<table>
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<tr>
<th>MCO/DMO/MTO</th>
<th>Program(s)</th>
<th>Service Area(s)/Region</th>
<th>Area of Non-Compliance</th>
</tr>
</thead>
</table>
| Aetna                                | STAR       | All Service Areas      | 2018 Appointment Availability (Vision)  
The MCO failed to timely perform an MCO Administrative Service.                       |
| Aetna                                | STAR Kids  | All Service Areas      | Nurse Hotline  
The MCO did not meet the ≤7% standard for the call abandonment rate.              |
| Aetna                                | ALL        | All Service Areas      | Operational Review Follow-up  
The MCO failed to timely perform an MCO Administrative Service.                     |
| Aetna                                | ALL        | All Service Areas      | 2017 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service.                     |
| Aetna                                | STAR CHIP  | All Service Areas      | Performance Indicator Dashboard  
The MCO failed to meet the minimum standards of at least two-thirds of the measures.|
| Aetna                                | ALL        | All Service Areas      | 2019 Appointment Availability (Vision)  
The MCO failed to timely perform an MCO Administrative Service.                       |
| Aetna                                | ALL        | All Service Areas      | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR.                            |
| Aetna                                | ALL        | All Service Areas      | 2018 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service.                     |
| American Medical Response, Inc.      | ALL        | All Service Areas      | Operational Review Follow-up  
The MCO failed to timely perform an MCO Administrative Service.                     |
| American Medical Response, Inc.      | ALL        | All Service Areas      | Encounter Submissions  
The MTO failed to meet encounter standards.                                            |
| American Medical Response, Inc.      | ALL        | All Service Areas      | Encounter Submissions  
The MTO failed to meet encounter standards. Invalid DOS submitted.                  |
<table>
<thead>
<tr>
<th>MCO/DMO/MTO</th>
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<th>Service Area(s)/Region</th>
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</thead>
</table>
| Amerigroup        | STAR+PLUS       | All Service Areas      | **Utilization Review**  
The MCO failed to timely provide a MCO Covered Service that is not otherwise associated with a performance standard. |
| Amerigroup        | STAR Kids       | All Service Areas      | **Operational Review Follow-up**  
The MCO failed to timely perform an MCO Administrative Service.                       |
| Amerigroup        | ALL             | All Service Areas      | **2017 Agreed Upon Procedures (AUP)**  
The MCO was not compliant for elements of the AUP in the FSR.                           |
| Amerigroup        | STAR+PLUS       | All Service Areas      | **Custom Power Wheelchair (CPWC) Denials**  
The MCO failed to processed CPWC claims with the correct codes.                         |
| Amerigroup        | STAR+PLUS       | All Service Areas      | **OIG Audit STAR+PLUS Waiver Assessments**  
The MCO failed to timely perform an MCO Administrative Service.                         |
| Amerigroup        | STAR+PLUS       | All Service Areas      | **OIG Audit (Nursing Facility Outlier Claims)**  
The MCO failed to process claims correctly.                                               |
| Amerigroup        | STAR            | All Service Areas      | **2019 Performance Indicator Dashboard**  
The MCO failed to meet the minimum standards of at least two-thirds of the measures.   |
| Amerigroup        | STAR STAR Kids  | All Service Areas      | **2018 FREW Timely Checkups**  
The MCO failed to timely perform an MCO Administrative Service.                         |
| Blue Cross Blue Shield | STAR CHIP  | All Service Areas      | **Performance Indicator Dashboard**  
The MCO failed to meet the minimum standards of at least two-thirds of the measures. |
| Blue Cross Blue Shield | ALL         | All Service Areas      | **2017 Agreed Upon Procedures (AUP)**  
The MCO was not compliant for elements of the AUP in the FSR.                           |
| Blue Cross Blue Shield | ALL  | All Service Areas      | **2018 FREW Timely Checkups**  
The MCO failed to timely perform an MCO Administrative Service.                         |
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</thead>
</table>
| Cigna HealthSpring     | ALL        | All Service Areas      | OIG Audit  
The MCO had non-compliances in three areas of service coordination.               |
| Cigna HealthSpring     | STAR+PLUS  | All Service Areas      | Member Appeals  
MCO failed to resolve at least 98% of member appeals within 30 calendar days.       |
| Cigna HealthSpring     | ALL        | All Service Areas      | FSR to Encounter Reconciliation (Medical)  
The MCO failed to reconcile pharmacy encounters to within a 2% variance.              |
| Cigna HealthSpring     | ALL        | All Service Areas      | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR.                        |
| Community First Health Plan | STAR Kids | KA; Bexar              | Clean Claims Adjudication (Acute, Behavioral Health, LTSS)  
The MCO failed to adjudicate 98% of clean claims within 30 days.                        |
| Community First Health Plan | STAR Kids | KA; Bexar              | Clean Claims Processing  
The MCO failed to process at least 98% of clean claims within 30 calendar days of the MCO’s receipt. |
| Community First Health Plan | STAR     | All Service Areas      | 2018 Appointment Availability (Behavioral Health)  
The MCO failed to timely perform an MCO Administrative Service.                        |
| Community First Health Plan | ALL       | All Service Areas      | OIG Audit (Navitus)  
The MCO's PBM, Navitus failed to comply with design and performance requirements of non-preferred and clinical prior authorizations. |
| Community First Health Plan | ALL       | All Service Areas      | 2017 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      | OON Utilization Report  
The MCO failed to accurately report Out of Network Utilization.                      |
<table>
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<tr>
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</table>
| Community First Health Plan | ALL        | All Service Areas      | 2019 Performance Indicator Dashboard  
The MCO failed to meet the minimum standards of at least two-thirds of the measures.                                                                     |
| Community First Health Plan | ALL        | All Service Areas      | 2018 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service.                                                                                     |
| Community Health Choice      | ALL        | All Service Areas      | OIG Audit (Navitus)  
The MCO's PBM failed to comply with design and performance requirements of non-preferred and clinical PA's.                                               |
| Community Health Choice      | ALL        | All Service Areas      | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR.                                                                                     |
| Community Health Choice      | STAR CHIP  | All Service Areas      | CSR Inaccurate reporting  
The MCO failed to accurately track appealed claims.                                                                                                  |
| Community Health Choice      | STAR       | All Service Areas      | 2018 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service.                                                                                     |
| Cook Children's              | ALL        | All Service Areas      | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR.                                                                                     |
| Cook Children's              | ALL        | All Service Areas      | SK Nurse Hotline  
The MCO failed to meet 98% standard for call abandonment rate.                                                                                   |
| Cook Children's              | 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.                                                                     |
| Cook Children's              | STAR       | All Service Areas      | 2018 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service.                                                                                     |
| Dell Children's              | ALL        | All Service Areas      | Operational Review Follow-up (Retro Claims Processing)  
The MCO failed to timely perform an MCO Administrative Service.                                                                                     |
<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>Dell Children's</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>Operational Review 2018&lt;br&gt;The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>Dell Children's</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP)&lt;br&gt;The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>Dell Children's</td>
<td>STAR</td>
<td>All Service Areas</td>
<td>2018 FREW Timely Checkups&lt;br&gt;The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>DentaQuest</td>
<td>Dental</td>
<td>Statewide</td>
<td>Member Complaints&lt;br&gt;The DMO failed to resolve Member Complaints within 30 days of receipt.</td>
</tr>
<tr>
<td>Driscoll</td>
<td>STAR</td>
<td>82, Nueces</td>
<td>Provider Complaints&lt;br&gt;The MCO failed to resolve 98% of Provider Complaints within 30 calendar days.</td>
</tr>
<tr>
<td>Driscoll</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2015-2016 Agreed Upon Procedures (AUP)&lt;br&gt;The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>Driscoll</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP)&lt;br&gt;The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>El Paso Health</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP)&lt;br&gt;The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>El Paso Health</td>
<td>STAR</td>
<td>All Service Areas</td>
<td>2019 Performance Indicator Dashboard&lt;br&gt;The MCO failed to meet performance criteria.</td>
</tr>
<tr>
<td>FirstCare Health Plan</td>
<td>STAR</td>
<td>All Service Areas</td>
<td>2018 Performance Indicator Dashboard&lt;br&gt;The MCO failed to meet performance criteria.</td>
</tr>
<tr>
<td>FirstCare Health Plan</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP)&lt;br&gt;The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
</tbody>
</table>
## Managed Care Compliance and Operations
### Corrective Action Plans (CAPs) as of May 31, 2021

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>FirstCare Health Plan</td>
<td>STAR CHIP</td>
<td>All Service Areas</td>
<td>Clean Claims Adjudication - (Acute BH Vision) MCO failed to meet the 98% standard for claims timeliness for clean claims.</td>
</tr>
<tr>
<td>FirstCare Health Plan</td>
<td>STAR</td>
<td>All Service Areas</td>
<td>Member Appeals MCO failed to meet the 98% standard for Member Appeals.</td>
</tr>
<tr>
<td>FirstCare Health Plan</td>
<td>STAR</td>
<td>Lubbock West-MRSA</td>
<td>2018 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>Logisticare</td>
<td>Medical Transportation</td>
<td>All Regions</td>
<td>Client Services Complaints The MTO failed to timely resolve client service delivery complaints.</td>
</tr>
<tr>
<td>Logisticare</td>
<td>Medical Transportation</td>
<td>All Regions</td>
<td>Encounter Submissions The MTO failed to meet encounter standards.</td>
</tr>
<tr>
<td>Logisticare</td>
<td>Medical Transportation</td>
<td>All Regions</td>
<td>Accident/Incident Client Safety The MTO failed to timely report accidents and incidents.</td>
</tr>
<tr>
<td>Logisticare</td>
<td>Medical Transportation</td>
<td>All Regions</td>
<td>2019 Client Satisfaction Survey The MTO failed to meet the 95% client satisfaction standard.</td>
</tr>
<tr>
<td>MCNA</td>
<td>Dental</td>
<td>Statewide</td>
<td>Operational Review Follow-up The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>MCNA</td>
<td>Dental</td>
<td>Statewide</td>
<td>2017 Agreed Upon Procedures (AUP) The DMO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>Medical Transportation Management (MTM)</td>
<td>Medical Transportation</td>
<td>All Regions</td>
<td>Encounter Submissions The MTO failed to meet encounter standards.</td>
</tr>
<tr>
<td>Molina</td>
<td>STAR+PLUS</td>
<td>All Service Areas</td>
<td>Operational Review Follow-up (Utilization Review) The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>Molina</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2018 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.</td>
</tr>
<tr>
<td>MCO/DMO/MTO</td>
<td>Program(s)</td>
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<td>-------------</td>
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<td>------------------------</td>
</tr>
<tr>
<td>Molina</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>Pharmacy Claims and Encounters The MCO failed to accurately process claims and encounters with SCC 20.</td>
</tr>
<tr>
<td>Molina</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>MCUR LTSS The MCO failed to submit the service plan to the state within 45 days from the identified need or request for waiver services as stated in UMCC 8.3.4.1.</td>
</tr>
<tr>
<td>Molina</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>Molina</td>
<td>STAR, STAR+PLUS CHIP</td>
<td>All Service Areas</td>
<td>2019 STAR Performance Indicator Dashboard The MCO failed to meet performance criteria.</td>
</tr>
<tr>
<td>Molina</td>
<td>STAR</td>
<td>All Service Areas</td>
<td>2018 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>Parkland</td>
<td>STAR, CHIP</td>
<td>All Service Areas</td>
<td>Appealed Claims Aggregate The MCO failed to resolve at least 98% of Provider Appeals within 30 calendar days of the MCO’s receipt.</td>
</tr>
<tr>
<td>Parkland</td>
<td>STAR, CHIP</td>
<td>All Service Areas</td>
<td>OIG Audit IT Security Controls The MCO did not ensure access and authentication controls for its network and claims management.</td>
</tr>
<tr>
<td>Parkland</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>2017 Agreed Upon Procedures (AUP) The MCO was not compliant for elements of the AUP in the FSR.</td>
</tr>
<tr>
<td>Parkland</td>
<td>STAR</td>
<td>Dallas</td>
<td>2018 FREW Timely Checkups The MCO failed to timely perform an MCO Administrative Service.</td>
</tr>
<tr>
<td>Project Amistad</td>
<td>ALL</td>
<td>All Service Areas</td>
<td>Operational Review (Encounters) The MTO failed to meet an MCO Administrative Service</td>
</tr>
<tr>
<td>Scott &amp; White</td>
<td>STAR</td>
<td>C3; MRSA Central</td>
<td>Behavioral Health Hotline The MCO did not meet the ≥80% call hold rate standard.</td>
</tr>
<tr>
<td>MCO/DMO/MTO</td>
<td>Program(s)</td>
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</tbody>
</table>
| Scott & White | ALL | All Service Areas | 2018 Performance Audit  
The MCO failed to perform an MCO Administrative Service. |
| Scott & White | ALL | All Service Areas | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR. |
| Superior | STAR Health | All Service Areas | OIG Audit  
The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery. |
| Superior | CHIP | All Service Areas | 2018 STAR Performance Indicator Dashboard  
The MCO failed to meet performance criteria. |
| Superior | ALL | All Service Areas | SFY 2018 Targeted Utilization Review  
The MCO failed to perform an MCO Administrative Service. |
| Superior | ALL | All Service Areas | SFY 2019 Operational Utilization Review  
The MCO failed to perform an MCO Administrative Service. |
| Superior | ALL | All Service Areas | 2017 Agreed Upon Procedures (AUP)  
The MCO was not compliant for elements of the AUP in the FSR. |
| Superior | 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 | STAR CHIP STAR Kids | All Service Areas | 2018 FREW Timely Checkups  
The MCO failed to timely perform an MCO Administrative Service. |
| Texas Children's | ALL | All Service Areas | Operational Review Follow-up  
The MCO failed to include SCC code 20 on impacted claims and encounters. |
| Texas Children's | STAR CHIP STAR Kids | All Service Areas | MCO Hotlines (Member, Provider, Behavioral Health)  
The MCO did not submit accurate reports and failed to meet standards for their hotlines. |
| Texas Children's | STAR | All Service Areas | 2018 Performance Indicator Dashboard  
The MCO failed to meet performance criteria. |
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</table>
| Texas Children's | ALL             | All Service Areas      | 2017 Agreed Upon Procedures (AUP) 
The MCO was not compliant for elements of the AUP in the FSR.                      |
| Texas Children's | STAR STAR Kids  | All Service Areas      | 2019 Performance Indicator Dashboard 
The MCO failed to meet performance criteria.                                             |
| Texas Children's | STAR STAR Kids  | All Service Areas      | 2018 FREW Timely Checkups 
The MCO failed to timely perform an MCO Administrative Service.                    |
| United      | ALL             | All Service Areas      | 2017 Agreed Upon Procedures (AUP) 
The MCO was not compliant for elements of the AUP in the FSR.                      |
| United      | STAR CHIP       | All Service Areas      | 2019 Performance Indicator Dashboard 
The MCO failed to meet performance criteria.                                             |
| United      | STAR STAR Kids  | All Service Areas      | 2018 FREW Timely Checkups 
The MCO failed to timely perform an MCO Administrative Service.                    |