**Table 1. DOCUMENT HISTORY LOG**

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| STATUS1 | DOCUMENT REVISION2 | EFFECTIVE DATE | DESCRIPTION3 |
| Baseline | 2.0 | April 3, 2020 | Initial version Uniform Managed Care Manual Chapter 5.25.2, “MCO Monthly Deliverable 45 Day Submission Non-Compliance Summary.”  Chapter 5.25.2 applies to contracts issued as a result of HHSC RFP numbers 529-08-0001, 529-10-0020, 529-12-0002, 529-12-0003, 529-13-0042, 529-13-0071, 529-15-0001, and Medicare-Medicaid Plans (MMPs) in the Dual Demonstration. |
| Revision | 2.0.1 | June 18, 2020 | Accessibility approved version. |
| Revision | 2.1 | March 13, 2023 | Administrative Change Addition of NEMT performance standards. |

Status should be represented as “Baseline” for initial issuances, “Revision” for changes to the Baseline version, and “Cancellation” for withdrawn versions

2 Revisions should be numbered according to the version of the issuance and sequential numbering of the revision—e.g., “1.2” refers to the first version of the document and the second revision.

3 Brief description of the changes to the document made in the revision.

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| **MCO Monthly Deliverable**  **45 Day Submission Non-Compliance Summary** |
| **General Information** |
| **MCO Name:** |
| **Date:** |
| **Reporting Period: to** |
| **Deliverables** |
| **Member Complaints (UMCM 5.24.5) (Due 45 Days after the end of the reporting month)** |
| **Performance Standard:  98% Resolved within 30 Days** |
| **Program:  STAR  STAR+PLUS  STAR Health  STAR Kids  CHIP  CHIP Dental Services**  **MMP  Children’s Medicaid Dental Services** |
| **Service Delivery Area(s):** |
| **Cause of Non-compliance/Corrective Action Taken (Include the top 3 reasons for Substantiated Complaints & provide an explanation if complaints increased 10% or more from the previous reporting period):** |
| **MCCO Comments:** |
| **Provider Complaints (UMCM 5.24.5) (Due 45 Days after the end of the reporting month)** |
| **Performance Standard:  98% Resolved within 30 Days** |
| **Program:  STAR  STAR+PLUS  STAR Health  STAR Kids  CHIP  CHIP Dental Services**  **MMP  Children’s Medicaid Dental Services** |
| **Service Delivery Area(s):** |
| **Cause of Non-compliance/Corrective Action Taken (Include the top 3 reasons for Substantiated Complaints & provide an explanation if complaints increased 10% or more from the previous reporting period):** |
| **MCCO Comments:** |
| **Member Appeals (UMCM 5.24.6) (Due 45 Days after the end of the reporting month)** |
| **Performance Standard:**  **98% 1 Day Appeals Resolved  98% 72 Hour Appeals Resolved  98% 30 Day Appeals Resolved**  **98% 72 Hour Appeals with 14 Day Extension Resolved  98% 30 Day Appeals with 14 Day Extension Resolved** |
| **Program:  STAR  STAR+PLUS  STAR Health  STAR Kids  CHIP  CHIP Dental Services**  **MMP  Children’s Medicaid Dental Services** |
| **Service Delivery Area(s):** |
| **Cause of Non-compliance/Corrective Action Taken (Include top 3 reasons for Overturned Appeals & provide an explanation if appeals increased 10% or more from the previous reporting period):** |
| **MCCO Comments:** |
| **NEMT Trip Activity (UMCM 5.24.12) (Due 45 days after the end of the reporting month)** |
| **Performance Standard:**  **99% Service Delivery Trips  95% On Time Pick-up Trips  95% On Time Drop-off Trips   95% Hospital Discharge Trips** |
| **Program:  STAR  STAR+PLUS  STAR Health  STAR Kids  MMP** |
| **Service Delivery Area(s):** |
| **Cause of Non-compliance/Corrective Action Taken:** |
| **MCCO Comments:** |