

Managed Care Compliance and Operations  
 Corrective Action Plans (CAPs) as of September 30, 2021

MCO/DMO/MTO	Program(s)	Service Area(s)/Region	Area of Non-Compliance
Aetna	STAR Kids	All Service Areas	<b>Nurse Hotline</b> The MCO did not meet the ≤7% standard for the call abandonment rate.
Aetna	STAR CHIP	All Service Areas	<b>2018 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	STAR CHIP STAR Kids	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Aetna	ALL	All Service Areas	<b>2019 Appointment Availability (Vision)</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Aetna	ALL	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Aetna	ALL	All Service Areas	<b>OIG Audit - Special Investigative Unit</b> The MCO failed to meet compliance and timeliness with preliminary and extensive investigations.
American Medical Response, Inc.	ALL	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.
American Medical Response, Inc.	ALL	All Service Areas	<b>Encounter Submissions</b> The MTO failed to meet encounter standards and submitted invalid DOS on encounters.
Amerigroup	STAR Kids	All Service Areas	<b>Operational Review Follow-up</b> The MCO failed to timely perform an MCO Administrative Service.

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Amerigroup	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Amerigroup	STAR+PLUS	All Service Areas	<b>Custom Power Wheelchair (CPWC) Denials</b> The MCO failed to processed CPWC claims with the correct codes.
Amerigroup	STAR+PLUS	All Service Areas	<b>OIG Audit (Nursing Facility Outlier Claims)</b> The MCO failed to process claims correctly.
Amerigroup	STAR	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Amerigroup	STAR STAR Kids	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Amerigroup	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service.
Blue Cross Blue Shield	STAR CHIP	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Blue Cross Blue Shield	ALL	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Blue Cross Blue Shield	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Cigna HealthSpring	ALL	All Service Areas	<b>OIG Audit</b> The MCO had non-compliances in three areas of service coordination.

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Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Member Appeals</b> MCO failed to resolve at least 98% of member appeals within 30 calendar days.
Cigna HealthSpring	ALL	All Service Areas	<b>FSR to Encounter Reconciliation (Medical)</b> The MCO failed to reconcile pharmacy encounters to within a 2% variance.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Member Appeals</b> MCO failed to resolved Member Appeals within 72 hours.
Cigna HealthSpring	STAR+PLUS	All Service Areas	<b>Utilization Review LTSS</b> The MCO failed to provide Administrative Service.
Community First Health Plan	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Community First Health Plan	ALL	All Service Areas	<b>OON Utilization Report</b> The MCO failed to accurately report Out of Network Utilization.
Community First Health Plan	ALL	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Community First Health Plan	ALL	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Community First Health Plan	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Community Health Choice	STAR CHIP	All Service Areas	<b>CSR Inaccurate reporting</b> The MCO failed to accurately track appealed claims.
Community Health Choice	STAR	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.

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Community Health Choice	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to accurately report member appeals.
Community Health Choice	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Community Health Choice	ALL	All Service Areas	<b>Utilization Review - Targeted Review</b> The MCO failed to provide services, timely determinations and information for Speech Therapy.
Cook Children's	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Cook Children's	STAR Kids	All Service Areas	<b>SK Nurse Hotline</b> The MCO failed to meet 98% standard for call abandonment rate.
Cook Children's	STAR Kids	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Cook Children's	STAR STAR Kids	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Cook Children's	STAR Kids	All Service Areas	<b>Member Appeals</b> The MCO failed to accurately report member appeals.
Cook Children's	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Dell Children's	ALL	All Service Areas	<b>Operational Review Follow-up (Retro Claims Processing)</b> The MCO failed to timely perform an MCO Administrative Service.

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Dell Children's	ALL	All Service Areas	<b>Operational Review 2018</b> The MCO failed to timely perform an MCO Administrative Service.
Dell Children's	STAR	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
DentaQuest	Dental	Statewide	<b>Member Appeals</b> The DMO failed to resolve expedited member appeals within 72 hours.
Driscoll	ALL	All Service Areas	<b>2015-2016 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Driscoll	ALL	All Service Areas	<b>OIG Audit of FSR</b> The MCO lacked effective reporting controls.
Driscoll	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
El Paso Health	STAR	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
El Paso Health	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
FirstCare Health Plan	STAR	All Service Areas	<b>2018 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>Clean Claims Adjudication - (Acute BH Vision)</b> MCO failed to meet the 98% standard for claims timeliness for clean claims.
FirstCare Health Plan	STAR	All Service Areas	<b>Member Appeals</b> MCO failed to meet the 98% standard for Member Appeals.

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FirstCare Health Plan	STAR	Lubbock West-MRSA	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
FirstCare Health Plan	STAR CHIP	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
FirstCare Health Plan	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Logisticare	Medical Transportation	All Regions	<b>Client Services Complaints</b> The MTO failed to timely resolve client service delivery complaints.
Logisticare	Medical Transportation	All Regions	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
Logisticare	Medical Transportation	All Regions	<b>Accident/Incident Client Safety</b> The MTO failed to timely report accidents and incidents.
Logisticare	Medical Transportation	All Regions	<b>2019 Client Satisfaction Survey</b> The MTO failed to meet the 95% client satisfaction standard.
MCNA	Dental	Statewide	<b>2017 Agreed Upon Procedures (AUP)</b> The DMO was not compliant for elements of the AUP in the FSR.
MCNA	Dental	Statewide	<b>Member Hotline</b> The MCO failed to meet performance standards for Call Abandonment and Call Hold Rate.
Medical Transportation Management (MTM)	Medical Transportation	All Regions	<b>Encounter Submissions</b> The MTO failed to meet encounter standards.
Molina	ALL	All Service Areas	<b>2018 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.

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Molina	STAR STAR+PLUS CHIP	All Service Areas	<b>2019 STAR Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Molina	STAR	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Molina	ALL	All Service Areas	<b>Provider Hotline</b> The MCO failed to meet performance standards for Call Abandonment rate and Average Hold Time.
Parkland	STAR, CHIP	All Service Areas	<b>OIG Audit IT Security Controls</b> The MCO did not ensure access and authentication controls for its network and claims management.
Parkland	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Parkland	STAR	Dallas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Parkland	STAR	All Service Areas	<b>Member Appeals</b> The MCO failed to meet performance standards for 30 Day Member Appeals.
Parkland	STAR	All Service Areas	<b>Appealed Claims</b> The MCO failed to meet performance standards for 30 Day acute care Appealed Claims.
Parkland	STAR	All Service Areas	<b>Provider Complaint</b> The MCO failed to meet performance standards for Provider Complaints.
Parkland	STAR	All Service Areas	<b>Member Complaint</b> The MCO failed to meet performance standards for Member Complaints.

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Parkland	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Project Amistad	ALL	All Service Areas	<b>Operational Review (Encounters)</b> The MTO failed to meet an MCO Administrative Service
Scott & White	ALL	All Service Areas	<b>2018 Performance Audit</b> The MCO failed to perform an MCO Administrative Service.
Scott & White	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Superior	STAR Health	All Service Areas	<b>OIG Audit</b> The MCO had non-compliances related to assessments, service plan alignment, prior authorizations, and service access and delivery.
Superior	ALL	All Service Areas	<b>SFY 2019 Operational Utilization Review</b> The MCO failed to perform an MCO Administrative Service.
Superior	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Superior	STAR CHIP STAR Kids	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet the minimum standards of at least two-thirds of the measures.
Superior	STAR STAR Kids	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Superior	CHIP	All Service Areas	<b>OIG Audit</b> The MCO inaccurately/incompletely reported reimbursements to PBM.



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Superior	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Texas Children's	ALL	All Service Areas	<b>2017 Agreed Upon Procedures (AUP)</b> The MCO was not compliant for elements of the AUP in the FSR.
Texas Children's	STAR STAR Kids	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
Texas Children's	STAR STAR Kids	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
Texas Children's	ALL	All Service Areas	<b>Administrative Service</b> MCO reported inaccurate credentialing data.
Texas Children's	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.
Texas Children's	ALL	All Service Areas	<b>Utilization Review</b> The MCO failed to issue timely determinations. The MCO also failed to ensure amount, duration and scope of services.
United	STAR CHIP	All Service Areas	<b>2019 Performance Indicator Dashboard</b> The MCO failed to meet performance criteria.
United	STAR STAR Kids	All Service Areas	<b>2018 Texas Health Steps</b> The MCO failed to timely perform an MCO Administrative Service.
United	ALL	All Service Areas	<b>Third Party Audit</b> The MCO failed to retain supporting data for CSR and OON submissions for Q4 SFY2020.