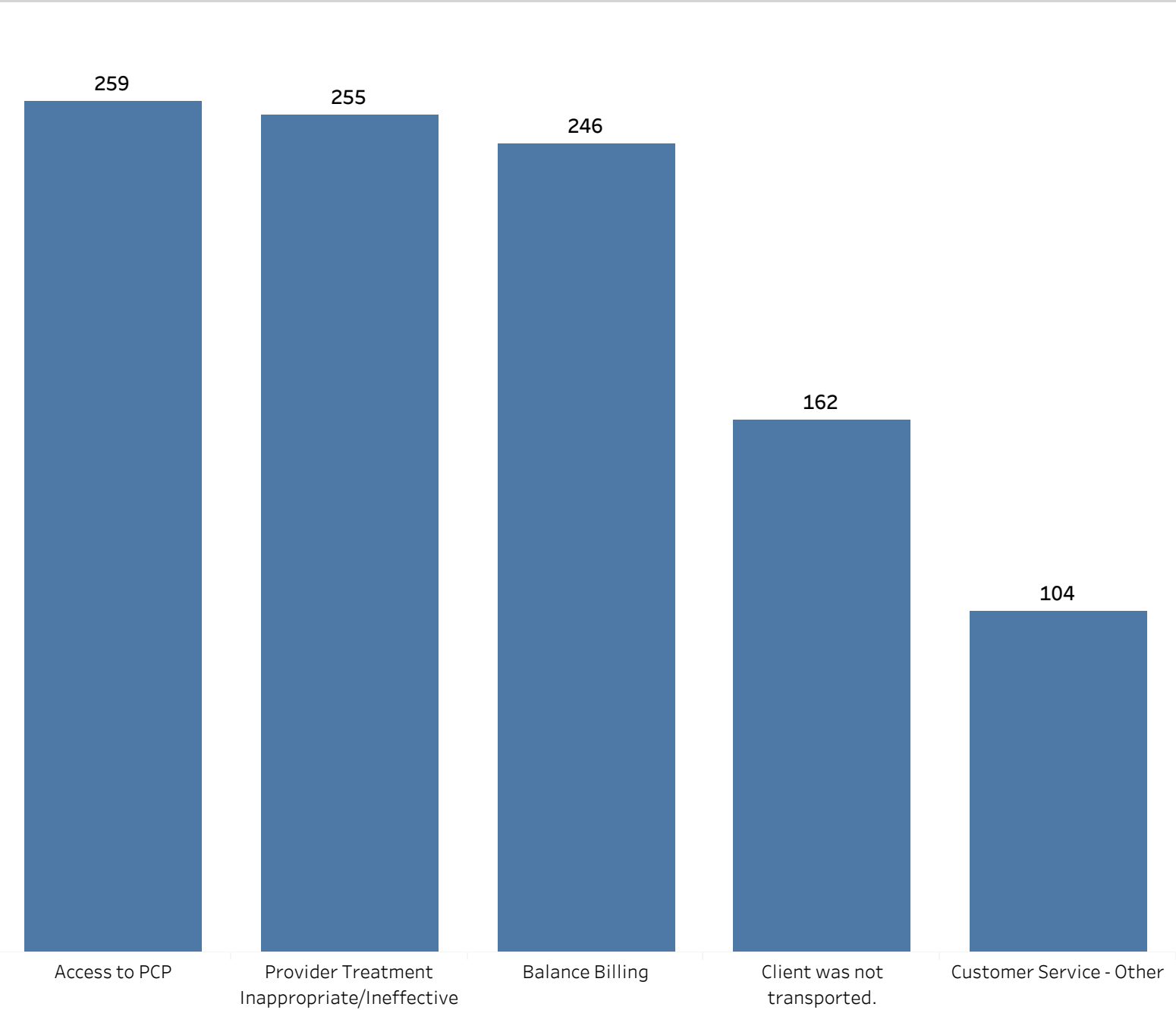


HHSC Initial Contact Complaints - SFY 2023 Q2

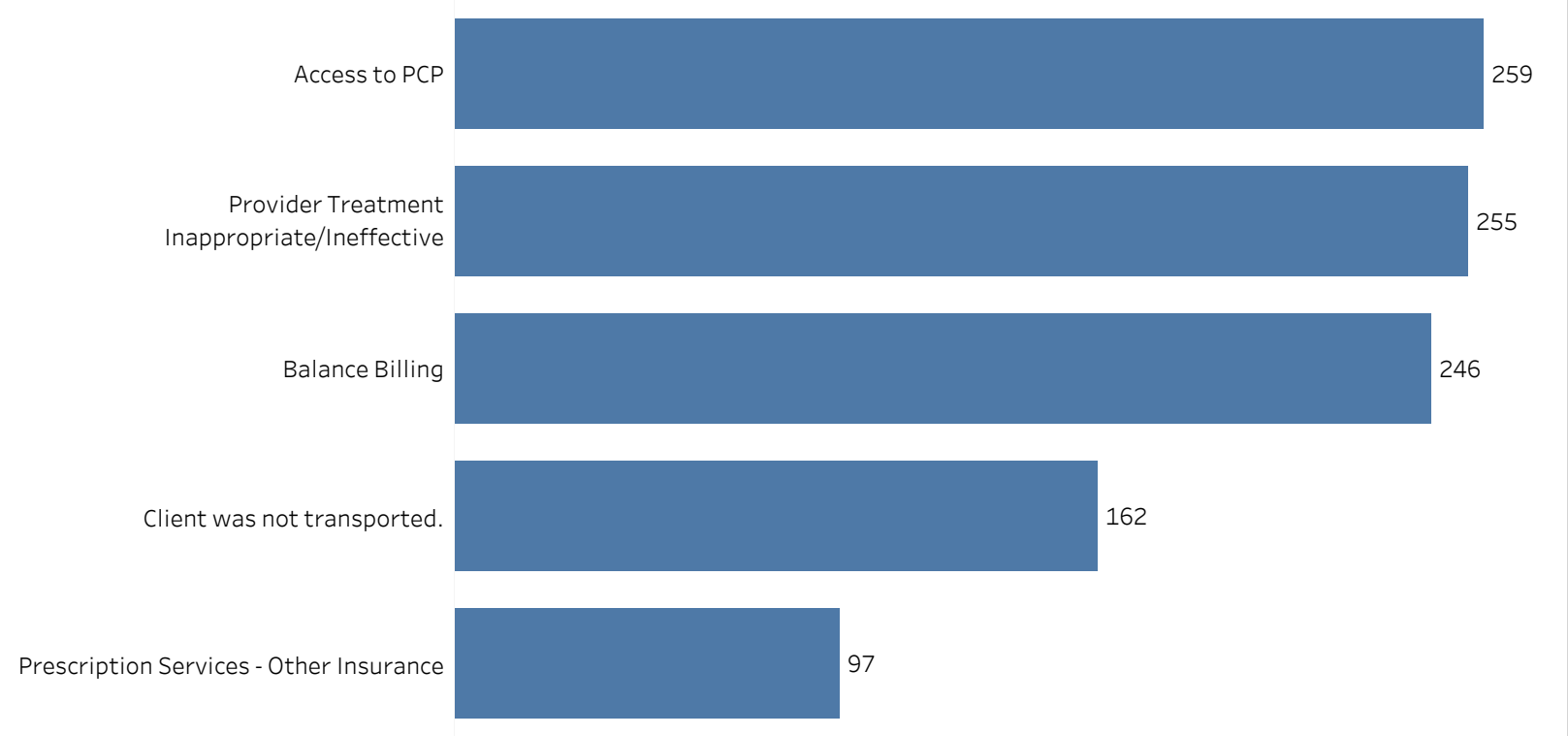
Total Resolved Initial Contact Complaints in SFY 2023 Q2: 2,134

Top 5 Initial Contact Complaints

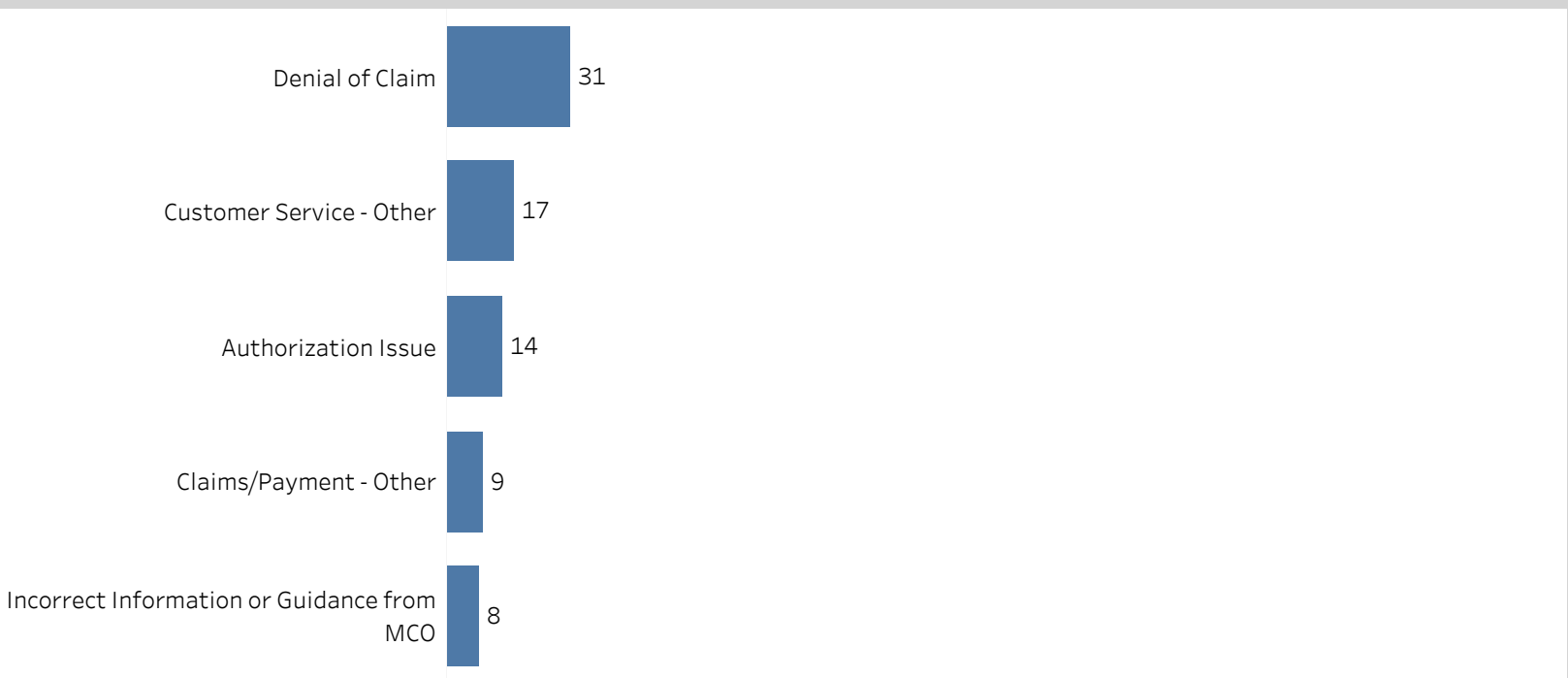


Initial Contact Complaint is defined as any complaint resolved by the business day following the day it was received. Withdrawn and pending complaints, CHIP complaints, and complaints from inactive health plans are excluded from this report. Ninety-five (95) % of total initial contact complaints reported were member complaints.
Data Sources: MCO Self-Reported Complaints extracted from TexConnect. Medicaid Enrollment information is from TMHP’s Point in Time enrollment file and HHSC’s Dental file.

Top 5 Initial Contact Complaints for Members

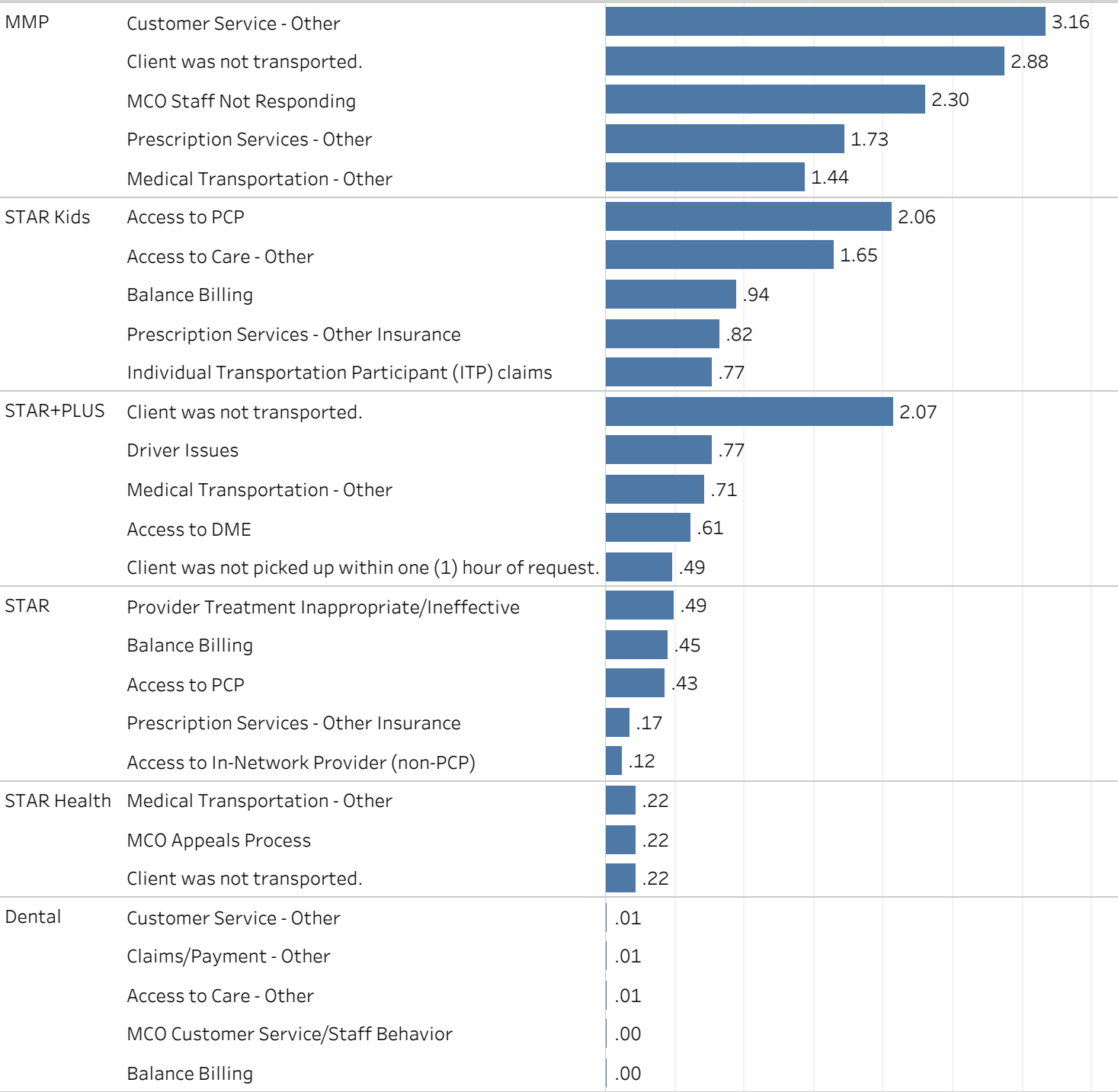


Top 5 Initial Contact Complaints for Providers



HHSC Initial Contact Complaints - SFY 2023 Q2

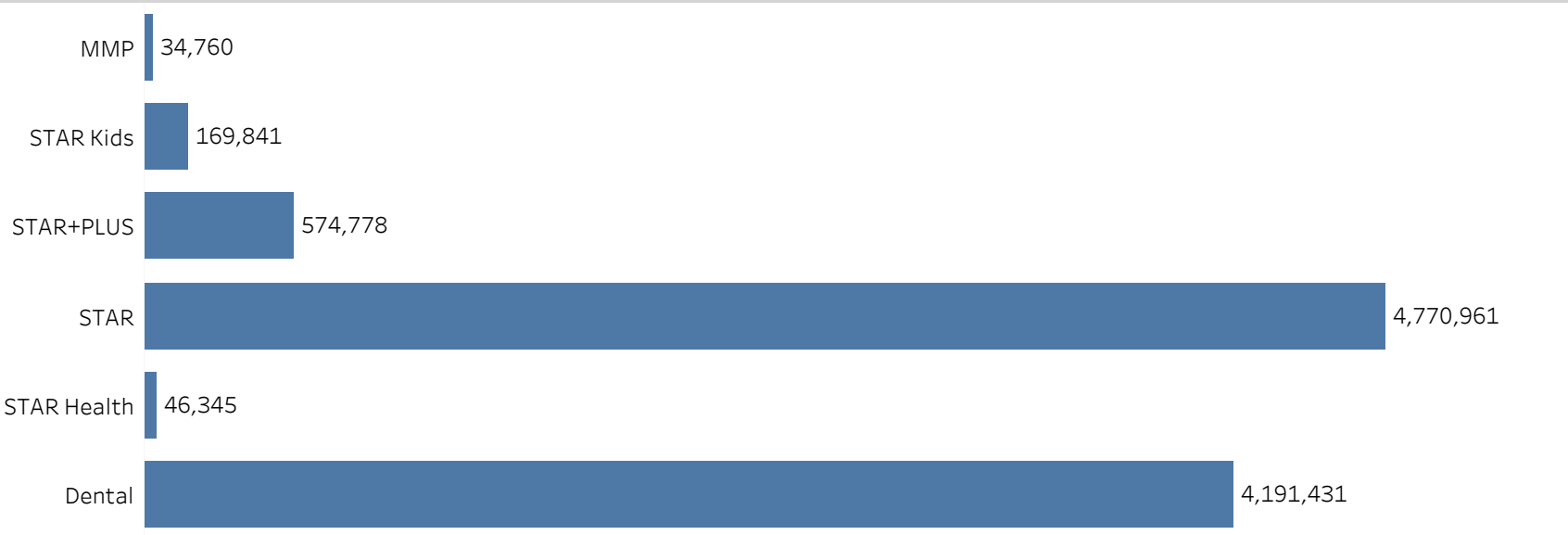
Top 5 Initial Contact Complaints by Program per 10,000 Members



Programs are sorted in descending order from highest rate of complaints to lowest. Ties are sorted in descending order alphabetically.

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q2) * 10,000 = Complaints per 10,000.

Average Monthly Medicaid Members by Program for SFY 2023 Q2



Total Average Monthly Medicaid Members for 2023 Q2 (excluding Dental): 5,596,685
Enrollment numbers do not equal a distinct count of members enrolled as members in Dental can also be enrolled in other programs.

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

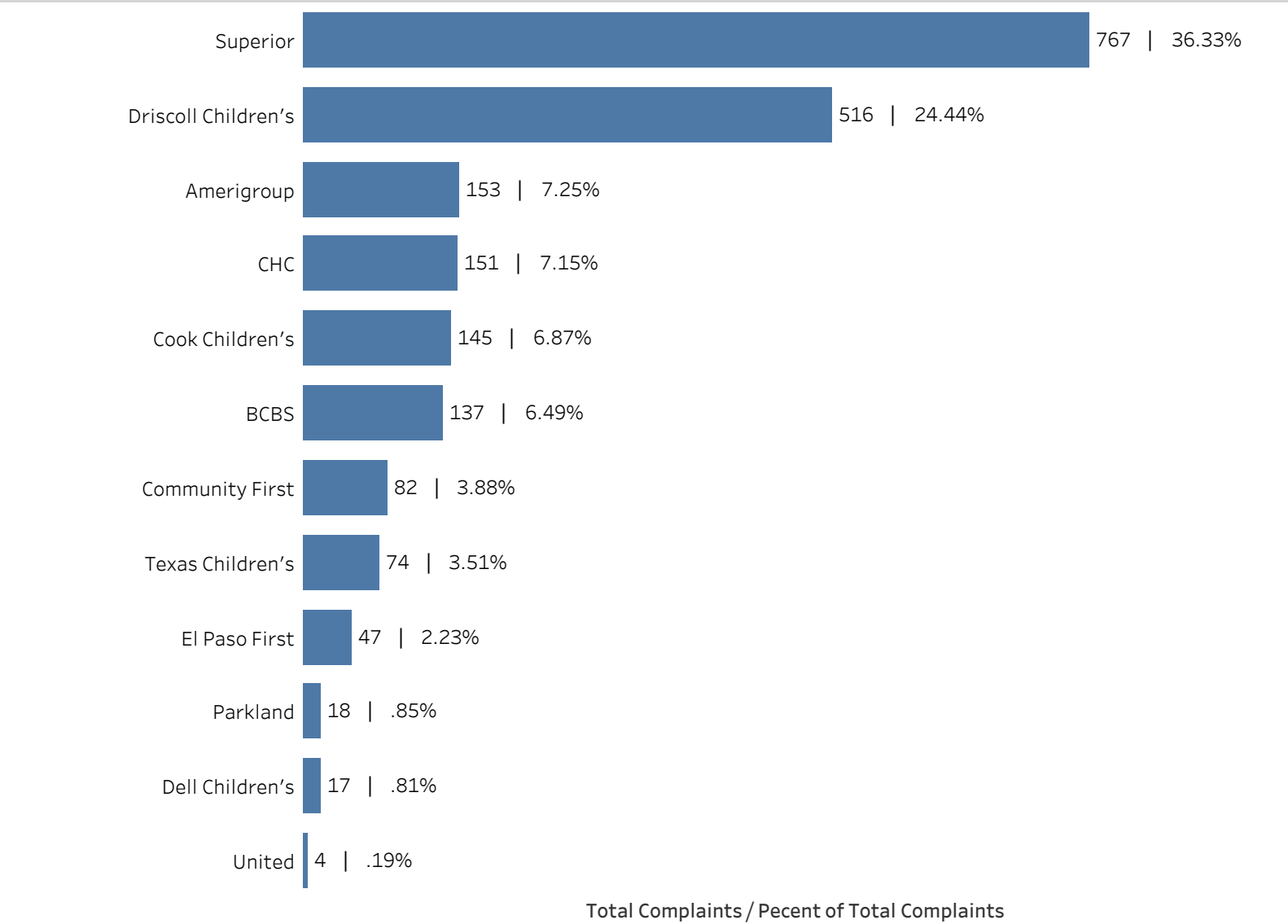
Resolution	MMP	STAR Kids	STAR+PLUS	STAR	STAR Health	Dental
Confirmed	71%	81%	57%	86%	33%	61%
Not Confirmed	21%	11%	14%	7%	67%	4%
Unable to Determine	9%	7%	29%	6%	0%	35%

Confirmed – resolved or partially resolved in Complainant’s favor.
Not Confirmed – resolved or partially resolved in MCO’s favor.
Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.
Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

HHSC Initial Contact Complaints - SFY 2023 Q2

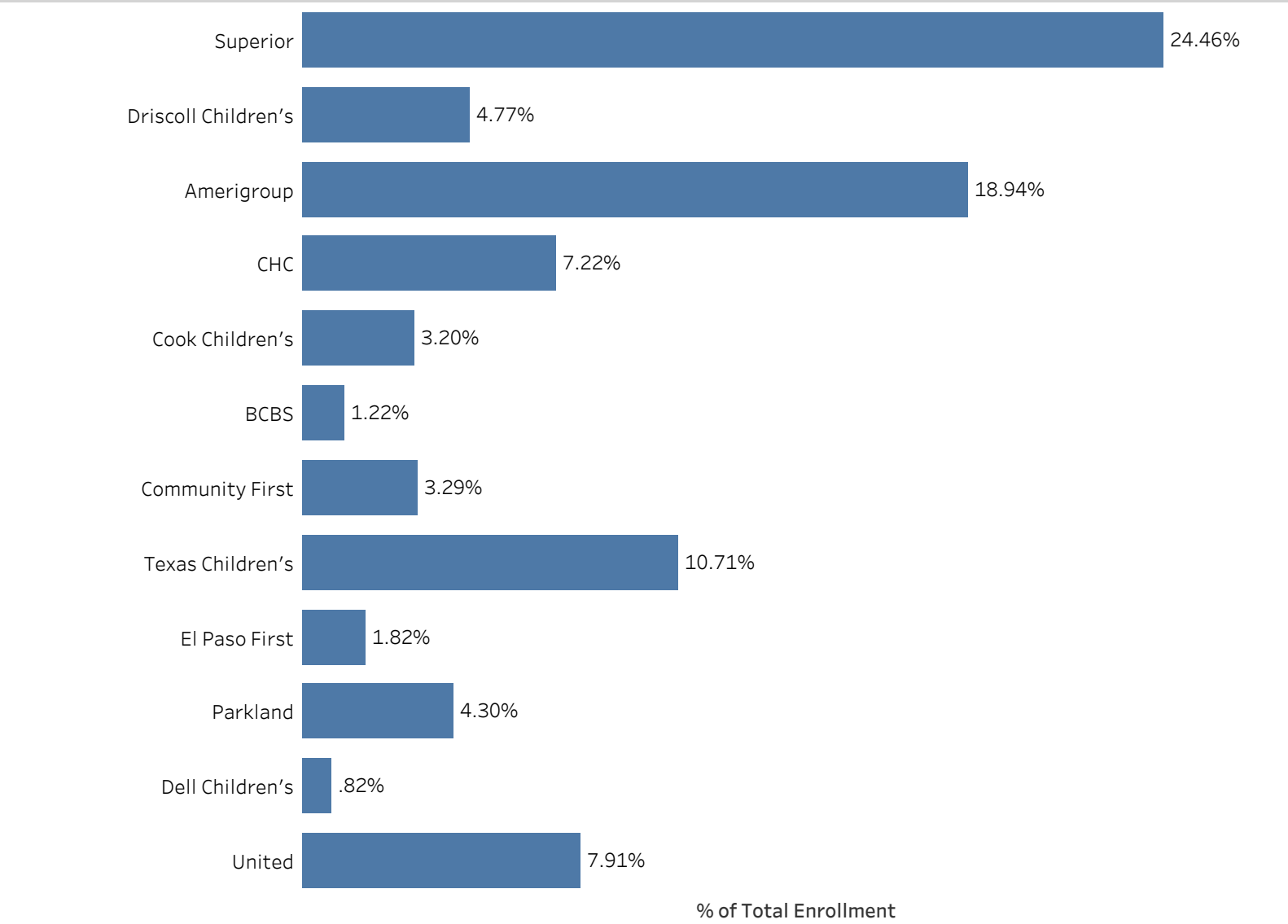
Initial Contact Complaint Volume by MCO

Percentages may not add up to 100% due to rounding.

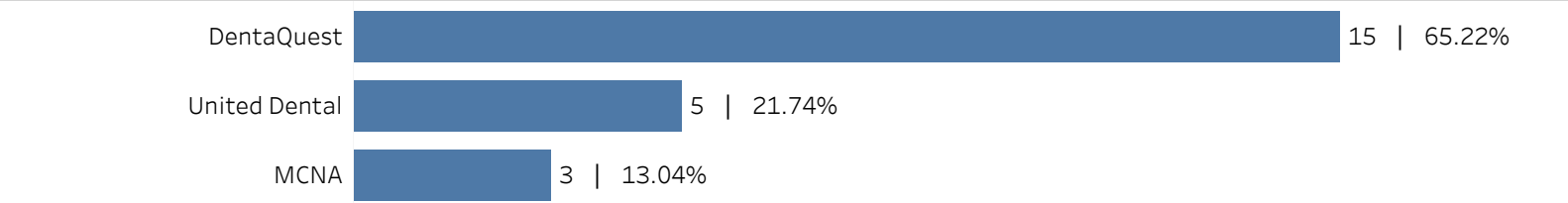


Total Enrollment by MCO

MCOs/DMOs without initial contact complaints are omitted from this table so percentage may not add up to 100%.



Initial Contact Complaint Volume by DMO



Total Enrollment by DMO



HHSC Initial Contact Complaints - SFY 2023 Q2

Top 5 Initial Contact Complaints by MCO/DMO per 10,000 Members

Amerigroup	Access to In-Network Provider (non-PCP)	.44																	
	Quality of Care - Other	.12																	
	Customer Service - Other	.11																	
	Access to Care - Other	.11																	
	Prescription Services - Other	.10																	
BCBS	Balance Billing	14.59																	
	Access to PCP	2.92																	
	Access to In-Network Provider (non-PCP)	.88																	
	Authorization Issue	.29																	
	Value-Added Services Issues	.15																	
CHC	Denial of Claim	.45																	
	Customer Service - Other	.42																	
	Provider Treatment Inappropriate/Ineffective	.37																	
	Access to PCP	.25																	
	Prescription Services - Other Insurance	.22																	
Community First	Prescription Services - Other Insurance	3.64																	
	Refill Too Soon	.16																	
	Prescription Services - Other	.16																	
	Prescription Services - Clinical Prior Authorization	.16																	
	Service Coordination/Service Management	.05																	
Cook Children's	Access to PCP	2.96																	
	Provider Treatment Inappropriate/Ineffective	1.06																	
	Customer Service - Other	.67																	
	Prescription Services - Other Insurance	.45																	
	Home Health	.28																	
Dell Children's	Access to In-Network Provider (non-PCP)	1.09																	
	Balance Billing	.66																	
	Denial of Claim	.44																	
	Access to PCP	.44																	
	Access to DME	.44																	
DentaQuest	Claims/Payment - Other	.03																	
	Customer Service - Other	.01																	
	Balance Billing	.01																	
	Access to Care - Other	.01																	
	MCO Staff Not Responding	.00																	
Driscoll Children's	Provider Treatment Inappropriate/Ineffective	7.57																	
	Access to PCP	4.91																	
	Appointment Availability	1.54																	
	Quality of Care - Other	.75																	
	Access to Care - Other	.75																	
El Paso First	Balance Billing	4.51																	
	Authorization Issue	.10																	
MCNA	Customer Service - Other	.01																	
	Access to Care - Other	.01																	
Parkland	Balance Billing	.37																	
	Denial of Claim	.12																	
	MCO Staff Not Responding	.04																	
	Incorrect Information or Guidance from MCO	.04																	
	Delays in Claims Handling	.04																	
Superior	Client was not transported.	1.15																	
	Medical Transportation - Other	.42																	
	Balance Billing	.39																	
	Driver Issues	.38																	
	Access to Care - Other	.37																	
Texas Children's	Balance Billing	.28																	
	Authorization Issue	.22																	
	Provider Treatment Inappropriate/Ineffective	.08																	
	MCO Appeals Process	.07																	
	Access to Care - Other	.07																	
United	MCO Customer Service/Staff Behavior	.02																	
	MCO Credentialing Process	.02																	
	Correspondence (Incorrect,unclear,or not receive..	.02																	
	Access to PCP	.02																	
United Dental	Customer Service - Other	.04																	
	MCO Customer Service/Staff Behavior	.02																	
	Correspondence (Incorrect,unclear,or not receive..	.02																	
	Access to PCP	.02																	

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q2) * 10,000 = Complaints per 10,000.
MCOs/DMOs are sorted in alphabetical order. Ties are sorted in descending order alphabetically.

HHSC Initial Contact Complaints - SFY 2023 Q2

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

Resolution	Amerigroup	BCBS	CHC	Community First	Cook Children’s	Dell Children’s	DentaQuest	Driscoll Children’s	El Paso First	MCNA	Parkland	Superior	Texas Children’s	United	United Dental
Confirmed	90%	100%	77%	100%	90%	100%	93%	91%	98%	0%	28%	62%	24%	0%	0%
Not Confirmed	7%	0%	9%	0%	7%	0%	7%	7%	2%	0%	33%	15%	38%	0%	0%
Unable to Determine	3%	0%	14%	0%	3%	0%	0%	3%	0%	100%	39%	23%	38%	100%	100%

Confirmed – resolved or partially resolved in Complainant’s favor.
Not Confirmed – resolved or partially resolved in MCO’s favor.
Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.
Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

HHSC Initial Contact Complaints - SFY 2023 Q2

Overall Rate of Initial Contact Complaints per 10,000 Members by MCO and Quarter

2023 Q2				2023 Q1				2022 Q4				2022 Q3				2022 Q2				2022 Q1			
BCBS	19.98			Driscoll Children's	21.76			BCBS	17.27			Driscoll Children's	18.78			Driscoll Children's	22.58			Cook Children's	28.89		
Driscoll Children's	19.34			BCBS	21.74			Driscoll Children's	13.16			BCBS	14.23			Cook Children's	19.59			Driscoll Children's	24.21		
Cook Children's	8.10			CHC	6.96			CHC	7.30			Cook Children's	12.22			BCBS	15.02			BCBS	10.42		
Superior	5.60			Superior	6.71			Cook Children's	5.01			Community First	10.18			Superior	6.33			CHC	9.01		
El Paso First	4.61			Cook Children's	5.59			Community First	4.57			CHC	6.51			Community First	6.22			Superior	7.25		
Community First	4.46			Community First	3.51			Superior	3.99			Superior	5.95			Dell Children's	5.56			Dell Children's	7.11		
CHC	3.74			El Paso First	2.91			Dell Children's	3.52			El Paso First	4.01			El Paso First	4.68			El Paso First	3.69		
Dell Children's	3.71			Dell Children's	1.86			El Paso First	2.73			Dell Children's	3.40			CHC	3.80			Texas Children's	3.10		
Amerigroup	1.44			Amerigroup	1.73			Texas Children's	1.68			Texas Children's	1.53			Cigna-HealthSpring	1.85			United	1.97		
Texas Children's	1.23			Parkland	1.27			Amerigroup	1.36			Amerigroup	1.40			Parkland	1.68			Parkland	1.73		
Parkland	.75			Texas Children's	1.02			Parkland	1.31			Parkland	.99			Texas Children's	1.31			Community First	1.34		
United	.09			United	.07			Molina	.36			United	.37			Amerigroup	1.11			Amerigroup	1.33		
								United	.34			Molina	.22			United	.38			Cigna-HealthSpring	1.21		
																Molina	.33			Scott & White	.17		
Overall Rate	3.77			Overall Rate	4.30			Overall Rate	3.27			Overall Rate	4.33			Overall Rate	4.53			Overall Rate	5.63		

No initial contact complaints reported for Aetna, FirstCare, Molina, Scott & White in SFY 23 Q2.

No initial contact complaints reported for Aetna, FirstCare, Molina, Scott & White in SFY 23 Q1.

No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q4.

No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q3.

No initial contact complaints reported for Aetna or FirstCare in SFY 22 Q2.

No initial contact complaints reported for Aetna, FirstCare, or Scott & White in SFY 22 Q1.

Overall Rate of Initial Contact Complaints per 10,000 Members by DMO and Quarter

United Dental	.10			United Dental	.14			United Dental	.22			United Dental	.22			United Dental	.54			United Dental	.82		
DentaQuest	.07			DentaQuest	.10			DentaQuest	.11			DentaQuest	.13			DentaQuest	.09			DentaQuest	.07		
MCNA	.02			MCNA	.01			MCNA	.06			MCNA	.08			MCNA	.05			MCNA	.05		
Overall Rate	.05			Overall Rate	.07			Overall Rate	.10			Overall Rate	.12			Overall Rate	.11			Overall Rate	.11		

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q2) * 10,000 = Complaints per 10,000.

*MCO/DMOs with no initial contact complaints for the quarter are not shown but are included in the overall denominator.

The Cigna-HealthSpring Health Plan is inactive as of 12/31/2021.