

Managed Care Compliance and Operations
 Corrective Action Plans (CAPs) as of April 30, 2022

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP	All Service Areas	2018 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	STAR CHIP STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Aetna	CHIP	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for Claims Summary Report CHIP Behavioral Health Clean Claims.
Aetna	STAR Kids	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for Claims Summary Report STAR Kids LTSS Clean Claims.
Aetna	ALL	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for Claims Summary Report Acute Care Clean Claims.
Aetna	STAR STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
Aetna	STAR CHIP	All Service Areas	Utilization Review - MSHCN The MCO failed to provide member service plans.
Aetna	STAR Kids	All Service Areas	Utilization Review - MDCP The MCO failed to provide Administrative Services.

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American Medical Response, Inc.	ALL	All Service Areas	Encounter Submissions The MTO failed to meet encounter standards and submitted invalid DOS on encounters.
Amerigroup	STAR Kids	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service of required four week follow up for assessment process.
Amerigroup	STAR Kids	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service of work flows and processes.
Amerigroup	STAR STAR+PLUS STAR Kids	All Service Areas	CSR Inaccurate Reports The MCO provided inaccurate reports for Claims Summary Reporting.
Amerigroup	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Blue Cross Blue Shield	STAR CHIP	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Blue Cross Blue Shield	ALL	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	SAO Audit The MCO had non-compliances for pharmacy benefits, expense reporting and strengthening claims reporting.
Blue Cross Blue Shield	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.

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Community First Health Plan	STAR	All Service Areas	Provider Complaints The MCO failed to meet performance standards for Provider Complaints.
Community First Health Plan	STAR CHIP	All Service Areas	Utilization Review - MSHCN The MCO failed to provide member service plans.
Community First Health Plan	STAR Kids	All Service Areas	Utilization Review - MDCP The MCO failed to provide Administrative Services.
Community Health Choice	STAR	All Service Areas	Member Appeals The MCO failed to accurately report member appeals.
Community Health Choice	ALL	All Service Areas	Utilization Review - Targeted Review The MCO failed to provide services, timely determinations and information for Speech Therapy.
Community Health Choice	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Community Health Choice	STAR	All Service Areas	Member Appeals The MCO failed to meet the 98% standard for Member Appeals.
Cook Children's	STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Cook Children's	STAR STAR Kids	All Service Areas	Access to Care The MCO failed to provide access to care in transportation due to a system error.

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Cook Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Cook Children's	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Cook Children's	STAR	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for BH Appealed Claims.
Cook Children's	ALL	All Service Areas	Utilization Review - LTSS The MCO failed to provide Administrative Service of required four week follow up member contact.
Cook Children's	STAR Kids	All Service Areas	Where's My Ride Hotline The MCO failed to meet the performance standard of 7% or less for Call Abandonment Rate.
Cook Children's	STAR STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
Dell Children's	ALL	All Service Areas	Operational Review Follow-up (Retro Claims Processing) The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	Operational Review 2018 The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
DentaQuest	Dental	Statewide	Member Appeals The DMO failed to resolve expedited member appeals within 72 hours.

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Driscoll	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Driscoll	STAR STAR Kids CHIP	All Service Areas	OIG Audit - Special Investigative Unit The MCO failed to report investigations opened by their SIU on their Monthly Open Case List Report for a 12 month period.
Driscoll	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
El Paso Health	STAR	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet performance criteria.
El Paso Health	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
El Paso Health	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
FirstCare Health Plan	STAR	All Service Areas	Member Appeals The MCO failed to meet the 98% standard for Member Appeals.
FirstCare Health Plan	STAR CHIP	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet performance criteria.
FirstCare Health Plan	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
FirstCare Health Plan	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.

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Logisticare	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
MCNA	Dental	Statewide	Member Hotline The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
MCNA	Dental	Statewide	Claims Processing The MCO failed to meet the 98% performance standard compliance for CSR's in CMDS and DMO.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Molina	STAR STAR+PLUS CHIP	All Service Areas	2019 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.
Molina	ALL	All Service Areas	Utilization Review The MCO failed to provide administrative services for member follow up, phone calls and service coordination.
Molina	STAR	All Service Areas	2022 appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Parkland	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Parkland	STAR	All Service Areas	Member Appeals The MCO failed to meet performance standards for 30 Day Member Appeals.
Parkland	STAR	All Service Areas	Member Appeals The MCO failed to meet performance standard for Expedited 1 Day Appeals.

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Parkland	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Parkland	STAR	All Service Areas	Appealed Claims The MCO failed to meet performance standards for 30 Day acute care Appealed Claims.
Parkland	STAR	All Service Areas	Member Complaint The MCO failed to meet performance standards for Member Complaints.
Parkland	ALL	All Service Areas	Third Party Audit Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.
Project Amistad	ALL	All Service Areas	Operational Review (Encounters) The MTO failed to meet an MCO Administrative Service
Scott & White	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Scott & White	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Scott & White	ALL	All Service Areas	OIG Audit MCO failed to comply with Security Control over Confidential HHS Information.
Superior	STAR Health	All Service Areas	OIG Audit The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery.

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Superior	STAR CHIP STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	STAR+PLUS	All Service Areas	Member Appeals The MCO failed to resolve expedited member appeals within 72 hours.
Superior	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Superior	STAR Health	All Service Areas	Health Passport The MCO failed to meet performance standards for several deliverables related to Health Passport.
Superior	STAR Health	All Service Areas	Health Passport Internal Audit The MCO violated the STAR Health Passport Contract 8.1.12, Health Passport must include a 24 hour Nurse Hotline and BH Hotline.
Superior	STAR Health	All Service Areas	Health Passport Internal Audit The MCO violated the STAR Health Passport Contract 8.1.13, removal of MSHCN from Service Management.
Texas Children's	STAR STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet performance criteria.
Texas Children's	ALL	All Service Areas	Administrative Service MCO reported inaccurate credentialing data.
Texas Children's	STAR Kids	All Service Areas	Utilization Review The MCO failed to provide administrative services for member follow up, phone calls and service coordination.

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Texas Children's	ALL	All Service Areas	SK Nurse Hotline The MCO failed to meet 80% standard for call hold rate.
Texas Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
United	STAR CHIP	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet performance criteria.
United	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.