

Medicaid Section 1115 Monitoring Report
Texas Healthcare Transformation and Quality Improvement Program
Demonstration Year DY7: October 1, 2017 – September 30, 2018
State Fiscal Year FY18: September 1, 2017 – August 31, 2018
Submitted on March 14, 2019

**Note: This template is being finalized for review and approval by OMB. Until such time, its use is optional, although it conveys the nature and extent of monitoring information that CMS is seeking on 1115 demonstrations, and the state's comments on its structure and ease of use are helpful in finalizing it. In reporting budget neutrality and evaluation information, the state should report on the entire demonstration.*

Attachment X provides the draft set of CMS provided 1115 demonstration metrics. The state's project officer will provide the state with the demonstration's budget neutrality workbook.

1. Preface

1.1 Transmittal Title Page

State	Texas Health and Human Services Commission
Demonstration Name	Texas Healthcare Transformation and Quality Improvement Program - Section 1115 Demonstration Annual Report
Approval Date	Initial approval date: December 12, 2011
Approval Period	Extension approval date: December 21, 2017 Expiration date: September 30, 2022
Demonstration Goals and Objectives	<p>The Texas Healthcare Transformation and Quality Improvement Program Section 1115 waiver enables the State to expand its use of Medicaid managed care to achieve program savings, while also preserving locally funded supplemental payments to hospitals. The goals of the demonstration are to:</p> <ul style="list-style-type: none">• Expand risk-based managed care statewide;• Support the development and maintenance of a coordinated care delivery system;• Improve outcomes while containing cost growth; and• Transition to quality-based payment systems across managed care and providers.

2. Executive Summary

This section should be brief and targeted to communicate key achievements, highlights, issues, and/or risks identified during the current reporting period. This section should also identify key changes since the last monitoring report, including the implementation of new program components; programmatic improvements (e.g., increased outreach or any beneficiary or provider education efforts); and highlight unexpected changes (e.g., unexpected increases or decreases in enrollment or complaints, etc.). Historical background or general descriptions of the waiver components should not be included in this section.

The state should embed substantive analytics in the sections that follow; this section is intended for summary level information only. The recommended word count for this section is 500 words or less.

According to the Special Terms and Conditions (STCs) of the Demonstration, the Texas Health and Human Services Commission (HHSC) provides its operational report for Demonstration Year (DY) 7 and State Fiscal Year 2018 (SFY18), from September 1, 2017, through August 31, 2018. This report provides the annual reporting requirements for the STAR, STAR Kids, STAR+PLUS, and the Children's Medicaid Dental Services (Dental Program). The STCs require the State to report on various topics, including: enrollment and disenrollment, network adequacy, benefits, consumer issues, quality, operation and policy, budget neutrality, demonstration evaluation, the Delivery System Reform Incentive Payment Program (DSRIP), and public forums.

During SFY18, the State contracted with 16 STAR (2 plans terminated mid-year), 10 STAR Kids, 5 STAR+PLUS, and 2 Dental Program plans. Each health plan covers one or more of the 13 STAR service delivery areas (SDAs), 10 STAR Kids and 13 STAR+PLUS SDAs while each dental plan provides statewide services. (See **Attachment A**).

There were two changes in Managed Care Organizations (MCO) in the STAR program during SFY18:

1. Christus terminated their contract with the State in February 2018; and
2. Sendero terminated their contract with the State in May 2018.

The Health and Human Services Commission (HHSC) staff evaluates and routinely monitors MCOs and dental maintenance organizations (DMOs) performance through self-reported data provided by the MCOs and DMOs and compiled by HHSC. If an MCO or DMO fails to meet a performance expectation, standard, schedule, or other contract requirement such as the timely submission of deliverables or at the level of quality required, the managed care contracts give HHSC the authority to use a variety of remedies, including:

1. Monetary damages (actual, consequential, direct, indirect, special, and/or liquidated damages (LDs)),
2. Corrective action plans (CAPs).

The information reflected in this document represents the most current information available at the time it was compiled. At the time the report is submitted to the Centers for Medicare and Medicaid Services (CMS), the sanction process between HHSC and the health and dental plans may not be complete. HHSC posts the final details of any potential enforcement actions taken against a health or dental plan each quarter on the following website:

<https://hhs.texas.gov/services/health/medicaid-chip/provider-information/managed-care-organization-sanctions>

3. Enrollment

This section incorporates metrics for the relevant demonstration type. At the time of demonstration approval, CMS will work with states to confirm the appropriate set of metrics and measures for reporting. States should report the required enrollment metrics and measures in Appendix X.

The state should confirm it has submitted enrollment metrics for the demonstration by marking the checkbox.

- ☐ (Required) The state has attached the required enrollment metrics in Appendix X.
- ☒ (If applicable) The state does not have any issues to report related to enrollment metrics in Appendix X and has not included any narrative on this topic in the section that follows.

This section addresses trends and issues related to STAR, STAR Kids, STAR+PLUS, and the Dental Program eligibility and enrollment; enrollment counts for the quarter; Medicaid eligibility changes; anticipated changes in populations and benefits; and disenrollment from managed care.

In SFY18 from SFY Q3 to SFY Q4 total enrollment in STAR+PLUS increased by 1.21% and decreased in STAR (-1.09%), STAR Kids (-.46%), and the Dental Program (-.78%) (See **Attachment B1**).

The market share distribution ($Mktshare = \text{Total of each MCO QTR data} / \text{Program Total}$) in STAR, STAR Kids, and STAR+PLUS fluctuated less than 1% throughout SFY18. Market share distribution in the Dental Program remained steady as DentaQuest finished the year with 57.32% and MCNA had 42.68%.

The State's enrollment broker, Maximus, reported an average of 3,671,832 unduplicated enrollments for the quarter encompassing October, November, and December 2017 for November 1st, December 1st, and January 1st effective dates for STAR, STAR+PLUS, and STAR Kids. The Dental Program reported an average of 2,935,259 total enrollments for the same time period. (See **Attachment L, Q4 pg 2**).

Enrollment Counts for the Quarter by Population

This subsection includes quarterly enrollment counts. Due to the time required for the data collection process, unique member counts per quarter are reported on a two-quarter lag. Enrollment counts are based on persons and not member months.

Enrollment Counts (DY7 Q1 October - December 2017)

Enrollment Counts (Demonstration Populations)	Total Number Served
Adults	332,003

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Children	2,845,621
Aged and Medicare Related (AMR) (non MRSA - pre Sep14)	383,631
Disabled	430,783

Enrollment Counts (DY7 Q2 January - March 2018)

Enrollment Counts (Demonstration Populations)	Total Number Served
Adults	328,367
Children	2,841,243
AMR (non MRSA - pre Sep14)	382,562
Disabled	430,059

Enrollment of Members with Special Health Care Needs (MSHCN)

This subsection of the report addresses the enrollment into managed care for members with special health care needs (MSHCN).

All STAR Kids and STAR+PLUS members are deemed to be MSHCN. All STAR Kids and STAR+PLUS plans reported 100% MSHCN, as required in the contract. STAR Kids and STAR+PLUS plans are required to provide service coordination to all members. In SFY18, STAR MCOs reported a total of 144,805 children and adults identified as MSHCN. See Attachment Q for detail by service area (SA) and MCO. (See *Attachment Q*)

STAR MCOs reported 21% of MSHCN had a service plan in SFY18. Additionally, four other plans reported more than 85% of MSHCN had a service plan (Aetna, Parkland, Christus and Driscoll).

Disenrollment

The State received a total of 25 disenrollment requests in SFY18 Quarter 3 and 4. (See *Attachment B2*). The State received the following in SFY18 Q3 and Q4: 9 disenrollment requests for STAR, 14 for STAR+PLUS, 2 for STAR Kids and none for the Dental Program. For 2018 Q4, the majority of requests for disenrollment were initiated by the Members or their representatives.

Provider Network

This subsection includes quarterly healthcare and pharmacy provider counts for STAR, STAR Kids, and STAR+PLUS and dental provider counts for the Dental Program. Attachment C1 provides the provider network count methodology. Across the STAR program statewide, the MCOs reported an increase (1.04%) in unique PCP providers, between SFY18 Q3 and Q4. The MCOs reported an increase (2.89%) for the STAR+PLUS program in unique PCP providers, between SFY18 Q3 and Q4. The MCOs reported an increase (1.42%) for the STAR Kids program in unique PCP providers, between SFY18 Q3 and Q4. (See *Attachment C2*)

Across the STAR program statewide, the MCOs reported an increase (4.87%) in unique specialists, between SFY Q3 and SFY Q4. The MCOs reported an increase (6.04%) for the STAR+PLUS program in unique specialists, between SFY Q3 and SFY Q4. The MCOs reported an increase (2.74%) for the STAR Kids program in unique specialists, between SFY Q3 and SFY Q4. (See *Attachment C2*)

Across the STAR program statewide, the MCOs reported an increase (3.71%) in unique pharmacies, between SFY Q3 and SFY Q4. The MCOs reported an increase (9.77%) for the STAR+PLUS program in unique pharmacies, between SFY Q3 and SFY Q4. The MCOs reported an increase (1.35%) for the STAR Kids program in unique pharmacies, between SFY Q3 and SFY Q4. (See *Attachment C2*)

Across the STAR program statewide, the DMOs reported an increase (2.62%) in unique dental providers, between SFY Q3 and SFY Q4. (See *Attachment C2*)

Attachment C3 details data reported by the MCOs regarding the number of PCPs and specialists terminated in SFY 2018. The MCOs reported a variety of reasons for provider termination, including: providers failed to re-credential, MCO terminated for cause, provider left group practice, provider moved and provider closed practice.

Network Adequacy

MCOs are required to provide access for at least 90% of members in each service delivery area (SDA) to each provider type (PCPs, Dentist, and Specialty services) within the prescribed distance standards. (See *Attachment E*)

MCOs met PCP network access standards for the STAR Kids program. However, STAR and STAR+PLUS programs each had one MCO in SFYQ4 fail to meet the access standard. *Attachment H1* provides PCP network access analysis by program and county type.

Specialist network access ensures specialty provider access within the distance standard of 90% of one provider for each specialty provider. The specialty providers include: behavioral health outpatient, cardiovascular disease, orthopedist, nursing facility, pediatrician, ENT, general surgeon, OB/GYN, ophthalmologist, psychiatrist, prenatal care, therapy (Occupational, Physical, and Speech), and urologist. (See *Attachment E*)

Specialist network access data is presented by provider type with respect to metro, micro, and rural county designations (See **Attachment H2**). MCO and SDA level data is monitored by HHSC, but due to the amount of raw data, information will be provided in the narrative below for those below the 90% benchmark at the MCO and county designation level.

The following MCOs did not maintain sufficient specialty providers in SFY18 Q4:

Cardiovascular Disease

- STAR
 - Metro: Driscoll and United Healthcare (UHC)
 - Micro: Driscoll, Molina, Texas Children's Health Plan (TCHP), and UHC
 - Rural: Amerigroup, El Paso, First Care, Superior, UHC
- STAR Kids
 - Metro: Driscoll and UHC
 - Micro: Driscoll, Superior, TCHP, and UHC
 - Rural: Amerigroup, Superior, and UHC
- STAR PLUS
 - Micro: Cigna and Molina
 - Rural: Amerigroup

ENT

- STAR
 - Metro: Amerigroup, First Care, and Molina
 - Micro: Driscoll
 - Rural: Amerigroup and First Care
- STAR Kids
 - Metro: Amerigroup
 - Micro: Driscoll
 - Rural: Amerigroup
- STAR PLUS
 - Metro: Amerigroup
 - Micro: Amerigroup, Cigna, and Molina
 - Rural: Amerigroup

General Surgeon

- STAR
 - Metro: Amerigroup and UHC
 - Micro: Driscoll
 - Rural: El Paso, Superior, and TCHP
- STAR Kids
 - Metro: TCHP
 - Micro: Driscoll and UHC

- STAR PLUS
 - Metro: Amerigroup
 - Rural: Amerigroup

Nursing Facility

- STAR+PLUS
 - Metro, Micro, and Rural: Cigna

OBGYN

- STAR
 - Rural: Superior
- STAR Kids
 - Micro: Driscoll
- STAR PLUS
 - Metro, Micro, and Rural: Cigna

Ophthalmology

- STAR
 - Metro: Amerigroup and Superior
 - Micro: Cook, First Care, Molina, Superior, and UHC
 - Rural: Amerigroup, El Paso, First Care, and Superior
- STAR Kids
 - Metro: BCBS and TCHP
 - Micro: Aetna, Superior, Cook, TCHP, and UHC
- STAR PLUS
 - Metro: Superior
 - Micro: Cigna, Molina, and Superior
 - Rural: Amerigroup and Superior

Orthopedist

- STAR
 - Metro: Amerigroup
 - Micro: Amerigroup, Driscoll, Superior, and UHC
 - Rural: Amerigroup, El Paso, First Care, and Superior
- STAR Kids
 - Metro: TCHP
 - Micro: Driscoll, Superior, and UHC
- STAR+PLUS
 - Metro: Amerigroup, Cigna, and UHC
 - Micro: Amerigroup, Cigna, and Superior
 - Rural: Amerigroup

Pediatrician

- STAR
 - Metro: Amerigroup, First Care and Superior
 - Micro: UHC
 - Rural: First Care
- STAR Kids
 - Metro: Amerigroup and Blue Cross Blue Shield (BCBS)
 - Micro: BCBS, TCHP and UHC

Prenatal Care

- STAR
 - Micro: TCHP and UHC
- STAR Kids
 - Metro: TCHP
 - Micro: Driscoll, Superior, TCHP, and UHC
 - Rural: Driscoll and Superior
- STAR+PLUS
 - Metro: Cigna
 - Rural: Amerigroup, Cigna, Molina, and Superior

Psychiatrist

- STAR
 - Metro: First Care
 - Micro: Driscoll, First Care, and Superior
 - Rural: El Paso, First Care, and Superior
- STAR Kids
 - Metro: Superior
 - Micro: Driscoll, Superior, and TCHP
 - Rural: Superior
- STAR+PLUS
 - Micro: Cigna and Superior
 - Rural: Amerigroup and Superior

Therapy (Occupational, Physical, and Speech)

- STAR
 - Metro: First Care
 - Rural: Superior
- STAR+PLUS
 - Rural: Amerigroup

Urologist

- STAR
 - Metro: Amerigroup, Community Health Choice (CHC), Driscoll, Superior, TCHP, and UHC
 - Micro: Cook, Driscoll, Superior, TCHP, and UHC
 - Rural: Amerigroup, Driscoll, El Paso, First Care, Superior, and UHC
- STAR Kids
 - Metro: Amerigroup, Driscoll, Superior, TCHP, and UHC

- Micro: Cook, Driscoll, Superior, TCHP, and UHC
- Rural: Amerigroup, Driscoll, Superior, and UHC
- STAR+PLUS
 - Metro: Amerigroup, Cigna, Superior, and UHC
 - Micro: Molina, Superior, and UHC
 - Rural: Amerigroup, Cigna, Superior, and UHC

The DMOs (DentaQuest and MCNA) met the network access standard throughout SFY18 for main dentists. **Attachment H3** provides dentist analysis by DMO and county designation.

Access to dental specialty providers (endodontist, oral surgeons, orthodontist, pediatric dental, periodontists and prosthodontists) was limited in most parts of Texas. **Attachment H4** provides dental specialty analysis by provider type and county designation.

MCOs may submit an exception request for areas of non-compliance. HHSC approves or denies the exception request based on the review of supporting information that demonstrates the MCO provider contracting efforts and assurance of access to care. If the exception request is denied, the MCO remains out of compliance and is subject to liquidated damages.

Access to Pharmacy

MCOs are required to follow the pharmacy geo-access standards and report performance outcome data quarterly for the following measures:

1. Access to a network pharmacy in rural counties within 15 miles (All Programs) – 90%
2. Access to a 24-hour pharmacy in all counties within 75 miles (All Programs)– 90%
3. Access to a network pharmacy in urban counties within 2 miles (Non-MRSA Only) – 80%
4. Access to a network pharmacy in urban counties within 2 miles (MRSA Only) – 75%
5. Access to a network pharmacy in suburban counties within 5 miles (Non-MRSA Only) – 75%
6. Access to a network pharmacy in suburban counties within 5 miles (MRSA Only) – 55%

MCOs met the pharmacy access standards in most service areas in SFY18. The following displays the SFY Q4 counts by service areas not meeting the access standards in STAR, STAR Kids, and STAR+PLUS.

1. Access to a network pharmacy in rural counties within 15 miles – 90%

STAR: Amerigroup, El Paso First, and Superior

STAR Kids: Amerigroup, Blue Cross Blue Shield of Texas (BCBS), Community First, Superior, and United Healthcare

STAR+PLUS: Amerigroup and Superior

2. Access to a 24-hour pharmacy in all counties within 75 miles – 90%

STAR: Amerigroup, Driscoll, First Care, Molina, Superior, and United Healthcare

STAR Kids: Amerigroup, Driscoll, Superior, and United Healthcare
STAR+PLUS: Amerigroup, Cigna-HealthSpring, Molina, and Superior

3. Access to a network pharmacy in urban counties within 2 miles - 80%

STAR: BCBS, Driscoll, Molina, Superior, and United Healthcare
STAR Kids: BCBS, Driscoll, Superior, and United Healthcare
STAR+PLUS: Cigna-HealthSpring, Molina, and Superior

4. Access to a network pharmacy in urban counties within 2 miles – 75%

STAR: Amerigroup, Superior
STAR Kids: None
STAR+PLUS: Superior

5. Access to a network pharmacy in suburban counties within 5 miles – 75%

STAR: Atena, Amerigroup, Community Health Choice, Molina, Superior, and Texas Children's Health Plan
STAR Kids: Amerigroup, Superior, and United Healthcare
STAR+PLUS: Amerigroup, Molina, Superior and United Healthcare

6. Access to a network pharmacy in suburban counties within 5 miles – 55%

STAR: Amerigroup, FirstCare, and Superior
STAR Kids: Amerigroup, and Superior
STAR+PLUS: Amerigroup, Superior and United Healthcare

HHSC continues to work closely with MCOs to work toward complete compliance with the Pharmacy geo-access standards. The MCOs submit an exception request for service areas not meeting the pharmacy access standards. HHSC approves or denies the exception request based on the review of supporting information that demonstrates the MCO provider contracting effort and assurance of access to care. If the exception request is denied, the MCO remains out of compliance and the MCO is subject to liquidated damages. Attachment J provides pharmacy geo-access performance summary. (See *Attachment J*)

MCO's Pharmacy Benefits Managers (PBM) may only contract with pharmacy providers that are enrolled with the HHSC's Vendor Drug Program (VDP). MCO's PBM assist all members with gaining access to care, this includes but is not limited mail-order delivery which may be accessed by both members who

require maintenance medications to manage chronic health conditions or for members who lack access to transportation where a pharmacy provider network deficiency exists. Mail order pharmacies are not included in travel time and distance performance; however, MCOs may utilize mail-order pharmacies, including specialty pharmacies that only mail prescriptions, to ensure member have access to care.

Provider Open Panel

MCOs submit provider files identifying the number of PCPs and main dentists who are accepting new Medicaid patients, which are described here as “open panel” PCPs and “open practice” dentists. All MCOs and DMOs, except Cook Children’s and Texas Children’s met the 80% standard for providers accepting the new patients in SFY18. Cook Children’s performance in STAR program ranged from 69-70%. Texas Children’s performance in STAR ranged from 78-79% and in STAR Kids from 69-71%. Although Cook Children’s did not meet the benchmark for FY2018 for the STAR nor STAR Kids programs, the plan contracts with several PCPs that elect to maintain a closed panel. The PCPs provide services to a certain number of Medicaid clients as well as other clients not enrolled in these programs. In addition, Cook Children’s has the flexibility of working with certain PCPs with a closed panel to agree to take on new members; this is normally achieved on a case-by-case basis. This agreement has allowed Cook Children’s to maintain these providers. Texas Children’s also works with several providers that chose to have a closed panel and Texas’ Children’s continues to work with providers to maintain open panels in order to meet member needs.

Accessibility and Language Compliance

HHSC requires MCOs to make best efforts to ensure that PCPs are accessible 24 hours per day, 7 days a week and outlines very specific criteria for what constitutes compliance in the managed care contracts. For example, providers must offer after-hours telephone availability through an answering service, recorded messages with contact information for on-call PCP, or call forwarding that routes the caller to the on-call PCP or an alternate provider.

Each MCO is also required to systematically and regularly verify that covered services furnished by PCPs meet the 24/7 access criteria and enforce access standards where the providers are non-compliant. MCOs survey providers on a quarterly, semiannual or annual basis to assess compliance for 24/7 and after-hours provider accessibility. MCOs utilize methods including computer -assisted telephone interviews, telephone surveys (non-computerized), mailed surveys, monthly secret shopper calls and face-to-face provider visits to measure provider accessibility compliance with the HHSC contractual standards. Provider Compliance rates for 24/7 accessibility ranged from 8.00% to 100%. Providers who are not in compliance with HHSC's contractual standards receive phone calls or letters detailing the contractual requirements and are subject to remediation methods including mailed provider re-education letters regarding the managed care contractual standards, follow-up surveys, face-to-face re-education (e.g. evaluating/coaching provider staff, trainings) and unscheduled calls to providers to reassess compliance. MCOs employ contractual remedies for the provider until compliance is achieved or the provider contract is terminated.

MCOs submitted the provider’s language and accessibility survey results by program and SDA for SFY18. The survey results are as follow: STAR program provider compliance was 76% in accessibility and 77% in language, STAR Kids program provider compliance was 82% in accessibility and 83% in language, and STAR+PLUS program provider compliance was 60% in accessibility and 63% in language.

Out-of-Network (OON) Utilization

MCOs are required to submit the OON Utilization Report for each service delivery area (SDA) in which the MCO operates. In each SDA, the OON utilization should not exceed the following standards:

- 15% of inpatient hospital admissions
- 20% of emergency room (ER) visits
- 20% of total dollars billed for other outpatient services

HHSC continues to work closely with MCOs to work toward compliance with the OON utilization standards. MCOs may submit a Special Exception Request (SERT) for areas of non-compliance. HHSC approves or denies the SERT based on the review of supporting information that demonstrates the MCOs unsuccessful provider contracting efforts. If approved, the MCO submits a recalculated Out-of-Network Utilization Report excluding the utilization of the aforementioned provider(s). If the recalculation does not bring the MCO into compliance, the MCO remains out of compliance and is subject to liquidated damages. **Attachment D2** provides OON utilization performance summary.

The following plans listed below exceeded OON utilization standards in 2018 SFQ4. The State will continue to monitor these plans and will require corrective action or other remedies if appropriate.

STAR

- Aetna: Bexar and Tarrant SDAs
- Amerigroup: Harris and MRSA Central SDAs
- Christus: Nueces SDA
- Molina: Dallas and Harris SDAs
- Dell Seton: Travis SDA
- Texas Children's: Harris SDA

STAR+PLUS

- Cigna: Hidalgo and Tarrant SDAs
- Molina: Dallas, Harris, and Hidalgo SDAs
- Superior: Dallas SDA
- United: Harris and Jefferson SDAs

STAR Kids

- Aetna: Tarrant SDA
- Amerigroup: Lubbock and Harris SDAs
- Children's Medical: Dallas and Nueces SDAs
- United: MRSA Central SDA

HHSC has approved special exception requests for the following MCOs/SDAs:

- Aetna (STAR-Bexar and Tarrant SDAs)

- Amerigroup (STAR-Harris and MRSA Central SDAs, STAR Kids- Harris and Lubbock SDAs and STAR+PLUS-Tarrant and Harris SDAs)
- First Care (STAR-MRSA West SDA)
- Texas Children's (STAR-Harris SDA)
- Superior (STAR+PLUS-Dallas and MRSA West SDAs)
- Cigna (STAR+PLUS-Hidalgo and Tarrant SDAs)
- United (STAR+PLUS-Harris and MRSA Central SDAs)
- Dell Children's (STAR- Travis)
- Children's Medical Center (STAR Kids- Dallas)

In this narrative section, the state should discuss any relevant trends that the data shows in enrollment, eligibility, disenrollment, access, and delivery network. Changes (+ or -) greater than two percent should be described here. As an example, the number of beneficiaries enrolled in the last quarter decreased by 5% due to a State Plan Amendment that decreased the FPL levels. The recommended word count for this section is no more than 250 words (1-2 paragraphs). Note that each distinct trend should be described more succinctly via the tables in Section 3.1.

Enrollment Issues/Trends: New and Continued

**Note: If an issue was noted as resolved in the previous report, it should not be reported in the current report.*

3.2 Anticipated Changes to Enrollment

The state should use this narrative section to explain any anticipated program changes that may impact enrollment-related metrics. For example, the state projects an x% increase in enrollment due to an increase in the FPL limits which will be effective on X date". The recommended word count for this section is 150 words or less.

If no changes are anticipated, this section should be blank and the state should mark the checkbox.

- ☒ The state does not anticipate changes to enrollment at this time.

4. Benefits

This section incorporates metrics for the relevant demonstration type. At the time of demonstration approval, CMS will work with states to confirm the appropriate set of metrics and measures for reporting. States should report these metrics and measures for benefits in Appendix X.

Benefit metrics in Appendix X may include the following subsections, depending on the demonstration design:

- Use of incentivized services

- *Use of other services*
- *Healthy behaviors*
- *Other utilization or benefit-related metrics*

The state should confirm it has submitted benefit metrics for the demonstration by marking the checkbox.

- ☐ (Required) The state has attached completed the benefit metrics in Appendix X.
- ☒ (If applicable) The state does not have any issues to report related to the benefits metrics in Appendix X and has not included any narrative.

In this narrative, the state should discuss any relevant trends that the data shows in benefit access, utilization, and delivery network. The recommended word count for this section is 150 words (1-2 paragraphs). Note that issues should be described more succinctly in the sections that follow.

Service Utilization

Attachment S depicts expenditure charts by program and claim type for SFY17. The total spending in STAR, STAR Kids, and STAR+PLUS in SFY 17 as follows: professional claims was 36.47%, outpatient was 23.90%, drug was 17.56%, inpatient was 15.88%, and dental spending was 6.19%. "Inpatient" refers to inpatient hospital services and "outpatient" refers to services received at a hospital on an outpatient basis and at non-hospital facilities. Professional claims account for about one-third of expenditures.

4.1 Benefit Issues: New and Continued

The state should use this section to explain any new benefit-related issues and provide updates on previously reported issues. For each issue, the state should provide a brief summary that references the data reported in Appendix X, the estimated number of impacted beneficiaries, the known or suspected cause(s) of the issue, and the plan to remediate the issue, including a timeline for resolution (if applicable). The state should also use this section to provide updates on benefit-related issues identified in previous reports. When applicable, the state should also note when issues are resolved.

If the state is not aware of benefit issues, this section should be blank.

**Note: If an issue was noted as resolved in the previous report, it should not be reported in the current report.*

4.2 Anticipated Changes to Benefits

The state should use this narrative section to explain any anticipated program changes that may impact benefit-related metrics. For example, new legislation was recently signed by the Governor which will add an adult dental benefit effective X date. The recommended word count for this section is 150 words or less.

If none are anticipated, this section should be blank and the state should mark the checkbox.

- ☐ The state does not anticipate changes to benefits at this time.

Maternal Depression Screening

As of July 1, 2018 maternal depression screenings conducted at an infant's Texas Health Steps Checkup are a benefit of Texas Medicaid. Texas Health and Safety Code, Section 62.1511 requires Medicaid and CHIP to reimburse a maternal depression screening for the mother of an enrollee regardless of whether the mother is also an enrollee.

Peer Support Services

Peer support is an evidence-based practice in which peers use their life experiences recovering from mental health or substance use conditions, along with skills learned in formal training, to deliver strengths-based, person-centered services. Texas Government Code, Section 531.09, HHSC assembled a stakeholder workgroup to provide input on the development of Medicaid rules to define requirements for training, certification, scope of services, and supervision of certified peer specialists. Rule adoption occurred December 28, 2018.

Breastfeeding Support Services

Texas Medicaid developed additional medical necessity criteria to improve access to breast pump equipment for breastfeeding mothers and their infants. Updates included: addition of breast pump equipment specifications; new medical necessity criteria for mothers and infants; updated frequency limitations for breast pumps and parts; changes to prior authorization requirements; updated documentation requirements.

Wound Care Equipment and Supply

Major changes and updates to the medical benefit policy, for wound care equipment and supply, include the following: updating benefit language, revised quantity limitations, new prior authorization criteria, updated documentation requirements, a new prior authorization form, and updated place of service and provider type.

5. Demonstration-related Appeals

This Appeals section incorporates metrics for the relevant demonstration type related to both appeals and grievances, as applicable (hereafter referenced as "Appeals"). At the time of demonstration approval, CMS will work with states to confirm the appropriate set of metrics for reporting. States should report these metrics for demonstration-related appeals in Appendix X.

Appeals metrics in Appendix X may include the following subsections, depending on the demonstration design. All appeals metrics in this report should be specific to the demonstration, and not the entire Medicaid program:

- *Medicaid eligibility appeals*
- *Medicaid benefit appeals*
- *System-specific appeal for demonstration (e.g., work requirement appeal)*
- *Other appeal-related metric, depending on the scope of appeals implied in the demonstration (e.g., work system appeals)*

The state should confirm it has submitted appeals metrics for the demonstration by marking the checkbox.

- ☐ (Required) The state has attached completed the appeals metrics in Appendix X.
- ☒ (If applicable) The state does not have any issues to report related to the appeals metrics in Appendix X and has not included any narrative.

Complaints and Appeals Received by MCOs

The MCOs and DMOs are required to track and monitor the number of member appeals and complaints and provider complaints received, to ensure that resolution occurs within 30 days of receipt. A 98% compliance standard is required.

The total number of STAR complaints and appeals received by plans decreased from 3502 in 2018 SFYQ3 to 3186 in 2018 SFYQ4. STAR plans collectively reported 1507 member complaints, 1254 member appeals and 425 provider complaints in 2018 SFYQ4.

The total number of STAR Kids complaints and appeals received by plans decreased from 1748 in 2018 SFYQ3 to 1585 in 2018 SFYQ4. STAR Kids plans collectively reported 212 member complaints, 1206 member appeals and 167 provider complaints in 2018 SFYQ4.

The total number of STAR+PLUS complaints and appeals received by plans increased from 3731 in 2018 SFYQ3 to 4265 in 2018 SFYQ4. STAR+PLUS plans collectively reported 1980 member complaints, 1600 member appeals and 685 provider complaints in 2018 SFYQ4.

The total number of DMO complaints and appeals received by plans increased from 448 in 2018 SFYQ3 to 599 in 2018 SFYQ4. DMO plans collectively reported 258 member complaints, 315 member appeals and 26 provider complaints in 2018 SFYQ4.

The following MCOs did not meet performance standards during SFY 18 Q4 Month 3:

STAR

Member Appeals

- Scott and White, and United Healthcare (UHC) did not meet the performance standards for timely resolution of member appeals.
 - Scott and White stated the appeals and grievances team has hired a new manager and there are new oversight processes in place to ensure timely response to member appeals.
 - UHC reports, of 28 appeals resolved, 1 behavioral health (BH) appeal was not resolved within 30 days. The appeal was not resolved timely due to processing delays related to BH appeals entry and staffing challenges.

Provider Complaints

- Molina, and Superior did not meet the performance standards for timely resolution of provider complaints.
 - Molina is currently on a CAP.

Member Complaints

- Amerigroup did not meet the performance standards for timely resolution of member complaints.
 - Amerigroup stated a singular case caused the 90% performance level; The Grievance Intake Representative failed to set up the 1 case in a timely manner. Disciplinary action has been taken with the Grievance Intake Representative in response to the untimely case. Additionally, the MCO reported a strengthened oversight process to perform daily monitoring of cases in each representative's queue to ensure all cases are being set up timely upon receipt.

STAR+PLUS

Member Appeals

- Cigna-HealthSpring, and United Healthcare did not meet the performance standards for timely resolution of member appeals.
 - Cigna-HealthSpring reported one-member appeal was closed untimely as the result of a user error involving a member appeal form. Coaching was provided and the member's services continued throughout the appeal process without disruption.
 - UHC reported of 133 appeals resolved, 3 BH appeals were not resolved within 30 days. The appeals were not resolved timely due to processing delays related to BH appeals entry and staffing challenges.

Provider Complaints

- Molina, and UHC did not meet the performance standards for timely resolution of provider complaints.
 - Molina did not meet standards of 98%. Molina is currently on a CAP.
 - UHC did not meet the performance standard for total provider complaints resolved within 30 days. The MCO is subject to LDs. MCOs response as to the cause of the noncompliance: 1 complaint was resolved more than 30 days after receipt. This represents a 4.6% decrease from 2018Q3 (100%). Of 21 complaints resolved, 1 was not resolved within 30 days. Although the complaint was addressed within 30 days, the complaint resolution letter was mailed to the provider 31 days after receipt, due to a data entry error by the analyst

Member Complaints

- Molina and Superior did not meet the performance standards for timely resolution of member complaints.
 - Molina is currently on a CAP.
 - Superior stated there was a change in roles of team member no longer doing intakes. The team member worked on the complaint once they realized the complaint needed to be processed and advised team members of the complaint intake changes.

STAR Kids

Member Appeals

- Aetna, Cooks Children, and United Healthcare did not meet the performance standards for timely resolution of member appeals.
 - Aetna reported missing the target by one appeal. The reason for not resolving in a timely manner was strictly insufficient attention applied by the team in assuring resolution was completed within the required timeframe. A refresher training has been completed to assure this is not a continuous trend.
 - Cooks Children (CCHP) stated CCHP has reviewed the prior submission and would like to submit a corrected version. In reviewing the data, CCHP noted that there was both a PT and an OT appeal for a member. A request for an extension was requested and acknowledged and granted by CCHP. A resolution was provided within the 14-day extension period. CCHP corrected the spreadsheet to reflect 2 standard appeals resolved within 14 days as it was previously completed incorrectly. Although the spreadsheet reflects 94.87% for standard appeals, please notice the 5.41% for appeals over 30 days. These are inclusive of the two appeals for which an extension was requested, thus reflected by the 100% for standard 14-day extension. This is permissible per section 8.2.6.2 of the Medicaid MCO Member Appeals Process. It is the understanding of CCHP that this correction will reflect compliance on behalf of CCHP regarding appeal resolution timeframes. The MCO resubmitted the report putting them in compliance with % resolved over 30 days, but still out of compliance with % resolved within 30 days 98%(94.87).
 - UHC stated of 68 appeals resolved, 2 were not resolved within 30 days: 1 behavioral health appeal was not resolved within 30 days due to staffing challenges and 1 appeal had a 14-day extension applied at the request of the member's representative. The appeal was not resolved within 44 days with an extension, and was resolved 59 days after receipt due to the health plan's decision to extend the appeal further in the best interests of the member, and the health plan's efforts to accommodate the requests of the member's representative. The appeal review was rescheduled twice and was completed after several attempts to correspond with the member's representative.

Provider Complaints

- Texas Children's Health Plan (TCHP) did not meet the performance standards for timely resolution of provider complaints.
 - This is the 3rd occurrence in 24 months for TCHP and HHSC has recommended LDs for not meeting performance standards.

Member Complaints

- Driscoll, and Superior did not meet the performance standards for timely resolution of member complaints.
 - Driscoll- The MCO stated the delay in response to one of the member complaints was due to delays by the DME company inadequately repairing the equipment (wheelchair)

for the member. The delay in response to one-member complaint was due to the STAR Kids complaints staff being out ill and causing a delay in the resolution letter being sent out on 10/2/2018. This complaint was received on 8/22/2018 and was resolved on 8/26/2018.

- Superior- MCO indicates the dates were entered incorrectly when complaint was logged. Superior Intake Supervisor has begun to monitor to ensure the correct dates are entered.

The dental program met standards throughout SFY18. *Attachment N1, N2, and N3* provides complaints and appeals performance summary.

Complaints received by the State

The State monitors complaints received by the Office of the Ombudsman Managed Care Assistance Team (OMCAT) and HHSC Managed Care Compliance and Operations (MCCO). The OMCAT unit continued to direct a managed care support network to better coordinate assistance provided to Medicaid managed care members as mandated by state legislature. The network of entities includes the Ombudsman Office, the Long Term Care Ombudsman, the HHSC Medicaid / CHIP Division, and the Area Agencies on Aging,

The OMCAT received a total of 939 complaints through its helpline in SFY18 Q4 showing a 2% decrease in complaints as compared to the third quarter. The percentage of change, by each program, between SFY Q3 and SFY Q4 is as follows: STAR (11% decrease), STAR+PLUS (7% increase), STAR Kids (9% decrease), and the Dental program (29% decrease). The top three reasons for OMCAT complaints in the fourth quarter include: access to long term services issues, access to in-network specialty care and provider issues, and access to prescriptions issues.

MCCO received a total of 110 legislative complaints in SFY18 Q4 showing a 5% increase as compared to the third quarter. The percentage of change, by each program, between SFY18 Q3 and Q4 is as follows: STAR (14% increase), STAR+PLUS (47% increase), and STAR Kids (22% decrease). The dental program received 2 complaints in Q3 and did not receive any complaints in Q4. The top three reasons for legislative complaints in SFY18 Q4 as follows: member claim/billing issues, reduction/cancellation of services issues, and benefit issues.

MCCO received a total of 264 member complaints in SFY18 Q4 with a 9% decrease as compared to the third quarter. The percentage of change between, by each program, between SFY Q3 and SFY Q4 is as follows: STAR (8% decrease), STAR+PLUS (16% decrease), and STAR Kids (12% increase). The dental program received 4 complaints in SFY Q3 and 6 complaints in SFY Q4. The top three reasons for member complaints in SFY Q4 were access to care, benefit, and member claim/billing issues.

MCCO received a total of 794 provider complaints in SFY18 Q4 with a 2% decrease as compared to the third quarter. The percentage of change, by each program, between SFY Q3 and SFY Q4 is as follows: STAR (7% decrease), STAR Kids (10% decrease), and STAR+PLUS (6% increase). The dental program received 10 complaints in SFY Q3 and 14 complaints in SFY Q4. The top three reasons for provider complaints in SFY Q4 were: denial of claim, denial/delay of payment, and member claim/billing issues.

Attachment O provides complaints performance summary.

Provider Fraud and Abuse

MCOs and DMOs are required to send referrals regarding Medicaid waste, abuse, or fraud to the HHSC Office of Inspector General (OIG). The OIG's office received a total of 147 fraud and abuse referrals from MCOs in SFY18. The OIG returned 36 of those cases to the MCO to determine appropriate action, launched an MPI full scale investigation of 38 cases, referred 37 cases to the Texas State Board of Pharmacy, transferred 11 cases to Litigation and 7 cases to Inspector General (IG) Medical Services, and closed 37 cases.

The OIG's office received a total of 34 fraud and abuse referrals from DMOs in SFY18. OIG returned 10 of those cases to the DMO to determine appropriate action, launched an MPI full scale investigation for 16 cases, transferred 4 cases into existing full scale cases, transferred 1 case Litigation and 3 cases to OIG Medical Services, and closed 4 cases.

These cases can have multiple dispositions, therefore, the disposition total will not add up to the total number of referrals received. Please see *Attachments R1 and R2* for MCO and DMO referral details.

Hotline Performance

The MCOs and DMOs must have a toll-free hotline that members can call 24 hours a day, 7 days a week. The MCOs are required to meet the following hotline performance standards:

- 99% of calls must be answered by the fourth ring;
- ≤1% busy signal rate for all calls (for behavioral health (BH), no incoming calls receive a busy signal;
- 80% of all calls must be answered by a live person within 30 seconds (not applicable for provider hotlines);
- ≤ 7% call abandonment rate; and
- ≤ 2 minute average hold time.

Member Hotline (STAR/STAR+PLUS/CHIP-SFY 18 Q4 Month 3)

- All MCOs met the requirement to answer calls by the 4th ring and had less than 1% receive a busy signal.
- All MCOs (except Amerigroup) below the 80% standard for answered by a live person within 30 seconds.
- Amerigroup indicated they began an initiative to improve their First Call resolution. The initiative requires call center staff to take the time to help ensure they address each member's questions completely, which is necessitating a bit more time on each call increasing hold rates (initially) for which they indicated they have sought to address via the remediation actions noted. Sendero is the only MCO exceeding the <7% abandoned calls standard.
 - Amerigroups parent company Central Health, transitioned to Ring Central a web based phone application. Due to the transition, on August 1st 2018, Customer Service Representatives experienced a period of inability to login to the new phone system resulting in the high abandonment rate.
- All MCOS average hold times were under two minutes.

Member Hotline (STAR Kids-SFY18 Q4 Month 3)

- All MCOs met the requirement to answer calls by the 4th ring and had less than 1% receive a busy signal.
- All MCOs exceeded the <7% abandoned calls standard.
- Children's Medical Center (CMC) was the only MCO below the 80% standard for answered by a live person within 30 seconds.
 - CMC reported a member call volume increase of 33.78% (349 calls) for August. Due to calls from LAR's for information regarding THSteps and immunizations for preparation for back to school for members. Agents that were skilled to answer member and provider hotlines were assisting the provider hotline due to the provider call volume increase of 12.00% (477 calls) for August. This increase was due to an increase in authorizations for services and verification of authorizations and verifying status of claim appeals. Additionally, there was an employee on leave in the month of August and scheduled PTO.
- All MCOs average hold times were under two minutes.

Behavioral Health Hotline (STAR/STAR+PLUS/CHIP-SFY 18 Q4 Month 3)

- All MCOs met the requirement to answer calls by the 4th ring and had less than 1% receive a busy signal.
- All MCOs met the 80% standard for calls answered by a live person within 30 seconds.
- All MCOs average hold times were under two minutes.
- Sendero was the only MCO exceeding the <7% abandoned calls standard.
 - The MCO did not meet the % call abandonment rate, they indicated their subcontractor Beacon experienced challenges with their call routing as a result of a transition from Cisco to Avaya in July, and also resulting in higher hold rates.

Behavioral Health Hotline (STAR Kids-SFY 18 Q4 Month 3)

- All MCOs met the requirement to answer calls by the 4th ring and had less than 1% receive a busy signal.
- All MCOs met the 80% standard for calls answered by a live person within 30 seconds.
- Aetna was the only MCO exceeding the <7% abandoned calls standard.
 - MCO states there were a total of 10 calls and 1 abandoned call, which caused their overall abandon rate to exceed 7%. There were not enough calls to make up for the missed call.
- All MCOs average hold times were under two minutes.

Provider Hotline (STAR/STAR+PLUS/CHIP-SFY Q4 Month 3)

- All MCOs had less than 1% of calls receive a busy signal.

- All MCOs met the standard to answer calls by the 4th ring.
- Sendero was the only MCOs exceeding the <7% abandoned calls standard.
 - The MCO did not meet the % call abandonment rate, they indicated their subcontractor Beacon experienced challenges with their call routing as a result of a transition from Cisco to Avaya in July, and also resulting in higher hold rates.
- Sendero was the only MCO to exceed the average hold times under two minutes.
 - The MCO did not meet the % call abandonment rate, they indicated their subcontractor Beacon experienced challenges with their call routing as a result of a transition from Cisco to Avaya in July, and also resulting in higher hold rates.

Provider Hotline (STAR Kids-SFY 18 Q4 Month 3)

- All MCOs met performance standards for provider hotlines for month 3 of SFY18 Q4.

DMO member and provider hotline performance for DentaQuest and MCNA met all standards throughout SFY18.

Attachments M1, M2, M3, and M4 provide detailed hotline data.

5.1 Appeals Issues: New and Continued

The state should use this section to explain any new appeals-related issues and provide updates on previously reported issues.

For each issue, the state should provide a brief summary that references the data reported in Appendix X, the estimated number of impacted beneficiaries, any known or suspected cause(s) of the issue, and the plan to remediate the issue, including a timeline for resolution (if applicable). The state should also use this section to provide updates on appeals-related issues identified in previous reports. When applicable, the state should also note when issues are resolved.

If the state is not aware of appeals issues, this section should be blank.

**Note: If an issue was noted as resolved in the previous report, it should not be reported in the current report.*

5.2 Anticipated Changes to Appeals

The state should use this narrative section to explain any anticipated program changes that may impact appeals-related metrics. If none are anticipated, this section should be blank and the state should mark the checkbox. The recommended word count for this section is 150 words or less.

- ☒ The state does not anticipate changes to appeals at this time.

6. Quality

This Quality section incorporates quality measures for the relevant demonstration type. At the time of demonstration approval, CMS will work with the state to confirm the appropriate quality measures for reporting. States should report these quality measures in Appendix X.

Quality measures in Appendix X may include the following subsections, depending on the demonstration design:

- *Medicaid Adult and Child Core Set Measures*
- *To be determined*
- *To be determined*

The state should confirm it has submitted quality measures for the demonstration by marking the checkbox.

- ☐ (Required) The state has attached the quality measures in Appendix X.
- ☒ (If applicable) The state does not have any issues to report related to the quality measures in Appendix X and has not included any narrative.

1.1 CMS Adult and Child Core Measures

Texas reported Adult and Child core measures in fiscal year 2017. There were two measure changes for the year. The low birth weight measure in the core set has historically been reported using the Agency for Healthcare Research and Quality (AHRQ) specifications but CMS asked HHSC to report using the CMS/CDC specifications. The substance use disorder measure is an extra measure CMS asked HHSC to report on for participating in the innovation accelerator program.

For five of the Adult Core Set measures the state used a different methodology from the prior year for calculating the rate which impacts comparability across years.

1. Adult Body Mass Index Assessment
2. Antidepressant Medication Management
3. Breast Cancer Screening
4. Cervical Cancer Screening
5. Chlamydia Screening in Women Ages 21-24

For five of the Child Core Set measures the state used a different methodology from the prior year for calculating the rate which impacts comparability across years.

- Children and Adolescents' Access to Primary Care Practitioners
- Chlamydia Screening in Women Ages 16-20
- Developmental Screening in the First Three Years of Life
- Frequency of Ongoing Prenatal Care
- Timeliness of Ongoing Prenatal Care

6.1 Quality Issues: New and Continued

The state should use this narrative section to explain any new quality-related issue and provide updates on previously reported issues.

For each issue, the state should provide a brief summary that references the data reported in Appendix X, the estimated number of impacted beneficiaries (if applicable), the known or suspected cause(s) of the issue, and the plan to remediate the issue, including a timeline for resolution (if applicable). The state should also use this section to provide updates on quality-related issues identified in previous reports. When applicable, the state should also note when issues are resolved.

If the state is not aware of quality issues, this section should be blank.

** Note: If an issue was noted as resolved in the previous report, it should not be reported in the current report.*

6.2 Anticipated Changes to Quality

The state should use this narrative section to explain any anticipated program changes that may impact quality-related metrics. If none are anticipated, this section should be blank and the state should mark the checkbox.

- ☒ The state does not anticipate changes related to quality at this time.

7. Other Demo Specific Metrics

This Other Metrics section incorporates other metrics selected for the demonstration type. States should report these metrics for quality in Appendix X.

Other Metrics in Appendix X include the following subsections, depending on the demonstration design:

- *To be determined*
- *To be determined*
- *To be determined*

If applicable, the state should confirm it has submitted other metrics for the demonstration by marking the checkbox.

- ☐ (If applicable) The state has attached completed the other metrics in Appendix X.
- ☒ (If applicable) The state does not have any issues to report related to the other metrics in Appendix X and has not included any narrative.

7.1 Other Metric Issues: New and Continued

The state should use this narrative section to explain any new issues.

For each issue, the state should provide a brief summary that references the data reported in Appendix X, the estimated number of impacted beneficiaries (if applicable), the known or suspected cause(s) of the issue, and the plan to remediate the issue, including a timeline for resolution (if applicable). The state

should also use this section to provide updates on other issues identified in previous reports. When applicable, the state should also note when issues are resolved.

If the state is not aware of other issues, this section should be blank.

** Note: If an issue was noted as resolved in the previous report, it should not be reported in the current report.*

7.2 Anticipated Changes to Other Metrics

The state should use this narrative section to explain any anticipated program changes that may impact other metrics. ”. The recommended word count for this section is 150 words or less.

If none are anticipated, this section should be blank and the state should mark the checkbox. .

- ☒ The state does not anticipate future changes to other metrics at this time.

8. Financial/Budget Neutrality

This Financial/Budget Neutrality section incorporates a budget neutrality workbook for the demonstration. At the time of demonstration approval, CMS will work with states to confirm the appropriate workbook for this demonstration. States should work with the project officer on developing the budget neutrality workbook. States should report its completed workbook as Appendix X.

- ☐ (Required) The state has attached completed the budget neutrality workbook in Appendix X.

8.1 Financial/Budget Neutrality Issues: New and Continued

The state should use this section to provide an analysis of the budget neutrality to date and to explain any new financial/budget neutrality-related issues. If a SUD component is part of the comprehensive demonstration, the state should provide an analysis of the SUD related budget neutrality and an analysis of budget neutrality as a whole.

For each issue, the state should provide a brief summary that references the data reported in Appendix X, including the fiscal impact and impacted Medicaid Eligibility Groups MEG(s), the known or suspected cause(s) of the issue, and the plan to remediate the issue, including a timeline for resolution (if applicable). The state should also use this section to provide updates on issues identified in previous reports.

When applicable, the state should also note when issues are resolved.

The state should use this section to provide an analysis of the budget neutrality to date and to explain any new financial/budget neutrality-related issues.

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This section addresses the quarterly reporting requirements regarding financial and budget neutrality development and issues. Attachment P provides the budget neutrality summary.

DY7 Q3 April -June 2018

Eligibility Groups Used in Budget Neutrality Calculations

Eligibility Group	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending June 2018
Adults	283,784	283,642	282,010	849,436
Children	2,624,040	2,613,125	2,604,279	7,841,445
AMR	354,534	354,342	354,209	1,063,084
Disabled	416,792	416,068	414,629	1,247,489

Eligibility Groups Not Used in Budget Neutrality Calculations

Eligibility Group	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending June 2018
Adults in MRSA	-	-	-	-
Foster Care	35,947	36,114	36,371	108,432
Medically Needy	180	168	162	509
CHIP-Funded	265,308	266,785	267,405	799,498
Adoption Subsidy	-	-	-	-
STAR+PLUS	18,092	18,194	18,294	54,580
217-Like HCBS				

DY7 Q4 July - September 2018

Eligibility Groups Used in Budget Neutrality Calculations

Eligibility Group	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sep 2018)	Total for Quarter Ending September 2018
Adults	284,244	283,805	286,763	854,812
Children	2,606,058	2,604,884	2,617,560	7,828,502
AMR	354,946	355,342	355,418	1,065,706
Disabled	414,991	413,259	413,315	1,241,564

Eligibility Groups Not Used in Budget Neutrality Calculations

Eligibility Group	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sep 2018)	Total for Quarter Ending September 2018
Adults in MRSA	-	-	-	-
Foster Care	36,244	36,226	36,284	108,754
Medically Needy	174	172	172	518
CHIP-Funded	265,716	264,087	263,017	792,821
Adoption Subsidy	-	-	-	-
STAR+PLUS 217- Like HCBS	18,375	17,956	17,897	54,228

8.2 Anticipated Changes to Financial/Budget Neutrality

The state should use this narrative section to explain any anticipated program changes that may impact financial/budget neutrality metrics. The recommended word count for this section is 150 words or less. If none are anticipated, this section should be blank and the state should mark the checkbox.

- ☐ The state does not anticipate future changes to budget neutrality at this time.

9. Demonstration Operations and Policy

The state should use this section to highlight significant demonstration operations or policy considerations that could positively or negatively impact beneficiary enrollment, access to services, timely provision of services, budget neutrality, or any other provision that has potential for beneficiary impacts. The state should also note any activity that may accelerate or create delays or impediments in achieving the demonstration's approved goals or objectives, if not already reported elsewhere in this document.

Such considerations could include the following, either real or anticipated:

- Any changes to populations served, benefits, access, delivery systems, or eligibility
- Legislative activities and state policy changes
- Fiscal changes that would result in changes in access, benefits, populations, enrollment, etc.
- Related audit or investigation activity, including findings
- Litigation activity
- Status and/or timely milestones for health plan contracts
- Market changes that may impact Medicaid operations
- Any delays or variance with provisions outlined in STCs
- Systems issues or challenges that might impact the demonstration [i.e. eligibility and enrollment (E&E), Medicaid management information systems (MMIS)]
- Changes in key state personnel or organizational structure
- Procurement items that will impact demonstration (i.e. enrollment broker, etc.)
- Significant changes in payment rates to providers which will impact demonstration or significant losses for managed care organizations (MCOs) under the demonstration
- Emergency Situation/Disaster
- Other

States should use the table provided below to present this information.

Claims Summary

The MCOs and DMOs submit monthly claims summary reports (CSR) to HHSC for the following services: acute care, behavioral health (BH), vision services, pharmacy claims, and long term services and supports (LTSS). MCOs and DMOs are required to pay clean claims and appealed claims on a timely basis, as well as resolve pending claims in a timely manner. The standards for the clean claims and appealed claims follow:

- appealed claims adjudicated within 30 days: >98%
- clean claims adjudicated within 30 days: >98%
- clean claims adjudicated within 90 days: <1%
- clean electronic claims adjudicated within 18 Days: >98%
- clean non-electronic (paper) claims adjudicated within 21 Days: >98%

Both DMOs met the dental claim standards during SFY 18 Q3 and Q4. The MCOs not in compliance with the claims adjudication standards are listed below.

STAR (SFY 18 Q4 Month 3)

Acute Care Claims

- BCBS
- Community First
- Driscoll
- Molina
- TCHP
- Superior

Behavioral Health Services Organization Claims

- CHC
- Community First
- Cook Children's
- Driscoll, Parkland
- TCHP
- Parkland
- Superior
- Texas Children's Health Plan

STAR+PLUS (SFY 18 Q4 Month 3)

Acute Care Claims

- Superior

STAR Kids (SFY 18 Q4 Month 3)

Acute Care Claims

- Children's Medical Center
- Community First
- Driscoll
- Superior

Behavioral Health Services Organization Claims

- Community First
- Cook Children's
- Children's Medical Center
- Driscoll Children's
- TCHP

Long Term Care Organization's Claims

- Children's Medical Center
- Community First
- Texas Children's

Attachment V1 provides claims summary for the STAR program. **Attachment V2** provides claims summary for the STAR+PLUS program. **Attachment V3** provides claims summary for the Dental program. **Attachment V4** provides claims summary for the STAR Kids program.

Litigation Summary

Consideration 1:

Type of Consideration	Ongoing litigation
Summary of Consideration	<p><i>Frew, et al. v. Phillips, et al.</i> (commonly referred to as <i>Frew</i>). The state is in ongoing federal-court level litigation regarding Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefits. <i>Frew</i> was filed in 1993 and was brought on behalf of individuals under age 21 enrolled in Medicaid and eligible for EPSDT benefits. The class action lawsuit alleged that the Texas EPSDT program did not meet the requirements of the Federal Medicaid Act. The lawsuit was settled by a consent decree in 1996. The decree requires numerous state obligations and is monitored by the district court. In 2000, the court found the State defendants in violation of several of the decree's paragraphs. In 2007, the parties agreed to eleven corrective action orders to bring the state into compliance with the consent decree and to increase access to EPSDT benefits.</p> <p>Currently, four of the eleven corrective action orders and their related consent decree paragraphs are fully dismissed: (1) Check-Up Reports and Plans for Lagging Counties; (2) Prescription and Non-Prescription Medications, Medical Equipment, and Supplies; (3) Transportation Program; and (4) Health Care Provider Training.</p> <p>In 2014, the parties jointly agreed to dismiss most of the Toll-Free Numbers corrective action order,</p>

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	<p>and the related consent decree paragraph. One toll-free number remains under the Corrective Action Order and court monitoring.</p> <p>On January 20, 2015, the district court dismissed the Corrective Action Order: Adequate Supply of Health Care Providers and several paragraphs of the consent decree relating to an adequate supply of healthcare providers. Plaintiffs appealed. On March 28, 2016, the Fifth Circuit affirmed most of the district court's opinion but vacated and remanded to the district court for further proceedings portions of the district court's order regarding provider "shortages."</p>
Date and Report in Which Consideration Was First Reported	Q1 2015
Summary of Impact	The consent decree and corrective action orders touch upon many Medicaid program areas, and generally require the state to take actions intended to ensure access to or measure access to Medicaid services for children. The Texas Medicaid program must consider these obligations in many policy and program decisions for Medicaid services available for persons under age 21.
Estimated Number of Beneficiaries	3,190,511 (estimated as of August 2018).
If Issue, Remediation Plan and Timeline for Resolution / Updates in Status if Previously Reported	Defendants HHSC and DSHS will continue to follow the obligations in the remaining portions of the consent decree and corrective action orders until they are dismissed by the court.

10. Implementation Update

The state should use this section to provide implementation updates on relevant aspects of the state's demonstration, as identified either during the approval process, in previous monitoring calls, or other implementation reviews or discussions pursuant to 42 CFR 431.420(b). The state should also use this section to report on any changes in implementation plans since the demonstration was approved, either via an amendment to the demonstration, or a change in how the state plans to execute the STCs.

In this section, the state should include any relevant trends that the data shows in benefit access, utilization, and delivery network if not already reported elsewhere in this document.

NOTE: *If additional information is needed, the state should use the space below for a short narrative. The recommended word count for this section is 150 words.*

Health IT Strategic Plan Update

HHSC has conducted two interagency workgroup sessions on the potential uses of Health IT. The program areas in attendance included Medicaid, Public Health, Long Term Care, State Hospitals and State Supported Living Centers, Behavioral Health (BH), and Intellectually and Developmentally Disabled (IDD). Subsequent smaller sessions have been held with Medicaid and IDD/BH staff to identify business processes where information on the healthcare outcomes of the Medicaid population could add value, improve decision-making, and potentially decrease costs of program operations in areas in which the progress is measurable. The business areas developed use cases based on the data elements available through the consolidated clinical document architecture (C-CDA). These use cases will be the basis for formulating Medicaid's Health IT vision and goals for the next 5 to 10 years.

Next steps include an external stakeholder conference to ensure the planning process is in alignment with the direction of the state's health IT ecosystem; a gap analysis of where we are versus where we want to be and filling that gap by refining Medicaid's role in the governance of Health IT in Texas; strategies for moving and/or incentivizing a more connected and interoperable ecosystem; and the involvement of HHS advisory committees in the plan's review process.

HHSC remains on track to submit the Health IT Plan to CMS by the required deadline outlined in STC 39, October 1, 2019.

11. Demonstration Evaluation Update

The state should use this section to highlight relevant updates to the state's demonstration evaluation pursuant to 42 CFR § 431.424 and/or any federal evaluations in which the state is involved [per 42 CFR § 431.420(f) or 42 CFR § 431.400(a) (1) (ii) (C) (4)]. The state should include timely updates on evaluation work and timeline. Depending on when this report is due to CMS and the timing for the demonstration, this might include updates on progress with:

- *Evaluation design*
- *Evaluation procurement*
- *Evaluation implementation*
- *Evaluation deliverables (information presented in below table)*
- *Data collection, including any issues collecting, procuring, managing, or using data for the state's evaluation or federal evaluation*
- *For annual report per 42 CFR 431.428, the results/impact of any demonstration programmatic area defined by CMS that is unique to the demonstration design or evaluation hypothesis*
- *Results of beneficiary satisfaction surveys, if conducted during the reporting year, grievances and appeals*

The intent of this section is for the state to provide status updates on deliverables related to the demonstration evaluation and indicate whether the expected timelines are being met and/or if there are any real or anticipated barriers in achieving the goals and timeframes agreed to in the STCs.

Narrative regarding the demonstration should be brief. The recommended word count for any narrative related to the above is about 250 words (1-2 paragraphs).

Overview of Evaluation Activities

HHSC completed the following 1115 waiver evaluation activities during SFY18:

- HHSC submitted the initial Draft Evaluation Design Plan (dated April 19, 2018) to CMS on April 18, 2018. HHSC received CMS feedback on the Evaluation Design Plan on May 10, 2018.
- HHSC submitted the revised Evaluation Design Plan (Version 2.1, July 9, 2018) to CMS on July 9, 2018. CMS approved the revised Evaluation Design on August 2, 2018. HHSC posted the approved Evaluation Design Plan to the HHS website at: <https://hhs.texas.gov/laws-regulations/policies-rules/waivers/medicaid-1115-waiver/waiver-overview-background-resources>.
- HHSC began soliciting proposals for an external evaluator. HHSC sent a Project Proposal Quote Request (PPQR) to a list of Texas Universities on September 17, 2018.
- HHSC initiated internal discussions related to data dissemination for the external evaluator.
- HHSC is exploring options for surveying new populations carved into managed care (Adoption Assistance (AA), Permanency Care Assistance (PCA), and Medicaid for Breast and Cervical Cancer (MBCC)) through the state's EQRO

The table below lists evaluation-related deliverables. There are no anticipated barriers at this time.

Type of Evaluation Deliverable	Due Date	State Notes or Comments	Description of Any Anticipated Issues
DRAFT Evaluation Design Plan	4/20/2018	HHSC received feedback on DRAFT Evaluation Design Plan from CMS on May 10, 2018.	
Evaluation Design Plan, Version 2.1, July 9, 2018	7/09/2018	Revised Evaluation Design Plan submitted to CMS. It was approved by CMS on August 2, 2018.	
Interim Evaluation Report	9/30/2021 (or upon application for renewal)		<i>No issues anticipated at this time</i>
Summative Evaluation Report	3/30/2024		<i>No issues anticipated at this time</i>

In addition to any status updates on the demonstration evaluation, the state should complete the below table to list anticipated evaluation-related deliverables related to this demonstration and their due dates.

12. Other Demonstration Reporting

The state should use this section to cover pertinent information not captured in the above sections or in related appendixes. This includes any of the following, if applicable:

- *Real or anticipated issues submitting timely post-approval demonstration deliverables, including a plan for remediation*

Home and Community Based Services (HCBS) Regulations

- HHSC is committed to ensuring compliance with the federal HCBS regulations. In accordance with STC 43(a), HHSC has taken the following steps towards compliance:
 - In May 2017, CMS announced an extension deadline for all states to be in compliance with HCBS rules by March 2022. HHSC intends to resubmit the Texas Statewide Settings Transition Plan detailing compliance, remediation strategies, and timelines for the STAR+PLUS waiver program operating under the State's 1115 Demonstration waiver to CMS in 2019.
 - Throughout 2017, HHSC has continued to provide stakeholders with updated information regarding the Texas transition plan and opportunities to answer stakeholder questions. HHSC is developing the compliance plan that will be included in the amended Texas Statewide Settings Transition Plan. Texas plans to resubmit the amended plan in 2019.
 - HHSC surveyed a representative sample of individuals served through HCBS STAR+PLUS who received assisted living or adult foster care services as part of its validation of the provider surveys. HHSC has analyzed the survey results and is using those results to inform the development of the compliance plan mentioned above.

Delivery System Reform Incentive Payment Program (DSRIP)

Delivery System Reform Incentive Payment Program (DSRIP) evolved from project-level reporting to provider-level outcome reporting to measure the continued transformation of the Texas healthcare system during DY7. DSRIP providers began reporting on required reporting categories at the provider system level, rather than the project level. In Q1 of DY7, CMS approved the five-year renewal of the 1115 waiver, and HHSC continued negotiations with CMS to approve the DSRIP protocols for DY7-8. In Q2, on January 19, 2018, CMS approved the DSRIP protocols. Also during Q1, providers had their second opportunity to report achievement of DY6 milestones and metrics and carry forward of DY5 milestones/metrics. In total for October DY6 reporting, providers reported achievement of 67% of the 10,094 DY5-6 Category 1-4 milestones/metrics and HHSC approved 96.6% of what was reported. Based on available Intergovernmental Transfer (IGT), \$2,372,402,849 was paid for DSRIP in January 2018, for a total of \$13.1 billion in DY1-6 DSRIP payments to date.

Regional Healthcare Partnerships (RHP) updated their plans during Q3, which HHSC reviewed and approved. This included providers selecting their outcome measures for reporting during DY7-8. Also during Q3, providers reported on DY6 carry forward, and their July payment reflected payment for submitting the DY7-8 RHP Plan update as well as any approved DY6 carry forward milestones and metrics. Providers had an early opportunity during Q4 to report baselines for their outcome measures for HHSC to review and provide any technical assistance before the regular reporting period in October 2018 and before performance is reported in DY8. **Attachment X** provides the providers' project summaries. **Attachment Y** provides estimated remaining payments for DY6-7. **Attachment W** provides DSRIP report by RHP.

Narrative should be brief. The recommended word count for any narrative should not exceed 250 words (2-3 paragraphs).

In addition to any status updates on the demonstration evaluation, the state should complete the below table to list any other deliverables related to this demonstration and their due dates. Note that

deliverables associated with the evaluation should be listed separately in the Demonstration Evaluation Update section.

12.1 Post Award Public Forum

If applicable within the timing of the demonstration, the state should provide a summary of the annual post-award public forum held pursuant to 42 CFR § 431.420(c) indicate any resulting action items or issues. A summary of the post-award must be included in the monitoring report for the period during which the forum was held and in the annual report pursuant to 42 CFR § 431.428.

The state should confirm it has submitted required information for the post-award public forum by marking the checkbox.

Narrative should be brief. The recommended word count for any narrative should not exceed 250 words (2-3 paragraphs).

The state should confirm it has submitted required information for the post-award public forum by marking the checkbox.

- ☐ The state has provided the summary of the post-award forum (due for the period during reporting during which the forum was held and in the annual report).
- ☐ There was not a post-award public forum held during this reporting period and this is not an annual report.

The Medical Care Advisory Committee (MCAC) met on May 17, 2018. The date, time, and location of MCAC were published on HHSC's website prior to the meeting as well as the link to the last 1115 Annual Report. During the meeting information and updates were given pertaining to the DSRIP Program DY 7-8 rules, 1115 Waiver renewal approval which included changes to the UC pool and DSRIP pool. Additionally, HHSC provided information about the Quality Incentive Payment Program for Nursing Facilities.

The State Medicaid Managed Care Advisory Committee (SMMCAC) met on March 14, 2018 (DY7 Q2). The date, time, and location of MCAC were published on HHSC's website prior to the meeting. HHSC's Deputy State Medicaid Director provided an overview of the HHSC operational plan and agency direction. HHSC's Interim Director of Healthcare Transformation Waiver Medicaid and CHIP Services provided an update on the 1115 Waiver. Public comment was also received and documented at this meeting. The State Medicaid Managed Care Advisory Committee met on June 18, 2018 (DY7 Q3). The date, time, and location of SMMCAC were published on HHSC's website prior to the meeting. HHSC provided an update on general managed care and referenced PowerPoint entitled "SMMCAC Managed Care Update". HHSC presented on the intellectual and developmental disabilities carve-in. Public comment was also received and documented during this meeting.

13. Notable State Achievements and/or Innovations

This is a section for the state to provide any relevant summary of achievements and/or innovations in demonstration enrollment, benefits, operations, and policies pursuant to the hypotheses of the demonstration or that served to provide better care for individuals, better health for populations, and/or reduce per capita cost. Achievements should focus on significant impacts to beneficiary outcomes.

Whenever possible, narrative in this section should describe the achievement or innovation in quantifiable terms, e.g., number of impacted beneficiaries.

Narrative should be brief. The recommended word count for any narrative should not exceed 250 words (2-3 paragraphs).

14. Report Attachments

Attachment A – Managed Care Organizations By Service Delivery Area. The attachment includes a table of the health and dental plans by Service Delivery Area.

Attachment B1 -- Enrollment Summary. The attachment includes annual and quarterly Dental, STAR, STAR Kids and STAR+PLUS enrollment summaries.

Attachment B2 -- Disenrollment Summary. The attachment includes annual and quarterly Dental, STAR, STAR Kids and STAR+PLUS disenrollment summaries.

Attachments C1, C2, C3 – Provider Network and Methodology. The attachments summarize STAR, STAR Kids, and STAR+PLUS network enrollment by MCOs, SDAs, and provider types. It also includes a description of the methodology used for provider counts and terminations.

Attachments D2 – Out-of-Network Utilization. The attachment summarizes Dental, STAR, STAR Kids, and STAR+PLUS out-of-network utilization.

Attachment E – Distance Standards. The attachment shows the State's distance standards by provider type and county designation.

Attachment H1-H4 – Network Access Analysis. The attachments include the results of the State's analysis for PCPs, main dentists, and specialists.

Attachment J – MCO Pharmacy GeoMapping Summary. The attachment includes the STAR, STAR Kids, and STAR+PLUS plans' self-reported GeoMapping results for pharmacy.

Attachment L – Enrollment Broker Summary Report. The attachment provides a summary of outreach and other initiatives by the Enrollment Broker to ensure access to care.

Attachments M1-M4 – Hotline Summaries. The attachments provide data regarding phone calls and performance standards of MCO and DMO Member and Provider Hotlines.

Attachments N1-N3 – MCO Complaints. The attachments include Dental, STAR, STAR Kids, and STAR+PLUS complaints and appeals received by plans.

Attachment O – Complaints to HHSC. The attachment includes information concerning Dental, STAR, STAR Kids, and STAR+PLUS complaints received by the State.

Attachment P – Budget Neutrality. The attachment includes actual expenditure and member-month data as available to track budget neutrality. This document is updated with additional information in each quarterly report submission.

Attachment Q – Members with Special Healthcare Needs Report. The attachment represents total MSHCN enrollment in STAR, STAR Kids, and STAR+PLUS during the prior fiscal year.

Medicaid Section 1115 Monitoring Report
Texas Healthcare Transformation and Quality Improvement Program
Demonstration Year DY7: October 1, 2017 – September 30, 2018
State Fiscal Year FY18: September 1, 2017 – August 31, 2018
Submitted on March 14, 2019

Attachment R1-R2 – Provider Fraud and Abuse. The attachments represent a summary of the referrals that STAR, STAR Kids, STAR+PLUS, and Dental Program plans sent to the OIG during the biannual reporting period.

Attachment S- Service Utilization. Provides service utilization charts for SFY 17.

Attachments V1-V4 – Claims Summary. The attachments are summaries of the MCOs' claims adjudication results for STAR, STAR Kids, STAR+PLUS and the Dental.

Attachment W – DSRIP Reporting by RHP. The attachment includes a summary of the Demonstration Year 7 DSRIP reporting by RHP and annual reports from all anchors

Attachment X - DSRIP Project Summary DY7. The attachment includes a summary of the accomplishments, progress on core components, and Continuous Quality Improvement (CQI) for each DSRIP project.

Attachment Y- DSRIP Remaining Payments for DY 6-7. Reported biannually after DSRIP payments are distributed.

Attachment A
Managed Care Plans by Service Area SFY 18

Service Area	STAR	STAR+PLUS	STAR Kids
Bexar	Aetna Better Health Amerigroup Community First Health Plans Superior HealthPlan	Amerigroup Molina Healthcare of Texas Superior HealthPlan	Community 1st Superior
Dallas	Amerigroup Molina Healthcare of Texas Parkland Community Health Plan	Molina Healthcare of Texas Superior HealthPlan	Amerigroup Children's Medical Center
El Paso	El Paso First Health Plan Molina Healthcare of Texas Superior HealthPlan	Amerigroup Molina Healthcare of Texas	Amerigroup Superior
Harris	Amerigroup Community Health Choice Molina Healthcare of Texas Texas Children's Health Plan UnitedHealthcare Community	Amerigroup Molina Healthcare of Texas United Healthcare	Amerigroup Texas Children's United
Hidalgo	Driscoll Children's Health Plan Molina Healthcare of Texas Superior HealthPlan United Healthcare Community	HealthSpring Life & Health Molina Healthcare of Texas Superior HealthPlan	Driscoll Superior United
Jefferson	Amerigroup Community Health Choice Molina Healthcare of Texas Texas Children's Health Plan United Healthcare Community	Amerigroup Molina Healthcare of Texas United Healthcare	Texas Children's United
Lubbock	Amerigroup FirstCare HealthPlans Superior HealthPlan	Amerigroup Superior HealthPlan	Amerigroup Superior
MRSA Central	Amerigroup Right Care from Scott & White Superior HealthPlan	Superior HealthPlan United Healthcare	BCBS United
MRSA Northeast	Amerigroup Superior HealthPlan	Cigna-HealthSpring United Healthcare	Texas Children's United
MRSA West	Amerigroup FirstCareHealthPlans Superior HealthPlan	Amerigroup Superior HealthPlan	Amerigroup Superior
Nueces	*CHRISTUS Health Plan Driscoll Children's Health Plan Superior HealthPlan	Superior HealthPlan United Healthcare	Driscoll Superior
Tarrant	Aetna Better Health Amerigroup Cook Children's Health Plan	Amerigroup Cigna-HealthSpring	Aetna Cook Children's
Travis	Blue Cross and Blue Shield of *Sendero Health Plans Seton Health Plan/Dell Children's Superior HealthPlan	Amerigroup United Healthcare	BCBS Superior
Service	Children's Medicaid Dental Services (Dental Program)		
Statewide	Denta Quest USA Insurance Company, Inc. MCNA Insurance Company		

*Contract was terminated in 2018 resulting in data loss throughout the attachments.

Attachment B1
Enrollment Summary SFY18

Program	Service Area	MCO	Quarter 1	MktShare	Quarter 2	MktShare	Quarter 3	MktShare	Quarter 4	MktShare
Dental	Statewide	DentaQuest	1,685,144	57.14%	1,651,315	57.24%	1,635,258	57.26%	1,623,962	57.32%
		MCNA	1,263,841	42.86%	1,233,548	42.76%	1,220,406	42.74%	1,209,382	42.68%
Dental Total			2,948,985		2,884,863		2,855,664		2,833,344	
STAR	BEXAR	Aetna	23,998		23,510		23,136		22,532	
		Amerigroup	9,901		9,369		9,000		9,231	
		Community 1st	106,390		113,195		105,336		105,602	
		Superior	117,744		116,049		115,927		111,481	
	DALLAS	Amerigroup	198,632		196,189		195,754		195,904	
		Molina	24,120		23,990		25,054		23,816	
		Parkland	168,185		164,079		162,562		158,953	
	EL PASO	El Paso 1st	65,196		65,122		65,304		64,884	
		Molina	3,467		3,501		3,520		3,536	
		Superior	57,283		53,728		54,477		52,821	
	HARRIS	Amerigroup	104,110		98,071		94,891		94,099	
		CHC	229,923		220,817		216,740		217,076	
		Molina	13,473		12,178		11,677		11,433	
		Texas Children's	334,845		320,174		312,518		310,676	
		United HealthCare	58,319		56,886		56,264		57,137	
	HIDALGO	Driscoll	83,703		84,583		84,292		86,046	
		Molina	53,739		51,939		50,126		48,529	
		Superior	147,597		146,199		145,944		144,569	
		United HealthCare	61,635		61,437		60,438		59,137	
	JEFFERSON	Amerigroup	7,123		6,713		6,485		6,636	
		CHC	22,867		21,681		21,358		21,485	
		Molina	4,601		4,307		4,327		4,642	
		Texas Children's	31,780		30,525		30,112		30,387	
		United HealthCare	16,018		15,478		15,307		15,656	
	LUBBOCK	Amerigroup	8,287		8,152		8,174		8,380	
		FirstCare	38,964		38,129		37,615		36,796	
		Superior	32,761		29,173		32,221		27,884	
	MRSA CENTRAL	Amerigroup	21,331		20,868		20,410		20,299	
		Scott & White	44,940		44,149		44,039		43,857	

Attachment B1
Enrollment Summary SFY18

Program	Service Area	MCO	Quarter 1	MktShare	Quarter 2	MktShare	Quarter 3	MktShare	Quarter 4	MktShare
	MRSA NORTHEAST	Superior	72,549		71,647		72,052		72,248	
		Amerigroup	54,976		54,175		54,020		53,937	
		Superior	129,555		116,796		125,290		121,626	
	MRSA WEST	Amerigroup	30,376		30,215		30,522		30,815	
		FirstCare	48,245		46,543		45,376		44,429	
		Superior	80,425		79,105		79,015		77,708	
	NUECES	Christus	5,290							
		Driscoll	62,326		62,865		62,574		63,155	
		Superior	20,782		20,049		19,676		19,805	
	TARRANT	Aetna	50,146		49,451		49,806		49,244	
		Amerigroup	109,494		108,024		107,428		99,970	
		Cook Children's	108,189		105,265		105,333		103,415	
	TRAVIS	BCBS	26,660		26,464		26,393		29,760	
		Sendero	14,594		15,454					
		Seton	18,008		17,853		22,812		22,774	
		Superior	87,991		86,088		91,058		90,417	
	STAR Total		3,010,538		2,930,185		2,904,363		2,872,787	
STAR Kids	Bexar	Community 1st	8,615		8,422		8,391		8,406	
		Superior	6,844		6,733		6,570		6,501	
	DALLAS	Amerigroup	12,206		12,258		12,268		12,174	
		Childrens Medical Center	9,487		9,370		9,165		9,064	
	EL PASO	Amerigroup	1,409		1,407		1,382		1,367	
		Superior	3,542		3,600		3,628		3,571	
	HARRIS	Amerigroup	8,837		8,560		8,238		7,982	
		Texas Children's	18,776		19,088		19,116		19,215	
		United HealthCare	9,402		9,500		9,368		9,370	
	HIDALGO	Driscoll	6,544		6,438		6,422		6,422	
		Superior	7,796		7,869		7,931		7,970	
		United HealthCare	7,401		7,406		7,241		7,202	
	JEFFERSON	Texas Children's	2,664		2,659		2,589		2,574	
		United HealthCare	2,308		2,327		2,327		2,325	
	WILBROCK	Amerigroup	1,666		1,668		1,665		1,652	

Attachment B1
Enrollment Summary SFY18

Program	Service Area	MCO	Quarter 1	MktShare	Quarter 2	MktShare	Quarter 3	MktShare	Quarter 4	MktShare
	Lubbock	Superior	1,798		1,778		1,625		1,752	
	MRSA CENTRAL	BCBS	4,103		4,140		4,145		4,137	
		United HealthCare	4,591		4,687		4,636		4,627	
	MRSA NORTHEAST	Texas Children's	4,225		4,167		4,090		4,059	
		United HealthCare	6,667		6,781		6,748		6,690	
	MRSA WEST	Amerigroup	3,429		3,471		3,457		3,443	
		Superior	3,469		3,513		3,554		3,505	
	NUECES	Driscoll	3,863		3,920		3,873		3,875	
		Superior	1,602		1,595		1,515		1,417	
	TARRANT	Aetna	4,908		4,911		4,814		4,732	
		Cook Children's	9,205		9,251		9,322		9,280	
	TRAVIS	BCBS	3,582		3,644		3,614		3,663	
		Superior	3,758		3,654		3,569		3,548	
STAR Kids Total			162,697		162,817		161,263		160,523	
STAR+PLUS	Bexar	Amerigroup	9,551		9,551		9,462		9,712	
		Molina	7,759		7,877		7,761		7,890	
		Superior	28,242		27,817		27,581		28,112	
	DALLAS	Molina	35,920		35,540		35,167		35,765	
		Superior	26,011		25,653		25,426		25,760	
	EL PASO	Amerigroup	11,407		11,424		11,215		11,352	
		Molina	9,343		9,376		9,358		9,584	
	HARRIS	Amerigroup	39,639		38,902		38,477		38,861	
		Molina	12,604		12,323		12,047		12,201	
		United HealthCare	50,419		50,299		50,459		51,754	
	HIDALGO	Cigna- HealthSpring	17,035		17,042		17,023		17,136	
		Molina	15,072		14,927		14,705		14,823	
		Superior	31,765		31,508		31,393		31,564	
	JEFFERSON	Amerigroup	6,952		6,819		6,579		6,483	
		Molina	6,808		6,664		6,532		6,437	
		United HealthCare	5,990		6,072		6,098		6,226	
	LUBBOCK	Amerigroup	6,418		6,395		6,346		6,389	
		Superior	6,878		6,860		6,853		6,917	

Attachment B1
Enrollment Summary SFY18

Program	Service Area	MCO	Quarter 1	MktShare	Quarter 2	MktShare	Quarter 3	MktShare	Quarter 4	MktShare
	MRSA CENTRAL	United HealthCare	14,191		14,186		14,091		14,317	
		Superior	15,722		15,653		15,604		15,665	
	MRSA NORTHEAST	Cigna- HealthSpring	22,142		21,912		21,744		21,673	
		United HealthCare	23,866		23,846		23,692		23,975	
	MRSA WEST	Amerigroup	17,146		16,916		16,657		16,929	
		Superior	20,357		20,230		20,117		19,916	
	NUECES	United HealthCare	10,386		10,253		10,105		10,160	
		Superior	10,973		10,870		10,704		10,693	
	TARRANT	Amerigroup	29,525		29,237		28,789		29,505	
		Cigna- HealthSpring	10,597		10,571		10,384		10,618	
	TRAVIS	Amerigroup	11,946		11,688		11,538		11,521	
		United HealthCare	13,591		13,608		13,658		13,916	
	STAR+PLUS Total		528,255		524,019		519,565		525,854	

Attachment B2
Disenrollment Summary SFY18

Program/MCO/Service Area	Quarter 3	Quarter 4	Total
STAR	7	2	9
FirstCare	1	1	2
MEMBER REQUESTED DISENROLLMENT	1	1	2
Molina Healthcare of Texas	1		1
MEMBER REQUESTED DISENROLLMENT	1		1
Superior Health Plan	4	1	5
MCO REQUESTED DISENROLLMENT	1		1
MEMBER REQUESTED DISENROLLMENT	2	1	3
PHYSICIAN REQUESTED DISENROLLMENT	1		1
UHC Community Plan of Texas	1		1
MEMBER REQUESTED DISENROLLMENT	1		1
STAR Kids	1	1	2
Amerigroup Texas, Inc.		1	1
MEMBER REQUESTED DISENROLLMENT		1	1
UHC Community Plan of Texas	1		1
MEMBER REQUESTED DISENROLLMENT	1		1
STAR+PLUS	7	7	14
Amerigroup Texas, Inc.		3	3
MEMBER REQUESTED DISENROLLMENT		3	3
Cigna-HealthSpring		1	1
MEMBER REQUESTED DISENROLLMENT		1	1
Molina Healthcare of Texas	2	2	4
MEMBER REQUESTED DISENROLLMENT	2	2	4
Superior Health Plan	3	1	4
MEMBER REQUESTED DISENROLLMENT	3	1	4
UHC Community Plan of Texas	2		2
MEMBER REQUESTED DISENROLLMENT	2		2
Total	15	10	25

*Blanks only indicates no disenrollment occurred in SFY 18, QTR 3 & 4

Attachment C1

Provider Network Count Methodology - FY18

PROVIDER TYPES

Primary care provider (PCP) and specialist counts are based on the provider network files submitted by MCOs. The data is validated using the Medicaid Master Provider File. Unique provider counts are generated using the National Provider Identifiers (NPIs). The NPI is the standard unique identifier for health-care providers, and is required to enroll as a Texas Medicaid provider. The provider count data represents a snapshot in time and shows the number of unique providers for the last month of the quarter.

HHSC reporting requirements for the MCOs restricts PCP validity to certain provider specialty codes. The network counts are based on all PCPs included in the MCO provider files, which includes traditional and non-traditional provider types listed in Appendix A, as well as other provider types that may have agreed to serve as a PCP for a particular member with special needs.

The specialist count includes all specialty provider types listed in Appendix B. Since a provider may be represented in both the PCP count and Specialist count, the combined total includes duplications.

Dental provider counts are broken down by main dentists and dental specialists. For DMOs, the PCP column shows the number of main dentists which includes general dentists and endodontists. The specialist column includes endodontists, periodontists, prosthodontists, oral surgeons, orthodontists, and in limited cases dental anesthesiologists.

Pharmacy counts include the following pharmacy providers: pharmacy, public health services pharmacy, specialty pharmacy, public health services and specialty pharmacy, pharmacy – not specified.

PROVIDER TERMINATIONS

PCP and Specialists terminations counts are based on self-reported data from the MCOs. The MCOs reported a variety of reasons for provider termination, including providers failed to re-credential, termination requested by provider, MCO terminated for cause, provider left group practice, and provider retired and provider closed practice.

Attachment C1

Provider Network Count Methodology - FY18

APPENDIX A: PRIMARY CARE PROVIDER TYPES

- Cardiovascular Disease*
- Certified Nurse Specialist
- E.E.N.T. (D.O.)*
- Family Practice/General Practice
- Federally Qualified Health Center
- Gastroenterology*
- Geriatrics
- Gynecology
- Internal Medicine
- Multispecialty Clinic
- Neurology (M.D.)*
- Neurosurgery*
- Nuclear Medicine*
- Nurse Midwife
- Nurse Practitioner
- OB/GYN (D.O., M.D.)
- Orthopedic Surgery*
- Otorhinolaryngology (E.N.T)*
- Pediatrics
- Peripheral Vascular Disease*
- Physician (D.O., M.D.)
- Physician Group (D.O., M.D.)
- Pulmonary Disease*
- Radiation Therapy*
- Rural Health Clinic (Independent, Provider)
- Thoracic Surgery*
- Urology*

Note: Provider types with an asterisk (*) are valid PCPs for members with special needs.

Attachment C1

Provider Network Count Methodology - FY18

APPENDIX B: SPECIALIST TYPES

- Ambulance Service
- Ambulatory Surgical Services
- Audiologist
- Birthing Center
- Case Management - Mental Health 'MH'/Mental Health Rehab "MHR"
- Case Management - Mental Retardation 'MR'
- CCP Provider
- Certified Nurse Specialist
- Certified Registered Nurse Anesthetist (CRNA)
- Children's Hospital
- Chiropractic
- CIDC Reserved for Future Use
- Consumer Directed Services (CDS)
- Dentist/Orthodontists (D.M.D., D.D.S.)
- E.E.N.T. (D.O.)
- EPSDT - Texas Health Steps
- EPSDT - Texas Health Steps Health DPT Mobile Units & Regional
- Family Planning Agency (Public Health)
- Freestanding Psychiatric Hospital
- Freestanding Rehabilitation Facility
- Freestanding Renal Dialysis Facility
- Gastroenterology
- Genetics
- Geriatrics
- Hand Surgery
- Home Health Agency
- Home Health DME
- Hospice
- Hospital - Long Term or Specialized Care
- Hospital - Nonprofit/Acute/101-250 Beds
- Hospital - Nonprofit/Acute/1-50 Beds
- Hospital - Nonprofit/Acute/251 Plus Beds
- Hospital - Nonprofit/Acute/51-100 Beds
- Hospital - Other/Out-of-State
- Hospital - Profit/Acute/101 Plus Beds
- Hospital - Profit/Acute/1-50 Beds
- Hospital - Profit/Acute/51-100 Beds

Attachment C1

Provider Network Count Methodology - FY18

- Hospital - Teaching Affiliate
- In- Home Hyperalimentation Supplies
- Independent Laboratory
- Individual Certified Orthodontist
- Individual Certified Prosthetist
- Individual Physical Therapist
- Internal Medicine
- Licensed Professional Counselor (CCP)
- (LMSW-ACP) LIC MSTR Social WRKR/ADV Clinical Pract
- Manipulative Therapy(D.O.)
- Maternity Service Clinic
- Medical Supply Company with Certified Prosthetist
- Multispecialty Clinic
- Nephrology
- Neurology (M.D.)
- Neurosurgery
- Nuclear Medicine
- Nurse Practitioner
- Nurse/Nurse Midwife
- Nursing Home
- OB/GYN (D.O.)
- OB/GYN (M.D.)
- Ophthalmology
- Optometrist
- Orthopedic Surgery
- Pathology (D.O.)
- Pathology (M.D.)
- Pediatrics
- Peripheral Vascular Disease
- Personal Care Services (PCS)
- Physical Medicine and Rehabilitation
- Plastic Surgery
- Podiatry
- Portable X-Ray Supplier
- Proctology
- Psychiatric Hospital
- Psychiatric Hospital Medicare Crossovers Only
- Psychiatry
- Psychiatry (D.O.)

Attachment C1

Provider Network Count Methodology - FY18

- Psychologist
- Pulmonary Disease
- Radiation Therapy
- Radiation Treatment Center
- Radiology (D.O.)
- Radiology (M.D.)
- Registered Nurse (CCP)
- Rural Health Clinic (Independent)
- Rural Health Clinic (Provider)
- Seating Clinic
- Social Worker (CCP)
- Speech Therapy (CCP)
- State Hospital Physician Groups
- Tape-to-Tape
- Texas Commission for the Blind (TCB)
- Texas Health Steps Case Management
- Thoracic Surgery
- Tuberculosis (TB) Clinics
- Urology

Attachment C2
Provider Network Counts - SFY 18

Program, SDA and MCO	PCP	Specialist	Dentist	Pharmacy	Unique NPI Total
Quarter 1					
Dental	N/A	1,428	5,645	N/A	6,000
STAR	20,880	59,076	3,136	4,990	73,511
STAR Kids	16,020	47,277	85	4,910	59,373
STAR+PLUS	17,156	52,000	3,395	4,855	67,913
Quarter 2					
Dental	N/A	1	6,010	N/A	6,011
STAR	21,430	58,400	3,238	5,018	73,090
STAR Kids	16,662	46,833	82	4,942	59,464
STAR+PLUS	17,751	51,026	3,490	4,898	67,541
Quarter 3					
Dental	N/A	16	6,102	N/A	6,108
STAR	22,027	62,498	3,249	4,928	80,420
STAR Kids	17,267	51,590	101	4,964	67,288
STAR+PLUS	18,190	55,506	3,559	4,554	75,089
Quarter 4					
Dental	N/A	15	6,262	N/A	6,267
STAR	22,257	65,543	3,301	5,111	82,629
STAR Kids	17,513	53,003	103	5,031	68,925
STAR+PLUS	18,716	58,860	3,599	4,999	77,159
% Change Between Q3 and Q4					
Dental	N/A	-6.25%	2.62%	N/A	2.60%
STAR	1.04%	4.87%	1.60%	3.71%	2.75%
STAR Kids	1.42%	2.74%	1.98%	1.35%	2.43%
STAR+PLUS	2.89%	6.04%	1.12%	9.77%	2.76%

Attachment C3
Primary Care Physicians Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Dental Total	774	477	818	782
DentaQuest	707	362	607	748
MCNA	67	115	211	34
STAR Total	577	607	605	833
Aetna Subtotal	0	24	14	34
BEXAR	0	6	9	16
TARRANT	0	18	5	18
Amerigroup Subtotal	101	86	111	170
BEXAR	5	4	1	11
DALLAS	7	6	3	53
HARRIS	28	4	6	9
JEFFERSON	4	2	2	7
LUBBOCK	15	11	3	7
MRSA CENTRAL	2	15	12	8
MRSA NORTHEAST	22	20	45	23
MRSA WEST	16	20	31	29
TARRANT	2	4	8	23
BCBS Subtotal	30	50	61	53
TRAVIS	30	50	61	53
CHC Subtotal	40	40	49	65
HARRIS	38	36	43	59
JEFFERSON	2	4	6	6
Christus Subtotal	0	2	0	0
NUECES	0	2	0	0
Community 1st Subtotal	12	13	8	15
BEXAR	12	13	8	15
Cook Children's Subtotal	22	22	30	130
TARRANT	22	22	30	130
Driscoll Subtotal	19	14	7	10
HIDALGO	7	12	3	9
NUECES	12	2	4	1
El Paso 1st Subtotal	5	8	10	23
EL PASO	5	8	10	23
FirstCare Subtotal	9	37	24	31
LUBBOCK	4	21	21	18
MRSA WEST	5	16	3	13
Molina Subtotal	0	12	22	5
DALLAS	0	2	2	1
EL PASO	0	1	1	0
HARRIS	0	2	2	0
HIDALGO	0	5	15	3
JEFFERSON	0	2	2	1
Parkland Subtotal	0	15	3	47
DALLAS	0	15	3	47
Scott & White Subtotal	55	41	37	20
MRSA CENTRAL	55	41	37	20
Sendero Subtotal	6	22	0	0
TRAVIS	6	22	0	0
Seton Total	10	11	5	8

Attachment C3
Primary Care Physicians Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
TRAVIS	10	11	5	8
Superior Subtotal	154	163	148	159
BEXAR	27	7	18	26
EL PASO	25	12	6	5
HIDALGO	9	10	10	17
LUBBOCK	10	11	13	14
MRSA CENTRAL	20	14	22	22
MRSA NORTHEAST	18	53	19	29
MRSA WEST	19	15	20	19
NUECES	5	8	8	8
TRAVIS	21	33	32	19
Texas Children's Subtotal	25	8	5	5
HARRIS	23	7	4	5
JEFFERSON	2	1	1	0
United Subtotal	89	39	71	58
HARRIS	40	17	33	28
HIDALGO	9	1	6	3
JEFFERSON	40	21	32	27
STAR Kids Total	424	411	537	630
Aetna Subtotal	0	25	16	23
TARRANT	0	25	16	23
Amerigroup Subtotal	64	36	35	90
DALLAS	7	6	3	52
EL PASO	2	0	0	3
HARRIS	28	6	6	10
LUBBOCK	15	11	3	7
MRSA WEST	12	13	23	18
BCBS Subtotal	66	118	218	120
MRSA CENTRAL	33	59	109	60
TRAVIS	33	59	109	60
Children's Medical Center Subtotal	22	21	14	90
DALLAS	22	21	14	90
Community 1st Subtotal	6	6	7	13
BEXAR	6	6	7	13
Cook Children's Subtotal	12	18	27	94
TARRANT	12	18	27	94
Driscoll Subtotal	13	35	24	15
HIDALGO	9	28	18	11
NUECES	4	7	6	4
Superior Subtotal	96	80	104	88
BEXAR	29	11	16	19
EL PASO	24	8	5	5
HIDALGO	4	8	8	14
LUBBOCK	11	10	16	15
MRSA WEST	17	14	18	15
NUECES	3	6	14	6
TRAVIS	8	23	27	14
Texas Children's Subtotal	24	9	6	37
HARRIS	23	7	4	5

Attachment C3
Primary Care Physicians Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
JEFFERSON	1	1	1	0
MRSA NORTHEAST	0	1	1	32
United Subtotal	121	63	86	60
HARRIS	28	16	28	23
HIDALGO	9	2	17	3
JEFFERSON	29	17	27	24
MRSA CENTRAL	35	9	2	3
MRSA NORTHEAST	20	19	12	7
STAR+PLUS Total	1286	924	1118	1284
Amerigroup Subtotal	86	39	53	84
BEXAR	6	4	1	10
EL PASO	2	0	0	3
HARRIS	28	4	6	9
JEFFERSON	4	2	3	7
LUBBOCK	15	11	3	8
MRSA WEST	13	14	28	24
TARRANT	2	4	8	22
TRAVIS	16	0	4	1
Cigna-HealthSpring Subtotal	12	16	48	177
HIDALGO	0	7	4	4
MRSA NORTHEAST	6	7	15	165
TARRANT	6	2	29	8
Molina Subtotal	876	696	817	819
BEXAR	0	0	2	2
DALLAS	876	694	801	815
EL PASO	0	0	0	0
HARRIS	0	1	3	0
HIDALGO	0	0	9	1
JEFFERSON	0	1	2	1
Superior Subtotal	129	87	101	145
BEXAR	25	8	20	25
DALLAS	42	20	10	35
HIDALGO	10	9	10	17
LUBBOCK	9	11	13	15
MRSA CENTRAL	20	14	21	24
MRSA WEST	18	17	19	21
NUECES	5	8	8	8
United Subtotal	183	86	99	59
HARRIS	35	20	28	22
JEFFERSON	36	19	28	22
MRSA CENTRAL	38	11	4	4
MRSA NORTHEAST	20	21	17	8
NUECES	10	2	13	1
TRAVIS	44	13	9	2

Attachment C3
Specialty Providers Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
DENTAL Total	93	39	65	61
DentaQuest	74	24	43	56
MCNA	19	15	22	5
STAR Total	4925	3706	3390	4267
Aetna Subtotal	146	261	353	263
BEXAR	70	127	180	158
TARRANT	76	134	173	105
Amerigroup Subtotal	413	435	666	439
BEXAR	29	51	73	83
DALLAS	42	37	119	27
HARRIS	50	44	60	69
JEFFERSON	3	6	10	12
LUBBOCK	23	28	28	39
MRSA CENTRAL	49	75	92	56
MRSA NORTHEAST	59	97	159	69
MRSA WEST	57	63	100	53
TARRANT	101	34	25	31
BCBS Subtotal	113	380	449	207
TRAVIS	113	380	449	207
CHC Subtotal	97	161	163	163
HARRIS	94	153	154	154
JEFFERSON	3	8	9	9
Christus Subtotal	1	2	0	0
NUECES	1	2	0	0
Community 1st Subtotal	40	24	38	42
BEXAR	40	24	38	42
Cook Children's Subtotal	126	118	91	129
TARRANT	126	118	91	129
Driscoll Subtotal	26	25	10	18
HIDALGO	11	14	5	8
NUECES	15	11	5	10
El Paso 1st Subtotal	42	43	10	91
EL PASO	42	43	10	91
FirstCare Subtotal	124	667	33	130
LUBBOCK	35	356	1	38
MRSA WEST	89	311	32	92
Molina Subtotal	2138	312	298	140
DALLAS	58	65	65	58
EL PASO	26	17	17	6
HARRIS	1007	130	130	36
HIDALGO	99	30	16	11
JEFFERSON	948	70	70	29

Attachment C3
Specialty Providers Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Parkland Subtotal	206	184	242	1678
DALLAS	206	184	242	1678
Scott & White Subtotal	233	263	105	110
MRSA CENTRAL	233	263	105	110
Sendero Subtotal	17	57	0	0
TRAVIS	17	57	0	0
Seton Total	33	64	60	34
TRAVIS	33	64	60	34
Superior Subtotal	974	558	703	556
BEXAR	282	98	183	105
EL PASO	86	21	36	21
HIDALGO	81	37	70	45
LUBBOCK	60	42	45	37
MRSA CENTRAL	100	47	67	66
MRSA NORTHEAST	96	131	103	100
MRSA WEST	88	62	54	51
NUECES	46	19	28	31
TRAVIS	135	101	117	100
Texas Children's Subtotal	25	21	24	37
HARRIS	23	20	17	32
JEFFERSON	2	1	7	5
United Subtotal	171	131	145	230
HARRIS	86	86	62	122
HIDALGO	21	12	34	18
JEFFERSON	64	33	49	90
STAR Kids Total	1580	1688	2093	1624
Aetna Subtotal	58	87	120	101
TARRANT	58	87	120	101
Amerigroup Subtotal	200	178	292	184
DALLAS	42	34	117	25
EL PASO	47	26	6	7
HARRIS	46	40	54	68
LUBBOCK	21	29	26	38
MRSA WEST	44	49	89	46
BCBS Subtotal	286	840	898	484
MRSA CENTRAL	143	420	449	242
TRAVIS	143	420	449	242
Children's Medical Center Subtotal	51	10	41	66
DALLAS	51	10	41	66
Community 1st Subtotal	29	29	23	38
BEXAR	29	29	23	38
Cook Children's Subtotal	97	63	52	101

Attachment C3
Specialty Providers Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
TARRANT	97	63	52	101
Driscoll Subtotal	20	21	22	28
HIDALGO	16	15	16	17
NUECES	4	6	6	11
Superior Subtotal	561	277	417	289
BEXAR	218	79	143	85
EL PASO	69	19	34	19
HIDALGO	53	23	47	35
LUBBOCK	46	29	31	20
MRSA WEST	56	39	41	35
NUECES	23	15	34	21
TRAVIS	96	73	87	74
Texas Children's Subtotal	18	23	25	94
HARRIS	17	21	14	32
JEFFERSON	1	1	6	4
MRSA NORTHEAST	0	1	5	58
United Subtotal	260	160	203	239
HARRIS	100	80	64	113
HIDALGO	21	13	31	17
JEFFERSON	52	30	56	79
MRSA CENTRAL	59	16	17	15
MRSA NORTHEAST	28	21	35	15
STAR+PLUS Total	2666	1006	1486	1441
Amerigroup Subtotal	352	251	322	313
BEXAR	28	48	75	84
EL PASO	48	29	6	7
HARRIS	46	42	57	68
JEFFERSON	3	5	11	11
LUBBOCK	22	28	28	37
MRSA WEST	47	50	96	42
TARRANT	98	32	23	32
TRAVIS	60	17	26	32
Cigna-HealthSpring Subtotal	72	45	120	157
HIDALGO	5	11	18	5
MRSA NORTHEAST	17	12	41	132
TARRANT	50	22	61	20
Molina Subtotal	1128	185	216	208
BEXAR	52	41	44	16
DALLAS	47	35	30	108
EL PASO	24	18	17	4
HARRIS	1087	40	57	37
HIDALGO	84	17	10	12

Attachment C3
Specialty Providers Terminated SFY18

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
JEFFERSON	921	34	58	31
Superior Subtotal	808	326	563	448
BEXAR	267	105	171	104
DALLAS	185	30	139	131
HIDALGO	74	28	80	38
LUBBOCK	53	40	39	38
MRSA CENTRAL	95	45	57	57
MRSA WEST	90	56	46	50
NUECES	44	22	31	30
United Subtotal	306	199	265	315
HARRIS	115	80	71	122
JEFFERSON	59	29	51	122
MRSA CENTRAL	59	19	14	18
MRSA NORTHEAST	30	23	29	17
NUECES	13	15	64	5
TRAVIS	30	33	36	31

Attachment D2
Out-Of-Network Utilization SFY 18
(Blanks = No Data Available)

Program	MCO	SDAs	Out of Network (OON)											
			Inpatient (15%)				ER (20%)				Outpatient (20%)			
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Dental	DentaQuest	StateWide	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	MCNA	StateWide	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Aetna	Bexar	13.80%	13.14%	14.35%	12.28%	24.90%	25.06%	26.31%	29.67%	16.05%	13.35%	15.59%	18.99%
		Tarrant	1.94%	2.51%	3.25%	5.11%	14.57%	17.01%	20.81%	20.15%	21.28%	22.32%	19.71%	19.10%
	Amerigroup	Bexar	0.74%	0.77%	0.36%	0.57%	6.11%	10.58%	9.56%	4.24%	9.69%	7.90%	8.66%	8.66%
		Dallas	10.63%	11.45%	10.72%	13.18%	16.10%	19.94%	19.07%	18.75%	7.12%	6.37%	6.06%	7.95%
		Harris	5.85%	8.64%	6.61%	6.36%	25.19%	29.05%	25.65%	27.00%	9.45%	10.61%	7.53%	8.09%
		Jefferson	3.85%	2.39%	3.65%	4.41%	7.09%	10.53%	11.62%	12.27%	15.35%	11.19%	12.78%	17.45%
		Lubbock	1.33%	1.80%	1.63%	0.81%	0.83%	1.34%	1.26%	3.06%	12.32%	8.48%	6.29%	8.08%
		MRSA Central	16.88%	15.56%	18.83%	12.75%	29.32%	27.37%	24.06%	25.04%	17.08%	13.02%	11.55%	10.91%
		MRSA NE	1.63%	2.33%	5.37%	4.81%	3.69%	2.91%	6.51%	7.30%	12.22%	10.47%	7.51%	7.40%
		MRSA West	2.02%	2.32%	6.89%	2.01%	1.22%	2.26%	3.93%	2.59%	12.01%	10.77%	10.20%	8.98%
		Tarrant	2.41%	2.10%	2.77%	2.76%	6.95%	8.33%	8.58%	8.67%	6.30%	5.85%	6.23%	5.98%
	BCBS	Travis	2.73%	3.18%	2.73%	2.44%	8.31%	6.25%	5.39%	12.20%	17.08%	18.86%	19.26%	17.68%
	CHC	Harris	0.68%	0.35%	0.31%	0.20%	6.55%	6.91%	7.47%	7.30%	2.88%	3.62%	3.21%	3.88%
		Jefferson	1.90%	1.68%	1.06%	0.91%	3.84%	3.55%	2.94%	4.45%	3.93%	3.56%	4.27%	5.00%
	Christus	Nueces	2.46%	8.41%	12.90%	50.00%	2.30%	6.16%	23.86%	16.67%	23.07%	27.47%	34.88%	29.14%
	Community 1st	Bexar	1.16%	0.99%	1.20%	2.35%	2.32%	2.63%	3.30%	4.79%	10.60%	10.81%	12.07%	13.03%
	Cook Children's	Tarrant	3.03%	2.46%	3.32%	4.35%	7.64%	8.33%	9.70%	9.84%	8.11%	12.35%	7.44%	8.69%
	Driscoll	Hidalgo	1.66%	0.82%	1.60%	2.52%	2.83%	2.91%	2.32%	4.62%	7.14%	6.32%	8.12%	8.11%
		Nueces	1.86%	2.04%	1.67%	2.00%	2.81%	2.53%	2.50%	3.04%	6.29%	4.51%	6.44%	7.15%
	El Paso 1st	El Paso	0.47%		0.56%	0.90%	0.98%	0.72%	1.37%	1.28%	15.01%	17.95%	15.27%	18.21%
	First Care	Lubbock	1.30%	3.24%	1.57%	0.77%	1.52%	2.88%	1.92%	2.77%	9.04%	13.90%	7.33%	8.03%
		MRSA West	2.82%	6.89%	6.18%	9.54%	2.64%	5.36%	3.98%	6.72%	18.46%	29.49%	15.97%	15.52%
	Molina	Dallas	21.21%	15.17%	15.48%	18.01%	29.51%	21.78%	22.00%	21.90%	13.91%	13.66%	12.98%	11.43%
		El Paso	1.85%	1.94%			1.15%	1.29%	6.92%	6.76%	9.62%	10.07%	12.75%	7.96%
		Harris	12.50%	13.69%	7.65%	9.90%	19.24%	29.26%	23.08%	20.26%	14.88%	18.44%	17.44%	16.12%
		Hidalgo	4.32%	6.48%	5.58%	10.22%	6.63%	10.39%	4.87%	12.12%	15.59%	17.16%	14.71%	13.46%
		Jefferson	11.94%	13.64%	8.74%	14.85%	9.04%	11.65%	8.37%	10.10%	31.27%	25.73%	20.34%	18.77%
	Parkland	Dallas	3.12%	3.52%	3.48%	5.32%	5.82%	5.40%	4.71%	7.41%	16.10%	18.31%	16.40%	15.37%
	Scott and White	MRSA Central	2.38%	3.62%	1.94%	2.36%	10.83%	8.40%	6.42%	6.44%	2.90%	4.40%	3.07%	3.47%
	Sendero	Travis	1.21%	1.34%	1.47%	8.33%	4.62%	5.64%	5.35%	11.38%	2.18%	5.90%	12.67%	0.47%

Attachment D2
Out-Of-Network Utilization SFY 18
(Blanks = No Data Available)

STAR	Dell Seton HP	Travis	14.45%	15.16%	19.88%	18.07%	34.77%	36.12%	40.03%	37.20%	10.00%	10.99%	10.73%	10.10%
	Superior	Bexar	0.11%	0.33%	0.36%	0.06%	0.17%	0.25%	0.26%	0.17%	2.98%	5.46%	4.33%	3.01%
		El Paso	0.97%	0.77%	0.53%	0.00%	0.25%	0.96%	9.40%		3.06%	2.47%	3.12%	0.00%
		Hidalgo	2.14%	0.94%	0.44%	0.19%	0.33%	0.37%	0.34%	0.33%	3.00%	3.20%	3.22%	3.08%
		Lubbock	1.42%	1.47%	0.92%	0.60%	0.25%	0.44%	0.56%	0.25%	4.43%	5.00%	3.75%	4.49%
		MRSA Central	2.42%	1.22%	1.47%	0.66%	1.99%	1.63%	1.00%	1.99%	5.86%	5.20%	5.77%	5.97%
		MRSA NE	1.60%	1.77%	2.36%	0.84%	1.38%	2.02%	2.49%	1.38%	8.46%	9.32%	8.05%	8.56%
		MRSA West	3.28%	1.56%	0.80%	0.35%	0.47%	0.50%	0.96%	0.47%	8.07%	8.85%	7.86%	
		Nueces	1.27%	1.25%	0.52%	0.17%	0.37%	4.45%	0.41%	0.37%	3.45%	4.74%	3.77%	3.53%
		Travis	3.11%	0.54%	0.76%	0.61%	0.89%	1.05%	0.88%	0.89%	3.43%	3.98%	4.42%	3.46%
Program	MCO	SDAs	Out of Network (OON)											
			Inpatient (15%)				ER (20%)				Outpatient (20%)			
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	Texas Children's	Harris	10.00%	9.66%	6.94%	4.95%	32.00%	31.49%	32.01%	22.48%		2.71%	2.74%	3.35%
		Jefferson	3.00%	1.97%	1.93%	0.62%	5.00%	6.72%	6.71%	4.95%		4.33%	3.40%	5.61%
	United	Harris	3.38%	2.49%	3.59%	3.00%	12.01%	11.94%	15.74%	16.60%	9.11%	7.36%	6.75%	6.96%
		Hidalgo	2.58%	2.20%	2.03%	1.14%	2.96%	2.28%	1.26%	1.63%	5.89%	5.73%	6.87%	6.95%
		Jefferson	5.36%	1.66%	3.19%	2.44%	8.30%	5.85%	8.01%	8.34%	10.96%	8.67%	7.66%	8.93%
	Amerigroup	Bexar	0.50%	2.41%	1.91%	1.64%	5.85%	9.32%	7.18%	4.30%	17.86%	16.43%	10.50%	8.36%
		El Paso	1.08%	2.40%	2.19%	2.49%	0.85%	0.90%	3.49%	6.01%	8.94%	4.54%	4.37%	3.81%
		Harris	13.35%	14.71%	11.17%	11.98%	20.04%	20.01%	16.87%	18.01%	14.65%	11.01%	10.75%	8.51%
		Jefferson	7.83%	7.59%	9.13%	5.30%	5.08%	6.88%	6.48%	7.64%	16.30%	14.05%	14.33%	13.89%
		Lubbock	1.47%	1.73%	1.26%	8.73%	2.73%	2.83%	0.68%	6.00%	18.74%	10.81%	10.06%	12.24%
		MRSA West	5.90%	7.77%	7.62%	8.44%	4.83%	4.68%	3.21%	3.98%	19.63%	10.42%	8.24%	9.83%
		Tarrant	9.94%	11.85%	11.35%	11.57%	8.97%	10.59%	9.80%	10.59%	14.31%	14.09%	16.00%	13.83%
		Travis	2.82%	1.76%	1.90%	2.49%	5.00%	4.93%	4.30%	5.40%	9.11%	6.10%	7.14%	7.49%
	Cigna-HealthSpring	Hidalgo	14.85%	17.81%	15.97%	16.96%	20.78%	18.59%	17.65%	19.88%	7.37%	6.58%	13.74%	12.99%
		MRSA NE	9.51%	10.31%	9.14%	10.41%	6.40%	6.14%	5.15%	5.06%	9.32%	7.89%	8.17%	10.39%
		Tarrant	38.22%	34.37%	37.19%	35.36%	43.05%	42.96%	43.37%	40.53%	20.79%	26.09%	24.66%	24.26%
	Molina	Bexar	8.06%	8.17%	11.20%	10.42%	6.99%	11.43%	9.62%	6.54%	13.82%	11.31%	11.27%	9.91%
		Dallas	35.05%	25.54%	30.13%	29.24%	43.70%	30.46%	29.90%	30.02%	13.80%	13.69%	11.73%	11.45%
		El Paso	0.00%	1.15%	0.35%	1.06%	0.31%	0.92%	4.07%	3.52%	9.16%	8.59%	7.17%	6.45%
		Harris	19.10%	22.20%	20.17%	15.37%	19.46%	24.17%	16.68%	15.78%	17.70%	17.94%	12.83%	10.39%

Attachment D2
Out-Of-Network Utilization SFY 18
(Blanks = No Data Available)

STAR+PLUS	Superior	Hidalgo	9.13%	10.30%	9.43%	15.04%	9.89%	8.33%	6.99%	16.61%	8.08%	6.71%	4.41%	4.00%
		Jefferson	12.86%	6.40%	6.34%	5.17%	13.75%	8.69%	6.94%	9.02%	15.47%	15.23%	13.65%	13.13%
		Bexar	6.71%	3.85%	4.28%	4.50%	0.50%	0.46%	0.61%	0.49%	3.73%	3.68%	3.37%	4.78%
		Dallas	22.18%	9.34%	13.35%	15.75%	24.56%	6.73%	5.52%	6.01%	8.56%	6.40%	5.73%	6.02%
		Hidalgo	4.44%	2.07%	2.56%	0.96%	0.62%	0.45%	0.26%	0.26%	1.44%	1.56%	1.89%	3.01%
		Lubbock	12.25%	12.29%	12.17%	10.54%	0.19%	0.49%	0.91%	0.52%	5.12%	5.34%	4.63%	4.99%
		MRSA Central	8.41%	7.60%	6.73%	7.17%	2.11%	2.06%	1.08%	1.46%	4.95%	5.10%	4.55%	5.16%
		MRSA West	14.25%	10.09%	7.84%	10.70%	0.55%	0.79%	1.06%	2.17%		5.92%	5.92%	0.00%
		Nueces	5.38%	2.73%	3.96%	5.01%	0.56%	0.68%	0.25%	0.38%	3.85%	5.82%	3.21%	4.58%
	United	Harris	25.99%	24.71%	29.65%	19.17%	37.59%	33.67%	36.60%	36.18%	15.14%	12.06%	12.15%	10.79%
		Jefferson	17.82%	11.42%	9.92%	19.17%	11.90%	6.64%	11.53%	36.18%	19.12%	9.66%	11.37%	10.79%
		MRSA Central	10.18%	10.57%	8.28%	8.71%	18.04%	14.84%	13.55%	14.96%	11.35%	8.90%	8.14%	9.10%
		MRSA NE	11.74%	9.62%	7.24%	8.08%	9.32%	6.36%	9.08%	6.68%	8.77%	7.41%	6.69%	7.71%
		Nueces	9.29%	3.84%	1.88%	2.20%	10.58%	1.55%	1.34%	2.01%	8.63%	8.50%	6.92%	8.29%
		Travis	2.87%	1.64%	0.96%	1.86%	3.50%	1.78%	2.88%	2.92%	7.86%	7.17%	6.42%	6.73%
STAR Kids	Aetna	Tarrant	13.98%	3.61%	6.67%	22.92%	14.02%	15.85%	21.95%	19.84%	17.61%	11.83%	11.62%	9.65%
	Amerigroup	Dallas	5.35%	4.79%	5.35%	12.41%	18.51%	20.08%	20.48%	19.43%	13.42%	5.87%	5.37%	4.45%
		El Paso	8.43%	3.37%		7.69%	1.96%	2.47%	7.29%	15.83%	5.96%	6.19%	5.70%	7.69%
		Harris	10.45%	12.65%	5.63%	9.13%	25.93%	25.37%	25.96%	26.29%	27.15%	11.99%	7.88%	8.01%
		Lubbock		15.38%	7.27%	21.31%	1.65%	0.68%	2.79%	6.70%	31.92%	7.36%	4.57%	5.49%
		MRSA West	1.79%	4.17%	6.35%	6.82%	3.49%	7.40%	6.06%	6.76%	17.24%	11.55%	7.88%	10.15%
Program	MCO	SDAs	Out of Network (OON)											
			Inpatient (15%)				ER (20%)				Outpatient (20%)			
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
	BCBS	MRSA Central	8.56%	12.39%	13.25%	13.61%	5.85%	5.77%	7.40%	6.56%	15.62%	18.62%	19.25%	17.59%
		Travis	2.31%	1.98%	1.26%	2.01%	4.22%	3.00%	1.59%	5.47%	15.01%	16.25%	13.97%	15.11%
	Children's Medical Center	Dallas	5.91%	8.76%	5.41%	14.80%	23.91%	25.20%	24.91%	23.83%	4.29%	3.06%	4.61%	4.98%
	Community 1st	Bexar	3.05%	6.12%	6.82%	6.49%	1.66%	2.09%	2.85%	5.07%	6.46%	5.70%	5.18%	4.73%
	Cook Children's	Tarrant	3.94%	4.27%	4.20%	4.35%	13.84%	10.12%	12.56%	13.26%	5.09%	3.83%	4.48%	3.05%
	Driscoll	Hidalgo	16.18%	3.26%	4.57%	5.05%	5.26%	4.41%	1.34%	3.08%	5.52%	4.61%	12.25%	7.94%
		Nueces	6.03%	5.88%	5.48%	6.85%	3.18%	1.39%	2.52%	4.22%	3.14%	3.14%	34.38%	19.42%
	Superior	Bexar	1.10%		0.84%	0.89%	0.63%	0.51%	0.61%	1.05%	2.41%	2.66%	3.46%	4.50%
		El Paso	0.53%	0.52%		0.52%	0.46%	0.77%	7.51%	11.83%	1.71%	1.77%	1.77%	1.79%

Attachment D2

Out-Of-Network Utilization SFY 18

(Blanks = No Data Available)

STAR Kids		Hidalgo	8.64%	1.41%	6.46%	1.90%	0.52%	0.18%	0.60%	0.31%	2.83%	3.32%	2.45%	3.44%
		Lubbock	11.29%	4.62%	2.56%	1.67%	1.44%		0.33%	2.87%	1.48%	1.50%	2.05%	1.99%
		MRSA West	20.55%	7.30%	6.90%		0.99%	0.95%	1.41%		6.05%	6.37%	5.19%	0.00%
		Nueces	4.55%	4.11%	2.94%	1.96%	0.58%	1.54%		0.67%	3.34%	2.96%	4.14%	6.15%
		Travis	4.17%	5.77%	4.68%	3.08%	5.71%	4.83%	6.26%	4.82%	4.50%	5.24%	5.20%	4.35%
	Texas Children's	Harris	11.00%	7.41%	7.86%	4.18%	28.00%	28.55%	30.04%	19.09%		3.90%	3.39%	2.56%
		Jefferson	4.00%	8.11%	0.91%		5.00%	5.08%	6.56%			3.62%	2.62%	0.00%
		MRSA Northeast	27.00%	19.05%	23.91%		25.00%	12.66%	17.58%			4.45%	4.05%	0.00%
	United	Harris	2.72%	1.42%	2.74%	1.22%	13.75%	12.29%	14.54%	17.77%	10.10%	10.66%	4.46%	4.18%
		Hidalgo	1.46%	1.40%	3.68%	2.32%	0.84%	0.94%	0.92%	1.20%	9.70%	6.93%	5.07%	5.35%
		Jefferson	8.11%		0.84%	5.49%	28.18%	3.05%	7.35%	8.75%	14.06%	12.98%	6.31%	5.01%
		MRSA Central	7.69%	7.07%	6.57%	4.62%	22.96%	13.19%	15.30%	22.35%	16.45%	7.40%	4.82%	3.92%
		MRSA Northeast	14.52%	6.32%	11.31%	6.95%	10.59%	7.30%	6.10%	7.66%	11.78%	10.82%	7.08%	5.21%

Attachment E
Distance Standards SFY18
(Metro, Micro, Rural)

Provider Type		Distance in Miles		
		Metro	Micro	Rural
Behavioral Health-outpatient		30	30	75
Hospital- Acute Care		30	30	30
Prenatal		10	20	30
Primary Care Provider¹		10	20	30
Specialty Care Provider²	Cardiovascular Disease	20	35	60
	ENT (otolaryngology)	30	60	75
	General Surgeon	20	35	60
	OB/GYN	30	60	75
	Ophthalmologist	20	35	60
	Orthopedist	20	35	60
	Pediatric Sub-Specialists (Informational Only)	20	35	60
	Psychiatrist	30	45	60
	Urologist	30	45	60
Occupational, Physical, or Speech Therapy		30	60	60
Nursing Facility		75	75	75
Main Dentist (general or pediatric)		30	30	75
Dental Specialists	Pediatric Dental	30	30	75
	Endodontist, Periodontist, or Prosthodontist	75	75	75
	Orthodontist	75	75	75
	Oral Surgeons	75	75	75

¹ Primary care provider services include acute, chronic, preventive, routine, or urgent care for adults and children.

² Specialty care provider services include acute, chronic, preventive, routine, or urgent care for adults and children.

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)
STAR	2,733,749	2,709,518	97.98%	2,753,264	2,733,537	98.92%	2,680,624	2,661,983	98.74%	2,681,250	2,663,263	98.96%
Metro	2,362,989	2,340,504	98.72%	2,378,958	2,359,695	98.97%	2,315,063	2,297,780	99.09%	2,316,164	2,298,684	99.03%
Aetna Better Health	67,907	66,787	98.07%	68,408	67,316	98.12%	67,831	66,803	98.26%	67,156	66,014	97.93%
Amerigroup	450,320	448,139	98.99%	442,556	440,254	99.20%	433,287	430,999	99.22%	429,964	427,930	99.23%
Blue Cross and Blue Shield	20,927	20,419	97.57%	21,229	20,697	97.49%	20,822	20,340	97.69%	24,950	24,401	97.80%
CHRISTUS Health Plan	2,916	2,875	98.59%	2,780	2,745	98.74%						
Community First Health Plans	94,636	92,859	98.12%	95,172	93,364	98.10%	94,372	92,511	98.03%	94,248	92,417	98.06%
Community Health Choice	216,551	215,638	99.59%	219,377	218,829	99.79%	211,955	211,557	99.80%	211,719	211,351	99.83%
Cook Children's Health Plan	98,387	97,212	98.81%	100,384	99,306	98.93%	97,937	96,845	98.88%	97,851	96,751	98.88%
Dell Children's Health Plan				14,874	14,784	99.39%	14,837	14,757	99.46%	18,948	18,839	99.42%
Driscoll Health Plan	105,268	104,597	99.35%	106,433	106,023	99.52%	106,358	105,951	99.51%	108,134	107,751	99.54%
El Paso First	59,914	59,848	99.89%	60,217	60,146	99.88%	60,157	60,094	99.90%	60,005	59,963	99.93%
FirstCare	44,665	43,135	96.35%	44,123	42,821	96.91%	43,202	43,019	99.51%	42,531	42,347	99.50%
Molina Healthcare of Texas	82,720	81,751	99.16%	82,800	82,050	99.29%	80,743	80,006	99.19%	79,510	78,794	99.26%
Parkland	158,575	156,597	98.75%	161,205	158,674	98.43%	157,907	155,961	98.77%	155,596	154,071	99.02%
Right Care from Scott and White	30,075	29,402	97.76%	30,256	29,597	97.82%	29,966	29,372	98.02%	29,965	29,329	97.88%
Sendero Health Plans	11,790	11,670	98.98%	12,678	12,578	99.21%						
Seton Health Plan	15,277	15,149	99.16%									
Superior HealthPlan	481,593	474,832	98.19%	486,293	481,472	98.76%	478,009	472,910	98.65%	480,495	474,707	98.40%
Texas Children's Health Plan	314,825	313,245	99.25%	320,969	319,978	99.67%	308,108	307,217	99.69%	306,410	305,479	99.50%
UnitedHealthcare	106,643	106,349	99.73%	109,204	109,061	99.84%	109,572	109,438	99.74%	108,682	108,540	99.73%
Micro	155,295	155,150	99.71%	157,169	157,063	99.91%	152,700	152,069	99.35%	153,468	153,314	99.58%
Aetna Better Health	1,011	1,007	99.50%	1,068	1,065	99.59%	1,075	1,075	100.00%	1,101	1,099	99.74%
Amerigroup	26,110	26,106	99.98%	25,570	25,568	99.99%	25,177	25,175	99.99%	25,177	25,173	99.98%
Blue Cross and Blue Shield	2,382	2,382	100.00%	2,634	2,634	100.00%	2,578	2,578	100.00%	2,971	2,971	100.00%
CHRISTUS Health Plan	514	512	99.61%	492	490	99.59%						
Community First Health Plans	1,882	1,882	100.00%	1,950	1,950	100.00%	1,969	1,969	100.00%	1,994	1,994	100.00%
Community Health Choice	6,328	6,324	99.96%	6,407	6,402	99.95%	6,133	6,127	99.94%	6,053	6,047	99.94%
Cook Children's Health Plan	2,714	2,714	100.00%	2,786	2,786	100.00%	2,727	2,727	100.00%	2,719	2,719	100.00%
Dell Children's Health Plan				1,441	1,441	100.00%	1,418	1,418	100.00%	1,772	1,772	100.00%
Driscoll Health Plan	11,232	11,208	99.73%	11,011	10,993	99.80%	10,908	10,896	99.87%	11,021	11,009	99.87%

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)
FirstCare	3,285	3,250	98.93%	3,220	3,193	99.16%	3,103	3,077	99.16%	2,956	2,935	99.29%
Molina Healthcare of Texas	3,118	3,111	97.94%	3,045	3,043	99.97%	2,954	2,951	99.37%	2,754	2,751	99.95%
Right Care from Scott and White	3,138	3,138	100.00%	3,040	3,040	100.00%	2,956	2,956	100.00%	2,837	2,837	100.00%
Sendero Health Plans	1,137	1,137	100.00%	1,228	1,228	100.00%						
Seton Health Plan	1,441	1,441	100.00%									
Superior HealthPlan	74,345	74,304	99.95%	76,035	75,998	99.96%	74,586	74,547	99.95%	74,820	74,774	99.93%
Texas Children's Health Plan	8,353	8,340	99.88%	8,576	8,576	100.00%	8,330	7,835	96.19%	8,502	8,490	99.91%
UnitedHealthcare	8,305	8,294	99.90%	8,666	8,656	99.92%	8,786	8,738	97.13%	8,791	8,743	96.95%
Rural	215,465	213,864	95.66%	217,137	216,779	98.00%	212,861	212,134	97.81%	211,618	211,265	98.34%
Aetna Better Health	1,081	1,081	100.00%	1,090	1,090	100.00%	1,043	1,043	100.00%	1,021	1,021	100.00%
Amerigroup	40,079	40,050	99.94%	39,477	39,455	99.96%	39,015	38,997	99.96%	38,868	38,855	99.97%
Blue Cross and Blue Shield	1,237	1,237	100.00%	1,241	1,241	100.00%	1,196	1,196	100.00%	1,281	1,281	100.00%
CHRISTUS Health Plan	1,121	1,120	99.91%	1,047	1,047	100.00%						
Community First Health Plans	4,389	4,389	100.00%	4,446	4,446	100.00%	4,462	4,462	100.00%	4,466	4,466	100.00%
Community Health Choice	6,950	6,950	100.00%	7,157	7,157	100.00%	6,816	6,816	100.00%	6,813	6,813	100.00%
Dell Children's Health Plan				592	592	100.00%	553	553	100.00%	607	607	100.00%
Driscoll Health Plan	13,795	13,792	99.92%	14,013	14,010	99.92%	14,015	14,014	99.98%	14,073	14,072	99.98%
El Paso First	21	14	66.67%	22	14	63.64%	23	14	60.87%	25	22	88.00%
FirstCare	29,820	29,662	99.62%	29,179	29,091	99.78%	28,247	27,774	98.77%	27,564	27,433	99.65%
Molina Healthcare of Texas	2,914	2,799	96.33%	2,955	2,845	96.48%	2,924	2,819	96.64%	2,839	2,728	96.38%
Parkland	547	544	99.45%	536	535	99.81%	517	515	99.61%	537	536	99.81%
Right Care from Scott and White	8,003	7,997	99.93%	8,091	8,089	99.98%	7,994	7,991	99.96%	7,855	7,853	99.97%
Sendero Health Plans	209	208	99.52%	250	250	100.00%						
Seton Health Plan	609	609	100.00%									
Superior HealthPlan	92,099	90,821	85.83%	94,093	93,969	96.60%	92,779	92,663	96.46%	92,580	92,489	95.69%
Texas Children's Health Plan	8,847	8,847	100.00%	9,064	9,064	100.00%	8,669	8,669	100.00%	8,600	8,600	100.00%
UnitedHealthcare	3,744	3,744	100.00%	3,884	3,884	100.00%	4,608	4,608	100.00%	4,489	4,489	100.00%

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)
STAR Kids	141,511	140,360	99.56%	141,818	140,562	99.59%	141,384	140,162	99.61%	140,552	139,248	99.57%
Metro	124,949	123,835	99.07%	125,199	123,964	99.05%	124,796	123,592	99.06%	124,012	122,727	98.96%
Aetna Better Health	4,500	4,450	98.89%	4,385	4,333	98.81%	4,369	4,328	99.06%	4,245	4,205	99.06%
Amerigroup	22,463	22,270	99.29%	22,353	22,168	99.36%	22,112	21,923	99.34%	21,844	21,660	99.34%
Blue Cross and Blue Shield	5,278	5,199	98.50%	5,368	5,278	98.33%	5,434	5,316	97.83%	5,447	5,325	97.77%
Children's Medical Center	8,636	8,536	98.84%	8,592	8,491	98.82%	8,391	8,291	98.81%	8,287	8,006	96.61%
Community First Health Plans	6,865	6,706	97.68%	6,870	6,714	97.73%	6,781	6,631	97.79%	6,717	6,578	97.93%
Cook Children's Health Plan	8,049	7,910	98.27%	8,238	7,939	96.37%	8,322	8,040	96.61%	8,290	8,106	97.78%
Driscoll Health Plan	7,579	7,561	99.73%	7,483	7,464	99.70%	7,450	7,435	99.73%	7,496	7,479	99.71%
Superior HealthPlan	21,243	21,090	99.31%	21,180	21,063	99.41%	20,971	20,855	99.38%	20,962	20,836	99.17%
Texas Children's Health Plan	19,828	19,696	98.44%	20,008	19,881	98.54%	20,157	20,028	98.56%	20,138	20,013	98.53%
UnitedHealthcare	20,508	20,417	99.36%	20,722	20,633	99.43%	20,809	20,745	99.62%	20,586	20,519	99.59%
Micro	7,471	7,465	99.88%	7,510	7,507	99.96%	7,462	7,460	99.98%	7,395	7,393	99.98%
Aetna Better Health	39	39	100.00%	39	39	100.00%	37	37	100.00%	37	37	100.00%
Amerigroup	307	307	100.00%	313	313	100.00%	307	307	100.00%	301	301	100.00%
Blue Cross and Blue Shield	592	592	100.00%	580	580	100.00%	587	587	100.00%	590	590	100.00%
Community First Health Plans	93	92	98.92%	93	93	100.00%	95	95	100.00%	88	88	100.00%
Cook Children's Health Plan	113	113	100.00%	110	110	100.00%	111	111	100.00%	106	106	100.00%
Driscoll Health Plan	492	491	99.71%	475	475	100.00%	455	455	100.00%	456	456	100.00%
Superior HealthPlan	1,301	1,298	99.83%	1,290	1,287	99.84%	1,293	1,292	99.95%	1,305	1,304	99.95%
Texas Children's Health Plan	1,643	1,642	99.97%	1,671	1,671	100.00%	1,675	1,674	99.97%	1,641	1,640	99.97%
UnitedHealthcare	2,891	2,891	100.00%	2,939	2,939	100.00%	2,902	2,902	100.00%	2,871	2,871	100.00%
Rural	9,091	9,060	99.85%	9,109	9,091	99.89%	9,126	9,110	99.91%	9,145	9,128	99.90%
Amerigroup	1,762	1,761	99.98%	1,775	1,774	99.98%	1,800	1,798	99.96%	1,795	1,794	99.98%
Blue Cross and Blue Shield	758	745	98.97%	758	744	98.88%	734	723	99.11%	736	722	98.86%
Children's Medical Center	119	119	100.00%	117	117	100.00%	119	119	100.00%	112	112	100.00%
Community First Health Plans	214	214	100.00%	221	221	100.00%	217	217	100.00%	220	220	100.00%
Driscoll Health Plan	647	647	100.00%	659	659	100.00%	665	665	100.00%	684	684	100.00%
Superior HealthPlan	2,099	2,082	99.75%	2,093	2,090	99.96%	2,096	2,093	99.96%	2,115	2,113	99.97%
Texas Children's Health Plan	1,049	1,049	100.00%	1,035	1,035	100.00%	1,035	1,035	100.00%	1,057	1,057	100.00%
UnitedHealthcare	2,443	2,443	100.00%	2,451	2,451	100.00%	2,460	2,460	100.00%	2,426	2,426	100.00%

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)
STAR Plus	202,280	200,226	97.75%	203,480	201,339	97.75%	202,869	200,829	97.69%	203,154	201,061	97.79%
Metro	169,351	167,474	98.74%	170,323	168,299	98.66%	169,942	168,027	98.73%	170,195	168,215	98.73%
Amerigroup	46,894	46,680	99.49%	46,885	46,582	99.43%	46,673	46,387	99.46%	46,463	46,240	99.54%
Cigna-HealthSpring	11,611	11,250	96.78%	11,588	11,113	95.86%	11,502	11,061	96.12%	11,509	11,076	96.29%
Molina Healthcare of Texas	29,651	29,199	98.85%	29,702	29,246	98.84%	29,672	29,247	98.93%	29,723	29,299	99.02%
Superior HealthPlan	44,840	44,275	98.69%	45,198	44,704	98.78%	45,036	44,536	98.71%	45,028	44,391	98.45%
UnitedHealthcare	36,355	36,070	98.67%	36,950	36,654	98.73%	37,059	36,796	98.87%	37,472	37,209	98.87%
Micro	13,935	13,894	99.50%	14,017	13,980	99.53%	13,917	13,878	99.50%	13,911	13,876	99.63%
Amerigroup	1,643	1,642	99.74%	1,639	1,638	99.71%	1,619	1,618	99.70%	1,591	1,591	100.00%
Cigna-HealthSpring	3,596	3,590	99.62%	3,600	3,594	99.62%	3,547	3,540	99.49%	3,531	3,523	99.48%
Molina Healthcare of Texas	673	671	99.76%	687	685	99.77%	692	690	99.78%	687	687	100.00%
Superior HealthPlan	2,732	2,726	99.79%	2,735	2,729	99.79%	2,704	2,698	99.79%	2,680	2,674	99.79%
UnitedHealthcare	5,291	5,265	98.80%	5,356	5,334	98.93%	5,355	5,332	98.88%	5,422	5,401	98.96%
Rural	18,994	18,858	95.11%	19,140	19,060	95.14%	19,010	18,924	95.03%	19,048	18,970	95.22%
Amerigroup	3,433	3,426	92.81%	3,428	3,421	92.81%	3,413	3,406	92.81%	3,419	3,413	92.82%
Cigna-HealthSpring	1,635	1,610	80.47%	1,634	1,606	80.52%	1,628	1,597	78.23%	1,615	1,590	81.22%
Molina Healthcare of Texas	1,208	1,171	91.87%	1,181	1,146	91.67%	1,183	1,143	92.50%	1,173	1,131	92.37%
Superior HealthPlan	8,209	8,142	99.71%	8,215	8,205	99.96%	8,092	8,084	99.96%	8,096	8,091	99.98%
UnitedHealthcare	4,509	4,509	100.00%	4,682	4,682	100.00%	4,694	4,694	100.00%	4,745	4,745	100.00%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Behavioral Health-Outpatient												
STAR												
Metro	2,362,989	2,333,737	99%	2,378,958	2,365,030	99%	2,315,063	2,301,358	99%	2,316,164	2,316,082	100%
Micro	155,295	151,343	97%	157,169	151,412	96%	152,700	148,051	97%	153,468	153,222	100%
Rural	215,465	198,503	92%	217,137	206,529	95%	212,861	203,367	96%	211,618	210,896	100%
Sub-Total	2,733,749	2,683,583	98%	2,753,264	2,722,971	99%	2,680,624	2,652,776	99%	2,681,250	2,680,200	100%
STAR Kids												
Metro	124,949	124,776	100%	125,199	125,023	100%	124,796	124,482	100%	124,012	123,789	100%
Micro	7,471	7,415	99%	7,510	7,402	99%	7,462	7,409	99%	7,395	7,384	100%
Rural	9,091	9,091	100%	9,109	9,067	100%	9,126	9,123	100%	9,145	9,144	100%
Sub-Total	141,511	141,282	100%	141,818	141,492	100%	141,384	141,014	100%	140,552	140,317	100%
STAR Plus												
Metro	169,351	169,332	100%	170,323	170,303	100%	169,942	169,919	100%	170,195	170,179	100%
Micro	13,935	13,927	100%	14,017	14,010	100%	13,917	13,912	100%	13,911	13,908	100%
Rural	18,994	18,966	100%	19,140	19,016	99%	19,010	19,009	100%	19,048	19,046	100%
Sub-Total	202,280	202,225	100%	203,480	203,329	100%	202,869	202,840	100%	203,154	203,133	100%
Total	3,077,540	3,027,090	98%	3,098,562	3,067,792	99%	3,024,877	2,996,630	99%	3,024,956	3,023,650	100%
Cardiovascular Disease												
STAR												
Metro				2,378,958	2,279,359	96%	2,315,063	2,218,685	96%	2,316,164	2,203,426	95%
Micro				157,169	134,377	85%	152,700	130,745	86%	153,468	128,935	84%
Rural				217,137	194,950	90%	212,861	192,713	91%	211,618	185,743	88%
Sub-Total				2,753,264	2,608,686	95%	2,680,624	2,542,143	95%	2,681,250	2,518,104	94%
STAR Kids												
Metro				125,199	110,378	88%	124,796	110,528	89%	124,012	116,190	94%
Micro				7,510	6,482	86%	7,462	6,509	87%	7,395	6,288	85%
Rural				9,109	8,376	92%	9,126	8,588	94%	9,145	8,149	89%
Sub-Total				141,818	125,236	88%	141,384	125,625	89%	140,552	130,627	93%
STAR Plus												
Metro				170,323	165,540	97%	169,942	165,232	97%	170,195	165,650	97%
Micro				14,017	12,879	92%	13,917	12,900	93%	13,911	12,689	91%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Rural				19,140	18,110	95%	19,010	18,099	95%	19,048	17,855	94%
Sub-Total				203,480	196,529	97%	202,869	196,231	97%	203,154	196,194	97%
Total				3,098,562	2,930,451	95%	3,024,877	2,863,999	95%	3,024,956	2,844,925	94%
ENT												
STAR												
Metro				2,378,958	2,320,129	98%	2,315,063	2,259,429	98%	2,316,164	2,258,840	98%
Micro				157,169	148,944	95%	152,700	144,993	95%	153,468	141,611	92%
Rural				217,137	184,601	85%	212,861	181,404	85%	211,618	176,671	83%
Sub-Total				2,753,264	2,653,674	96%	2,680,624	2,585,826	96%	2,681,250	2,577,122	96%
STAR Kids												
Metro				125,199	123,082	98%	124,796	122,582	98%	124,012	121,620	98%
Micro				7,510	7,171	95%	7,462	7,121	95%	7,395	6,838	92%
Rural				9,109	8,252	91%	9,126	8,328	91%	9,145	8,177	89%
Sub-Total				141,818	138,505	98%	141,384	138,031	98%	140,552	136,635	97%
STAR Plus												
Metro				170,323	165,647	97%	169,942	164,947	97%	170,195	165,227	97%
Micro				14,017	13,363	95%	13,917	13,241	95%	13,911	13,070	94%
Rural				19,140	17,685	92%	19,010	17,552	92%	19,048	17,364	91%
Sub-Total				203,480	196,695	97%	202,869	195,740	96%	203,154	195,661	96%
Total				3,098,562	2,988,874	96%	3,024,877	2,919,597	97%	3,024,956	2,909,418	96%
General Surgeon												
STAR												
Metro	2,362,989	2,336,178	99%	2,378,958	2,361,539	99%	2,315,063	2,295,168	99%	2,316,164	2,293,170	99%
Micro	155,295	141,284	91%	157,169	146,869	93%	152,700	143,697	94%	153,468	148,981	97%
Rural	215,465	203,724	95%	217,137	206,928	95%	212,861	203,293	96%	211,618	202,826	96%
Sub-Total	2,733,749	2,681,186	98%	2,753,264	2,715,336	99%	2,680,624	2,642,158	99%	2,681,250	2,644,977	99%
STAR Kids												
Metro	124,949	121,332	97%	125,199	122,349	98%	124,796	122,251	98%	124,012	121,971	98%
Micro	7,471	6,224	83%	7,510	6,564	87%	7,462	6,902	92%	7,395	6,888	93%
Rural	9,091	8,764	96%	9,109	8,867	97%	9,126	8,889	97%	9,145	8,996	98%
Sub-Total	141,511	136,320	96%	141,818	137,780	97%	141,384	138,042	98%	140,552	137,855	98%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
STAR Plus												
Metro	169,351	166,778	98%	170,323	167,972	99%	169,942	167,831	99%	170,195	168,205	99%
Micro	13,935	12,715	91%	14,017	13,089	93%	13,917	13,164	95%	13,911	13,136	94%
Rural	18,994	18,292	96%	19,140	18,686	98%	19,010	18,701	98%	19,048	18,734	98%
Sub-Total	202,280	197,785	98%	203,480	199,747	98%	202,869	199,696	98%	203,154	200,075	98%
Total	3,077,540	3,015,291	98%	3,098,562	3,052,863	99%	3,024,877	2,979,896	99%	3,024,956	2,982,907	99%
Nursing Facility												
STAR												
Metro				126	83	66%						
Micro				12	8	67%						
Rural				6	2	33%						
Sub-Total				144	93	65%						
STAR Kids				722	394	55%						
Metro				612	341	56%						
Micro				38	14	37%						
Rural				72	39	54%						
Sub-Total				722	394	55%						
STAR Plus												
Metro				171,635	156,664	91%	169,476	154,609	91%	170,916	155,916	91%
Micro				16,112	12,146	75%	16,057	12,059	75%	16,034	12,028	75%
Rural				22,714	20,923	92%	22,542	20,826	92%	22,424	20,720	92%
Sub-Total				210,461	189,733	90%	208,075	187,494	90%	209,374	188,664	90%
Total				211,327	190,220	90%	208,075	187,494	90%	209,374	188,664	90%
OB/GYN												
STAR												
Metro				483,120	473,941	98%	471,017	462,134	98%	473,129	472,958	100%
Micro				33,168	32,222	97%	31,814	30,873	97%	32,269	31,978	99%
Rural				46,414	40,125	86%	45,494	39,361	87%	45,567	44,848	98%
Sub-Total				562,702	546,288	97%	548,325	532,368	97%	550,965	549,784	100%
STAR Kids												
Metro				23,665	23,597	100%	23,701	23,650	100%	23,582	23,541	100%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Micro				1,452	1,429	98%	1,440	1,416	98%	1,428	1,403	98%
Rural				1,796	1,749	97%	1,766	1,741	99%	1,802	1,763	98%
Sub-Total				26,913	26,775	99%	26,907	26,807	100%	26,812	26,707	100%
STAR Plus												
Metro				85,728	83,953	98%	85,383	83,591	98%	85,260	81,668	96%
Micro				7,498	6,653	89%	7,402	6,577	89%	7,358	6,461	88%
Rural				10,289	9,784	95%	10,220	9,742	95%	10,189	9,747	96%
Sub-Total				103,515	100,390	97%	103,005	99,910	97%	102,807	97,876	95%
Total				693,130	673,453	97%	678,237	659,085	97%	680,584	674,367	99%
Ophthalmologist												
STAR												
Metro	2,362,989	2,258,801	96%	2,378,958	2,268,116	95%	2,315,063	2,206,583	95%	2,316,164	2,232,155	96%
Micro	155,295	132,165	85%	157,169	134,025	85%	152,700	132,364	87%	153,468	135,043	88%
Rural	215,465	181,633	84%	217,137	183,982	85%	212,861	180,261	85%	211,618	185,129	87%
Sub-Total	2,733,749	2,572,599	94%	2,753,264	2,586,123	94%	2,680,624	2,519,208	94%	2,681,250	2,552,327	95%
STAR Kids												
Metro	124,949	103,004	82%	125,199	106,500	85%	124,796	114,445	92%	124,012	114,333	92%
Micro	7,471	5,801	78%	7,510	6,235	83%	7,462	6,314	85%	7,395	6,118	83%
Rural	9,091	7,358	81%	9,109	7,523	83%	9,126	7,687	84%	9,145	7,840	86%
Sub-Total	141,511	116,163	82%	141,818	120,258	85%	141,384	128,446	91%	140,552	128,291	91%
STAR Plus												
Metro	169,351	161,461	95%	170,323	162,740	96%	169,942	163,293	96%	170,195	165,109	97%
Micro	13,935	12,761	92%	14,017	12,566	90%	13,917	12,794	92%	13,911	12,863	92%
Rural	18,994	16,945	89%	19,140	17,330	91%	19,010	17,163	90%	19,048	17,387	91%
Sub-Total	202,280	191,167	95%	203,480	192,636	95%	202,869	193,250	95%	203,154	195,359	96%
Total	3,077,540	2,879,929	94%	3,098,562	2,899,017	94%	3,024,877	2,840,904	94%	3,024,956	2,875,977	95%
Orthopedist												
STAR												
Metro	2,362,989	2,317,576	98%	2,378,958	2,340,021	98%	2,315,063	2,278,357	98%	2,316,164	2,281,653	99%
Micro	155,295	130,993	84%	157,169	136,188	87%	152,700	133,096	87%	153,468	143,097	93%
Rural	215,465	194,286	90%	217,137	204,568	94%	212,861	200,245	94%	211,618	195,814	93%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Sub-Total	2,733,749	2,642,855	97%	2,753,264	2,680,777	97%	2,680,624	2,611,698	97%	2,681,250	2,620,564	98%
STAR Kids												
Metro	124,949	119,411	96%	125,199	117,852	94%	124,796	117,867	94%	124,012	121,631	98%
Micro	7,471	6,084	81%	7,510	6,471	86%	7,462	6,431	86%	7,395	6,748	91%
Rural	9,091	8,229	91%	9,109	8,540	94%	9,126	8,535	94%	9,145	8,674	95%
Sub-Total	141,511	133,724	94%	141,818	132,863	94%	141,384	132,833	94%	140,552	137,053	98%
STAR Plus												
Metro	169,351	160,579	95%	170,323	162,483	95%	169,942	162,760	96%	170,195	164,590	97%
Micro	13,935	11,048	79%	14,017	11,677	83%	13,917	11,955	86%	13,911	12,783	92%
Rural	18,994	17,057	90%	19,140	18,244	95%	19,010	18,062	95%	19,048	17,861	94%
Sub-Total	202,280	188,684	93%	203,480	192,404	95%	202,869	192,777	95%	203,154	195,234	96%
Total	3,077,540	2,965,263	96%	3,098,562	3,006,044	97%	3,024,877	2,937,308	97%	3,024,956	2,952,851	98%
Pediatrician												
STAR												
Metro				2,135,111	2,091,207	98%	2,076,949	2,018,217	97%	2,075,607	2,022,418	97%
Micro				139,408	126,626	91%	135,645	119,039	88%	136,082	119,189	88%
Rural				191,945	182,344	95%	187,932	174,601	93%	186,598	173,186	93%
Sub-Total				2,466,464	2,400,177	97%	2,400,526	2,311,857	96%	2,398,287	2,314,793	97%
STAR Kids												
Metro				106,687	104,140	98%	106,248	104,253	98%	105,548	103,198	98%
Micro				6,359	5,261	83%	6,296	5,244	83%	6,238	4,933	79%
Rural				7,648	7,507	98%	7,678	7,569	99%	7,715	7,367	95%
Sub-Total				120,694	116,908	97%	120,222	117,066	97%	119,501	115,498	97%
STAR Plus												
Metro				1	1	100%						
Rural				1	1	100%						
Sub-Total				2	2	100%						
Total				2,587,160	2,517,087	97%	2,520,748	2,428,923	96%	2,517,788	2,430,291	97%
Prenatal Care												
STAR												
Metro				318,671	310,312	97%	310,650	302,207	97%	312,934	305,626	98%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Micro				22,346	21,413	96%	21,335	20,561	96%	21,774	21,425	98%
Rural				31,540	28,076	89%	31,018	27,599	89%	31,137	27,700	89%
Sub-Total				372,557	359,801	97%	363,003	350,367	97%	365,845	354,751	97%
STAR Kids												
Metro				15,200	14,270	94%	15,251	14,333	94%	15,201	14,634	96%
Micro				946	849	90%	952	820	86%	952	837	88%
Rural				1,183	1,088	92%	1,170	1,074	92%	1,210	1,111	92%
Sub-Total				17,329	16,207	94%	17,373	16,227	93%	17,363	16,582	96%
STAR Plus												
Metro				35,042	34,001	97%	35,067	33,979	97%	34,971	33,858	97%
Micro				2,741	2,650	97%	2,689	2,599	97%	2,697	2,548	94%
Rural				3,602	3,355	93%	3,574	3,327	93%	3,574	3,270	91%
Sub-Total				41,385	40,006	97%	41,330	39,905	97%	41,242	39,676	96%
Total				431,271	416,014	96%	421,706	406,499	96%	424,450	411,009	97%
Psychiatrist												
STAR												
Metro				2,378,958	2,333,061	98%	2,315,063	1,799,439	78%	2,316,164	2,250,038	97%
Micro				157,169	133,063	85%	152,700	70,471	46%	153,468	142,048	93%
Rural				217,137	160,283	74%	212,861	94,281	44%	211,618	172,673	82%
Sub-Total				2,753,264	2,626,407	95%	2,680,624	1,964,191	73%	2,681,250	2,564,759	96%
STAR Kids												
Metro				125,199	123,851	99%	124,796	102,407	82%	124,012	122,652	99%
Micro				7,510	6,324	84%	7,462	5,600	75%	7,395	6,557	89%
Rural				9,109	7,833	86%	9,126	6,390	70%	9,145	8,216	90%
Sub-Total				141,818	138,008	97%	141,384	114,397	81%	140,552	137,425	98%
STAR Plus												
Metro				170,323	168,687	99%	169,942	123,362	73%	170,195	168,421	99%
Micro				14,017	12,550	90%	13,917	10,082	72%	13,911	12,988	93%
Rural				19,140	16,122	84%	19,010	10,145	53%	19,048	17,711	93%
Sub-Total				203,480	197,359	97%	202,869	143,589	71%	203,154	199,120	98%
Total				3,098,562	2,961,774	96%	3,024,877	2,222,177	73%	3,024,956	2,901,304	96%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Therapy OT, PT, or ST												
STAR												
Metro				2,378,958	2,361,702	99%	2,315,063	2,299,139	99%	2,316,164	2,308,613	100%
Micro				157,169	153,951	98%	152,700	149,599	98%	153,468	153,458	100%
Rural				217,137	196,914	91%	212,861	193,947	91%	211,618	199,380	94%
Sub-Total				2,753,264	2,712,567	99%	2,680,624	2,642,685	99%	2,681,250	2,661,451	99%
STAR Kids												
Metro				125,199	125,061	100%	124,796	124,723	100%	124,012	123,838	100%
Micro				7,510	7,507	100%	7,462	7,462	100%	7,395	7,395	100%
Rural				9,109	8,808	97%	9,126	8,832	97%	9,145	8,800	96%
Sub-Total				141,818	141,376	100%	141,384	141,017	100%	140,552	140,033	100%
STAR Plus												
Metro				170,323	170,181	100%	169,942	169,803	100%	170,195	170,156	100%
Micro				14,017	14,017	100%	13,917	13,917	100%	13,911	13,911	100%
Rural				19,140	18,335	96%	19,010	18,296	96%	19,048	18,214	96%
Sub-Total				203,480	202,533	100%	202,869	202,016	100%	203,154	202,281	100%
Total				3,098,562	3,056,476	99%	3,024,877	2,985,718	99%	3,024,956	3,003,765	99%
Urologist												
STAR												
Metro	2,362,989	2,193,662	93%	2,378,958	2,192,947	92%	2,315,063	2,165,590	94%	2,316,164	2,194,944	95%
Micro	155,295	126,173	81%	157,169	130,335	83%	152,700	127,298	83%	153,468	128,510	84%
Rural	215,465	154,145	72%	217,137	167,708	77%	212,861	163,998	77%	211,618	167,862	79%
Sub-Total	2,733,749	2,473,980	90%	2,753,264	2,490,990	90%	2,680,624	2,456,886	92%	2,681,250	2,491,316	93%
STAR Kids												
Metro	124,949	110,779	89%	125,199	111,168	89%	124,796	113,539	91%	124,012	112,772	91%
Micro	7,471	5,567	75%	7,510	5,790	77%	7,462	5,835	78%	7,395	5,757	78%
Rural	9,091	6,261	69%	9,109	6,691	73%	9,126	6,712	74%	9,145	6,697	73%
Sub-Total	141,511	122,607	87%	141,818	123,649	87%	141,384	126,086	89%	140,552	125,226	89%
STAR Plus												
Metro	169,351	153,067	90%	170,323	155,931	92%	169,942	154,197	91%	170,195	159,205	94%
Micro	13,935	11,580	83%	14,017	11,680	83%	13,917	11,850	85%	13,911	12,028	86%

Attachment H2
Specialist Network Access Analysis SFY18
(Blanks = No Data Available)

Provider Type Program County Type	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Mbrs within Distance Standard of One Provider	% Within Distance Standard (90%)
Rural	18,994	13,945	73%	19,140	14,939	78%	19,010	15,019	79%	19,048	15,254	80%
Sub-Total	202,280	178,592	88%	203,480	182,550	90%	202,869	181,066	89%	203,154	186,487	92%
Total	3,077,540	2,775,179	90%	3,098,562	2,797,189	90%	3,024,877	2,764,038	91%	3,024,956	2,803,029	93%

Attachment H3
Main Dentist Network Access Analysis FY18

County Type DMO	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of Two Providers	% Within Distance Standard (90%)
Metro	2,330,876	2,330,733	100.00%	5,176,681	5,175,784	99.98%	2,301,765	2,301,504	99.99%	2,287,399	2,287,146	99.99%
DentaQuest	1,328,161	1,328,156	100.00%	2,962,560	2,962,095	99.98%	1,315,247	1,315,113	99.99%	1,308,563	1,308,425	99.99%
MCNA Dental	1,002,715	1,002,577	99.99%	2,214,121	2,213,689	99.98%	986,518	986,391	99.99%	978,836	978,721	99.99%
Micro	152,173	152,169	100.00%	407,421	400,822	98.57%	151,389	151,349	99.98%	150,271	150,231	99.98%
DentaQuest	87,887	87,884	100.00%	237,973	231,845	97.42%	88,165	88,125	99.95%	87,708	87,668	99.95%
MCNA Dental	64,286	64,285	100.00%	169,448	168,977	99.72%	63,224	63,224	100.00%	62,563	62,563	100.00%
Rural	209,822	209,741	99.96%	557,684	556,884	99.87%	207,807	207,737	99.97%	205,544	205,472	99.97%
DentaQuest	119,499	119,454	99.96%	319,842	319,132	99.78%	118,733	118,694	99.97%	117,667	117,619	99.96%
MCNA Dental	90,323	90,287	99.96%	237,842	237,752	99.96%	89,074	89,043	99.97%	87,877	87,853	99.97%

Attachment H4
Dental Specialty Network Access Analysis SFY 18
(Blanks=No Data Available)

Provider Type DMO County Type	Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Members Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of One Provider	% Within Distance Standard (90%)
Endodontist	2,715,209	2,221,830	74.17%	2,660,961	2,175,789	77.67%	2,643,214	2,161,169	77.67%
DentaQuest	1,552,227	1,259,094	63.00%	1,522,145	1,233,330	70.00%	1,513,938	1,226,190	70.00%
Metro	1,342,084	1,154,910	86.00%	1,315,247	1,130,625	87.00%	1,308,563	1,124,878	87.00%
Micro	89,440	45,829	52.00%	88,165	45,529	66.00%	87,708	45,197	66.00%
Rural	120,703	58,355	51.00%	118,733	57,176	57.00%	117,667	56,115	57.00%
MCNA Dental	1,162,982	962,736	85.33%	1,138,816	942,459	85.33%	1,129,276	934,979	85.33%
Metro	1,007,359	866,691	96.00%	986,518	848,573	96.00%	978,836	841,948	96.00%
Micro	64,722	44,147	86.00%	63,224	43,165	86.00%	62,563	42,857	86.00%
Rural	90,901	51,898	74.00%	89,074	50,721	74.00%	87,877	50,174	74.00%
Oral Surgeon	2,715,209	2,498,279	91.17%	2,660,961	2,428,902	89.33%	2,643,214	2,396,309	86.50%
DentaQuest	1,552,227	1,387,317	89.33%	1,522,145	1,359,675	88.67%	1,513,938	1,335,901	83.33%
Metro	1,342,084	1,232,411	97.00%	1,315,247	1,207,123	95.00%	1,308,563	1,200,994	92.00%
Micro	89,440	75,631	89.00%	88,165	75,443	91.00%	87,708	62,851	86.00%
Rural	120,703	79,275	82.00%	118,733	77,109	80.00%	117,667	72,056	72.00%
MCNA Dental	1,162,982	1,110,962	93.00%	1,138,816	1,069,227	90.00%	1,129,276	1,060,408	89.67%
Metro	1,007,359	980,716	98.00%	986,518	946,809	96.00%	978,836	939,311	96.00%
Micro	64,722	57,518	94.00%	63,224	56,041	94.00%	62,563	55,497	94.00%
Rural	90,901	72,728	87.00%	89,074	66,377	80.00%	87,877	65,600	79.00%
Orthodontist	2,715,209	2,561,601	90.67%	2,660,961	2,454,394	87.83%	2,643,214	2,439,037	87.83%
DentaQuest	1,552,227	1,426,684	88.33%	1,522,145	1,343,266	82.67%	1,513,938	1,337,424	82.67%
Metro	1,342,084	1,272,234	98.00%	1,315,247	1,220,471	96.00%	1,308,563	1,215,352	96.00%
Micro	89,440	75,357	88.00%	88,165	51,183	75.00%	87,708	51,091	75.00%
Rural	120,703	79,093	79.00%	118,733	71,612	77.00%	117,667	70,981	77.00%
MCNA Dental	1,162,982	1,134,917	93.00%	1,138,816	1,111,128	93.00%	1,129,276	1,101,613	93.00%
Metro	1,007,359	995,659	99.00%	986,518	975,033	99.00%	978,836	967,353	99.00%
Micro	64,722	57,474	89.00%	63,224	56,026	89.00%	62,563	55,442	89.00%
Rural	90,901	81,784	91.00%	89,074	80,069	91.00%	87,877	78,818	91.00%
Pediatric Dental	2,600,501	1,447,368	47.00%	2,546,986	1,420,649	47.33%	2,528,330	1,412,006	47.50%
DentaQuest	1,484,576	1,447,368	94.00%	1,454,856	1,420,649	94.67%	1,445,862	1,412,006	95.00%
Metro	1,283,880	1,273,769	100.00%	1,257,413	1,247,658	100.00%	1,249,985	1,240,346	100.00%

*QTR 1-No data available for reporting

Attachment H4
Dental Specialty Network Access Analysis SFY 18
(Blanks=No Data Available)

Provider Type DMO County Type	Quarter 2			Quarter 3			Quarter 4		
	Total Member Count	Members Within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of One Provider	% Within Distance Standard (90%)	Total Member Count	Members within Distance Standard of One Provider	% Within Distance Standard (90%)
Micro	85,371	60,579	84.00%	84,146	61,982	86.00%	83,640	61,708	87.00%
Rural	115,325	113,020	98.00%	113,297	111,009	98.00%	112,237	109,952	98.00%
MCNA Dental	1,115,925	0	0.00%	1,092,130	0	0.00%	1,082,468	0	0.00%
Metro	967,042	0	0.00%	946,549	0	0.00%	938,647	0	0.00%
Micro	62,001	0	0.00%	60,528	0	0.00%	59,927	0	0.00%
Rural	86,882	0	0.00%	85,053	0	0.00%	83,894	0	0.00%
Periodontist	2,715,209	2,184,727	65.67%	2,660,961	2,138,084	65.67%	2,643,214	2,141,011	66.17%
DentaQuest	1,552,227	1,217,447	64.33%	1,522,145	1,191,702	64.33%	1,513,938	1,195,258	64.67%
Metro	1,342,084	1,118,532	84.00%	1,315,247	1,094,532	84.00%	1,308,563	1,095,056	84.00%
Micro	89,440	46,669	60.00%	88,165	45,992	60.00%	87,708	45,664	60.00%
Rural	120,703	52,246	49.00%	118,733	51,178	49.00%	117,667	54,538	50.00%
MCNA Dental	1,162,982	967,280	67.00%	1,138,816	946,382	67.00%	1,129,276	945,753	67.67%
Metro	1,007,359	888,287	89.00%	986,518	869,258	89.00%	978,836	868,924	89.00%
Micro	64,722	34,478	60.00%	63,224	33,664	60.00%	62,563	33,531	60.00%
Rural	90,901	44,515	52.00%	89,074	43,460	52.00%	87,877	43,298	54.00%
Prosthodontist	2,715,209	403,953	8.50%	2,660,961	388,875	8.50%	2,643,214	387,894	14.33%
DentaQuest	1,552,227	403,953	17.00%	1,522,145	388,875	17.00%	1,513,938	387,894	23.00%
Metro	1,342,084	385,727	29.00%	1,315,247	371,356	29.00%	1,308,563	370,392	37.00%
Micro	89,440	9,918	14.00%	88,165	9,615	14.00%	87,708	9,641	21.00%
Rural	120,703	8,308	8.00%	118,733	7,904	8.00%	117,667	7,861	11.00%
MCNA Dental	1,162,982	0	0.00%	1,138,816	0	0.00%	1,129,276	0	5.67%
Metro	1,007,359	0	0.00%	986,518	0	0.00%	978,836	0	9.00%
Micro	64,722	0	0.00%	63,224	0	0.00%	62,563	0	6.00%
Rural	90,901	0	0.00%	89,074	0	0.00%	87,877	0	2.00%

*QTR 1-No data available for reporting

Attachment J
Pharmacy GeoMapping SFY 18

Program	MCO	SDA	Quarter 1					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	Aetna	Bexar	N/A	100.00%	89.90%	68.20%	N/A	N/A
		Tarrant	98%	100%	94%	85%	N/A	N/A
		Bexar	100%	100%	90%	65%	N/A	N/A
		Dallas	97%	100%	91%	88%	N/A	N/A
		Harris	94%	100%	95%	87%	N/A	N/A
		Lubbock	92%	100%	84%	81%	N/A	N/A
		MRSA Central	95%	100%	N/A	N/A	77%	69%
		MRSA Northeast	97%	99%	N/A	N/A	67%	49%
		MRSA West	85%	80%	N/A	N/A	73%	43%
		Jefferson	96%	100%	82%	63%	N/A	N/A
		Tarrant	96%	100%	94%	87%	N/A	N/A
	Amerigroup							
	BCBS	Travis	93%	100%	77%	81%	N/A	N/A
	Christus	Nueces	97%	90%	84%	86%	N/A	N/A
	Community 1st	Bexar	95%	100%	94%	79%	N/A	N/A
	Community Health Choice	Harris	99%	100%	97%	94%	N/A	N/A
		Jefferson	98%	100%	90%	75%	N/A	N/A
	Cook Children's	Tarrant	98%	100%	97%	85%	N/A	N/A
	Driscoll	Hidalgo	93%	76%	79%	97%	N/A	N/A
		Nueces	99%	87%	87%	88%	N/A	N/A
	El Paso 1st	El Paso	3%	100%	84%	100%	N/A	N/A
	FirstCare	Lubbock	96%	100%	90%	83%	N/A	N/A
		MRSA West	91%	88%	N/A	N/A	82%	52%
	Molina	Dallas	97%	100%	91%	91%	N/A	N/A
		El Paso	N/A	100%	81%	0%	N/A	N/A
		Harris	97%	100%	96%	91%	N/A	N/A
		Hidalgo	97%	75%	69%	N/A	N/A	N/A
		Jefferson	91%	100%	84%	69%	N/A	N/A

Attachment J
Pharmacy GeoMapping SFY 18

			Quarter 1					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90%	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90%	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80%	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75%	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75%	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55%
			All programs including STAR MRSA	All programs including STAR MRSA	All programs excluding STAR MRSA	All programs excluding STAR MRSA	STAR MRSA only	STAR MRSA only
	MCO	SDA						
STAR	Parkland	Dallas	97%	100%	91%	83%	N/A	N/A
	Scott & White	MRSA Central	99%	100%	N/A	N/A	79%	76%
	Sendero	Travis	97%	100%	84%	80%	N/A	N/A
	Seton/Dell	Travis	99%	100%	86%	86%	N/A	N/A
		Bexar	N/A	100%	88%	64%	N/A	N/A
		El Paso	0%	100%	80%	N/A	N/A	N/A
		Hidalgo	94%	82%	66%	N/A	N/A	N/A
		Lubbock	92%	100%	86%	84%	N/A	N/A
		Nueces	96%	83%	84%	84%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	75%	71%
		MRSA Northeast	97%	95%	N/A	N/A	56%	44%
		MRSA West	89%	76%	N/A	N/A	75%	48%
	Superior	Travis	94%	100%	71%	76%	N/A	N/A
	TCHP	Harris	99%	100%	97%	94%	N/A	N/A
		Travis	97%	100%	90%	75%	N/A	N/A
		Harris	96%	100%	95%	90%	N/A	N/A
		Hidalgo	97%	84%	71%	N/A	N/A	N/A
		Jefferson	96%	100%	88%	71%	N/A	N/A
	United Healthcare	Nueces	0%	0%	0%	0%	0%	0%
	Aetna	Tarrant	94%	100%	93%	90%	N/A	N/A
		Dallas	97%	100%	91%	88%	N/A	N/A
		El Paso	0%	100%	85%	0%	N/A	N/A
		Harris	98%	100%	94%	87%	N/A	N/A
		Lubbock	90%	100%	84%	80%	N/A	N/A
		MRSA West	88%	83%	N/A	N/A	80%	50%
		MRSA Central	96%	99%	73%	78%	N/A	N/A
	BCBS	Travis	89%	100%	80%	84%	N/A	N/A

ct=contract terminated

Attachment J
Pharmacy GeoMapping SFY 18

			Quarter 1					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR Kids	Center	Dallas	99%	100%	96%	90%	N/A	N/A
	Community 1st	Bexar	83%	100%	94%	77%	N/A	N/A
	Cook Children's	Tarrant	97%	100%	100%	100%	N/A	N/A
	Driscoll	Hidalgo	95%	79%	79%	75%	N/A	N/A
		Nueces	99%	86%	89%	88%	N/A	N/A
	Superior	Bexar	N/A	100%	89%	65%	N/A	N/A
		El Paso	0%	100%	84%	N/A	N/A	N/A
		Hidalgo	88%	76%	70%	N/A	N/A	N/A
		Lubbock	95%	100%	85%	85%	N/A	N/A
		Nueces	97%	85%	86%	90%	N/A	N/A
		MRSA West	94%	78%	N/A	N/A	81%	43%
		Travis	98%	100%	75%	81%	N/A	N/A
	TCHP	Harris	N/A	N/A	N/A	N/A	N/A	N/A
		Jefferson	99%	100%	96%	93%	N/A	N/A
		MRSA Northeast	N/A	N/A	N/A	N/A	N/A	N/A
	United Healthcare	Harris	95%	100%	95%	91%	N/A	N/A
		Hidalgo	97%	84%	70%	N/A	N/A	N/A
		Jefferson	97%	100%	89%	75%	N/A	N/A
		Travis	95%	99%	N/A	N/A	80%	80%
		MRSA Northeast	97%	98%	N/A	N/A	70%	45%
	Amerigroup	Bexar	100%	100%	92%	75%	N/A	N/A
		El Paso	0%	100%	86%	0%	N/A	N/A
		Harris	95%	100%	95%	89%	N/A	N/A
		Jefferson	94%	100%	85%	72%	N/A	N/A
		Lubbock	92%	100%	87%	82%	N/A	N/A
		MRSA West	84%	75%	N/A	N/A	82%	45%

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Attachment J
Pharmacy GeoMapping SFY 18

			Quarter 1					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR+PLUS		Tarrant	99%	100%	95%	85%	N/A	N/A
		Travis	92%	100%	83%	82%	N/A	N/A
	Cigna-HealthSpring	Hidalgo	97%	83%	82%	N/A	N/A	N/A
		MRSA Northeast	99%	98%	76%	55%	N/A	N/A
		Tarrant	N/A	100%	96%	85%	N/A	N/A
		Bexar	N/A	100%	92%	63%	N/A	N/A
		Dallas	98%	100%	89%	85%	N/A	N/A
	Molina	El Paso	N/A	100%	85%	0%	N/A	N/A
		Harris	98%	100%	95%	90%	N/A	N/A
		Hidalgo	96%	78%	77%	N/A	N/A	N/A
		Jefferson	96%	100%	88%	70%	N/A	N/A
		Bexar	N/A	100%	88%	67%	N/A	N/A
	Superior	Dallas	98%	100%	85%	83%	N/A	N/A
		Hidalgo	90%	79%	75%	N/A	N/A	N/A
		Lubbock	93%	100%	87%	87%	87%	N/A
		Nueces	96%	83%	85%	84%	N/A	N/A
		MRSA Central	95%	98%	N/A	N/A	74%	66%
		MRSA West	88%	80%	N/A	N/A	82%	45%
	United Healthcare	Harris	97%	100%	95%	89%	N/A	N/A
		Jefferson	5%	100%	88%	74%	N/A	N/A
		Nueces	98%	91%	89%	81%	N/A	N/A
		Travis	93%	100%	84%	83%	N/A	N/A
		MRSA Central	97%	99%	N/A	N/A	78%	78%
		MRSA Northeast	97%	97%	N/A	N/A	72%	48%

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Pharmacy GeoMapping SFY 18

Program	MCO	SDA	Quarter 2					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	Aetna	Bexar	N/A	100%	90%	68%	N/A	N/A
		Tarrant	98%	100%	93%	85%	N/A	N/A
		Bexar	100%	100%	90%	66%	N/A	N/A
		Dallas	97%	100%	92%	88%	N/A	N/A
		Harris	93%	100%	95%	87%	N/A	N/A
		Lubbock	91%	100%	84%	80%	N/A	N/A
		MRSA Central	95%	100%	N/A	N/A	78%	71%
		MRSA Northeast	97%	99%	N/A	N/A	67%	49%
		Jefferson	96%	100%	84%	64%	N/A	N/A
		MRSA West	85%	84%	N/A	N/A	74%	40%
	Amerigroup	Tarrant	96%	100%	94%	87%	N/A	N/A
	BCBS	Travis	92%	100%	77%	81%	N/A	N/A
	Christus	Nueces	ct	ct	ct	ct	ct	ct
	Community 1st	Bexar	92%	100%	93%	76%	N/A	N/A
	Community Health Choice	Harris	99%	100%	97%	93%	N/A	N/A
		Jefferson	98%	100%	90%	75%	N/A	N/A
	Cook Children's	Tarrant	98%	100%	97%	87%	N/A	N/A
	Driscoll	Hidalgo	93%	76%	78%	93%	N/A	N/A
		Nueces	99%	87%	87%	88%	N/A	N/A
	El Paso 1st	El Paso	3%	100%	84%	100%	N/A	N/A
	FirstCare	Lubbock	96%	100%	90%	84%	N/A	N/A
		MRSA West	90%	88%	N/A	N/A	82%	53%
		Dallas	97%	100%	91%	91%	N/A	N/A
		El Paso	N/A	100%	81%	0%	N/A	N/A
		Harris	97%	9980%	96%	91%	N/A	N/A
		Hidalgo	97%	75%	69%	N/A	N/A	N/A
		Jefferson	91%	100%	85%	71%	N/A	N/A
	Molina							
	Parkland	Dallas	97%	100%	91%	83%	N/A	N/A

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Pharmacy GeoMapping SFY 18

			Quarter 2					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR	Scott & White	MRSA Central	99%	100%	N/A	N/A	79%	78%
	Sendero	Travis	97%	100%	84%	80%	N/A	N/A
	Seton/Dell	Travis	99%	100%	85%	86%	N/A	N/A
		Bexar	N/A	100%	88%	64%	N/A	N/A
		El Paso	0%	100%	81%	N/A	N/A	N/A
		Hidalgo	95%	82%	66%	N/A	N/A	N/A
		Lubbock	92%	100%	86%	84%	N/A	N/A
		Nueces	96%	83%	81%	79%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	75%	72%
		MRSA Northeast	97%	94%	N/A	N/A	56%	45%
		MRSA West	89%	76%	N/A	N/A	76%	48%
	Superior	Travis	94%	100%	71%	77%	N/A	N/A
	TCHP	Harris	98%	100%	97%	91%	N/A	N/A
		Travis	97%	100%	91%	75%	N/A	N/A
		Harris	100%	100%	100%	100%	N/A	N/A
		Hidalgo	100%	85%	99%	99%	N/A	N/A
		Jefferson	99%	100%	100%	100%	N/A	N/A
	United Healthcare	Nueces	99%	91%	100%	99%	N/A	N/A
	Aetna	Tarrant	97%	100%	93%	90%	N/A	N/A
	Amerigroup	Dallas	98%	100%	89%	87%	N/A	N/A
		El Paso	0%	100%	85%	0%	N/A	N/A
		Harris	98%	100%	95%	87%	N/A	N/A
		Lubbock	91%	100%	84%	82%	N/A	N/A
		MRSA West	88%	87%	N/A	N/A	82%	45%
		MRSA Central	97%	99%	71%	78%	N/A	N/A
	BCBS	Travis	87%	100%	80%	85%	N/A	N/A
	Children's Medical Center	Dallas	99%	100%	95%	93%	N/A	N/A

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Attachment J
Pharmacy GeoMapping SFY 18

			Quarter 2					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR Kids	Community 1st	Bexar	91%	100%	93%	74%	N/A	N/A
	Cook Children's	Tarrant	96%	100%	100%	100%	N/A	N/A
	Driscoll	Hidalgo	94%	79%	77%	89%	N/A	N/A
		Nueces	99%	87%	89%	89%	N/A	N/A
	Superior	Bexar	N/A	100%	89%	65%	N/A	N/A
		El Paso	0%	100%	85%	N/A	N/A	N/A
		Hidalgo	88%	77%	70%	N/A	N/A	N/A
		Lubbock	95%	100%	85%	84%	N/A	N/A
		Nueces	96%	85%	85%	85%	N/A	N/A
		MRSA West	94%	78%	N/A	N/A	82%	43%
		Travis	98%	100%	74%	81%	N/A	N/A
	TCHP	Harris	N/A	N/A	N/A	N/A	N/A	N/A
		Jefferson	99%	100%	96%	89%	N/A	N/A
		MRSA Northeast	N/A	N/A	N/A	N/A	N/A	N/A
	United Healthcare	Harris	99%	100%	100%	100%	N/A	N/A
		Hidalgo	100%	84%	99%	100%	N/A	N/A
		Jefferson	99%	100%	100%	100%	N/A	N/A
		Travis	98%	100%	N/A	N/A	100%	100%
		MRSA Northeast	99%	98%	N/A	N/A	100%	100%
	Amerigroup	Bexar	100%	100%	92%	73%	N/A	N/A
		El Paso	0%	100%	86%	0%	N/A	N/A
		Harris	94%	100%	95%	89%	N/A	N/A
		Jefferson	95%	100%	86%	64%	N/A	N/A
		Lubbock	92%	100%	87%	82%	N/A	N/A
		MRSA West	85%	80%	N/A	N/A	83%	45%
		Tarrant	99%	100%	95%	85%	N/A	N/A
		Travis	92%	100%	83%	83%	N/A	N/A

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Pharmacy GeoMapping SFY 18

			Quarter 2					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
STAR+PLUS	MCO	SDA						
	Cigna-HealthSpring	Hidalgo	96%	82%	82%	N/A	N/A	N/A
		MRSA Northeast	99%	98%	76%	56%	N/A	N/A
		Tarrant	N/A	100%	96%	86%	N/A	N/A
	Molina	Bexar	N/A	100%	92%	65%	N/A	N/A
		Dallas	98%	100%	90%	86%	N/A	N/A
		El Paso	N/A	100%	84%	0%	N/A	N/A
		Harris	98%	100%	95%	90%	N/A	N/A
		Hidalgo	96%	78%	76%	N/A	N/A	N/A
		Jefferson	96%	100%	89%	72%	N/A	N/A
		Bexar	N/A	100%	89%	68%	N/A	N/A
	Superior	Dallas	97%	100%	86%	86%	N/A	N/A
		Hidalgo	92%	80%	74%	N/A	N/A	N/A
		Lubbock	93%	100%	88%	84%	88%	N/A
		Nueces	96%	86%	83%	82%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	74%	69%
		MRSA West	88%	75%	N/A	N/A	81%	46%
		Harris	100%	100%	100%	100%	N/A	N/A
	United Healthcare	Jefferson	98%	100%	98%	100%	N/A	N/A
		Nueces	99%	92%	100%	99%	N/A	N/A
		Travis	100%	100%	100%	100%	N/A	N/A
		MRSA Central	98%	100%	N/A	N/A	100%	100%
		MRSA Northeast	99%	97%	N/A	N/A	99%	100%

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Pharmacy GeoMapping SFY 18

			Quarter 3					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
MCO	SDA							
Aetna	Bexar		N/A	100%	90%	64%	N/A	N/A
	Tarrant		98%	100%	93%	85%	N/A	N/A
Amerigroup	Bexar		100%	100%	91%	67%	N/A	N/A
	Dallas		99%	100%	92%	89%	N/A	N/A
	Harris		95%	100%	96%	90%	N/A	N/A
	Lubbock		94%	100%	87%	85%	N/A	N/A
	MRSA Central		96%	100%	N/A	N/A	80%	72%
	MRSA Northeast		98%	99%	N/A	N/A	68%	50%
	Jefferson		97%	100%	87%	64%	N/A	N/A
	MRSA West		89%	87%	N/A	N/A	75%	49%
	Tarrant		95%	100%	95%	88%	N/A	N/A
	Travis		91%	100%	77%	81%	N/A	N/A
Christus	Nueces	ct	ct	ct	ct	ct	ct	ct
Community 1st	Bexar		96%	100%	94%	77%	N/A	N/A
Community Health Choice	Harris		99%	100%	97%	92%	N/A	N/A
	Jefferson		98%	100%	90%	75%	N/A	N/A
Cook Children's	Tarrant		98%	100%	97%	85%	N/A	N/A
Driscoll	Hidalgo		93%	76%	79%	95%	N/A	N/A
	Nueces		99%	88%	87%	87%	N/A	N/A
El Paso 1st	El Paso		5%	100%	84%	100%	N/A	N/A
FirstCare	Lubbock		96%	100%	90%	84%	N/A	N/A
	MRSA West		91%	88%	N/A	N/A	82%	53%
	Dallas		98%	100%	91%	91%	N/A	N/A
	El Paso		N/A	100%	82%	0%	N/A	N/A

ct=contract terminated

Attachment J
Pharmacy GeoMapping SFY 18

			Quarter 3					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR	Molina	Harris	96%	100%	96%	92%	N/A	N/A
		Hidalgo	97%	74%	69%	N/A	N/A	N/A
		Jefferson	91%	100%	85%	71%	N/A	N/A
		Dallas	97%	100%	81%	89%	N/A	N/A
		MRSA Central	99%	100%	N/A	N/A	79%	75%
		Travis	98%	100%	84%	83%	N/A	N/A
		Travis	99%	100%	85%	87%	N/A	
	Seton/Dell	Bexar	N/A	100%	88%	64%	N/A	N/A
		El Paso	0%	100%	80%	N/A	N/A	N/A
		Hidalgo	95%	82%	66%	N/A	N/A	N/A
		Lubbock	93%	100%	87%	85%	N/A	N/A
		Nueces	96%	83%	81%	80%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	75%	71%
		MRSA Northeast	97%	94%	N/A	N/A	56%	44%
		MRSA West	88%	76%	N/A	N/A	76%	49%
	Superior	Travis	94%	100%	71%	78%	N/A	N/A
		Harris	99%	100%	98%	92%	N/A	N/A
	TCHP	Jefferson	98%	100%	90%	75%	N/A	N/A
		Harris	96%	100%	96%	91%	N/A	N/A
	United Healthcare	Hidalgo	98%	100%	86%	73%	N/A	N/A
		Jefferson	97%	85%	80%	N/A	N/A	N/A
		Nueces	99%	91%	84%	82%	N/A	N/A
	Aetna	Tarrant	95%	100%	93%	90%	N/A	N/A
	Amerigroup	Dallas	99%	100%	89%	88%	N/A	N/A

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Pharmacy GeoMapping SFY 18

			Quarter 3					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
MCO	SDA							
Amerigroup	El Paso		0%	100%	86%	0%	N/A	N/A
	Harris		99%	100%	95%	89%	N/A	N/A
	Lubbock		94%	100%	87%	83%	N/A	N/A
	MRSA West		90%	90%	n/a	n/a	83%	48%
BCBS	MRSA Central		96%	99%	71%	78%	N/A	N/A
	Travis		88%	100%	80%	85%	N/A	N/A
Children's Medical Center	Dallas		100%	100%	96%	92%	N/A	N/A
Community 1st	Bexar		96%	100%	94%	74%	N/A	N/A
Cook Children's	Tarrant		100%	100%	100%	100%	N/A	N/A
Driscoll	Hidalgo		95%	79%	79%	90%	N/A	N/A
	Nueces		97%	87%	88%	89%	N/A	N/A
Superior	Bexar		N/A	100%	89%	66%	N/A	N/A
	El Paso		0%	100%	84%	N/A	N/A	N/A
	Hidalgo		89%	77%	71%	N/A	N/A	N/A
	Lubbock		95%	100%	86%	83%	N/A	N/A
	Nueces		97%	84%	85%	85%	N/A	N/A
	MRSA West		94%	78%	N/A	N/A	82%	45%
	Travis		98%	100%	74%	81%	N/A	N/A
TCHP	Harris		100%	100%	100%	N/A	N/A	N/A
	Jefferson		100%	100%	96%	90%	N/A	N/A
	MRSA Northeast		N/A	N/A	N/A	N/A	N/A	N/A
United Healthcare	Harris		96%	100%	97%	91%	N/A	N/A
	Hidalgo		98%	84%	80%	N/A	N/A	N/A

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Pharmacy GeoMapping SFY 18

			Quarter 3					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
STAR Kids	MCO	SDA						
	United Healthcare	Jefferson	97%	100%	86%	77%	N/A	N/A
		Travis	98%	100%	N/A	N/A	80%	74%
		MRSA Northeast	99%	98%	N/A	N/A	67%	48%
	Amerigroup	Bexar	100%	100%	93%	73%	N/A	N/A
		El Paso	0%	100%	87%	0%	N/A	N/A
		Harris	98%	100%	96%	91%	N/A	N/A
		Jefferson	95%	100%	88%	73%	N/A	N/A
		Lubbock	95%	100%	89%	86%	N/A	N/A
		MRSA West	89%	83%	N/A	N/A	84%	48%
		Tarrant	99%	100%	95%	86%	N/A	N/A
		Travis	95%	100%	84%	83%	N/A	N/A
	Cigna-HealthSpring	Hidalgo	97%	83%	82%	N/A	N/A	N/A
		MRSA Northeast	99%	98%	76%	55%	N/A	N/A
		Tarrant	N/A	100%	96%	86%	N/A	N/A
	Molina	Bexar	N/A	100%	91%	64%	N/A	N/A
		Dallas	98%	100%	89%	86%	N/A	N/A
		El Paso	N/A	100%	84%	0%	N/A	N/A
		Harris	97%	100%	95%	89%	N/A	N/A
		Hidalgo	97%	78%	76%	N/A	N/A	N/A
		Jefferson	96%	100%	89%	74%	N/A	N/A
		Bexar	N/A	100%	89%	68%	N/A	N/A
	Superior	Dallas	98%	100%	86%	87%	N/A	N/A
		Hidalgo	92%	80%	74%	N/A	N/A	N/A
		Lubbock	93%	100%	88%	84%	N/A	N/A

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Pharmacy GeoMapping SFY 18

		Quarter 3						
		SDA	% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
STAR+PLUS	MCO	SDA						
	Superior	Nueces	96%	86%	82%	80%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	74%	69%
		MRSA West	87%	75%	N/A	N/A	81%	47%
		Harris	96%	100%	97%	92%	N/A	N/A
		Jefferson	97%		86%	74%	N/A	N/A
		Nueces	99%		86%	80%	N/A	N/A
		Travis	97%		87%	83%	N/A	N/A
		MRSA Central	98%	100%	76%	71%	N/A	N/A
		MRSA Northeast	99%	97%	N/A	N/A	67%	50%

Attachment J
Pharmacy GeoMapping SFY 18

Program	MCO	SDA	Quarter 4					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	Aetna	Bexar	N/A	100%	90%	69%	N/A	N/A
		Tarrant	98%	100%	94%	85%	N/A	N/A
		Bexar	100%	100%	90%	68%	N/A	N/A
		Dallas	95%	100%	95%	87%	N/A	N/A
		Harris	93%	100%	95%	87%	N/A	N/A
		Lubbock	91%	100%	84%	82%	N/A	N/A
		MRSA Central	95%	100%	N/A	N/A	78%	70%
		Jefferson	97%	100%	83%	64%	N/A	N/A
		MRSA Northeast	97%	99%	N/A	N/A	66%	48%
		MRSA West	88%	84%	N/A	N/A	75%	45%
	Amerigroup	Tarrant	95%	100%	95%	87%	N/A	N/A
	BCBS	Travis	91%	100%	76%	81%	N/A	N/A
	Christus	Nueces	ct	ct	ct	ct	ct	ct
	Community 1st	Bexar	94%	100%	94%	78%	N/A	N/A
	Community	Harris	99%	100%	97%	94%	N/A	N/A
	Health Choice	Jefferson	98%	100%	90%	74%	N/A	N/A
	Cook Children's	Tarrant	98%	100%	97%	85%	N/A	N/A
	Driscoll	Hidalgo	99%	77%	79%	97%	N/A	N/A
		Nueces	99%	88%	87%	87%	N/A	N/A
	El Paso 1st	El Paso	10%	100%	83%	89%	N/A	N/A
	FirstCare	Lubbock	96%	100%	90%	84%	N/A	N/A
		MRSA West	91%	89%	N/A	N/A	82%	55%
	Molina	Dallas	99%	100%	90%	91%	N/A	N/A
		El Paso	N/A	100%	83%	0%	N/A	N/A
		Harris	98%	100%	96%	92%	N/A	N/A

ct=contract terminated

Attachment J
Pharmacy GeoMapping SFY 18

		Quarter 4						
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR		Hidalgo	97%	74%	69%	N/A	N/A	N/A
		Jefferson	91%	100%	85%	70%	N/A	N/A
	Parkland	Dallas	98%	100%	92%	84%	N/A	N/A
	Scott & White	Travis	98%	100%	N/A	N/A	79%	76%
	Sendero	MRSA Central	0%	0%	0%	0%	N/A	N/A
	Seton/Dell	Travis	99%	100%	85%	85%	N/A	N/A
		Bexar	N/A	100%	88%	65%	N/A	N/A
		El Paso	0%	100%	81%	N/A	N/A	N/A
		Hidalgo	95%	82%	67%	N/A	N/A	N/A
		Lubbock	92%	100%	86%	85%	N/A	N/A
		Nueces	96%	83%	81%	80%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	75%	72%
		MRSA Northeast	97%	94%	N/A	N/A	56%	44%
		MRSA West	88%	76%	N/A	N/A	76%	47%
	Superior	Travis	94%	100%	71%	77%	N/A	N/A
	TCHP	Harris	98%	100%	97%	93%	N/A	N/A
		Jefferson	97%	100%	90%	73%	N/A	N/A
	United Healthcare	Harris	99%	100%	93%	89%	N/A	N/A
		Hidalgo	96%	85%	77%	82%	N/A	N/A
		Jefferson	100%	83%	67%	N/A	N/A	N/A
		Nueces	98%	86%	84%	86%	N/A	N/A
	Aetna	Tarrant	100%	100%	94%	89%	N/A	N/A
	Amerigroup	Dallas	98%	100%	88%	88%	N/A	N/A
		El Paso	0%	100%	85%	0%	N/A	N/A
		Harris	98%	100%	95%	87%	N/A	N/A

ct=contract terminated

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Pharmacy GeoMapping SFY 18

		Quarter 4						
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
MCO	SDA							
STAR Kids		Lubbock	89%	100%	84%	82%	N/A	N/A
		MRSA West	88%	87%	n/a	n/a	81%	45%
	BCBS	MRSA Central	96%	99%	72%	76%	N/A	N/A
		Travis	87%	100%	80%	85%	N/A	N/A
	Children's Medical Center	Dallas	100%	100%	88%	98%	N/A	N/A
	Community 1st	Bexar	95%	100%	94%	76%	N/A	N/A
	Cook Children's	Tarrant	98%	100%	100%	100%	N/A	N/A
	Driscoll	Hidalgo	95%	79%	80%	100%	N/A	N/A
		Nueces	98%	87%	88%	88%	N/A	N/A
	Superior	Bexar	N/A	100%	89%	66%	N/A	N/A
		El Paso	0%	100%	85%	N/A	N/A	N/A
		Hidalgo	89%	77%	71%	N/A	N/A	N/A
		Lubbock	95%	100%	86%	82%	N/A	N/A
		Nueces	97%	84%	84%	83%	N/A	N/A
		MRSA West	94%	77%	N/A	N/A	82%	47%
		Travis	98%	100%	73%	81%	N/A	N/A
	TCHP	Harris	97%	100%	97%	95%	N/A	N/A
		Jefferson	98%	100%	91%	77%	N/A	N/A
		MRSA Northeast	99%	100%	N/A	N/A	82%	54%
	United Healthcare	Harris	98%	100%	95%	93%	N/A	N/A
		Hidalgo	84%	78%	83%	N/A	N/A	N/A
		Jefferson	99%	100%	85%	72%	N/A	N/A
		Travis	99%	100%	86%	77%	N/A	N/A
		MRSA Northeast	99%	98%	75%	71%	N/A	N/A

ct=contract terminated

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Pharmacy GeoMapping SFY 18

Program	MCO	SDA	Quarter 4					
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24-Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	Amerigroup	Bexar	100%	100%	92%	74%	N/A	N/A
		El Paso	0%	100%	85%	0%	N/A	N/A
		Harris	95%	100%	96%	89%	N/A	N/A
		Jefferson	94%	100%	84%	71%	N/A	N/A
		Lubbock	91%	100%	88%	83%	N/A	N/A
		MRSA West	84%	81%	N/A	N/A	82%	44%
		Tarrant	99%	100%	95%	85%	N/A	N/A
		Travis	93%	100%	82%	82%	N/A	N/A
	Cigna- HealthSpring	Hidalgo	97%	97%	97%	97%	97%	97%
		MRSA Northeast	99%	98%	76%	57%	N/A	N/A
		Tarrant	N/A	100%	97%	86%	N/A	N/A
	Molina	Bexar	N/A	100%	91%	64%	N/A	N/A
		Dallas	97%	100%	90%	86%	N/A	N/A
		El Paso	N/A	100%	84%	0%	N/A	N/A
		Harris	97%	100%	95%	89%	N/A	N/A
		Hidalgo	97%	78%	76%	N/A	N/A	N/A
		Jefferson	96%	100%	89%	74%	N/A	N/A
		Bexar	N/A	100%	89%	68%	N/A	N/A
	Superior	Dallas	98%	100%	87%	87%	N/A	N/A
		Hidalgo	92%	82%	74%	N/A	N/A	N/A
		Lubbock	93%	100%	88%	85%	N/A	N/A
		Nueces	96%	86%	82%	81%	N/A	N/A
		MRSA Central	96%	98%	N/A	N/A	74%	69%
		MRSA West	87%	75%	N/A	N/A	82%	49%
		Harris	99%	100%	94%	92%	N/A	N/A

ct=contract terminated

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Pharmacy GeoMapping SFY 18

		Quarter 4						
			% of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy Std. 90% All programs including STAR MRSA	% of Members Residing w/in 75 Miles of One 24- Hour Pharmacy Std. 90% All programs including STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 80% All programs excluding STAR MRSA	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 75% All programs excluding STAR MRSA	% of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy Std. 75% STAR MRSA only	% of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy Std. 55% STAR MRSA only
	MCO	SDA						
STAR+PLUS	United Healthcare	Jefferson	98%	100%	85%	70%	N/A	N/A
		Nueces	98%	92%	91%	92%	N/A	N/A
		Travis	98%	100%	86%	66%	N/A	N/A
		MRSA Central	99%	100%	83%	76%	N/A	N/A
		MRSA Northeast	99%	97%	75%	73%	N/A	N/A

CMS QUARTERLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



January 2018 – March 2018 (CMS 1st Quarter)

1.1.1 Operations

Enrollment Broker Medicaid Managed Care STAR, STAR+PLUS and STAR Kids Programs reported an average of 3,597,353 unduplicated enrollments for the months of January, February, and March 2018 for February 1st, March 1st, and April 1st effective dates.

The Dental Program reported an average of 2,869,865 total enrollments in January, February, and March 2018 for February 1st, March 1st, and April 1st effective dates.

In January, the English Call Center queues had an AB Rate of 4.7% and an ASA of 70 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.8% and an ASA of 78 seconds in January, also meeting both performance requirements. In February, the English Call Center queues had an AB Rate of 5.1% and an ASA of 78 seconds while the Spanish Call Center queues had an AB Rate of 3.9% and an ASA of 80 seconds. The AB Rate and ASA performance standards were met by both queues for February. In March, the English Call Center queues had an AB Rate of 5.4% and an ASA of 84 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 4.2% and an ASA of 84 seconds in March, also meeting both performance requirements.

The Call Center Quality Assurance rate for the December 2017 QA sample results reported in February 2018 is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 95.4% for EB KPR 50 – Call Handling Accuracy. The Call Center Quality Assurance rate for the January 2018 QA sample results reported in March 2018 is 100% for EB KPR 47 and 97.5% for EB KPR 50. The Call Center Quality Assurance rate for the February 2018 QA sample results reported in April 2018 is 100% for EB KPR 47 and 97.1% for EB KPR 50.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts throughout the quarter to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 279,106 enrollment mailings for the Medicaid Managed Care Program and 193,859 enrollment mailings for the Dental Program.

Throughout the quarter, outreach staff members completed a total of 24,657 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 117,753 phone call attempts this quarter. In addition, field staff members completed a total of 7,005 field events for the Medicaid Managed Care Program in the first quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings					
Mail Type	Jan-18	Feb-18	Mar-18	Quarterly Totals	Average per Month
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	100,703	85,437	92,578	278,718	92,906
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	155	110	123	388	129
Mandatory Dental Enrollment Kits/Requests	69,658	60,037	64,164	193,859	64,620

(Table 1.1.1.1A) Mail Summary: The table shows the total and average volumes mailed during the quarter.

1.1.1.2 Field Operations Summary

Throughout the quarter, outreach staff members completed a total of 24,657 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 117,753 phone call attempts this quarter. In addition, field staff members completed a total of 7,005 field events for the Medicaid Managed Care Program in the first quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

Outreach Activities					
Task	Jan-18	Feb-18	Mar-18	Quarterly Totals	Avg Per Month
MMC Phone Calls	40,909	37,866	38,978	117,753	39,251
MMC Home Visits	8,286	8,446	7,925	24,657	8,219
*Enrollments processed	13,615	12,137	13,017	38,769	12,923
Plan Changes processed	527	481	441	1,449	483
MMC Enrollment Events	198	263	303	764	255
MMC Presentations (non-enrollment event)	87	125	82	294	98
MMC Community Meetings (non-enrollment event)	2,111	1,914	1,894	5,919	1,973
MMC Health Fairs (non-enrollment event)	8	10	10	28	9

(Table 1.1.1.2A) Outreach Activity: The table shows the Outreach activity for the quarter.

*These totals reflect the number of enrollment actions performed by field outreach.

1.1.1.3 Enrollments Summary

Tables 1.1.1.3A, 1.1.1.3B, 1.1.1.3C, and 1.1.1.3D give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for the months of January, February, and March 2018 for February 1st, March 1st, and April 1st effective dates. This quarter, the STAR, STAR+PLUS, and STAR Kids Programs reported an average of 3,597,353 unduplicated enrollments per month.

The Dental Program reported an average of 2,869,865 total enrollments in January, February, and March 2018 for February 1st, March 1st, and April 1st effective dates.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Jan-18	2,927,934	524,019	162,128	3,614,081
Feb-18	2,919,313	522,142	160,757	3,602,212
Mar-18	2,894,633	519,734	161,399	3,575,766
Average per Month	2,913,960	521,965	161,428	3,597,353

*(Table 1.1.1.3A) Total Unduplicated Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Total Unduplicated New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Jan-18	150,996	16,587	5,730	173,313
Feb-18	169,337	11,980	4,757	186,074
Mar-18	151,826	11,845	5,636	169,307
Average per Month	157,386	13,471	5,374	176,231

*(Table 1.1.1.3B) Total Unduplicated New Monthly Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Jan-18	145,843	2,884,863
Feb-18	160,985	2,873,839
Mar-18	149,215	2,850,894
Average per Month	152,014	2,869,865

(Table 1.1.1.3C) Dental Enrollments as reported from the monthly Confirmed Eligibles Report.

Total Voluntary Choice Enrollment Rate by Program								
State Cutoff Month	STAR Choice Enrollment	Default STAR	STAR+PLUS Choice Enrollment	Default STAR+PLUS	STAR Kids Choice Enrollment	Default STAR Kids	Dental Choice Enrollment	Default Dental
Jan-18	74.5%	25.5%	65.4%	34.6%	54.0%	46.0%	71.7%	28.3%
Feb-18	79.6%	20.4%	74.7%	25.3%	64.1%	35.9%	77.6%	22.4%
Mar-18	77.9%	22.1%	72.4%	27.6%	63.5%	36.5%	76.0%	24.0%
Average per Month	77.3%	22.7%	70.8%	29.2%	60.5%	39.5%	75.1%	24.9%

(Table 1.1.1.3D) The table above shows an overview of the voluntary choice rates and default rates for each Program by month for the current fiscal year. The enrollment totals are reported from the monthly Confirmed Eligibles Report.

1.1.2 Call Center

The section below summarizes the Call Center performance for all English and Spanish queues for the quarter. A daily average of 237 staff handled English inbound calls during the first quarter of 2018. A daily average of 161 staff handled Spanish inbound calls during the first quarter of 2018.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
January	2018	125,816	131,742	124,929	615	570	70	6,195	4.7%
February	2018	122,109	125,059	118,300	351	579	78	6,407	5.1%
March	2018	133,951	122,143	115,190	380	581	84	6,572	5.4%
AVG		127,292	126,315	119,473	449	577	77	6,391	5.1%
Totals		381,876	378,944	358,419	1,346			19,174	
KPR							< 90		≤ 8%

(Table 1.1.2A) English Call Center Production.

Spanish Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
January	2018	37,599	39,403	37,770	148	671	78	1,485	3.8%
February	2018	40,045	41,188	39,478	114	683	80	1,596	3.9%
March	2018	43,094	39,250	37,476	115	657	84	1,659	4.2%
AVG		40,246	39,947	38,241	126	671	81	1,580	4.0%
Totals		120,738	119,841	114,724	377			4,740	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.

CMS QUARTERLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



April 2018 – June 2018 (CMS 2nd Quarter)

1.1.1 Operations

Enrollment Broker Medicaid Managed Care STAR, STAR+PLUS and STAR Kids Programs reported an average of 3,578,156 unduplicated enrollments for the months of April, May, and June 2018 for May 1st, June 1st, and July 1st effective dates.

The Dental Program reported an average of 2,847,360 total enrollments in April, May, and June 2018 for May 1st, June 1st, and July 1st effective dates.

In April, the English Call Center queues had an AB Rate of 14.2% and an ASA of 243 seconds. The Spanish Call Center queues had an AB Rate of 12.0% and an ASA of 262 seconds in April. English and Spanish AB Rates and ASAs ended above performance standards for April. In May, the English Call Center queues had an AB Rate of 4.0% and an ASA of 56 seconds while the Spanish Call Center queues had an AB Rate of 3.3% and an ASA of 64 seconds. The AB Rate and ASA performance standards were met by both queues for May. In June, the English Call Center queues had an AB Rate of 4.8% and an ASA of 69 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.4% and an ASA of 72 seconds in June, also meeting both performance requirements.

The Call Center Quality Assurance rate for the March 2018 QA sample results reported in May 2018 is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.1% for EB KPR 50 – Call Handling Accuracy. The Call Center Quality Assurance rate for the April 2018 QA sample results reported in June 2018 is 100% for EB KPR 47 and 97.7% for EB KPR 50. The Call Center Quality Assurance rate for the May 2018 QA sample results reported in July 2018 is 100% for EB KPR 47 and 96.1% for EB KPR 50.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts throughout the quarter to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 248,619 enrollment mailings for the Medicaid Managed Care Program and 174,681 enrollment mailings for the Dental Program.

Throughout the quarter, outreach staff members completed a total of 24,516 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 123,039 phone call attempts this quarter. In addition, field staff members completed a total of 6,668 field events for the Medicaid Managed Care Program in the second quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings					
Mail Type	Apr-18	May-18	Jun-18	Quarterly Totals	Average per Month
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	83,609	86,549	78,078	248,236	82,745
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	127	132	124	383	128
Mandatory Dental Enrollment Kits/Requests	55,694	61,094	57,893	174,681	58,227

(Table 1.1.1.1A) Mail Summary: The table shows the total and average volumes mailed during the quarter.

1.1.1.2 Field Operations Summary

Throughout the quarter, outreach staff members completed a total of 24,516 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 123,039 phone call attempts this quarter. In addition, field staff members completed a total of 6,668 field events for the Medicaid Managed Care Program in the second quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

Outreach Activities					
Task	Apr-18	May-18	Jun-18	Quarterly Totals	Avg Per Month
MMC Phone Calls	41,038	41,474	40,527	123,039	41,013
MMC Home Visits	7,939	8,890	7,687	24,516	8,172
*Enrollments processed	14,233	14,794	14,628	43,655	14,552
Plan Changes processed	526	421	363	1,310	437
MMC Enrollment Events	355	295	253	903	301
MMC Presentations (non-enrollment event)	76	89	90	255	85
MMC Community Meetings (non-enrollment event)	1,925	1,845	1,700	5,470	1,823
MMC Health Fairs (non-enrollment event)	12	19	9	40	13

(Table 1.1.1.2A) Outreach Activity: The table shows the Outreach activity for the quarter.

*These totals reflect the number of enrollment actions performed by field outreach.

1.1.1.3 Enrollments Summary

Tables 1.1.1.3A, 1.1.1.3B, 1.1.1.3C, and 1.1.1.3D give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for the months of April, May, and June 2018 for May 1st, June 1st, and July 1st effective dates. This quarter, the STAR, STAR+PLUS, and STAR Kids Programs reported an average of 3,578,156 unduplicated enrollments per month.

The Dental Program reported an average of 2,847,360 total enrollments in April, May, and June 2018 for May 1st, June 1st, and July 1st effective dates.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Apr-18	2,901,242	519,565	160,740	3,581,547
May-18	2,897,365	523,630	159,793	3,580,788
Jun-18	2,886,914	524,805	160,414	3,572,133
Average per Month	2,895,174	522,667	160,316	3,578,156

*(Table 1.1.1.3A) Total Unduplicated Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Total Unduplicated New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Apr-18	193,930	13,470	5,495	212,895
May-18	162,637	16,779	5,476	184,892
Jun-18	144,544	12,786	5,643	162,973
Average per Month	167,037	14,345	5,538	186,920

*(Table 1.1.1.3B) Total Unduplicated New Monthly Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Apr-18	172,482	2,855,664
May-18	156,169	2,848,620
Jun-18	143,356	2,837,795
Average per Month	157,336	2,847,360

(Table 1.1.1.3C) Dental Enrollments as reported from the monthly Confirmed Eligibles Report.

Total Voluntary Choice Enrollment Rate by Program								
State Cutoff Month	STAR Choice Enrollment	Default STAR	STAR+PLUS Choice Enrollment	Default STAR+PLUS	STAR Kids Choice Enrollment	Default STAR Kids	Dental Choice Enrollment	Default Dental
Apr-18	75.0%	25.0%	70.6%	29.4%	61.4%	38.6%	76.9%	23.1%
May-18	80.4%	19.6%	74.4%	25.6%	65.0%	35.0%	78.3%	21.7%
Jun-18	81.9%	18.1%	70.6%	29.4%	65.1%	34.9%	78.4%	21.6%
Average per Month	79.1%	20.9%	71.9%	28.1%	63.8%	36.2%	77.9%	22.1%

(Table 1.1.1.3D) The table above shows an overview of the voluntary choice rates and default rates for each Program by month for the current fiscal year. The enrollment totals are reported from the monthly Confirmed Eligibles Report.

1.1.2 Call Center

The section below summarizes the Call Center performance for all English and Spanish queues for the quarter. A daily average of 212 staff handled English inbound calls during the second quarter of 2018. A daily average of 139 staff handled Spanish inbound calls during the second quarter of 2018.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
April	2018	113,875	133,325	114,051	383	594	243	18,891	14.2%
May	2018	131,226	123,577	117,374	1,263	550	56	4,938	4.0%
June	2018	116,849	112,444	106,593	482	571	69	5,367	4.8%
AVG		120,650	123,115	112,673	709	571	123	9,732	7.9%
Totals		361,950	369,346	338,018	2,128			29,196	
KPR							< 90		≤ 8%

(Table 1.1.2A) English Call Center Production.

Spanish Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
April	2018	36,470	42,928	37,672	91	698	262	5,165	12.0%
May	2018	38,914	36,664	35,027	419	653	64	1,218	3.3%
June	2018	34,511	33,213	31,927	149	655	72	1,137	3.4%
AVG		36,632	37,602	34,875	220	670	138	2,507	6.7%
Totals		109,895	112,805	104,626	659			7,520	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.

CMS QUARTERLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



July 2018 – September 2018 (CMS 3rd Quarter)

1.1.1 Operations

Enrollment Broker Medicaid Managed Care STAR, STAR+PLUS and STAR Kids Programs reported an average of 3,564,422 unduplicated enrollments for the months of July, August, and September 2018 for August 1st, September 1st, and October 1st effective dates.

The Dental Program reported an average of 2,828,062 total enrollments in July, August, and September 2018 for August 1st, September 1st, and October 1st effective dates.

In July, the English Call Center queues had an AB Rate of 5.7% and an ASA of 89 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 4.4% and an ASA of 88 seconds in July, also meeting both performance requirements. In August, the English Call Center queues had an AB Rate of 4.2% and an ASA of 62 seconds while the Spanish Call Center queues had an AB Rate of 3.3% and an ASA of 65 seconds. The AB Rate and ASA performance standards were met by both queues for August. In September, the English Call Center queues had an AB Rate of 4.4% and an ASA of 64 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.5% and an ASA of 68 seconds in September, also meeting both performance requirements.

The Call Center Quality Assurance rate for the June 2018 QA sample results reported in August 2018 is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.2% for EB KPR 50 – Call Handling Accuracy. The Call Center Quality Assurance rate for the July 2018 QA sample results reported in September 2018 is 100% for EB KPR 47 and 97.8% for EB KPR 50. The Call Center Quality Assurance rate for the August 2018 QA sample results reported in October 2018 is 100% for EB KPR 47 and 96.8% for EB KPR 50.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts throughout the quarter to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 254,402 enrollment mailings for the Medicaid Managed Care Program and 191,733 enrollment mailings for the Dental Program.

Throughout the quarter, outreach staff members completed a total of 23,418 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 129,484 phone call attempts this quarter. In addition, field staff members completed a total of 6,652 field events for the Medicaid Managed Care Program in the third quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings					
Mail Type	Jul-18	Aug-18	Sep-18	Quarterly Totals	Average per Month
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	78,761	91,960	83,295	254,016	84,672
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	121	141	124	386	129
Mandatory Dental Enrollment Kits/Requests	58,953	69,130	63,650	191,733	63,911

(Table 1.1.1.1A) Mail Summary: The table shows the total and average volumes mailed during the quarter.

1.1.1.2 Field Operations Summary

Throughout the quarter, outreach staff members completed a total of 23,418 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 129,484 phone call attempts this quarter. In addition, field staff members completed a total of 6,652 field events for the Medicaid Managed Care Program in the third quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

Outreach Activities					
Task	Jul-18	Aug-18	Sep-18	Quarterly Totals	Avg Per Month
MMC Phone Calls	39,904	46,808	42,772	129,484	43,161
MMC Home Visits	7,553	8,781	7,084	23,418	7,806
*Enrollments processed	14,468	17,051	14,633	46,152	15,384
Plan Changes processed	445	577	642	1,664	555
MMC Enrollment Events	216	434	279	929	310
MMC Presentations (non-enrollment event)	84	72	82	238	79
MMC Community Meetings (non-enrollment event)	1,726	1,779	1,923	5,428	1,809
MMC Health Fairs (non-enrollment event)	12	26	19	57	19

(Table 1.1.1.2A) Outreach Activity: The table shows the Outreach activity for the quarter.

*These totals reflect the number of enrollment actions performed by field outreach.

1.1.1.3 Enrollments Summary

Tables 1.1.1.3A, 1.1.1.3B, 1.1.1.3C, and 1.1.1.3D give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for the months of July, August, and September 2018 for August 1st, September 1st, and October 1st effective dates. This quarter, the STAR, STAR+PLUS, and STAR Kids Programs reported an average of 3,564,422 unduplicated enrollments per month.

The Dental Program reported an average of 2,828,062 total enrollments in July, August, and September 2018 for August 1st, September 1st, and October 1st effective dates.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Jul-18	2,884,345	525,854	159,722	3,569,921
Aug-18	2,880,038	526,400	159,862	3,566,300
Sep-18	2,871,674	526,086	159,286	3,557,046
Average per Month	2,878,686	526,113	159,623	3,564,422

*(Table 1.1.1.3A) Total Unduplicated Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Total Unduplicated New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Jul-18	169,354	15,127	5,681	190,162
Aug-18	155,895	13,191	5,371	174,457
Sep-18	151,455	12,508	4,762	168,725
Average per Month	158,901	13,609	5,271	177,781

*(Table 1.1.1.3B) Total Unduplicated New Monthly Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Jul-18	166,440	2,833,344
Aug-18	154,422	2,828,777
Sep-18	149,816	2,822,064
Average per Month	156,893	2,828,062

(Table 1.1.1.3C) Dental Enrollments as reported from the monthly Confirmed Eligibles Report.

Total Voluntary Choice Enrollment Rate by Program								
State Cutoff Month	STAR Choice Enrollment	Default STAR	STAR+PLUS Choice Enrollment	Default STAR+PLUS	STAR Kids Choice Enrollment	Default STAR Kids	Dental Choice Enrollment	Default Dental
Jul-18	80.6%	19.4%	70.4%	29.6%	60.6%	39.4%	76.1%	23.9%
Aug-18	82.7%	17.3%	72.6%	27.4%	68.2%	31.8%	79.5%	20.5%
Sep-18	80.4%	19.6%	69.9%	30.1%	60.4%	39.6%	77.1%	22.9%
Average per Month	81.2%	18.8%	71.0%	29.0%	63.1%	36.9%	77.6%	22.4%

(Table 1.1.1.3D) The table above shows an overview of the voluntary choice rates and default rates for each Program by month for the current fiscal year. The enrollment totals are reported from the monthly Confirmed Eligibles Report.

1.1.2 Call Center

The section below summarizes the Call Center performance for all English and Spanish queues for the quarter. A daily average of 218 staff handled English inbound calls during the third quarter of 2018. A daily average of 129 staff handled Spanish inbound calls during the third quarter of 2018.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
July	2018	123,602	121,311	114,107	253	572	89	6,950	5.7%
August	2018	137,298	134,061	128,171	215	555	62	5,675	4.2%
September	2018	115,370	111,484	106,343	285	562	64	4,855	4.4%
AVG		125,423	122,285	116,207	251	563	71	5,827	4.8%
Totals		376,270	366,856	348,621	753			17,480	
KPR							< 90		≤ 8%

(Table 1.1.2A) English Call Center Production.

Spanish Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
July	2018	35,027	34,390	32,835	42	656	88	1,512	4.4%
August	2018	38,047	37,152	35,847	65	661	65	1,240	3.3%
September	2018	32,691	31,574	30,356	99	668	68	1,119	3.5%
AVG		35,255	34,372	33,013	69	661	74	1,290	3.8%
Totals		105,765	103,116	99,038	206			3,871	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.

CMS QUARTERLY SUMMARY NARRATIVE REPORT



Helping Government Serve the People.®



October 2017 – December 2017 (CMS 4th Quarter)

1.1.1 Operations

Enrollment Broker Medicaid Managed Care STAR, STAR+PLUS and STAR Kids Programs reported an average of 3,671,832 unduplicated enrollments for the months of October, November, and December 2017 for November 1st, December 1st, and January 1st effective dates.

The Dental Program reported an average of 2,935,259 total enrollments in October, November, and December 2017 for November 1st, December 1st, and January 1st effective dates.

In October, the English Call Center queues had an AB Rate of 1.2% and an ASA of 15 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 1.0% and an ASA of 18 seconds in October, also meeting both performance requirements. In November, the English Call Center queues had an AB Rate of 3.6% and an ASA of 55 seconds while the Spanish Call Center queues had an AB Rate of 2.9% and an ASA of 63 seconds. The AB Rate and ASA performance standards were met by both queues for November. In December, the English Call Center queues had an AB Rate of 1.1% and an ASA of 14 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 1.0% and an ASA of 17 seconds in December, also meeting both performance requirements.

The Call Center Quality Assurance rate for the September 2017 QA sample results reported in November is 100% for EB KPR 47 - Language Access Plan Accuracy/Quality Assurance and 97.5% for EB KPR 50 – Call Handling Accuracy. The Call Center Quality Assurance rate for the October 2017 QA sample results reported in December is 100% for EB KPR 47 and 98.4% for EB KPR 50. The Call Center Quality Assurance rate for the November 2017 QA sample results reported in January 2018 is 100% for EB KPR 47 and 97.5% for EB KPR 50.

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts throughout the quarter to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas. The Enrollment Broker CMD mailed out 267,667 enrollment mailings for the Medicaid Managed Care Program and 187,689 enrollment mailings for the Dental Program.

Throughout the quarter, outreach staff members completed a total of 23,874 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 127,784 phone call attempts this quarter. In addition, field staff members completed a total of 6,485 field events for the Medicaid Managed Care Program in the fourth quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

1.1.1.1 Mail Summary

Monthly Ongoing Mailings					
Mail Type	Oct-17	Nov-17	Dec-17	Quarterly Totals	Average per Month
Mandatory Medical Enrollment Kits/Requests (STAR, STAR Kids, STAR+PLUS, SNS, NS, & TP40's)	96,539	87,425	83,318	267,282	89,094
STAR, STAR Kids, & STAR+PLUS Voluntary Letters	125	107	153	385	128
Mandatory Dental Enrollment Kits/Requests	68,740	59,602	59,347	187,689	62,563

(Table 1.1.1.1A) Mail Summary: The table shows the total and average volumes mailed during the quarter.

1.1.1.2 Field Operations Summary

Throughout the quarter, outreach staff members completed a total of 23,874 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 127,784 phone call attempts this quarter. In addition, field staff members completed a total of 6,485 field events for the Medicaid Managed Care Program in the fourth quarter. Field events include enrollment events, community contacts, presentations, and health fairs.

Outreach Activities					
Task	Oct-17	Nov-17	Dec-17	Quarterly Totals	Avg Per Month
MMC Phone Calls	48,178	40,674	38,932	127,784	42,595
MMC Home Visits	8,005	8,580	7,289	23,874	7,958
*Enrollments processed	16,733	13,831	13,881	44,445	14,815
Plan Changes processed	727	600	552	1,879	626
MMC Enrollment Events	372	235	164	771	257
MMC Presentations (non-enrollment event)	89	67	68	224	75
MMC Community Meetings (non-enrollment event)	1,886	1,906	1,677	5,469	1,823
MMC Health Fairs (non-enrollment event)	9	7	5	21	7

(Table 1.1.1.2A) Outreach Activity: The table shows the Outreach activity for the quarter.

*These totals reflect the number of enrollment actions performed by field outreach.

1.1.1.3 Enrollments Summary

Tables 1.1.1.3A, 1.1.1.3B, 1.1.1.3C, and 1.1.1.3D give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for the months of October, November, and December 2017 for November 1st, December 1st, and January 1st effective dates. This quarter, the STAR, STAR+PLUS, and STAR Kids Programs reported an average of 3,671,832 unduplicated enrollments per month.

The Dental Program reported an average of 2,935,259 total enrollments in October, November, and December 2017 for November 1st, December 1st, and January 1st effective dates.

Total Unduplicated Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Oct-17	2,999,031	527,985	161,822	3,688,838
Nov-17	3,001,922	528,821	161,189	3,691,932
Dec-17	2,951,376	521,646	161,704	3,634,726
Average per Month	2,984,110	526,151	161,572	3,671,832

*(Table 1.1.1.3A) Total Unduplicated Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Total Unduplicated New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR + PLUS	STAR Kids	Total Unduplicated Enrollments
Oct-17	185,785	15,406	7,294	208,485
Nov-17	146,453	13,536	5,016	165,005
Dec-17	120,417	11,822	5,179	137,418
Average per Month	150,885	13,588	5,830	170,303

*(Table 1.1.1.3B) Total Unduplicated New Monthly Enrollments by Program.
Enrollment totals are reported from the monthly Confirmed Eligibles Report.*

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Oct-17	179,840	2,948,985
Nov-17	143,694	2,952,021
Dec-17	122,357	2,904,770
Average per Month	148,630	2,935,259

(Table 1.1.1.3C) Dental Enrollments as reported from the monthly Confirmed Eligibles Report.

Total Voluntary Choice Enrollment Rate by Program								
State Cutoff Month	STAR Choice Enrollment	Default STAR	STAR+PLUS Choice Enrollment	Default STAR+PLUS	STAR Kids Choice Enrollment	Default STAR Kids	Dental Choice Enrollment	Default Dental
Oct-17	75.5%	24.5%	64.2%	35.8%	58.7%	41.3%	74.6%	25.4%
Nov-17	77.6%	22.4%	65.8%	34.2%	64.4%	35.6%	76.4%	23.6%
Dec-17	74.9%	25.1%	67.2%	32.8%	62.8%	37.2%	74.7%	25.3%
Average per Month	76.0%	24.0%	65.7%	34.3%	62.0%	38.0%	75.2%	24.8%

(Table 1.1.1.3D) The table above shows an overview of the voluntary choice rates and default rates for each Program by month for the current fiscal year. The enrollment totals are reported from the monthly Confirmed Eligibles Report.

1.1.2 Call Center

The section below summarizes the Call Center performance for all English and Spanish queues for the quarter. A daily average of 278 staff handled English inbound calls during the fourth quarter of 2017. A daily average of 172 staff handled Spanish inbound calls during the fourth quarter of 2017.

English Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
October	2017	130,290	130,014	128,273	191	576	15	1,549	1.2%
November	2017	118,429	118,638	114,170	175	576	55	4,292	3.6%
December	2017	108,215	105,295	103,988	174	545	14	1,133	1.1%
AVG		118,978	117,982	115,477	180	567	28	2,325	2.0%
Totals		356,934	353,947	346,431	540			6,974	
KPR							< 90		≤ 8%

(Table 1.1.2A) English Call Center Production.

Spanish Call Center Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
October	2017	38,909	38,798	38,343	56	688	18	399	1.0%
November	2017	34,460	34,606	33,529	69	703	63	1,008	2.9%
December	2017	30,963	30,197	29,851	43	660	17	303	1.0%
AVG		34,777	34,534	33,908	56	685	33	570	1.7%
Totals		104,332	103,601	101,723	168			1,710	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.

Attachment M1
Member Hotline Performance SFY18 - STAR and STAR+PLUS

Program	MCOs (STAR, STAR+PLUS & CHIP)	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Pick Up Rate (99%) Month 3*				Call Hold Rate (80% w/in 30 seconds) Month 3*				Average Hold Time (≤2 minutes) Month 3*				
		Quarter				% Change Between Quarter 3 and 4	Quarter				Quarter				Quarter				Quarter				Quarter				
		1	2	3	4		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
STAR, STAR+PLUS & CHIP	Aetna	37,833	35,284	30,345	29,084	-4.16%	6.09%	1.98%	1.43%	2.67%	0.20%	0.16%	0.15%	0.00%	100.00%	100.00%	97.65%	100.00%	82.21%	92.36%	100.00%	87.85%	:43	:11	:06	:18	
	Amerigroup	126,739	128,557	128,262	135,870	5.93%	1.17%	0.27%	0.93%	1.76%	0.00%	0.00%	0.02%	0.01%	100.00%	100.00%	100.00%	100.00%	82.98%	95.33%	84.96%	71.68%	:22	:06	:16	:33	
	BCBS	9,229	8,457	10,235	9,154	-10.56%	1.32%	1.47%	1.78%	1.82%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	96.32%	97.13%	98.13%	86.46%	:05	:02	:03	:36	
	CHC	43,494	37,575	30,687	26,626	-13.23%	1.43%	2.16%	1.39%	4.45%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	83.94%	84.26%	91.58%	86.77%	:00	:25	:17	:20	
	Christus	5,601	4,827	~	~	~	0.86%	0.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	0.00%	0.00%	98.37%	93.45%	0.00%	0.00%	:05	:08	:00	:00	
	Community 1st	24,267	21,504	22,979	22,984	0.02%	2.37%	2.05%	2.92%	3.12%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	85.07%	87.52%	86.22%	82.54%	:21	:18	:20	:26	
	Cook Children's	25,385	23,942	20,442	33,144	62.14%	4.02%	6.74%	3.46%	2.91%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	80.18%	91.03%	92.07%	94.93%	:44	:43	:45	:20	
	Driscoll	23,178	22,483	21,966	20,794	-5.34%	5.26%	0.43%	1.16%	1.85%	0.00%	0.00%	0.00%	0.00%	99.73%	100.00%	100.00%	100.00%	72.91%	95.97%	92.13%	88.80%	:41	:14	:21	:19	
	El Paso 1st	11,008	11,271	10,895	10,532	-3.33%	0.83%	0.95%	0.53%	0.80%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:07	:07	:06	:06	
	FirstCare	10,191	9,664	9,076	9,017	-0.65%	1.39%	2.65%	0.94%	2.34%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	85.25%	82.96%	94.53%	83.00%	:47	:18	:08	:20	
	Molina	93,988	91,625	88,180	114,573	29.93%	0.54%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	96.61%	98.65%	99.69%	99.59%	:00	:02	:01	:00	
	Parkland	44,733	34,485	25,485	36,749	44.20%	4.93%	1.14%	0.82%	1.80%	0.18%	0.19%	0.18%	0.00%	100.00%	100.00%	100.00%	100.00%	79.68%	92.05%	97.56%	86.60%	:53	:11	:07	:21	
	Scott & White	7,014	6,464	6,419	6,788	5.75%	2.65%	3.99%	0.68%	1.54%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	85.63%	82.78%	96.60%	96.87%	:16	:28	:08	:08	
	Sendero	4,185	3,912	2,715	502	-81.51%	2.35%	2.19%	1.09%	22.46%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.38%	81.23%	89.34%	0.00%	:52	1:02	:40	1:01:58	
	Seton	3,228	1,465	1,641	1,467	-10.60%	1.19%	0.82%	0.77%	1.57%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	89.77%	94.24%	81.75%	85.51%	:14	:04	:13	:18	
	Superior	217,133	201,113	192,690	194,056	0.71%	2.41%	1.46%	1.87%	2.72%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	80.94%	85.14%	85.77%	84.70%	:38	:25	:28	:37	
	Texas Children's	50,855	42,282	46,709	79,346	69.87%	1.28%	1.07%	1.62%	4.77%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:23	:18	:17	:44	
	United	94,700	88,831	94,795	94,548	-0.26%	0.87%	0.59%	0.80%	1.05%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	92.94%	91.37%	92.14%	89.39%	:18	:20	:21	:34	
	Cigna-HealthSpring	25,783	25,638	24,496	25,473	3.99%	1.76%	0.66%	1.18%	1.14%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.13%	93.80%	90.63%	91.33%	:23	:10	:14	:12	
	Total			568,488	649,973	14%																					
~ Not a measure in the Provider Hotline. * Month 3 of Quarter 4 in SFY18.																											

Attachment M1
Member Hotline Performance SFY18 - STARKids

MCOs	SDAs	Total Calls					Abandoned Calls (≤7%) Month 3				Busy Signal Rate (≤1%) Month 3				Pick Up Rate (99%) Month 3				Call Hold Rate (80% w/in 30 seconds) Month 3				Average Hold Time (≤2 minutes) Month 3			
		Quarter				% Change between Quarter 3 and 4	Quarter				Quarter				Quarter				Quarter				Quarter			
		1	2	3	4		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Aetna	TARRANT	3,002	2,785	2,379	2,290	-3.74%	1.83%	0.56%	1.21%	1.31%	0.10%	0.22%	0.24%	0.00%	100.00%	100.00%	100.00%	100.00%	93.47%	95.16%	96.67%	95.24%	:10	:09	:06	:09
Amerigroup	DALLAS	5,365	4,262	4,906	5,042	2.77%	4.60%	2.25%	1.49%	0.93%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	91.04%	91.50%	93.48%	95.97%	:29	:24	:20	:12
BCBS	MRSA CENTRA	743	694	599	642	7.18%	0.47%	0.00%	0.00%	1.15%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	95.53%	100.00%	98.32%	91.51%	:00	:00	:00	:18
	TRAVIS	1,834	1,697	1,821	1,785	-1.98%	0.49%	0.64%	1.17%	1.44%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.17%	98.06%	99.15%	90.06%	:01	:01	:01	:11
Children's Medical	DALLAS	3,391	2,800	2,791	3,490	25.04%	4.45%	2.10%	3.92%	4.25%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.24%	85.34%	82.47%	77.96%	:50	:20	:23	:40
Community 1st	BEXAR	2,487	2,135	2,360	1,978	-16.19%	0.55%	0.94%	2.07%	1.78%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.31%	98.51%	96.97%	98.60%	:04	:05	:07	:05
Cook Children's	TARRANT	10,432	11,571	11,013	8,989	-18.38%	3.03%	3.87%	2.75%	3.43%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.60%	91.66%	92.04%	96.35%	:17	:17	:20	:23
Driscoll	HIDALGO	2,620	2,114	2,242	2,447	9.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:04	:04	:04	:06
Superior	BEXAR	3,999	3,847	3,719	4,012	7.88%	3.53%	1.94%	1.08%	1.43%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	82.59%	90.63%	97.39%	95.66%	:41	:19	:08	:10
	EL PASO	1,084	1,147	1,294	1,235	-4.56%	4.43%	2.03%	1.16%	1.47%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	79.80%	91.24%	95.76%	93.60%	:36	:19	:09	:13
	HIDALGO	1,512	1,324	1,451	1,619	11.58%	3.43%	2.42%	0.41%	2.02%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	83.04%	90.10%	96.93%	95.88%	:37	:20	:07	:11
	LUBBOCK	533	510	503	503	0.00%	2.70%	2.05%	0.58%	1.12%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	77.22%	90.05%	97.66%	96.59%	:47	:23	:08	:12
	MRSA WEST	870	760	909	1,117	22.88%	2.21%	3.52%	1.64%	1.39%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	81.58%	90.28%	95.65%	96.02%	:37	:16	:07	:11
	NUECES	394	415	413	478	15.74%	6.19%	0.67%	1.32%	2.55%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	83.96%	85.23%	98.67%	93.19%	:25	:33	:05	:12
	TARRANT	932	946	968	987	1.96%	4.15%	2.76%	1.64%	0.87%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	84.48%	88.64%	98.33%	94.74%	:34	:18	:06	:13
Texas Children's	HARRIS	6,024	4,316	4,835	17,271	257.21%	0.58%	0.35%	0.57%	2.18%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:06	:05	:09	:19
United	HARRIS	7,488	7,077	6,518	6,419	-1.52%	2.24%	1.12%	0.77%	1.14%	0.00%	0.00%	0.00%	0.00%	100.00%	99.96%	100.00%	100.00%	93.40%	95.30%	91.57%	91.79%	:34	:34	:24	:24
Total				48,721	60,304	23.77%																				

Attachment M2
Behavioral Health Hotline Performance SFY18 - STAR and STAR+PLUS

MCOs	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Pick Up Rate (99%) Month 3*				Call Hold Rate (80% w/in 30 seconds) Month 3*				Average Hold Time (≤2 minutes) Month 3*			
	Quarter				% Change Between Quarter 3 and 4	Quarter				Quarter				Quarter				Quarter				Quarter			
	1	2	3	4		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Aetna	745	738	567	554	-2.35%	8.65%	2.97%	3.45%	5.85%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	90.12%	95.92%	97.02%	91.71%	:20	:06	:07	:08
Amerigroup	1,323	1,238	1,383	1,428	3.15%	0.89%	0.42%	0.64%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.21%	98.95%	98.92%	98.65%	:35	:04	:04	:04
BCBS	201	246	237	269	11.90%	1.54%	3.09%	1.18%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	90.63%	80.85%	84.52%	85.26%	:04	:08	:05	:08
CHC	1,378	1,440	2,438	5,064	51.86%	7.26%	0.74%	1.62%	0.49%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.41%	90.30%	85.70%	95.94%	:11	:11	:08	:04
Christus	18	9	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	~	~	~	~	~	~	~	:01	:00	:00	:00
Community 1st	240	249	253	216	-17.13%	2.67%	0.00%	1.25%	6.82%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:11	:10	:06	:13
Cook Children's	611	570	544	474	-14.77%	7.55%	2.54%	3.11%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	92.52%	86.98%	88.46%	91.33%	:08	:15	:16	:04
Driscoll	21	14	14	111	87.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:04	:05	:03	:04
El Paso 1st	90	80	66	59	-11.86%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:05	:08	:04	:04
FirstCare	458	470	434	737	41.11%	0.00%	1.97%	1.94%	1.45%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.18%	95.97%	95.05%	87.35%	:19	:03	:17	:23
Molina	741	606	653	0	0.00%	1.90%	0.50%	0.43%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	99.50%	99.13%	100.00%	99.03%	99.50%	99.13%	99.47%	:01	:02	:02	:00
Parkland	565	366	376	300	-25.33%	9.14%	3.06%	1.60%	0.95%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	88.17%	81.05%	84.55%	93.27%	:08	:46	:08	:05
Scott & White	7	4	10	9	-11.11%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:01	:01	:01	:02
Sendero	181	112	64	60	-6.67%	9.52%	0.00%	0.00%	7.32%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	98.25%	89.13%	72.73%	92.11%	:04	:05	:12	:02
Seton	128	6	24	19	-26.32%	26.67%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:03	:01	:05	:03
Superior	5,468	5,251	4,853	4,299	-12.89%	4.28%	0.96%	0.32%	1.44%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.21%	94.60%	98.47%	94.74%	:11	:03	:01	:04
Texas Children's	782	631	728	462	-57.58%	7.11%	6.00%	1.08%	3.98%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	88.29%	100.00%	100.00%	100.00%	:33	:48	:09	:24
United	2,857	2,471	2,577	2,456	-4.93%	4.48%	4.76%	4.16%	4.13%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:01:00	:01:11	:26	:57
Cigna-HealthSpring	257	284	291	286	-1.75%	4.41%	4.94%	3.09%	4.21%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:29	:07	:07	:20
Total			15,512	16,803	7.68%																				
~ Not a measure in the Provider Hotline.																									
* Month 3 of Quarter 4 in SFY18.																									

Attachment M2
Behavioral Health Hotline Performance SFY18 - STAR Kids

Program	MCOs	SDAs	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Call Pickup Rate (99%) Month 3*				Call Hold Rate (80% w/in 30 seconds) Month 3*				Average Hold Time (≤2 minutes) Month 3*			
			Quarter					Quarter				Quarter				Quarter				Quarter				Quarter			
			1	2	3	4	% Change Between Quarter 3 and 4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
STARKids	Aetna	TARRANT	70	80	82	62	-32.26%	3.13%	5.00%	4.00%	17.86%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	93.55%	100.00%	100.00%	100.00%	:07	:07	:05	:02
	Amerigroup	DALLAS	160	65	87	65	-33.85%	12.50%	0.00%	4.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:04	:04	:04	:06
	BCBS	MRSA CENTRAL	76	73	42	38	-10.53%	0.00%	5.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	88.24%	97.30%	100.00%	80.00%	:22	:04	:02	:10
		TRAVIS	184	285	210	237	11.39%	7.55%	2.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	89.80%	100.00%	87.50%	99.00%	:10	:02	:14	:05
	Children's Medical Center	DALLAS	203	207	183	157	-16.56%	0.00%	5.08%	0.00%	2.27%	0.00%	0.00%	0.00%	0.00%	~	100.00%	100.00%	100.00%	~	87.50%	89.39%	97.67%	:00	:07	:06	:01
	Community 1st	BEXAR	240	249	253	216	-17.13%	2.67%	0.00%	1.25%	6.82%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:11	:10	:06	:13
	Cook Children's	TARRANT	253	157	182	124	-46.77%	6.67%	1.85%	4.35%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	88.41%	92.45%	84.09%	100.00%	:14	:10	:07	:02
	Driscoll	HIDALGO	55	36	46	28	-64.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:04	:04	:04	:06
	Superior	BEXAR	175	168	136	113	-20.35%	9.30%	1.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	84.62%	80.39%	100.00%	100.00%	:18	:10	:01	:00
		EL PASO	36	33	44	32	-37.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	77.78%	75.00%	100.00%	100.00%	:09	:09	:01	:00
		HIDALGO	32	41	28	34	17.65%	0.00%	3.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	84.62%	100.00%	100.00%	100.00%	:12	:01	:01	:00
		LUBBOCK	29	14	13	13	0.00%	14.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	83.33%	100.00%	100.00%	100.00%	:08	:01	:01	:00
		MRSA WEST	32	20	37	29	-27.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	100.00%	:05	:30	:01	:00
		NUECES	22	25	20	22	9.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:05	:01	:00	:00
		TARRANT	49	35	39	52	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	86.67%	100.00%	100.00%	100.00%	:08	:02	:01	:00
	Texas Children's	HARRIS	89	86	96	54	-77.78%	0.00%	7.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	99.67%	100.00%	100.00%	100.00%	:07	:15	:08	:00
	United	HARRIS	142	136	177	121	-46.28%	2.78%	0.00%	1.85%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:01:28	:01:24	:31	:30
	Total	Total			1675	1397	-19.90%																				
~ Not a measure in the Provider Hotline. * Month 3 of Quarter 4 in SFY18.																											

Attachment M3
Provider Hotline Performance SFY18 - STAR and STAR+PLUS

Program	MCOs	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Call Pick Up Rate (99%) Month 3*				Average Hold Time (≤2 minutes) Month 3*			
		Quarter				% Change between Quarter 3 and 4	Quarter				Quarter				Quarter				Quarter			
		1	2	3	4		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
STAR, STAR+PLUS & CHIP	Aetna	13,102	14,250	15,218	15,399	1%	1.81%	0.86%	0.82%	1.01%	0.12%	0.36%	0.15%	0.14%	100.00%	100.00%	100.00%	100.00%	:27	:14	:12	:22
	Amerigroup	113,923	106,420	112,691	109,044	-3%	2.58%	0.46%	2.00%	3.00%	0.00%	0.00%	0.02%	0.02%	100.00%	100.00%	100.00%	100.00%	:01:07	:11	:50	:01:11
	BCBS	14,312	14,411	15,304	13,554	-11%	1.26%	1.15%	1.17%	2.53%	0.00%	0.00%	0.00%	0.00%	~	~	~	~	:09	:09	:10	:33
	CHC	35,106	30,247	23,856	22,175	-7%	3.96%	3.68%	1.10%	2.21%	0.01%	0.87%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:10	:01:03	:15	:27
	Christus	988	823	0	0	0%	1.55%	1.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	0.00%	0.00%	:05	:08	:00	:00
	Community 1st	4,079	3,739	4,094	3,667	-10%	0.87%	1.07%	1.11%	1.17%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:13	:11	:13	:10
	Cook Children's	26,947	25,745	24,019	14,104	-41%	3.75%	6.26%	2.67%	1.43%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:22	:21	:23	:19
	Driscoll	33,849	36,806	37,963	33,765	-11%	1.60%	0.21%	0.62%	0.78%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:43	:10	:12	:16
	El Paso 1st	15,089	14,880	14,338	14,246	-1%	0.38%	0.72%	0.32%	0.33%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:05	:04	:04	:04
	FirstCare	12,868	12,335	12,559	12,886	3%	1.32%	1.74%	0.44%	1.77%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:02	:01:06	:08	:40
	Molina	94,693	90,011	92,016	90,041	-2%	2.99%	0.17%	0.14%	0.25%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:00	:02	:02	:03
	Parkland	10,975	9,571	9,049	9,729	8%	1.75%	0.80%	0.75%	1.28%	0.12%	0.61%	0.17%	0.09%	100.00%	100.00%	100.00%	100.00%	:23	:15	:14	:25
	Scott & White	9,964	9,673	10,364	8,807	-15%	1.44%	1.89%	0.36%	0.63%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:12	:17	:06	:07
	Sendero	4,804	4,737	4,467	2,089	-53%	1.77%	2.84%	1.04%	25.96%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:28	:01:07	:31	:12:10
	Seton	5,197	3,789	3,693	3,152	-15%	4.16%	1.46%	2.10%	3.04%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:35	:11	:28	:43
	Superior	114,509	110,179	113,383	108,162	-5%	14.16%	3.87%	0.35%	1.98%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:05:37	:01:28	:06	:47
	Texas Children's	11,619	11,936	13,009	85,723	559%	2.39%	2.52%	2.36%	5.88%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:21	:20	:20	:36
		7,396	7,201	7,676	81,785	965%	3.71%	4.26%	4.01%	6.16%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:20	:20	:19	:35
	United	137,575	135,325	141,384	134,771	-5%	1.45%	0.78%	2.06%	1.49%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:33	:11	:11	:12
	Cigna-HealthSpring	25,630	25,895	28,351	27,901	-2%	2.73%	0.75%	1.50%	1.75%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:38	:11	:17	:21
	Total			516,365	630,828	22%																
~ Not a measure in the Provider Hotline.																						
* Month 3 of Quarter 4 in SFY18.																						

Attachment M3
Member Hotline Performance SFY18 - STAR Kids

Program	MCOs	SDAs	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Pickup Rate (99%) Month 3*				Average Hold Time (≤2 minutes) Month 3*			
			Quarter					Quarter				Quarter				Quarter				Quarter			
			1	2	3	4	% Change Between Quarter 3 and 4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
STARKids	Aetna	TARRANT	1,071	930	845	863	2.13%	3.81%	1.55%	1.07%	1.70%	0.00%	0.31%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:32	:25	:16	:20
	Amerigroup		113,923	106,420	112,691	109,044	-3.24%	2.58%	0.46%	2.00%	3.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:07	:00:11	:00:50	:01:11
	BCBS	CENTRAL	1,936	2,080	2,113	1,977	-6.44%	0.60%	1.26%	0.96%	1.82%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:10	:13	:12	:31
		TRAVIS	3,775	3,877	4,034	3,773	-6.47%	0.37%	1.66%	0.43%	2.87%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:08	:07	:09	:30
	Children's Medical Center	DALLAS	11,852	11,579	12,217	13,218	8.19%	5.65%	4.44%	5.71%	5.02%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:32	:31	:47	:43
	Community 1st	BEXAR	833	604	607	574	-5.44%	0.00%	0.48%	1.42%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:06	:04	:09	:07
	Cook Children's	TARRANT	3,213	3,529	3,406	3,068	-9.92%	1.66%	5.29%	1.27%	1.50%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:22	:50	:16	:14
	Driscoll	HIDALGO	7,531	6,721	7,098	6,839	-3.65%	1.68%	1.23%	0.74%	0.37%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:16	:10	:11	:08
	Superior	HIDALGO	1,011	1,004	1,013	2,225	119.64%	5.23%	2.86%	0.61%	1.88%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:22	:36	:09	:35
		NUECES	222	180	153	168	9.80%	6.02%	5.00%	1.96%	1.52%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:01	:18	:07	:30
		TARRANT	742	736	708	659	-6.92%	3.88%	1.21%	0.40%	4.35%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:37	:27	:10	:26
		MRSA WEST	532	477	441	369	-16.33%	4.97%	2.35%	0.74%	2.99%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:23	:49	:07	:27
		BEXAR	6,919	7,258	8,353	4,652	-44.31%	4.46%	2.24%	0.68%	3.17%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:23	:35	:09	:37
		LUBBOCK	289	273	219	186	-15.07%	5.56%	2.41%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:23	:33	:08	:33
		EL PASO	665	512	503	341	-32.21%	2.43%	3.18%	0.00%	1.89%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:01:32	:25	:10	:21
	Texas Children's	HARRIS	8,820	8,628	9,299	83,108	793.73%	3.15%	3.65%	3.28%	6.07%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:20	:19	:20	:35
		MRSA NORTHEAST	7,257	6,936	7,630	81,632	969.88%	3.83%	4.41%	4.01%	6.18%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:21	:17	:18	:37
		JEFFERSON	7,071	6,806	7,312	81,484	1014.39%	3.71%	4.26%	4.01%	6.16%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:20	:20	:19	:35
	United	HARRIS	7,322	7,740	8,027	8,414	4.82%	2.03%	0.81%	1.66%	0.83%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	:11	:16	:25	:12
	Total			186,669	402,594	115.67%																	
* Month 3 of Quarter 4 in SFY18.																							

Attachment M4
Dental SFY18

Program	MCOs	Hotline Performance	Total Calls					Abandoned Calls (≤7%) Month 3*				Busy Signal Rate (≤1%) Month 3*				Pickup Rate (99%) Month 3*				Hold Rate (80% w/in 30 seconds) Month 3*				Average Hold Time (≤2 minutes) Month 3*			
			Quarter				% Change Between Quarter 3 and 4	Quarter				Quarter				Quarter				Quarter				Quarter			
			1	2	3	4		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
DMO	DentaQuest	Member	115,036	108,284	108,197	91,974	-15%	0.52%	0.70%	5.73%	0.90%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	85.76%	84.37%	83.79%	83.35%	:19	:21	:01:10	:24
	MCNA		118,098	96,245	98,069	105,871	8%	0.99%	0.93%	0.66%	1.05%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	97.40%	97.40%	97.80%	97.10%	:03	:03	:02	:03
	DentaQuest	Provider	77,920	75,230	82,585	82,601	0%	1.71%	3.73%	4.82%	5.65%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	~	~	~	~	:58	:01:49	:01:19	:01:29
	MCNA		28,379	23,586	24,902	25,375	2%	0.40%	0.08%	0.41%	0.48%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	~	~	~	~	:04	:01	:02	:03
~ Not a measure in the Provider Hotline. * Month 3 of Quarter 4 in SFY18.																											

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
Dental	DentaQuest	Statewide	82	13	100%	88	15	100%	76	21	100%	93	20	100%
	MCNA	Statewide	106	1	100%	62		100%	71	1	100%	165	13	100%
	Total		188	14		150	15		147	22		258	33	
STAR	Aetna	Bexar	23	3	100%	23		100%	22	1	100%	14	6	100%
		Tarrant	61	8	100%	71	3	99%	16	10	100%	56	13	98%
	Amerigroup	Bexar	1		100%	2		100%	3		100%	2		100%
		Dallas	49		100%	60		100%	55		100%	55		100%
		Harris	25		100%	20		100%	23		100%	26		100%
		Jefferson	4		100%	2		100%				3		100%
		Lubbock	1		100%	4		100%	4		100%	2		100%
		MRSA Central	6		100%	2		100%	3		100%	11		91%
		MRSA NE	7		100%	9		100%	13		100%	7		100%
		MRSA WEST	7		100%	8		100%	9		100%	6		100%
		Tarrant	26		100%	30		100%	22		100%	28		100%
	BCBS TX	Travis	1	1	0%	1		100%	11		100%	35	1	100%
	CHC	Harris	54		100%	54		100%	32		100%	35		100%
		Jefferson	2		100%	3		100%	3		100%	2		100%
	Christus	Nueces												
	Community 1st	Bexar	6		100%	5		100%	12		100%	9		100%
	Cook	Tarrant	25	2	100%	18		94%	9	1	100%	9		100%
	Dell Seton HP	Travis	8		100%	24		100%	25		100%	27		100%
	Driscoll	Hidalgo	12		100%	5	1	100%	10		100%	7		100%
	Driscoll	Nueces	5		100%	2	1	100%	4		100%	3		100%
	El Paso 1st	El Paso	12		100%	11		100%	9		100%	1		100%
	First Care	Lubbock	10		100%	6		100%	13		100%	12		100%
		MRSA West	10	1	100%	9		100%	6		100%	3		100%
	Molina	Dallas	16		100%	21		100%	19		100%	59		100%
		El Paso	2		100%	1		100%	2		100%	3		100%
		Harris	13		100%	7		100%	12		100%	22		100%
		Hidalgo	21		100%	10		100%	19		100%	34		100%
		Jefferson	1		100%	2		100%	4		100%	3		100%
	Parkland	Dallas	12	2	100%	16	2	93%	15		87%	11	1	100%
	Scott & White	MRSA Central	3		100%	2		100%	8		100%	6		100%
	Sendero	Travis	2		100%	0			2		100%	1		100%
	Superior	Bexar	91		99%	126		100%	230		100%	170		100%
		El Paso	24		100%	50		100%	95		100%	90		100%
		Hidalgo	51		100%	52		100%	105		100%	100		100%
		Lubbock	24		96%	26		100%	43		100%	43		100%
		MRSA Central	51		100%	75		99%	156		99%	114		98%
		MRSA NE	63		98%	107		98%	165		100%	138		99%
		MRSA West	38		100%	63		97%	136		100%	111		100%
		Nueces	10		100%	12		100%	46		100%	23		100%
		Travis	50	1	98%	102		98%	162		99%	157		99%
	Texas Children's	Harris	64	5	68%	92		99%	42		100%	27		100%
		Jefferson	5		40%	11		100%	6		100%	4		100%
	UHC	Harris	31	5	100%	26	5	100%	23	6	100%	28	8	100%
		Hidalgo	7	3	100%	9	1	100%	7	2	100%	5	1	100%
		Jefferson	5		100%	2	1	100%	8	1	100%	5	2	100%

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Total		939	31		1181	14		1609	21		1507	32	
STAR Kids	Aetna	Tarrant	8	1	100%	6		100%	9	5	100%	13	1	100%
		Dallas	10		100%	10		100%	10		100%	5		100%
	Amerigroup	El Paso				1		100%	4		100%	3		100%
		Harris	6		100%	6		100%	6		100%	2		100%
		Lubbock	1		100%	1		100%	0			3		100%
		MRSA West	1		100%				1		100%	3		100%
	BCBS	MRSA Central	4	4		4	1		14		29%	7		100%
		Travis	3	2		4	1	67%	25		44%	12		100%
	Children's Medical Ctr	Dallas	14		100%	13		100%	17		100%	10		100%
	Community 1st	Bexar	1		100%	3		100%	0			2		100%
	Cook Children's	Tarrant	18		100%	30		100%	18		100%	21	1	100%
	Driscoll	Hidalgo	3		100%	3		100%	5	3	100%	8		75%
		Nueces	1		100%				2		100%	2		100%
	Superior	Bexar	7		100%	11		100%	27		100%	21		100%
		El Paso	20		100%	15		100%	8		100%	17		100%
		Hidalgo	14		100%	10		100%	11		100%	16		100%
		Lubbock	5		100%	6		100%	4		100%	10		90%
		MRSA West	6		100%	11		100%	12		100%	11		100%
		Nueces	2		100%	4		100%	3		100%	4		100%
		Travis	4		100%	7		100%	18		100%	12		100%
	Texas Children's	Harris				31		97%	7		100%	10		100%
		Jefferson				3		100%	2		100%			
		MRSA NE	1		100%	9		100%	2		100%	1		100%
	UHC	Harris	7	1	100%	8	1	100%	7	1	100%	5		100%
		Hidalgo	3		100%	3		100%	9	5	100%	5		100%
		Jefferson				1		100%	2	1	100%	1		100%
		MRSA Central	2		100%	1	1		2		100%	3	2	100%
		MRSA NE	1		100%	2		100%	4	1	100%	5	2	100%
	Total		142	8		203	4		229	16		212	6	
STAR+PLUS	Amerigroup	Bexar	18		100%	15		100%	11	0	100%	24		100%
		El Paso	21		100%	11		100%	17		100%	32		100%
		Harris	86		100%	73		100%	67		100%	109		100%
		Jefferson	10		100%	7		100%	19		100%	13		100%
		Lubbock	2		100%	5		100%	3		100%	13		100%
		MRSA West	15		100%	15		100%	14		100%	32		100%
		Tarrant	54		100%	59		100%	59		100%	94		100%
		Travis	21		100%	17		100%	19		100%	16		100%
	Cigna	Hidalgo	137		100%	113		100%	158		100%	123		100%
		MRSA NE	139		100%	125		99%	170		100%	141		100%
		Tarrant	139		100%	153		100%	221		100%	130		100%
	Molina	Bexar	24		100%	30		100%	33		100%	52		100%
		Dallas	105		100%	95		100%	102		100%	227		100%
		El Paso	21		100%	18		100%	26		100%	50		100%
		Harris	26		100%	25		100%	48		100%	74		100%
		Hidalgo	21		100%	11		100%	22		100%	38		97%
		Jefferson	17		100%	11		100%	16		100%	36		100%

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Superior	Bexar	71		100%	88	2	99%	132		100%	154		100%
		Dallas	76	2	100%	110		99%	185		99%	166	2	99%
		Hidalgo	42	2	100%	51		100%	48		100%	86		100%
		Lubbock	14		100%	17		100%	23		100%	18		100%
		MRSA Central	38		100%	26		100%	46		100%	50		100%
		MRSA West	33	2	100%	40		100%	54		100%	64		95%
		Nueces	13		100%	22		100%	31		100%	31		100%
	UHC	Harris	93	12	100%	76	13	98%	95	19	100%	93	23	100%
		Jefferson	7	1	100%	5		100%	8	2	100%	12	1	100%
		MRSA Central	17	1	100%	8	2	100%	18	5	100%	21	5	100%
		MRSA NE	18	1	100%	25	7	100%	31	6	100%	35	5	100%
		Nueces	5		100%	15	2	100%	9	5	100%	19	5	100%
		Travis	26	2	100%	26		100%	27	7	100%	27	4	100%
	Total		1309	23		1292	31		1712	44		1980	45	

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
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Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
Dental	DentaQuest	Statewide	82	13	100%	88	15	100%	76	21	100%	93	20	100%
	MCNA	Statewide	106	1	100%	62		100%	71	1	100%	165	13	100%
	Total		188	14		150	15		147	22		258	33	
STAR	Aetna	Bexar	23	3	100%	23		100%	22	1	100%	14	6	100%
		Tarrant	61	8	100%	71	3	99%	16	10	100%	56	13	98%
	Amerigroup	Bexar	1		100%	2		100%	3		100%	2		100%
		Dallas	49		100%	60		100%	55		100%	55		100%
		Harris	25		100%	20		100%	23		100%	26		100%
		Jefferson	4		100%	2		100%				3		100%
		Lubbock	1		100%	4		100%	4		100%	2		100%
		MRSA Central	6		100%	2		100%	3		100%	11		91%
		MRSA NE	7		100%	9		100%	13		100%	7		100%
		MRSA WEST	7		100%	8		100%	9		100%	6		100%
		Tarrant	26		100%	30		100%	22		100%	28		100%
	BCBS TX	Travis	1	1	0%	1		100%	11		100%	35	1	100%
	CHC	Harris	54		100%	54		100%	32		100%	35		100%
		Jefferson	2		100%	3		100%	3		100%	2		100%
	Christus	Nueces												
	Community 1st	Bexar	6		100%	5		100%	12		100%	9		100%
	Cook	Tarrant	25	2	100%	18		94%	9	1	100%	9		100%
	Dell Seton HP	Travis	8		100%	24		100%	25		100%	27		100%
	Driscoll	Hidalgo	12		100%	5	1	100%	10		100%	7		100%
	Driscoll	Nueces	5		100%	2	1	100%	4		100%	3		100%
	El Paso 1st	El Paso	12		100%	11		100%	9		100%	1		100%
	First Care	Lubbock	10		100%	6		100%	13		100%	12		100%
		MRSA West	10	1	100%	9		100%	6		100%	3		100%
	Molina	Dallas	16		100%	21		100%	19		100%	59		100%
		El Paso	2		100%	1		100%	2		100%	3		100%
		Harris	13		100%	7		100%	12		100%	22		100%
		Hidalgo	21		100%	10		100%	19		100%	34		100%
		Jefferson	1		100%	2		100%	4		100%	3		100%
	Parkland	Dallas	12	2	100%	16	2	93%	15		87%	11	1	100%
	Scott & White	MRSA Central	3		100%	2		100%	8		100%	6		100%
	Sendero	Travis	2		100%	0			2		100%	1		100%
	Superior	Bexar	91		99%	126		100%	230		100%	170		100%
		El Paso	24		100%	50		100%	95		100%	90		100%
		Hidalgo	51		100%	52		100%	105		100%	100		100%
		Lubbock	24		96%	26		100%	43		100%	43		100%
		MRSA Central	51		100%	75		99%	156		99%	114		98%
		MRSA NE	63		98%	107		98%	165		100%	138		99%
		MRSA West	38		100%	63		97%	136		100%	111		100%
		Nueces	10		100%	12		100%	46		100%	23		100%
		Travis	50	1	98%	102		98%	162		99%	157		99%
	Texas Children's	Harris	64	5	68%	92		99%	42		100%	27		100%
		Jefferson	5		40%	11		100%	6		100%	4		100%
	UHC	Harris	31	5	100%	26	5	100%	23	6	100%	28	8	100%
		Hidalgo	7	3	100%	9	1	100%	7	2	100%	5	1	100%
		Jefferson	5		100%	2	1	100%	8	1	100%	5	2	100%

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Total		939	31		1181	14		1609	21		1507	32	
STAR Kids	Aetna	Tarrant	8	1	100%	6		100%	9	5	100%	13	1	100%
		Dallas	10		100%	10		100%	10		100%	5		100%
	Amerigroup	El Paso				1		100%	4		100%	3		100%
		Harris	6		100%	6		100%	6		100%	2		100%
		Lubbock	1		100%	1		100%	0			3		100%
		MRSA West	1		100%				1		100%	3		100%
	BCBS	MRSA Central	4	4		4	1		14		29%	7		100%
		Travis	3	2		4	1	67%	25		44%	12		100%
	Children's Medical Ctr	Dallas	14		100%	13		100%	17		100%	10		100%
	Community 1st	Bexar	1		100%	3		100%	0			2		100%
	Cook Children's	Tarrant	18		100%	30		100%	18		100%	21	1	100%
	Driscoll	Hidalgo	3		100%	3		100%	5	3	100%	8		75%
		Nueces	1		100%				2		100%	2		100%
	Superior	Bexar	7		100%	11		100%	27		100%	21		100%
		El Paso	20		100%	15		100%	8		100%	17		100%
		Hidalgo	14		100%	10		100%	11		100%	16		100%
		Lubbock	5		100%	6		100%	4		100%	10		90%
		MRSA West	6		100%	11		100%	12		100%	11		100%
		Nueces	2		100%	4		100%	3		100%	4		100%
		Travis	4		100%	7		100%	18		100%	12		100%
	Texas Children's	Harris				31		97%	7		100%	10		100%
		Jefferson				3		100%	2		100%			
		MRSA NE	1		100%	9		100%	2		100%	1		100%
	UHC	Harris	7	1	100%	8	1	100%	7	1	100%	5		100%
		Hidalgo	3		100%	3		100%	9	5	100%	5		100%
		Jefferson				1		100%	2	1	100%	1		100%
		MRSA Central	2		100%	1	1		2		100%	3	2	100%
		MRSA NE	1		100%	2		100%	4	1	100%	5	2	100%
	Total		142	8		203	4		229	16		212	6	
STAR+PLUS	Amerigroup	Bexar	18		100%	15		100%	11	0	100%	24		100%
		El Paso	21		100%	11		100%	17		100%	32		100%
		Harris	86		100%	73		100%	67		100%	109		100%
		Jefferson	10		100%	7		100%	19		100%	13		100%
		Lubbock	2		100%	5		100%	3		100%	13		100%
		MRSA West	15		100%	15		100%	14		100%	32		100%
		Tarrant	54		100%	59		100%	59		100%	94		100%
		Travis	21		100%	17		100%	19		100%	16		100%
	Cigna	Hidalgo	137		100%	113		100%	158		100%	123		100%
		MRSA NE	139		100%	125		99%	170		100%	141		100%
		Tarrant	139		100%	153		100%	221		100%	130		100%
	Molina	Bexar	24		100%	30		100%	33		100%	52		100%
		Dallas	105		100%	95		100%	102		100%	227		100%
		El Paso	21		100%	18		100%	26		100%	50		100%
		Harris	26		100%	25		100%	48		100%	74		100%
		Hidalgo	21		100%	11		100%	22		100%	38		97%
		Jefferson	17		100%	11		100%	16		100%	36		100%

Attachment N1
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Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Superior	Bexar	71		100%	88	2	99%	132		100%	154		100%
		Dallas	76	2	100%	110		99%	185		99%	166	2	99%
		Hidalgo	42	2	100%	51		100%	48		100%	86		100%
		Lubbock	14		100%	17		100%	23		100%	18		100%
		MRSA Central	38		100%	26		100%	46		100%	50		100%
		MRSA West	33	2	100%	40		100%	54		100%	64		95%
		Nueces	13		100%	22		100%	31		100%	31		100%
	UHC	Harris	93	12	100%	76	13	98%	95	19	100%	93	23	100%
		Jefferson	7	1	100%	5		100%	8	2	100%	12	1	100%
		MRSA Central	17	1	100%	8	2	100%	18	5	100%	21	5	100%
		MRSA NE	18	1	100%	25	7	100%	31	6	100%	35	5	100%
		Nueces	5		100%	15	2	100%	9	5	100%	19	5	100%
		Travis	26	2	100%	26		100%	27	7	100%	27	4	100%
	Total		1309	23		1292	31		1712	44		1980	45	

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
Dental	DentaQuest	Statewide	82	13	100%	88	15	100%	76	21	100%	93	20	100%
	MCNA	Statewide	106	1	100%	62		100%	71	1	100%	165	13	100%
	Total		188	14		150	15		147	22		258	33	
STAR	Aetna	Bexar	23	3	100%	23		100%	22	1	100%	14	6	100%
		Tarrant	61	8	100%	71	3	99%	16	10	100%	56	13	98%
	Amerigroup	Bexar	1		100%	2		100%	3		100%	2		100%
		Dallas	49		100%	60		100%	55		100%	55		100%
		Harris	25		100%	20		100%	23		100%	26		100%
		Jefferson	4		100%	2		100%				3		100%
		Lubbock	1		100%	4		100%	4		100%	2		100%
		MRSA Central	6		100%	2		100%	3		100%	11		91%
		MRSA NE	7		100%	9		100%	13		100%	7		100%
		MRSA WEST	7		100%	8		100%	9		100%	6		100%
		Tarrant	26		100%	30		100%	22		100%	28		100%
	BCBS TX	Travis	1	1	0%	1		100%	11		100%	35	1	100%
	CHC	Harris	54		100%	54		100%	32		100%	35		100%
		Jefferson	2		100%	3		100%	3		100%	2		100%
	Christus	Nueces												
	Community 1st	Bexar	6		100%	5		100%	12		100%	9		100%
	Cook	Tarrant	25	2	100%	18		94%	9	1	100%	9		100%
	Dell Seton HP	Travis	8		100%	24		100%	25		100%	27		100%
	Driscoll	Hidalgo	12		100%	5	1	100%	10		100%	7		100%
	Driscoll	Nueces	5		100%	2	1	100%	4		100%	3		100%
	El Paso 1st	El Paso	12		100%	11		100%	9		100%	1		100%
	First Care	Lubbock	10		100%	6		100%	13		100%	12		100%
		MRSA West	10	1	100%	9		100%	6		100%	3		100%
	Molina	Dallas	16		100%	21		100%	19		100%	59		100%
		El Paso	2		100%	1		100%	2		100%	3		100%
		Harris	13		100%	7		100%	12		100%	22		100%
		Hidalgo	21		100%	10		100%	19		100%	34		100%
		Jefferson	1		100%	2		100%	4		100%	3		100%
	Parkland	Dallas	12	2	100%	16	2	93%	15		87%	11	1	100%
	Scott & White	MRSA Central	3		100%	2		100%	8		100%	6		100%
	Sendero	Travis	2		100%	0			2		100%	1		100%
	Superior	Bexar	91		99%	126		100%	230		100%	170		100%
		El Paso	24		100%	50		100%	95		100%	90		100%
		Hidalgo	51		100%	52		100%	105		100%	100		100%
		Lubbock	24		96%	26		100%	43		100%	43		100%
		MRSA Central	51		100%	75		99%	156		99%	114		98%
		MRSA NE	63		98%	107		98%	165		100%	138		99%
		MRSA West	38		100%	63		97%	136		100%	111		100%
		Nueces	10		100%	12		100%	46		100%	23		100%
	Texas Children's	Travis	50	1	98%	102		98%	162		99%	157		99%
		Harris	64	5	68%	92		99%	42		100%	27		100%
		Jefferson	5		40%	11		100%	6		100%	4		100%
	UHC	Harris	31	5	100%	26	5	100%	23	6	100%	28	8	100%
		Hidalgo	7	3	100%	9	1	100%	7	2	100%	5	1	100%
		Jefferson	5		100%	2	1	100%	8	1	100%	5	2	100%

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Total		939	31		1181	14		1609	21		1507	32	
STAR Kids	Aetna	Tarrant	8	1	100%	6		100%	9	5	100%	13	1	100%
		Dallas	10		100%	10		100%	10		100%	5		100%
	Amerigroup	El Paso				1		100%	4		100%	3		100%
		Harris	6		100%	6		100%	6		100%	2		100%
		Lubbock	1		100%	1		100%	0			3		100%
		MRSA West	1		100%				1		100%	3		100%
	BCBS	MRSA Central	4	4		4	1		14		29%	7		100%
		Travis	3	2		4	1	67%	25		44%	12		100%
	Children's Medical Ctr	Dallas	14		100%	13		100%	17		100%	10		100%
	Community 1st	Bexar	1		100%	3		100%	0			2		100%
	Cook Children's	Tarrant	18		100%	30		100%	18		100%	21	1	100%
	Driscoll	Hidalgo	3		100%	3		100%	5	3	100%	8		75%
		Nueces	1		100%				2		100%	2		100%
	Superior	Bexar	7		100%	11		100%	27		100%	21		100%
		El Paso	20		100%	15		100%	8		100%	17		100%
		Hidalgo	14		100%	10		100%	11		100%	16		100%
		Lubbock	5		100%	6		100%	4		100%	10		90%
		MRSA West	6		100%	11		100%	12		100%	11		100%
		Nueces	2		100%	4		100%	3		100%	4		100%
		Travis	4		100%	7		100%	18		100%	12		100%
	Texas Children's	Harris				31		97%	7		100%	10		100%
		Jefferson				3		100%	2		100%			
		MRSA NE	1		100%	9		100%	2		100%	1		100%
	UHC	Harris	7	1	100%	8	1	100%	7	1	100%	5		100%
		Hidalgo	3		100%	3		100%	9	5	100%	5		100%
		Jefferson				1		100%	2	1	100%	1		100%
		MRSA Central	2		100%	1	1		2		100%	3	2	100%
		MRSA NE	1		100%	2		100%	4	1	100%	5	2	100%
	Total		142	8		203	4		229	16		212	6	
STAR+PLUS	Amerigroup	Bexar	18		100%	15		100%	11	0	100%	24		100%
		El Paso	21		100%	11		100%	17		100%	32		100%
		Harris	86		100%	73		100%	67		100%	109		100%
		Jefferson	10		100%	7		100%	19		100%	13		100%
		Lubbock	2		100%	5		100%	3		100%	13		100%
		MRSA West	15		100%	15		100%	14		100%	32		100%
		Tarrant	54		100%	59		100%	59		100%	94		100%
		Travis	21		100%	17		100%	19		100%	16		100%
	Cigna	Hidalgo	137		100%	113		100%	158		100%	123		100%
		MRSA NE	139		100%	125		99%	170		100%	141		100%
		Tarrant	139		100%	153		100%	221		100%	130		100%
	Molina	Bexar	24		100%	30		100%	33		100%	52		100%
		Dallas	105		100%	95		100%	102		100%	227		100%
		El Paso	21		100%	18		100%	26		100%	50		100%
		Harris	26		100%	25		100%	48		100%	74		100%
		Hidalgo	21		100%	11		100%	22		100%	38		97%
		Jefferson	17		100%	11		100%	16		100%	36		100%

Attachment N1
MCO Complaints and Appeals SFY18
Member Complaints
(Blanks = No Data Available)

Program	MCO	SDA	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
			Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Standard 98%	Complaint Count	Pending Resolution	% Resolved w/in 30 days Std. 98%
	Superior	Bexar	71		100%	88	2	99%	132		100%	154		100%
		Dallas	76	2	100%	110		99%	185		99%	166	2	99%
		Hidalgo	42	2	100%	51		100%	48		100%	86		100%
		Lubbock	14		100%	17		100%	23		100%	18		100%
		MRSA Central	38		100%	26		100%	46		100%	50		100%
		MRSA West	33	2	100%	40		100%	54		100%	64		95%
		Nueces	13		100%	22		100%	31		100%	31		100%
	UHC	Harris	93	12	100%	76	13	98%	95	19	100%	93	23	100%
		Jefferson	7	1	100%	5		100%	8	2	100%	12	1	100%
		MRSA Central	17	1	100%	8	2	100%	18	5	100%	21	5	100%
		MRSA NE	18	1	100%	25	7	100%	31	6	100%	35	5	100%
		Nueces	5		100%	15	2	100%	9	5	100%	19	5	100%
		Travis	26	2	100%	26		100%	27	7	100%	27	4	100%
	Total		1309	23		1292	31		1712	44		1980	45	

Attachment O
Complaints to HHSC SFY18
Quarter 1
(Blank = No Data Available)

Program/MCO	MMCH Member Complaints	Legislative Complaints	Member Complaints	Provider Complaints
Dental				
DentaQuest	14		5	11
MCNA	10	1	1	8
Dental Total	24	1	6	19
STAR				
Aetna	12		10	13
Amerigroup	47	1	23	57
Blue Cross Blue Shield	7	1	2	7
Christus	2			
Community First	6		6	13
Community Health Choice	14	1	6	9
Cook Children's	23		4	9
Dell's Children (Seton)	5			
Driscoll Children's	11			4
El Paso First Premier	3		1	2
FirstCare	7	2	3	7
Molina	18		6	17
Parkland	13		1	10
Scott & White	6		6	2
Sendero	2		1	5
Seton Health Plan			1	8
Superior	84	6	37	75
Texas Children's	70		20	17
United Healthcare	18	6	6	20
STAR Total	348	17	133	275
STAR Kids				
Aetna	4		10	9
Amerigroup	20	3	17	27
Blue Cross Blue Shield	6	1	7	7
Children's Medical Center	14	3	6	23
Community First	6		2	6
Cook Children's	12	1	4	2
Driscoll Children's	3			4
Superior	34	1	26	18
Texas Children's	22	2	15	18
United Healthcare	15	8	13	18
STAR Kids Total	136	19	100	132
STAR+PLUS				
Amerigroup	93	8	30	55
Cigna-HealthSpring	60	6	16	45
Molina	72	7	32	91
Superior	187	11	64	93
United Healthcare	88	5	42	31
STAR+PLUS Total	500	37	184	315

Attachment O
Complaints to HHSC SFY18
Quarter 2
(Blank = No Data Available)

Program/MCO	MMCH Member Complaints	Legislative Complaints	Member Complaints	Provider Complaints
Dental				
DentaQuest	6	1	4	9
MCNA	7		1	4
Dental Total	13	1	5	13
STAR				
Aetna	13		7	10
Amerigroup	43	2	16	37
Blue Cross Blue Shield	4		2	13
Christus			1	3
Community First	4		4	2
Community Health Choice	29	1	4	8
Cook Children's	15		4	3
Dell's Children (Seton)	7			
Driscoll Children's	7		1	
El Paso First Premier	1			
FirstCare	9	1	3	10
Molina	17	1	4	25
Parkland	19		3	9
Scott & White	6		1	4
Sendero	1		1	2
Seton Health Plan			4	2
Superior	106	5	33	44
Texas Children's	72	1	21	20
United Healthcare	14	1	8	5
STAR Total	367	12	117	197
STAR Kids				
Aetna	5		1	4
Amerigroup	19	5	8	33
Blue Cross Blue Shield	5	4	7	9
Children's Medical Center	11	6	7	14
Community First	2	1	2	2
Cook Children's	10	2	9	5
Driscoll Children's		2	1	3
Superior	19	8	18	9
Texas Children's	15	3	7	8
United Healthcare	14		11	20
STAR Kids Total	100	31	71	107
STAR+PLUS				
Amerigroup	105	6	31	47
Cigna-HealthSpring	57	1	15	32
Molina	95	4	20	80
Superior	158	13	55	88
United Healthcare	92	8	39	37
STAR+PLUS Total	507	32	160	284

Attachment O
Complaints to HHSC SFY18
Quarter 3
(Blank = No Data Available)

Program/MCO	MMCH Member Complaints	Legislative Complaints	Member Complaints	Provider Complaints
Dental				
DentaQuest	18	2	4	8
MCNA	17			2
Dental Total	35	2	4	10
STAR				
Aetna	10		5	17
Amerigroup	41	5	20	73
Blue Cross Blue Shield	5	1	11	17
Christus				2
Community First	7	2	4	7
Community Health Choice	19		1	8
Cook Children's	10		7	7
Dell's Children (Seton)	4			
Driscoll Children's	14	1	1	9
El Paso First Premier	2		2	1
FirstCare	11		2	18
Molina	15		2	22
Parkland	11	1	5	19
Scott & White	6		2	4
Sendero			1	3
Seton Health Plan				7
Superior	80	10	24	74
Texas Children's	70		19	18
United Healthcare	19	2	10	27
STAR Total	324	22	116	333
STAR Kids				
Aetna	7	2	1	11
Amerigroup	20	5	1	25
Blue Cross Blue Shield	5	4	2	10
Children's Medical Center	4	9	5	31
Community First	8		3	11
Cook Children's	5	6	3	2
Driscoll Children's			1	3
Superior	31	9	8	13
Texas Children's	21	11	3	20
United Healthcare	13	3	7	28
STAR Kids Total	114	49	34	154
STAR+PLUS				
Amerigroup	95	7	18	53
Cigna-HealthSpring	58	4	13	43
Molina	84	4	17	94
Superior	148	12	42	81
United Healthcare	103	5	45	41
STAR+PLUS Total	488	32	135	312

Attachment O
Complaints to HHSC SFY18
Quarter 4
(Blank = No Data Available)

Program/MCO Q4	MMCH Member Complaints	Legislative Complaints	Member Complaints	Provider Complaints
Dental				
DentaQuest	16		3	9
MCNA	9		3	5
Dental Total	25		6	14
STAR				
Aetna	19	1	7	61
Amerigroup	37	3	14	56
Blue Cross Blue Shield	4	2	5	10
Christus				1
Community First	15	3	1	7
Community Health Choice	18	1	3	9
Cook Children's	10		3	7
Dell's Children (Seton)	2			
Driscoll Children's	7	1	1	6
El Paso First Premier	1		2	1
FirstCare	4			7
Molina	15		3	22
Parkland	9		3	23
Scott & White	13		2	2
Sendero		1		4
Seton Health Plan		1	1	3
Superior	80	5	37	54
Texas Children's	34	4	11	19
United Healthcare	19	3	14	19
STAR Total	287	25	107	311
STAR Kids				
Aetna	3	1	1	7
Amerigroup	10	2	7	24
Blue Cross Blue Shield	3	5	3	5
Children's Medical Center	14	6	4	28
Community First	3	1		6
Cook Children's	5	1	3	4
Driscoll Children's	4			3
Superior	17	4	7	13
Texas Children's	24	4	6	23
United Healthcare	21	14	7	25
STAR Kids Total	104	38	38	138
STAR+PLUS				
Amerigroup	97	6	20	50
Cigna-HealthSpring	80	5	11	47
Molina	95	10	20	91
Superior	152	17	33	94
United Healthcare	99	9	29	49
STAR+PLUS Total	523	47	113	331

Attachment P
Budget Neutrality October 2017-September 2018

Managed Care Hospital Transition 1115 waiver October 2017 - September 2018																		
Medicaid Eligibility Group			Month 1 (Oct 2017)	Month 2 (Nov 2017)	Month 3 (Dec 2017)	Total for Quarter Ending 12/2017	Month 4 (Jan 2018)	Month 5 (Feb 2018)	Month 6 (Mar 2018)	Total for Quarter Ending 03/2018	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending 06/2018	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sept 2018)	Total for Quarter Ending 09/2018
Adults	Caseload		291,779	287,945	283,483	863,207	286,934	284,608	282,893	854,435	283,784	283,642	282,010	849,436	284,244	283,805	286,763	854,812
	PMPM	Medical	1,023.19	1,023.19	1,023.19	1,023.19	1,023.19	1,023.19	1,023.19	1,023.19	911.87	911.87	911.87	911.87	911.87	911.87	911.87	911.87
		UPL	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00	199.00
		STAR UPL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		STAR FFSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Cost	Medical	298,545,355	294,622,445	290,056,971	883,224,770	293,587,999	291,208,060	289,453,417	874,249,476	258,774,704	258,645,323	257,157,247	774,577,274	259,193,830	258,794,262	261,491,279	779,479,370
		UPL	58,063,346	57,300,389	56,412,461	171,776,197	57,099,202	56,636,334	56,295,078	170,030,614	56,472,345	56,444,110	56,119,367	169,035,822	56,563,811	56,476,613	57,065,182	170,105,606
		STAR UPL	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
		STAR FFSE	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Children	Caseload		2,665,476	2,670,153	2,670,554	8,006,183	2,663,741	2,647,450	2,633,253	7,944,444	2,624,040	2,613,125	2,604,279	7,841,445	2,606,058	2,604,884	2,617,560	7,828,502
	PMPM	Medical	347.08	347.08	347.08	347.08	347.08	347.08	347.08	347.08	317.83	317.83	317.83	317.83	317.83	317.83	317.83	317.83
		UPL	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69	26.69
		STAR UPL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		STAR FFSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Cost	Medical	925,133,410	926,756,703	926,895,882	2,778,785,996	924,531,226	918,876,946	913,949,415	2,757,357,587	834,007,931	830,538,644	827,727,112	2,492,273,688	828,292,448	827,919,373	831,948,385	2,488,160,206
		UPL	71,132,254	71,257,066	71,267,768	213,657,087	71,085,952	70,651,202	70,272,331	212,009,486	70,026,483	69,735,189	69,499,122	209,260,793	69,546,589	69,515,265	69,853,556	208,915,410
		STAR UPL	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
		STAR FFSE	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
AMR (non MRSA)	Caseload		358,728	357,327	356,610	1,072,665	356,509	355,049	354,888	1,066,447	354,534	354,342	354,209	1,063,084	354,946	355,342	355,418	1,065,706
	PMPM	Medical	1,253.57	1,253.57	1,253.57	1,253.57	1,253.57	1,253.57	1,253.57	1,253.57	1,163.47	1,163.47	1,163.47	1,163.47	1,163.47	1,163.47	1,163.47	1,163.47
		UPL	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63	3.63
		STAR UPL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		STAR FFSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Cost	Medical	449,690,773	447,934,920	447,035,596	1,344,661,289	446,909,511	445,079,354	444,876,806	1,336,865,672	412,488,161	412,264,624	412,109,814	1,236,862,599	412,968,154	413,428,046	413,517,227	1,239,913,428
		UPL	1,303,493	1,298,404	1,295,797	3,897,694	1,295,432	1,290,127	1,289,539	3,875,097	1,288,253	1,287,555	1,287,071	3,862,879	1,289,752	1,291,188	1,291,467	3,872,407
		STAR UPL	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
		STAR FFSE	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Disabled	Caseload		418,978	418,257	416,788	1,254,024	417,959	417,451	416,122	1,251,531	416,792	416,068	414,629	1,247,489	414,991	413,259	413,315	1,241,564
	PMPM	Medical	1,723.19	1,723.19	1,723.19	1,723.19	1,723.19	1,723.19	1,723.19	1,723.19	1,581.51	1,581.51	1,581.51	1,581.51	1,581.51	1,581.51	1,581.51	1,581.51
		UPL	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29	174.29
		STAR UPL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		STAR FFSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Cost	Medical	721,979,078	720,736,542	718,205,566	2,160,921,186	720,222,314	719,347,651	717,056,573	2,156,626,537	659,162,479	658,017,661	655,742,069	1,972,922,209	656,314,475	653,574,517	653,663,458	1,963,552,450
		UPL	73,021,668	72,895,997	72,640,011	218,557,676	72,843,987	72,755,523	72,523,801	218,123,311	72,640,613	72,514,452	72,263,679	217,418,743	72,326,759	72,024,811	72,034,613	216,386,183
		STAR UPL	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
		STAR FFSE	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Total	Caseload		3,734,961	3,733,683	3,727,435	11,196,079	3,725,143	3,704,559	3,687,156	11,116,857	3,679,150	3,667,177	3,655,127	11,001,454	3,660,239	3,657,290	3,673,057	10,990,585
	PMPM	Medical	641.33	640.13	639.10	640.19	640.31	640.97	641.51	640.93	588.30	588.86	588.96	588.71	589.24	588.88	588.23	588.79
		UPL	54.49	54.30	54.09	54.29	54.31	54.35	54.35	54.34	54.48	54.53	54.49	54.50	54.57	54.50	54.52	54.53
		STAR UPL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		STAR FFSE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Cost	Medical	2,395,348,616	2,390,050,609	2,382,194,015	7,167,593,241	2,385,251,051	2,374,512,010	2,365,336,212	7,125,099,272	2,164,433,276	2,159,466,252	2,152,736,242	6,476,635,770	2,156,768,907	2,153,716,197	2,160,620,349	6,471,105,454
		UPL	203,520,761	202,751,856	201,616,037	607,888,655	202,324,574	201,333,186	200,380,750	604,038,509	200,427,693	199,981,305	199,169,239	599,578,238	199,726,911	199,307,877	200,244,818	599,279,605
		STAR UPL	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
		STAR FFSE	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Total		2,598,869,378	2,592,802,465	2,583,810,053	7,775,481,895	2,587,575,624	2,575,845,196	2,565,716,961	7,729,137,781	2,364,860,969	2,359,447,558	2,351,905,481	7,076,214,008	2,356,495,818	2,353,024,074	2,360,865,167	7,070,385,059	
	Other UPL Programs		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
WOW Grand Total			2,598,869,378	2,592,802,465	2,583,810,053	7,775,481,895	2,587,575,624	2,575,845,196	2,565,716,961	7,729,137,781	2,364,860,969	2,359,447,558	2,351,905,481	7,076,214,008	2,356,495,818	2,353,024,074	2,360,865,167	7,070,385,059

Attachment P
Budget Neutrality October 2017-September 2018

Managed Care Hospital Transition 1115 waiver October 2017 - September 2018																	
Medicaid Eligibility Group		Month 1 (Oct 2017)	Month 2 (Nov 2017)	Month 3 (Dec 2017)	Total for Quarter Ending 12/2017	Month 4 (Jan 2018)	Month 5 (Feb 2018)	Month 6 (Mar 2018)	Total for Quarter Ending 03/2018	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending 06/2018	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sept 2018)	Total for Quarter Ending 09/2018
Adults	Caseload	291,779	287,945	283,483	863,207	286,934	284,608	282,893	854,435	283,784	283,642	282,010	849,436	284,244	283,805	286,763	854,812
	PMPM	600.15	599.96	601.64	600.58	606.18	578.97	589.36	591.55	581.86	592.35	596.97	590.38	607.11	616.96	624.67	616.27
	Cost	175,110,362	172,756,027	170,555,940	518,422,330	173,932,279	164,779,886	166,726,966	505,439,132	165,121,716	168,014,472	168,352,945	501,489,132	172,567,869	175,097,959	179,131,272	526,797,100
Children	Caseload	2,665,476	2,670,153	2,670,554	8,006,183	2,663,741	2,647,450	2,633,253	7,944,444	2,624,040	2,613,125	2,604,279	7,841,445	2,606,058	2,604,884	2,617,560	7,828,502
	PMPM	231.33	232.10	230.95	231.46	229.52	229.30	229.84	229.55	229.45	231.46	229.97	230.29	230.83	231.90	234.03	232.26
	Cost	616,591,595	619,731,414	616,754,920	1,853,077,928	611,378,278	607,050,647	605,230,436	1,823,659,361	602,097,867	604,821,639	598,908,861	1,805,828,368	601,557,836	604,082,605	612,575,716	1,818,216,157
AMR (non-MRSA)	Caseload	358,728	357,327	356,610	1,072,665	356,509	355,049	354,888	1,066,447	354,534	354,342	354,209	1,063,084	354,946	355,342	355,418	1,065,706
	PMPM	1,073.31	1,072.76	1,075.56	1,073.87	1,115.58	1,071.06	1,060.93	1,082.57	1,047.32	1,060.81	1,059.60	1,055.91	1,062.47	1,073.81	1,094.26	1,076.86
	Cost	385,025,937	383,324,874	383,555,766	1,151,906,576	397,714,553	380,277,728	376,511,248	1,154,503,529	371,312,014	375,887,932	375,317,839	1,122,517,786	377,121,113	381,569,790	388,921,657	1,147,612,560
Disability-Related	Caseload	418,978	418,257	416,788	1,254,024	417,959	417,451	416,122	1,251,531	416,792	416,068	414,629	1,247,489	414,991	413,259	413,315	1,241,564
	PMPM	1,545.23	1,550.19	1,549.81	1,548.41	1,553.08	1,552.55	1,564.80	1,556.80	1,555.51	1,556.40	1,562.61	1,558.17	1,569.25	1,575.82	1,677.59	1,607.50
	Cost	647,418,687	648,378,992	645,942,006	1,941,739,686	649,122,604	648,113,163	651,146,384	1,948,382,151	648,325,888	647,570,190	647,904,617	1,943,800,695	651,222,866	651,221,574	693,371,959	1,995,816,399
Total Medical: without Pool	Caseload	3,734,961	3,733,683	3,727,435	11,196,079	3,725,143	3,704,559	3,687,156	11,116,857	3,679,150	3,667,177	3,655,127	11,001,454	3,660,239	3,657,290	3,673,057	10,990,585
	PMPM	488.40	488.58	487.42	488.13	491.83	485.95	488.08	488.63	485.67	489.83	489.86	488.45	492.45	495.44	510.20	499.38
	Cost	1,824,146,581	1,824,191,307	1,816,808,632	5,465,146,520	1,832,147,714	1,800,221,425	1,799,615,033	5,431,984,173	1,786,857,485	1,796,294,233	1,790,484,262	5,373,635,980	1,802,469,685	1,811,971,928	1,874,000,604	5,488,442,217
Waiver Pool	UC	79,007,286	78,980,236	78,848,087	236,835,609	508,328,348	505,519,408	503,144,601	1,516,992,357	-	-	-	-	292,160,886	291,925,480	293,184,008	877,270,375
	UC UPL	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	DSRIP	(1,240,695)	(1,240,270)	(1,238,195)	(3,719,161)	798,755,190	794,341,398	790,609,776	2,383,706,364	(4,949,083)	(4,932,977)	(4,916,768)	(14,798,827)	233,725,717	233,537,395	234,544,205	701,807,317
	Total Pool	77,766,591	77,739,966	77,609,892	233,116,448	1,307,083,538	1,299,860,806	1,293,754,377	3,900,698,721	(4,949,083)	(4,932,977)	(4,916,768)	(14,798,827)	525,886,603	525,462,875	527,728,213	1,579,077,691
Network Access Improvement & Delivery System/Provider	NAIP	35,057,989	35,393,680	35,383,389	105,835,058	34,977,842	34,756,447	34,542,844	104,277,132	34,346,997	34,369,822	34,270,208	102,987,026	34,214,628	34,210,565	35,075,146	103,500,339
	QIPP	33,389,761	33,567,088	33,538,557	100,495,405	33,307,302	32,739,623	32,739,646	98,786,571	32,356,755	32,897,277	32,984,752	98,238,784	33,233,003	33,701,459	35,348,184	102,282,646
	UHRIP			8,217,214	8,217,214	8,177,251	8,186,579	90,744,318	107,108,149	90,584,508	91,007,418	90,866,008	272,457,934	90,957,724	91,066,160	111,681,001	293,704,886
With Waiver Grand Total (including Pool)		1,970,360,922	1,970,892,040	1,971,557,684.16	5,912,810,646	3,215,693,647.69	3,175,764,879.88	3,251,396,218.25	9,642,854,746	1,939,196,662.21	1,949,635,773.19	1,943,688,462.51	5,832,520,898	2,395,803,919	2,405,346,827	2,472,152,147	7,273,302,893

Attachment P
Budget Neutrality October 2017-September 2018

Managed Care Hospital Transition 1115 waiver October 2017 - September 2018																	
Medicaid Eligibility Group		Month 1 (Oct 2017)	Month 2 (Nov 2017)	Month 3 (Dec 2017)	Total for Quarter Ending 12/2017	Month 4 (Jan 2018)	Month 5 (Feb 2018)	Month 6 (Mar 2018)	Total for Quarter Ending 03/2018	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending 06/2018	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sept 2018)	Total for Quarter Ending 09/2018
Adults	Caseload	291,779	287,945	283,483	863,207	286,934	284,608	282,893	854,435	283,784	283,642	282,010	849,436	284,244	283,805	286,763	854,812
	PMPM	622.04	622.23	620.54	621.61	616.01	643.22	632.82	630.64	529.01	518.52	513.90	520.49	503.76	493.91	486.20	494.60
	Cost	181,498,339	179,166,806	175,913,492	536,578,637	176,754,923	183,064,507	179,021,529	538,840,958	150,125,333	147,074,962	144,923,669	442,123,964	143,189,771	140,172,915	139,425,190	422,787,876
Children	Caseload	2,665,476	2,670,153	2,670,554	8,006,183	2,663,741	2,647,450	2,633,253	7,944,444	2,624,040	2,613,125	2,604,279	7,841,445	2,606,058	2,604,884	2,617,560	7,828,502
	PMPM	142.44	141.67	142.82	142.31	144.25	144.47	143.93	144.21	115.07	113.06	114.55	114.23	113.69	112.62	110.49	112.26
	Cost	379,674,068	378,282,356	381,408,730	1,139,365,155	384,238,901	382,477,502	378,991,310	1,145,707,712	301,936,547	295,452,193	298,317,373	895,706,114	296,281,202	293,352,032	289,226,224	878,859,458
AMR (non-MRSA)	Caseload	358,728	357,327	356,610	1,072,665	356,509	355,049	354,888	1,066,447	354,534	354,342	354,209	1,063,084	354,946	355,342	355,418	1,065,706
	PMPM	183.90	184.45	181.64	183.33	141.62	186.15	196.27	174.63	119.78	106.29	107.50	111.19	104.63	93.29	72.84	90.24
	Cost	65,968,330	65,908,450	64,775,627	196,652,407	50,490,390	66,091,752	69,655,098	186,237,240	42,464,400	37,664,247	38,079,046	118,207,692	37,136,793	33,149,445	25,887,037	96,173,275
Disability-Related	Caseload	418,978	418,257	416,788	1,254,024	417,959	417,451	416,122	1,251,531	416,792	416,068	414,629	1,247,489	414,991	413,259	413,315	1,241,564
	PMPM	352.24	347.28	347.67	349.07	344.40	344.93	332.68	340.68	200.29	199.40	193.19	197.63	186.55	179.98	78.21	148.30
	Cost	147,582,059	145,253,546	144,903,571	437,739,177	143,943,697	143,990,010	138,433,991	426,367,698	83,477,204	82,961,923	80,101,131	246,540,258	77,418,367	74,377,754	32,326,113	184,122,234
Total Medical: without Pool	Caseload	3,734,961	3,733,683	3,727,435	11,196,079	3,725,143	3,704,559	3,687,156	11,116,857	3,679,150	3,667,177	3,655,127	11,001,454	3,660,239	3,657,290	3,673,057	10,990,585
	PMPM	207.42	205.86	205.77	206.35	202.79	209.37	207.78	206.64	157.10	153.57	153.60	154.76	151.36	147.94	132.55	143.94
	Cost	774,722,797	768,611,158	767,001,421	2,310,335,376	755,427,910	775,623,771	766,101,928	2,297,153,608	578,003,484	563,153,325	561,421,219	1,702,578,028	554,026,133	541,052,146	486,864,564	1,581,942,843
WOW: Other UPL Programs		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WW: UC/DSRIP Pool		(77,766,591)	(77,739,966)	(77,609,892)	(233,116,448)	(1,307,083,538)	(1,299,860,806)	(1,293,754,377)	(3,900,698,721)	4,949,083	4,932,977	4,916,768	14,798,827	(525,886,603)	(525,462,875)	(527,728,213)	(1,579,077,691)
WW: NAIP/QIPP/UHRIP		(68,447,750)	(68,960,768)	(68,921,946)	(206,330,464)	(68,285,144)	(67,496,070)	(67,282,490)	(203,063,703)	(66,703,752)	(67,267,099)	(67,254,960)	(201,225,811)	(67,447,631)	(67,912,024)	(70,423,330)	(205,782,985)
WW: Dual Demo Savings Removal		(1,050,805)	(1,027,578)	(989,736)	(3,068,120)	(2,035,031)	(1,879,682)	(1,781,342)	(5,696,054)	(1,697,753)	(1,626,980)	(1,563,540)	(4,888,273)	(1,512,607)	(1,543,513)	(1,793,407)	(4,849,528)
With Waiver Grand Total Variance (including Pool, NAIP and DD adjustment)		627,457,651	620,882,846	619,479,847	1,867,820,344	(621,975,803)	(593,612,786)	(596,716,281)	(1,812,304,870)	514,551,062	499,192,222	497,519,487	1,511,262,771	(40,820,708)	(53,866,266)	(113,080,387)	(207,767,361)
Cost differences are given are WOW minus WW, so a positive number indicates that the WW is less costly than the WOW.																	

Attachment P
Budget Neutrality October 2017-September 2018

Managed Care Hospital Transition 1115 waiver October 2017 - September 2018																	
Medicaid Eligibility Group		Month 1 (Oct 2017)	Month 2 (Nov 2017)	Month 3 (Dec 2017)	Total for Quarter Ending 12/2017	Month 4 (Jan 2018)	Month 5 (Feb 2018)	Month 6 (Mar 2018)	Total for Quarter Ending 03/2018	Month 7 (Apr 2018)	Month 8 (May 2018)	Month 9 (Jun 2018)	Total for Quarter Ending 06/2018	Month 10 (Jul 2018)	Month 11 (Aug 2018)	Month 12 (Sept 2018)	Total for Quarter Ending 09/2018
Adults	Caseload	291,779	287,945	283,483	863,207	286,934	284,608	282,893	854,435	283,784	283,642	282,010	849,436	284,244	283,805	286,763	854,812
	PMPM	600.15	599.96	601.64	600.58	606.18	578.97	589.36	591.55	581.86	592.35	596.97	590.38	607.11	616.96	624.67	616.27
	Cost	175,110,362	172,756,027	170,555,940	518,422,330	173,932,279	164,779,886	166,726,966	505,439,132	165,121,716	168,014,472	168,352,945	501,489,132	172,567,869	175,097,959	179,131,272	526,797,100
Children	Caseload	2,665,476	2,670,153	2,670,554	8,006,183	2,663,741	2,647,450	2,633,253	7,944,444	2,624,040	2,613,125	2,604,279	7,841,445	2,606,058	2,604,884	2,617,560	7,828,502
	PMPM	231.33	232.10	230.95	231.46	229.52	229.30	229.84	229.55	229.45	231.46	229.97	230.29	230.83	231.90	234.03	232.26
	Cost	616,591,595	619,731,414	616,754,920	1,853,077,928	611,378,278	607,050,647	605,230,436	1,823,659,361	602,097,867	604,821,639	598,908,861	1,805,828,368	601,557,836	604,082,605	612,575,716	1,818,216,157
AMR	Caseload	358,728	357,327	356,610	1,072,665	356,509	355,049	354,888	1,066,447	354,534	354,342	354,209	1,063,084	354,946	355,342	355,418	1,065,706
	PMPM	1,073.31	1,072.76	1,075.56	1,073.87	1,115.58	1,071.06	1,060.93	1,082.57	1,047.32	1,060.81	1,059.60	1,055.91	1,062.47	1,073.81	1,094.26	1,076.86
	Cost	385,025,937	383,324,874	383,555,766	1,151,906,576	397,714,553	380,277,728	376,511,248	1,154,503,529	371,312,014	375,887,932	375,317,839	1,122,517,786	377,121,113	381,569,790	388,921,657	1,147,612,560
Disabled and Blind	Caseload	418,978	418,257	416,788	1,254,024	417,959	417,451	416,122	1,251,531	416,792	416,068	414,629	1,247,489	414,991	413,259	413,315	1,241,564
	PMPM	1,545.23	1,550.19	1,549.81	1,548.41	1,553.08	1,552.55	1,564.80	1,556.80	1,555.51	1,556.40	1,562.61	1,558.17	1,569.25	1,575.82	1,677.59	1,607.50
	Cost	647,418,687	648,378,992	645,942,006	1,941,739,686	649,122,604	648,113,163	651,146,384	1,948,382,151	648,325,888	647,570,190	647,904,617	1,943,800,695	651,222,866	651,221,574	693,371,959	1,995,816,399

Attachment P
Budget Neutrality October 2017-September 2018

1115A Demo Month	Medicaid Savings % Applied per MOU	Dual Demonstration Recipient Months																			Actual Medicaid Capita								
		BEXAR SDA			DALLAS SDA			EL PASO SDA			HARRIS SDA			HIDALG O SDA			TARRA NT SDA			STATEWIDE	BEXAR SDA			DALLAS SDA			EL PASO SDA		
		HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	TOTAL	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF
Mar-15	1.25%	1	10	3	-	6	-	-	4	-	1	33	-	1	12	1	-	6	-	78	\$ 1,918.73	\$ 428.35	\$ 3,724.49	\$ -	\$ 350.12	\$ -	\$ -	\$ 504.73	\$ -
Apr-15	1.25%	13	1,800	19	16	1,920	11	13	1,515	9	22	5,302	16	33	2,215	24	6	950	6	13,890	\$ 1,918.73	\$ 428.35	\$ 3,724.49	\$ 1,648.51	\$ 350.12	\$ 3,644.79	\$ 2,111.99	\$ 504.73	\$ 3,912.87
May-15	1.25%	248	3,501	25	171	3,567	28	124	2,388	14	361	8,223	33	423	4,119	34	112	1,626	7	25,004	\$ 1,918.73	\$ 428.35	\$ 3,724.49	\$ 1,648.51	\$ 350.12	\$ 3,644.79	\$ 2,111.99	\$ 504.73	\$ 3,912.87
Jun-15	1.25%	446	4,996	41	362	4,819	36	278	3,734	16	580	10,005	47	689	5,711	32	273	2,428	20	34,513	\$ 2,002.28	\$ 443.52	\$ 3,724.49	\$ 1,710.29	\$ 368.80	\$ 3,644.79	\$ 2,198.50	\$ 515.36	\$ 3,912.87
Jul-15	1.25%	556	6,155	51	452	6,044	46	380	4,655	19	731	11,586	61	873	6,741	43	342	3,050	22	41,807	\$ 2,002.28	\$ 443.52	\$ 3,724.49	\$ 1,710.29	\$ 368.80	\$ 3,644.79	\$ 2,198.50	\$ 515.36	\$ 3,912.87
Aug-15	1.25%	906	7,881	1,411	503	6,989	56	631	5,755	393	980	13,805	75	1,041	7,671	56	357	3,614	32	52,156	\$ 2,002.28	\$ 443.52	\$ 3,724.49	\$ 1,710.29	\$ 368.80	\$ 3,644.79	\$ 2,198.50	\$ 515.36	\$ 3,912.87
Sep-15	1.25%	808	7,475	1,354	675	6,868	75	579	5,414	382	1,273	13,850	2,239	1,221	7,498	62	417	3,767	40	53,997	\$ 2,008.16	\$ 462.07	\$ 3,983.91	\$ 1,806.30	\$ 390.90	\$ 3,983.50	\$ 2,138.79	\$ 547.04	\$ 4,231.99
Oct-15	1.25%	770	7,136	1,285	552	6,576	1,580	559	5,219	383	1,019	12,890	2,058	1,099	7,091	632	363	3,703	1,051	53,966	\$ 2,008.16	\$ 462.07	\$ 3,983.91	\$ 1,806.30	\$ 390.90	\$ 3,983.50	\$ 2,138.79	\$ 547.04	\$ 4,231.99
Nov-15	1.25%	724	6,771	1,119	489	6,101	1,445	523	4,967	372	842	11,731	1,900	1,021	6,682	571	337	3,462	986	50,043	\$ 2,008.16	\$ 462.07	\$ 3,983.91	\$ 1,806.30	\$ 390.90	\$ 3,983.50	\$ 2,138.79	\$ 547.04	\$ 4,231.99
Dec-15	1.25%	706	6,441	1,043	453	5,649	1,343	516	4,747	349	749	10,786	1,768	973	6,389	539	304	3,230	914	46,899	\$ 2,008.16	\$ 462.07	\$ 3,983.91	\$ 1,806.30	\$ 390.90	\$ 3,983.50	\$ 2,138.79	\$ 547.04	\$ 4,231.99
Jan-16	2.75%	788	7,016	1,196	546	6,434	1,469	548	5,139	396	832	12,070	1,921	1,075	7,425	580	345	3,579	1,004	52,363	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Feb-16	2.75%	742	6,716	1,122	483	5,961	1,364	527	4,923	373	739	11,066	1,782	1,014	7,000	553	308	3,376	930	48,979	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Mar-16	2.75%	704	6,428	1,029	439	5,616	1,257	511	4,748	349	678	10,402	1,656	962	6,743	519	282	3,220	853	46,396	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Apr-16	2.75%	680	6,186	954	417	5,355	1,162	495	4,555	325	646	9,796	1,539	936	6,471	477	266	3,082	791	44,133	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
May-16	2.75%	666	5,989	898	402	5,141	1,089	485	4,409	319	626	9,372	1,440	914	6,315	440	255	2,956	731	42,447	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Jun-16	2.75%	640	5,798	824	391	4,967	1,016	466	4,267	294	604	9,026	1,312	887	6,180	420	244	2,866	668	40,870	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Jul-16	2.75%	633	5,653	785	380	4,827	961	448	4,188	284	598	8,746	1,219	876	6,089	393	237	2,782	628	39,727	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Aug-16	2.75%	625	5,506	734	369	4,680	896	445	4,103	263	572	8,495	1,155	859	5,965	378	227	2,705	599	38,576	\$ 1,977.67	\$ 455.06	\$ 3,923.40	\$ 1,778.85	\$ 384.97	\$ 3,923.00	\$ 2,106.30	\$ 538.74	\$ 4,167.71
Sep-16	2.75%	614	5,351	698	355	4,550	829	440	4,013	256	559	8,231	1,074	853	5,849	360	223	2,624	568	37,447	\$ 2,066.92	\$ 444.24	\$ 4,026.62	\$ 1,868.05	\$ 386.34	\$ 4,203.26	\$ 2,100.81	\$ 539.36	\$ 4,458.23
Oct-16	2.75%	610	5,233	664	346	4,440	782	448	3,940	246	539	8,010	1,026	843	5,773	348	219	2,550	538	36,555	\$ 2,066.92	\$ 444.24	\$ 4,026.62	\$ 1,868.05	\$ 386.34	\$ 4,203.26	\$ 2,100.81	\$ 539.36	\$ 4,458.23
Nov-16	2.75%	609	5,108	640	342	4,322	760	444	3,876	238	540	7,790	995	836	5,704	337	212	2,476	523	35,752	\$ 2,066.92	\$ 444.24	\$ 4,026.62	\$ 1,868.05	\$ 386.34	\$ 4,203.26	\$ 2,100.81	\$ 539.36	\$ 4,458.23
Dec-16	2.75%	598	4,965	610	332	4,155	713	437	3,765	229	532	7,498	934	835	5,566	322	204	2,404	496	34,595	\$ 2,066.92	\$ 444.24	\$ 4,026.62	\$ 1,868.05	\$ 386.34	\$ 4,203.26	\$ 2,100.81	\$ 539.36	\$ 4,458.23
Jan-17	3.75%	745	6,378	1,066	532	5,795	1,309	519	4,687	435	819	11,440	1,808	1,078	6,527	451	302	3,411	890	48,192	\$ 2,045.67	\$ 439.67	\$ 3,985.21	\$ 1,848.83	\$ 382.36	\$ 4,160.04	\$ 2,079.20	\$ 533.81	\$ 4,412.38
Feb-17	3.75%	708	6,110	946	474	5,410	1,190	502	4,533	404	741	10,409	1,614	1,021	6,277	414	283	3,237	806	45,079	\$ 2,045.67	\$ 439.67	\$ 3,985.21	\$ 1,848.83	\$ 382.36	\$ 4,160			

Attachment P
Budget Neutrality October 2017-September 2018

1115A Demo Month	Medicaid Savings % Applied per MOU	Medicaid Capitation Rate (includes savings)									Hypothetical Medicaid Capitation Rate (without savings)												
		HARRIS SDA			HIDALGO SDA			TARRANT SDA			BEXAR SDA			DALLAS SDA			EL PASO SDA			HARRIS SDA			
		HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS
Mar-15	1.25%	\$ 1,782.70	\$ 388.46	\$ -	\$ 2,171.26	\$ 1,045.93	\$ 4,195.26	\$ -	\$ 282.16	\$ -	\$ 1,943.02	\$ 433.77	\$ 3,771.64	\$ -	\$ 354.55	\$ -	\$ -	\$ 511.12	\$ -	\$ 1,805.27	\$ 393.38	\$ -	\$ 2,198.74
Apr-15	1.25%	\$ 1,782.70	\$ 388.46	\$ 3,620.86	\$ 2,171.26	\$ 1,045.93	\$ 4,195.26	\$ 1,705.48	\$ 282.16	\$ 3,478.64	\$ 1,943.02	\$ 433.77	\$ 3,771.64	\$ 1,669.38	\$ 354.55	\$ 3,690.93	\$ 2,138.72	\$ 511.12	\$ 3,962.40	\$ 1,805.27	\$ 393.38	\$ 3,666.69	\$ 2,198.74
May-15	1.25%	\$ 1,782.70	\$ 388.46	\$ 3,620.86	\$ 2,171.26	\$ 1,045.93	\$ 4,195.26	\$ 1,705.48	\$ 282.16	\$ 3,478.64	\$ 1,943.02	\$ 433.77	\$ 3,771.64	\$ 1,669.38	\$ 354.55	\$ 3,690.93	\$ 2,138.72	\$ 511.12	\$ 3,962.40	\$ 1,805.27	\$ 393.38	\$ 3,666.69	\$ 2,198.74
Jun-15	1.25%	\$ 1,885.96	\$ 408.64	\$ 3,620.86	\$ 2,281.51	\$ 1,051.78	\$ 4,195.26	\$ 1,746.33	\$ 315.54	\$ 3,478.64	\$ 2,027.63	\$ 449.13	\$ 3,771.64	\$ 1,731.94	\$ 373.47	\$ 3,690.93	\$ 2,226.33	\$ 521.88	\$ 3,962.40	\$ 1,909.83	\$ 413.81	\$ 3,666.69	\$ 2,310.39
Jul-15	1.25%	\$ 1,885.96	\$ 408.64	\$ 3,620.86	\$ 2,281.51	\$ 1,051.78	\$ 4,195.26	\$ 1,746.33	\$ 315.54	\$ 3,478.64	\$ 2,027.63	\$ 449.13	\$ 3,771.64	\$ 1,731.94	\$ 373.47	\$ 3,690.93	\$ 2,226.33	\$ 521.88	\$ 3,962.40	\$ 1,909.83	\$ 413.81	\$ 3,666.69	\$ 2,310.39
Aug-15	1.25%	\$ 1,885.96	\$ 408.64	\$ 3,620.86	\$ 2,281.51	\$ 1,051.78	\$ 4,195.26	\$ 1,746.33	\$ 315.54	\$ 3,478.64	\$ 2,027.63	\$ 449.13	\$ 3,771.64	\$ 1,731.94	\$ 373.47	\$ 3,690.93	\$ 2,226.33	\$ 521.88	\$ 3,962.40	\$ 1,909.83	\$ 413.81	\$ 3,666.69	\$ 2,310.39
Sep-15	1.25%	\$ 1,957.50	\$ 404.39	\$ 3,915.85	\$ 2,303.00	\$ 1,070.31	\$ 4,474.16	\$ 1,735.62	\$ 323.11	\$ 3,814.99	\$ 2,033.58	\$ 467.92	\$ 4,034.34	\$ 1,829.16	\$ 395.85	\$ 4,033.92	\$ 2,165.86	\$ 553.96	\$ 4,285.56	\$ 1,982.28	\$ 409.51	\$ 3,965.42	\$ 2,332.15
Oct-15	1.25%	\$ 1,957.50	\$ 404.39	\$ 3,915.85	\$ 2,303.00	\$ 1,070.31	\$ 4,474.16	\$ 1,735.62	\$ 323.11	\$ 3,814.99	\$ 2,033.58	\$ 467.92	\$ 4,034.34	\$ 1,829.16	\$ 395.85	\$ 4,033.92	\$ 2,165.86	\$ 553.96	\$ 4,285.56	\$ 1,982.28	\$ 409.51	\$ 3,965.42	\$ 2,332.15
Nov-15	1.25%	\$ 1,957.50	\$ 404.39	\$ 3,915.85	\$ 2,303.00	\$ 1,070.31	\$ 4,474.16	\$ 1,735.62	\$ 323.11	\$ 3,814.99	\$ 2,033.58	\$ 467.92	\$ 4,034.34	\$ 1,829.16	\$ 395.85	\$ 4,033.92	\$ 2,165.86	\$ 553.96	\$ 4,285.56	\$ 1,982.28	\$ 409.51	\$ 3,965.42	\$ 2,332.15
Dec-15	1.25%	\$ 1,957.50	\$ 404.39	\$ 3,915.85	\$ 2,303.00	\$ 1,070.31	\$ 4,474.16	\$ 1,735.62	\$ 323.11	\$ 3,814.99	\$ 2,033.58	\$ 467.92	\$ 4,034.34	\$ 1,829.16	\$ 395.85	\$ 4,033.92	\$ 2,165.86	\$ 553.96	\$ 4,285.56	\$ 1,982.28	\$ 409.51	\$ 3,965.42	\$ 2,332.15
Jan-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Feb-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Mar-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Apr-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
May-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Jun-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Jul-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Aug-16	2.75%	\$ 1,927.76	\$ 398.25	\$ 3,856.37	\$ 2,268.01	\$ 1,054.05	\$ 4,406.19	\$ 1,709.28	\$ 318.19	\$ 3,757.04	\$ 2,033.59	\$ 467.93	\$ 4,034.34	\$ 1,829.15	\$ 395.86	\$ 4,033.93	\$ 2,165.86	\$ 553.97	\$ 4,285.56	\$ 1,982.27	\$ 409.51	\$ 3,965.42	\$ 2,332.14
Sep-16	2.75%	\$ 1,976.72	\$ 384.52	\$ 4,168.32	\$ 2,347.02	\$ 997.15	\$ 4,640.43	\$ 1,702.11	\$ 314.17	\$ 3,984.17	\$ 2,125.37	\$ 456.80	\$ 4,140.48	\$ 1,920.87	\$ 397.26	\$ 4,322.12	\$ 2,160.22	\$ 554.61	\$ 4,584.30	\$ 2,032.62	\$ 395.39	\$ 4,286.19	\$ 2,413.39
Oct-16	2.75%	\$ 1,976.72	\$ 384.52	\$ 4,168.32	\$ 2,347.02	\$ 997.15	\$ 4,640.43	\$ 1,702.11	\$ 314.17	\$ 3,984.17	\$ 2,125.37	\$ 456.80	\$ 4,140.48	\$ 1,920.87	\$ 397.26	\$ 4,322.12	\$ 2,160.22	\$ 554.61	\$ 4,584.30	\$ 2,032.62	\$ 395.39	\$ 4,286.19	\$ 2,413.39
Nov-16	2.75%	\$ 1,976.72	\$ 384.52	\$ 4,168.32	\$ 2,347.02	\$ 997.15	\$ 4,640.43	\$ 1,702.11	\$ 314.17	\$ 3,984.17	\$ 2,125.37	\$ 456.80	\$ 4,140.48	\$ 1,920.87	\$ 397.26	\$ 4,322.12	\$ 2,160.22	\$ 554.61	\$ 4,584.30	\$ 2,032.62	\$ 395.39	\$ 4,286.19	\$ 2,413.39
Dec-16	2.75%	\$ 1,976.72	\$ 384.52	\$ 4,168.32	\$ 2,347.02	\$ 997.15	\$ 4,640.43	\$ 1,702.11	\$ 314.17	\$ 3,984.17	\$ 2,125.37	\$ 456.80	\$ 4,140.48	\$ 1,920.87	\$ 397.26	\$ 4,322.12	\$ 2,160.22	\$ 554.61	\$ 4,584.30	\$ 2,032.62	\$ 395.39	\$ 4,286.19	\$ 2,413.39
Jan-17	3.75%	\$ 1,956.40	\$ 380.58	\$ 4,125.46	\$ 2,322.88	\$ 986.90	\$ 4,592.70	\$ 1,684.60	\$ 310.95	\$ 3,943.20	\$ 2,125.37	\$ 456.80	\$ 4,140.48	\$ 1,920.86	\$ 397.26	\$ 4,322.12	\$ 2,160.21	\$ 554.61	\$ 4,584.29	\$ 2,032.62	\$ 395.41	\$ 4,286.19	\$ 2,413.38
Feb-17	3.75%	\$ 1,956.40	\$ 380.58	\$ 4,125.46	\$ 2,322.88	\$ 986.90	\$ 4,592.70	\$ 1,684.60	\$ 310.95	\$ 3,943.20	\$												

Attachment P
Budget Neutrality October 2017-September 2018

1115A Demo Month	Medicaid Savings % Applied per MOU	PMPM Dual Demo Savings																							
		HIDALGO SDA			TARRANT SDA			BEXAR SDA			DALLAS SDA			EL PASO SDA			HARRIS SDA			HIDALGO SDA			TARRANT SDA		
		OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	
Mar-15	1.25%	\$ 1,059.17	\$ 4,248.36	\$ -	\$ 285.73	\$ -	\$ 24.29	\$ 5.42	\$ 47.15	\$ -	\$ 4.43	\$ -	\$ -	\$ 6.39	\$ -	\$ 22.57	\$ 4.92	\$ -	\$ 27.48	\$ 13.24	\$ 53.10	\$ -	\$ 3.57	\$ -	
Apr-15	1.25%	\$ 1,059.17	\$ 4,248.36	\$ 1,727.07	\$ 285.73	\$ 3,522.67	\$ 24.29	\$ 5.42	\$ 47.15	\$ 20.87	\$ 4.43	\$ 46.14	\$ 26.73	\$ 6.39	\$ 49.53	\$ 22.57	\$ 4.92	\$ 45.83	\$ 27.48	\$ 13.24	\$ 53.10	\$ 21.59	\$ 3.57	\$ 44.03	
May-15	1.25%	\$ 1,059.17	\$ 4,248.36	\$ 1,727.07	\$ 285.73	\$ 3,522.67	\$ 24.29	\$ 5.42	\$ 47.15	\$ 20.87	\$ 4.43	\$ 46.14	\$ 26.73	\$ 6.39	\$ 49.53	\$ 22.57	\$ 4.92	\$ 45.83	\$ 27.48	\$ 13.24	\$ 53.10	\$ 21.59	\$ 3.57	\$ 44.03	
Jun-15	1.25%	\$ 1,065.09	\$ 4,248.36	\$ 1,768.44	\$ 319.53	\$ 3,522.67	\$ 25.35	\$ 5.61	\$ 47.15	\$ 21.65	\$ 4.67	\$ 46.14	\$ 27.83	\$ 6.52	\$ 49.53	\$ 23.87	\$ 5.17	\$ 45.83	\$ 28.88	\$ 13.31	\$ 53.10	\$ 22.11	\$ 3.99	\$ 44.03	
Jul-15	1.25%	\$ 1,065.09	\$ 4,248.36	\$ 1,768.44	\$ 319.53	\$ 3,522.67	\$ 25.35	\$ 5.61	\$ 47.15	\$ 21.65	\$ 4.67	\$ 46.14	\$ 27.83	\$ 6.52	\$ 49.53	\$ 23.87	\$ 5.17	\$ 45.83	\$ 28.88	\$ 13.31	\$ 53.10	\$ 22.11	\$ 3.99	\$ 44.03	
Aug-15	1.25%	\$ 1,065.09	\$ 4,248.36	\$ 1,768.44	\$ 319.53	\$ 3,522.67	\$ 25.35	\$ 5.61	\$ 47.15	\$ 21.65	\$ 4.67	\$ 46.14	\$ 27.83	\$ 6.52	\$ 49.53	\$ 23.87	\$ 5.17	\$ 45.83	\$ 28.88	\$ 13.31	\$ 53.10	\$ 22.11	\$ 3.99	\$ 44.03	
Sep-15	1.25%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.59	\$ 327.20	\$ 3,863.28	\$ 25.42	\$ 5.85	\$ 50.43	\$ 22.86	\$ 4.95	\$ 50.42	\$ 27.07	\$ 6.92	\$ 53.57	\$ 24.78	\$ 5.12	\$ 49.57	\$ 29.15	\$ 13.55	\$ 56.63	\$ 21.97	\$ 4.09	\$ 48.29	
Oct-15	1.25%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.59	\$ 327.20	\$ 3,863.28	\$ 25.42	\$ 5.85	\$ 50.43	\$ 22.86	\$ 4.95	\$ 50.42	\$ 27.07	\$ 6.92	\$ 53.57	\$ 24.78	\$ 5.12	\$ 49.57	\$ 29.15	\$ 13.55	\$ 56.63	\$ 21.97	\$ 4.09	\$ 48.29	
Nov-15	1.25%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.59	\$ 327.20	\$ 3,863.28	\$ 25.42	\$ 5.85	\$ 50.43	\$ 22.86	\$ 4.95	\$ 50.42	\$ 27.07	\$ 6.92	\$ 53.57	\$ 24.78	\$ 5.12	\$ 49.57	\$ 29.15	\$ 13.55	\$ 56.63	\$ 21.97	\$ 4.09	\$ 48.29	
Dec-15	1.25%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.59	\$ 327.20	\$ 3,863.28	\$ 25.42	\$ 5.85	\$ 50.43	\$ 22.86	\$ 4.95	\$ 50.42	\$ 27.07	\$ 6.92	\$ 53.57	\$ 24.78	\$ 5.12	\$ 49.57	\$ 29.15	\$ 13.55	\$ 56.63	\$ 21.97	\$ 4.09	\$ 48.29	
Jan-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Feb-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Mar-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Apr-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
May-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Jun-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Jul-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Aug-16	2.75%	\$ 1,083.86	\$ 4,530.79	\$ 1,757.61	\$ 327.19	\$ 3,863.28	\$ 55.92	\$ 12.87	\$ 110.94	\$ 50.30	\$ 10.89	\$ 110.93	\$ 59.56	\$ 15.23	\$ 117.85	\$ 54.51	\$ 11.26	\$ 109.05	\$ 64.13	\$ 29.81	\$ 124.60	\$ 48.33	\$ 9.00	\$ 106.24	
Sep-16	2.75%	\$ 1,025.35	\$ 4,771.65	\$ 1,750.24	\$ 323.05	\$ 4,096.83	\$ 58.45	\$ 12.56	\$ 113.86	\$ 52.82	\$ 10.92	\$ 118.86	\$ 59.41	\$ 15.25	\$ 126.07	\$ 55.90	\$ 10.87	\$ 117.87	\$ 66.37	\$ 28.20	\$ 131.22	\$ 48.13	\$ 8.88	\$ 112.66	
Oct-16	2.75%	\$ 1,025.35	\$ 4,771.65	\$ 1,750.24	\$ 323.05	\$ 4,096.83	\$ 58.45	\$ 12.56	\$ 113.86	\$ 52.82	\$ 10.92	\$ 118.86	\$ 59.41	\$ 15.25	\$ 126.07	\$ 55.90	\$ 10.87	\$ 117.87	\$ 66.37	\$ 28.20	\$ 131.22	\$ 48.13	\$ 8.88	\$ 112.66	
Nov-16	2.75%	\$ 1,025.35	\$ 4,771.65	\$ 1,750.24	\$ 323.05	\$ 4,096.83	\$ 58.45	\$ 12.56	\$ 113.86	\$ 52.82	\$ 10.92	\$ 118.86	\$ 59.41	\$ 15.25	\$ 126.07	\$ 55.90	\$ 10.87	\$ 117.87	\$ 66.37	\$ 28.20	\$ 131.22	\$ 48.13	\$ 8.88	\$ 112.66	
Dec-16	2.75%	\$ 1,025.35	\$ 4,771.65	\$ 1,750.24	\$ 323.05	\$ 4,096.83	\$ 58.45	\$ 12.56	\$ 113.86	\$ 52.82	\$ 10.92	\$ 118.86	\$ 59.41	\$ 15.25	\$ 126.07	\$ 55.90	\$ 10.87	\$ 117.87	\$ 66.37	\$ 28.20	\$ 131.22	\$ 48.13	\$ 8.88	\$ 112.66	
Jan-17	3.75%	\$ 1,025.35	\$ 4,771.64	\$ 1,750.23	\$ 323.06	\$ 4,096.83	\$ 79.70	\$ 17.13	\$ 155.27	\$ 72.03	\$ 14.90	\$ 162.08	\$ 81.01	\$ 20.80	\$ 171.91	\$ 76.22	\$ 14.83	\$ 160.73	\$ 90.50	\$ 38.45	\$ 178.94	\$ 65.63	\$ 12.11	\$ 153.63	
Feb-17	3.75%	\$ 1,025.35	\$ 4,771.64	\$ 1,750.23	\$ 323.06	\$ 4,096.83	\$ 79.70	\$ 17.13	\$ 155.27	\$ 72.03	\$ 14.90	\$ 162.08	\$ 81.01	\$ 20.80	\$ 171.91	\$ 76.22	\$ 14.83	\$ 160.73	\$ 90.50	\$ 38.45	\$ 178.94	\$ 65.63	\$ 12.11	\$ 153.63	
Mar-17	3.75%	\$ 1,025.35	\$ 4,771.64	\$ 1,750.23	\$ 323.06	\$ 4,096.83	\$ 79.70	\$ 17.13	\$ 155.27	\$ 72.03	\$ 14.90	\$ 162.08	\$ 81.01	\$ 20.80	\$ 171.91	\$ 76.22	\$ 14.83	\$ 160.73	\$ 90.50	\$ 38.45	\$ 178.94	\$ 65.63	\$ 12.11	\$ 153.63	
Apr-17	3.75%	\$ 1,025.35	\$ 4,771.64	\$ 1,750.23	\$ 323.06	\$ 4,096.83	\$ 79.70	\$ 17.13	\$ 155.27	\$ 72.03	\$ 14.90	\$													

Budget Neutrality October 2017-September 2018

1115A Demo Month	Medicaid Savings % Applied per MOU		Amount Subtracted from BN Savings/Margin																			Quarterly Total	
			STATEWID E	BEXAR SDA			DALLAS SDA			EL PASO SDA			HARRIS SDA			HIDALGO SDA			TARRANT SDA				STATEWIDE TOTAL
				HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF	HCBS	OCC	NF		
Mar-15	1.25%	\$ 9.20	24	54	141	-	27	-	-	26	-	23	162	-	27	159	53	-	21	-	718	718	
Apr-15	1.25%	\$ 6.72	316	9,760	896	334	8,509	508	348	9,679	446	496	26,071	733	907	29,326	1,275	130	3,393	264	93,390	574,267	
May-15	1.25%	\$ 7.71	6,023	18,983	1,179	3,568	15,809	1,292	3,315	15,257	693	8,146	40,434	1,513	11,626	54,534	1,806	2,418	5,807	308	192,711		
Jun-15	1.25%	\$ 8.35	11,304	28,048	1,933	7,837	22,497	1,661	7,736	24,359	792	13,846	51,752	2,154	19,898	76,034	1,699	6,035	9,698	881	288,166		
Jul-15	1.25%	\$ 8.40	14,092	34,555	2,404	9,785	28,216	2,122	10,575	30,367	941	17,451	59,930	2,796	25,212	89,747	2,283	7,560	12,182	969	351,190	1,502,714	
Aug-15	1.25%	\$ 9.81	22,963	44,245	66,522	10,890	32,627	2,584	17,560	37,543	19,465	23,395	71,409	3,438	30,064	102,129	2,974	7,892	14,435	1,409	511,543		
Sep-15	1.25%	\$ 11.85	20,539	43,721	68,281	15,434	33,984	3,782	15,675	37,490	20,464	31,543	70,896	110,982	35,594	101,585	3,511	9,161	15,407	1,932	639,981		
Oct-15	1.25%	\$ 13.97	19,573	41,738	64,802	12,621	32,539	79,670	15,134	36,139	20,517	25,249	65,982	102,010	32,038	96,070	35,793	7,975	15,145	50,754	753,751	2,098,472	
Nov-15	1.25%	\$ 13.87	18,404	39,603	56,430	11,181	30,188	72,863	14,159	34,394	19,928	20,863	60,049	94,179	29,764	90,529	32,339	7,404	14,160	47,615	694,053		
Dec-15	1.25%	\$ 13.87	17,946	37,673	52,598	10,358	27,952	67,719	13,970	32,871	18,696	18,559	55,212	87,636	28,365	86,560	30,526	6,679	13,211	44,138	650,668		
Jan-16	2.75%	\$ 30.44	44,068	90,282	132,690	27,465	70,041	162,961	32,640	78,289	46,670	45,354	135,927	209,483	68,944	221,310	72,266	16,675	32,203	106,665	1,593,932	4,481,115	
Feb-16	2.75%	\$ 30.40	41,495	86,422	124,480	24,296	64,892	151,313	31,389	74,998	43,959	40,285	124,621	194,325	65,032	208,642	68,902	14,887	30,376	98,803	1,489,117		
Mar-16	2.75%	\$ 30.13	39,370	82,716	114,162	22,082	61,136	139,443	30,436	72,332	41,131	36,959	117,143	180,585	61,697	200,982	64,666	13,630	28,972	90,623	1,398,066		
Apr-16	2.75%	\$ 29.89	38,028	79,602	105,841	20,976	58,295	128,904	29,483	69,392	38,302	35,215	110,318	167,826	60,029	192,875	59,433	12,857	27,731	84,036	1,319,143	3,773,962	
May-16	2.75%	\$ 29.67	37,245	77,067	99,628	20,221	55,965	120,806	28,887	67,168	37,595	34,125	105,543	157,031	58,618	188,225	54,823	12,325	26,597	77,662	1,259,532		
Jun-16	2.75%	\$ 29.25	35,791	74,609	91,418	19,668	54,071	112,708	27,756	65,005	34,649	32,926	101,647	143,072	56,887	184,201	52,331	11,794	25,787	70,968	1,195,287		
Jul-16	2.75%	\$ 28.98	35,400	72,743	87,091	19,115	52,547	106,607	26,683	63,801	33,470	32,598	98,494	132,931	56,181	181,489	48,966	11,455	25,031	66,719	1,151,323	3,342,545	
Aug-16	2.75%	\$ 28.72	34,952	70,851	81,433	18,561	50,947	99,396	26,505	62,506	30,995	31,181	95,667	125,952	55,091	177,793	47,098	10,972	24,339	63,638	1,107,877		
Sep-16	2.75%	\$ 28.93	35,887	67,220	79,477	18,753	49,708	98,533	26,139	61,206	32,273	31,246	89,498	126,593	56,612	164,925	47,239	10,733	23,312	63,993	1,083,345		
Oct-16	2.75%	\$ 28.75	35,653	65,737	75,605	18,277	48,506	92,947	26,614	60,092	31,013	30,128	87,095	120,935	55,948	162,782	45,665	10,541	22,654	60,613	1,050,805	3,068,120	
Nov-16	2.75%	\$ 28.74	35,595	64,167	72,873	18,066	47,217	90,332	26,376	59,116	30,004	30,184	84,703	117,281	55,484	160,836	44,221	10,204	21,997	58,923	1,027,578		
Dec-16	2.75%	\$ 28.61	34,952	62,371	69,457	17,538	45,392	84,746	25,960	57,423	28,870	29,737	81,528	110,091	55,417	156,945	42,253	9,819	21,357	55,881	989,736		
Jan-17	3.75%	\$ 42.23	59,378	109,255	165,516	38,321	86,329	212,162	42,043	97,479	74,781	62,427	169,630	290,604	97,561	250,967	80,700	19,821	41,324	136,732	2,035,031	5,696,054	
Feb-17	3.75%	\$ 41.70	56,429	104,664	146,883	34,143	80,594	192,875	40,666	94,276	69,452	56,482	154,342	259,422	92,402	241,355	74,080	18,574	39,216	123,827	1,879,682		
Mar-17	3.75%	\$ 41.25	54,595	100,570	133,686	31,766	77,495	177,639	39,694	91,905	65,498	54,347	146,424	240,938	90,230	235,549	72,469	17,984	37,786	112,765	1,781,342		
Apr-17	3.75%	\$ 40.79	53,320	97,812	121,420	30,182	74,620	166,942	39,370	89,597	61,716	52,518	139,871	223,257	89,235	230,973	69,069	17,459	36,539	103,855	1,697,753	4,888,273	
May-17	3.75%	\$ 40.27	52,125	94,986	113,346	29,605	72,460	153,489	37,912	87,975	59,997	50,003	135,882	206,862	88,149	227,282	63,701	17,459	35,582	100,168	1,626,980		
Jun-17	3.75%	\$ 39.76	51,328	92,690	104,961	28,669	70,672	142,630	37,912	87,205	56,215	49,012	131,270	192,879	88,511	224,283	60,838	17,327	34,806	92,332	1,563,540		
Jul-17	3.75%	\$ 39.38	50,850	90,258	94,713	28,453	69,138	133,391	38,641	86,061	53,636	47,563	127,964	182,913	88,963	221,668	57,975	16,999	34,007	89,413	1,512,607	4,849,528	
Aug-17	3.75%	\$ 39.75	51,806	91,183	104,340	29,533	69,436	134,526	40,099	87,704	59,481	47,792	128,320	184,199	90,773	223,975	59,586	16,540	33,885	90,335	1,543,513		
Sep-17	3.75%	\$ 42.08	54,512	98,916	128,612	36,909	77,189	168,792	41,597	93,330	60,611	58,343	151,071	229,981	102,908	246,024	64,814	19,559	38,253	121,986	1,793,407		
Oct-17	3.75%	\$ 42.05	55,805	99,610	127,963	35,340	76,482	166,230	41,537	92,321	58,904	56,026	146,982	228,546	102,258	242,526	61,828	18,732	37,573	118,457	1,767,120	5,285,641	
Nov-17	3.75%	\$ 42.31	54,612	98,673	119,529	33,840	74,770	157,262	43,049	91,704	58,391	55,080	143,028	225,835	114,003	263,540	74,826	18,732	36,717	116,769	1,780,359		
Dec-17	3.75%	\$ 42.12	54,386	97,889	116,383	34,393	73,672	148,946	42,972	90,251	56,857	56,056	140,364	224,252	110,910	253,834	71,883	19,408	36,150	109,556	1,738,161		
Jan-18	5.50%	\$ 63.94	84,733	150,188	218,191	56,992	118,207	262,682	62,689	135,874	95,878	85,719	216,060	375,456	171,822	393,157	116,581	30,255	58,010	193,366	2,825,860	8,281,896	
Feb-18	5.50%	\$ 63.35	84,915	147,534	201,242	54,485	116,497	258,480	63,302	133,571	92,607	83,581	213,757	367,009	169,504	388,465	109,293	30,136	57,754	182,896	2,755,028		
Mar-18	5.50%	\$ 63.05	82,926	145,178	188,710	54,076	114,238	248,188	64,060	132,538	89,689	84,710	209,726	359,134	169,074	387,432	108,553	30,015	57,029	175,731	2,701,008		
Apr-18	5.50%	\$ 63.14	82,863	145,286	188,409	54,501	115,940	247,585	64,780	132,424	93,831	84,560	211,231	367,013	168,940	388,713	104,532	30,338	57,185	182,322	2,720,453	8,010,276	
May-18	5.50%	\$ 62.72	81,866	142,293	184,754	53,436	113,459	233,653	63,943	131,248	91,520	84,053	205,924	347,265	167,442	385,403	99,260	31,653	56,354	175,704	2,649,229		
Jun-18	5.50%	\$ 62.42	85,055	141,692	183,859	54,181	113,689	226,018	65,365	131,626	91,290	84,968	206,690	338,553	170,572	388,105	99,435	32,370	56,370	170,755	2,640,594		
Jul-18	5.50%	\$ 64.08	86,973	147,858	212,391	55,904	116,703	264,580	64,907	135,618	95,233	88,082	216,662	386,503	172,919	393,173	116,608	31,335	57,811	182,748	2,826,009	8,658,115	
Aug-18	5.50%	\$ 64.22	87,011	147,923	213,844	55,929	116,753	266,389	64,935	135,677	95,884	88,120	216,756	389,146	172,994	393,345	117,405	31,349	57,837	183,998	2,835,297		
Sep-18	5.50%	\$ 67.58	91,988	156,384	225,964	59,128	123,432	281,487	68,649	143,438	101,319	93,161	229,155	411,201	182,886	415,844	124,059	33,142	61,145	194,427	2,996,808		

Attachment Q
Members with Special Health Care Needs SFY18
(Blanks = No Data Available)

STAR										
Service Area	MCO	Total MSHCN	MSHCN with Service Plan		MSHCN without Service Plan*		Declined Service Management**		Unable to Reach**	
Bexar	Aetna	141	118	83.69%	23	16.31%	2	8.70%	21	91.30%
	Amerigroup	1,353	73	5.40%	1,280	94.60%	84	6.56%	1,196	93.44%
	Community First	5,022	495	9.86%	4,527	90.14%	1,515	33.47%	2,985	65.94%
	Superior	6,882	1,934	28.10%	4,948	71.90%	210	4.24%	3,946	79.75%
	SA Total	13,398	2,620	19.56%	10,778	80.44%	1,811	16.80%	8,148	75.60%
Dallas	Amerigroup	6,826	1,203	17.62%	5,623	82.38%	412	7.33%	5,211	92.67%
	Molina	484	19	3.93%	465	96.07%	2	0.43%	137	29.46%
	Parkland	1,735	1,533	88.36%	202	11.64%	6	2.97%	196	97.03%
	SA Total	9,045	2,755	30.46%	6,290	69.54%	420	6.68%	5,544	88.14%
El Paso	El Paso	115	56	48.70%	59	51.30%	20	33.90%	39	66.10%
	Molina	109	7	6.42%	102	93.58%		0.00%	25	24.51%
	Superior	1,232	499	40.50%	733	59.50%	22	3.00%	568	77.49%
	SA Total	1,456	562	38.60%	894	61.40%	42	4.70%	632	70.69%
Harris	Amerigroup	3,416	528	15.46%	2,888	84.54%	244	8.45%	2,644	91.55%
	CHC	6,543	1,489	22.76%	5,054	77.24%	210	4.16%	2,846	56.31%
	Molina	276	8	2.90%	268	97.10%		0.00%	62	23.13%
	Texas Children's	30,431	1,222	4.02%	29,209	95.98%	458	1.57%	26,653	91.25%
	United	3,199	1,042	32.57%	2,157	67.43%	182	8.44%	1,756	81.41%
	SA Total	43,865	4,289	9.78%	39,576	90.22%	1,094	2.76%	33,961	85.81%
Hidalgo	Driscoll	4,181	3,655	87.42%	526	12.58%	12	2.28%	472	89.73%
	Molina	5,417	228	4.21%	5,189	95.79%	16	0.31%	705	13.59%
	Superior	2,164	877	40.53%	1,287	59.47%	113	8.78%	860	66.82%
	United	1,543	627	40.64%	916	59.36%	101	11.03%	643	70.20%
	SA Total	13,305	5,387	40.49%	7,918	59.51%	242	3.06%	2,680	33.85%
Jefferson	Amerigroup	370	46	12.43%	324	87.57%	29	8.95%	295	91.05%
	CHC	629	117	18.60%	512	81.40%	16	3.13%	313	61.13%
	Molina	124	7	5.65%	117	94.35%	4	3.42%	37	31.62%
	Texas Children's	3,658	157	4.29%	3,501	95.71%	57	1.63%	3,211	91.72%
	United	766	261	34.07%	505	65.93%	37	7.33%	402	79.60%
	SA Total	5,547	588	10.60%	4,959	89.40%	143	2.88%	4,258	85.86%
Lubbock	Amerigroup	884	64	7.24%	820	92.76%	35	4.27%	785	95.73%
	FirstCare	2,141	285	13.31%	1,856	86.69%	227	12.23%	891	48.01%
	Superior	1,683	350	20.80%	1,333	79.20%	42	3.15%	1,183	88.75%
	SA Total	4,708	699	14.85%	4,009	85.15%	304	7.58%	2,859	71.31%
MRSA Central	Amerigroup	1,122	130	11.59%	992	88.41%	56	5.65%	936	94.35%
	Scott & White	10,290	543	5.28%	9,747	94.72%			90	0.92%
	Superior	2,984	787	26.37%	2,197	73.63%	122	5.55%	1,845	83.98%
	SA Total	14,396	1,460	10.14%	12,936	89.86%	178	1.38%	2,871	22.19%

Attachment Q
Members with Special Health Care Needs SFY18
(Blanks = No Data Available)

STAR										
Service Area	MCO	Total MSHCN	MSHCN with Service Plan		MSHCN without Service Plan*		Declined Service Management**		Unable to Reach**	
MRSA Northeast	Amerigroup	2,319	361	15.57%	1,958	84.43%	179	9.14%	1,779	90.86%
	Superior	4,275	1,120	26.20%	3,155	73.80%	134	4.25%	2,613	82.82%
	<i>SA Total</i>	<i>6,594</i>	<i>1,481</i>	<i>22.46%</i>	<i>5,113</i>	<i>77.54%</i>	<i>313</i>	<i>6.12%</i>	<i>4,392</i>	<i>85.90%</i>
MRSA West	Amerigroup	1,862	245	13.16%	1,617	86.84%	97	6.00%	1,520	94.00%
	FirstCare	1,807	219	12.12%	1,588	87.88%	127	8.00%	192	12.09%
	Superior	3,247	833	25.65%	2,414	74.35%	121	5.01%	1,852	76.72%
	<i>SA Total</i>	<i>6,916</i>	<i>1,297</i>	<i>18.75%</i>	<i>5,619</i>	<i>81.25%</i>	<i>345</i>	<i>6.14%</i>	<i>3,564</i>	<i>63.43%</i>
Nueces	Christus	3	3	100.00%						
	Driscoll	4,483	3,946	88.02%	537	11.98%	11	2.05%	508	94.60%
	Superior	1,049	332	31.65%	717	68.35%	42	5.86%	514	71.69%
	United	81	22	27.16%	59	72.84%	5	8.47%	50	84.75%
	<i>SA Total</i>	<i>5,616</i>	<i>4,303</i>	<i>76.62%</i>	<i>1,313</i>	<i>23.38%</i>	<i>58</i>	<i>4.42%</i>	<i>1,072</i>	<i>81.65%</i>
Tarrant	Aetna	376	343	91.22%	33	8.78%	2	6.06%	31	93.94%
	Amerigroup	3,662	725	19.80%	2,937	80.20%	245	8.34%	2,692	91.66%
	Cook Childrens	5,384	2,138	39.71%	3,246	60.29%	975	30.04%	2,271	69.96%
	<i>SA Total</i>	<i>9,422</i>	<i>3,206</i>	<i>34.03%</i>	<i>6,216</i>	<i>65.97%</i>	<i>1,222</i>	<i>19.66%</i>	<i>4,994</i>	<i>80.34%</i>
Travis	BCBS	3,767	1,161	30.82%	2,606	69.18%	63	2.42%	510	19.57%
	Sendero	1,415	23	1.63%	1,392	98.37%	46	3.30%	713	51.22%
	Seton	1,861	165	8.87%	1,696	91.13%	162	9.55%	1,534	90.45%
	Superior	3,494	1,033	29.56%	2,461	70.44%	150	6.10%	1,843	74.89%
	<i>SA Total</i>	<i>10,537</i>	<i>2,382</i>	<i>22.61%</i>	<i>8,155</i>	<i>77.39%</i>	<i>421</i>	<i>5.16%</i>	<i>4,600</i>	<i>56.41%</i>
Statewide Total		144,805	31,029	21.43%	113,776	78.57%	6,593	5.79%	79,575	69.94%

*The number without service plans includes those who declined and those who could not be reached.

**Percentages represent the proportion of MSHCN *without service plans* who declined Service Management or whom the MCO was unable to reach.

Attachment R1
MCO Referrals to OIG SFY18

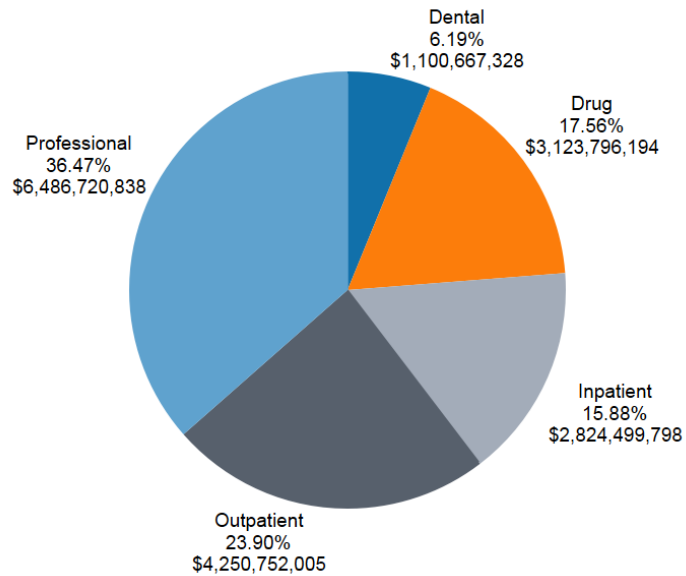
MCO	Sep-17	Oct-17	Nov-17	Q1 Total	Dec-17	Jan-18	Feb-18	Q2 Total	Mar-18	Apr-18	May-18	Q3 Total	Jun-18	Jul-18	Aug-18	Q4 Total	Total Q1-Q4
Investigation Category																	
Program non-compliance	5	5	2	12	3	9	3	15	7	5		12	5	3	4	12	51
Non-appropriate billing	6	7	3	16	8	13	4	25	7	9	9	25	3	2	6	11	77
Billing for Services not Rendered	2			2			1	1							1	1	4
Quality of Care														1	1	2	2
Solicitation			1	1													1
Upcoding																	
Billing for Services After Death																	
Billing unnecessary services			1	1													1
Failure to disclose required info																	
Attendant Care FWA		1	2	3	1	1		2	4	2		6					11
Total Referrals Received	13	13	9		12	23	8		18	16	9		8	6	12		147
Disposition																	
Returned to MCO to whatever action deemed appropriate	7	5	5	17	3	2		5	3	7	2	12			2	2	36
MPI Full scale investigation	5	2	3	10	2	11	1	14	3		3	6	2	1	5	8	38
Information transferred to existing full scale case	1			1	1			1		2	1	3					5
Preliminary Status																	
Referred to HHS- OIG(Federal)																	
Referred to Pharmacy Board	5	3	1	9	2	9	2	13	5	3		8	3	2	2	7	37
Referred to Medical Board																	
Referred to Vendor Drug Closed	2	4	3	9	2	3	4	9	7	4	1	12	3	1	3	7	37
Pending Preliminary Investigation																	
Referred to MFCU																	
Transferred to IG Litigation		5	1	6	5			5									11
Transferred to IG Medical Services						1	1	2			2	2	1	2		3	7

Attachment R2
Dental Plan Referrals to OIG SFY18

DMO	Sep-17	Oct-17	Nov-17	Q1 Total	Dec-17	Jan-18	Feb-18	Q2 Total	Mar-18	Apr-18	May-18	Q3 Total	Jun-18	Jul-18	Aug-18	Q4 Total	Total Q1-Q4
Investigation Category																	
Program non-compliance										1							
Non-appropriate billing		1		1	2	2	1	5	2	7	7	16	2	4	4	10	32
Billing for Services not Rendered																	
Billing unnecessary services																	
Solicitation													2			2	2
Total Referrals Received	0	1	0	1	2	2	1	5	2	8	7	17	4	4	4	12	34
Disposition																	
Returned to DMO to whatever action deemed appropriate						1		1	1	4	1	6		2	1	3	10
MPI Full scale investigation					2		1	3	1	2	5	8	2	2	1	5	16
Information transferred to existing full scale case						1		1		1	1	2		1		1	4
Closed											1	1	2	1		3	4
Provider Education																	
Transferred to IG Litigation		1		1													1
Transferred to OIG Medical Services Division										1		1			2	2	3

Attachment S Service Utilization SFY17

Expenditures by Claim Type



Expenditures by Program and Claim Type

Type	Program	Amount
Professional	STAR	\$2,356,936,237
	STAR Kids	\$1,129,605,115
	STAR+PLUS	\$3,000,179,485
Inpatient	STAR	\$1,804,990,390
	STAR Kids	\$329,379,538
	STAR+PLUS	\$690,129,870
Outpatient	STAR	\$1,379,833,377
	STAR Kids	\$357,843,064
	STAR+PLUS	\$2,513,075,564
Drug	STAR	\$1,289,598,641
	STAR Kids	\$459,313,839
	STAR+PLUS	\$1,374,883,714
Dental	Medicaid Dental	\$1,081,530,641
	STAR	\$1,992,270
	STAR+PLUS	\$17,144,417

Attachment S Service Utilization SFY17

Expenditures by SDA




















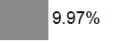
SDA	Total Expenditures	
Harris	\$3,620,615,980	21.67%
Hidalgo	\$2,249,259,883	13.46%
Dallas	\$2,101,981,962	12.58%
Bexar	\$1,476,300,119	8.84%
Tarrant	\$1,354,231,025	8.11%
MRSA Northeast	\$1,189,737,246	7.12%
MRSA West	\$914,075,310	5.47%
Travis	\$829,473,923	4.97%
MRSA Central	\$822,827,860	4.93%
Nueces	\$649,454,247	3.89%
El Paso	\$559,932,810	3.35%
Jefferson	\$537,020,523	3.21%
Lubbock	\$399,994,063	2.39%

STAR Monthly Expenditure by MCO









































MCO Name	Monthly Average Number of Eligible Clients	% of Total Monthly Average Number of Eligible Clients	Monthly Average Expenditure	% of Total Monthly Average Expenditure
Superior	697,746	24.01%	\$139,747,769	24.54%
Amerigroup	558,124	19.21%	\$97,872,446	17.19%
Texas Children's	341,411	11.75%	\$62,475,031	10.97%
CHC	239,968	8.26%	\$54,344,892	9.54%
Parkland	163,786	5.64%	\$32,286,886	5.67%
United	125,142	4.31%	\$31,595,186	5.55%
Driscoll Children's	147,010	5.06%	\$30,975,976	5.44%
Cook Children's	101,118	3.48%	\$19,004,898	3.34%
Molina	96,666	3.33%	\$18,957,643	3.33%
Community First	103,920	3.58%	\$18,790,008	3.30%
FirstCare	90,252	3.11%	\$18,032,446	3.17%
Aetna	70,494	2.43%	\$13,390,272	2.35%
El Paso Health	65,192	2.24%	\$10,789,209	1.89%
Scott & White	44,009	1.51%	\$8,684,106	1.53%
BCBS	24,694	0.85%	\$6,117,363	1.07%
Dell - Seton	17,933	0.62%	\$2,808,705	0.49%
Sendero	13,072	0.45%	\$2,419,016	0.42%
Christus	5,319	0.18%	\$1,154,056	0.20%

Attachment S Service Utilization SFY17

STAR+PLUS Monthly Expenditure by MCO

MCO Name	Monthly Average Number of Eligible Clients	% of Total Monthly Average Number of Eligible Clients	Monthly Average Expenditure	% of Total Monthly Average Expenditure
Superior	 139,586	 26.56%	 \$176,004,513	 27.81%
Amerigroup	 134,132	 25.52%	 \$145,583,122	 23.00%
United	 114,412	 21.77%	 \$141,896,320	 22.42%
Molina	 87,263	 16.60%	 \$106,368,684	 16.81%
Cigna-HealthSpring	 50,141	 9.54%	 \$63,098,449	 9.97%

STAR Kids Monthly Expenditure by MCO

MCO Name	Monthly Average Number of Eligible Clients	% of Total Monthly Average Number of Eligible Clients	Monthly Average Expenditure	% of Total Monthly Average Expenditure
Texas Children's	 24,163	 17.04%	 \$42,600,975	 20.59%
United	 26,279	 18.54%	 \$36,936,949	 17.85%
Superior	 28,109	 19.83%	 \$36,366,975	 17.58%
Amerigroup	 24,897	 17.56%	 \$27,240,940	 13.16%
Children's Medical	 8,906	 6.28%	 \$23,318,322	 11.27%
Community First	 7,610	 5.37%	 \$14,131,266	 6.83%
Cook Children's	 7,193	 5.07%	 \$12,463,837	 6.02%
BCBS	 7,240	 5.11%	 \$11,479,117	 5.55%
Driscoll Children's	 10,587	 7.47%	 \$10,820,671	 5.23%
Aetna	 5,131	 3.62%	 \$4,590,930	 2.22%

Attachment S Service Utilization SFY17

Dental Monthly Expenditure by MCO

MCO Name	Monthly Average Number of Util Clients	Monthly Average Expenditure	% of Total Monthly Average Expenditure
DentaQuest	205,442	\$53,031,603	58.84%
MCNA	145,556	\$37,095,951	41.16%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	37%	0%	11%	0%	5%	4%	15%	29%	75%	100%	100%
Amerigroup	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
BCBS	94%	100%	98%	91%	96%	90%	100%	67%	68%	88%	67%	83%
Community First	7%	8%	13%	23%	13%	27%	45%	98%	94%	82%	19%	38%
Cook Children's	94%	91%	69%	87%	79%	100%	100%	100%	100%	100%	100%	100%
Dell	99%	99%	99%	99%	95%	100%	100%	100%	100%	100%	100%	99%
Driscoll Children's	5%	22%	20%	34%	25%	94%	98%	96%	94%	86%	86%	96%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	98%	99%	94%	99%	98%	98%	99%	100%	100%	97%
Parkland	46%	28%	0%	9%	0%	1%	5%	15%	31%	79%	100%	100%
Scott & White	100%	99%	94%	100%	99%	100%	99%	100%	100%	99%	99%	99%
Sendero*			100%		100%							
Superior	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	76%	88%
Texas Children's	100%	98%	100%	100%	100%	100%	99%	99%	100%	100%	99%	97%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Sendero's contract was terminated mid year.

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	100%	100%	99%	100%	99%	99%	98%	96%	99%	100%
Amerigroup	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
BCBS	99%	100%	100%	90%	92%	92%	90%	99%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	99%	98%	100%	100%	98%	96%	99%	99%	98%
Cook Children's	100%	99%	100%	99%	95%	99%	100%	100%	100%	100%	100%	98%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	96%	98%	95%	98%	99%	94%	98%	93%	83%	99%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	99%	100%	99%	99%	99%	97%	99%	100%
Scott & White	99%	100%	100%	97%	94%	98%	99%	100%	100%	98%	100%	100%
Sendero	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	99%	99%	99%	99%	99%	99%	100%	100%	99%	100%	100%
Texas Children's	99%	99%	99%	99%	98%	100%	97%	97%	98%	98%	96%	98%
UHC	99%	99%	99%	99%	99%	100%	100%	100%	99%	100%	99%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.01%	0.01%	0.00%	0.00%	0.03%	0.01%	0.01%	0.03%	0.07%	0.17%	0.03%	0.01%
Amerigroup	0.00%	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%
BCBS	0.01%	0.02%	0.00%	0.04%	0.01%	0.20%	0.30%	0.06%	0.05%	0.04%	0.04%	0.10%
CHC	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	0.03%	0.00%	0.00%	0.01%	0.14%	0.02%
Community First	0.01%	0.01%	0.00%	0.00%	0.03%	0.01%	0.02%	0.00%	0.00%	0.16%	0.07%	0.02%
Cook Children's	0.00%	0.01%	0.01%	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.01%	0.03%	0.00%
Dell	0.00%	0.04%	0.01%	0.09%	0.02%	0.08%	0.00%	0.00%	0.02%	0.01%	0.02%	0.00%
Driscoll Children's	0.01%	0.01%	0.05%	0.00%	0.01%	0.01%	0.02%	0.01%	0.00%	0.02%	0.01%	0.01%
El Paso Health	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FirstCare	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.05%	0.01%	0.01%	0.01%	0.03%	0.01%	0.01%	0.01%	0.01%	0.03%
Parkland	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.02%	0.02%	0.04%	0.08%	0.04%	0.01%
Scott & White	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%
Sendero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
Superior	0.00%	0.01%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.04%	0.06%	0.01%	0.01%
Texas Children's	0.07%	0.08%	0.16%	0.05%	0.02%	0.06%	0.37%	0.18%	0.94%	0.65%	0.73%	0.73%
UHC	0.03%	0.03%	0.03%	0.05%	0.01%	0.01%	0.01%	0.01%	0.02%	0.06%	0.09%	0.05%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%		0%	0%	0%	0%	0%	44%	11%	100%	100%
Amerigroup	99%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%
CHC	100%	93%	5%	43%	67%	100%	100%	100%	95%	92%	100%	92%
Community First	7%	12%	4%	34%	11%	23%	51%	99%	94%	93%	32%	46%
Cook Children's	100%	100%	33%	17%	7%	100%	100%	100%	100%	100%	35%	53%
Dell	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	62%	100%	74%	63%	5%	80%	100%	100%	100%	100%	73%	96%
El Paso Health						100%			100%		100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	94%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%
Parkland		100%			100%	100%	100%	100%	100%	100%	100%	80%
Scott & White	100%	94%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%
Sendero						100%				67%	50%	
Superior		100%		57%		100%	100%	100%	83%	50%	100%	100%
Texas Children's	98%	99%	97%	99%	100%	100%	94%	100%	99%	99%	99%	96%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	100%	100%	100%	100%	99%	99%	96%	98%	99%	99%
Amerigroup	95%	100%	100%	100%	100%	100%	100%	100%	99%	98%	98%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CHC	98%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
Community First	100%	100%	100%	99%	98%	100%	100%	99%	97%	99%	100%	99%
Cook Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	94%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	97%	97%	98%	99%	100%	97%	98%	93%	82%	99%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%
Scott & White	99%	100%	100%	97%	95%	99%	99%	100%	99%	98%	100%	100%
Sendero *	100%	99%	100%	100%	98%	100%						
Superior	99%	98%	100%	98%	100%	99%	100%	100%	99%	99%	100%	92%
Texas Children's	99%	99%	99%	98%	93%	99%	95%	97%	98%	98%	95%	97%
UHC	99%	99%	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.05%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Amerigroup	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%
BCBS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CHC	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Community First	0.01%	0.02%	0.03%	0.00%	0.04%	0.03%	0.04%	0.00%	0.03%	0.22%	0.02%	0.04%
Cook Children's	0.00%	0.00%	0.02%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Dell	0.00%	0.12%	0.00%	0.05%	0.06%	0.00%	0.00%	0.00%	0.05%	0.09%	0.00%	0.00%
Driscoll Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%
El Paso Health	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FirstCare	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.06%	0.03%	0.07%	0.00%	0.00%	0.00%	0.04%	0.01%	0.02%	0.12%
Parkland	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Scott & White	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.00%	0.07%
Sendero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
Superior	0.01%	0.00%	0.00%	0.14%	0.02%	0.34%	0.02%	0.01%	0.01%	0.00%	0.01%	1.32%
Texas Children's	0.09%	0.08%	0.18%	0.08%	0.05%	0.09%	0.61%	0.23%	0.30%	0.75%	0.66%	0.37%
UHC	0.56%	0.61%	0.63%	0.00%	0.07%	0.00%	0.86%	0.00%	0.00%	0.03%	0.14%	0.08%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Pharmacy Benefit Manager's Claims											
	% Clean Electronic Claims Adj. w/in 18 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sendero *	100%	100%	100%	100%	100%	100%						
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Appealed Adj. w/in 30 Days(98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
BCBS								100%		100%	100%	
Community First	100%	100%		100%			100%		100%			100%
Driscoll Children's	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sendero	100%	100%		100%	100%							
Superior	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	100%
Texas Children's									100%	100%	100%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	99%	100%	100%	100%	99%	100%	100%	97%	99%	100%	100%	99%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sendero	100%	100%	100%	100%	97%	98%						
Superior	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Texas Children's	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	99%	99%	100%	100%	100%	88%	85%	100%

Attachment V1
STAR Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.26%	0.00%	0.00%	0.00%	1.41%	0.07%	0.00%	0.00%	0.00%	0.00%	0.24%	0.00%
Amerigroup	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
BCBS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
CHC	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Community First	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cook Children's	0.00%	0.03%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Dell	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Driscoll Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
El Paso Health	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
FirstCare	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%
Parkland	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Scott & White	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sendero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
Superior	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Texas Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
UHC	0.00%	0.00%	0.00%	0.03%	0.00%	0.02%	0.03%	0.00%	0.00%	11.77%	14.87%	0.05%

Attachment V2
STAR+PLUS Claims Adjudication FY18
(Blanks = No Data Available)

MCO	Pharmacy Benefit Manager's Claims											
	% Clean Electronic Claims Adj. w/in 18 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna- HealthSpring	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

MCO	Pharmacy Benefit Manager's Claims											
	% Clean Electronic Claims Adj. w/in 18 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	100%	100%			100%	100%	100%				100%	100%
Molina	100%		100%	100%	100%		100%	100%	100%	100%	100%	100%

Attachment V2
STAR+PLUS Claims Adjudication SFY18

MCO	Acute Care Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
Cigna- HealthSpring	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Superior	100%	99%	100%	99%	98%	99%	99%	99%	100%	99%	100%	100%
UHC	97%	99%	99%	99%	98%	100%	100%	100%	100%	100%	99%	98%

MCO	Acute Care Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	100%	100%	100%	99%	98%	100%	100%	100%	100%	100%	100%	100%
Cigna- HealthSpring	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	99%	100%
Molina	99%	100%	98%	99%	94%	99%	100%	97%	99%	99%	99%	98%
Superior	100%	96%	100%	100%	99%	100%	100%	99%	97%	100%	68%	93%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

MCO	Acute Care Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	0.00%	0.01%	0.00%	0.03%	0.01%	0.01%	0.00%	0.00%	0.01%	0.03%	0.00%	0.01%
Cigna- HealthSpring	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.02%	0.00%	0.00%	0.02%	0.00%
Molina	0.00%	0.01%	0.06%	0.02%	0.02%	0.00%	0.07%	0.03%	0.01%	0.03%	0.01%	0.02%
Superior	0.01%	0.01%	0.02%	0.02%	0.03%	0.06%	0.05%	0.07%	0.02%	0.14%	0.03%	0.01%
UHC	0.03%	0.01%	0.01%	0.03%	0.29%	0.01%	0.02%	0.01%	0.02%	0.03%	0.08%	0.06%

Attachment V2
STAR+PLUS Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	96%	99%	100%	100%	100%	100%	100%	100%	100%	99%	97%	100%
Cigna- HealthSpring	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	99%	99%	100%	99%	100%	99%	99%	100%	99%	99%	100%	98%
UHC	96%	100%	99%	99%	97%	100%	99%	100%	100%	100%	100%	99%

MCO	Behavioral Health Services Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	99%	100%	100%	100%	99%	99%	100%	100%	100%	100%	99%	100%
Cigna- HealthSpring	100%				100%	100%	100%	100%		100%	100%	100%
Molina	99%	100%	100%	100%	100%	98%	100%	96%	100%	100%	100%	100%
Superior				100%		100%	100%	100%	100%			100%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%
Cigna- HealthSpring	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.06%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.02%
Superior	0.00%	0.01%	0.01%	0.03%	0.03%	0.18%	0.02%	0.03%	0.01%	0.01%	0.07%	0.46%
UHC	3.19%	0.21%	0.03%	0.10%	0.15%	0.30%	0.72%	0.02%	0.17%	0.03%	0.02%	0.08%

Attachment V2
STAR+PLUS Claims Adjudication SFY18

MCO	Long-term Services and Supports (LTSS) Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna- HealthSpring	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UHC	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%

MCO	Long-term Services and Supports (LTSS) Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna- HealthSpring	100%	100%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	99%	100%	99%	100%	94%	99%	99%	98%	99%	100%	100%	98%
Superior	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	21%	100%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

MCO	Long-term Services and Supports (LTSS) Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	0.00%	0.00%	0.00%	0.01%	0.13%	0.01%	0.00%	0.00%	0.00%	0.06%	0.00%	0.00%
Cigna- HealthSpring	0.00%	0.00%	0.01%	0.00%	0.00%	0.02%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%
Superior	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%
UHC	0.04%	0.01%	0.01%	0.03%	0.02%	0.03%	0.00%	0.01%	0.03%	0.15%	0.08%	0.07%

Attachment V2
STAR+PLUS Claims Adjudication SFY18

MCO	Vision Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna- HealthSpring	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	99%	99%	99%	99%	100%	94%	94%	100%

MCO	Vision Services Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Molina	100%	100%	100%	100%	93%	93%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

MCO	Vision Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Amerigroup	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cigna- HealthSpring	0.00%	0.00%	0.00%	0.00%	1.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Molina	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%	0.20%	0.00%	0.05%	0.05%	0.00%	0.14%
Superior	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
UHC	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.33%	5.38%	0.04%

Attachment V3
Dental Claims Summary SFY18

Dental Program	SDA	Dental Claims											
		% Appealed Adj. w/in 30 Days (98% Std.)				% Appealed Adj. w/in 30 Days (98% Std.)				% Clean Adj. w/in 90 Days (1% Std.)			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
DentaQuest	Statewide	99.97%	99.82%	99.86%	99.89%	99.74%	99.32%	99.73%	99.70%	0.01%	0.00%	0.07%	0.07%
MCNA	Statewide	100.00%	99.98%	98.97%	99.98%	99.85%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	99%	99%	99%	99%	99%	100%	100%	100%	99%	99%	100%	100%
Amerigroup	97%	100%	100%	100%	100%	99%	100%	100%	100%	99%	99%	100%
BCBS	100%	99%	99%	96%	91%	84%	83%	96%	98%	99%	99%	98%
Children's Medical Center	99%	95%	100%	99%	98%	100%	88%	85%	86%	98%	100%	100%
Community First	100%	100%	100%	99%	99%	100%	99%	98%	94%	97%	97%	98%
Cook Children's	100%	100%	100%	98%	92%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	96%	98%	94%	99%	98%	93%	97%	92%	85%	99%	100%
Superior	100%	99%	100%	98%	98%	99%	99%	100%	100%	100%	100%	100%
Texas Children's	89%	99%	97%	98%	94%	99%	94%	96%	98%	98%	94%	95%
UHC	99%	99%	99%	98%	98%	100%	100%	100%	100%	100%	99%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	65%		8%	0%	4%	12%	9%	44%	76%	100%	100%
Amerigroup	100%	100%	100%	100%	99%	100%	100%	99%	100%	100%	100%	99%
BCBS	92%	89%	95%	90%	95%	92%	96%	57%	81%	100%	88%	100%
Children's Medical Center	100%	13%	13%	30%	87%	98%	98%	6%	63%	30%	24%	39%
Community First	17%	23%	13%	9%	4%	18%	44%	99%	98%	79%	15%	32%
Cook Children's	94%	89%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	0%	14%	17%	23%	8%	95%	98%	98%	98%	84%	68%	97%
Superior	99%	98%	100%	100%	100%	100%	100%	100%	97%	100%	76%	92%
Texas Children's	98%	99%	99%	100%	100%	100%	100%	100%	100%	99%	100%	98%
UHC	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	99%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Acute Care Claims											
	% Clean Adj. w/in 90 Days (1%STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.03%	0.01%	0.00%	0.01%	0.05%	0.00%	0.01%	0.02%	0.04%	0.00%	0.01%	0.00%
Amerigroup	0.01%	0.04%	0.01%	0.01%	0.01%	0.01%	0.02%	0.01%	0.04%	0.04%	0.04%	0.04%
BCBS	0.05%	0.09%	0.00%	0.09%	0.04%	0.07%	0.15%	0.11%	0.10%	0.02%	0.03%	0.19%
Children's Medical Center	0.20%	0.25%	0.01%	0.06%	0.06%	0.07%	0.02%	0.01%	2.51%	0.40%	0.05%	0.00%
Community First	0.01%	0.01%	0.03%	0.00%	0.04%	0.02%	0.16%	0.14%	0.01%	0.20%	0.07%	0.05%
Cook Children's	0.06%	0.00%	0.18%	0.14%	0.00%	0.00%	0.00%	0.01%	0.00%	0.03%	0.01%	0.00%
Driscoll Children's	0.02%	0.04%	0.05%	0.01%	0.02%	0.01%	0.03%	0.02%	0.01%	0.03%	0.03%	0.10%
Superior	0.00%	0.00%	0.02%	0.01%	0.01%	0.01%	0.02%	0.00%	0.00%	0.02%	0.02%	0.00%
Texas Children's	0.29%	0.31%	0.75%	0.28%	0.06%	0.17%	1.40%	0.21%	0.80%	0.77%	0.76%	0.95%
UHC	0.04%	0.03%	0.06%	0.03%	0.12%	0.05%	0.01%	0.01%	0.04%	0.07%	0.10%	0.10%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	100%	100%	100%	96%	100%	100%	99%	99%	100%	99%
Amerigroup	97%	100%	100%	100%	100%	100%	100%	100%	99%	99%	98%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Childrens Medical Center	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	99%	97%
Community First	100%	100%	100%	100%	99%	100%	99%	98%	96%	99%	99%	99%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	92%
Driscoll Childrens	100%	98%	98%	99%	100%	99%	99%	98%	93%	86%	100%	100%
Superior	99%	99%	99%	99%	99%	100%	100%	100%	99%	99%	100%	98%
Texas Childrens	98%	99%	98%	98%	89%	99%	95%	98%	99%	98%	94%	97%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%			0%	0%			0%	100%	50%		
Amerigroup	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	99%
Childrens Medical Center									100%	100%		0%
Community First	31%	8%	29%	31%	4%	29%	50%	97%	95%	86%	18%	34%
Cook Childrens	100%		67%	0%	25%		100%	100%	100%	100%	25%	0%
Driscoll Childrens	38%	100%	60%	100%	0%	89%	100%	100%	100%	80%	75%	80%
Superior	100%					100%	100%	100%	50%	100%	100%	100%
Texas Childrens	100%	100%	99%	100%	99%	100%	100%	99%	100%	97%	100%	98%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Behavioral Health Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Amerigroup	0.00%	0.00%	0.03%	0.00%	0.01%	0.02%	0.01%	0.00%	0.00%	0.01%	0.00%	0.01%
BCBS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Childrens Medical Center	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Community First	0.00%	0.00%	0.02%	0.00%	0.05%	0.02%	0.12%	0.00%	0.00%	0.05%	0.02%	0.00%
Cook Childrens	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Driscoll Childrens	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	0.00%	0.07%	0.00%
Superior	0.03%	0.02%	0.13%	0.04%	0.00%	0.04%	0.04%	0.00%	0.00%	0.00%	0.01%	0.34%
Texas Childrens	0.12%	0.18%	0.25%	0.15%	0.04%	0.22%	0.44%	0.27%	0.51%	0.87%	0.65%	0.54%
UHC	0.00%	0.14%	0.01%	0.01%	0.05%	0.03%	0.05%	0.00%	0.01%	0.35%	0.02%	0.07%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Long-term Services and Supports (LTSS) Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	99%	99%	99%	96%	99%	100%	100%	98%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%
BCBS	100%	100%	100%	99%	94%	99%	99%	99%	100%	100%	100%	99%
Children's Medical Center	100%	93%	100%	100%	98%	100%	94%	91%	97%	100%	100%	100%
Community First	100%	100%	99%	99%	99%	100%	100%	100%	92%	99%	98%	98%
Cook Children's	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	95%	99%	98%	100%	100%	98%	100%	98%	94%	100%	100%
Superior	100%	100%	100%	100%	96%	98%	100%	100%	100%	100%	100%	100%
Texas Children's	97%	100%	99%	97%	90%	100%	96%	98%	99%	100%	97%	97%
UHC	98%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Long-term Services and Supports (LTSS) Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna				25%	0%	0%	0%		100%	100%	100%	100%
Amerigroup	100%	100%	98%	100%	99%	100%	100%	100%	100%	100%	100%	100%
BCBS	0%			100%	100%	100%	100%			100%		100%
Children's Medical Center	100%	0%	100%									31%
Community First	43%	26%	14%	7%	44%	34%	37%	99%	95%	76%	16%	56%
Cook Children's	100%	100%	100%	100%				100%		100%	100%	100%
Driscoll Children's	6%	5%	2%	19%	43%	65%	90%	93%	67%	48%	91%	100%
Superior	100%	100%							100%	100%	100%	100%
Texas Children's	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	99%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Long-term Services and Supports (LTSS) Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.00%	0.00%	0.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%
Amerigroup	0.02%	0.00%	0.00%	0.04%	0.28%	0.09%	0.03%	0.05%	0.06%	1.58%	0.01%	0.01%
BCBS	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.01%	0.01%	0.00%	0.00%
Children's Medical Center	0.00%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.15%	0.01%	0.00%
Community First	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%
Cook Children's	0.02%	0.00%	0.00%	0.00%	0.12%	0.00%	0.00%	0.00%	0.00%	0.13%	0.00%	0.00%
Driscoll Children's	0.01%	0.08%	0.01%	0.04%	0.01%	0.00%	0.02%	0.00%	0.00%	0.01%	0.01%	0.00%
Superior	0.00%	0.00%	0.00%	0.00%	0.00%	0.03%	0.17%	0.00%	0.00%	0.00%	0.00%	0.00%
Texas Children's	0.02%	0.02%	0.01%	0.00%	0.03%	0.00%	0.00%	0.03%	0.12%	0.04%	0.31%	0.29%
UHC	0.04%	0.01%	0.00%	0.03%	0.00%	0.02%	0.00%	0.00%	0.02%	0.05%	0.02%	0.03%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Clean Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	98%	100%	98%	100%	100%	99%	98%	100%	98%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%
Children's Medical Center	100%	100%	100%	100%	94%	98%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Cook Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Texas Children's	100%	100%	100%	100%	100%	98%	99%	100%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	100%	99%	100%	100%	100%	88%	87%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Appealed Adj. w/in 30 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
BCBS							100%	100%				
Community First							100%					
Cook Children's									100%	100%	100%	
Driscoll Children's	100%		100%	100%	100%	100%	100%			100%		100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Children's									100%			100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Vision Services Claims											
	% Clean Adj. w/in 90 Days (1% STD)											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	0.00%	0.00%	0.00%	0.00%	1.52%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Amerigroup	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
BCBS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Children's Medical Center	0.00%	0.00%	0.00%	0.00%	0.00%	1.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Community First	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cook Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Driscoll Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Superior	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Texas Children's	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
UHC	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	11.75%	13.21%	0.06%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Pharmacy Benefit Manager's Claims											
	% Clean Electronic Claims Adj. w/in 18 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter3			Quarter4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Children's Medical Center	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Children's	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UHC	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Attachment V4
STAR Kids Claims Adjudication SFY18
(Blanks = No Data Available)

MCO	Pharmacy Benefit Manager's Claims											
	% Clean Non-Electronic Claims Adj. w/in 18 Days (98% STD)											
	Quarter 1			Quarter 2			Quarter3			Quarter4		
	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Aetna							100%		100%		100%	
Amerigroup								100%				
BCBS	100%			100%	100%				100%			100%
Children's Medical Center							100%	100%	100%			
Community First								100%				
Cook Children's		100%			100%	100%		100%		100%		
Driscoll Children's		100%										
Texas Children's		100%		100%					100%			100%

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 1	Quitman Hospital LLC	017624011	\$639,090.10	\$263,624.67
RHP 1	Tyler Regional Hospital LLC	020812601	\$7,217,887.60	\$1,544,252.74
RHP 1	The Good Shepherd Hospital dba Good Shepherd Medic	112667403	\$595,000.80	\$193,375.00
RHP 1	Mother Frances Hospital Regional Healthcare Center	094108002	\$14,732,897.60	\$0.00
RHP 1	Carthage Hospital LLC	094127002	\$845,475.97	\$499,359.22
RHP 1	Fairfield Hospital District dba Freestone Medical	376537203	\$372,766.31	\$153,766.30
RHP 1	Anderson Cherokee Community MHMR Center (ACCESS)	111411803	\$407,150.40	\$0.00
RHP 1	University of Texas Health Center at Tyler	127278302	\$35,459,309.13	\$6,726,658.18
RHP 1	Jacksonville Hospital LLC	130612806	\$1,193,243.14	\$0.00
RHP 1	Christus Hopkins Health Alliance	366812101	\$1,787,564.00	\$570,254.71
RHP 1	Hunt Mem Hosp Dist dba Hunt Reg Med Ctr Greenville	131038504	\$6,169,636.96	\$0.00
RHP 1	Sabine Valley Reg MHMR Ctr dba Community Healthcor	137921608	\$7,243,023.22	\$0.00
RHP 1	Northeast Texas Public Health District	138360606	\$292,537.00	\$0.00
RHP 1	Pittsburg Hospital LLC	138374715	\$1,337,292.58	\$1,028,043.69
RHP 1	Titus County Memorial Hospital dba Titus Regional	138913209	\$3,384,616.37	\$845,315.56
RHP 1	Athens Hospital LLC	139173209	\$5,087,117.24	\$428,184.78
RHP 1	Paris Lamar County Health Department	140425362	\$412,537.00	\$0.00
RHP 1	Fannin County Hosp Auth dba TMC Bonham Hosp	330811601	\$2,244,867.14	\$0.00
RHP 1	Henderson Hospital LLC	208843701	\$799,217.50	\$247,257.76
RHP 1	Andrews Center	138365512	\$3,504,400.00	\$0.00
RHP 2	Coastal Health Wellness	019053001	\$760,000.00	\$300,000.00
RHP 2	University of Texas Medical Branch - Galveston	094092602	\$45,955,117.28	\$7,391,074.34
RHP 2	Baptist Hosp of SE TX dba Mem Hermann Bapt Beaumon	094148602	\$3,039,692.00	\$0.00
RHP 2	Spindletop Center	096166602	\$9,547,481.62	\$200,394.50
RHP 2	University of Texas Medical Branch - Galveston	109372601	\$0.00	\$2,608,413.72
RHP 2	Brazosport Regional Health System	112671602	\$1,310,976.80	\$274,972.00
RHP 2	Nacogdoches County Hospital District	131030203	\$5,477,122.40	\$828,854.29
RHP 2	The Gulf Coast Center	135222109	\$6,187,070.24	\$52,500.00
RHP 2	Burke Center	136367307	\$9,031,286.40	\$139,384.44
RHP 2	Tyler County Hospital	136381405	\$542,015.20	\$39,616.00
RHP 2	Christus Hospital (prev St. Elizabeth)	138296208	\$3,039,692.00	\$1,443,853.50
RHP 2	Preferred Hospital Leasing Hemphill Inc	200683501	\$1,681,328.45	\$688,305.49
RHP 2	Liberty-Dayton Regional Medical Center LLC	284333604	\$1,558,089.60	\$526,569.50
RHP 2	Woodland Heights Medical Center	094164302	\$396,588.23	\$0.00
RHP 2	Angelina County & Cities Health District	130983309	\$356,929.41	\$0.00
RHP 2	CHI St. Luke's Health-Memorial	139172412	\$594,882.35	\$0.00
RHP 3	CHCA Bayshore LP dba Bayshore Medical Center	020817501	\$9,539,848.22	\$815,882.25
RHP 3	Memorial Hermann Hospital System (The Woodlands)	020834001	\$25,383,981.60	\$5,423,496.09
RHP 3	Texana Center	081522701	\$9,065,293.60	\$0.00
RHP 3	Baylor College of Medicine Grants and Contracts De	082006001	\$593,600.00	\$49,666.67
RHP 3	City of Houston	093774008	\$30,254,679.20	\$930,465.44
RHP 3	CHCA West Houston LP dba West Houston Medical Cent	094187402	\$4,088,504.80	\$0.00
RHP 3	Unv of Tx HSC at Houston-UTHSC Sponsored Projects	111810101	\$73,472,693.35	\$20,749,150.42
RHP 3	UT MD Anderson Cancer Center	112672402	\$19,007,316.09	\$0.00
RHP 3	The Harris Center for Mental Health and IDD	113180703	\$67,138,702.21	\$9,699,500.99
RHP 3	St. Luke's Episcopal Hospital	127300503	\$6,081,492.80	\$867,899.50
RHP 3	Oak Bend Medical Center	127303903	\$9,390,993.28	\$1,494,048.33
RHP 3	Matagorda County Hospital District dba Matagorda R	130959304	\$2,229,387.20	\$811,149.08
RHP 3	El Campo Memorial Hospital	311054601	\$227,616.00	\$128,034.50
RHP 3	Harris County Hospital District	133355104	\$177,033,416.06	\$41,742,911.09
RHP 3	Columbus Community Hospital	135033210	\$200,000.00	\$0.00
RHP 3	Memorial Hermann Hospital Southwest dba Memorial H	137805107	\$21,285,963.20	\$5,825,671.12
RHP 3	Memorial Medical Center	137909111	\$1,752,612.09	\$0.00
RHP 3	Houston Methodist Hospital	137949705	\$3,621,151.20	\$1,493,725.10

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 3	Texas Children's Hospital	139135109	\$25,988,716.00	\$1,142,417.80
RHP 3	Methodist Willowbrook	140713201	\$1,330,482.40	\$548,820.70
RHP 3	Harris County Public Health & Environmental Services	158771901	\$8,856,218.97	\$498,186.47
RHP 3	St Joseph Medical Center LLC	181706601	\$6,734,025.60	\$1,712,123.40
RHP 3	Rice Medical Center	212060201	\$3,169,741.60	\$603,131.27
RHP 3	Fort Bend County	296760601	\$4,519,983.20	\$129,899.88
RHP 3	North Houston-TRMC LLC dba Tomball Reg Med Ctr	377705401	\$1,245,314.40	\$0.00
RHP 4	Christus Spohn Hospital Beeville	020811801	\$1,013,608.74	\$284,238.86
RHP 4	Corpus Christi Medical Center	020973601	\$12,397,672.80	\$997,016.93
RHP 4	Refugio County Memorial Hospital	020991801	\$467,886.00	\$133,348.00
RHP 4	Coastal Plains Community MHMR Center	080368601	\$3,067,208.00	\$0.00
RHP 4	DeTar Hospital (Victoria of Tx)	094118902	\$5,256,166.40	\$2,504,724.01
RHP 4	Christus Spohn Hospital Alice	094222903	\$1,760,075.30	\$734,239.32
RHP 4	Yoakum Community Hospital	112673204	\$450,845.60	\$259,397.25
RHP 4	Spohn Health System dba Spohn Memorial Hospital	121775403	\$40,375,517.36	\$7,017,488.01
RHP 4	Jackson County Hospital	121808305	\$480,000.00	\$0.00
RHP 4	Nueces County	130958511	\$2,311,600.00	\$0.00
RHP 4	Driscoll Children's Hospital	132812205	\$30,634,684.73	\$1,704,836.39
RHP 4	Lavaca Medical Center	135233809	\$200,000.00	\$35,833.55
RHP 4	Gulf Bend MHMR Center	135254407	\$3,182,123.20	\$456,025.33
RHP 4	Karnes County Hospital District dba Otto Kaiser Me	136412710	\$200,000.00	\$105,685.40
RHP 4	CHRISTUS Spohn Hospital Kleberg	136436606	\$478,760.40	\$387,635.30
RHP 4	County of Victoria dba Citizens Medical Center	137907508	\$6,113,189.60	\$168,563.50
RHP 4	Nueces County MHMR Community Ctr dba Behavioral HI	138305109	\$5,934,568.00	\$230,567.82
RHP 5	Columbia Valley Regional Medical Center	020947001	\$2,479,180.80	\$985,990.51
RHP 5	University of Texas Health Science Center SA	085144601	\$10,231,314.97	\$265,740.00
RHP 5	McAllen Hospitals LP dba Edinburg Regional Medical	094113001	\$29,417,431.12	\$2,907,559.90
RHP 5	Unv of Tx HSC at Houston-UTHSC Sponsored Projects	111810101	\$9,083,572.19	\$0.00
RHP 5	Columbia Rio Grande Healthcare dba Rio Grande Regi	112716902	\$11,638,503.04	\$3,876,903.25
RHP 5	Border Region MHMR Community Center	121989102	\$0.00	\$245,500.79
RHP 5	Driscoll Children's Hospital	132812205	\$0.00	\$906,600.00
RHP 5	Knapp Medical Center	135035706	\$935,520.00	\$0.00
RHP 5	Starr County Memorial Hospital	136332705	\$2,242,348.90	\$896,828.82
RHP 5	Tropical Texas Behavioral Health	138708601	\$34,842,969.38	\$3,638,557.78
RHP 5	Doctor's Hospital at Renaissance	160709501	\$43,522,110.55	\$10,154,451.60
RHP 5	University of Tx Rio Grande Valle	343698201	\$13,704,239.20	\$5,818,607.86
RHP 6	CHRISTUS Santa Rosa Hospital	020844901	\$6,131,511.90	\$843,082.89
RHP 6	CHRISTUS Santa Rosa Health Care (Children's Hospit	020844903	\$6,131,511.89	\$0.00
RHP 6	University of Texas Health Science Center SA	085144601	\$23,808,942.59	\$1,539,938.20
RHP 6	City of San Antonio Health Department	091308902	\$15,945,628.80	\$677,689.36
RHP 6	Methodist Hlthcare Sys of SA Southwest Texas Metho	094154402	\$12,263,023.15	\$1,799,567.02
RHP 6	Nix Hospitals System LLC dba Nix Health Care Syste	297342201	\$10,169,374.13	\$362,955.45
RHP 6	Frio Hospital Association Inc dba Frio Regional Ho	112688002	\$623,148.80	\$284,637.99
RHP 6	Dimmit County Memorial Hospital	217884001	\$2,059,321.66	\$526,292.00
RHP 6	Southwest Mental Hlth Ctr (Clarity Child Guidance	112742503	\$894,236.80	\$0.00
RHP 6	Val Verde Regional Medical Center	119877204	\$5,738,058.21	\$1,824,544.63
RHP 6	Uvalde County Hosp Authority dba Uvalde Memorial H	121782006	\$3,904,900.14	\$0.00
RHP 6	Camino Real Community Services	121990904	\$7,302,989.60	\$29,207.82
RHP 6	Bluebonnet Trails Community MHMR Center dba Bluebo	126844305	\$0.00	\$88,874.24
RHP 6	Sid Peterson Memorial Hospital dba Peterson Region	127294003	\$2,500,576.80	\$0.00
RHP 6	DSHS (Texas Center for Infectious Disease)	133257904	\$3,424,800.00	\$1,070,250.00
RHP 6	Medina County Hospital District dba Medina Regiona	212140201	\$1,330,966.40	\$183,762.00
RHP 6	Hill Country Community MHMR dba hill Country MHDD	133340307	\$13,832,523.20	\$0.00
RHP 6	Wilson County Mem Hosp Floresville dba Conally Mem	135151206	\$894,521.60	\$0.00

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 6	University Health System (Bexar County Hospital D	136141205	\$115,553,465.60	\$10,946,244.92
RHP 6	Hill Country Memorial Hospital	136430906	\$814,541.60	\$0.00
RHP 6	Southwest General Hospital	136491104	\$1,171,749.08	\$0.00
RHP 6	The Center for Health Care Services	137251808	\$23,437,881.60	\$1,006,270.05
RHP 6	Guadalupe County Hospital Board dba Guadalupe Regi	138411709	\$4,201,823.62	\$442,068.63
RHP 6	Baptist Medical Center (VHS San Antonio Partners)	159156201	\$12,263,023.74	\$438,403.10
RHP 7	St David's Hlthcare Partnership dba South Austin M	112717702	\$1,399,708.07	\$658,470.50
RHP 7	Central Texas Medical Center	121789503	\$3,661,102.98	\$2,162,473.38
RHP 7	Hill Country Community MHMR dba hill Country MHDD	133340307	\$0.00	\$622,476.30
RHP 7	Austin Travis County MHMR Center	133542405	\$26,465,119.22	\$0.00
RHP 7	Seton Healthcare dba University Medical Center at	137265806	\$47,591,064.98	\$2,248,612.17
RHP 7	Seton Healthcare dba Dell Children's Medical Cente	186599001	\$11,454,636.22	\$0.00
RHP 7	City of Austin	344398801	\$7,943,754.22	\$1,528,709.15
RHP 7	Community Care Collaborative	307459301	\$66,060,474.22	\$5,547,828.53
RHP 8	HH Killeen Hlth Sytm LLC dba Seton Med Ctr Harker	312239201	\$602,831.20	\$309,677.10
RHP 8	Scott & White Hospital - Llano	220798701	\$575,985.60	\$0.00
RHP 8	St David's Hlthcare Partnership dba Round Rock Med	020957901	\$3,557,993.55	\$1,313,433.10
RHP 8	Central Counties Center for MHMR Services	081771001	\$9,723,407.92	\$710,304.08
RHP 8	Bell County Public Health District	088334001	\$631,496.00	\$0.00
RHP 8	Seton Highland Lakes	094151004	\$1,081,080.80	\$0.00
RHP 8	Bluebonnet Trails Community MHMR Center dba Bluebo	126844305	\$15,989,133.26	\$0.00
RHP 8	Williamson County & Cities Health District	126936702	\$2,896,591.20	\$85,628.87
RHP 8	Scott & White Memorial Hospital c/o State Comp Dep	137249208	\$1,609,100.58	\$0.00
RHP 8	Rockdale Blackhawk, LLC dba Little River Healthcar	183086102	\$3,225,468.00	\$1,217,105.50
RHP 8	Metroplex Adventist Hospital	094119702	\$321,245.99	\$0.00
RHP 8	Cedar Park Regional Medical Center	192622201	\$601,245.99	\$0.00
RHP 8	Baylor Scott & White Hospital Marble Falls	353712801	\$409,409.83	\$0.00
RHP 9	TAMUS Health Science Center dba Baylor College of	009784201	\$7,063,848.00	\$114,787.53
RHP 9	Presbyterian Hospital Of Dallas (TX Health Resourc	020908201	\$6,004,217.63	\$448,860.06
RHP 9	Columbia Hosp at Med City Dallas Subsid dba Medica	020943901	\$7,245,547.65	\$1,091,948.46
RHP 9	Texas Health Presbyterian Hospital Denton Presbyte	020967801	\$1,080,253.15	\$710.21
RHP 9	Columbia Medical Center of Las Colinas Inc dba Las	020979302	\$210,558.19	\$228.62
RHP 9	Texas Health Presbyterian Hospital Kaufman dba Pre	094140302	\$779,157.97	\$259,927.38
RHP 9	Columbia Medical Center of Lewisville dba Medical	094192402	\$1,129,097.92	\$1,225.93
RHP 9	Tenet Hosp Ltd dba Doctors Hosp at White Rock	364710901	\$1,421,845.18	\$21,860.70
RHP 9	Columbia Medical Center of Denton dba Denton Regio	111905902	\$1,058,581.24	\$109,740.80
RHP 9	Dallas County	121758005	\$5,041,861.62	\$31,511.61
RHP 9	Baylor Medical Center At Irving	121776204	\$2,552,142.89	\$200,227.46
RHP 9	Lakes Regional MHMR Center	121988304	\$10,045,232.78	\$0.00
RHP 9	Methodist Hosp of Dallas Methodist Charlton Med Ct	126679303	\$4,181,271.73	\$1,489,769.07
RHP 9	UT Southwestern Medical Center at Dallas	126686802	\$56,680,533.39	\$2,382,757.23
RHP 9	Dallas County Hospital District dba Parkland Healt	127295703	\$174,638,061.30	\$7,295,736.13
RHP 9	Methodist Hosp of Dallas Methodist Dallas Med Ctr	135032405	\$7,301,442.48	\$2,059,500.11
RHP 9	Denton County MHMR Center	135234606	\$6,390,816.00	\$0.00
RHP 9	Denton County dba Denton County Health Department	136360803	\$2,271,478.40	\$0.00
RHP 9	Metrocare Services	137252607	\$20,805,847.48	\$0.00
RHP 9	Children's Medical Center of Dallas	138910807	\$47,667,746.49	\$7,474,878.09
RHP 9	Baylor University Medical Center	139485012	\$14,748,291.71	\$2,584,395.84
RHP 9	Trinity MC dba Baylor Medical Center at Carrollton	344925802	\$587,539.10	\$507.89
RHP 9	BT Garland JV LLP	362293801	\$0.00	\$0.00
RHP 9	Methodist Hosp of Dallas dba Methodist Richardson	209345201	\$1,618,551.51	\$658,794.05
RHP 10	Columbia Medical Ctr of Arlington dba Med Ctr Arli	020950401	\$1,999,596.80	\$230,953.35
RHP 10	Cook-Fort Worth Children's Medical Center	021184901	\$7,738,696.00	\$2,128,142.66
RHP 10	Tarrant County	083149703	\$12,790,059.18	\$4,736,959.80

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 10	MHMR of Tarrant County	081599501	\$27,928,294.65	\$0.00
RHP 10	Columbia North Hills Hospital dba North Hills Hosp	094105602	\$460,045.60	\$0.00
RHP 10	Columbia Plaza Medical Center of Fort Worth dba Pl	094193202	\$1,695,320.80	\$0.00
RHP 10	Texas Health Huguley INC dba Huguley Memorial Me	314080801	\$1,908,437.91	\$232,539.84
RHP 10	Harris Methodist Fort Worth Hospital	112677302	\$8,546,687.69	\$743,545.73
RHP 10	Harris Methodist Southwest Hospital	120726804	\$2,890,345.07	\$0.00
RHP 10	Texas Health Harris Mehodist Hospital Stephenville	121794503	\$200,000.00	\$0.00
RHP 10	PRHC-Ennis, L.P. dba Ennis Regional Medical Center	121822403	\$280,468.80	\$99,916.50
RHP 10	Tarrant County Hospital District dba JPS Health Ne	126675104	\$114,790,713.36	\$8,227,189.04
RHP 10	Harris Methodist Northwest Hosp (Azle)	127304703	\$1,300,417.81	\$122,964.58
RHP 10	Decatur Community Hospital (Wise Reg Health Systm)	130606006	\$11,161,285.33	\$479,088.89
RHP 10	Texas Health Arlington Memorial Hospital	130614405	\$5,521,809.55	\$0.00
RHP 10	Pecan Valley MHMR Region dba Pecan Valley Centers	130724106	\$6,318,022.40	\$714,522.46
RHP 10	Texas Health Harris Methodist Hospital Cleburne	131036903	\$280,273.15	\$0.00
RHP 10	Baylor All Saints Medical Center	135036506	\$4,382,945.12	\$256,373.02
RHP 10	Texas Health Harris Methodist HEB	136326908	\$1,387,978.97	\$161,911.19
RHP 10	Children's Medical Center of Dallas	138910807	\$0.00	\$600,000.00
RHP 10	UNTHSC at Fort Worth	138980111	\$20,993,392.85	\$559,455.81
RHP 10	Acclaim Physician Group Inc	360106401	\$0.00	\$2,334,117.42
RHP 10	Methodist Mansfield Medical Center	186221101	\$796,247.08	\$328,452.00
RHP 10	Wise Clinical Care Associates	206106101	\$6,652,798.42	\$831,599.51
RHP 10	Glen Rose Medical Center	216719901	\$250,000.00	\$73,229.59
RHP 10	Texas Health Harris Methodist Hospital Alliance	316296801	\$1,043,180.76	\$293,394.59
RHP 11	Stonewall Memorial Hospital	020992601	\$352,140.00	\$145,258.00
RHP 11	Hamlin Memorial Hospital	094131202	\$200,000.00	\$99,962.01
RHP 11	Fisher County Hospital	112692202	\$392,954.40	\$250,587.84
RHP 11	Haskell Memorial Hospital	112702904	\$444,091.20	\$180,290.25
RHP 11	Stephens Memorial Hospital dba Stephens County Eme	337991901	\$200,000.00	\$125,000.01
RHP 11	Knox County Hospital District dba Knox County Hosp	121053602	\$200,000.00	\$79,958.78
RHP 11	Jones County Reg Healthcare Systm Stamford Mem Hos	126842708	\$729,182.40	\$0.00
RHP 11	Rolling Plains Memorial Hospital	133244705	\$1,873,315.20	\$180,747.55
RHP 11	Abilene Regional MHMR dba Hardwick Center	133338707	\$2,029,437.60	\$0.00
RHP 11	Central Texas MHMR	133339505	\$962,851.52	\$0.00
RHP 11	Mitchell County Hospital District dba Mitchell Cou	136325111	\$568,193.60	\$234,380.00
RHP 11	Eastland Memorial Hospital	137074409	\$1,119,486.40	\$398,817.50
RHP 11	Hendrick Medical Center	138644310	\$16,390,635.20	\$0.00
RHP 11	Palo Pinto Co Hosp Dist dba Palo Pinto Gen Hosp	138950412	\$3,311,030.40	\$0.00
RHP 11	Comanche County Medical Center Company	281406304	\$685,573.46	\$141,399.56
RHP 12	City of Amarillo	065100201	\$2,499,830.06	\$156,239.23
RHP 12	Texas Tech University Health Sciences Center AMA	084563802	\$4,376,382.99	\$207,476.25
RHP 12	Texas Tech University Health Sciences Center Offic	084599202	\$7,147,206.27	\$643,741.73
RHP 12	Lubbock Regional MHMR Ctr dba StarCare Specialty	084897001	\$3,454,137.09	\$431,767.35
RHP 12	Hansford County Hospital District	094117105	\$270,953.01	\$46,155.51
RHP 12	Seminole HD of Gaines Co dba Memorial Hospital	094121303	\$425,170.43	\$10,519.17
RHP 12	Moore County Hospital District dba Memorial Hospit	094129604	\$503,167.28	\$103,778.08
RHP 12	Lynn County Hospital District	094180903	\$200,000.00	\$0.00
RHP 12	Hemphill County Hospital District	109588703	\$200,000.00	\$82,502.51
RHP 12	Ochiltree General Hospital	112704504	\$298,641.29	\$117,667.19
RHP 12	Lockney Gen Hosp Dist (W.J. Mangold Mem Hosp)	126667806	\$258,958.10	\$121,970.48
RHP 12	Preferred Hosp Leasing, Inc. dba Collingsworth Gen	126840107	\$200,000.00	\$0.00
RHP 12	Lamb Healthcare Center	127313803	\$413,177.60	\$0.00
RHP 12	Methodist Children's Hosp dba Covenant Children's	127319504	\$3,155,056.00	\$1,123,988.50
RHP 12	Central Plains Center for Mental Health Mental Ret	127374005	\$1,170,654.26	\$292,662.97
RHP 12	Texas Panhandle Mental Health Mental Retardation	127378105	\$4,587,922.01	\$800,781.40

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 12	Terry Memorial Hospital District Brownfield Region	130618504	\$800,542.02	\$0.00
RHP 12	Swisher Memorial Healthcare System, dba Swisher Me	316076401	\$348,066.67	\$45,580.75
RHP 12	West Texas Centers for MHMR	130725806	\$2,864,365.32	\$206,824.96
RHP 12	Dallam-Hartley Counties Hosp District dba Coon Mem	130826407	\$737,098.08	\$250,497.91
RHP 12	Preferred Hospital Leasing Muleshoe Inc	350190001	\$200,000.00	\$24,352.68
RHP 12	Childress County Hospital District dba Childress R	133250406	\$1,021,318.91	\$390,529.45
RHP 12	Baptist St. Anthony's Health System	322879301	\$1,141,587.14	\$272,142.77
RHP 12	Deaf Smith County Hospital District dba Hereford R	133544006	\$1,083,118.35	\$370,833.05
RHP 12	Plains Memorial Hospital DSH Acct (Castro County)	136142011	\$200,000.00	\$0.00
RHP 12	D. M. Cogdell Memorial Hospital (Scurry County)	136330112	\$1,452,230.86	\$0.00
RHP 12	Lubbock Regional MHMR Center dba Sunrise Canyon Ho	136492909	\$1,951,701.16	\$268,588.47
RHP 12	Yoakum County dba Yoakum County Hospital	137227806	\$666,153.18	\$0.00
RHP 12	UHS @ Amarillo Inc dba Northwest Texas Healthcare	137245009	\$4,727,817.11	\$1,949,948.31
RHP 12	Parmer County Community Hospital	137343308	\$200,000.02	\$0.00
RHP 12	Lubbock County Hospital District dba University Me	137999206	\$25,247,156.66	\$651,115.97
RHP 12	Covenant Health System dba Covenant Medical Center	139461107	\$15,315,279.20	\$1,976,826.31
RHP 12	Prime Healthcare Services - Pampa, LLC dba Pampa R	308032701	\$933,639.20	\$385,126.10
RHP 12	Medical Arts Hospital	189947801	\$767,581.31	\$370,617.26
RHP 12	GPCH LLC dba Golden Plains Community Hospital	197063401	\$5,966,688.22	\$418,820.44
RHP 12	Lubbock Heritage Hospital dba Grace Medical Center	281514401	\$728,707.20	\$0.00
RHP 13	North Runnels Hospital	020989201	\$204,443.20	\$0.00
RHP 13	City of San Angelo	022793601	\$200,000.00	\$5,555.56
RHP 13	Concho County Hospital	091770005	\$227,148.00	\$0.00
RHP 13	MHMR Svcs for the Concho Valley	109483102	\$1,536,816.00	\$0.00
RHP 13	L M Hudspeth Memorial Hospital	121781205	\$499,086.61	\$106,311.13
RHP 13	Reagan Hosp District dba Reagan Memorial Hosp	121806703	\$227,148.00	\$188,817.50
RHP 13	Ballinger Memorial Hospital	130089906	\$316,693.60	\$0.00
RHP 13	Pecos County Memorial Hospital	130616909	\$2,305,129.02	\$336,145.58
RHP 13	Coleman County Medical Center	316360201	\$497,524.00	\$148,354.25
RHP 13	Shannon Medical Center	137226005	\$9,058,628.80	\$0.00
RHP 13	McCulloch County Hospital District dba Heart of Tx	322916301	\$1,306,068.34	\$225,722.80
RHP 13	Preferred Hosp Leasing Eldorado, Inc. dba Schleich	179272301	\$200,000.00	\$82,501.34
RHP 13	Preferred Hosp Leasing Junction Inc. dba Kimble Ho	206083201	\$227,148.00	\$0.00
RHP 14	Texas Tech University Health Sciences Center Odess	081939301	\$6,421,546.40	\$2,352,589.36
RHP 14	Winkler County Memorial Hospital	094204701	\$138,429.00	\$45,683.00
RHP 14	Reeves County Hospital	112684904	\$953,883.62	\$383,640.25
RHP 14	Odessa Regional Medical Center	112711003	\$11,875,407.30	\$505,997.55
RHP 14	Permian Regional Medical Center	127298107	\$2,473,732.00	\$1,121,057.76
RHP 14	West Texas Centers for MHMR	130725806	\$0.00	\$130,179.78
RHP 14	Ector County Hospital District dba Medical Center	135235306	\$18,295,510.02	\$3,393,861.80
RHP 14	Midland County Hospital District dba Midland Memor	136143806	\$13,214,550.88	\$404,504.71
RHP 14	Permian Basin Community Centers	138364813	\$4,620,912.00	\$0.00
RHP 14	Culberson County Hospital District	176354201	\$200,000.02	\$0.00
RHP 14	Martin County Hospital District	136145310	\$391,629.60	\$0.00
RHP 15	City of El Paso dba City of El Paso Department of	065086301	\$6,583,784.80	\$1,513,932.50
RHP 15	Texas Tech University Health Sciences Center EL Pa	084597603	\$12,574,972.80	\$2,664,562.68
RHP 15	El Paso Healthcare System Ltd dba Las Palmas Medic	094109802	\$18,347,901.87	\$5,231,436.04
RHP 15	El Paso Community MHMR dba Emergence Health Networ	127376505	\$12,315,822.24	\$1,922,399.88
RHP 15	Tenet Hospital Limited dba Providence Memorial Hos	130601104	\$6,043,655.11	\$371,195.92
RHP 15	El Paso Co Hosp Dist - University Medical Center o	138951211	\$51,214,575.82	\$5,768,574.10
RHP 15	Sierra Providence East Medical Center	196829901	\$6,768,629.26	\$2,792,059.57
RHP 15	El Paso Children's Hospital	291854201	\$433,150.40	\$205,745.20
RHP 16	Central Counties Center for MHMR Services	081771001	\$0.00	\$420,648.50
RHP 16	Heart of Texas Region MH & MR Center	084859002	\$5,809,755.00	\$0.00

Attachment Y
DSRIP Estimated Remaining Payments for DY6-7

RHP	Provider Name	Provider TPI	DY7 Estimated Remaining DSRIP	DY6 Estimated Remaining DSRIP
RHP 16	Providence Health Services of Waco dba Providence	111829102	\$2,498,623.20	\$1,030,683.00
RHP 16	Hamilton County Hospital District dba Family Pract	121792903	\$9,724,528.00	\$3,611,077.94
RHP 16	Coryell County Memorial Hospital Authority dba Cor	134772611	\$9,704,816.82	\$1,238,721.01
RHP 16	Goodall-Witcher Healthcare Foundation Administrati	137075116	\$1,248,258.40	\$0.00
RHP 16	Hillcrest Baptist Medical Center	138962907	\$3,034,050.73	\$0.00
RHP 16	Limestone Medical Center dba Limestone Medical Cen	140714001	\$490,776.46	\$407,957.79
RHP 17	Conroe Regional Medical Center	020841501	\$469,700.00	\$124,508.60
RHP 17	College Station Medical Center	020860501	\$1,620,033.17	\$218,255.00
RHP 17	Tri-County Behavioral Healthcare	081844501	\$5,912,709.60	\$0.00
RHP 17	St. Joseph Regional Health Center	127267603	\$1,950,745.60	\$24,134.32
RHP 17	Brazos Co Treasurer (Brazos County Health Departme	130982504	\$23,520.00	\$18,000.00
RHP 17	Scott & White Hospital Brenham	135226205	\$407,664.97	\$39,716.11
RHP 17	MHMR Authority of Brazos Valley	136366507	\$1,540,000.00	\$109,975.00
RHP 17	St. Luke's Community Health Srvs (The Woodlands)	160630301	\$3,253,880.80	\$221,523.75
RHP 17	Walker County Hosp Corp. dba Huntsville Memorial	189791001	\$6,785,196.69	\$950,609.96
RHP 17	The TX A&M Univ Systm Hlth Science Cent dba Tx A&M	198523601	\$3,991,101.22	\$233,644.13
RHP 17	Montgomery County Public Health District	311035501	\$2,035,844.00	\$0.00
RHP 17	Scott & White Hospital College Station	326725404	\$360,000.00	\$0.00
RHP 18	Collin County MHMR dba LifePath Systems	084001901	\$9,835,315.20	\$4,576,231.15
RHP 18	MHMR SVCS of Texoma	084434201	\$3,578,818.40	\$0.00
RHP 18	Lakes Regional MHMR Center	121988304	\$0.00	\$193,993.12
RHP 18	UT Southwestern Medical Center at Dallas	126686802	\$0.00	\$302,320.00
RHP 18	Children's Medical Center of Dallas	138910807	\$0.00	\$1,654,797.87
RHP 18	Tenet Frisco Ltd dba Centennial Medical Center	169553801	\$781,297.00	\$97,017.00
RHP 18	UHS Texoma, Inc. dba Texoma Medical Center	194997601	\$5,000,000.00	\$0.00
RHP 18	Rockwall County Helping Hands, Inc.	179917301	\$185,529.00	\$0.00
RHP 18	Dr. Brock Lawson Pierce	283637101	\$412,500.00	\$0.00
RHP 19	Throckmorton County Memorial Hospital	088189803	\$200,000.00	\$82,501.88
RHP 19	Clay County Memorial Hospital	094138703	\$340,721.60	\$105,409.50
RHP 19	Olney Hamilton Hospital District dba Hamilton Hosp	110856504	\$567,612.00	\$134,391.25
RHP 19	Wilbarger General Hospital	112707808	\$221,304.00	\$0.00
RHP 19	Jack County Hospital District dba Faith Community	119874904	\$1,353,833.24	\$417,527.89
RHP 19	Gainesville Memorial Hospital (North Texas Medical	121777003	\$3,172,820.80	\$0.00
RHP 19	Nocona Hospital District dba Nocona Gen Hosp	127310404	\$113,123.20	\$0.00
RHP 19	Helen Farabee Centers	127373205	\$3,165,784.00	\$295,517.47
RHP 19	Graham Hospital District	346945401	\$1,226,598.40	\$0.00
RHP 19	Electra Memorial Hospital	135034009	\$7,914,080.80	\$0.00
RHP 19	United Regional Health Care System	135237906	\$4,665,986.40	\$564,293.25
RHP 19	Seymour Hospital	138353107	\$851,287.20	\$185,446.67
RHP 20	Laredo Reg Med Ctr dba Doctor's Hospital of Laredo	094186602	\$5,008,616.80	\$0.00
RHP 20	Border Region MHMR Community Center	121989102	\$5,518,293.22	\$708,197.70
RHP 20	Camino Real Community Services	121990904	\$0.00	\$259,883.51
RHP 20	City of Laredo	137917402	\$749,600.00	\$0.00
RHP 20	Laredo Texas Hosp Co dba Laredo Medical Center	162033801	\$9,014,240.00	\$0.00

To obtain copies of Attachments X and W, please contact Eli Greenfield at eli.greenfield@cms.hhs.gov