



## CAP Website February 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP	All Service Areas	<b>Utilization Review – Members with Special Health Care Needs</b> The MCO failed to include all required elements in member service plans.
Aetna	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Aetna	STAR STAR+PLUS STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Amerigroup	STAR+PLUS	All Service Areas	<b>Utilization Review – Administrative Service</b> The MCO failed to document follow-up of service initiation no later than 4 weeks after the start of the Individual Service Plan.
Amerigroup	STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate Behavioral Health Clean Claims within 30 days.
Amerigroup	STAR STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Blue Cross Blue Shield	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.



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Blue Cross Blue Shield	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to ensure Durable Medical Equipment claims were properly reimbursed.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Community First Health Plan	STAR Kids	All Service Areas	<b>Utilization Review – SFY22 Medically Dependent Children Program</b> The MCO failed to provide Administrative Services and a Covered Service.
Community First Health Plan	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> 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	<b>OIG Audit</b> The MCO failed to properly identify payments for Ambulance Claims.
Community First Health Plan	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to accurately report Member/Provider complaints.
Community First Health Plan	STAR STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.



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Community Health Choice	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to consistently monitor Security Controls to ensure network and claims management accounts were properly disabled.
Community Health Choice	STAR	All Service Areas	<b>2022 Appointment Availability – Primary Care Provider (PCP)</b> The MCO did not meet routine and preventative PCP thresholds.
Community Health Choice	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Community Health Choice	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to accurately report Member and Provider Complaints.
Community Health Choice	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Cook Children's	STAR STAR Kids CHIP	All Service Areas	<b>Behavioral Health Hotline</b> The MCO failed to meet the performance standards for Call Abandonment Rate, Call Hold Rate and Average Hold Time.



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Cook Children's	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Cook Children's	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to accurately report unresolved complaints with accurate dates.
Cook Children's	STAR STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Dell Children's	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Dell Children's	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
DentaQuest	CMDS	All Service Areas	<b>Member/Provider Complaints</b> The DMO failed to resolve Member and Provider Complaints within 30 days.



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DentaQuest	CMDS	All Service Areas	<b>Member Complaints</b> The DMO failed to accurately categorize 30 day Member Complaints.
DentaQuest	CHIP Dental	All Service Areas	<b>Member Complaints</b> The DMO failed to resolve Member Complaints within 30 days.
Driscoll	STAR Kids	All Service Areas	<b>Utilization Review - FY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.
Driscoll	CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Driscoll	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the performance standard for Medical Encounters.
Driscoll	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to properly identify Ambulance Claims requiring prior authorization.



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Driscoll	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to consistently monitor Security Controls to ensure network and claims management accounts were properly disabled.
Driscoll	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to maintain adequate personnel resources to the Special Investigative Unit (SIU).
Driscoll	STAR STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
El Paso Health	STAR	All Service Areas	<b>Operational Review</b> The MCO failed to meet Vendor Drug Program criteria of the targeted review.
El Paso Health	STAR STAR Kids CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
El Paso Health	STAR CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.



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FirstCare Health Plan	STAR CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Molina	STAR+PLUS	All Service Areas	<b>Utilization Review – SFY22 LTSS Review</b> The MCO failed to timely submit the service plan to the state within 45 days.
Molina	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to develop and implement a reasonable allocation methodology in Administrative Expenses on its Financial Statistical Reports.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate MMP LTSS Appealed Claims within 30 days.
Molina	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to properly identify Ambulance Claims requiring prior authorization.



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Molina	STAR STAR+PLUS CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Medicaid Acute Care Appealed Claims.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate Behavioral Health Appealed Claims within 30 Days.
Parkland	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for 30 Day Acute Care Appealed Claims.
Parkland	STAR CHIP	All Service Areas	<b>SFY2018 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Parkland	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.





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Parkland	STAR CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Parkland	STAR CHIP	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Parkland	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to maintain Special Investigative Unit processes and controls.
Parkland	STAR	All Service Areas	<b>Provider Complaint</b> The MCO failed to meet the performance standard for 30 Day Provider Complaints.
Parkland	CHIP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Appealed Claims.
Parkland	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.



## CAP Website February 2024

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Parkland	STAR CHIP	All Service Areas	<b>SFY2018 Agreed Upon Procedures</b> The MCO failed to comply with the auditor request in a timely manner.
Scott & White	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Scott & White	STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Scott & White	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Superior	STAR+PLUS	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve 1 Day expedited Member Appeals.
Superior	STAR Kids	All Service Areas	<b>Utilization Review - SFY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.



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Superior	STAR CHIP	All Service Areas	<b>SFY2018 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Superior	STAR CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Superior	STAR Health STAR Kids CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	MMP	All Service Areas	<b>Member Appeals</b> The MCO failed to provide the MMP Member Appeal Report according to contractual timeframes.
Superior	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Superior	STAR STAR+PLUS STAR Kids CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.



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Superior	STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the perform standards for Acute Care Appealed Claims.
Texas Children's	STAR Kids	All Service Areas	<b>Utilization Review – FY 22 Medically Dependent Children Program</b> The MCO failed to accurately document service plans.
Texas Children's	STAR STAR Kids CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
Texas Children's	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to prepare and maintain support for determining the qualifications to report affiliate expenses for FSRs.
Texas Children's	STAR STAR Kids CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
United	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to verify all subcontractors and affiliate obligations regarding Financial Statistical Reports.



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United	STAR+PLUS STAR Kids CHIP	All Service Areas	<b>2022 Appointment Availability - Behavioral Health (BH)</b> The MCO failed to meet the performance standard for an initial outpatient BH visit within 14 calendar days.
United	STAR STAR+PLUS STAR Kids CHIP	All Service Areas	<b>SFY2019 Agreed Upon Procedures</b> The MCO failed to provide supporting documentation to the auditors.
United	STAR+PLUS CHIP	All Service Areas	<b>2021 Performance Indicator Dashboards</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
United	STAR	All Service Areas	<b>Member Complaints</b> The MCO failed to adjudicate Member Complaints within 30 days.
United	ALL	All Service Areas	<b>MCO Deliverables</b> The MCO failed to provide Behavioral Health Hotline Reports according to contractual timeframes and requirements for SFY 2023 Q3 and Q4.
United	ALL	All Service Areas	<b>MCO Deliverables</b> The MCO failed to provide 30-Day Non-Compliance-Summary Reports according to contractual timeframes and requirements for SFY2023 Q3 and Q4.



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United	ALL	All Service Areas	<b>MCO Deliverables</b> The MCO failed to provide the 45-Day Non-Compliance Summary Reports according to contractual timeframes and requirements for SFY2023 Q4.
United	ALL	All Service Areas	<b>MCO Deliverables</b> The MCO failed to timely provide Claims Summary Reports according to contractual timeframes and requirements for SFY2023 Q2 and Q4.
United	STAR STAR+PLUS STAR Kids CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.