

Managed Care Compliance and Operations  
Corrective Action Plans (CAPs) as of January 31, 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> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	STAR CHIP STAR Kids	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.
Aetna	STAR STAR Kids	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet performance standards for Call Abandonment Rate.
American Medical Response, Inc.	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
American Medical Response, Inc.	ALL	All Service Areas	<b>Encounter Submissions</b> 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> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR	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.
Amerigroup	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service.
Amerigroup	STAR STAR+PLUS STAR Kids	All Service Areas	<b>CSR Inaccurate Reports</b> The MCO provided inaccurate reports for Claims Summary Reporting.
Amerigroup	STAR	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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Blue Cross Blue Shield	STAR CHIP	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.
Blue Cross Blue Shield	ALL	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	<b>SAO Audit</b> The MCO had non-compliances for pharmacy benefits, expense reporting and strengthening claims reporting.
Cigna HealthSpring	ALL	All Service Areas	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve Member Appeals within 72 hours.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service.
Cigna HealthSpring	ALL	All Service Areas	<b>Claims Processing</b> 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> 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> The MCO failed to accurately report Out of Network Utilization.
Community First Health Plan	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.
Community First Health Plan	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.

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Community First Health Plan	STAR	All Service Areas	<b>Provider Complaints</b> The MCO failed to meet performance standards for Provider Complaints.
Community Health Choice	STAR CHIP	All Service Areas	<b>CSR Inaccurate reporting</b> The MCO failed to accurately track appealed claims.
Community Health Choice	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to accurately report member appeals.
Community Health Choice	ALL	All Service Areas	<b>Utilization Review - Targeted Review</b> The MCO failed to provide services, timely determinations and information for Speech Therapy.
Cook Children's	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> 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> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Cook Children's	STAR STAR Kids	All Service Areas	<b>Access to Care</b> 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> The MCO failed to meet 80% standard for call hold rate.
Dell Children's	ALL	All Service Areas	<b>Operational Review Follow-up (Retro Claims Processing)</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	ALL	All Service Areas	<b>Operational Review 2018</b> 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> The MCO failed to meet Access to Care standards for prenatal Care.
DentaQuest	Dental	Statewide	<b>Member Appeals</b> The DMO failed to resolve expedited member appeals within 72 hours.
Driscoll	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Driscoll	STAR STAR Kids CHIP	All Service Areas	<b>OIG Audit - Special Investigative Unit</b> 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> 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> The MCO failed to meet performance criteria.
El Paso Health	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> 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> The MCO failed to meet performance criteria.
FirstCare Health Plan	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the 98% standard for Member Appeals.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.

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FirstCare Health Plan	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Logisticare	Medical Transportation	All Regions	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
Logisticare	Medical Transportation	All Regions	<b>2019 Client Satisfaction Survey</b> The MTO failed to meet the 95% client satisfaction standard.
MCNA	Dental	Statewide	<b>Member Hotline</b> The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
MCNA	Dental	Statewide	<b>Claims Processing</b> 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> The MTO failed to meet encounter standards.
Molina	STAR STAR+PLUS CHIP	All Service Areas	<b>2019 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Molina	ALL	All Service Areas	<b>Utilization Review</b> The MCO failed to provide administrative services for member follow up, phone calls and service coordination.
Molina	ALL	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet performance standards for Call Abandonment Rate and Average Hold Time.
Parkland	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.

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Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet performance standards for 30 Day Member Appeals.
Parkland	STAR	All Service Areas	<b>Appealed Claims</b> The MCO failed to meet performance standards for 30 Day acute care Appealed Claims.
Parkland	STAR	All Service Areas	<b>Provider Complaint</b> The MCO failed to meet performance standards for Provider Complaints.
Parkland	STAR	All Service Areas	<b>Member Complaint</b> The MCO failed to meet performance standards for Member Complaints.
Parkland	ALL	All Service Areas	<b>Third Party Audit</b> 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> 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> The MTO failed to meet an MCO Administrative Service
Scott & White	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Scott & White	ALL	All Service Areas	<b>Third Party Audit</b> 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> MCO failed to comply with Security Control over Confidential HHS Information.

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Scott & White	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
Superior	STAR Health	All Service Areas	<b>OIG Audit</b> 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> The MCO failed to perform an MCO Administrative Service.
Superior	STAR CHIP STAR Kids	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.
Superior	CHIP	All Service Areas	<b>OIG Audit</b> The MCO inaccurately/incompletely reported reimbursements to PBM.
Superior	ALL	All Service Areas	<b>Third Party Audit</b> 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> The MCO failed to resolve expedited member appeals within 72 hours.
Superior	STAR Health	All Service Areas	<b>Health Passport</b> MCO failed to obtain or properly display healthcare information.
Texas Children's	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Texas Children's	STAR STAR Kids	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.

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Texas Children's	ALL	All Service Areas	<b>Administrative Service</b> MCO reported inaccurate credentialing data.
Texas Children's	STAR	All Service Areas	<b>Utilization Review</b> 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> 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> The MCO failed to meet 80% standard for call hold rate.
Texas Children's	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
United	STAR CHIP	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
United	STAR Kids	All Service Areas	<b>Behavioral Health Hotline</b> The MCO failed to meet performance standards for Call Abandonment Rate.
United	STAR	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.