



CAP Website July 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 The MCO failed to provide Administrative Services.
Aetna	STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
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	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Aetna	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.
Aetna	STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate.
Amerigroup	STAR STAR Kids STAR+PLUS	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.



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Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to meet the performance standard for timely submission of initial and reassessment service plans.
Amerigroup	STAR STAR Kids STAR+PLUS	All Service Areas	2022 Appointment Availability – (Behavioral Health) The MCO failed to meet the visit within fourteen calendar day performance standard for BH Vision.
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 BH 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	All Service Areas	Claims Processing The MCO failed to adjudicate BH Clean Claims within 30 days.
Amerigroup	STAR	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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Amerigroup	STAR Kids	All Service Areas	Claims Processing The MCO failed to adjudicate LTSS Clean Claims within 30 days.
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.
Blue Cross Blue Shield	STAR	All Service Areas	Claims Processing The MCO failed to meet the performance standards for BH Appealed Claims within 30 days.
Blue Cross Blue Shield	STAR 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.
Blue Cross Blue Shield	ALL	All Service Areas	OIG Oversight of DME Providers The MCO failed to ensure DME claims were properly reimbursed.
Community First Health Plan	STAR Kids	All Service Areas	SFY22 Utilization Review – MDCP The MCO failed to provide Administrative Services.



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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	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	CHIP STAR	All Service Areas	SFY 2019 AUP The MCO failed to provide supporting documentation to the auditors.
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.
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.



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Community Health Choice	CHIP STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Community Health Choice	STAR	All Service Areas	Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate.
Community Health Choice	CHIP	All Service Areas	Provider Hotline The MCO failed to meet the performance standard for Average Hold Time.
Community Health Choice	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
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	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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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.
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.
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 and systems readiness testing for Home Health Services.
Dell Children's	STAR	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
Dell Children's	CHIP	All Service Areas	Claims Processing The MCO failed to process Acute Care Clean Claims within 30 days.



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MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
DentaQuest	CMDS	All Service Areas	Members Appeals The DMO failed to adjudicate Member Appeals within 72 hours.
DentaQuest	CMDS	All Service Areas	SFY2019 AUP The DMO failed to provide supporting documentation to the auditors.
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.
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	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.



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Driscoll	STAR Kids	All Service Areas	Behavioral Health Hotlines The MCO failed to meet the 98% performance standard for Call Hold Rate.
Driscoll	STAR	All Service Areas	Encounters The MCO failed to meet the performance standard for Medical Encounters.
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	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.
El Paso Health	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.



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El Paso Health	STAR	All Service Areas	Member Appeals The MCO failed to meet the performance standard for 72 hour expedited member appeals.
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	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.
First Care 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.
MCNA Dental	CMDS	All Service Areas	SFY2019 AUP The DMO failed to provide supporting documentation to the auditors.
MCNA Dental	CMDS	All Service Areas	Member Appeals The DMO failed to meet the performance standard for expedited 72-hour Member Appeals.



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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	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.
Molina	CHIP STAR STAR+PLUS	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.
Molina	STAR STAR+PLUS	All Service Areas	FY23 Q2 Provider Hotline The MCO failed to meet the performance standard for Call Abandonment Rate and Average Hold Time.
Molina	ALL	All Service Areas	MMP Behavioral Health Hotline The MCO failed to meet performance standard for MMP BH Call Hold Rate.



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Molina	ALL	All Service Areas	MMP Provider Hotline The MCO failed to meet the performance standard for MMP Provider Hotline Call Abandonment Rate and Average Hold Time.
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	CHIP STAR STAR+PLUS	All Service Areas	MMP Q2 Where's My Ride Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
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 – Ambulance Claims Oversight The MCO failed to properly identify claims requiring prior authorization
Molina	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.



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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	2018 Agreed Upon Procedures (AUP) Failure to comply with auditor requests in a timely manner for STAR and CHIP
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	STAR	All Service Areas	Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims.



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Parkland	CHIP STAR	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Scott & White	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
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.
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	STAR	All Service Areas	Provider and Behavioral Health Hotlines The MCO failed to meet the performance standard for Call Abandonment Rate.



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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.
Superior	STAR Health	All Service Areas	Member Appeals The MCO failed to meet the performance standard for 72 hour and 1-day appeals.
Superior	STAR	All Service Areas	Member Appeals The MCO failed to meet the performance standard for 72 hour and 1-day appeals.
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.



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Superior	CHIP STAR	All Service Areas	2018 Agreed Upon Procedures (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	STAR	All Service Areas	Claims Processing The MCO failed to meet the performance standard for Behavioral Health Appealed Claims.
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	ALL	All Service Areas	Claims Processing The MCO failed to meet the performance standard for MMP and BH Acute Clean Claims.
Superior	ALL	All Service Areas	MMP Nurse Hotline The MCO failed to meet the performance standard for Call Abandonment Rate.
Superior	MMP	All Service Areas	Claims Processing The MCO failed to meet the performance standard for Acute Care Clean Claims



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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 The MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90-day threshold.
Texas Children's	ALL	All Service Areas	MDCP - Administrative Services The MCO failed to accurately document service plans.
Texas Children's	STAR	All Service Areas	Member Appeals MCO failed to resolve 1 Day, and 72 hour expedited member appeals.
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.



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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.
Texas 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.
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.
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.
United	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.



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United	ALL	All Service Areas	OIG Audit The MCO failed to verify all subcontractors and affiliate obligations.
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.
United	ALL	All Service Areas	SFY2019 AUP The MCO failed to provide supporting documentation to the auditors.
United	ALL	All Service Areas	Operational Review The MCO failed to perform timely systems readiness and trader partner testing.
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.