

# CAP Website December

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	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
Aetna	STAR STAR Kids	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Aetna	STAR STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Aetna	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Provider call abandonment rate.
Aetna	ALL	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the standard compliance for 30 day and 1 day expedited Member Appeals.
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	ALL	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.

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<b>American Medical Response, Inc.</b>	ALL	All Service Areas	<b>Encounter Submissions</b> The MTO failed to meet encounter standards and submitted invalid DOS on encounters.
<b>Amerigroup</b>	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service of required four week follow up for assessment process.
<b>Amerigroup</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Amerigroup</b>	STAR CHIP	All Service Areas	<b>2022 Appointment Availability - (Vision)</b> The MCO failed to meet Access to Care standards for Vision.
<b>Amerigroup</b>	STAR STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Amerigroup</b>	STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to retroactively adjudicate fee schedules.
<b>Amerigroup</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Amerigroup</b>	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide initial SSI and annual service plans in a timely manner.
<b>Amerigroup</b>	STAR STAR+PLUS	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.

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<b>Amerigroup</b>	STAR Kids STAR+PLUS	All Service Areas	<b>Administrative Service</b> The MCO failed to provide administrative services for transfer packets.
<b>Amerigroup</b>	STAR STAR Kids 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.
<b>Blue Cross Blue Shield</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Blue Cross Blue Shield</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Blue Cross Blue Shield.</b>	STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet the Access to Care PCP appointment availability withing 14 days.
<b>Blue Cross Blue Shield.</b>	STAR Kids	All Service Areas	<b>Where's My Ride Hotline</b> The MCO failed to meet the performance standard for average hold time.
<b>Blue Cross Blue Shield</b>	CHIP STAR STAR Kids	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.
<b>Blue Cross Blue Shield</b>	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.
<b>Community First Health Plan</b>	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline call abandonment rate.

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<b>Community First Health Plan</b>	STAR Kids	All Service Areas	<b>Utilization Review - MDCP</b> The MCO failed to provide Administrative Services.
<b>Community First Health Plan</b>	STAR Kids	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Community First Health Plan</b>	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Community First Health Plan</b>	STAR Kids	All Service Areas	<b>Provider Complaints</b> The MCO failed to meet performance standards for 30-day Provider Complaints.
<b>Community First Health Plan</b>	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.
<b>Community First Health Plan</b>	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.
<b>Community Health Choice</b>	ALL	All Service Areas	<b>Utilization Review - Targeted Review</b> The MCO failed to provide services, timely determinations, and information for Speech Therapy.
<b>Community Health Choice</b>	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Community Health Choice</b>	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.

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<b>Community Health Choice</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Community Health Choice</b>	ALL	All Service Areas	<b>Out of Network (OON)</b> The MCO provided inaccurate OON utilization reports.
<b>Community Health Choice</b>	ALL	All Service Areas	<b>Audit of Security Controls</b> The MCO failed to consistently ensure network and claims management accounts were properly disabled.
<b>Community Health Choice</b>	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Cook Children's</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Cook Children's</b>	CHIP STAR STAR Kids	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Cook Children's</b>	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
<b>Cook Children's</b>	STAR	All Service Areas	<b>Encounters</b> The MCO failed compliance for reconciliation of Medical FSR paid claims to paid encounters.

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<b>Cook Children's</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Cook Children's</b>	STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to meet CSR Medical Transportation Clean Claims Adjudicated within 30 days.
<b>Cook Children's</b>	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to properly report member and provider complaints.
<b>Cook Children's</b>	ALL	All Service Areas	<b>SAO Audit</b> The MCO failed to work with the parent company to strengthen the Health Plans processes and controls.
<b>Cook Children's</b>	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.
<b>Cook Children's</b>	STAR Kids	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.
<b>Dell Children's</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Dell Children's</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.

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<b>Dell Children's</b>	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.
<b>Driscoll</b>	STAR	All Service Areas	<b>Administrative Service - OIG</b> The MCO failed to respond timely to requests for information.
<b>Driscoll</b>	CHIP STAR 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.
<b>El Paso Health</b>	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>El Paso Health</b>	STAR CHIP	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
<b>El Paso Health</b>	CHIP STAR	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
<b>El Paso Health</b>	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.
<b>El Paso Health</b>	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.
<b>FirstCare Health Plan</b>	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.

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<b>FirstCare Health Plan</b>	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the 98% standard for Member Appeals.
<b>FirstCare Health Plan</b>	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
<b>FirstCare Health Plan</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>FirstCare Health Plan</b>	CHIP STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet 30 day Appealed Claims for BH and Vision Claims.
<b>FirstCare Health Plan</b>	CHIP 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.
<b>FirstCare Health Plan</b>	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.
<b>Medical Management (MTM)</b>	Medical Transportation	All Regions	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
<b>Molina</b>	STAR	All Service Areas	<b>2022 appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Molina</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.



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<b>Molina</b>	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Molina</b>	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.
<b>Molina</b>	ALL	All Service Areas	<b>OIG Audit</b> MCO failed to develop and implement a reasonable allocation methodology.
<b>Molina</b>	CHIP STAR STAR+PLUS	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.
<b>Molina</b>	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.
<b>Parkland</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Parkland</b>	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.
<b>Parkland</b>	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet performance standard for 30 Day Acute Care Appealed Claims.

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<b>Parkland</b>	STAR	All Service Areas	<b>Member Complaint</b> The MCO failed to meet performance standards for Member Complaints.
<b>Parkland</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Parkland</b>	ALL	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.
<b>Parkland</b>	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.
<b>Project Amistad</b>	ALL	All Service Areas	<b>Operational Review (Encounters)</b> The MTO failed to meet an MCO Administrative Service
<b>Scott &amp; White</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>Scott &amp; White</b>	STAR	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Scott &amp; White</b>	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.

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<b>Scott &amp; White</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Scott &amp; White</b>	ALL	All Service Areas	<b>OIG Audit</b> MCO failed to comply with Security Control over Confidential HHS Information.
<b>Scott &amp; White</b>	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.
<b>Scott &amp; White</b>	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the 98% performance standard for appealed claims within 30 days.
<b>Scott &amp; White</b>	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.
<b>Superior</b>	ALL	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day and 72 hour expedited member appeals.
<b>Superior</b>	ALL	All Service Areas	<b>2022 Appointment Availability - (Vision)</b> The MCO failed to meet Access to Care standards for Vision.
<b>Superior</b>	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.

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<b>Superior</b>	STAR Health	All Service Areas	<b>Health Passport</b> The MCO failed to meet performance standards for several deliverables related to Health Passport.
<b>Superior</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Superior</b>	CHIP STAR+PLUS	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.
<b>Superior</b>	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.
<b>Texas Children's</b>	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Call Hold Rate.
<b>Texas Children's</b>	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Call Abandonment Rate.
<b>Texas Children's</b>	ALL	All Service Areas	<b>Administrative Service</b> MCO reported inaccurate credentialing data.
<b>Texas Children's</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.
<b>Texas Children's</b>	ALL	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.

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<b>Texas Children's</b>	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
<b>Texas Children's</b>	STAR STAR Kids	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.
<b>Texas Children's</b>	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
<b>Texas Children's</b>	ALL	All Service Areas	<b>Administrative Services</b> The MCO failed to accurately document service plans.
<b>Texas Children's</b>	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.
<b>Texas Children's</b>	ALL	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day and 72 hour expedited member appeals.
<b>United</b>	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
<b>United</b>	ALL	All Service Areas	<b>2019 Texas Help Steps</b> The MCO failed to comply with multiple factors contributing to Texas Help Steps.

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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	STAR+PLUS	All Service Areas	<b>Administrative Service</b> The MCO failed to provide administrative service of four-week follow-up member contacts.
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 Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
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	ALL	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.

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<b>United</b>	ALL	All Service Areas	<b>Administrative Services</b> The MCO failed to accurately document service plans.
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