



CAP Website February 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 SFY21 The MCO failed to provide Administrative Services.
Aetna	STAR Kids	All Service Areas	Utilization Review – MDCP The MCO failed to provide Administrative Services.
Aetna	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Aetna	STAR STAR Kids	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Aetna	STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Aetna	STAR Kids	All Service Areas	Nurse Hotline The MCO failed to meet the STAR Kids Nurse Hotline Provider call abandonment rate.
Aetna	ALL	All Service Areas	Member Appeals The MCO failed to meet the standard compliance for 30 day and 1 day expedited Member Appeals.

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Aetna	ALL	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Amerigroup	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Amerigroup	STAR CHIP	All Service Areas	2022 Appointment Availability - (Vision) The MCO failed to meet Access to Care standards for Vision.
Amerigroup	STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Amerigroup	STAR Kids	All Service Areas	Claims Processing The MCO failed to retroactively adjudicate fee schedules.
Amerigroup	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide initial SSI and annual service plans in a timely manner.
Amerigroup	STAR STAR+PLUS	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Amerigroup	STAR 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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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	All Service Areas	Claims Processing The MCO failed to adjudicate Behavioral Health Clean Claims within 30 days.
Amerigroup	STAR+PLUS	All Service Areas	Claims Processing The MCO failed to meet the performance standard of 98% for Nursing Facility Medicare Coinsurance Clean Claims.
Amerigroup	STAR Kids STAR+PLUS	All Service Areas	Claims Processing The MCO failed to adjudicate BH an LTSS Clean Claims within 30 days.
Amerigroup	CHIP STAR	All Service Areas	SFY 2019 AUP The MCO failed to provide supporting documentation to the auditors.
Blue Cross Blue Shield	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Blue Cross Blue Shield	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Blue Cross Blue Shield	STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet the Access to Care PCP appointment availability withing 14 days.
Blue Cross Blue Shield	STAR Kids	All Service Areas	Where's My Ride Hotline The MCO failed to meet the performance standard for average hold time.
Blue Cross Blue Shield	CHIP STAR STAR Kids	All Service Areas	2020 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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Blue Cross Blue Shield	CHIP STAR Kids	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Blue Cross Blue Shield	CHIP STAR	All Service Areas	SFY 2019 AUP The MCO failed to provide supporting documentation to the auditors.
Community First Health Plan	STAR Kids	All Service Areas	SFY21 Utilization Review – MDCP The MCO failed to provide Administrative Services.
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	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Community First Health Plan	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Community First Health Plan	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Community First Health Plan	ALL	All Service Areas	2020 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	All Service Areas	SFY 2019 AUP The MCO failed to provide supporting documentation to the auditors.
Community Health Choice	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Community Health Choice	STAR CHIP	All Service Areas	Targeted Review – MSHCN The MCO failed to conduct and document new member initial health needs screening within 90 days.

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Community Health Choice	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Community Health Choice	ALL	All Service Areas	Out of Network (OON) The MCO provided inaccurate OON utilization reports.
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	CHIPSTAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Cook Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
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	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Cook Children's	STAR	All Service Areas	Member/Provider Complaints The MCO failed to properly report member and provider complaints.

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Cook Children's	ALL	All Service Areas	SAO Audit The MCO failed to work with the parent company to strengthen the Health Plans processes and controls.
Cook Children's	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Cook Children's	STAR Kids	All Service Areas	2020 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	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.
Dell Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Dell Children's	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Dell Children's	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Dell Children's	STAR	All Service Areas	Operational Review The MCO failed to perform Trading Partner Testing timely.
Dell Children's	STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
DentaQuest	CMDS	All Service Areas	Members Appeals The MCO failed to adjudicate Member Appeals within 72 hours.

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DentaQuest	CMDS	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Driscoll	STAR	All Service Areas	Administrative Service – OIG The MCO failed to respond timely to requests for information.
Driscoll	CHIP STAR STAR Kids	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Driscoll	STAR Kids	All Service Areas	SFY22 MDCP – Administrative Service The MCO failed to provide Administrative Services.
Driscoll	CHIP	All Service Areas	Behavioral Health Hotlines The MCO failed to meet the 98% performance standard for Call Hold Rate.
Driscoll	CHIP STAR STAR Kids	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
El Paso Health	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
El Paso Health	STAR CHIP	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
El Paso Health	CHIP STAR	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
El Paso Health	CHIP STAR	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
El Paso Health	STAR	All Service Areas	2020 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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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.
FirstCare Health Plan	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
FirstCare Health Plan	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
FirstCare Health Plan	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
FirstCare Health Plan	CHIP STAR	All Service Areas	Claims Processing The MCO failed to meet 30 day Appealed Claims for BH and Vision Claims.
FirstCare Health Plan	CHIP STAR	All Service Areas	2020 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	CHIP STAR	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
First Care Health Plan	CHIP STAR Kids	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
MCNA Dental	CMDS	All Service Areas	Provider Hotline The MCO failed to meet the performance standard for Call Abandonment and Call Hold Rate.

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MCNA Dental	CMDS	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Molina	STAR	All Service Areas	2022 appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Molina	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Molina	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Molina	STAR+PLUS	All Service Areas	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.
Molina	CHIP STAR STAR+PLUS	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
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	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Parkland	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Parkland	STAR CHIP	All Service Areas	Claims Processing The MCO failed to meet performance standard for 30 Day Medical Transportation Clean Claims and Appealed Claims.

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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	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Parkland	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) Failure to comply with auditor request in a timely manner for STAR and CHIP.
Parkland	STAR	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Scott & White	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Scott & White	STAR	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
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	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Scott & White	ALL	All Service Areas	OIG Audit MCO failed to comply with Security Control over Confidential HHS Information.
Scott & White	STAR	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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	STAR	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Scott & White	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Superior	ALL	All Service Areas	Member Appeals MCO failed to resolve 1 Day and 72 hour expedited member appeals.
Superior	ALL	All Service Areas	2022 Appointment Availability - (Vision) The MCO failed to meet Access to Care standards for Vision.
Superior	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Superior	STAR Health	All Service Areas	Health Passport The MCO failed to meet performance standards for several deliverables related to Health Passport.
Superior	STAR Health	All Service Areas	Expedited Appeals The MCO failed to meet the performance standard for 72 hour and 1 day appeals.
Superior	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Superior	CHIP STAR+PLUS	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Superior	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
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) Failure 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.
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.
Texas Children's	ALL	All Service Areas	Administrative Service MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Texas Children's	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Texas Children's	STAR STAR Kids	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Texas Children's	ALL	All Service Areas	MDCP - Administrative Services The MCO failed to accurately document service plans.

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Texas Children's	ALL	All Service Areas	2022 Appointment Availability (Behavioral Health) The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Texas Children's	ALL	All Service Areas	Member Appeals MCO failed to resolve 1 Day, and 72 hour expedited member appeals.
Texas Children's	ALL	All Service Areas	Member Hotline The MCO failed to meet the 80% performance standard for Call Hold Rate.
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.
United	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
United	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
United	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
United	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
United	STAR+PLUS	All Service Areas	Administrative Service The MCO failed to provide administrative service of four-week follow-up member contacts.

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United	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
United	CHIP STAR+PLUS	All Service Areas	2020 Performance Indicator Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
United	ALL	All Service Areas	OIG Audit The MCO failed to verify all subcontractors and affiliate obligations.
United	ALL	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	Administrative Services The MCO failed to accurately document service plans.
United	STAR Kids	All Service Areas	SFY22 MDCP – Administrative Service The MCO failed to provide Administrative Services.
United	ALL	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.