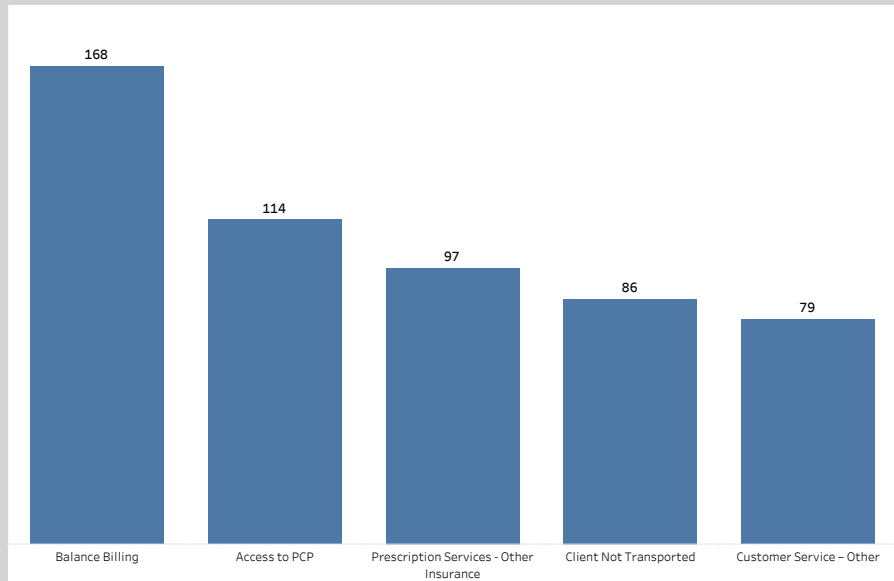


## HHSC Initial Contact Complaints - SFY 2024 Q2

Total Resolved Initial Contact Complaints in SFY 2024 Q2: 1,367

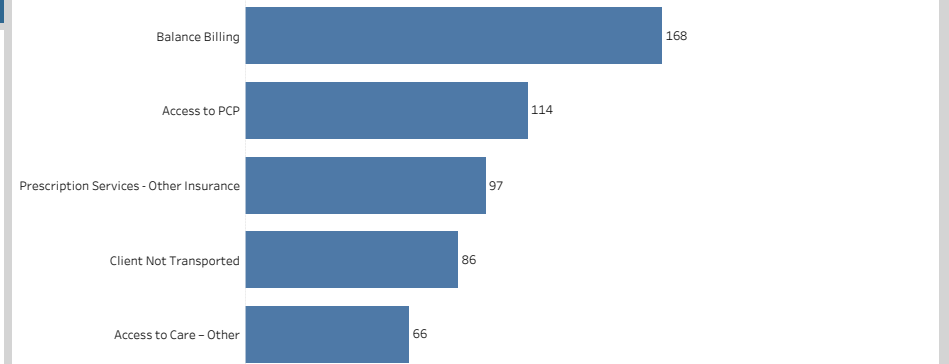
### Top 5 Initial Contact Complaints



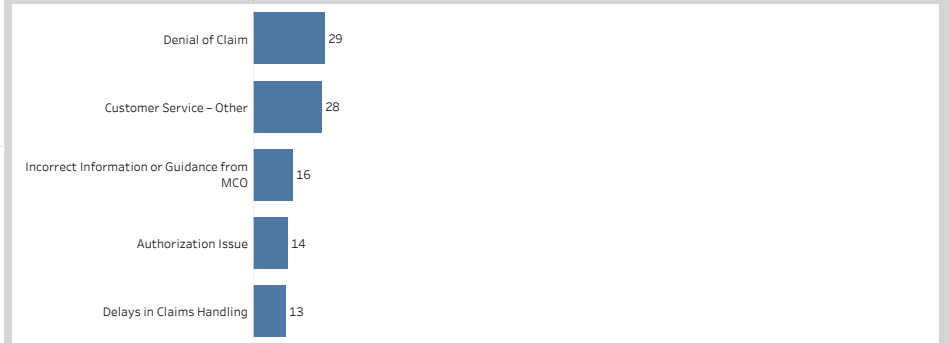
**Initial Contact Complaint** is defined as any complaint resolved by the business day following the day it was received. Withdrawn and pending complaints, CHIP complaints, and complaints from inactive health plans are excluded from this report. Ninety-two (92) % of total initial contact complaints reported were member complaints.

Data Sources: MCO Self-Reported Complaints extracted from TexConnect. Medicaid Enrollment information is from Point in Time eligibility data ([Med\_ID].[dbo].[Med\_ID\_201909\_YYYYMM], where YYYYMM represents the latest eligibility month loaded into the table).

### Top 5 Initial Contact Complaints for Members



### Top 5 Initial Contact Complaints for Providers



## HHSC Initial Contact Complaints - SFY 2024 Q2

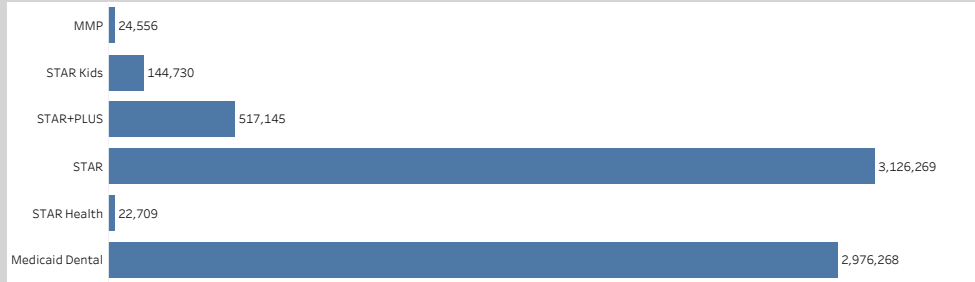
### Top 5 Initial Contact Complaints by Program per 10,000 Members

|  |  |      |
|--|--|------|
| MMP  | Prescription Services - Other                        | 7.33 |
|  | Access to Care - Other                               | 2.44 |
|  | Customer Service - Other                             | 1.63 |
|  | Prescription Services - Clinical Prior Authorization | 1.22 |
|  | Driver Issues  | 1.22 |
| STAR Kids                                    | Access to PCP  | 1.24 |
|  | Prescription Services - Other Insurance              | .97  |
|  | Balance Billing                                      | .97  |
|  | Customer Service - Other                             | .62  |
| STAR+PLUS                                    | Access to DME  | .62  |
|  | Client Not Transported                               | 1.31 |
|  | Driver Issues  | .62  |
|  | NEMT - Other   | .43  |
|  | Access to DME  | .41  |
| STAR   | Provider Treatment Inappropriate/Ineffective         | .39  |
|  | Balance Billing                                      | .46  |
|  | Access to PCP  | .28  |
|  | Prescription Services - Other Insurance              | .26  |
|  | Customer Service - Other                             | .15  |
| STAR Health                                  | Access to Care - Other                               | .14  |
|  | MCO Customer Service/Staff Behavior                  | 1.76 |
|  | Incorrect Information or Guidance from MCO           | .88  |
|  | Prescription Services - Clinical Prior Authorization | .44  |
|  | MCO Staff Not Responding                             | .44  |
| Medicaid Dental                              | Driver Issues  | .44  |
|  | Customer Service - Other                             | .02  |
|  | Value-Added Services Issues                          | .02  |
|  | Claims/Payment - Other                               | .02  |
|  | Incorrect Information or Guidance from MCO           | .01  |
| Provider Treatment Inappropriate/Ineffective | .01  |      |

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 24 Q2) \* 10,000 = Complaints per 10,000.

### Average Monthly Medicaid Members by Program for SFY 2024 Q2



Total Average Monthly Medicaid Members for 2024 Q1 (excluding Dental): 4,532,186

Enrollment numbers do not equal a distinct count of members enrolled as members in Medicaid 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 | Medicaid Dental |
|---------------------|-----|-----------|-----------|------|-------------|-----------------|
| Confirmed           | 60% | 74%       | 64%       | 72%  | 62%         | 48%             |
| Not Confirmed       | 40% | 14%       | 12%       | 24%  | 15%         | 7%              |
| Unable to Determine | 0%  | 13%       | 24%       | 4%   | 23%         | 44%             |

**Confirmed** - resolved or partially resolved in Complainant's favor.

**Not Confirmed** - resolved or partially resolved in MCO's favor.

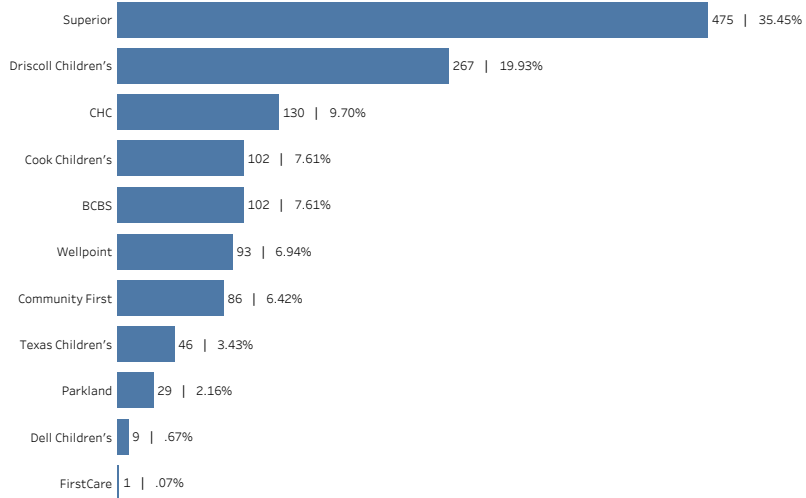
**Unable to Determine** - not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

## HHSC Initial Contact Complaints - SFY 2024 Q2

### Initial Contact Complaint Volume by MCO

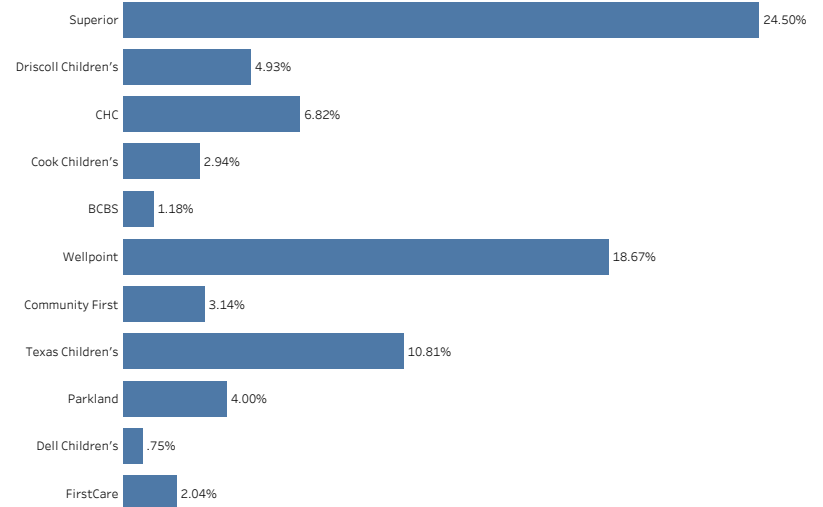
Percentages may not add up to 100% due to rounding.



Total Complaints / Percent of Total Complaints

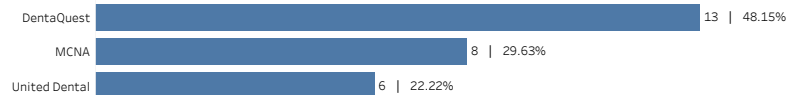
### Total Enrollment by MCO

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



% of Total Enrollment

### Initial Contact Complaint Volume by DMO



### Total Enrollment by DMO



## HHSC Initial Contact Complaints - SFY 2024 Q2

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

|                     |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---------------------|--|-------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| BCBS                | Balance Billing                                      | 16.40 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to PCP  | 2.22  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Value-Added Services Issues                          | .89   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Denial of Claim                                      | .44   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CHC                 | Customer Service - Other                             | .99   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Value-Added Services Issues                          | .76   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Incorrect Information or Guidance from MCO           | .57   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Denial of Claim                                      | .38   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Community First     | Provider Treatment Inappropriate/Ineffective         | .34   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Other Insurance              | 4.73  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Clinical Prior Authorization | .75   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Refill Too Soon              | .42   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Cook Children's     | Prescription Services - Other                        | .33   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Member Not Showing Active    | .33   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Other Insurance              | 2.75  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to PCP  | 1.68  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dell Children's     | Provider Treatment Inappropriate/Ineffective         | 1.15  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Customer Service - Other                             | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to In-Network Provider (non-PCP)              | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Authorization Issue                                  | 1.04  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| DentaQuest          | Prescription Services - Other                        | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Continuity of Care                                   | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Claims/Payment - Other                               | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Balance Billing                                      | .35   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Driscoll Children's | Claims/Payment - Other                               | .03   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Provider Treatment Inappropriate/Ineffective         | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Denial of Claim                                      | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Customer Service - Other                             | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| FirstCare           | Delays in Claims Handling                            | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to PCP  | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Vehicle issues                                       | .13   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Value-Added Services Issues                          | .05   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| MCNA                | Customer Service - Other                             | .02   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Balance Billing                                      | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Denial of Claim                                      | .01   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Parkland            | Balance Billing                                      | 1.50  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to PCP  | .13   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Vehicle issues                                       | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | MCO/Provider Contracting                             | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Superior            | Denial of Claim                                      | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Client Not Transported                               | .86   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Driver Issues  | .48   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Balance Billing                                      | .33   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Texas Children's    | NEMT - Other   | .32   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to DME  | .28   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Balance Billing                                      | .51   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Individual Transportation Participant (ITP) claims   | .17   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| United Dental       | Delays in Claims Handling                            | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Client Not Transported                               | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Authorization Issue                                  | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Incorrect Information or Guidance from MCO           | .07   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Wellpoint           | Customer Service - Other                             | .05   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to PCP  | .02   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to In-Network Provider (non-PCP)              | .36   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Prescription Services - Other                        | .25   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Access to Care - Other                               | .14   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Quality of Care - Other                              | .10   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     | Customer Service - Other                             | .10   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|                     |  |       |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 24 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 2024 Q2

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

| Resolution          | BCBS | CHC | Community First | Cook Children's | Dell Children's | DentaQuest | Driscoll Children's | FirstCare | MCNA | Parkland | Superior | Texas Children's | United Dental | Wellpoint |
|---------------------|------|-----|-----------------|-----------------|-----------------|------------|---------------------|-----------|------|----------|----------|------------------|---------------|-----------|
| Confirmed           | 100% | 77% | 99%             | 87%             | 89%             | 85%        | 49%                 | 100%      | 0%   | 17%      | 68%      | 17%              | 33%           | 80%       |
| Not Confirmed       | 0%   | 23% | 0%              | 5%              | 0%              | 15%        | 49%                 | 0%        | 0%   | 66%      | 12%      | 17%              | 0%            | 20%       |
| Unable to Determine | 0%   | 0%  | 1%              | 8%              | 11%             | 0%         | 1%                  | 0%        | 100% | 17%      | 20%      | 65%              | 67%           | 0%        |

**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 2024 Q2

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

| 2024 Q2  |       |  |  | 2024 Q1  |       |  |  | 2023 Q4  |       |  |  | 2023 Q3  |       |  |  | 2023 Q2   |       |  |  | 2023 Q1   |       |  |  |
|--|-------|--|--|--|-------|--|--|--|-------|--|--|--|-------|--|--|---|-------|--|--|---|-------|--|--|
| BCBS   | 22.60 |  |  | BCBS   | 27.15 |  |  | BCBS   | 27.02 |  |  | BCBS   | 19.65 |  |  | BCBS  | 19.98 |  |  | Driscoll Children's   | 21.76 |  |  |
| Driscoll Children's  | 14.13 |  |  | Driscoll Children's  | 12.90 |  |  | Driscoll Children's  | 9.72  |  |  | Driscoll Children's  | 10.92 |  |  | Driscoll Children's   | 19.34 |  |  | BCBS  | 21.74 |  |  |
| Cook Children's  | 9.04  |  |  | Cook Children's  | 10.33 |  |  | Cook Children's  | 7.62  |  |  | Cook Children's  | 9.32  |  |  | Cook Children's   | 8.10  |  |  | CHC   | 6.96  |  |  |
| Community First  | 7.14  |  |  | CHC  | 7.31  |  |  | Dell Children's  | 6.16  |  |  | Community First  | 6.83  |  |  | Superior  | 5.60  |  |  | Superior  | 6.71  |  |  |
| Superior   | 5.05  |  |  | Superior   | 5.87  |  |  | CHC  | 4.53  |  |  | El Paso First  | 5.57  |  |  | El Paso First   | 4.61  |  |  | El Paso First   | 5.59  |  |  |
| CHC  | 4.97  |  |  | Community First  | 5.35  |  |  | Community First  | 4.23  |  |  | CHC  | 3.49  |  |  | Community First   | 4.46  |  |  | Cook Children's   | 5.59  |  |  |
| Dell Children's  | 3.11  |  |  | Dell Children's  | 2.53  |  |  | Superior   | 3.46  |  |  | Superior   | 3.22  |  |  | Dell Children's   | 3.71  |  |  | Community First   | 3.51  |  |  |
| Parkland   | 1.89  |  |  | Parkland   | 1.24  |  |  | Parkland   | 1.89  |  |  | Wellpoint  | 1.55  |  |  | CHC   | 3.74  |  |  | El Paso First   | 2.91  |  |  |
| Wellpoint  | 1.30  |  |  | Wellpoint  | 1.03  |  |  | Wellpoint  | 1.22  |  |  | Parkland   | 1.47  |  |  | Dell Children's   | 3.71  |  |  | Dell Children's   | 1.86  |  |  |
| Texas Children's   | 1.11  |  |  | Texas Children's   | .29   |  |  | Texas Children's   | 1.08  |  |  | Texas Children's   | .90   |  |  | Wellpoint   | 1.44  |  |  | Wellpoint   | 1.73  |  |  |
| United   |       |  |  | El Paso First  | .13   |  |  | El Paso First  | .11   |  |  | Dell Children's  | .85   |  |  | Texas Children's  | 1.23  |  |  | Parkland  | 1.27  |  |  |
| Molina   |       |  |  | FirstCare  | .11   |  |  | FirstCare  | .09   |  |  | Molina   | .17   |  |  | Parkland  | .75   |  |  | Texas Children's  | 1.02  |  |  |
| El Paso First  |       |  |  | Molina   | .08   |  |  | Molina   | .07   |  |  | Scott & White  | .14   |  |  | United  | .09   |  |  | United  | .07   |  |  |
| Overall Rate   | 3.49  |  |  | Overall Rate   | 3.68  |  |  | Overall Rate   | 2.83  |  |  | Overall Rate   | 2.90  |  |  | Overall Rate  | 3.77  |  |  | Overall Rate  | 4.30  |  |  |
| No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q4. |       |  |  | No initial contact complaints reported for Aetna, Scott & White, or United in SFY 24 Q1. |       |  |  | No initial contact complaints reported for Aetna, Scott & White, or United in SFY 23 Q4. |       |  |  | No initial contact complaints reported for Aetna and FirstCare in SFY 23 Q3. |       |  |  | No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q2. |       |  |  | No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q1. |       |  |  |

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

|               |     |  |  |               |     |  |  |               |     |  |  |               |     |  |  |               |     |  |  |               |     |  |  |
|---------------|-----|--|--|---------------|-----|--|--|---------------|-----|--|--|---------------|-----|--|--|---------------|-----|--|--|---------------|-----|--|--|
| United Dental | .15 |  |  | United Dental | .11 |  |  | United Dental | .06 |  |  | United Dental | .04 |  |  | United Dental | .10 |  |  | United Dental | .14 |  |  |
| DentaQuest    | .08 |  |  | DentaQuest    | .07 |  |  | DentaQuest    | .05 |  |  | DentaQuest    | .04 |  |  | DentaQuest    | .07 |  |  | DentaQuest    | .10 |  |  |
| MCNA          | .08 |  |  | MCNA          | .07 |  |  | MCNA          | .05 |  |  | MCNA          | .03 |  |  | MCNA          | .02 |  |  | MCNA          | .01 |  |  |
| Overall Rate  | .09 |  |  | Overall Rate  | .07 |  |  | Overall Rate  | .05 |  |  | Overall Rate  | .04 |  |  | Overall Rate  | .05 |  |  | Overall Rate  | .07 |  |  |

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 24 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.