

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of February 28, 2022

| MCO/DMO/MTO                     | Program(s)             | Service Area(s)/Region | Area of Non-Compliance  |
|---------------------------------|------------------------|------------------------|---|
| Aetna                           | STAR CHIP              | All Service Areas      | <b>2018 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Aetna                           | STAR CHIP<br>STAR Kids | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Aetna                           | STAR<br>STAR Kids      | All Service Areas      | <b>Provider Hotline</b><br>The MCO failed to meet performance standards for Call Abandonment Rate.                                  |
| Aetna                           | STAR Kids              | All Service Areas      | <b>Utilization Review - MDCP</b><br>The MCO failed to provide Administrative Services.  |
| Aetna                           | STAR<br>CHIP           | All Service Areas      | <b>Utilization Review - MSHCN</b><br>The MCO failed to provide member service plans.  |
| Aetna                           | ALL                    | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for Claims Summary Report acute care clean claims.  |
| Aetna                           | ALL                    | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.               |
| American Medical Response, Inc. | ALL                    | All Service Areas      | <b>Encounter Submissions</b><br>The MTO failed to meet encounter standards and submitted invalid DOS on encounters.                 |
| Amerigroup                      | STAR Kids              | All Service Areas      | <b>Operational Review Follow-up</b><br>The MCO failed to timely perform an MCO Administrative Service.                              |

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| Amerigroup             | STAR                           | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Amerigroup             | STAR+PLUS                      | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service.   |
| Amerigroup             | STAR<br>STAR+PLUS<br>STAR Kids | All Service Areas      | <b>CSR Inaccurate Reports</b><br>The MCO provided inaccurate reports for Claims Summary Reporting.                                  |
| Amerigroup             | STAR                           | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.               |
| Blue Cross Blue Shield | STAR<br>CHIP                   | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Blue Cross Blue Shield | ALL                            | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service.   |
| Blue Cross Blue Shield | ALL                            | All Service Areas      | <b>SAO Audit</b><br>The MCO had non-compliances for pharmacy benefits, expense reporting and strengthening claims reporting.        |
| Blue Cross Blue Shield | STAR                           | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.               |
| Cigna HealthSpring     | ALL                            | All Service Areas      | <b>FSR to Encounter Reconciliation (Medical)</b><br>The MCO failed to reconcile pharmacy encounters to within a 2% variance.        |
| Cigna HealthSpring     | STAR+PLUS                      | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to resolve Member Appeals within 72 hours.  |
| Cigna HealthSpring     | STAR+PLUS                      | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service.   |

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| Cigna HealthSpring          | ALL        | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for Acute and BH Clean Claims.             |
| Community First Health Plan | ALL        | All Service Areas      | <b>2017 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                  |
| Community First Health Plan | ALL        | All Service Areas      | <b>OON Utilization Report</b><br>The MCO failed to accurately report Out of Network Utilization.                           |
| Community First Health Plan | ALL        | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.           |
| Community First Health Plan | STAR       | All Service Areas      | <b>Provider Complaints</b><br>The MCO failed to meet performance standards for Provider Complaints.                        |
| Community First Health Plan | STAR CHIP  | All Service Areas      | <b>Utilization Review - MSHCN</b><br>The MCO failed to provide member service plans.                                       |
| Community First Health Plan | STAR Kids  | All Service Areas      | <b>Utilization Review - MDCP</b><br>The MCO failed to provide Administrative Services.                                     |
| Community Health Choice     | STAR CHIP  | All Service Areas      | <b>CSR Inaccurate reporting</b><br>The MCO failed to accurately track appealed claims.                                     |
| Community Health Choice     | STAR       | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to accurately report member appeals.   |
| Community Health Choice     | ALL        | All Service Areas      | <b>Utilization Review</b><br>The MCO failed to provide services, timely determinations and information for Speech Therapy. |

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| Community Health Choice | ALL               | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                |
| Cook Children's         | ALL               | All Service Areas      | <b>2017 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                            |
| Cook Children's         | STAR Kids         | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures.  |
| Cook Children's         | STAR<br>STAR Kids | All Service Areas      | <b>Access to Care</b><br>The MCO failed to provide access to care in transportation due to a system error.                           |
| Cook Children's         | STAR Kids         | All Service Areas      | <b>SK Nurse Hotline</b><br>The MCO failed to meet 80% standard for call hold rate.   |
| Cook Children's         | STAR              | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                |
| Cook Children's         | STAR              | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for Appealed Claims.                                 |
| Cook Children's         | ALL               | All Service Areas      | <b>Utilization Review - LTSS</b><br>The MCO failed to provide Administrative Service of required four week follow up member contact. |
| Dell Children's         | ALL               | All Service Areas      | <b>Operational Review Follow-up (Retro Claims Processing)</b><br>The MCO failed to timely perform an MCO Administrative Service.     |
| Dell Children's         | ALL               | All Service Areas      | <b>Operational Review 2018</b><br>The MCO failed to timely perform an MCO Administrative Service.                                    |

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| Dell Children's       | STAR                      | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.  |
| DentaQuest            | Dental                    | Statewide              | <b>Member Appeals</b><br>The DMO failed to resolve expedited member appeals within 72 hours.   |
| Driscoll              | ALL                       | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.   |
| Driscoll              | STAR<br>STAR Kids<br>CHIP | All Service Areas      | <b>OIG Audit - Special Investigative Unit</b><br>The MCO failed to report investigations opened by their SIU on their Monthly Open Case List Report for a 12 month period. |
| Driscoll              | ALL                       | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.  |
| El Paso Health        | STAR                      | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.  |
| El Paso Health        | ALL                       | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.  |
| FirstCare Health Plan | STAR                      | All Service Areas      | <b>2018 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.  |
| FirstCare Health Plan | STAR                      | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to meet the 98% standard for Member Appeals.   |
| FirstCare Health Plan | STAR<br>CHIP              | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.  |

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| FirstCare Health Plan                   | STAR                      | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                      |
| FirstCare Health Plan                   | ALL                       | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.                           |
| Logisticare                             | Medical Transportation    | All Regions            | <b>Encounter Submissions</b><br>The MTO failed to meet encounter standards.  |
| Logisticare                             | Medical Transportation    | All Regions            | <b>2019 Client Satisfaction Survey</b><br>The MTO failed to meet the 95% client satisfaction standard.                                     |
| MCNA                                    | Dental                    | Statewide              | <b>Member Hotline</b><br>The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.                             |
| MCNA                                    | Dental                    | Statewide              | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard compliance for CSR's in CMDS and DMO.                      |
| Medical Transportation Management (MTM) | Medical Transportation    | All Regions            | <b>Encounter Submissions</b><br>The MTO failed to meet encounter standards.  |
| Molina                                  | STAR<br>STAR+PLUS<br>CHIP | All Service Areas      | <b>2019 STAR Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.   |
| Molina                                  | ALL                       | All Service Areas      | <b>Utilization Review</b><br>The MCO failed to provide administrative services for member follow up, phone calls and service coordination. |
| Molina                                  | STAR                      | All Service Areas      | <b>2022 appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                      |

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| Parkland        | ALL        | All Service Areas      | <b>2017 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.             |
| Parkland        | STAR       | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to meet performance standards for 30 Day Member Appeals.                      |
| Parkland        | STAR       | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care. |
| Parkland        | STAR       | All Service Areas      | <b>Appealed Claims</b><br>The MCO failed to meet performance standards for 30 Day acute care Appealed Claims.         |
| Parkland        | STAR       | All Service Areas      | <b>Provider Complaint</b><br>The MCO failed to meet performance standards for Provider Complaints.                    |
| Parkland        | STAR       | All Service Areas      | <b>Member Complaint</b><br>The MCO failed to meet performance standards for Member Complaints.                        |
| Parkland        | ALL        | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.      |
| Parkland        | ALL        | All Service Areas      | <b>Third Party Audit</b><br>Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.     |
| Project Amistad | ALL        | All Service Areas      | <b>Operational Review (Encounters)</b><br>The MTO failed to meet an MCO Administrative Service                        |
| Scott & White   | ALL        | All Service Areas      | <b>2017 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.             |

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| Scott & White | ALL                       | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.                                       |
| Scott & White | ALL                       | All Service Areas      | <b>OIG Audit</b><br>MCO failed to comply with Security Control over Confidential HHS Information.  |
| Scott & White | STAR                      | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                                  |
| Superior      | STAR Health               | All Service Areas      | <b>OIG Audit</b><br>The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery. |
| Superior      | ALL                       | All Service Areas      | <b>SFY 2019 Operational Utilization Review</b><br>The MCO failed to perform an MCO Administrative Service.   |
| Superior      | STAR<br>CHIP<br>STAR Kids | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet the minimum standards of at least two-thirds of the measures.                    |
| Superior      | CHIP                      | All Service Areas      | <b>OIG Audit</b><br>The MCO inaccurately/incompletely reported reimbursements to PBM.  |
| Superior      | ALL                       | All Service Areas      | <b>Third Party Audit</b><br>The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.                                       |
| Superior      | STAR+PLUS                 | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to resolve expedited member appeals within 72 hours.   |

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| Superior         | STAR              | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                             |
| Superior         | ALL               | All Service Areas      | <b>MCO Deliverables</b><br>The MCO failed to conduct inactive and active background checks.   |
| Superior         | STAR Health       | All Service Areas      | <b>Health Passport</b><br>MCO failed to obtain or properly display healthcare information.  |
| Texas Children's | ALL               | All Service Areas      | <b>2017 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.   |
| Texas Children's | STAR<br>STAR Kids | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.   |
| Texas Children's | ALL               | All Service Areas      | <b>Administrative Service</b><br>MCO reported inaccurate credentialing data.  |
| Texas Children's | STAR              | All Service Areas      | <b>Utilization Review</b><br>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      | <b>Utilization Review</b><br>The MCO failed to provide administrative services for member follow up, phone calls and service coordination.        |
| Texas Children's | ALL               | All Service Areas      | <b>SK Nurse Hotline</b><br>The MCO failed to meet 80% standard for call hold rate.  |

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| Texas Children's | STAR         | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care. |
| United           | STAR<br>CHIP | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.                           |
| United           | STAR Kids    | All Service Areas      | <b>Behavioral Health Hotline</b><br>The MCO failed to meet performance standards for Call Abandonment Rate.           |
| United           | STAR         | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care. |