



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
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.
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 (FSR), and failed to provide supporting documentation.
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 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 (FSR), failed to provide supporting documentation, and had identified systemic issues.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 (FSR), 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	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 Plan	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 (FSR), failed to provide supporting documentation, and had identified systemic issues.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Community First Health Plan	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to have a process in place to efficiently process and manage case-by-case services claims, classification of non-covered services, and proper usage of financial arrangement code 21.
Community First Health Plan	STAR STAR Kids CHIP	All Service Areas	<b>Deliverables</b> The MCO failed to accurately report 30 Day Non-Compliance Summary.
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>MCO Deliverables</b> The MCO failed to demonstrate compliance with the document(s) submitted for Outpatient Pharmacy Services Contract Amendments.
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 (FSR), and had identified systemic issues.
Community Health Choice	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to have an efficient process in place to process, manage, classify, and document case-by-case services claims.
Community Health Choice	STAR CHIP	All Service Areas	<b>Deliverables</b> The MCO failed to accurately report their Quarterly of Network Utilization reports.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 (FSR), failed to provide supporting documentation, and had identified systemic issues.
Cook Children's	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to implement a process to establish fair market value for affiliate expenses and failed to implement a process to accurately report salaries, wages, benefits expenses, outsourced expenses, and affiliate medical expenses.
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.
Dell Children's	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 (FSR), and failed to provide supporting documentation.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Dell Children's	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to meet HHSC IS Security requirements with password standards, user access, user account management, and security awareness training.
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>Hotlines</b> The MCO failed to meet the performance standards for Member Hotlines Performance Call Hold Rate, Provider Hotlines Call Abandonment Rate, and Provider Hotlines Average Hold Rate.
Driscoll	STAR Kids	All Service Areas	<b>Utilization Review - FY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.
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.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 (FSR), failed to provide supporting documentation, and had identified systemic issues.
Driscoll	STAR STAR Kids CHIP	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standards on Comparative Analysis.
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.
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 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.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 (FSR).
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
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 (FSR), and failed to provide supporting documentation.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standards on Comparative Analysis.
FirstCare Health Plan	STAR	All Service Areas	<b>MCO Deliverables</b> The MCO failed to meet the performance standard for resolving member appeals within 72 hours.
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 (FSR) and failed to provide supporting documentation.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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	STAR STAR+PLUS CHIP	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.
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 (FSR), failed to provide supporting documentation, and had identified systemic issues.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Behavioral Health Appealed Claims.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Medicaid Vision Appealed Claims.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standards for Nursing Facility Coinsurance Clean Claims.
Parkland	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for 30 Day Acute Care Appealed Claims.





## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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.
Parkland	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to maintain Special Investigative Unit processes and controls.
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 November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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.
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 (FSR), failed to provide supporting documentation, and had identified systemic issues.
Parkland	STAR CHIP	All Service Areas	<b>Hotlines</b> The MCO failed to meet the performance standard for the Call Hold Rate for Member hotlines.
Parkland	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to accurately report medical expenses, document the reason for providing non-covered services, classify non-covered services, and coding non-covered services as case-by-case services.
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>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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 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).
Scott & White	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the performance standard for Referring Provider NPI.
Superior	STAR Kids	All Service Areas	<b>Utilization Review - SFY22 Medically Dependent Children Program</b> The MCO failed to document service plans correctly.
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.
Superior	STAR Kids	All Service Areas	<b>Utilization Review – SFY 2023 Medically Dependent Children Program</b> <b>Administrative Services</b> The MCO failed to demonstrate compliance with administrative services and failed to initiate four-week follow-up.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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.
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 (FSR), failed to provide supporting documentation, and had identified systemic issues.
Superior	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Medicaid Acute Care Clean Claims.
Superior	MMP	All Service Areas	<b>Hotline</b> The MCO failed to meet the performance standards for Call Abandonment Rate and Average Speed of Answer.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Superior	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to accurately report medical expenses, classify non-covered services, and coding non-covered services as case-by-case services
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.
Texas Children's	STAR STAR Kids	All Service Areas	<b>2022 Performance Indicator Dashboard</b> MCO failed to meet the performance standard.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
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.
Texas Children's	CHIP	All Service Areas	<b>Hotlines</b> The MCO failed to meet the performance standards for Call Hold Rate for Member hotlines.
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 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+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.



## CAP Website November 2024

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
United	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the performance standard for medical encounters to Financial Statistical Report (FSR) claims reconciliation.
United	STAR STAR+PLUS CHIP	All Service Areas	<b>Encounters</b> The MCO failed to properly utilize the comparative analysis codes for accurate reporting.