



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR CHIP	All Service Areas	<b>Utilization Review - MSHCN</b> The MCO failed to provide member service plans.
Aetna	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Aetna	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> 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	<b>Provider Hotline</b> The MCO failed to meet the performance standard for Call Abandonment Rate.
Amerigroup	STAR STAR Kids STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Amerigroup	STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Clean Claims adjudicated within 30 days.
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 ISP.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Blue Cross Blue Shield	CHIP STAR	All Service Areas	<b>SFY 2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Blue Cross Blue Shield	STAR STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> 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	<b>OIG Oversight of DME Providers</b> The MCO failed to ensure DME claims were properly reimbursed.
Blue Cross Blue Shield	CHIP STAR STAR Kids	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Community First Health Plan	STAR Kids	All Service Areas	<b>SFY22 Utilization Review – MDCP</b> The MCO failed to provide Administrative Services.
Community First Health Plan	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> 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 STAR Kids	All Service Areas	<b>Claims Processing</b> The MCO failed to provide 30-day non-compliance vision clean claims within the Claims Summary Report.



## CAP Website September 2023

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 properly identify payments for Ambulance Claims.
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	ALL	All Service Areas	<b>2022 Appointment Availability (PCP)</b> The MCO did not meet preventative PCP 90-day threshold.
Community Health Choice	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Community Health Choice	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Community Health Choice	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to accurately adjudicate pending Member and Provider Complaints.
Cook Children's	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Cook Children's	CHIP STAR STAR Kids	All Service Areas	<b>Behavioral Health Hotline</b> 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	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Cook Children's	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Cook Children's	STAR	All Service Areas	<b>Member/Provider Complaints</b> The MCO failed to accurately report of unresolved complaints with accurate dates.
Cook Children's	CHIP STAR STAR Kids	All Service Areas	<b>Inaccurate Reporting</b> The MCO failed to accurately report 30-Day Non-Compliance Report for Provider Hotline and Where's My Ride Call Abandonment Rates.
Dell Children's	STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
DentaQuest	CMDS	All Service Areas	<b>Members Appeals</b> The DMO failed to adjudicate Member Appeals within 72 hours.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
DentaQuest	CMDS	All Service Areas	<b>SFY2019 AUP</b> The DMO failed to provide supporting documentation to the auditors.
DentaQuest	CHIP	All Service Areas	<b>Member Appeals</b> The DMO failed to meet the performance standard for Member Appeals within 72 hours.
DentaQuest	STAR-CMDS	All Service Areas	<b>Member Complaints</b> The DMO failed to resolve Member Complaints within 30 days.
DentaQuest	CMDS	All Service Areas	<b>Complaints</b> The MCO failed to accurately categorize 30-day Member Complaints.
DentaQuest	STAR-CMDS	All Service Areas	<b>Member Appeals</b> The MCO failed to adjudicate CMDS Member Appeals within 30 days.
Driscoll	STAR Kids	All Service Areas	<b>SFY22 MDCP – Administrative Service</b> The MCO failed to provide Administrative Services.
Driscoll	CHIP	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Driscoll	STAR	All Service Areas	<b>Encounters</b> The MCO failed to meet the performance standard for Medical Encounters.
Driscoll	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to properly identify Ambulance Claims requiring prior authorization.
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 SIU.
El Paso Health	ALL	All Service Areas	<b>2022 Appointment Availability (Prenatal)</b> The MCO failed to meet Access to Care standards for prenatal Care.
El Paso Health	ALL	All Service Areas	<b>VDP Targeted Review</b> The MCO failed meet VDP criteria of the targeted review.
El Paso Health	CHIP STAR STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
FirstCare Health Plan	CHIP STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet 30 day Appealed Claims for Acute Care, BH and Vision Claims.
FirstCare Health Plan	CHIP STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
FirstCare Health Plan	CHIP STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
FirstCare Health Plan	STAR	All Service Areas	<b>Member Complaints</b> The MCO failed to meet the 98% performance standard within 30 days to resolve Member Complaints.
FirstCare Health Plan	STAR	All Service Areas	<b>Inaccurate Reporting</b> The MCO failed to accurately report Member/Provider Complaints.
MCNA Dental	CMDS	All Service Areas	<b>SFY2019 AUP</b> The DMO failed to provide supporting documentation to the auditors.
MCNA Dental	CMDS	All Service Areas	<b>Member Appeals</b> The DMO failed to meet the performance standard for expedited 72-hour Member Appeals.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Molina	STAR+PLUS	All Service Areas	<b>SFY22 Utilization Review - LTSS</b> The MCO failed to timely submit the service plan to the state within 45 days.
Molina	ALL	All Service Areas	<b>OIG Audit</b> MCO failed to develop and implement a reasonable allocation methodology in Administrative Expenses on its Financial Statistical Reports.
Molina	CHIP STAR STAR+PLUS	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.
Molina	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Molina	CHIP STAR STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for MMP Acute Appealed claims.
Molina	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to adjudicate MMP LTSS Appealed Claims within 30 days.





## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Molina	ALL	All Service Areas	<b>2022 Targeted Review</b> The MCO failed to apply consistent Vendor Drug Prior Authorization documentation.
Molina	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to properly identify Ambulance Claims requiring prior authorization.
Molina	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
Parkland	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet performance standard for 30 Day Acute Care Appealed Claims.
Parkland	ALL	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> Failure to comply with auditor requests in a timely manner for STAR and CHIP
Parkland	ALL	All Service Areas	<b>2019 Agreed Upon Procedures (AUP)</b> Failure to comply with auditor requests in a timely manner for STAR and CHIP.
Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for expedited 72-hour appeals.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for adjudicated within 30 days.
Parkland	CHIP STAR	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
Parkland	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Clean Claims.
Parkland	CHIP STAR	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 SIU processes and controls.
Scott & White	ALL	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>Claims Processing</b> The MCO failed to meet the 98% performance standard for Appealed Claims within 30 days.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Scott & White	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Scott & White	ALL	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	STAR Health	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day expedited Member Appeals.
Superior	STAR+PLUS	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day expedited Member Appeals.
Superior	STAR Health	All Service Areas	<b>Health Passport</b> The MCO failed to meet performance standards for several deliverables related to Health Passport.
Superior	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet the performance standard for 72 hour and 1-day appeals.
Superior	STAR Kids	All Service Areas	<b>SFY22 MDCP Review – Administrative Service</b> The MCO failed to provide Administrative Services.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Superior	CHIP STAR	All Service Areas	<b>2018 Agreed Upon Procedures (AUP)</b> The MCO failed to comply with auditor request in a timely manner for STAR and CHIP
Superior	CHIP STAR	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Superior	STAR	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Behavioral Health Appealed Claims.
Superior	CHIP STAR Health STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	ALL	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for MMP and BH Acute Clean Claims.
Superior	ALL	All Service Areas	<b>MMP Nurse Hotline</b> The MCO failed to meet the performance standard for Call Abandonment Rate.
Superior	MMP	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for Acute Care Clean Claims



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Superior	STAR+PLUS	All Service Areas	<b>Claims Processing</b> The MCO failed to meet the performance standard for LTSS Appealed Claims.
Texas Children's	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO failed to meet the STAR Kids Nurse Hotline Call Abandonment Rate.
Texas Children's	ALL	All Service Areas	<b>Administrative Service</b> The MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	<b>MDCP - Administrative Services</b> The MCO failed to accurately document service plans.
Texas Children's	STAR	All Service Areas	<b>Member Appeals</b> MCO failed to resolve 1 Day, and 72 hour expedited member appeals.
Texas Children's	CHIP STAR STAR Kids	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
Texas Children's	STAR Kids	All Service Areas	<b>2021 Performance Indicator Dashboard</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Texas Children's	STAR STAR Kids	All Service Areas	<b>Texas Health Steps – Hotline</b> 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	<b>Provider Complaint</b> The MCO failed to meet the performance standard for Provider Complaints adjudicated within 30 days.
Texas Children's	STAR Kids	All Service Areas	<b>Member Appeals</b> The MCO failed to provide an accurate Member Appeals report.
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.
United	ALL	All Service Areas	<b>Encounters</b> The MCO failed to meet the 95% performance standard on Comparative Analysis.
United	ALL	All Service Areas	<b>OIG Audit</b> The MCO failed to verify all subcontractors and affiliate obligations regarding Financial Statistical Reports.
United	CHIP STAR Kids STAR+PLUS	All Service Areas	<b>2022 Appointment Availability (Behavioral Health)</b> The MCO failed to meet the performance standard for initial outpatient BH visit within 14 days.



## CAP Website September 2023

MCO / DMO / MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
United	ALL	All Service Areas	<b>SFY2019 AUP</b> The MCO failed to provide supporting documentation to the auditors.
United	CHIP STAR+PLUS	All Service Areas	<b>2021 Performance Indicator Dashboards</b> The MCO failed to meet or surpass the minimum standard on more than two-thirds of the performance measures.
United	MMP	All Service Areas	<b>MMP Encounters</b> The MCO failed to meet the performance standard for Pharmacy Encounter Claims.