

Managed Care Compliance and Operations
 Corrective Action Plans (CAPs) as of December 31,2021

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	2019 Appointment Availability (Vision) The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Aetna	STAR STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
American Medical Response, Inc.	ALL	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
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	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service.

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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.
Cigna HealthSpring	ALL	All Service Areas	OIG Audit The MCO had non-compliances in three areas of service coordination.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Member Appeals The MCO failed to resolve at least 98% of member appeals within 30 calendar days.
Cigna HealthSpring	ALL	All Service Areas	FSR to Encounter Reconciliation (Medical) The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Member Appeals The MCO failed to resolve Member Appeals within 72 hours.
Cigna HealthSpring	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for Acute and BH Clean Claims.
Community First Health Plan	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Community First Health Plan	ALL	All Service Areas	OON Utilization Report The MCO failed to accurately report Out of Network Utilization.
Community First Health Plan	ALL	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Community First Health Plan	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.

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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	ALL	All Service Areas	Utilization Review The MCO failed to provide administrative service of annual service coordination and follow-up member contact.
Community Health Choice	STAR CHIP	All Service Areas	CSR Inaccurate reporting The MCO failed to accurately track appealed claims.
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.
Cook Children's	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Cook Children's	STAR Kids	All Service Areas	SK Nurse Hotline The MCO failed to meet 98% standard for call abandonment rate.
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 Kids	All Service Areas	Member Appeals The MCO failed to accurately report member appeals.
Cook Children's	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.

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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.
Cook Children's	STAR Kids	All Service Areas	SK Nurse Hotline The MCO failed to meet 80% standard for call hold 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.
DentaQuest	Dental	Statewide	Member Appeals The DMO failed to resolve expedited member appeals within 72 hours.
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.
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	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
FirstCare Health Plan	STAR	All Service Areas	2018 Performance Indicator Dashboard The MCO failed to meet performance criteria.

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FirstCare Health Plan	STAR CHIP	All Service Areas	Clean Claims Adjudication - (Acute BH Vision) The MCO failed to meet the 98% standard for claims timeliness for clean claims.
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	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Logisticare	Medical Transportation	All Regions	Client Services Complaints The MTO failed to timely resolve client service delivery complaints.
Logisticare	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Logisticare	Medical Transportation	All Regions	Accident/Incident Client Safety The MTO failed to timely report accidents and incidents.
Logisticare	Medical Transportation	All Regions	2019 Client Satisfaction Survey The MTO failed to meet the 95% client satisfaction standard.
MCNA	Dental	Statewide	2017 Agreed Upon Procedures (AUP) The DMO was not compliant for elements of the AUP in the FSR.
MCNA	Dental	Statewide	Member Hotline The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.

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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	ALL	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate and Average Hold Time.
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	Appealed Claims The MCO failed to meet performance standards for 30 Day acute care Appealed Claims.
Parkland	STAR	All Service Areas	Provider Complaint The MCO failed to meet performance standards for Provider Complaints.
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 The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Project Amistad	ALL	All Service Areas	Operational Review (Encounters) The MTO failed to meet an MCO Administrative Service

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Scott & White	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Scott & White	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
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.
Superior	ALL	All Service Areas	SFY 2019 Operational Utilization Review The MCO failed to perform an MCO Administrative Service.
Superior	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
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	CHIP	All Service Areas	OIG Audit The MCO inaccurately/incompletely reported reimbursements to PBM.
Superior	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Superior	STAR+PLUS	All Service Areas	Member Appeals The MCO failed to resolve expedited member appeals within 72 hours.
Texas Children's	ALL	All Service Areas	2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.

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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	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Texas Children's	STAR	All Service Areas	Utilization Review The MCO failed to issue timely determinations. The MCO also failed to ensure amount, duration and scope of services.
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.
Texas Children's	ALL	All Service Areas	SK Nurse Hotline The MCO failed to meet 80% standard for call hold rate.
United	STAR CHIP	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet performance criteria.
United	ALL	All Service Areas	Third Party Audit The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
United	STAR Kids	All Service Areas	Behavioral Health Hotline The MCO failed to meet performance standards for Call Abandonment Rate.