



CAP Website December 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	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
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.
Amerigroup	CHIP STAR STAR+PLUS	All Service Areas	Member Hotline The MCO failed to meet the performance standard for Member Hotline Call Abandonment Rate.
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.



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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	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.
Blue Cross Blue Shield	STAR	All Service Areas	SFY 2023 Inaccurate Reporting The MCO failed to accurately report Member/Provider Complaints.
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	ALL	All Service Areas	OIG Audit The MCO failed to properly identify payments for Ambulance Claims.



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Community Health Choice	ALL	All Service Areas	OIG Audit The MCO failed to consistently monitor Security Controls to 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	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Community Health Choice	STAR	All Service Areas	Member/Provider Complaints The MCO failed to accurately adjudicate pending Member and Provider Complaints.
Cook Children's	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
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.



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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.
Cook Children's	STAR	All Service Areas	Member/Provider Complaints The MCO failed to accurately report of unresolved complaints with accurate dates.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	Inaccurate Reporting The MCO failed to accurately report 30-Day Non-Compliance Report for Provider Hotline and Where's My Ride Call Abandonment Rates.
Dell Children's	STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Dell Children's	STAR	All Service Areas	Member Appeals The MCO failed to meet the performance standard to adjudicate Member Appeals within 30 days.
DentaQuest	CMDS	All Service Areas	Members Appeals The DMO failed to adjudicate Member Appeals within 72 hours.



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DentaQuest	CHIP	All Service Areas	Member Appeals The DMO failed to meet the performance standard for Member Appeals within 72 hours.
DentaQuest	CMDS	All Service Areas	Member Complaints The DMO failed to resolve Member Complaints within 30 days.
DentaQuest	CMDS	All Service Areas	Member Complaints The DMO failed to accurately categorize 30-day Member Complaints.
DentaQuest	STAR-CMDS	All Service Areas	Member Appeals The MCO failed to adjudicate CMDS Member Appeals within 30 days.
DentaQuest	STAR	All Service Areas	Provider Complaints Q3 2023 The MCO failed to meet the performance standard for Provider Complaints.
DentaQuest	CHIP	All Service Areas	Member Complaints The MCO failed to meet the performance standard for Member Complaints.
Driscoll	STAR Kids	All Service Areas	SFY22 MDCP – Administrative Service The MCO failed to provide Administrative Services.



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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	All Service Areas	Encounters The MCO failed to meet the performance standard for Medical Encounters.
Driscoll	ALL	All Service Areas	OIG Audit The MCO failed to properly identify Ambulance Claims requiring prior authorization.
Driscoll	ALL	All Service Areas	OIG Audit The MCO failed to consistently monitor Security Controls to ensure network and claims management accounts were properly disabled.
Driscoll	ALL	All Service Areas	OIG Audit The MCO failed to maintain adequate personnel resources to the SIU.
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.



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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.
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	Inaccurate Reporting The MCO failed to accurately report Member/Provider Complaints.
MCNA Dental	CMDS	All Service Areas	SFY2019 Agreed Upon Procedures (AUP) The DMO failed to provide supporting documentation to the auditors.
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	SFY2019 Agreed Upon Procedures (AUP) The MCO failed to provide supporting documentation to the auditors.
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.



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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.
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 The MCO failed to properly identify Ambulance Claims requiring prior authorization.
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.



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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.
Parkland	CHIP STAR	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Parkland	ALL	All Service Areas	OIG Audit The MCO failed to maintain SIU processes and controls.
Parkland	STAR	All Service Areas	Provider Complaint The MCO failed to meet the performance standard for Provider Complaints.



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Parkland	CHIP	All Service Areas	Claims Processing The MCO failed to meet the performance standard for Acute Care Appealed Claims.
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	2021 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Scott & White	ALL	All Service Areas	OIG Audit The MCO failed to implement processes for medical records and properly bill for teleservices.
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.



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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	SFY2018 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.
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	MMP	All Service Areas	Claims Processing The MCO failed to meet the performance standard for MMP and BH Acute Clean Claims.
Superior	MMP	All Service Areas	Member Appeals The MCO failed to meet the performance standard for MMP Member Appeals.



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Superior	STAR+PLUS	All Service Areas	Claims Processing The MCO failed to meet the performance standard for LTSS Appealed Claims.
Superior	STAR Kids	All Service Areas	Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims.
Superior	STAR+PLUS	All Service Areas	Claims Processing The MCO failed to meet the performance standard for BH Appealed Claims.
Superior	ALL	All Service Areas	SFY 2023 Q4 Encounters The MCO failed to meet the performance standard for rendering provider taxonomy on the Comparative Analysis.
Texas Children's	ALL	All Service Areas	MDCP - Administrative Services The MCO failed to accurately document service plans.
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 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.



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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.
Texas Children's	STAR	All Service Areas	Member Appeals The MCO failed to provide an accurate Member Appeals report.
Texas Children's	ALL	All Service Areas	OIG Audit The MCO failed to prepare and maintain support for determining the qualifications to report affiliate expenses for FSRs.
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.



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United	ALL	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
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.
United	STAR	All Service Areas	Member Complaints The MCO failed to adjudicate member complaints within 30 days.
United	ALL	All Service Areas	Hotlines The MCO failed to provide Behavioral Health Hotline Reports according to contractual timeframes and requirements.
United	ALL	All Service Areas	Claims Processing The MCO failed to provide 30-Day Non-Compliance Claims Summary Reports according to contractual timeframes and requirements SFY2023 Q3, Q4.
United	ALL	All Service Areas	Claims Processing The MCO failed to provide the 45-Day Non-Compliance Summary Reports according to contractual timeframes and requirements SFY2023 Q2, Q3.



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United	ALL	All Service Areas	Claims Processing The MCO failed to timely provide a 30-Day Non-Compliance Claims Summary Report according to contractual timeframes and requirements for SFY2023 Q2, Q4.
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