

Texas Children's Quarter 2				
Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Failure to perform an Administrative Service. The MCO has been using Invalid Member ID's on encounter submissions. Encounters	\$36,000.00	12/1/2017	up to \$5,000 per calendar day for each incident of noncompliance
2	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	\$87,548.00	12/1/2017	up to \$5,000 per calendar day for each incident of noncompliance
3	Failure to perform an Administrative Service. MCO was found to have only partial provider portal functionality Provider Portal	\$5,000.00	12/1/2017	up to \$5,000 per calendar day for each incident of noncompliance
4	Provider Hotline - average hold time is 2 minutes or less. Provider Hotline	\$13,300.00	12/1/2017	up to \$100 for each 30 second time increment
5	Prohibited marketing practices. Marketing materials were seen unattended at location. Marketing Practices	\$100.00	12/1/2017	up to \$1,000 per incident of non-compliance.
6	Member Hotline - call abandonment rate is 7% or less. Member Hotline	\$400.00	12/1/2017	up to \$100 for each percentage point
7	Behavioral Health Hotline - call abandonment rate is 7% or less. Behavioral Health Hotline	\$1,200.00	12/1/2017	up to \$100 for each percentage point
8	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Acute, Clean Claims	\$1,000.00	12/1/2017	up to \$5,000 for the first quarter
9	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Behavioral Health, Clean Claims	\$500.00	12/1/2017	up to \$5,000 for the first quarter
Total Q2 Remedies Imposed		\$145,048.00		

Texas Children's Quarter 1					
Item #	Performance	Remedies Imposed	New CAP Y/N	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	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 Fraud, Waste, & Abuse	\$21,900.00	N	8/29/2017	Up to \$1,000 per calendar day for each incident of noncompliance, per MCO Program.
2	Member Hotline hold time is two minutes or less. Member Hotline	\$1,600.00	N	8/29/2017	Up to \$100 for each percentage point away from standard
Total Q1 Remedies Imposed		\$23,500.00			

Texas Children's, 1er trimestre					
Ítem	Rendimiento	Sanciones impuestas	CAP nuevo Sí/No	Fecha de determinación de incumplimiento y sanción impuesta	Sanción máxima permitida
1	La MCO tiene que cumplir con los requisitos del Plan de cumplimiento por fraude, malgasto y abuso, aprobado por la HHSC. Una auditoría del Inspector General reveló que Texas Children's no cumplió con dos requisitos del plan de cumplimiento de septiembre de 2013 a agosto de 2015. El informe de la auditoría está disponible en: https://oig.hhsc.texas.gov/sites/oig/files/reports/IG-TCHPSIU-Full-Report-16016.pdf Fraude, malgasto y abuso	\$21,900.00	No	8/29/2017	Hasta \$1,000 por día calendario por cada incidente de incumplimiento, por cada programa de la MCO.
2	El tiempo de espera en la línea directa para miembros es de 2 minutos o menos. Línea directa para miembros	\$1,600.00	No	8/29/2017	Hasta \$100 por cada punto porcentual fuera del estándar
Total de sanciones impuestas en el 1er trimestre		\$23,500.00			

Texas Children's Quarter 3					
Item #	Performance	Remedies Imposed	CAP Y/N	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Third Party Recovery Reports must be submitted on time, accurate and complete. TPR Reports	\$34,000.00	N	1/20/2017	up to \$500 per calendar day
Total Q3 Remedies		\$34,000.00			

Texas Children's, 3^{er} trimestre					
Ítem #	Rendimiento	Sanciones impuestas	CAP Si/No	Fecha de determinación de incumplimiento y sanción impuesta	Sanción máxima permitida
1	Los informes de recuperación de terceros se presentaron a tiempo, correctos y completos. Informes de recuperación de terceros	\$34,000.00	No	1/20/2017	hasta \$500 por cada día calendario
Total de sanciones en el 3^{er} trimestre		\$34,000.00			

Texas Children's Quarter 1					
Item #	Performance	Remedies Imposed	Corrective Action Plan Y/N	Date of Remedy & Final Noncompliance Finding	Maximum Monetary Remedy Allowed by Contract
1	Failed to perform an Administrative Service. Texas Children's is unresponsive to audit requests.	\$2,000.00	N	7/5/2016	Up to \$5,000 per calendar day per incident
Total Q1 Remedies Imposed		\$2,000.00			

Texas Children's, 1 ^{er} trimestre					
Ítem #	Rendimiento	Sanciones impuestas	Plan de acción correctiva Sí/No	Fecha de la sanción y determinación final de incumplimiento	Máxima sanción monetaria permitida por el contrato
1	No prestó un servicio administrativo. Texas Children's no responde a las solicitudes de auditoría.	\$2,000.00	N	7/5/2016	Hasta \$5,000 por día natural por cada incidente
Total de sanciones impuestas en el 1^{er} trimestre		\$2,000.00			