

Item #	Performance	Remedies Imposed	Noncompliance Determination & Remedy Imposed Date	Maximum Remedy Action Allowed
1	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. Admin First Occurrence	\$200	4/24/2018	Up to \$1,000 per calendar day the report is not submitted, late, inaccurate or incomplete.
2	Financial Statistical Reports • Due no later than 30 days after the conclusion of the reporting period. First Occurrence	\$200	4/24/2018	Up to \$1,000 per calendar day the report is not submitted, late, inaccurate or incomplete.
3	Financial Statistical Reports Due no later than 30 days after the conclusion of the reporting period. First Occurrence	\$200	4/24/2018	Up to \$1,000 per calendar day the report is not submitted, late, inaccurate or incomplete.
4	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	\$200	4/24/2018	Up to \$1,000 per calendar day the report is not submitted, late, inaccurate or incomplete.
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17	Financial Statistical Reports - Due no later than 30 days after the conclusion of the reporting period. First Occurrence	\$200	4/24/2018	Up to \$1,000 per calendar day the report is not submitted, late, inaccurate or incomplete.
18	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters Fourth Occurrence	\$5,000	4/24/2018	Up to \$2,500 per Quarter, per Program that the MCO is not within the 2% variance. HHSC may assess up to \$5,000 per Quarter, per Program, for each additional Quarter that the MCO is not within the 2% variance.
19	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$10,000	4/24/2018	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.

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20	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$10,000	4/24/2018	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.
21	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
22	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$25,000	4/24/2018	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.
24	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
25	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
26	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
27	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.

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28	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
29	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
30	Clean Claims 99% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
31	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision Clean Claims, Second Occurrence	Waive	4/24/2018	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.
32	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
33	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
34	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
35	Medical Necessity and Level of Care (MN LOC) Assessment must be submitted to HHSC within 45 day. MCO failed to submit timely. First Occurrence	\$1,000	4/24/2018	Up to \$500 per calendar day per Member, for each day required documentation is late, inaccurate, not submitted, or incomplete.

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36	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, First Occurrence	Waive	4/24/2018	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.
37	Clean Claims 98% of clean claims are adjudicated w/in 30 days. LTC Clean Claims, First Occurrence	Waive	4/24/2018	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.
38	Clean Claims 98% of clean claims are adjudicated wnn 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
39	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
40	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision Clean Claims, Second Occurrence	\$5,000	4/24/2018	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.
Total Q3 Remedies Imposed		\$129,400		

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	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	8,439 incidents	\$60,578.00
2	STAR+PLUS	C5; MRSA CENTRAL	14	Member appeals 98% resolved within 30 days. Second Occurrence	94.00%	\$100.00
3	STAR+PLUS	N4; MRSA NORTHEAST	14	Member appeals 98% resolved within 30 days. Second Occurrence	92.00%	\$100.00
4	STAR	7H; HARRIS	14	Member appeals 98% resolved within 30 days. First Occurrence	96.00%	\$50.00
5	STAR+PLUS	85; NUECES	14	Member appeals 98% resolved within 30 days. First Occurrence	90.00%	\$50.00
6	STAR KIDS	KR; HILDALGO	15	Member appeals 98% resolved within 30 days. First Occurrence	50.00%	\$500.00
7	STAR+PLUS	ALL	20	Encounter Reconciliation Report within a 2% variance. Pharmacy Encounters, Third Occurrence	97.00%	\$5,000.00
8	STAR+PLUS	8S; JEFFERSON	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	95.00%	\$500.00
9	STAR+PLUS	C5; MRSA CENTRAL	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	81.00%	\$25,000.00
10	STAR+PLUS	1B; TRAVIS	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	96.00%	\$500.00
11	CHIP	7W; HARRIS	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, Second Occurrence	90.00%	\$25,000.00
12	CHIP	8Y; JEFFERSON	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, Second Occurrence	91.00%	\$25,000.00
13	STAR+PLUS	7R; HARRIS	23	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	97.00%	\$500.00
14	STAR+PLUS	7R; HARRIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	98.00%	\$500.00
15	STAR+PLUS	N4; MRSA NORTHEAST	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	94.00%	\$500.00
16	STAR	7H; HARRIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	86.00%	\$500.00
17	STAR	8L; JEFFERSON	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	88.00%	\$5,000.00
18	STAR	H1; HILDALGO	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	88.00%	\$5,000.00
19	STAR+PLUS	85; NUECES	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	97.00%	\$500.00
20	STAR+PLUS	8S; JEFFERSON	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	98.00%	\$500.00
21	STAR+PLUS	C5; MRSA CENTRAL	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	93.00%	\$500.00
22	STAR+PLUS	18; TRAVIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	97.00%	\$500.00
23	CHIP	7W; HARRIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	94.00%	\$500.00
24	CHIP	8Y; JEFFERSON	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	97.00%	\$500.00

25	STAR+PLUS	N4; MRSA NORTHEAST	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	98.00%	\$500.00
26	STAR	7H; HARRIS	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	94.00%	\$500.00
27	STAR	8L; JEFFERSON	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	97.00%	\$500.00
28	STAR	H1; HILDALGO	23	Clean Claims 99% of clean claims are adjudicated w/in 90 days. Vision, First Occurrence	94.00%	\$500.00
29	STAR KIDS	KS; JEFFERSON	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	96.00%	\$500.00
30	STAR KIDS	KT; MRSA CENTRAL	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	95.00%	\$500.00
31	STAR KIDS	KU; MRSA NORTHEAST	33	Clean Claims 98% of clean claims are adjudicated w/in 30 days. Vision, First Occurrence	97.00%	\$500.00
Total Q2 Remedies Imposed						\$160,878.00

Item #	Program	Service Area	Deliverables/ Liquidated Damages Matrix #	Performance	MCO Actual Performance	Remedies Imposed
1	ALL	ALL	1	The MCO failed to timely perform an MCO Administrative Service. In the period from September 2013 through August 2015, United failed to initiate recoveries of provider overpayments related to fraud, waste, or abuse. 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	\$365,000.00
2	STAR+PLUS	C5; MRSA CENTRAL	14	Member appeals 98% resolved within 30 days. First Occurrence	93.00%	Waive
3	STAR+PLUS	7R; HARRIS	14	Member appeals 98% resolved within 30 days. Third Occurrence	95.00%	\$500.00
4	STAR+PLUS	18; TRAVIS	14	Member appeals 98% resolved within 30 days. Second Occurrence	94.00%	\$500.00
5	STAR+PLUS	85; NUECES	14	Member appeals 98% resolved within 30 days. First Occurrence	93.00%	Waive
6	STAR+PLUS	7R; HARRIS	15	Prohibited marketing practices. United used unapproved letter that was mailed to member. First Occurrence	1 incident	\$100.00
7	STAR	7H; HARRIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fifth Occurrence	113.00%	\$5,000.00
8	STAR	8L; JEFFERSON	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fourth Occurrence	112.00%	\$5,000.00
9	STAR	H1; HILDALGO	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fifth Occurrence	113.00%	\$5,000.00
10	CHIP	8Y; JEFFERSON	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	118.00%	\$5,000.00
11	CHIP	7W; HARRIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Fifth Occurrence	112.00%	\$5,000.00
12	STAR+PLUS	8S; JEFFERSON	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	104.00%	\$5,000.00
13	STAR+PLUS	7R; HARRIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	103.00%	\$5,000.00
14	STAR+PLUS	85; NUECES	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	103.00%	\$5,000.00
15	STAR+PLUS	C5; MRSA CENTRAL	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	103.00%	\$5,000.00
16	STAR+PLUS	N4; MRSA NORTHEAST	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	104.00%	\$5,000.00
17	STAR+PLUS	18; TRAVIS	20	Encounter Reconciliation Report within a 2% variance. Medical Encounters, Second Occurrence	103.00%	\$5,000.00
18	CHIP	7W; HARRIS	23	Claims Processing 98% adjudicated within 30 days. Vision Claims, First Occurrence	96.03%	\$500.00
19	STAR+PLUS	C5; MRSA CENTRAL	23	Claims Processing 98% adjudicated within 30 days. Vision Claims, First Occurrence	92.12%	\$500.00
20	STAR+PLUS	N4; MRSA NORTHEAST	23	Claims Processing 98% adjudicated within 30 days. Behavioral Health Claims, First Occurrence	95.54%	\$500.00
21	STAR+PLUS	18; TRAVIS	27	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	8 days late	\$800.00
22	STAR+PLUS	N4; MRSA NORTHEAST	30	Claims Summary Reports submitted on time, accurate and complete. BH Claims, First Occurrence	8 days late	\$800
Total Q1 Remedies Imposed						\$424,200.00