



## CAP Website June 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.
Aetna	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to document follow-up of service initiation no later than 4 weeks after the start of the Individual Service Plan and documentation requirements for Screening and Assessment Instrument.
Aetna	STAR STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Aetna	STAR Kids	All Service Areas	<b>Claims Processing</b> MCO failed to meet performance standard for Medical Transportation Clean Claims.
Aetna	STAR STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 1 out of 10 business rules per reporting requirements measured through the MCO Scorecard.



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Aetna	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, and failed to provide supporting documentation.
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 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 Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to meet documentation requirements for needs for service and four-week follow-ups for Long Term Services and Support (LTSS) services.
Amerigroup	STAR STAR+PLUS STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Amerigroup	STAR STAR+PLUS STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 1 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
Amerigroup	STAR STAR+PLUS STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.



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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.
Blue Cross Blue Shield	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to document follow-up of service initiation no later than 4 weeks after the start of the Individual Service Plan.
Blue Cross Blue Shield	STAR STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Blue Cross Blue Shield	STAR STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 6 out of 10 business rules per reporting requirements measured through the MCO Scorecard and failed to meet the acceptance rate benchmark of 90% for all authorization transactions.
Blue Cross Blue Shield	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, and failed to provide supporting documentation.
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	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to properly identify payments for Ambulance Claims.



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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.
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 Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to demonstrate compliance with administrative services for Medically Dependent Children Program (MDCP) services.
Community First Health Plan	STAR STAR Kids CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Community First Health Plan	STAR STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 3 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
Community First Health Care	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.
Community First Health Care	STAR Kids	All Service Areas	<b>MCO Deliverables</b> The MCO failed to meet the performance standard for Nurse Hotline Call Abandonment Rate.



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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>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Community Health Choice	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to accurately report Member Appeals.
Community Health Choice	STAR	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Community Health Choice	STAR	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 1 out of 10 business rules per reporting requirements measured through the MCO Scorecard.



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Community Health Choice	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate Behavioral Health Clean Claims within 30 days.
Community Health Choice	STAR CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, and had identified systemic issues.
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 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.
Cook Children's	STAR STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Cook Children's	STAR STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 1 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
Cook Children's	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.



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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.
Dell Children's	STAR CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Dell Children's	STAR	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 2 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
DentaQuest	CMDS CHIP Dental	All Service Areas	<b>MCO Deliverables</b> The MCO failed to resolve Member Appeals within 72 hours.
DentaQuest	CMDS CHIP Dental	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to accurately report expenses on the Financial Statistical Reports and failed to provide supporting documentation.
Driscoll	STAR Kids	All Service Areas	<b>Utilization Review - FY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.
Driscoll	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the performance standard for Medical Encounters.



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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.
Driscoll	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to demonstrate compliance with administrative services for Medically Dependent Children Program (MDCP) services.
Driscoll	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.
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 STAR+PLUS STAR Kids STAR Health	All Service Areas	<b>Operational Review</b> The MCO failed to meet Vendor Drug Program criteria of the targeted review.





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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.
El Paso Health	STAR CHIP	All Service Areas	<b>MCO Deliverables</b> The MCO failed to meet the 95% performance standard for Comparative Analysis.
El Paso Health	STAR STAR+PLUS	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 5 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
El Paso Health	STAR CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
El Paso Health	STAR CHIP	All Service Areas	<b>SFY 2020 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM) and failed to accurately report expenses on the Financial Statistical Reports.
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.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.



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FirstCare Health Plan	STAR	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 5 out of 10 business rules per reporting requirements measured through the MCO Scorecard and failed to meet the acceptance rate benchmark of 90% for all authorization transactions.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, and failed to provide supporting documentation.
MCNA Dental	CMDS CHIP Dental	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to accurately report expenses on the Financial Statistical Reports and failed to provide supporting documentation.
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	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	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Medicaid Acute Care Appealed Claims.



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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.
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 adjudicate Behavioral Health Appealed Claims within 30 Days.
Molina	STAR STAR+PLUS CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Molina	STAR STAR+PLUS	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 2 out of 10 business rules per reporting requirements measured through the MCO Scorecard and failed to meet the acceptance rate benchmark of 90% for all authorization transactions.



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Molina	STAR STAR+PLUS CHIP MMP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.
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 comply with the auditor request in a timely manner.
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.
Parkland	STAR CHIP	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.



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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.
Parkland	STAR	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Parkland	STAR	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 7 out of 10 business rules per reporting requirements measured through the MCO Scorecard.



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Parkland	STAR CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.
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>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
Scott & White	STAR	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Scott & White	STAR	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 5 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
Scott & White	STAR	All Service Areas	<b>Hotlines</b> The MCO failed to meet the Behavioral Health Hotline performance standard for Call Abandonment.



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Scott & White	STAR CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to provide supporting documentation and failed to meet compliance with the Uniform Managed Care Manual (UMCM).
Superior	STAR Kids	All Service Areas	<b>Utilization Review - SFY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.
Superior	STAR+PLUS	All Service Areas	<b>Member Appeals</b> The MCO failed to resolve 1 Day expedited Member Appeals.
Superior	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Superior	MMP	All Service Areas	<b>Member Appeals</b> The MCO failed to provide the MMP Member Appeal Report according to contractual timeframes.
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	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Clean Claims.
Superior	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Nursing Facility Unit Rate Clean Claims.
Superior	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to demonstrate compliance with administrative services and failed to initiate four-week follow-up.
Superior	STAR STAR+PLUS STAR Kids CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Superior	STAR Health	All Service Areas	<b>STAR Health Re-Procurement Readiness Review</b> MCO did not demonstrate compliance with pharmacy deliverables.
Superior	STAR STAR+PLUS STAR Kids STAR Health MMP	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 8 out of 10 business rules per reporting requirements measured through the MCO Scorecard.





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Superior	STAR CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Reports, failed to provide supporting documentation, and had identified systemic issues.
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.
Texas Children's	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to demonstrate compliance with administrative services and failed to initiate four-week follow-up and failed to conduct service coordinator face-to-face visits.
Texas Children's	STAR	All Service Areas	<b>Encounter Reconciliation for Medical</b> MCO failed to meet performance standard.



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Texas Children's	STAR STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
Texas Children's	STAR STAR Kids	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 1 out of 10 business rules per reporting requirements measured through the MCO Scorecard and failed to meet the acceptance rate benchmark of 90% for all authorization transactions.
Texas Children's	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM) and failed to accurately report expenses per the UMCM cost principles.
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	All Service Areas	<b>Member Complaints</b> The MCO failed to adjudicate Member Complaints within 30 days.



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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	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.
United	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program Administrative Services</b> The MCO failed to demonstrate compliance with administrative services and failed to document rationale for waiver services.
United	STAR+PLUS STAR Kids CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
United	STAR STAR+PLUS STAR Kids MMP	All Service Areas	<b>Utilization Review - Q2 SFY 2024 Operations Review</b> MCO failed to achieve 90% compliance with 3 out of 10 business rules per reporting requirements measured through the MCO Scorecard.
United	STAR STAR Kids CHIP	All Service Areas	<b>SFY 2020 Agreed Upon Procedures (AUP)</b> The MCO failed to meet compliance with the Uniform Managed Care Manual (UMCM), failed to accurately report expenses on the Financial Statistical Report, and failed to provide supporting documentation.