

Managed Care Contracts and Oversight  
Corrective Action Plans (CAPs) as of June 30, 2022

| MCO/DMO/MTO | Program(s)                | Service Area(s)/Region | Area of Non-Compliance   |
|-------------|---------------------------|------------------------|--|
| Aetna       | 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.            |
| Aetna       | CHIP                      | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for Claims Summary Report CHIP Behavioral Health Clean Claims. |
| Aetna       | STAR Kids                 | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for Claims Summary Report STAR Kids LTSS Clean Claims.         |
| 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       | 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<br>CHIP              | All Service Areas      | <b>Utilization Review - MSHCN</b><br>The MCO failed to provide member service plans.   |
| Aetna       | STAR Kids                 | All Service Areas      | <b>Utilization Review - MDCP</b><br>The MCO failed to provide Administrative Services.   |
| Aetna       | STAR<br>STAR Kids         | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                             |
| Aetna       | ALL                       | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                                      |

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| 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.                                     |
| Amerigroup                      | STAR+PLUS  | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service of required four week follow up for assessment process. |
| Amerigroup                      | STAR Kids  | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service of work flows and processes.                            |
| Amerigroup                      | STAR       | All Service Areas      | <b>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                      |
| Amerigroup                      | STAR CHIP  | All Service Areas      | <b>2022 Appointment Availability - (Vision)</b><br>The MCO failed to meet Access to Care standards for Vision.                             |
| Amerigroup                      | STAR Kids  | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to retroactively adjudicate fee schedules.  |
| Amerigroup                      | ALL        | All Service Areas      | <b>Medical Transportation</b><br>The MCO failed to meet the 98% performance standard on Claims Summary Report 30 day Clean Claims.         |
| 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.                      |

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| Blue Cross Blue Shield      | ALL               | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                           |
| Blue Cross Blue Shield      | ALL               | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                                    |
| Blue Cross Blue Shield      | STAR Kids         | All Service Areas      | <b>Utilization Review LTSS</b><br>The MCO failed to provide Administrative Service of required four week follow up for assessment process.   |
| Community First Health Plan | STAR Kids         | All Service Areas      | <b>Nurse Hotline</b><br>The MCO failed to meet the STAR Kids Nurse Hotline call abandonment rate.  |
| Community First Health Plan | ALL               | All Service Areas      | <b>OIG - Special Investigation Unit</b><br>The MCO failed to document and refer fraud, waste and abuse to OIG.                               |
| Community First Health Plan | STAR Kids         | All Service Areas      | <b>Utilization Review - MDCP</b><br>The MCO failed to provide Administrative Services.   |
| Community First Health Plan | STAR<br>STAR Kids | All Service Areas      | <b>Provider Complaints</b><br>The MCO failed to meet performance standards for Provider Complaints.  |
| 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 - Targeted 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.               |
| Community Health Choice | STAR CHIP  | All Service Areas      | <b>Targeted Review - MSHCN</b><br>The MCO failed to conduct and document new member initial health needs screening within 90 days.  |
| Community Health Choice | STAR       | All Service Areas      | <b>Member Appeals</b><br>The MCO failed to meet the 98% standard for Member Appeals.  |
| Community Health Choice | ALL        | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                  |
| Community Health Choice | ALL        | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                           |
| Community Health Choice | ALL        | All Service Areas      | <b>Out of Network (OON)</b><br>The MCO provided inaccurate OON utilization reports.   |
| 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         | ALL        | All Service Areas      | <b>Access to Care</b><br>The MCO's Access to Care system failed to recognize members causing denials for transportation.            |
| 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         | ALL        | All Service Areas      | <b>Encounters</b><br>The MCO failed to meet the 95% performance standard on Comparative Analysis.                                   |

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| Cook Children's | STAR              | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet the 98% performance standard for BH 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. |
| Cook Children's | ALL               | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                   |
| Cook Children's | STAR Kids         | All Service Areas      | <b>Where's My Ride Hotline</b><br>The MCO failed to meet the performance standard of 7% or less for Call Abandonment Rate.           |
| Cook Children's | STAR<br>STAR Kids | All Service Areas      | <b>Provider Hotline</b><br>The MCO failed to meet performance standards for Call Abandonment Rate.                                   |
| 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.                                    |
| 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.                |
| Dell Children's | ALL               | All Service Areas      | <b>Encounters</b><br>The MCO failed to meet the 95% performance standard on Comparative Analysis.                                    |
| Dell Children's | ALL               | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                            |

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| Dell Children's | ALL                       | All Service Areas      | <b>Targeted Review - MSHCN</b><br>The MCO failed to conduct and document new member initial health needs screening within 90 days.   |
| DentaQuest      | Dental                    | Statewide              | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.  |
| 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.  |
| Driscoll        | STAR<br>STAR Kids         | All Service Areas      | <b>Medical Transportation</b><br>The MCO failed to meet the 98% performance standard on Claims Summary Report 30 day Clean Claims.   |
| Driscoll        | ALL                       | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.  |
| Driscoll        | ALL                       | All Service Areas      | <b>2022 Appointment Availability - (Vision)</b><br>The MCO failed to meet Access to Care standards for Vision.   |
| EI 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.  |
| EI Paso Health  | ALL                       | All Service Areas      | <b>Encounters</b><br>The MCO failed to meet the 95% performance standard on Comparative Analysis.  |
| EI Paso Health  | STAR<br>CHIP              | All Service Areas      | <b>Provider Hotline</b><br>The MCO failed to meet performance standards for Call Abandonment Rate.   |

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| 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                   | 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                   | ALL                    | All Service Areas      | <b>Encounters</b><br>The MCO failed to meet the 95% performance standard on Comparative Analysis.  |
| FirstCare Health Plan                   | ALL                    | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                                  |
| FirstCare Health Plan                   | ALL                    | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                         |
| Logisticare                             | Medical Transportation | All Regions            | <b>Encounter Submissions</b><br>The MTO failed to meet encounter standards.  |
| 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.                      |
| MCNA                                    | Dental                 | Statewide              | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.                                  |
| Medical Transportation Management (MTM) | Medical Transportation | All Regions            | <b>Encounter Submissions</b><br>The MTO failed to meet encounter standards.  |
| 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. |

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| Molina      | STAR         | All Service Areas      | <b>2022 appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.                      |
| Molina      | ALL          | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                         |
| 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 standard for Expedited 1 Day 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<br>CHIP | All Service Areas      | <b>Claims Processing</b><br>The MCO failed to meet performance standard for 30 Day Medical Transportation Clean Claims and Appealed Claims |
| 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>Member Complaint</b><br>The MCO failed to meet performance standards for Member Complaints.   |
| Parkland    | ALL          | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                         |
| Parkland    | ALL          | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.          |



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| Project Amistad | ALL                       | All Service Areas      | <b>Operational Review (Encounters)</b><br>The MTO failed to meet an MCO Administrative Service   |
| 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.                                  |
| Scott & White   | ALL                       | All Service Areas      | <b>Encounters</b><br>The MCO failed to meet the 95% performance standard on Comparative Analysis.  |
| Scott & White   | ALL                       | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.                                     |
| Scott & White   | ALL                       | All Service Areas      | <b>OIG Audit</b><br>MCO failed to comply with Security Control over Confidential HHS Information.  |
| Scott & White   | ALL                       | All Service Areas      | <b>2018 Agreed Upon Procedures (AUP)</b><br>The MCO was not compliant for elements of the AUP in the FSR.  |
| 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        | 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        | 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         | STAR Health | All Service Areas      | <b>Health Passport</b><br>The MCO failed to meet performance standards for several deliverables related to Health Passport.  |
| Superior         | STAR Health | All Service Areas      | <b>Health Passport Internal Audit</b><br>The MCO violated the STAR Health Passport Contract 8.1.12, Health Passport must include a 24 hour Nurse Hotline and BH Hotline. |
| Superior         | STAR Health | All Service Areas      | <b>Health Passport Internal Audit</b><br>The MCO violated the STAR Health Passport Contract 8.1.13, removal of MSHCN from Service Management.                            |
| Superior         | ALL         | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps.   |
| 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>2022 Appointment Availability (Prenatal)</b><br>The MCO failed to meet Access to Care standards for prenatal Care.  |
| United           | STAR CHIP   | All Service Areas      | <b>2019 Performance Indicator Dashboard</b><br>The MCO failed to meet performance criteria.  |
| United           | 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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| United      | ALL        | All Service Areas      | <b>2019 Texas Health Steps</b><br>The MCO failed to comply with multiple factors contributing to Texas Help Steps. |