



CAP Website August 2023

| MCO / DMO / MTO | Program(s) | Service Area(s)/Region | Area of Non-Compliance |
|-----------------|--------------------------------|------------------------|--|
| 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. |
| Aetna | CHIP STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Aetna | STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |
| Aetna | STAR Kids | All Service Areas | Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate. |
| Amerigroup | STAR STAR Kids STAR+PLUS | All Service Areas | 2021 Performance Indicator Dashboard 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 | Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims adjudicated within 30 days. |



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| Amerigroup | STAR | All Service Areas | Texas Health Steps – Hotline The MCO failed to meet the performance standard for the maximum average hold time for the Texas Health Steps Hotline. |
| Amerigroup | STAR Kids | All Service Areas | Claims Processing The MCO failed to adjudicate LTSS Clean Claims within 30 days. |
| Amerigroup | STAR+PLUS | All Service Areas | Utilization Review – Administrative Service The MCO failed to document follow-up of service initiation no later than 4 weeks after the start of the ISP. |
| Blue Cross Blue Shield | CHIP STAR | All Service Areas | SFY 2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Blue Cross Blue Shield | STAR STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |
| Blue Cross Blue Shield | ALL | All Service Areas | OIG Oversight of DME Providers The MCO failed to ensure DME claims were properly reimbursed. |
| Blue Cross Blue Shield | CHIP STAR STAR Kids | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |



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| Community First Health Plan | STAR Kids | All Service Areas | SFY22 Utilization Review – MDCP The MCO failed to provide Administrative Services. |
| Community First Health Plan | STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard 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 STAR Kids | All Service Areas | Claims Processing The MCO failed to provide 30-day non-compliance vision clean claims within the Claims Summary Report. |
| Community Health Choice | ALL | All Service Areas | Audit of Security Controls The MCO failed to consistently ensure network and claims management accounts were properly disabled. |
| Community Health Choice | ALL | All Service Areas | 2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold. |
| Community Health Choice | CHIP STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Community Health Choice | STAR | All Service Areas | Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate. |



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| Community Health Choice | CHIP | All Service Areas | Provider Hotline The MCO failed to meet the performance standard for Average Hold Time. |
| Community Health Choice | ALL | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |
| 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 | Encounters The MCO failed compliance for reconciliation of Medical FSR paid claims to paid encounters. |
| Cook Children's | CHIP STAR STAR Kids | All Service Areas | Behavioral Health Hotline 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 | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Cook Children's | STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |



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| Cook Children's | STAR | All Service Areas | Member/Provider Complaints The MCO failed to accurately report of unresolved complaints with accurate dates. |
| Dell Children's | STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Dell Children's | CHIP | All Service Areas | Claims Processing The MCO failed to process Acute Care Clean Claims within 30 days. |
| DentaQuest | CMDS | All Service Areas | Members Appeals The DMO failed to adjudicate Member Appeals within 72 hours. |
| DentaQuest | CMDS | All Service Areas | SFY2019 AUP The DMO failed to provide supporting documentation to the auditors. |
| DentaQuest | CHIP | All Service Areas | Member Appeals The DMO failed to meet the performance standard for Member Appeals within 72 hours. |
| DentaQuest | STAR-CMDS | All Service Areas | Member Complaints The DMO failed to resolve Member Complaints within 30 days. |



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| DentaQuest | CMDS | All Service Areas | Complaints The MCO failed to accurately categorize 30-day Member Complaints. |
| DentaQuest | STAR | All Service Areas | Member Appeals The MCO failed to adjudicate CMDS Member Appeals within 30 days. |
| Driscoll | STAR Kids | All Service Areas | SFY22 MDCP – Administrative Service The MCO failed to provide Administrative Services. |
| Driscoll | CHIP | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |
| Driscoll | STAR Kids | All Service Areas | Behavioral Health Hotlines The MCO failed to meet the 98% performance standard for Call Hold Rate. |
| Driscoll | STAR | All Service Areas | Encounters The MCO failed to meet the performance standard for Medical Encounters. |
| El Paso Health | ALL | All Service Areas | 2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care. |



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| El Paso Health | ALL | All Service Areas | VDP Targeted Review The MCO failed meet VDP criteria of the targeted review. |
| El Paso Health | CHIP STAR STAR Kids | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| El Paso Health | STAR | All Service Areas | 2021 Performance Indicator Dashboard 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 | Member Appeals The MCO failed to meet the performance standard for 72 hour expedited member appeals. |
| FirstCare Health Plan | CHIP STAR | All Service Areas | Claims Processing The MCO failed to meet 30 day Appealed Claims for Acute Care, BH and Vision Claims. |
| FirstCare Health Plan | CHIP STAR Kids | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| FirstCare Health Plan | CHIP STAR | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |



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| FirstCare Health Plan | STAR | All Service Areas | Member Complaints The MCO failed to meet the 98% performance standard within 30 days to resolve Member Complaints. |
| FirstCare Health Plan | STAR | All Service Areas | Member/Provider Complaints The MCO failed to accurately report Member/Provider Complaints. |
| MCNA Dental | CMDS | All Service Areas | SFY2019 AUP The DMO failed to provide supporting documentation to the auditors. |
| MCNA Dental | CMDS | All Service Areas | Member Appeals The DMO failed to meet the performance standard for expedited 72-hour Member Appeals. |
| Molina | STAR+PLUS | All Service Areas | SFY22 Utilization Review - LTSS The MCO failed to timely submit the service plan to the state within 45 days. |
| Molina | ALL | All Service Areas | OIG Audit MCO failed to develop and implement a reasonable allocation methodology in Administrative Expenses on its Financial Statistical Reports. |
| Molina | CHIP STAR STAR+PLUS | All Service Areas | 2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days. |



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| Molina | CHIP STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Molina | CHIP STAR STAR+PLUS | All Service Areas | 2021 Performance Indicator Dashboard 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 | FY23 Q2 Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate and Average Hold Time. |
| Molina | MMP | All Service Areas | Claims Processing The MCO failed to meet the performance standard for MMP Acute Appealed claims. |
| Molina | MMP | All Service Areas | Claims Processing The MCO failed to adjudicate MMP LTSS Appealed Claims within 30 days. |
| Molina | ALL | All Service Areas | 2022 Targeted Review The MCO failed to apply consistent Vendor Drug Prior Authorization documentation. |
| Molina | ALL | All Service Areas | OIG Audit – Ambulance Claims Oversight The MCO failed to properly identify claims requiring prior authorization |



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| Molina | ALL | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |
| Parkland | STAR | All Service Areas | Claims Processing The MCO failed to meet performance standard for 30 Day Acute Care Appealed Claims. |
| Parkland | ALL | All Service Areas | 2018 Agreed Upon Procedures (AUP) Failure to comply with auditor requests in a timely manner for STAR and CHIP |
| Parkland | ALL | All Service Areas | 2019 Agreed Upon Procedures (AUP) Failure to comply with auditor requests in a timely manner for STAR and CHIP. |
| Parkland | STAR | All Service Areas | Member Appeals The MCO failed to meet the performance standard for expedited 72-hour appeals. |
| Parkland | STAR | All Service Areas | Member Appeals The MCO failed to meet the performance standard for adjudicated within 30 days. |
| Parkland | CHIP STAR | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |



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| Parkland | STAR | All Service Areas | Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims. |
| Parkland | CHIP STAR | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |
| Scott & White | ALL | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |
| Scott & White | STAR | All Service Areas | Claims Processing The MCO failed to meet the 98% performance standard for Appealed Claims within 30 days. |
| Scott & White | CHIP STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Scott & White | ALL | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Scott & White | STAR | All Service Areas | Provider and Behavioral Health Hotlines The MCO failed to meet the performance standard for Call Abandonment Rate. |



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| Superior | STAR Health | All Service Areas | Member Appeals MCO failed to resolve 1 Day expedited Member Appeals. |
| Superior | STAR+PLUS | All Service Areas | Member Appeals MCO failed to resolve 1 Day expedited Member Appeals. |
| Superior | STAR Health | All Service Areas | Health Passport The MCO failed to meet performance standards for several deliverables related to Health Passport. |
| Superior | STAR | All Service Areas | Member Appeals The MCO failed to meet the performance standard for 72 hour and 1-day appeals. |
| Superior | STAR Kids | All Service Areas | SFY22 MDCP Review – Administrative Service The MCO failed to provide Administrative Services. |
| Superior | CHIP STAR | All Service Areas | 2018 Agreed Upon Procedures (AUP) The MCO failed to comply with auditor request in a timely manner for STAR and CHIP |
| Superior | CHIP STAR | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |



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| Superior | STAR | All Service Areas | Claims Processing The MCO failed to meet the performance standard for Behavioral Health Appealed Claims. |
| Superior | CHIP STAR Health STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Superior | ALL | All Service Areas | Claims Processing The MCO failed to meet the performance standard for MMP and BH Acute Clean Claims. |
| Superior | ALL | All Service Areas | MMP Nurse Hotline The MCO failed to meet the performance standard for Call Abandonment Rate. |
| Superior | MMP | All Service Areas | Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims |
| Texas Children's | STAR Kids | All Service Areas | Nurse Hotline The MCO failed to meet the STAR Kids Nurse Hotline Call Hold Rate. |
| Texas Children's | STAR Kids | All Service Areas | Nurse Hotline The MCO failed to meet the STAR Kids Nurse Hotline Call Abandonment Rate. |



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| Texas Children's | ALL | All Service Areas | Administrative Service The MCO failed to accurately report credentialing data. |
| Texas Children's | ALL | All Service Areas | MDCP - Administrative Services The MCO failed to accurately document service plans. |
| Texas Children's | STAR | All Service Areas | Member Appeals MCO failed to resolve 1 Day, and 72 hour expedited member appeals. |
| Texas Children's | STAR STAR Kids | All Service Areas | Claims Processing 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 | Member Appeals The MCO failed to resolve 72 hour expedited member appeals. |
| Texas Children's | CHIP STAR STAR Kids | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |
| Texas Children's | STAR Kids | All Service Areas | 2021 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |



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| Texas Children's | STAR STAR Kids | All Service Areas | Texas Health Steps – Hotline The MCO failed to meet the performance standard for the maximum average hold time for the Texas Health Steps Hotline. |
| Texas Children's | STAR STAR Kids | All Service Areas | Provider Complaint The MCO failed to meet the performance standard for Provider Complaints adjudicated within 30 days. |
| Texas Children's | STAR Kids | All Service Areas | Member Appeals The MCO failed to provide an accurate Member Appeals report. |
| United | ALL | All Service Areas | Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis. |
| United | ALL | All Service Areas | OIG Audit The MCO failed to verify all subcontractors and affiliate obligations regarding Financial Statistical Reports. |
| United | CHIP STAR Kids STAR+PLUS | All Service Areas | 2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days. |
| United | ALL | All Service Areas | SFY2019 AUP The MCO failed to provide supporting documentation to the auditors. |



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| United | CHIP STAR+PLUS | All Service Areas | 2021 Performance Indicator Dashboards The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures. |
| United | MMP | All Service Areas | MMP Encounters The MCO failed to meet the performance standard for Pharmacy Encounter Claims. |