. Behavioral Health Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
7	Clean Claims 98% of clean claims are adjudicated within 30 days. Acute Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
8	Clean Claims 98% of clean claims are adjudicated within 30 days. Acute Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
9	Clean Claims 98% of clean claims are adjudicated within 30 days. Acute Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.

Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
10	Clean Claims 98% of clean claims are adjudicated within 30 days. LTC Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
11	Clean Claims 98% of clean claims are adjudicated within 30 days. LTC Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
12	Clean Claims 98% of clean claims are adjudicated within 30 days. LTC Clean Claims, First Occurrence	\$500	3/2/2017	Up to \$5,000 per program per Service Area, for the first quarter; up to \$25,000 per program per Service Area for additional quarters.
Total Q3 Remedies Imposed		\$5,100		

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	STAR	72; HARRIS	1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters, First Occurrence	72 incidents	\$36,000.00
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	13,050 incidents	\$87,548.00
3	STAR Kids	KM; HARRIS	1	Failure to perform an Administrative Service. MCO was found to have only partial provider portal functionality First Occurrence	1 incident	\$5,000.00
4	STAR	72; HARRIS	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
5	STAR	8K; JEFFERSON	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
6	CHIP	8X; JEFFERSON	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
7	CHIP	7M; HARRIS	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
8	STAR KIDS	KM; HARRIS	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
9	STAR KIDS	KN; JEFFERSON	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
10	STAR KIDS	KP; MRSA NORTHEAST	11	Provider Hotline - average hold time is 2 minutes or less. First Occurrence	Month 1 - 4:49 Month 2 - 7:03 Month 3 - 3:38	\$1,900.00
11	STAR Kids	KP; MRSA NORTHEAST	16	Prohibited marketing practices. Marketing materials were seen unattended at location. First Occurrence	1 incident	\$100.00
12	STAR	8K; JEFFERSON	16	Member Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11.00%	\$400.00
13	STAR Kids	KM; HARRIS	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11.00%	\$400.00
14	STAR Kids	KN; JEFFERSON	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11.00%	\$400.00
15	STAR Kids	KP; MRSA NORTHEAST	17	Behavioral Health Hotline - call abandonment rate is 7% or less. First Occurrence	Month 2 - 11.00%	\$400.00
16	STAR Kids	KN; JEFFERSON	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	96.00%	\$500.00
17	STAR Kids	KP; MRSA NORTHEAST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, First Occurrence	91.00%	\$500.00
18	STAR Kids	KP; MRSA NORTHEAST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, First Occurrence	92.00%	\$500.00
Total Q2 Remedies Imposed						\$145,048.00

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	8	The MCO must comply with the requirements of the HHSC-approved Fraud, Waste, and Abuse Compliance Plan. An IG audit found Texas Children's 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-TCHPSIU-Full-Report-16016.pdf First Occurrence	730 days inaccurate	\$21,900.00
2	STAR	8K; JEFFERSON	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	\$400.00
3	STAR	72; HARRIS	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	\$400.00
4	CHIP	8X; JEFFERSON	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	\$400.00
5	CHIP	7M; HARRIS	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	\$400.00
6	STAR KIDS	KN; JEFFERSON	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	Waive
7	STAR KIDS	KM; HARRIS	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	Waive
8	STAR KIDS	KP; MRSA NORTHEAST	11	Provider Hotline hold time is two minutes or less. First Occurrence	Month 3 - 4:00 min	Waive
Total Q1 Remedies Imposed						\$23,500.00