



CAP Website September

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	CHIP	All Service Areas	Claims Processing The MCO failed to meet the 98% performance standard for Claims Summary Report CHIP Behavioral Health Clean Claims.
Aetna	STAR STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
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	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Aetna	STAR STAR Kids	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Aetna	STAR Kids	All Service Areas	Nurse Hotline The MCO failed to meet the STAR Kids Nurse Hotline Provider call abandonment rate.
Aetna	ALL	All Service Areas	Member Appeals The MCO failed to meet the standard compliance for 30 day and 1 day expedited Member Appeals.
American Medical Response, Inc.	ALL	All Service Areas	Encounter Submissions The MTO failed to meet encounter standards and submitted invalid DOS on encounters.
Amerigroup	STAR Kids	All Service Areas	Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide Administrative Service of required four week follow up for assessment process.
Amerigroup	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Amerigroup	STAR CHIP	All Service Areas	2022 Appointment Availability - (Vision) The MCO failed to meet Access to Care standards for Vision.
Amerigroup	STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Amerigroup	STAR Kids	All Service Areas	Claims Processing The MCO failed to retroactively adjudicate fee schedules.
Amerigroup	ALL	All Service Areas	Medical Transportation The MCO failed to meet the 98% performance standard on Claims Summary Report 30 day Clean Claims.
Amerigroup	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Amerigroup	STAR+PLUS	All Service Areas	Utilization Review LTSS The MCO failed to provide initial SSI and annual service plans in a timely manner.
Amerigroup	STAR STAR+PLUS	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Blue Cross Blue Shield	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Blue Cross Blue Shield	ALL	All Service Areas	2019 Texas Help Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Blue Cross Blue Shield	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Blue Cross Blue Shield	STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet the Access to Care PCP appointment availability withing 14 days.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Blue Cross Blue Shield	STAR Kids	All Service Areas	Where's My Ride Hotline The MCO failed to meet the performance standard for average hold time.
Blue Cross Blue Shield	CHIP STAR STAR Kids	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Community First Health Plan	STAR Kids	All Service Areas	Nurse Hotline The MCO failed to meet the STAR Kids Nurse Hotline call abandonment rate.
Community First Health Plan	ALL	All Service Areas	OIG - Special Investigation Unit The MCO failed to document and refer fraud, waste and abuse to OIG.
Community First Health Plan	STAR Kids	All Service Areas	Utilization Review - MDCP The MCO failed to provide Administrative Services.
Community First Health Plan	STAR Kids	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Community First Health Plan	STAR CHIP	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
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	STAR Kids	All Service Areas	Provider Complaints The MCO failed to meet performance standards for 30 day Provider Complaints.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Community Health Choice	STAR	All Service Areas	Member Appeals The MCO failed to accurately report member appeals.
Community Health Choice	ALL	All Service Areas	Utilization Review - Targeted Review The MCO failed to provide services, timely determinations and information for Speech Therapy.
Community Health Choice	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
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	STAR	All Service Areas	Member Appeals The MCO failed to meet the 98% standard for Member Appeals.
Community Health Choice	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Community Health Choice	ALL	All Service Areas	Out of Network (OON) The MCO provided inaccurate OON utilization reports.
Community Health Choice	ALL	All Service Areas	Member Appeals The MCO failed to meet the 1 day expedited requirements due to peer to peer requests.
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.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Community Health Choice	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Community Health Choice	STAR	All Service Areas	Member/Provider Complaints The MCO failed to properly report member and provider complaints.
Cook Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
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	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Cook Children's	STAR Kids	All Service Areas	Where's My Ride Hotline The MCO failed to meet the performance standard of 7% or less for Call Abandonment Rate.
Cook Children's	STAR STAR Kids	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Cook Children's	STAR Kids	All Service Areas	Claims Processing The MCO failed to meet CSR Medical Transportation Clean Claims Adjudicated within 30 days.
Cook Children's	STAR	All Service Areas	Member/Provider Complaints The MCO failed to properly report member and provider complaints.
Cook Children's	ALL	All Service Areas	SAO Audit The MCO failed to work with it's parent company to strengthen the Health Plans processes and controls.
Dell Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Dell Children's	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Driscoll	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Driscoll	STAR STAR Kids	All Service Areas	Medical Transportation The MCO failed to meet the 98% performance standard on Claims Summary Report 30 day Clean Claims.
Driscoll	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Driscoll	ALL	All Service Areas	2022 Appointment Availability - (Vision) The MCO failed to meet Access to Care standards for Vision.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Driscoll	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Driscoll	CHIP STAR	All Service Areas	Utilization Review - MSHCN The MCO failed to provide member service plans. Targeted review of service plans.
Driscoll	STAR	All Service Areas	Administrative Service - OIG The MCO failed to respond timely to requests for information.
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	CHIP STAR	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
FirstCare Health Plan	STAR	All Service Areas	Member Appeals The MCO failed to meet the 98% standard for Member Appeals.
FirstCare Health Plan	ALL	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
FirstCare Health Plan	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
FirstCare Health Plan	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
FirstCare Health Plan	STAR	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
FirstCare Health Plan	CHIP STAR	All Service Areas	Provider Hotline The MCO failed to meet performance standards for Call Abandonment Rate.
FirstCare Health Plan	STAR	All Service Areas	Claims Processing The MCO failed to meet 30 day Appealed, BH, and Vision Claims.
FirstCare Health Plan	CHIP STAR	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Logisticare	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	Encounter Submissions The MTO failed to meet encounter standards.
Molina	STAR	All Service Areas	2022 appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Molina	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Molina	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.
Molina	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
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	2020 Performance 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	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Parkland	STAR CHIP	All Service Areas	Claims Processing The MCO failed to meet performance standard for 30 Day Medical Transportation Clean Claims and Appealed Claims
Parkland	STAR	All Service Areas	Member Complaint The MCO failed to meet performance standards for Member Complaints.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Parkland	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Parkland	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) Failure to comply with auditor request in a timely manner for STAR and CHIP 2018 AUP.
Parkland	STAR	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Project Amistad	ALL	All Service Areas	Operational Review (Encounters) The MTO failed to meet an MCO Administrative Service
Scott & White	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Scott & White	STAR	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Scott & White	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
Scott & White	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Scott & White	ALL	All Service Areas	OIG Audit MCO failed to comply with Security Control over Confidential HHS Information.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Scott & White	STAR CHIP STAR Kids	All Service Areas	2019 Performance Indicator Dashboard The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	ALL	All Service Areas	Member Appeals MCO failed to resolve 1 Day and 72 hour expedited member appeals.
Superior	STAR+PLUS	All Service Areas	Member Appeals The MCO failed to resolve expedited member appeals within 72 hours.
Superior	ALL	All Service Areas	2022 Appointment Availability - (Vision) The MCO failed to meet Access to Care standards for Vision.
Superior	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Superior	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
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	Health Passport Internal Audit 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	Health Passport Internal Audit The MCO violated the STAR Health Passport Contract 8.1.13, removal of MSHCN from Service Management.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Superior	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
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	ALL	All Service Areas	Administrative Service MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
Texas Children's	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
Texas Children's	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
Texas Children's	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.
Texas Children's	STAR STAR Kids	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
United	STAR	All Service Areas	2022 Appointment Availability (Prenatal) The MCO failed to meet Access to Care standards for prenatal Care.

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
United	ALL	All Service Areas	2019 Texas Health Steps The MCO failed to comply with multiple factors contributing to Texas Help Steps.
United	ALL	All Service Areas	2022 Appointment Availability (PCP) The MCO did not meet preventative PCP 90 day threshold.
United	ALL	All Service Areas	2018 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.
United	STAR+PLUS	All Service Areas	Administrative Service The MCO failed to provide administrative service of four-week follow-up member contacts.
United	ALL	All Service Areas	Encounters The MCO failed to meet the 95% performance standard on Comparative Analysis.
United	CHIP STAR+PLUS	All Service Areas	2020 Performance Dashboard The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
United	ALL	All Service Areas	OIG Audit The MCO failed to verify all subcontractors and affiliate obligations.