



## CAP Website April 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP	All Service Areas	<b>Utilization Review - MSHCN</b> The MCO failed to provide member service plans.
Aetna	STAR Kids	All Service Areas	<b>Utilization Review – MDCP</b> The MCO failed to provide Administrative Services.
Aetna	STAR STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Aetna	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Aetna	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Amerigroup	STAR STAR Kids STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Amerigroup	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to meet the performance standard for timely submission of initial and reassessment service plans.
Amerigroup	STAR STAR Kids STAR+PLUS	All Service Areas	<b>2022 Appointment Availability - (BH Vision)</b> The MCO failed to meet the visit within 14 calendar day performance standard for BH Vision.



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Amerigroup	STAR STAR Kids STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to accurately report medical transportation claims from June-August 2021.
Amerigroup	STAR CHIP	All Service Areas	<b>2022 Appointment Availability - (Vision)</b> The MCO failed to meet Access to Care standards for Vision.
Amerigroup	STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Clean Claims adjudicated within 30 days.
Amerigroup	CHIP	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate BH Clean Claims within 30 days.
Amerigroup	STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard of 98% for Nursing Facility Medicare Coinsurance Clean Claims.
Amerigroup	STAR Kids STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate BH and LTSS Clean Claims within 30 days.
Amerigroup	CHIP STAR	All Service Areas	<b>SFY 2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.



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Amerigroup	STAR	All Service Areas	<b>Texas Health Steps – Hotline</b> The MCO failed to meet the performance standard for the maximum average hold time for the Texas Health Steps Hotline.
Blue Cross Blue Shield	STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet the Access to Care PCP appointment availability within 14 days.
Blue Cross Blue Shield	CHIP STAR Kids	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Blue Cross Blue Shield	CHIP STAR	All Service Areas	<b>SFY 2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Blue Cross Blue Shield	STAR	All Service Areas	<b>Appealed Claims</b> The MCO failed to meet the performance standards for BH Appealed Claims within 30 days.
Blue Cross Blue Shield	STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Clean Claims.
Blue Cross Blue Shield	STAR STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.



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Blue Cross Blue Shield	ALL	All Service Areas	<b>OIG Oversight of DME Providers</b> The MCO failed to ensure DME claims were properly reimbursed.
Community First Health Plan	STAR Kids	All Service Areas	<b>SFY22 Utilization Review – MDCP</b> The MCO failed to provide Administrative Services.
Community First Health Plan	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Community First Health Plan	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Community First Health Plan	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Community First Health Plan	ALL	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Community First Health Plan	CHIP STAR	All Service Areas	<b>SFY 2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.



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Community Health Choice	STAR CHIP	All Service Areas	<b>Targeted Review - MSHCN</b> The MCO failed to conduct and document new member initial health needs screening within 90 days.
Community Health Choice	ALL	All Service Areas	<b>SFY21 &amp; SFY22 Out of Network (OON)</b> The MCO provided inaccurate OON utilization reports.
Community Health Choice	ALL	All Service Areas	<b>Audit of Security Controls</b> The MCO failed to consistently ensure network and claims management accounts were properly disabled.
Community Health Choice	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Community Health Choice	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Community Health Choice	STAR	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet the performance standard for Call Abandonment Rate.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.



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Cook Children's	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Cook Children's	STAR	All Service Areas	<b>Encounters</b> The MCO failed compliance for reconciliation of Medical FSR paid claims to paid encounters.
Cook Children's	ALL	All Service Areas	<b>SAO Audit</b> The MCO failed to collaborate with the parent company to strengthen the Health Plans processes and controls.
Cook Children's	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Cook Children's	STAR Kids	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	<b>Behavioral Health Hotline</b> The MCO failed to meet the performance standard for Call Abandonment Rate, Call Hold Rate and Average Hold Time.
Cook Children's	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.



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Dell Children's	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Dell Children's	STAR	All Service Areas	<b>Operational Review</b> The MCO failed to perform Trading Partner Testing timely and systems readiness testing for Home Health Services.
Dell Children's	STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Dell Children's	CHIP	All Service Areas	<b>Claims Processing</b> The MCO failed to process Acute Care Clean Claims within 30 days.
DentaQuest	CMDS	All Service Areas	<b>Members Appeals</b> The MCO failed to adjudicate Member Appeals within 72 hours.
DentaQuest	CMDS	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Driscoll	STAR Kids	All Service Areas	<b>SFY22 MDCP – Administrative Service</b> The MCO failed to provide Administrative Services.



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Driscoll	CHIP	All Service Areas	<b>Behavioral Health Hotlines</b> The MCO failed to meet the 98% performance standard for Call Hold Rate.
Driscoll	CHIP STAR STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Driscoll	CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
El Paso Health	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
El Paso Health	STAR CHIP	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
El Paso Health	STAR	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
El Paso Health	ALL	All Service Areas	<b>VDP Targeted Review</b> The MCO failed meet VDP criteria of the targeted review.





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El Paso Health	CHIP STAR STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
El Paso Health	STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
El Paso Health	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for 72 hour expedited member appeals.
FirstCare Health Plan	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
FirstCare Health Plan	CHIP STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet 30 day Appealed Claims for BH and Vision Claims.
FirstCare Health Plan	CHIP STAR	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
FirstCare Health Plan	CHIP STAR	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.



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First Care Health Plan	CHIP STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
First Care Health Plan	CHIP STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
MCNA Dental	CMDS	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet the performance standard for Call Abandonment and Call Hold Rate.
MCNA Dental	CMDS	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Molina	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Molina	STAR+PLUS	All Service Areas	<b>Utilization Review - LTSS</b> The MCO failed to timely submit the service plan to the state within 45 days.
Molina	ALL	All Service Areas	<b>OIG Audit</b> MCO failed to develop and implement a reasonable allocation methodology.



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Molina	CHIP STAR STAR+PLUS	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Molina	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Molina	CHIP STAR STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Molina	STAR STAR+PLUS	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet the performance standard for Call Abandonment Rate and Average Hold Time.
Parkland	STAR CHIP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet performance standard for 30 Day Medical Transportation Clean Claims and Appealed Claims.
Parkland	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet performance standard for 30 Day Acute Care Appealed Claims.
Parkland	ALL	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> Failure to comply with auditor requests in a timely manner for STAR and CHIP



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Parkland	STAR	All Service Areas	<b>2020 Performance Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Parkland	ALL	All Service Areas	<b>2019 Agreed Upon Procedures (AUP)</b> Failure to comply with auditor requests in a timely manner for STAR and CHIP.
Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for expedited 72-hour appeals.
Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for adjudicated within 30 days.
Parkland	CHIP STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Scott & White	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Scott & White	ALL	All Service Areas	<b>OIG Audit</b> MCO failed to comply with Security Control over Confidential HHS Information.



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Scott & White	STAR	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Scott & White	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the 98% performance standard for appealed claims within 30 days.
Scott & White	STAR	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Scott & White	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Scott & White	ALL	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Scott & White	STAR	All Service Areas	<b>Provider and Behavioral Health Hotlines</b> The MCO failed to meet the performance standard for Call Abandonment Rate.
Superior	STAR Health	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day expedited member appeals.



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Superior	ALL	All Service Areas	<b>2022 Appointment Availability - (Vision)</b> The MCO failed to meet Access to Care standards for Vision.
Superior	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Superior	STAR Health	All Service Areas	<b>Health Passport</b> The MCO failed to meet performance standards for several deliverables related to Health Passport.
Superior	STAR Health	All Service Areas	<b>Expedited Appeals</b> The MCO failed to meet the performance standard for 72 hour and 1-day appeals.
Superior	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Superior	STAR Kids	All Service Areas	<b>SFY22 MDCP Review – Administrative Service</b> The MCO failed to provide Administrative Services.
Superior	CHIP STAR	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> The MCO failed to comply with auditor request in a timely manner for STAR and CHIP



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Superior	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Superior	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Behavioral Health Appealed Claims.
Superior	CHIP STAR Health STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Texas Children's	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Call Hold Rate.
Texas Children's	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Call Abandonment Rate.
Texas Children's	ALL	All Service Areas	<b>Administrative Service</b> The MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.



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Texas Children's	STAR STAR Kids	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Texas Children's	ALL	All Service Areas	<b>MDCP - Administrative Services</b> The MCO failed to accurately document service plans.
Texas Children's	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Texas Children's	STAR	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day, and 72 hour expedited member appeals.
Texas Children's	ALL	All Service Areas	<b>Member Hotline</b> The MCO failed to meet the 80% performance standard for Call Hold Rate.
Texas Children's	STAR STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the 98% performance standard for BH, LTSS and Acute Care Appealed Claims.
Texas Children's	STAR Kids	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve 72 hour expedited member appeals.





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Texas Children's	CHIP STAR STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Texas Children's	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Texas Children's	STAR STAR Kids	All Service Areas	<b>Texas Health Steps – Hotline</b> The MCO failed to meet the performance standard for the maximum average hold time for the Texas Health Steps Hotline.
United	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
United	ALL	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
United	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
United	CHIP STAR+PLUS	All Service Areas	<b>2020 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.



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United	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to verify all subcontractors and affiliate obligations.
United	ALL	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
United	STAR Kids	All Service Areas	<b>SFY22 MDCP – Administrative Service</b> The MCO failed to provide Administrative Services.
United	ALL	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
United	ALL	All Service Areas	<b>Operational Review</b> The MCO failed to perform timely systems readiness and trader partner testing.
United	CHIP STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboards</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.