

**Texas Healthcare Transformation and Quality Improvement Program**  
**Section 1115 Quarterly Report for**  
**Managed Care**

Texas Health and Human Services Commission

**Demonstration Reporting Period:**

2016 State Fiscal Quarter 2, December - February

Demonstration Year (DY) 5 Quarter 2, January 1, 2016 - March 31, 2016

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## I. INTRODUCTION

The Texas Healthcare Transformation and Quality Improvement Program Section 1115 waiver enabled 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:

- Expand risk-based managed care statewide;
- Support the development and maintenance of a coordinated care delivery system;
- Improve outcomes while containing cost growth;
- Protect and leverage financing to improve and prepare the healthcare infrastructure to serve a newly insured population; and
- Transition to quality-based payment systems across managed care and hospitals.

This report documents the State's progress in meeting these goals. It addresses the quarterly reporting requirements for the STAR and STAR+PLUS programs, as well as Children's Medicaid Dental Services (Dental Program), which are found in the waiver's Special Terms and Conditions (STCs), items 20, 22, 24(e), 39(a) and (b), 40(b) and (c), and 68. These STCs require the State to report on various topics, including: enrollments and disenrollments; anticipated changes in populations or benefits; network adequacy; encounter data; operational, policy, systems, and fiscal issues; action plans for addressing identified issues; consumer issues; and quality assurance and monitoring.

The State collects performance and other data from its managed care organizations (or "plans") on a State Fiscal Quarter (SFQ) cycle; therefore, some of the quarterly information presented in this report is based on data compiled for 2016 SFQ2 (December - February) instead of Demonstration Year (DY) 5, Q2 ("2016 D2," covering January 1, 2016 -March 31, 2016). Throughout the report, the State has identified whether the quarterly data relates to 2016 SFQ2 or 2016 D2.

### A. MANAGED CARE PLANS PARTICIPATING IN THE WAIVER PROGRAM

During the 2016 SFQ2, the State contracted with 18 STAR, 5 STAR+PLUS, and 2 Dental program plans. Each health plan covers one or more of the 13 STAR service delivery areas (SDAs) and 13 STAR+PLUS SDAs while each dental plan provides statewide services. Please refer to Attachment A for a list of the STAR, STAR+PLUS, and Dental plans by area.

## B. MONITORING HEALTH PLANS

The Health and Human Services Commission (HHSC) staff evaluates and routinely monitors managed care organization (MCO) and dental maintenance organization (DMO) performance reported by the MCOs and DMOs or 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:

- Monetary damages (actual, consequential, direct, indirect, special, and/or liquidated damages (LD)),
- Corrective action plans (CAPs).

The information reflected in this document represents the most current information available at the time that it was compiled in the spring of 2016. At the time the report was 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://www.hhsc.state.tx.us/medicaid/managed-care/sanctions.shtml>.

## II. ENROLLMENT AND BENEFITS INFORMATION

This section addresses STCs 24(e), 39(a) and (b), 68 including quarterly trends and issues related to STAR, STAR+PLUS, and Dental Program eligibility and enrollment; enrollment counts for the quarter; Medicaid eligibility changes; anticipated changes in populations and benefits; and disenrollment from managed care. Unless otherwise provided, quarterly managed care data covers the 2016 SFQ2 reporting period (December - February) instead of 2016 D2 (January 1, 2016 - March 31, 2016). Supporting data are located in Attachment B.

### A. ELIGIBILITY AND ENROLLMENT

This subsection addresses the quarterly reporting requirements found in STC 24(e) and 68. Attachment B includes enrollment summaries for the three managed care programs. The enrollment data in this subsection are based on prospective managed care enrollment counts in the last month of the quarter and represent a snapshot of the number of members enrolled in Texas Medicaid managed care programs and health plans.

The total enrollment in Texas Medicaid managed care programs, STAR, STAR+PLUS and Dental, decreased by 0.77% from 2016 SFQ1 to 2016 SFQ2.

#### 1. STAR

The number of members enrolled in STAR plans decreased by 0.98% from 2,876,649 in 2016 SFQ1 to 2,848,452 in 2016 SFQ2. Ten MCOs reported a decrease in membership from SFQ1 to SFQ2 shown in the following table, with the largest drop occurring for Molina (-9.96%) and Christus (-4.58%). Specifically, Molina in the Hidalgo SDA reported a large decrease in membership (-16.15%). HHSC requested Molina provide an explanation for the enrollment decrease and is waiting to receive the MCO's response. From 2016 SFQ1 to 2016 SFQ2, Scott and White MCO (6.65%) reported the largest enrollment increase. The increase in Scott & White's membership was because of corrections made to the 2016 SFQ2 enrollment broker files. Medicaid Rural Service Area (MRSA) Central SDA, the SDA in which Scott & White operates STAR, also had the largest enrollment increase (4.13%).

#### **Enrollment by STAR MCO (2016 SFQ1- 2016 SFQ2)**

<b>STAR</b>	<b>2016 Q1</b>	<b>2016 Q2</b>	<b>Total Change</b>	<b>Percent Point Change from 2016 SFQ1 to 2016 SFQ2</b>
Statewide	2,876,649	2,848,452	-28,197	<b>-0.98%</b>
Aetna	72,084	70,034	(2,050)	<b>-2.84%</b>
Amerigroup	566,409	552,326	(14,083)	<b>-2.49%</b>
BCBS	23,177	24,053	876	<b>3.78%</b>
CHC	232,650	231,624	(1,026)	<b>-0.44%</b>
Christus	6,330	6,040	(290)	<b>-4.58%</b>
Community 1st	108,182	107,074	(1,108)	<b>-1.02%</b>
Cook Children's	97,897	97,649	(248)	<b>-0.25%</b>
Driscoll	135,356	137,280	1,924	<b>1.42%</b>
El Paso 1st	65,129	65,470	341	<b>0.52%</b>
FirstCare	92,242	91,817	(425)	<b>-0.46%</b>
Molina	99,199	89,314	(9,885)	<b>-9.96%</b>
Parkland	176,525	173,026	(3,499)	<b>-1.98%</b>
Scott & White	39,475	42,101	2,626	<b>6.65%</b>
Sendero	12,063	12,075	12	<b>0.10%</b>
Seton	16,815	16,956	141	<b>0.84%</b>
Superior	685,439	685,062	(377)	<b>-0.06%</b>
Texas Children's	329,156	329,548	392	<b>0.12%</b>
United	118,521	117,003	(1,518)	<b>-1.28%</b>

## Enrollment by SDA (2016 SFQ1 – 2016 SFQ2)

<b>STAR</b>	<b>2016 Q1</b>	<b>2016 Q2</b>	<b>Total Change</b>	<b>Percent Change from 2016 SFQ1 to 2016 SFQ2</b>
Statewide	2,876,649	2,848,452	-28,197	-0.98%
Bexar	247,320	243,103	-4,217	-1.71%
Dallas	401,998	392,822	-9,176	-2.28%
El Paso	124,342	122,029	-2,313	-1.86%
Harris	679,191	674,780	-4,411	-0.65%
Hidalgo	354,532	343,173	-11,359	-3.20%
Jefferson	74,004	73,823	-181	-0.24%
Lubbock	74,097	73,301	-796	-1.07%
MRSA Central	122,133	127,172	5,039	4.13%
MRSA Northeast	159,031	163,162	4,131	2.60%
MRSA West	145,582	148,370	2,788	1.92%
Nueces	83,354	83,054	-300	-0.36%
Tarrant	263,488	260,383	-3,105	-1.18%
Travis	147,577	143,280	-4,297	-2.91%

## Market Share by STAR MCO (2016 SFQ1 SFQ2)

The STAR market share distribution by MCOs fluctuated slightly from the prior quarter, with a maximum percentage point change from 2016 SFQ1 to 2016 SFQ2 of (-0.31 percentage points) for Molina as shown in the table below.

STAR	2015 Q3	2015Q4	2016Q1	2016Q2	Percentage Point Change from 2016 Q1 to 2016 Q2
Aetna	2.53%	2.52%	2.51%	2.46%	-0.05%
Amerigroup	19.53%	19.54%	19.68%	19.39%	-0.29%
BCBS	0.86%	0.80%	0.81%	0.84%	0.03%
CHC	8.05%	8.06%	8.09%	8.13%	0.04%
Christus	0.23%	0.22%	0.22%	0.21%	-0.01%
Community 1st	3.76%	3.75%	3.76%	3.76%	0.00%
Cook Children's	3.38%	3.38%	3.40%	3.43%	0.03%
Driscoll	4.62%	4.67%	4.71%	4.82%	0.11%
El Paso 1st	2.26%	2.26%	2.26%	2.30%	0.04%
FirstCare	3.21%	3.21%	3.21%	3.22%	0.01%
Molina	3.50%	3.46%	3.45%	3.14%	-0.31%
Parkland	6.22%	6.16%	6.14%	6.07%	-0.07%
Scott & White	1.43%	1.44%	1.37%	1.48%	0.11%
Sendero	0.41%	0.39%	0.42%	0.42%	0.00%
Seton	0.59%	0.59%	0.58%	0.60%	0.02%
Superior	23.99%	23.96%	23.83%	24.05%	0.22%
Texas Children's	11.33%	11.46%	11.44%	11.57%	0.13%
United	4.10%	4.11%	4.12%	4.11%	-0.01%

## 2. STAR+PLUS

The number of members enrolled in STAR+PLUS plans increased by 0.94% from 531,460 in 2016 SFQ1 to 536,476 in 2016 SFQ2. Most STAR+PLUS plans had only slight fluctuations with Molina having the largest enrollment increase (2.61%). Among SDAs, Bexar (4.46%) had the largest increase in member enrollment. The following tables show the change in enrollment in STAR+PLUS by MCO and SDA from 2016 SFQ1 to 2016 SFQ2.



## Enrollment by STAR+PLUS MCO (2016 SFQ1 – 2016 SFQ2)

STAR+PLUS	Sum of 16Q1 Enroll	Sum of 16Q2 Enroll	Total Change	Percent Change
Statewide	531,460	536,476	5016	0.94%
Amerigroup	135,435	136,348	913	0.67%
Cigna- HealthSpring	50,590	50,916	326	0.64%
Molina	88,237	90,538	2301	2.61%
Superior	144,114	143,920	-194	-0.13%
United	113,134	114,754	1620	1.43%

## Enrollment by SDA (2016 SFQ1 – 2016 SFQ2)

STAR+PLUS	2016 Q1	2016 Q2	Total Change	Percent Change
Statewide	531,460	536,476	5,016	<b>0.94%</b>
Bexar	46,383	48,450	2,067	<b>4.46%</b>
Dallas	60,579	60,950	371	<b>0.61%</b>
El Paso	20,010	20,148	138	<b>0.69%</b>
Harris	100,894	102,337	1,443	<b>1.43%</b>
Hidalgo	67,395	67,171	-224	<b>-0.33%</b>
Jefferson	20,509	20,607	98	<b>0.48%</b>
Lubbock	13,925	13,943	18	<b>0.13%</b>
MRSA Central	29,801	30,014	213	<b>0.71%</b>
MRSA Northeast	46,525	46,771	246	<b>0.53%</b>
MRSA West	38,569	38,589	20	<b>0.05%</b>
Nueces	22,147	22,164	17	<b>0.08%</b>
Tarrant	38,689	39,228	539	<b>1.39%</b>
Travis	26,034	26,104	70	<b>0.27%</b>

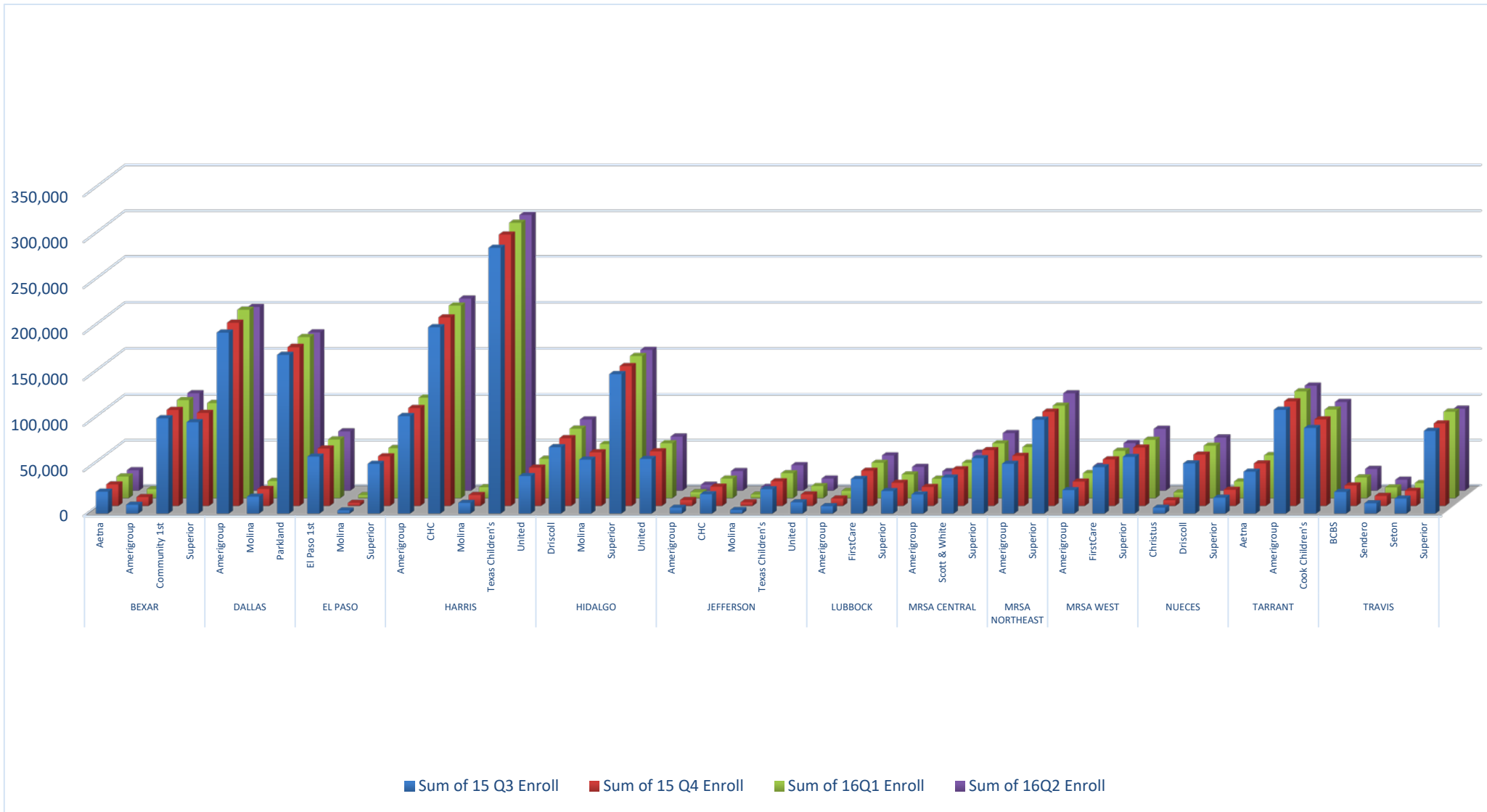
The STAR+PLUS market share remained relatively stable with only slight changes from SFQ1 to SFQ2. Superior's market share went down from the prior quarter (-.29 percentage points), the MCO continued to have the largest STAR+PLUS market share. Amerigroup and Cigna-Health Spring market had slightly smaller market shares in 2016 SFQ2 than SFQ1. Molina and United reported an increase in market share from the previous quarter. Despite these changes, the order of MCOs by market share remained consistent as shown in the table below.

### Market Share by STAR+PLUS MCO (2016 SFQ1 - SFQ2)

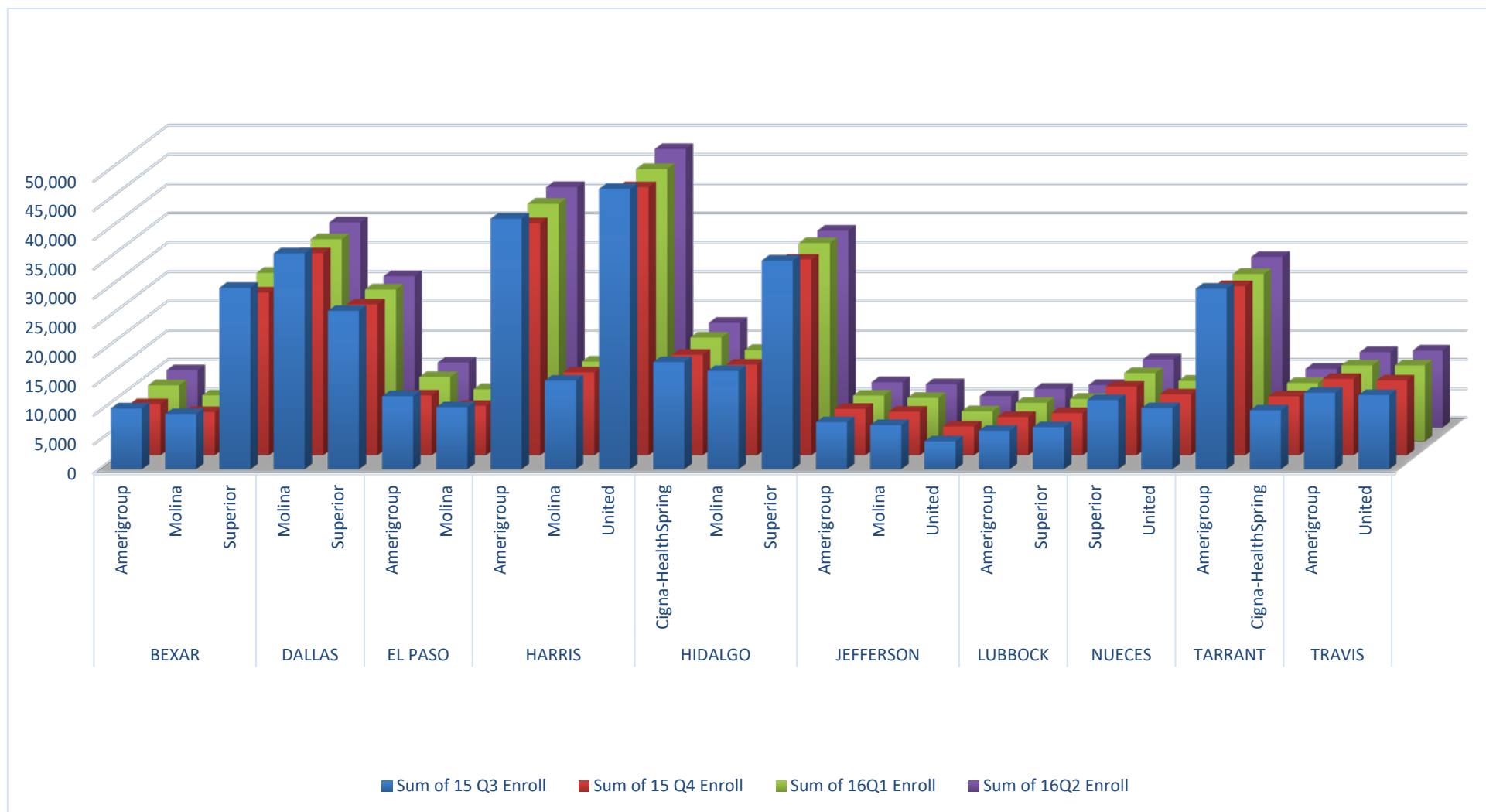
<b>STAR+PLUS</b>	<b>2015 Q3</b>	<b>2015 Q4</b>	<b>2016 Q1</b>	<b>2016 Q2</b>	<b>Percentage Point Change from 2016 Q1 to 2016 Q2</b>
Amerigroup	25.80%	25.38%	25.48%	25.42%	-0.06
Cigna-HealthSpring	9.28%	9.56%	9.52%	9.49%	-0.03
Molina	17.49%	16.71%	16.60%	16.88%	0.28
Superior	26.86%	27.06%	27.12%	26.83%	-0.29
United	20.58%	21.29%	21.28%	21.39%	0.11

The two following graphs show STAR and STAR+PLUS quarterly enrollment by MCO and SDA from SF15Q3 to SF16Q2. The third graph shows STAR+PLUS quarterly enrollment in the MRSA SDAs by MCO since the program has been expanded to the MRSA SDAs.

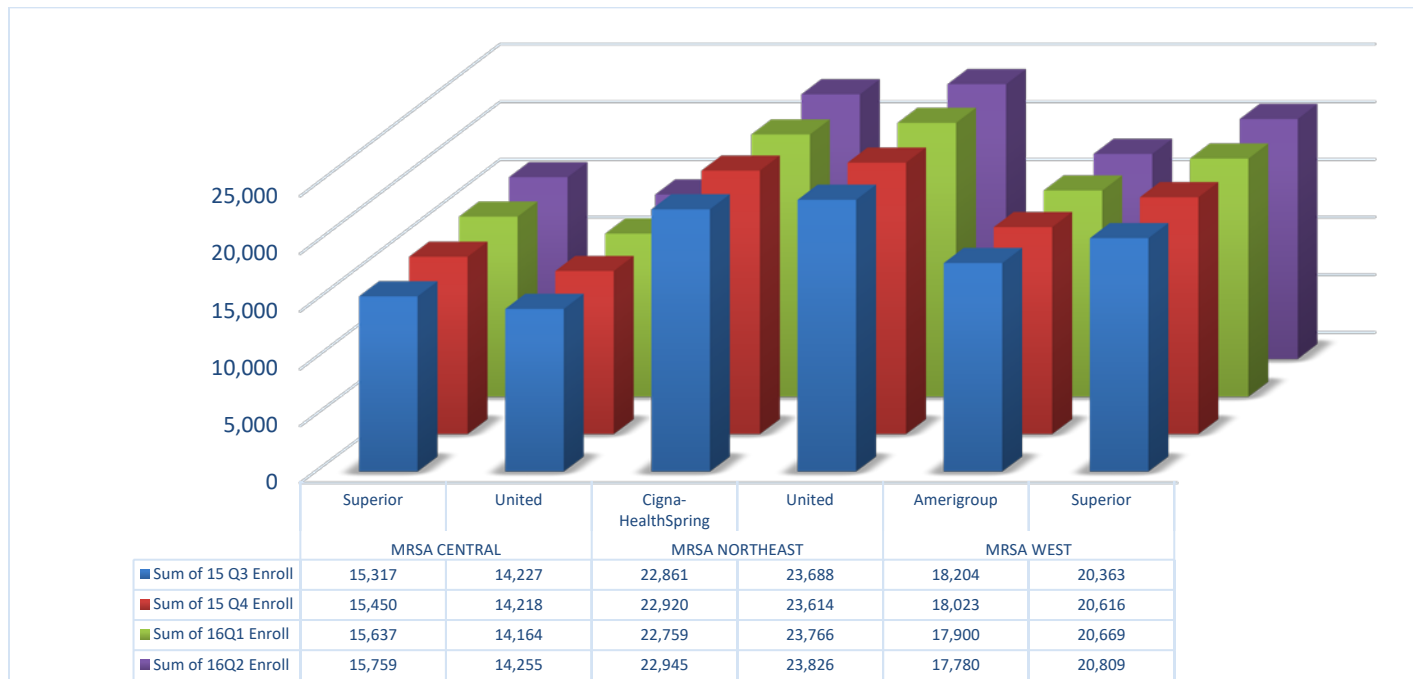
## STAR Program Enrollment by MCO and Service Delivery Area (2015 SFQ3-2016 SFQ2)



## STAR+PLUS Non-MRSA Program Enrollment by MCO and Service Delivery Area (2015 SFQ3-2016 SFQ2)

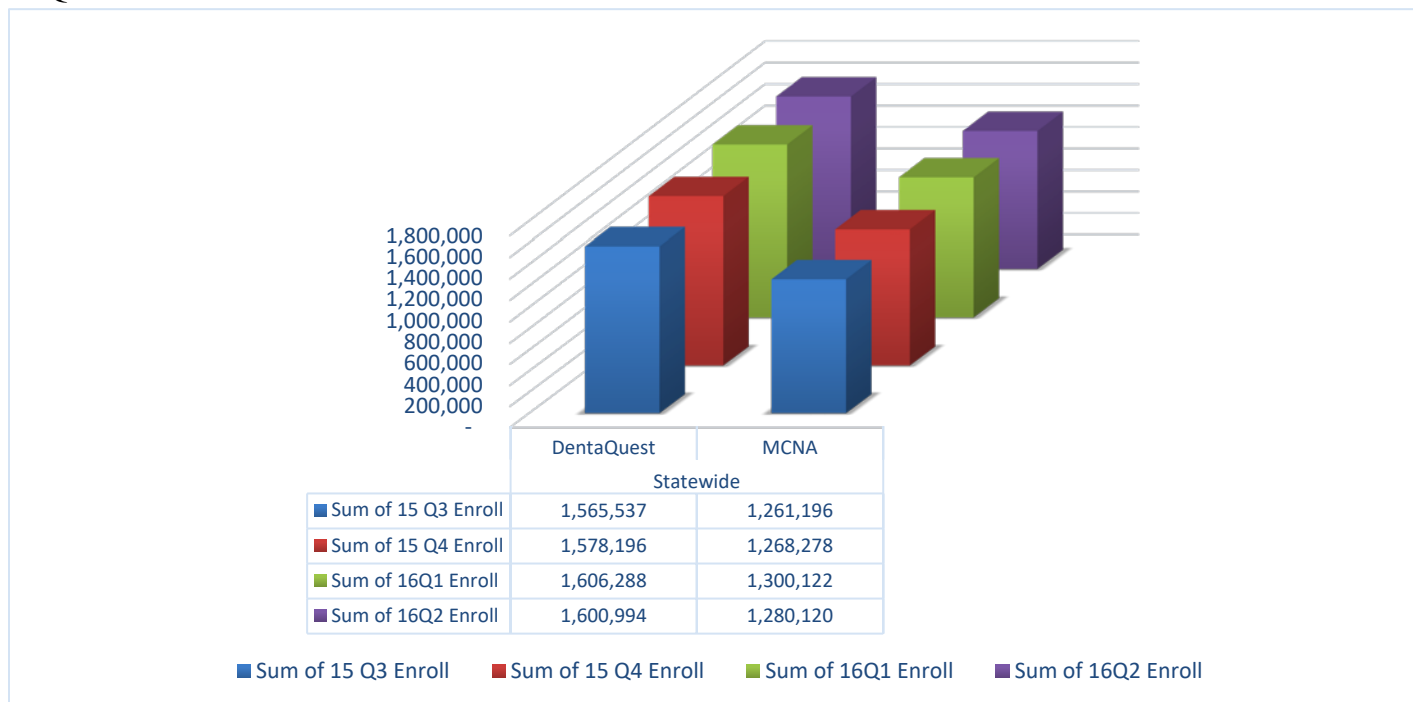


## STAR+PLUS MRSA Program Enrollment by MCO and Service Delivery Area (SFY2015 Q3 through 2016 SFQ2)



### 3. Dental Program

Total enrollment in the Dental Program decreased by 0.87% to 2,881,410 members during 2016 SFQ2.



### Dental Market Share Statewide (2016 SFQ1 - SFQ2)

Market share in the Dental Program remained steady (within a percentage point): DentaQuest has approximately 56% while MCNA maintains 44%.

Dental	2015 Q3	2015 Q4	2016 Q1	2016 Q2	Percent Change from 2016 Q1 to 2016 Q2
DentaQuest	55.38%	55.44%	55.27%	55.57%	0.30%
MCNA	44.62%	44.56%	44.73%	44.43%	-0.30%

### B. ENROLLMENT COUNTS FOR THE QUARTER BY POPULATION

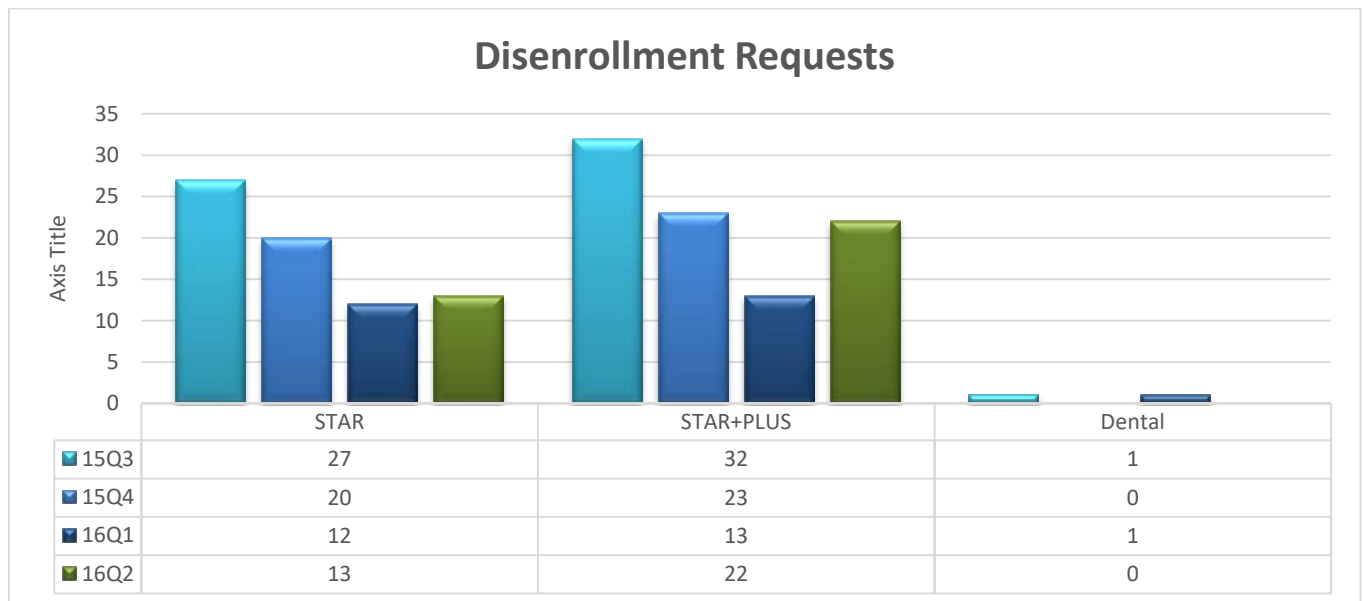
This subsection includes quarterly enrollment counts as required by STC 68. Due to the time required for the data collection process, unique member counts per quarter are reported on a two-quarter lag. The following table includes enrollment counts for the 2015 D4. Enrollment counts are based on persons and not member months.

Enrollment Counts (DY4 Q4 July - September 2015)

Demonstration Populations	Total Number
Adults	335,972
Children	2,795,850
Aged and Medicare Related (AMR)	384,396
Disabled	441,418

## C. DISENROLLMENT

This subsection of the report addresses STC 39(b). In 2016 SFQ1 and SFQ2, the enrollment broker, MAXIMUS, reported 2,107 plan changes processed. Comparing the number of STAR and STAR+PLUS disenrollment requests from Medicaid managed care to the fee-for-service (FFS) delivery model in 2016 SFQ1 and SFQ2 to the prior two quarters, the State received a lower number of disenrollment requests: 25 disenrollment requests for STAR and 35 for STAR+PLUS. The State also received one disenrollment request for the Dental Program. Members or their representatives initiated all disenrollment requests in SFQ1 and SFQ2.



## D. ENROLLMENT OF MEMBERS WITH SPECIAL HEALTH CARE NEEDS

This subsection of the report addresses STC 39(b) regarding the enrollment into managed care for people with special healthcare needs. The State's Medicaid application asks potential enrollees to identify any family members that have special health care needs (MSHCN). MSHCN means a member including a child or children with special health care needs (CSHCN) who (1) has a serious ongoing illness, a chronic or complex condition, or a disability that has lasted or is anticipated to last for a significant period of time, and (2) requires regular, ongoing therapeutic intervention and evaluation by appropriately trained health care personnel. The State's enrollment broker conveys this and other information concerning potential MSHCN to health and dental plans, who then verify whether the members meet the plans' assessment criteria for MSHCN. All STAR+PLUS members and Former Foster Care Children (FFCC) enrolled in STAR are deemed to be MSHCN.

Health and dental plans must also develop their own processes for identifying MSHCN, including CSHCN and others with disabilities or chronic or complex medical and behavioral health conditions.

Contract language requires MCOs to include additional populations to the groups that must be identified as MSHCN including pregnant women identified as high risk and Early Childhood Intervention (ECI) program participants. There are also contractual requirements regarding service management and developing appropriate service plans as needed for MSHCN requiring care coordination to meet short and long-term goals.

### 1. Reporting

The data presented in Attachment Q of this report shows a snapshot of the total number of MSHCN for the month of February 2016. HHSC has developed contractual requirements and a template for the MCOs to submit MSHCN data on a regular basis starting with the fourth quarter of state fiscal year 2016.

### 2. Analysis

All STAR+PLUS plans reported 100% MSHCN, as required in the contract. STAR+PLUS plans are required to provide service coordination to all members. In February 2016, STAR MCOs reported a total of 22,245 children and adults identified as MSHCN, which is less than one percent (0.82 %) of all STAR members. See Attachment Q for detail by SDA and MCO.

MCOs reported 39.09% of MSHCN with service plans in February 2016. The percentage of STAR MSHCN with service plans has increased since the last reporting period. This may be partially due to MCOs working to improve their efforts to identify MSHCN who may need care coordination. For example, Community Health Choice (CHC) is working to better identify the



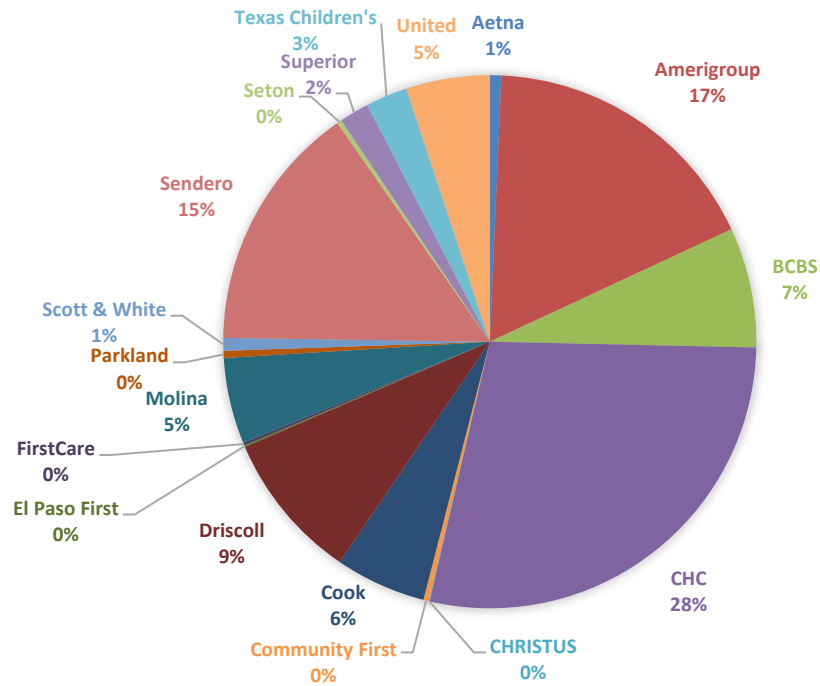
members who present the Individual Family Service Plan (IFSP) with claims for services pursuant to ECI and to obtain the Individualized Education Program (IEP) when they are in use. CHC is developing a process of tracking this information through their analytics and information technology departments.

Approximately two percent (674,780) of all STAR MSHCN are concentrated in the Harris SDA. In 2016 SFQ2, CHC reported the largest number (12,315) of MSHCN. Moreover CHC reported the highest percent of enrollment (5.87%) identified as MSHCN. Please see pie charts below to provide an illustration of the breakdown of MSHCN members concentrated by SDA. Four STAR plans reported more than two percent of members classified as MSHCN: CHC Harris (5.87%), CHC Jefferson (3.87%), Sendero (5.19%) and Travis BCBS (2.51%). The majority of the remaining plans reported less than one percent of members as MSHCN.

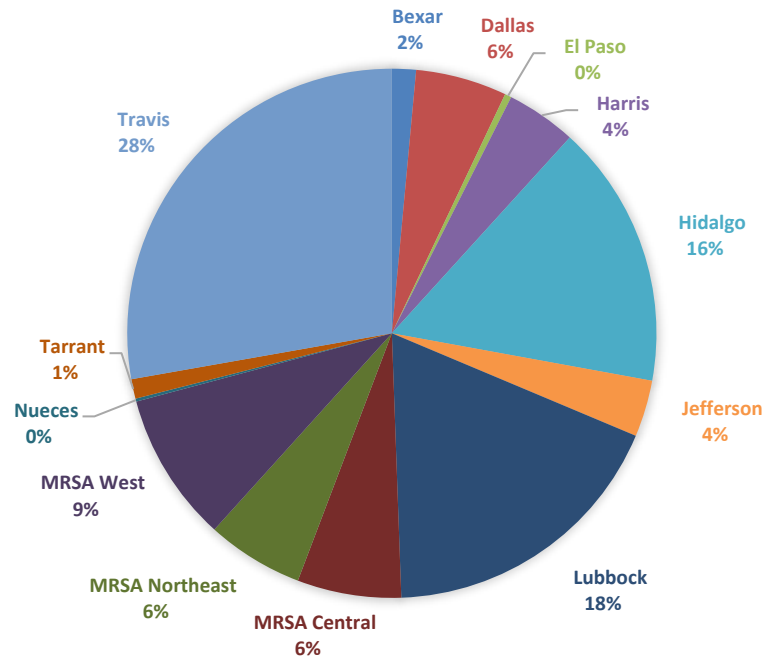
STAR MCOs rely on various mechanisms to identify and verify MSHCN in addition to member self-identification. HHSC does not provide MCOs an all-inclusive list of conditions that should be included in MSHCN criteria. Most STAR MCOs employ a combination of methods including provider referrals, risk assessments, member self-assessments, and utilization reviews. For example, Cook relies on a combination of member screening and predictive modeling to identify members. Sendero identifies members as MSHCN if they meet specific diagnosis criteria. A small number of STAR MCOs use predictive modeling and specific diagnosis criteria.

The number of MSHCN has varied over time for some plans that have changed identification processes, and the total number of MSHCN decreased since the last reporting period. For example some plans reported implementing member survey processes to verify MSHCN status.

## TOTAL % OF STAR MEMBERS IDENTIFIED AS MSHCN BY MCO



## TOTAL % OF STAR MEMBERS IDENTIFIED AS MSHCN BY SDA



## E. MEDICAID ELIGIBILITY CHANGES

No eligibility changes were made to the 1115 waiver populations in 2016 D2.

## F. ANTICIPATED CHANGES IN POPULATIONS OR BENEFITS

Currently, Medicaid Breast and Cervical Cancer (MBCC) and Medicaid services for individuals in Adoption Assistance (AA) and Permanency Care Assistance (PCA) are delivered through traditional Medicaid FFS. These services will transition from Medicaid FFS to Medicaid managed care. Starting March 1, 2017, MBCC benefits will be delivered through STAR+PLUS Medicaid managed care, and Adoption Assistance and Permanency Care Assistance Medicaid benefits will be delivered through STAR Medicaid managed care.

Under managed care, about 5,000 MBCC clients will have access to unlimited prescriptions and service coordination through STAR+PLUS (services not available in Medicaid FFS), and about 49,000 AA/PCA clients will have access to enhanced service management through STAR (a service not available in Medicaid FFS).

The Health and Human Services Commission (HHSC) will expand managed care through an amendment to the Texas Healthcare Transformation and Quality Improvement Program 1115 demonstration waiver effective the first day of the first month of STAR Kids implementation. On the operational start date for STAR Kids (November 1, 2016), children and young adults under the age of 21 who are not in state conservatorship and who receive Supplemental Security Income (SSI) or SSI-related Medicaid, who reside in a community-based intermediate care facility for individuals with an intellectual disability or a related condition (ICF-IID) or a nursing facility (NF), or who are served through one of the Medicaid 1915(c) waivers will transition from traditional Medicaid FFS, STAR or STAR+PLUS Medicaid managed care to STAR Kids Medicaid managed care for the provision of their 1905(a) state plan services. Individuals will receive a continuum of services, including acute care, behavioral health, and state plan long-term services and supports (LTSS).

Children and young adults who currently receive services through the Medically Dependent Children Program (MDCP) will begin receiving their MDCP 1915(c) services from either a STAR Kids or STAR Health MCO. Other 1915(c) Home and Community Based Services (HCBS) waivers, NF services, and ICF-IID services will continue to be operated as they are today and will not be capitated services in the STAR Kids model. STAR Kids MCOs will provide service coordination for all members, including coordination with non-capitated HCBS that exist outside of this section 1115 demonstration. Children in the conservatorship of the Department of Family and Protective Services (DFPS) who have SSI or SSI-related Medicaid, or who are served through one of the 1915(c) waivers, are currently served through the STAR Health 1915(a) program and will continue in STAR Health after implementation of STAR Kids.

## DELIVERY NETWORKS AND ACCESS

This subsection addresses the quarterly reporting requirements found in STCs 24(e), 39(a), 40(b) and 68. Supporting data is located in Attachments C through K. HHSC routinely reviews various measures related to network adequacy, including those reported in the following section of this report: provider network counts, geo-access and out-of-network utilization. HHSC monitors these measures in combination with member complaints in order to assess the adequacy of MCO provider networks.

### A. PROVIDER NETWORKS

This subsection includes quarterly healthcare and pharmacy provider counts for STAR and STAR+PLUS and dental provider counts for the Dental Program. The provider network methodology is contained in Attachment C1, provider network counts are reported in Attachment C2, and provider termination counts are reported in Attachment C3.

#### 1. Primary Care Providers (PCPs)

MCOs are required to assign 100% of non-dual members to a PCP within 5 business days of MCO enrollment. The Uniform Managed Care Contract requires all MCOs to assign members to a PCP, and for all adult members to have access to at least one PCP and children to at least two age appropriate PCPs within established mileage standards.

Across the STAR program statewide, the MCOs reported a total of 18,530 unique PCP providers, an increase of 560 (3.12%) from the prior quarter. The MCOs reported 13,996 unique PCP providers in the STAR+PLUS program statewide, an increase of 301 (2.20%) from the prior quarter.

#### 2. Specialists (non-pharmacy)

Across the STAR program statewide, the MCOs reported 57,886 unique specialty providers, an increase of 652 (1.14%) from the prior quarter. The MCOs reported 49,077 unique specialty providers in the STAR+PLUS program statewide, an increase of 447 (0.92%) providers from the previous quarter.

#### 3. Provider Terminations

Attachment C3 details data reported by the MCOs regarding the number of PCPs and specialists terminated in 2016 SFQ2. The MCOs reported a variety of reasons for provider termination, including: provider integrity issues (credentialing requirements not met), providers failed to re-credential, termination requested by provider, MCO terminated for cause, provider left group practice, and provider closed practice.

#### 4. Pharmacy Providers

Across the STAR program statewide, the MCOs reported a total of 4,859 unique pharmacies, a decrease of (-0.57%) pharmacies from the prior quarter. The MCOs reported 4,584 unique pharmacies in the STAR+PLUS program statewide, a decrease of 245 (-5.07%) pharmacies from the prior quarter. All MCOs contract with the pharmacies outside their primary SDA to ensure members have access to a pharmacy if they travel outside the SDA.

#### 5. Dental Program Provider Counts

In 2016 SFQ2, DentaQuest reported a total of 5,135 unique dental providers, an increase of 125 (2.50%) dental providers from the prior quarter. MCNA reported 4,565 unique dental providers, an increase of 131 (2.95%) dental providers from the prior quarter.

### B. GEOACCESS

This subsection includes quarterly geo-access information based on geo-mapping data provided by HHSC Strategic Decision Support (SDS) and self-reported by MCOs, in accordance with STCs 24(e) and 39(a).

Attachments E, G and H show HHSC geo-mapping results by plan and SDA for the following provider types and populations:

- All STAR and STAR+PLUS members: open panel PCP and pharmacy;
- Children STAR and STAR+PLUS: otolaryngologist (ENT);
- Dental members: main dentists, endodontic, oral surgery, orthodontic, periodontist and prosthodontist

Attachments I, J, and K provide a summary of the plans' self-reported geo-mapping data by plan and SDA for several provider types. The requirements for provider types vary by program and population as described below.

- All STAR and STAR+PLUS members: open panel PCPs, obstetrician/gynecologist for female members, orthopedic surgeon, outpatient behavioral health services, acute care hospitals and pharmacy;
- Adults and children in STAR and children in STAR+PLUS: orthopedic surgery;
- Children in STAR and STAR+PLUS: ENT;
- Adults in STAR+PLUS: urology, ophthalmology, cardiovascular disease specialist;
- Dental members: main dentists, endodontic, oral surgery, orthodontic; periodontist and prosthodontist.

For all STAR and STAR+PLUS SDAs, the following benchmarks were applied for access to PCPs and specialists:

- 90% – two open panel PCPs for children and one open panel PCP for adults and
- 90% – access to at least one of all other provider types for adults and children.

If the MCO does not meet the mileage or out-of-network standards, it may submit a time-limited special exception request. The request must include supporting documentation explaining why the exception should be granted. HHSC staff review the special exception request and supporting documentation. HHSC staff may consider additional factors such as known marketplace issues. HHSC may grant an exception for up to three state fiscal quarters and plans will not be subject to remedy.

#### 1. Access to PCPs and ENTs

Geoaccess to PCPs and ENTs is reported on Attachment E. In 2016 SFQ2 across the state, the STAR and STAR+PLUS programs exceeded the State's 90% benchmarks for access to PCPs and ENTs. Based on the HHSC Geo-Mapping results, all plans met the access standard for children and adult access to a PCP with an open panel in 2016 SFQ2. Most plans met the access standard for children's access to an ENT with an open panel in 2016 SFQ2. The following plans did not meet the 90% ENT access standard:

**STAR:** MRSA West: Amerigroup and **STAR+PLUS:** MRSA West: Amerigroup

#### 2. Access to Specialty Care

Attachments I1 and I2 show the geo-access measures by MCO for specialty care. The attachments are separated by children and adults and by the STAR and STAR+PLUS programs.

#### **Children**

Most STAR MCOs met the geomapping standards for providing specialty care to child members with the exception of the following MCOs listed by SDA: Tarrant (Amerigroup), MRSA West (First Care) and Nueces (Christus).

In the STAR+PLUS, program, Amerigroup in MRSA West and Molina Jefferson experienced difficulty with achieving the geomapping standards for providing specialty care to children.

#### **Adults**

In the adults' category of the STAR program, the majority of the MCOs met the geomapping standards for providing specialty care. However, the following STAR plans failed to meet the standards by SDA: Jefferson (Molina), MRSA West (First Care), and Nueces (Christus). In the STAR+PLUS program the following plans failed to meet the standards by SDA: El Paso

(Amerigroup and Molina) and MRSA West (Amerigroup). HHSC granted special exception requests for the following STAR plans: Christus in the Nueces SDA; First Care in MRSA West through 2016 SFQ3; and Molina in the Jefferson SDA through 2016 SFQ4. In STAR+PLUS, special exception requests were given to Amerigroup in the El Paso SDA and Molina in the Jefferson SDA through SF16 Q4.

### 3. Access to Pharmacy

Attachment G provides summaries of HHSC geo-mapping data by plan and SDA for pharmacies. For all STAR and STAR+PLUS SDAs, the following benchmarks applied:

- 80% – access to a network pharmacy in urban counties within 2 miles
- 75% – access to a network pharmacy in suburban counties within 5 miles
- 90% – access to network pharmacy in rural counties within 15 miles
- 90% – access to a 24-hour pharmacy in all counties within 75 miles

Certain areas continued to have deficiencies in meeting access standards in 2016 SFQ2. This information is available in Attachment G. It is important to note that 100% of members have access to mail order pharmacies; this serves as an important accessibility benefit for both members who require maintenance medications to manage chronic health conditions and for members who lack access to transportation.

In addition, according to the Pharmacy Benefits Managers (PBMs) for all MCOs, Medicaid members may access any network pharmacy enrolled with the Texas Medicaid Vendor Drug Program within or outside of the distance criteria.

### 4. Dental Geo-mapping

Dental geo-mapping results are divided into eleven Texas regions. Within each region, HHSC generates a report on the percentage of members in urban and rural areas with access to main dentists, endodontists, oral surgeons, orthodontists, periodontists and prosthodontists.

Attachment H provides summaries of HHSC geo-mapping information for both dental plans and Attachment K provides DMO reported geo-mapping for both dental plans.

The dental contracts require plans to provide access to at least two providers within the following benchmarks and travel distances:

- 100% – open practice main dentist in urban areas within 30 miles;
- 100% – open practice main dentist in rural areas within 75 miles; and
- 95% – specialists in urban and rural areas within 75 miles.

In 2016 SFQ2, both DentaQuest and MCNA maintained sufficient provider networks for main dentists in rural and urban counties as well as pediatric dentists statewide with the exception of the Upper Rio Grande region due in part to overall provider shortages in these areas. Access to dental specialty providers (periodontists, endodontists and prosthodontists) is limited in some parts of Texas as depicted in Attachment H. It should be noted that statewide data from Attachment H indicates both DMOs have experienced extreme difficulty procuring prosthodontists within 75 miles. A reason for the low figures for statewide data is that particular specialty is mostly located in the Lower South Texas region. Both DMOs report monitoring the State Licensing Board's and HHSC claims administrator's websites and utilizing other internet resources in an effort to identify potential recruitment opportunities.

### C. OUT-OF NETWORK UTILIZATION

As required by Texas law,<sup>1</sup> the State monitors health and dental plans' use of out-of-network (OON) facilities and providers.<sup>2</sup> In each SDA, OON utilization should not exceed the following thresholds:

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

Attachment D details the OON utilization rates by program, MCO and SDA. The following plans exceeded OON utilization standards in 2016 SFQ2:

#### **STAR**

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

#### **STAR+PLUS**

- Amerigroup: Harris SDA
- Cigna Health-Spring: Hidalgo and Tarrant SDAs

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<sup>1</sup> Texas Government Code §533.005(a)(11).

<sup>2</sup> 1 Texas Administrative Code §353.4(e)(2).



- Superior: Dallas SDA
- United: Harris and MRSA Central SDAs

HHSC approved special exception requests from MCOs listed above with the exception of Molina Harris SDA and Amerigroup Dallas and Harris SDAs. Amerigroup Dallas and Harris SDAs will be subject to liquidated damages. The State will continue to monitor these plans and will require corrective action or other remedies if appropriate. A description of the special exception request process is detailed below.

Under certain circumstances, plans may request time-limited exemptions from the OON standards if the plans provide evidence warranting special exception. In order to be granted an exemption the plan must demonstrate both that admissions or visits to a single OON facility account for 25% or more of the plan's admissions or visits in a reporting period; and the plan can demonstrate that it made good faith reasonable efforts to contract with an OON facility to no avail. If the State grants the special exception, it removes the non-contracted provider from the plan's compliance calculations and recalculates the utilization rate. HHSC evaluates the recalculated OON rates to determine whether OON standards are met. MCOs with approved special exceptions are not subject to remedies or assessed liquidated damages (LDs). Attachment D provides utilization data, including recalculated rates, by program, MCO, and SDA.

Dental plans continued to report OON utilization well below the 20% threshold at 0% for 2016 SFQ2. In the Dental Program, the 20% standard for "other services" applies to out-of-network dental services.

### III. OUTREACH/INNOVATIVE ACTIVITIES TO ASSURE ACCESS

This section addresses the quarterly requirements for STC 68 regarding outreach and other initiatives to ensure access to care. The Dental Stakeholder Update addresses STC 40(c) and the Medicaid Managed Care Advisory Committee meeting update also addresses STC 68.

#### A. ENROLLMENT BROKER AND PLAN ACTIVITIES

The State's Enrollment Broker, MAXIMUS, performs various outreach efforts to educate potential clients about their medical and dental enrollment options. During the 2016 D2 Demonstration period (January -March 2016) MAXIMUS sent 344,372 enrollment mailings to potential STAR and STAR+PLUS clients, and 225,558 mailings to potential Dental Program clients. MAXIMUS field staff completed 22,416 home visit attempts for these programs and 133,205 phone call attempts. Additionally, MAXIMUS completed 7,130 field events, which included enrollment events, community contacts, presentations, and health fairs. The full report is available in Attachment L.

The State's managed care contracts also require health and dental plans to conduct provider outreach efforts and educate providers about managed care requirements. Plans must conduct training within 30 days of placing a newly contracted provider on active status. Training topics that promote access to care include:

- Covered services and the provider's responsibility for care coordination;
- The plan's policies regarding network and OON referrals;
- Texas Health Steps benefits; and
- The State's Medical Transportation Program.

To promote access to care, health and dental plans must update their provider directories on a quarterly basis and online provider directories at least twice a month. Plans also must mail member handbooks to new members no later than five days after receiving the State's enrollment file and to all members at least annually and upon request. The handbooks must describe how to access primary and specialty care.

Through the member handbooks and other educational initiatives, plans must instruct members on topics such as:

- How managed care operates;
- The role of the primary care physician or main dentist;
- How to obtain covered services;
- The value of screening and preventative care; and
- How to obtain transportation through the State's Medical Transportation Program.

## B. DENTAL STAKEHOLDER MEETING

HHSC conducted a Medicaid/CHIP Dental Stakeholder Meeting on February 26, 2016. Stakeholders were given the opportunity to submit questions and receive feedback. Another meeting will be scheduled for fall 2016. In addition, the Dental Director will attend regional Texas Health Steps provider trainings on an ongoing basis to meet with providers and answer questions.

## C. MEDICAID MANAGED CARE ADVISORY COMMITTEE

The State Medicaid Managed Care Advisory Committee (SMMC) serves as the central source for stakeholder input on the implementation and operation of Medicaid managed care.

The SMMC did not meet during 2016 D2. To comply with S.B. 200, 84<sup>th</sup> Legislature, the HHS Transformation Office established a workgroup to review and draft rules pertaining to advisory committees that are either new or are being reestablished. HHSC posted the rules in the Texas Register April 1, 2016. The earliest the SMMC is expected to reconvene is August 2016.

## D. INDEPENDENT CONSUMER SUPPORTS SYSTEM PLAN

The structure and operation of the Independent Consumer Supports System (ICSS) aligns with the core elements provided in STC 20. The Texas ICSS consists of the HHSC Medicaid/CHIP Division, the Office of the Ombudsman, MAXIMUS and community support from the Aging and Disability Resource Centers (ADRCs). HHSC will provide relevant updates regarding ICSS in this section of the report each quarter.

### 1. Office of the Ombudsman

Compared to the first quarter of 2016, the Ombudsman Managed Care Assistance Team (OMCAT) averaged a call abandonment rate of 14% and a call volume decrease of 4%, or 461 fewer calls. The decrease in calls is typical of the second quarter due to the holiday months. The team anticipates a decrease in abandoned calls over the next few months since vacancies were filled at the end of the second quarter. The unit does not anticipate a significant change in the call volume until the fall 2016 when the STAR Kids program rolls out. The OMCAT unit has hired additional staff to help create a support network to better coordinate assistance provided to Medicaid managed clients as mandated by the state legislature. The support network of entities will include the Ombudsman Office, the Long Term Care Ombudsman, the HHSC Medicaid/CHIP Division, Area Agencies on Aging, and ADRCs. The additional staff will also work on an initiative to improve healthcare literacy among clients as well as coordinate certification in Medicare training for staff members of OMCAT.

### 1. Aging and Disability Resource Center (ADRC)

Local-level ADRC staff continue to participate in training activities about available resources and referral protocols. Training sessions conducted this quarter included sessions on working with callers who are suicidal, partnering with other housing programs and improving services for those with autism. The ADRCs also received training on the LTSS screen and the Social Assistance Management System (SAMS) web-based data systems. The following were the dates and training topics:

- January 12: DADS Regional Services (e.g., Community Attendant Services)
- January 14: Working with Callers who are Suicidal
- January 25: The Texas Technology Access Program
- January 25: Partnering with Department of State Health Services (and other) Housing Programs
- February 23: Services for People with Autism
- February 24: Navigating Referral Management in the LTSS screen
- February 26: SAMS and LTSS Demonstration

In January 2016, the strategies and outcomes related to the approved objectives of the ADRC 3-year Strategic Plan were presented to the ADRCs for comment via an online survey. This feedback was incorporated into the strategic plan, which was presented to the Department of Aging and Disabilities Services (DADS) leadership in March 2016 for approval.

#### **E. HHSC MANAGED CARE INITIATIVES**

At this time, HHSC does not have any new managed care initiatives to include in the 1115 Q2 report.

### **IV. COLLECTION AND VERIFICATION OF ENCOUNTER DATA AND ENROLLMENT DATA.**

The State manages enrollment in a 24-month window that includes one prospective month and 23 prior period adjustment months. During successive processing cycles, this allows the State to verify prior enrollments and implement adjustments to them as necessary. The types of adjustments include revisions for newborns, deaths, change of SDAs and the addition of Medicare eligibility or eligibility attributes.

The State continues to conduct the quarterly MCO encounter financial reconciliation process for 2016 SFQ2. The State will contact each plan that did not achieve the financial reconciliation threshold, and advise them of the necessary steps to achieve contract compliance and, ultimately, certification.

### **V. OPERATIONAL/POLICY/SYSTEMS/ISSUES**

This section addresses STC 68, regarding operational issues identified during the quarter. It also addresses pending lawsuits that may potentially impact the Demonstration, and new issues identified during the reported quarter.

## A. CLAIMS SUMMARY

This section addresses the requirements of STC 39(b) for biannual claims summary reporting, including the timeliness and accuracy of claims processing, and possible fraud and abuse detected.

### 1. Claims Adjudication

HHSC's managed care contracts include the following claims adjudication standards for clean claims:

- 98% must be adjudicated within 30 days;
- 98% of appealed claims must be adjudicated within 30 days;
- 99% must be adjudicated within 90 days; and
- 98% of pharmacy claims must be adjudicated within 18 or 21 days for electronic and paper claims, respectively.

Attachment V is a summary of the health and dental plans' 2016 SFQ1 through SFQ2 claims adjudication results. For these quarters, STAR and STAR+PLUS MCOs reported results for acute care, behavioral health, vision services, and pharmacy claims. Additionally, STAR+PLUS MCOs also reported results for LTSS claims. Dental plans reported results for all dental claims. Both dental plans met the claim adjudication standards for clean claims in 2016 SFQ1 and SFQ2. All plans met the 98% standard for the pharmacy claims adjudicated within 18-21 days for electronic and paper claims. Almost all MCOs met the claims processing standards with some

exceptions listed below. HHSC staff is in the process of developing an appropriate remedy for the MCOs that are not in compliance with the claims adjudication standards.

#### STAR:

- Aetna: Bexar and Tarrant SDAs
- Amerigroup: Bexar SDA
- Blue Cross Blue Shield: Travis SDA
- Christus: Nueces SDA
- Driscoll: Hidalgo and Nueces SDAs
- El Paso: El Paso SDA
- First Care: Lubbock and MRSA West SDAs
- Parkland: Dallas SDA
- Seton: Travis SDA
- Superior: Bexar, Hidalgo and Nueces SDAs

#### STAR+PLUS

- Amerigroup: Bexar, El Paso, Harris, MRSA West, Tarrant and Travis SDAs
- Cigna-Heath Spring: Hidalgo, MRSA Northeast and Tarrant SDAs
- Superior: Bexar, Hidalgo, MRSA West and Nueces SDAs
- United: Nueces SDA

## 2. Provider Fraud and Abuse

The State's managed care contracts require health and dental plans to form special investigative units that refer suspected cases of fraud, waste, or abuse to the HHSC Office of Inspector General (OIG). Attachment R is a summary of the referrals that STAR, STAR+PLUS, and Dental Program plans sent to the OIG during the biannual reporting period, 2016 SFQ1 and SFQ2.

In SFQ1 and SFQ2, MCOs forwarded 52 suspected cases of fraud, waste, or abuse to the OIG. Most of these referrals related to non-appropriate billing, program non-compliance and billing for services not rendered. OIG returned 42 of the cases to the MCO for the determination of appropriate action and launched a full scale investigation for six cases. Dental plans forwarded seven suspected cases of fraud, waste, or abuse to the OIG. Most of these referrals related to solicitation investigations, program noncompliance, non-appropriate billing and billing for services not rendered. OIG returned six of the cases to the MCO for the determination of appropriate action.

## VI. ACTION PLANS FOR ADDRESSING ANY ISSUES IDENTIFIED

This section describes the State's action plan for addressing issues identified in the quarterly report as required by STC 68.

### 1. Managed Care Issues

Issues identified during the quarter have been addressed within the relevant subject matter sections of this report.

## VII. CONSUMER ISSUES

This section addresses quarterly reporting requirements in STCs 22, 39(a) and 68 regarding complaints and calls to HHSC Health Plan Management (HPM) staff and the Office of the Ombudsman's Medicaid Managed Care Helpline (MMCH), as well as complaints and appeals received by plans. This section includes trends discovered and steps taken to resolve complaints and prevent future occurrences.

The State tracks customer service issues, such as member and provider hotline performance, member complaints and appeals and provider complaints through the managed care quarterly reports.

Attachments M, N, and O include supporting data for this section.

### A. HOTLINE CALL VOLUME AND PERFORMANCE

This subsection includes quarterly data regarding call center volumes and plan performance. As addressed in prior quarterly reports, the State's health and dental plans consolidate all Medicaid and CHIP calls for reporting purposes.

Attachments M1 through M4 detail the total calls received as well as performance standards for all MCOs and DMOs. Calls to the MCO member hotlines decreased by -0.54% in 2016 SFQ2. Calls to the MCO provider hotlines increased by 20.71% and calls to the behavioral health hotline decreased by -6.70% in SFQ2. In the Dental Program, calls to the member hotlines decreased by -4.33% in SFQ2 and calls to the provider hotline increased by 1.12%.

The following table shows the number of hotline calls received per 1,000 members in the last four quarters. The rate of member hotline calls received per 1,000 members decreased in 2016 SFQ2 across most plans.

#### **Member Hotline Calls Received per 1,000 Members (2015 SFQ3 - 2016 SFQ2)**

MCO	Member Hotline per 1,000 Members			
	SFY15		SFY16	
	Q3	Q4	Q1	Q2
Aetna*	482	500	479	483
Amerigroup*	191	219	182	184
BCBS*	217	282	283	300
CHC*	200	207	198	184
Christus*	786	1,039	881	651
Cigna-HealthSpring	658	832	815	558
Community 1st*	176	232	221	238
Cook Children's*	184	2	224	120
Dentaquest	81	95	72	71
Driscoll*	156	152	155	174
El Paso 1st*	167	182	163	187
FirstCare*	133	130	177	125
MCNA	106	130	111	105
Molina*	370	456	415	578
Parkland*	268	271	251	244
Scott & White	316	360	355	319
Sendero*	214	197	231	428
Seton*	422	687	616	627
Superior*	214	242	197	204
Texas Children's*	109	119	115	134
United*	413	487	407	376
<b>Statewide (excludes dental program)</b>	<b>231</b>	<b>258</b>	<b>234</b>	<b>237</b>

\*Enrollment and Hotline data includes CHIP program

Majority of the MCOs and DMOs met the following hotline performance in 2016 SFQ1:

- 99% of all calls must be answered by the fourth ring;
- ≤ 1% busy signal rate for all calls;
- 80% of all calls must be answered by a live person within 30 seconds;
- ≤ 7% call abandonment rate; and
- ≤ 2 minute average hold time.

The following MCOs failed to meet the standards listed above. HHSC staff are in the process of developing appropriate remedies for these MCOs:



## Member Hotline

- 93.95% of Seton's member hotline calls were answered by the 4<sup>th</sup> ring.
- 74.64% of Molina's member hotline calls were answered by a live person within 30 seconds. Additionally, 9.21% Molina calls were abandoned and exceeded the two minute average hold time by 11 seconds.

## Behavior Health Crisis Hotline (BH)

- 76.12% of Cooks Children's calls were answered by a live person within 30 seconds.
- 1.16% of Community Health Choice's calls exceeded the 1% standard busy signal rate.

## Provider Hotline

- 9.27% of Molina's calls were exceeded the  $\leq 7\%$  abandoned calls standard.

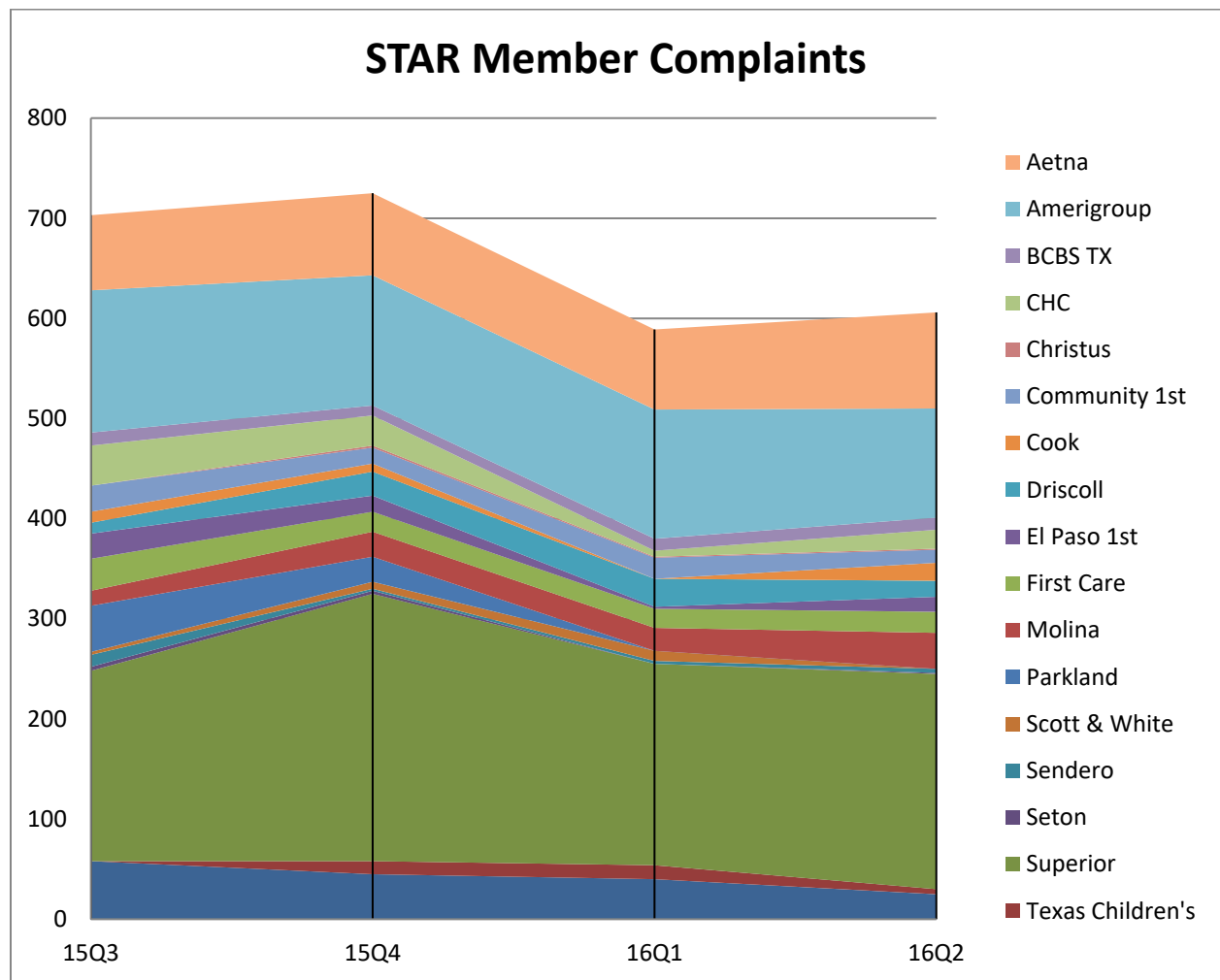
## B. COMPLAINTS AND APPEALS RECEIVED BY PLANS

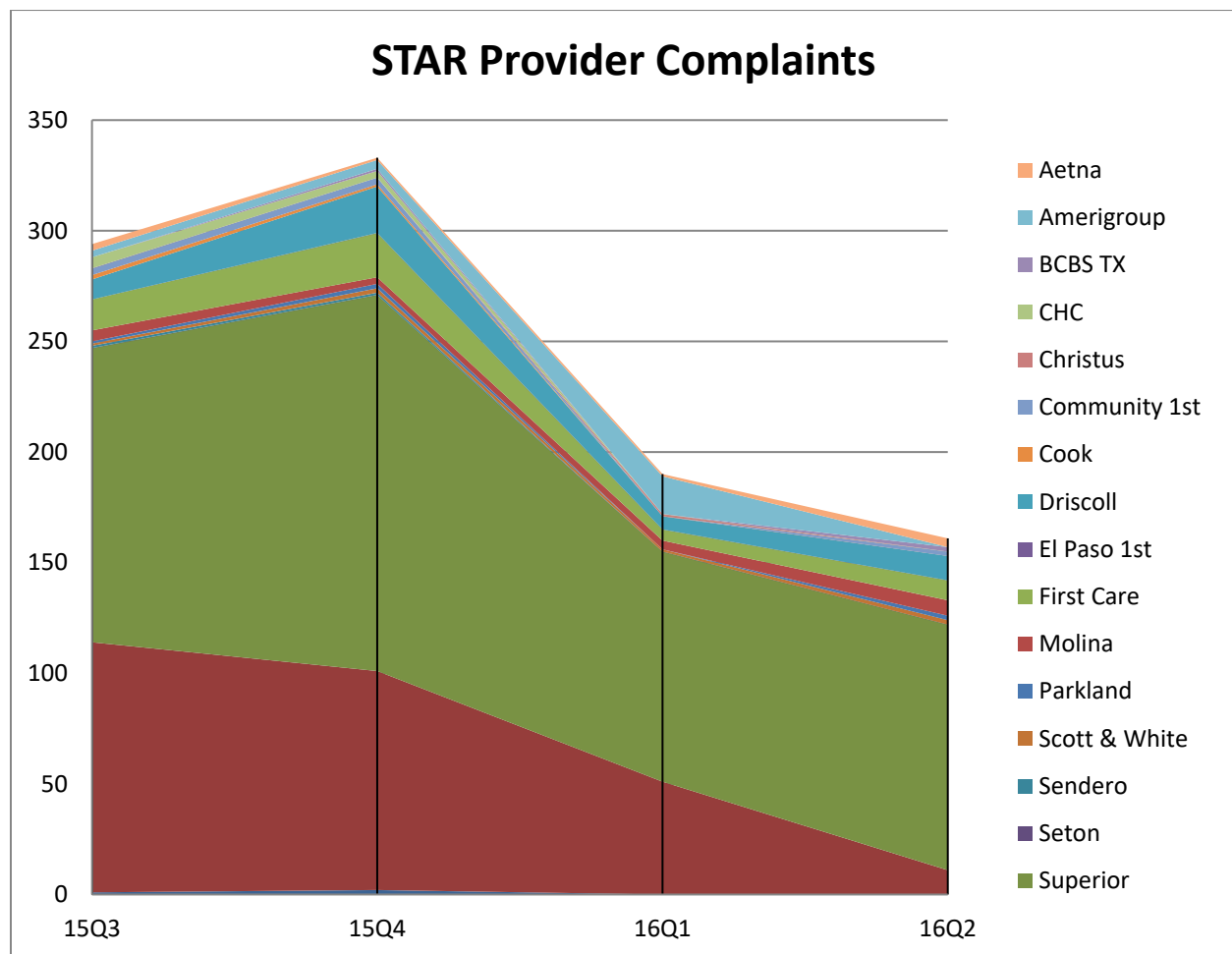
Attachment N shows the number of member complaints and appeals and provider complaints resolved by MCOs and DMOs.

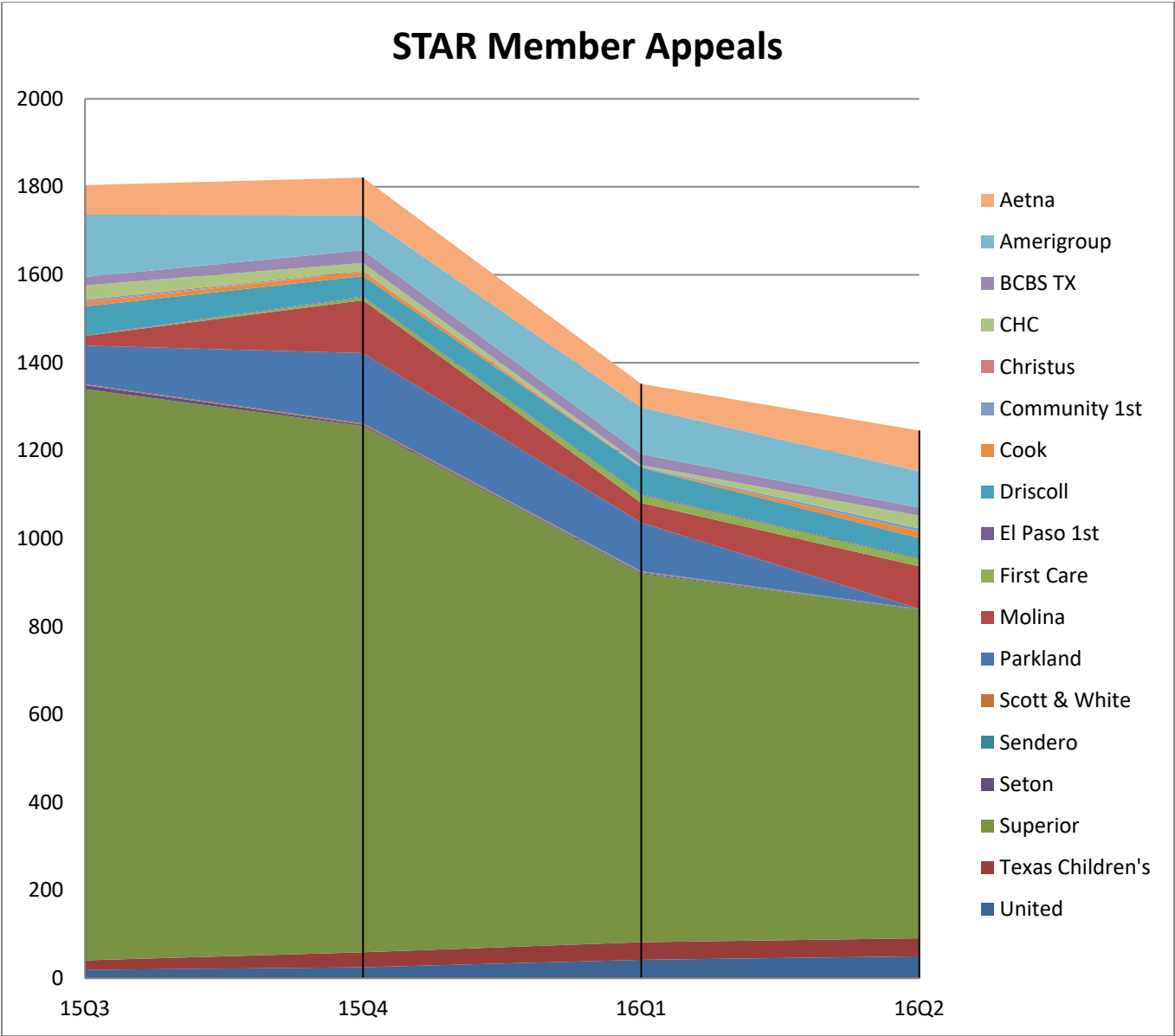
### 1. STAR and STAR+PLUS

The total number of STAR complaints and appeals received by plans decreased from 2,131 in 2016 SFQ1 to 2,013 in 2016 SFQ2, as shown in the following figures below. The total number of STAR+PLUS complaints and appeals increased from 2,488 in 2016 SFQ1 to 2,511 in 2016 SFQ2. STAR plans collectively reported 606 member complaints, 1,246 member appeals and 161 provider complaints in SFQ2. STAR+PLUS plans reported 930 member complaints, 1,235 member appeals and 346 provider complaints in SFQ2. The STAR+PLUS MCOs received significantly more member complaints and appeals per 1,000 members than the STAR MCOs due to the complicated medical needs of the STAR+PLUS population.

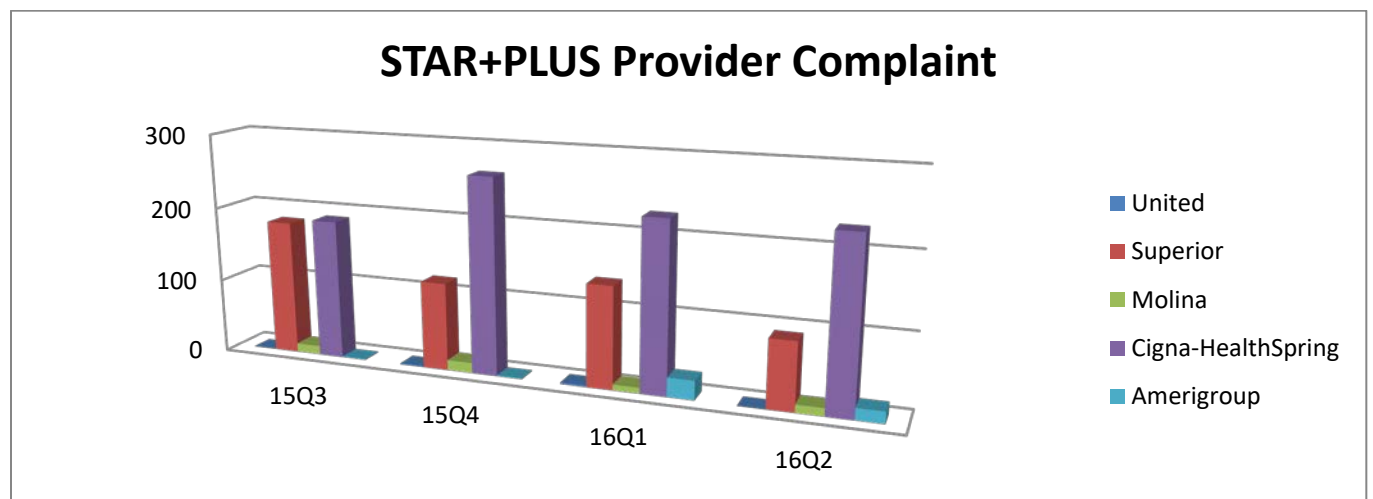
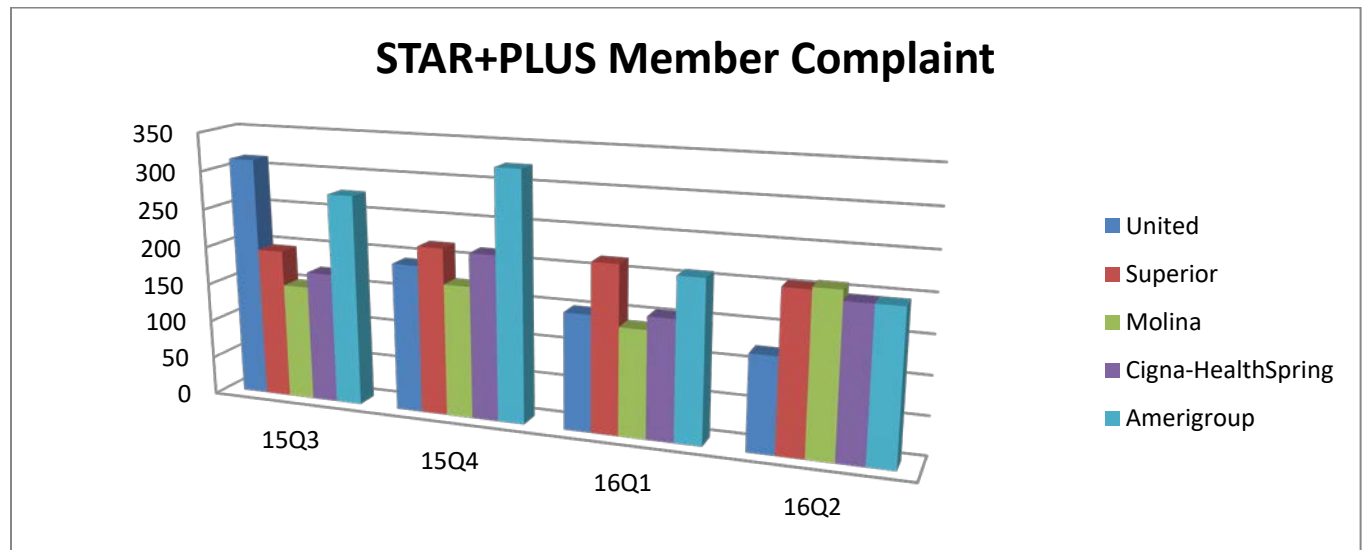
Complaints and Appeals Received by STAR MCOs (2015 SFQ3 – 2016SFQ2)

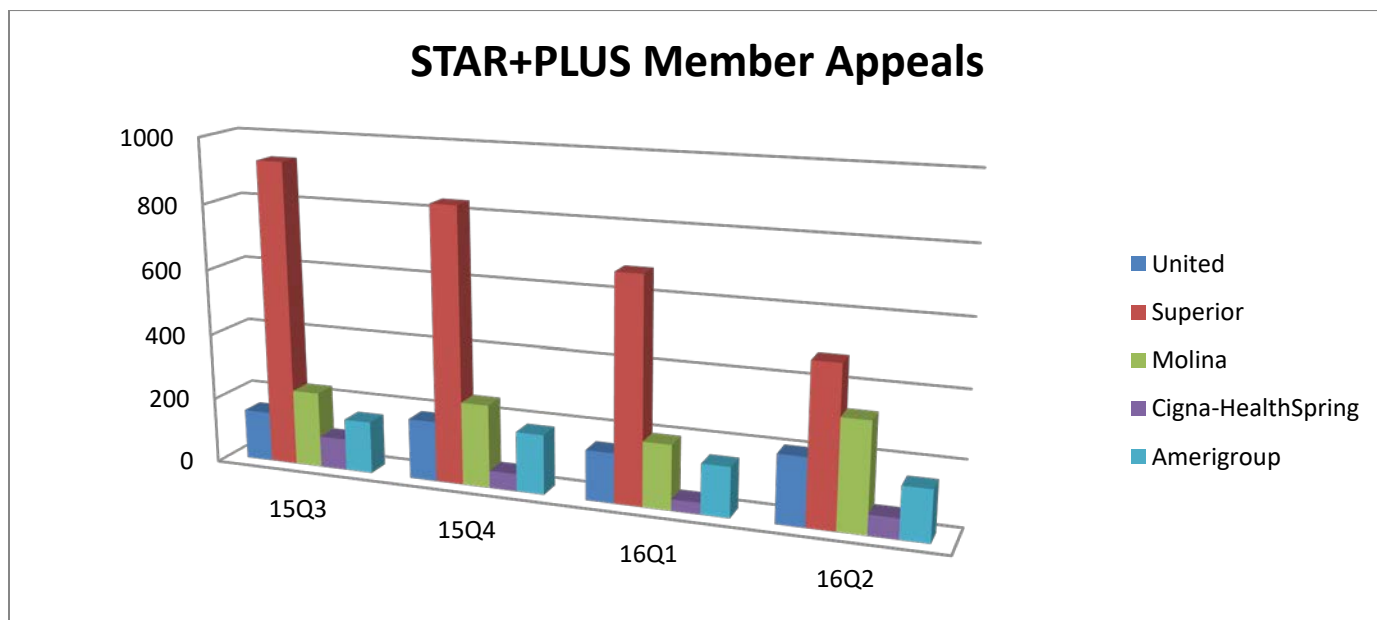






## Complaints and Appeals Received by STAR+PLUS MCOs (2015 SFQ3 – 2016 SFQ2)





The State's managed care contracts require plans to track and monitor the number of complaints and appeals resolved within 30-days of receipt and require the plans achieve 98% compliance with this benchmark in each SDA:

#### Dental

- DentaQuest failed to meet the timely resolution benchmark for member complaints in 2016 SFQ2.

#### STAR

- Superior failed to meet timely resolution of member complaints within 30 days in the following SDAs: Bexar, MRSA Northeast, MRSA West, Nueces and Travis.
- All STAR MCOs met the timely resolution benchmark for member appeals in 2016 SFQ2.
- Most of the STAR MCOs achieved compliance with provider complaints resolved 100% within 30 days with the exception of Superior who did not meet the standard of provider complaints resolved within 30 days.

#### STAR+PLUS

- Superior failed to meet the timely resolution standard for member complaints in the following SDAs: Bexar, Hidalgo and Lubbock.
- Only two MCOs failed to meet the timely resolution standard for member appeals:
  - Superior in the Hidalgo SDA; and
  - United in the Harris, MRSA Central, MRSA Northeast and Travis SDAs

- Superior failed to meet the standard for provider complaints in the following SDAs: Dallas and Nueces.

HHSC staff are in the process of developing appropriate remedies for the MCOs listed above that did not meet timely resolution benchmarks for complaints and appeals.

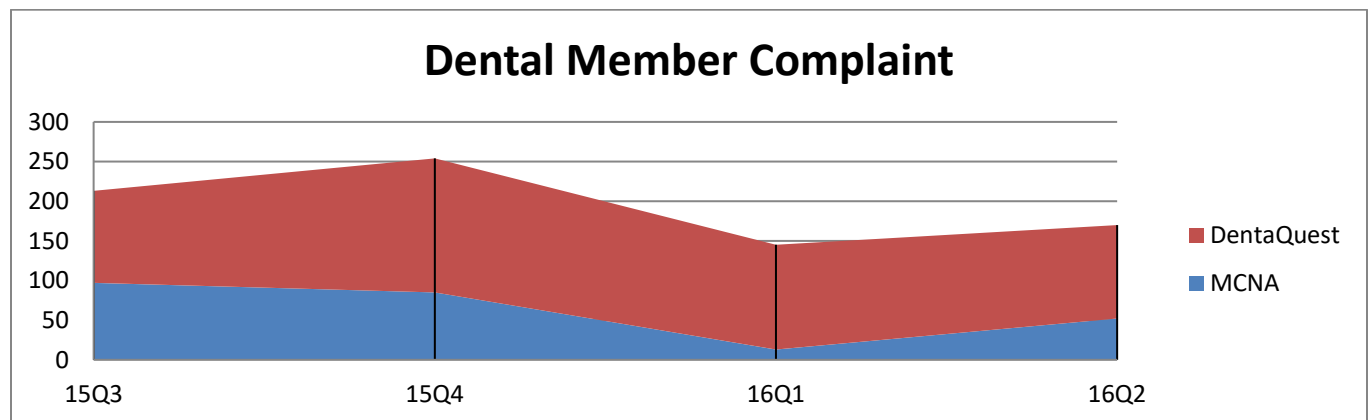
## 2. Dental Program

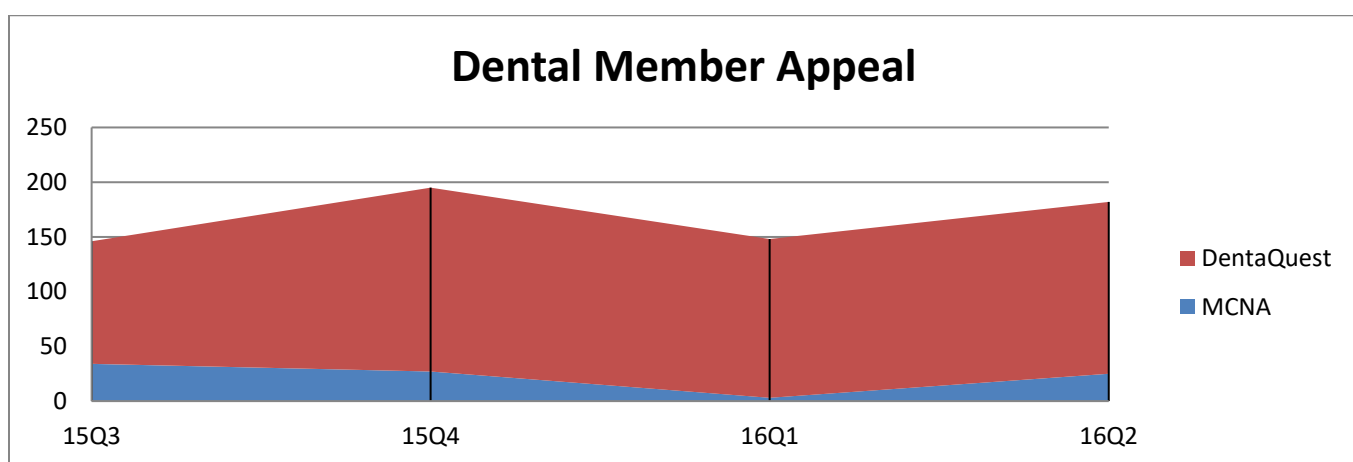
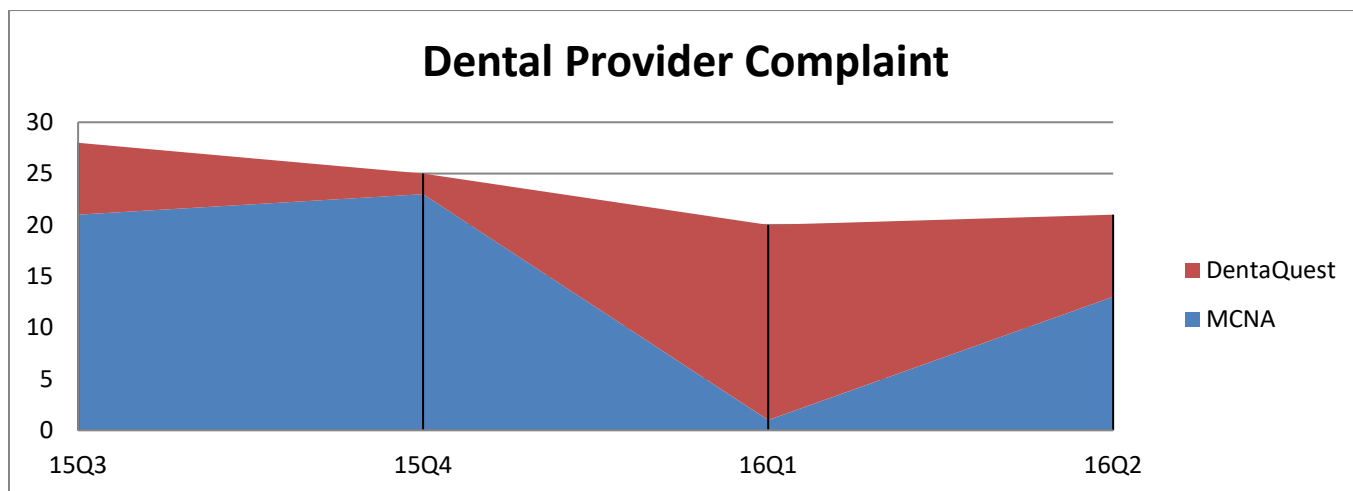
Between 2016 SFQ1 and 2016 SFQ2, dental member complaints increased by 23%, member appeals increased by 17% and provider complaints increased by 5%. The most common member complaint to the dental plans involved either dissatisfaction with the quality of care provided by a treating dental provider or access to or availability of services. Member appeals were primarily related to dental plans utilization review or management such as the denial of prior authorization requests. General complaints by providers were regarding claims processing or plan administration.

Complaints and appeals are reported in aggregate for each statewide dental plan.

MCNA and DentaQuest met all performance standards for the timely resolution of complaints and appeals in 2016 SFQ2 with the exception of DentaQuest failing to meet timely resolution of member complaints.

### Complaints and Appeals Received by DMOs (2015 SFQ3 – 2016SFQ2)





## C. COMPLAINTS RECEIVED BY THE STATE

In addition to monitoring complaints received by plans, HHSC also tracks the number and types of complaints submitted to the State. Members and providers can submit complaints to the HHSC Health Plan Management (HPM) team. Members can also call in to submit complaints through the Office of the Ombudsman via the MMCH. After investigating each complaint, staff determines whether or not it is substantiated. Substantiated complaints are those where there is a clear indication that agency policy was violated or agency expectations were not met (e.g., a member did not receive medically necessary benefits).

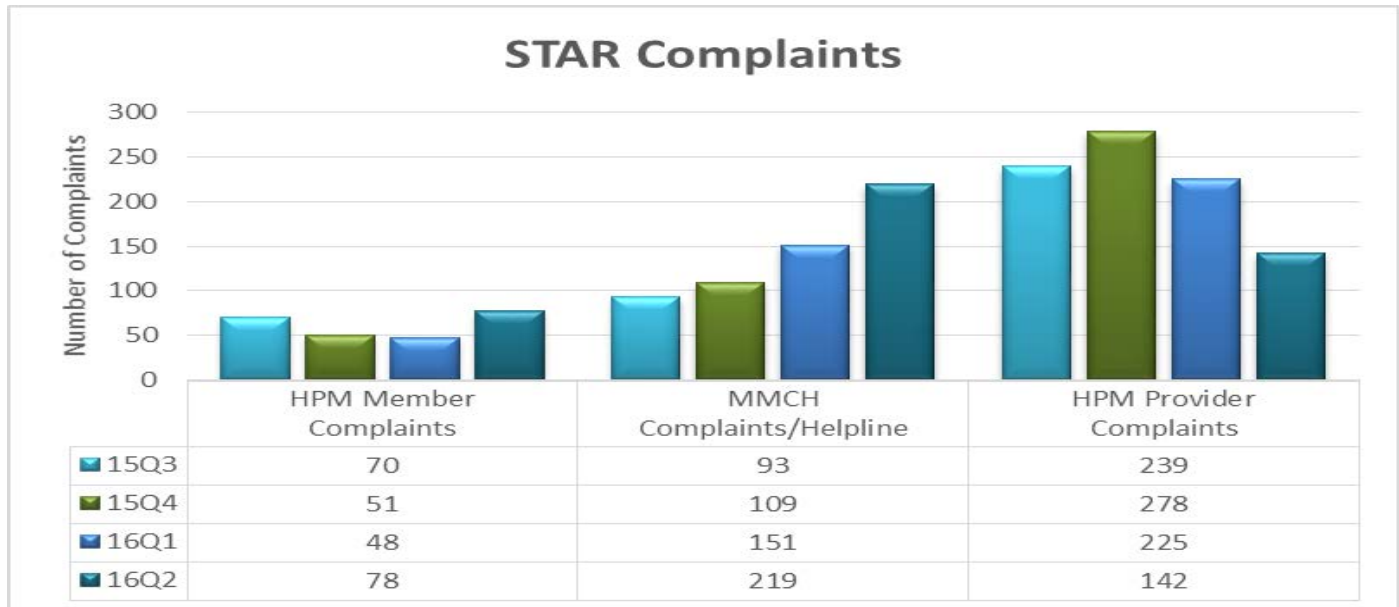
### 1. STAR

In the STAR program, the number of member complaints received by HPM increased by 62.5% (from 48 to 78) and the number of member complaints received by MMCH increased by 44.4% (from 151 to 218) from 2016 SFQ1 to 2016 SFQ2. HPM received six contacts on behalf of members from legislative representatives. The most common member complaints received by HPM and MMCH were issues with member claims, access to care, benefit issues, prescription-



related issues (eligibility, non-active) and billing. The number of provider complaints received by HPM decreased by -36.9% (from 225 to 142) in 2016 SFQ2. The most common issue type of provider complaints received by HPM was denial of claim.

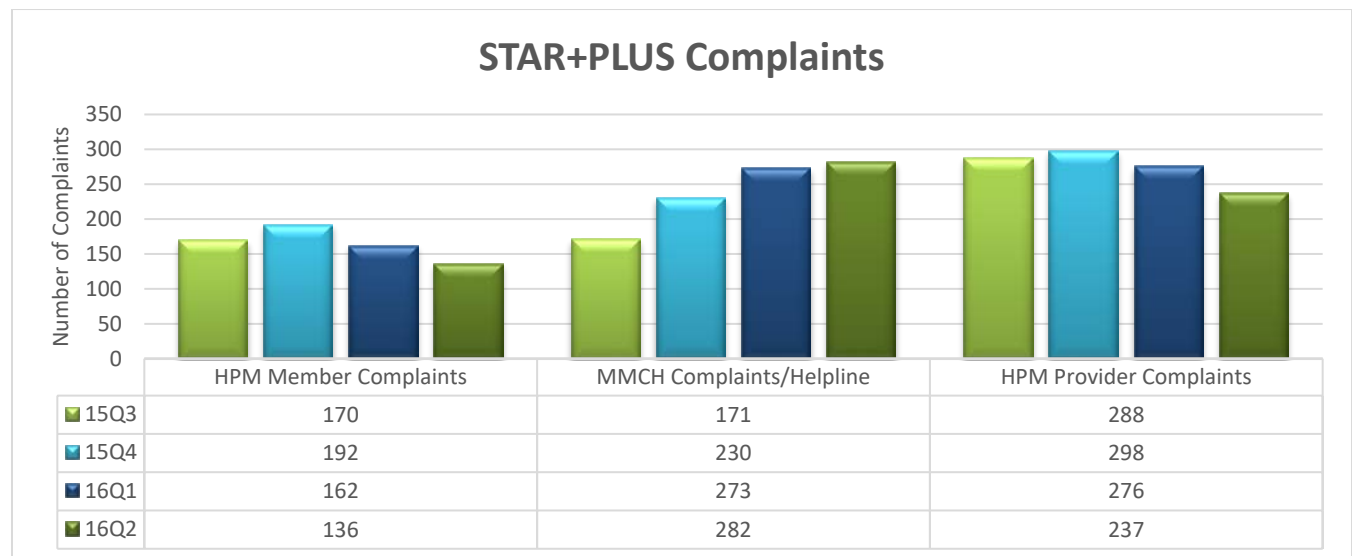
#### Complaints to the State Regarding STAR (2015 SFQ3 - 2016 SFQ2)



## 2. STAR+PLUS

Across the STAR+PLUS program, the number of member complaints received by MMCH increased by 3.3% (from 273 to 282) in 2016 SFQ1 to SFQ2. The member complaints received by HPM decreased by -16% (from 162 to 136). HPM received 33 contacts on behalf of members from legislative representatives. The most common issues of member complaints received by MMCH and HPM were issues with benefits, utilization reviews, prior authorization, denial of claim and access to care. The number of provider complaints decreased by -14% (from 276 to 237) in 2016 SFQ1 to SFQ2.

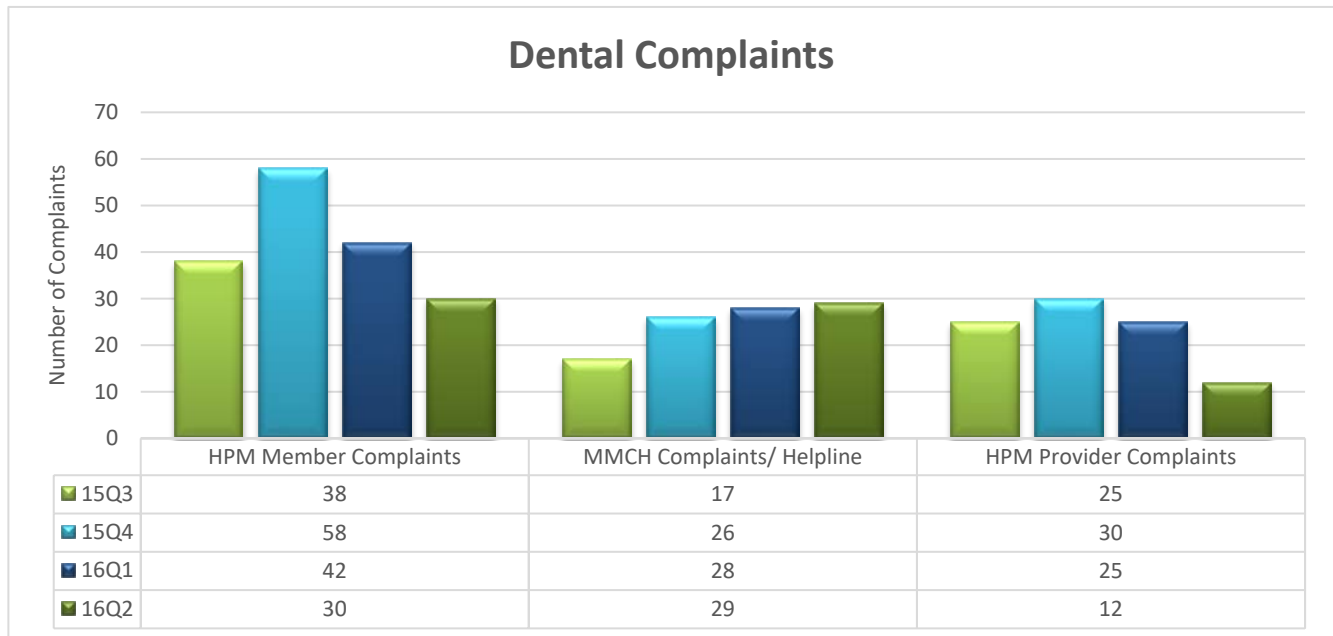
## Complaints to the State Regarding STAR+PLUS (2015 SFQ3 - 2016 SFQ1SFQ2)



### 3. Dental Program

Across the Dental Program, the number of member complaints received by MMCH increased 3.6% (from 28 to 29) in 2016 SFQ2. The number of member complaints received by HPM decreased -28.6% (from 42 to 30) in 2016 SFQ2. The most common member complaint issues received were regarding incorrect eligibility or enrollment information. The most common provider complaint issue received was denied claims. Provider complaints decreased by -52.0% (from 25 to 12) in 2016 SFQ1 to SFQ2.

## Complaints to the State Regarding the Dental Program (2015 SFQ3 - 2016 SFQ2)



## X. QUALITY ASSURANCE/MONITORING ACTIVITY

This section covers quality assurance and monitoring activities that occurred in DY5 SFQ2.

### A. DY5 QUARTER 2 UPDATE

HHSC releases MCO report cards to help members of STAR and STAR+PLUS identify and select an MCO. During SFQ1, HHSC completed final review and approval of the 2015 report cards. Similar to the last round of report cards, a separate report card has been developed for each service delivery area to provide information on the performance of each MCO with respect to outcome and process measures. Results allow members to easily compare MCOs on quality domains of interest to them. The 2015 reports cards were made available to members on the HHSC website and included in the enrollment packets sent to all newly eligible members beginning in February 2016. The measures will continue to be reviewed and updated annually.

In SFQ1, MCOs implemented 2016 performance improvement projects Performance Improvement Plans (PIPs). HHSC requires each health plan to conduct two two-year PIPs per program, one of which must be in collaboration with another Medicaid/CHIP MCO, DMO, or Delivery System Reform Incentive Payment project. For 2016, PIPs topics were assigned to plans individually and related to potentially preventable events. Dental plans have been tasked with increasing the utilization of preventative services.

The National Association of States United for Aging and Disabilities (NASUAD), in collaboration with the Human Services Research Institute (HSRI) and the National Association

of State Directors of Developmental Disabilities Services (NASDDDS), has developed the NCI-AD survey. The intent of this survey is to obtain feedback from older adults and individuals with physical disabilities accessing publicly funded long-term services and supports on their experience receiving those services. Texas has elected to participate in this project, which will include members of the STAR+PLUS program. During SFQ2, EQRO subcontractors continued surveying members in the sampled populations. The survey process is ongoing and will be completed in the spring of 2016.

As part of an initiative to examine ways to improve network adequacy in Medicaid managed care, HHSC contracted with its external quality review organization (EQRO) to conduct a study on appointment availability and wait times for Medicaid primary care, behavioral health, OB/GYN, and vision providers throughout the state. The study consists of data collected by the EQRO through phone calls to providers from all MCOs and in all SDAs to determine the availability of appointments with providers in STAR and STAR+PLUS. As part of the study, EQRO staff assumes the role of a health plan member and contacts the provider to attempt to make an appointment. The EQRO then collects data on appointment/provider availability that can be compared against self-reported MCO data. In SFQ1, HHSC received study results for the STAR OB/GYN and Child Vision provider sub-studies with further results and study reports forthcoming.

Texas has begun selecting and developing appropriate performance measures for STAR Kids and reviewing existing quality initiatives and activities that will be used to determine the impact of the new program.

## ENCLOSURES/ATTACHMENTS

**Attachment A – Health and Dental Plans by Service Delivery Area.** The attachment includes a table of the health and dental plans by SDA.

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

**Attachments C1-C3 – Network Summary and Methodology.** The attachments summarize STAR 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 D – Out-of-Network Utilization.** The attachment summarizes Dental, STAR and STAR+PLUS out-of-network utilization.

**Attachment E – HHSC GeoMapping.** The attachment shows the State’s GeoMapping analysis for STAR and STAR+PLUS plans.

**Attachment G – HHSC Pharmacy GeoMapping Summary.** The attachment includes the State’s pharmacy GeoMapping results.

**Attachment H – HHSC Dental GeoMapping Summary.** The attachment includes the results of the State’s GeoMapping analysis for dental plans.

**Attachment I1-I2 –MCO GeoMapping Summary.** The attachment includes the STAR and STAR+PLUS plans’ self-reported GeoMapping results for PCP and specialists.

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

**Attachment K – DMO Children’s Medicaid Dental Services GeoMapping Summary.** The attachment includes the dental plans’ self-reported GeoMapping results.

**Attachment L – Enrollment Broker Report.** The attachment provides a summary of outreach and other initiatives 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 N – Complaints and Appeals to MCOs.** The attachment includes Dental, STAR and STAR+PLUS complaints and appeals received by plans.

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

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

**Attachment R – Provider Fraud and Abuse.** The attachment represents a summary of the referrals that STAR, STAR+PLUS, and Dental Program plans sent to the OIG during the biannual reporting period.

**Attachments V1-V3 – Claims Summary.** The attachments are summaries of the MCOs' claims adjudication results.

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## ACRONYM LIST

AAA	Area agency on aging
ADRC	Aging and Disability Resource Centers
APHA	American Public Health Association
BIP	Balancing Incentive Program
CAHPS	Consumer Assessment of Health Providers and Systems
CAP	Corrective action plan
CFC	Community First Choice
CMS	Centers for Medicare & Medicaid Services
DADS	Department of Aging and Disability Services
DMO	Dental managed care organization
DSH	Disproportionate Share Hospital
DSHS	Department of State Health Services
DSRIP	Delivery System Reform Incentive Payment
DY	Demonstration year
EB	Enrollment broker
EG	Evaluation goal
ENT	Otolaryngologist
EPSDT	Early and Periodic Screening, Diagnostic, and Treatment
EQRO	External Quality Review Organization
ER	Emergency room
ERS	Emergency response services
FQHC	Federally Qualified Health Center
HEDIS	Healthcare Effectiveness Data and Information Set
HHSC	Health and Human Services Commission
HPM	Health Plan Management
HSRI	Human Services Research Institute
ICF-IID	Intermediate care facility for individuals with intellectual disabilities or a related condition
ICHP	Institute for Child Health Policy
ICSS	Independent Consumer Supports System
IGT	Intergovernmental transfer
IMD	Institution for mental disease
LD	Liquidated damages
LTCO	Long-term care ombudsman
MACPAC	Medicaid and CHIP payment and Access Commission
MAGI	Modified adjusted gross income
MCO	Managed care organization



MMCH	Medicaid Managed Care Helpline
MRSA	Medicaid Rural Service Areas
NASDDDS	National Association of State Directors of Developmental Disabilities Services
NASHP	National Academy for State Health Policy
NASUAD	National Association of States United for Aging and Disabilities
NCI-AD	National Core Indicators-Aging and Disabilities
OON	Out-of-network
P4Q	Pay-For-Quality
PBM	Pharmacy Benefits Manager
PIP	Performance improvement project
PCP	Primary care provider
PFM	Program Funding and Mechanics
RHP	Regional Healthcare Partnerships
SDA	Service delivery area
SDS	HHSC Strategic Decision Support
SFQ	State Fiscal Quarterly
SMMC	State Medicaid Managed Care Advisory Committee
SPMI	Severe and persistent mental illness
STCs	Special Terms and Conditions
TCH	Texas Children's Hospital
TCHP	Texas Children's Health Plan
THSteps	Texas Health Steps
UC	Uncompensated care

Attachment A  
Managed Care Plans by Service Area

Service Area	STAR	STAR+PLUS
Bexar	Aetna Better Health Amerigroup Community First Health Plans Superior HealthPlan	Amerigroup Molina Healthcare of Texas Superior HealthPlan
Dallas	Amerigroup Molina Healthcare of Texas Parkland Community Health Plan	Molina Healthcare of Texas Superior HealthPlan
El Paso	El Paso First Health Plan Molina Healthcare of Texas Superior HealthPlan	Amerigroup Molina Healthcare of Texas
Harris	Amerigroup Community Health Choice Molina Healthcare of Texas Texas Children's Health Plan UnitedHealthcare Community Plan	Amerigroup Molina Healthcare of Texas UnitedHealthcare Community Plan
Hidalgo	Driscoll Children's Health Plan Molina Healthcare of Texas Superior HealthPlan UnitedHealthcare Community Plan	HealthSpring Life & Health Ins. Co. Molina Healthcare of Texas Superior HealthPlan
Jefferson	Amerigroup Community Health Choice Molina Healthcare of Texas Texas Children's Health Plan UnitedHealthcare Community Plan	Amerigroup Molina Healthcare of Texas UnitedHealthcare Community Plan
Lubbock	Amerigroup FirstCare HealthPlans Superior HealthPlan	Amerigroup Superior HealthPlan
MRSA Central	Amerigroup Right Care from Scott & White Superior HealthPlan	Superior HealthPlan UnitedHealthcare Community Plan
MRSA Northeast	Amerigroup Superior HealthPlan	Cigna-HealthSpring UnitedHealthcare Community Plan
MRSA West	Amerigroup FirstCare HealthPlans Superior HealthPlan	Amerigroup Superior HealthPlan
Nueces	CHRISTUS Health Plan Driscoll Children's Health Plan Superior HealthPlan	Superior HealthPlan UnitedHealthcare Community Plan
Tarrant	Aetna Better Health Amerigroup Cook Children's Health Plan	Amerigroup Cigna-HealthSpring
Travis	Blue Cross and Blue Shield of Texas Sendero Health Plans Seton Health Plan Superior HealthPlan	Amerigroup UnitedHealthcare Community Plan
Service Area	Children's Medicaid Dental Services (Dental Program)	

Attachment A  
Managed Care Plans by Service Area

Statewide	Denta Quest USA Insurance Company, Inc. MCNA Insurance Company
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ATTACHMENT B  
Enrollment Summary (15Q3 - 16Q2)

Program	Service Area	MCO	15Q3	15Q4	16Q1	16Q2
Dental	Statewide	DentaQuest	1,565,537	1,578,196	1,606,288	1,600,994
		MCNA	1,261,196	1,268,278	1,300,122	1,280,120
Dental Total	All SDAs	All MCOs	2,826,733	2,846,474	2,906,410	2,881,114
STAR	Bexar	Aetna	24,391	23,965	24,195	22,673
		Amerigroup	9,825	9,841	10,047	9,522
		Community 1st	105,452	106,007	108,182	107,074
		Superior	101,157	102,754	104,896	103,834
	Dallas	Amerigroup	198,461	200,685	206,339	200,736
		Molina	18,839	18,843	19,134	19,060
		Parkland	174,676	174,436	176,525	173,026
	El Paso	El Paso 1st	63,458	63,869	65,129	65,470
		Molina	3,473	3,406	3,465	3,366
		Superior	55,449	55,234	55,748	53,193
	Harris	Amerigroup	107,809	108,146	110,879	107,458
		CHC	204,321	206,530	210,791	209,911
		Molina	11,962	12,135	12,322	12,288
		Texas Children's	291,044	296,961	301,276	301,277
	Hidalgo	United	41,797	42,677	43,923	43,846
		Driscoll	73,914	75,143	76,923	78,428
		Molina	60,105	59,679	60,234	50,507
		Superior	153,665	153,856	156,295	154,422
	Jefferson	United	60,804	60,813	61,080	59,816
		Amerigroup	6,485	6,581	6,703	6,405
		CHC	21,633	21,473	21,859	21,713
		Molina	3,932	3,952	4,044	4,093
	Lubbock	Texas Children's	27,133	27,447	27,880	28,271
		United	12,542	12,845	13,518	13,341
		Amerigroup	8,237	8,218	8,129	7,837
	MRSA Central	FirstCare	38,564	39,177	39,475	39,116
		Superior	25,132	25,742	26,493	26,348
		Amerigroup	21,291	21,146	21,693	21,464
	MRSA Northeast	Scott & White	40,135	40,787	39,475	42,101
		Superior	61,700	62,113	60,965	63,607
		Amerigroup	55,480	55,732	56,951	56,135
	MRSA West	Superior	103,916	104,063	102,080	107,027
		Amerigroup	26,155	27,124	27,966	27,396
		FirstCare	51,699	51,784	52,767	52,701
	Nueces	Superior	63,157	64,876	64,849	68,273
		Christus	6,517	6,222	6,330	6,040
		Driscoll	55,887	57,137	58,433	58,852
	Tarrant	Superior	17,687	18,006	18,591	18,162
		Aetna	46,671	47,364	47,889	47,361
		Amerigroup	114,684	115,443	117,702	115,373
	Travis	Cook Children's	94,871	95,647	97,897	97,649
		BCBS	24,069	22,776	23,177	24,053
		Sendero	11,498	11,128	12,063	12,075
		Seton	16,704	16,815	16,815	16,956
STAR	All SDAs	All MCOs	2,808,030	2,829,848	2,876,649	2,848,452
STAR+PLUS	Bexar	Superior	91,649	91,270	95,522	90,196
		Amerigroup	10,469	8,796	9,629	9,821
		Molina	9,501	7,447	7,910	9,821
	Dallas	Superior	31,079	27,887	28,844	28,808
		Molina	36,964	34,598	34,582	35,056
	El Paso	Superior	27,135	25,827	25,997	25,894
		Amerigroup	12,556	10,297	11,055	11,141
		Molina	10,661	8,505	8,955	9,007
		Amerigroup	42,896	39,741	40,639	41,100

**ATTACHMENT B**  
**Enrollment Summary (15Q3 - 16Q2)**

<b>Program</b>	<b>Service Area</b>	<b>MCO</b>	<b>15Q3</b>	<b>15Q4</b>	<b>16Q1</b>	<b>16Q2</b>
	<b>Harris</b>	<b>Molina</b>	15,242	14,260	13,678	13,640
		<b>United</b>	47,990	45,867	46,577	47,597
	<b>Hidalgo</b>	<b>Cigna-HealthSpring</b>	18,399	17,254	17,798	17,923
		<b>Molina</b>	16,886	15,577	15,653	15,591
		<b>Superior</b>	35,732	33,529	33,944	33,657
	<b>Jefferson</b>	<b>Amerigroup</b>	8,085	7,997	7,880	7,775
		<b>Molina</b>	7,591	7,512	7,459	7,423
		<b>United</b>	4,792	4,962	5,170	5,409
	<b>Lubbock</b>	<b>Amerigroup</b>	6,612	6,605	6,634	6,642
		<b>Superior</b>	7,234	7,268	7,291	7,301
	<b>MRSA Central</b>	<b>Superior</b>	15,317	15,450	15,637	15,759
		<b>United</b>	14,227	14,218	14,164	14,255
	<b>MRSA Northeast</b>	<b>Cigna-HealthSpring</b>	22,861	22,920	22,759	22,945
		<b>United</b>	23,688	23,614	23,766	23,826
	<b>MRSA West</b>	<b>Amerigroup</b>	18,204	18,023	17,900	17,780
		<b>Superior</b>	20,363	20,616	20,669	20,809
	<b>Nueces</b>	<b>Superior</b>	11,893	11,811	11,732	11,692
		<b>United</b>	10,509	10,493	10,415	10,472
	<b>Tarrant</b>	<b>Amerigroup</b>	30,928	28,959	28,656	29,180
		<b>Cigna-HealthSpring</b>	10,126	10,135	10,033	10,048
	<b>Travis</b>	<b>Amerigroup</b>	13,150	13,120	13,042	12,909
		<b>United</b>	12,746	12,879	12,992	13,195
<b>STAR+PLUS Total</b>	<b>All SDAs</b>	<b>All MCOs</b>	<b>553,836</b>	<b>526,167</b>	<b>531,460</b>	<b>536,476</b>

## PROVIDER COUNT METHODOLOGY

### Data Source

HHSC relies on the provider network data supplied by the MCOs.

### Primary Care Provider, Specialist, and Dental 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 pedodontists. The specialist column includes endodontists, periodontists, prosthodontists, oral surgeons, orthodontists, and in limited cases dental anesthesiologists.

### Pharmacy Provider Types

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

### Data Source

As in prior quarters, in 16SFQ1 and annually, terminations are based on self-reported data from the MCOs.

ATTACHMENT C1  
Provider Network Count Methodology 16SFQ2

**APPENDIX A: PRIMARY CARE PROVIDER TYPES**

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

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

ATTACHMENT C1  
Provider Network Count Methodology 16SFQ2

**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
- 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



ATTACHMENT C1  
Provider Network Count Methodology 16SFQ2

- Proctology
- Psychiatric Hospital
- Psychiatric Hospital  
Medicare Crossovers  
Only
- Psychiatry
- Psychiatry (D.O.)
- 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 C  
Provider Network Counts (2016 SFQ2)

Program	Service Delivery Area	Managed Care Organization	PCP	Specialist	Dentist	Pharmacy	Unique NPI Total
Dental	Statewide	DentaQuest	.	960	5,002	.	5,135
		MCNA Dental	.	761	4,060	.	4,565
		Unique NPI Program Count	.	1,388	5,286	.	5,511

Attachment C  
Provider Network Counts (2016 SFQ2)

Program	Service Delivery Area	Managed Care Organization	PCP	Specialist	Dentist	Pharmacy	Unique NPI Total
STAR	Bexar	Aetna	744	3,899	6	4,623	9,189
		Amerigroup Texas, Inc	1,140	3,452	1	381	4,268
		Community First Health Plan	608	3,467	2	0	4,028
		Superior Health Plan	982	4,942	575	351	6,718
		<b>Unique NPI SDA Count</b>	<b>2,006</b>	<b>7,872</b>	<b>577</b>	<b>4,632</b>	<b>13,991</b>
	Dallas	Amerigroup Texas, Inc	2,110	5,716	11	1,045	7,603
		Molina Healthcare of Texas	591	9,060	810	1,208	11,555
		Parkland Community Health Plan	905	2,735	8	722	4,265
		<b>Unique NPI SDA Count</b>	<b>2,665</b>	<b>13,194</b>	<b>825</b>	<b>1,303</b>	<b>16,326</b>
	El Paso	El Paso First	347	1,083	4	104	1,497
		Molina Healthcare of Texas	215	5,101	487	96	5,861
		Superior Health Plan	365	1,653	220	90	2,255
		<b>Unique NPI SDA Count</b>	<b>519</b>	<b>6,150</b>	<b>674</b>	<b>105</b>	<b>7,187</b>
	Harris	Amerigroup Texas, Inc	2,630	5,523	11	1,162	7,970
		Community Health Choice	2,259	8,906	24	1,278	11,443
		Molina Healthcare of Texas	1,119	10,912	670	1,290	13,617
		Texas Children's Health Plan	928	4,443	13	1,278	6,650
		United Health Care	1,978	6,346	194	1,116	9,432
		<b>Unique NPI SDA Count</b>	<b>4,752</b>	<b>18,196</b>	<b>827</b>	<b>1,379</b>	<b>21,731</b>
	Hidalgo	Driscoll Children's Health Plan	878	3,593	10	263	3,925
		Molina Healthcare of Texas	603	6,223	492	290	7,417
		Superior Health Plan	892	2,363	440	253	3,799
		United Health Care	1,014	1,696	62	233	2,813
		<b>Unique NPI SDA Count</b>	<b>1,720</b>	<b>9,294</b>	<b>897</b>	<b>303</b>	<b>10,865</b>
	Jefferson	Amerigroup Texas, Inc	2,352	5,475	11	1,059	7,610
		Community Health Choice	2,230	8,701	24	133	10,089
		Molina Healthcare of Texas	1,127	10,363	670	1,127	12,928
		Texas Children's Health Plan	162	4,443	13	132	4,743
		United Health Care	857	6,740	197	352	8,079
		<b>Unique NPI SDA Count</b>	<b>4,089</b>	<b>18,231</b>	<b>830</b>	<b>1,200</b>	<b>21,313</b>
	Lubbock	Amerigroup Texas, Inc	610	1,349	0	152	1,763
		FirstCare	749	1,818	2	142	2,573
		Superior Health Plan	663	1,492	173	144	2,398
		<b>Unique NPI SDA Count</b>	<b>1,042</b>	<b>2,707</b>	<b>175</b>	<b>177</b>	<b>3,485</b>
	MRSA Central	Amerigroup Texas, Inc	3,918	4,228	3	747	8,001
		Scott & White RightCare	1,025	5,337	8	228	5,580
		Superior Health Plan	2,249	5,936	235	698	8,949
		<b>Unique NPI SDA Count</b>	<b>5,154</b>	<b>11,291</b>	<b>243</b>	<b>807</b>	<b>15,400</b>
	MRSA Northeast	Amerigroup Texas, Inc	3,101	2,646	5	621	5,682
		Superior Health Plan	1,148	3,495	282	564	5,403
		<b>Unique NPI SDA Count</b>	<b>3,433</b>	<b>5,083</b>	<b>283</b>	<b>689</b>	<b>8,539</b>
	MRSA West	Amerigroup Texas, Inc	3,091	3,380	4	480	6,022
		FirstCare	1,502	2,758	5	275	4,342
		Superior Health Plan	1,396	3,020	255	396	4,911
		<b>Unique NPI SDA Count</b>	<b>3,903</b>	<b>6,170</b>	<b>260</b>	<b>536</b>	<b>9,473</b>
	Nueces	Christus	230	3,052	13	2	3,121
		Driscoll Children's Health Plan	878	3,580	10	130	3,797
		Superior Health Plan	855	2,347	170	258	3,510
		<b>Unique NPI SDA Count</b>	<b>1,306</b>	<b>6,911</b>	<b>190</b>	<b>285</b>	<b>7,676</b>
	Tarrant	Aetna	932	3,099	1	4,623	8,557
		Amerigroup Texas, Inc	2,044	5,711	11	1,003	7,491
		Cook Children's Health Plan	790	793	0	0	1,568
		<b>Unique NPI SDA Count</b>	<b>2,541</b>	<b>8,032</b>	<b>12</b>	<b>4,632</b>	<b>13,726</b>
	Travis	BCBS	659	3,360	3	2	3,961
		Sendero	508	2,282	11	288	2,608
		Seton Health Plan	1,266	2,061	16	265	3,012
		Superior Health Plan	1,409	4,754	296	353	6,688
		<b>Unique NPI SDA Count</b>	<b>2,599</b>	<b>7,485</b>	<b>313</b>	<b>4,859</b>	<b>9,562</b>

Attachment C  
Provider Network Counts (2016 SFQ2)

Program	Service Delivery Area	Managed Care Organization	PCP	Specialist	Dentist	Pharmacy	Unique NPI Total
	All SDAs	Unique NPI Program Count	18,530	57,886	3,032	4,859	71,414

Attachment C  
Provider Network Counts (2016 SFQ2)

Program	Service Delivery Area	Managed Care Organization	PCP	Specialist	Dentist	Pharmacy	Unique NPI Total
STAR+PLUS	Bexar	Amerigroup Texas, Inc	857	3,126	1	381	3,926
		Molina Healthcare of Texas	0	0	0	0	0
		Superior Health Plan	984	5,063	575	351	6,838
		<b>Unique NPI SDA Count</b>	<b>1,388</b>	<b>5,910</b>	<b>576</b>	<b>404</b>	<b>7,665</b>
	Dallas	Molina Healthcare of Texas	644	8,444	780	1,207	10,965
		Superior Health Plan	1,335	5,735	973	1,034	8,981
		<b>Unique NPI SDA Count</b>	<b>1,671</b>	<b>11,442</b>	<b>1,529</b>	<b>1,272</b>	<b>15,464</b>
	El Paso	Amerigroup Texas, Inc	288	1,123	1	91	1,293
		Molina Healthcare of Texas	220	5,232	489	96	6,000
		<b>Unique NPI SDA Count</b>	<b>358</b>	<b>5,685</b>	<b>489</b>	<b>96</b>	<b>6,374</b>
	Harris	Amerigroup Texas, Inc	2,229	5,270	11	1,162	7,721
		Molina Healthcare of Texas	1,059	10,518	678	1,290	13,169
		United Health Care	1,844	5,538	255	1,116	8,573
		<b>Unique NPI SDA Count</b>	<b>3,454</b>	<b>15,194</b>	<b>879</b>	<b>1,305</b>	<b>18,991</b>
	Hidalgo	Cigna-HealthSpring	526	1,838	9	238	2,382
		Molina Healthcare of Texas	604	6,285	492	290	7,480
		Superior Health Plan	892	2,462	440	253	3,900
		<b>Unique NPI SDA Count</b>	<b>1,097</b>	<b>7,524</b>	<b>879</b>	<b>297</b>	<b>9,133</b>
	Jefferson	Amerigroup Texas, Inc	1,998	5,274	11	1,059	7,424
		Molina Healthcare of Texas	1,048	9,977	676	1,127	12,486
		United Health Care	828	5,966	255	352	7,315
		<b>Unique NPI SDA Count</b>	<b>2,789</b>	<b>15,328</b>	<b>877</b>	<b>1,193</b>	<b>18,672</b>
	Lubbock	Amerigroup Texas, Inc	637	1,374	0	152	1,806
		Superior Health Plan	649	1,685	173	144	2,579
		<b>Unique NPI SDA Count</b>	<b>852</b>	<b>2,316</b>	<b>173</b>	<b>167</b>	<b>3,040</b>
	MRSA Central	Superior Health Plan	2,228	7,083	234	698	10,077
		United Health Care	635	1,575	50	196	2,415
		<b>Unique NPI SDA Count</b>	<b>2,451</b>	<b>7,529</b>	<b>253</b>	<b>722</b>	<b>10,580</b>
	MRSA Northeast	Cigna-HealthSpring	488	1,802	5	280	2,537
		United Health Care	750	2,047	60	283	3,070
		<b>Unique NPI SDA Count</b>	<b>953</b>	<b>3,242</b>	<b>63</b>	<b>298</b>	<b>4,409</b>
	MRSA West	Amerigroup Texas, Inc	1,234	3,297	1	480	4,219
		Superior Health Plan	1,367	4,200	255	396	6,063
		<b>Unique NPI SDA Count</b>	<b>2,026</b>	<b>6,333</b>	<b>256</b>	<b>515</b>	<b>8,126</b>
	Nueces	Superior Health Plan	851	2,440	170	258	3,600
		United Health Care	299	787	16	112	1,193
		<b>Unique NPI SDA Count</b>	<b>1,012</b>	<b>2,722</b>	<b>179</b>	<b>278</b>	<b>4,002</b>
	Tarrant	Amerigroup Texas, Inc	1,580	5,577	11	1,003	7,275
		Cigna-HealthSpring	309	1,634	0	433	2,331
		<b>Unique NPI SDA Count</b>	<b>1,713</b>	<b>6,505</b>	<b>11</b>	<b>1,024</b>	<b>8,276</b>
	Travis	Amerigroup Texas, Inc	1,003	2,250	3	387	3,343
		United Health Care	511	2,064	25	236	2,742
		<b>Unique NPI SDA Count</b>	<b>1,289</b>	<b>3,588</b>	<b>25</b>	<b>393</b>	<b>4,862</b>
	<b>All SDAs</b>	<b>Unique NPI Program Count</b>	<b>13,996</b>	<b>49,077</b>	<b>3,184</b>	<b>4,584</b>	<b>63,815</b>

Attachment C3 - Provider Termination  
(2016 SFQ2)

Program	MCO	SDA	PCP Termination	Specialist Termination
Dental	DentaQuest	Statewide	94	4
	MCNA	Statewide	87	16
STAR	Aetna	Bexar	12	148
		Tarrant	9	125
	Aetna Total		21	273
	Amerigroup	Bexar	15	114
		Dallas	13	58
		Harris	24	139
		Jefferson	1	11
		Lubbock	7	18
		MRSA Central	22	56
		MRSA NE	37	135
		MRSA West	17	80
		Tarrant	6	48
	Amerigroup Total		142	659
	BCBS	Travis	9	109
	Community Health Choice	Harris	39	73
		Jefferson	3	4
	CHC Total		42	77
	Christus	Nueces	2	7
	Community First	Bexar	12	26
	Cook	Tarrant	16	19
	Driscoll	Hidalgo	3	8
		Nueces	5	12
	Driscoll Total		8	20
	El Paso First	El Paso	4	22
	FirstCare	Lubbock	1	6
		MRSA West	2	12
	FirstCare Total		3	18
	Molina	El Paso	0	6
		Dallas	8	16
		Harris	16	42
		Hidalgo	16	16
		Jefferson	7	36
	Molina Total		47	116
	Parkland	Dallas	12	33
	Scott & White	MRSA Central	19	72
	Sendero	Travis	20	16
	Seton	Travis	8	23
	Superior	Bexar	18	146
		El Paso	24	47
		Hidalgo	14	46
		Lubbock	15	39
		MRSA Central	29	140
		MRSA NE	25	92
		MRSA West	20	77
		Nueces	9	41
		Travis	37	167
	Superior Total		191	795
	Texas Children's	Harris	7	8
		Jefferson	3	4
	Texas Children's Total		10	12
	United	Harris	41	76
		Hidalgo	6	10

Attachment C3 - Provider Termination  
(2016 SFQ2)

Program	MCO	SDA	PCP Termination	Specialist Termination
		Jefferson	17	47
	<b>United Total</b>		<b>64</b>	<b>133</b>
<b>STAR+PLUS</b>	<b>Amerigroup</b>	Bexar	16	115
		El Paso	2	11
		Harris	25	141
		Jefferson	1	12
		Lubbock	8	16
		MRSA West	8	68
		Tarrant	6	51
		Travis	2	36
	<b>Amerigroup Total</b>		<b>68</b>	<b>450</b>
	<b>Cigna-HealthSpring</b>	Hidalgo	3	12
		MRSA NE	1	40
		Tarrant	2	5
	<b>Cigna-HealthSpring Total</b>		<b>6</b>	<b>57</b>
	<b>Molina</b>	Bexar	3	29
		Dallas	10	16
		El Paso	0	9
		Harris	9	46
		Hidalgo	11	16
		Jefferson	15	35
	<b>Molina Total</b>		<b>48</b>	<b>151</b>
	<b>Superior</b>	Bexar	19	143
		Dallas	8	55
		Hidalgo	15	41
		Lubbock	15	40
		MRSA Central	32	132
		MRSA West	20	75
		Nueces	9	41
	<b>Superior Total</b>		<b>118</b>	<b>527</b>
	<b>United</b>	Harris	37	68
		Jefferson	16	40
		MRSA NE	4	28
		MRSA Central	3	13
		Nueces	1	17
		Travis	4	25
	<b>United Total</b>		<b>65</b>	<b>191</b>

ATTACHMENT D  
Out-of-Network Utilization (2016 Q2)

Program	MCO Name	Service Area	Inpatient (15% Standard)	Recalculated Inpatient	ER (20% Standard)	Recalculated ER	Outpatient (20% Standard)	Recalculated Outpatient
Dental	DentaQuest	StateWide	0%		0%		0%	
	MCNA	StateWide	0%		0%		0%	
STAR	Aetna	Bexar	19.70%		38.63%		16.61%	
		Tarrant	4.56%		12.27%		18.71%	
	Amerigroup	Bexar	0.00%		2.00%		15.00%	
		Dallas	8.00%		24.00%		19.00%	
		Harris	11.00%		24.00%		19.00%	
		Jefferson	0.00%		11.00%		13.00%	
		Lubbock	2.00%		2.00%		11.00%	
		MRSA Central	10.00%		16.00%		9.00%	
		MRSA NE	3.00%		3.00%		13.00%	
		MRSA West	2.00%		7.00%		18.00%	
		Tarrant	10.00%		19.00%		20.00%	
	BCBS TX	Travis	7.01%		10.24%		18.90%	
	CHC	Harris	0.73%		4.33%		5.08%	
		Jefferson	1.01%		2.83%		7.26%	
	Christus	Nueces	4.59%		1.67%		20.04%	
	Community 1st	Bexar	2.00%		2.00%		9.00%	
	Cook	Tarrant	2.68%		9.00%		0.61%	
	Driscoll	Hidalgo	1.81%		2.85%		8.80%	
		Nueces	1.87%		3.25%		5.78%	
	El Paso 1st	El Paso	0.89%		1.22%		15.07%	
	First Care	Lubbock	1.13%		3.82%		7.93%	
		MRSA West	2.97%		3.23%		10.81%	
	Molina	Dallas	26.49%		36.75%		14.15%	
		El Paso	0.00%		1.04%		9.71%	
		Harris	15.57%		32.85%		12.00%	
		Hidalgo	0.42%		0.95%		14.38%	
		Jefferson	7.60%		15.02%		18.05%	
	Parkland	Dallas	5.50%		12.03%		12.82%	
	Scott and White	MRSA Central	4.25%		19.32%		4.97%	
	Sendero	Travis	2.75%		13.00%		6.60%	
	Seton	Travis	13.28%		37.64%		6.74%	
	Superior	Bexar	0.26%		0.36%		4.76%	
		El Paso	0.43%		0.67%		4.24%	
		Hidalgo	0.50%		0.50%		3.28%	
		Lubbock	0.32%		0.87%		4.51%	
		MRSA Central	0.76%		1.49%		6.31%	



ATTACHMENT D  
Out-of-Network Utilization (2016 Q2)

Program	MCO Name	Service Area	Inpatient (15% Standard)	Recalculated Inpatient	ER (20% Standard)	Recalculated ER	Outpatient (20% Standard)	Recalculated Outpatient
		MRSA NE	1.74%		2.05%		7.87%	
		MRSA West	0.72%		1.91%		10.00%	
		Nueces	0.90%		0.70%		5.83%	
		Travis	2.46%		1.52%		4.01%	
	Texas Children's	Harris	8.31%		24.22%		1.29%	
		Jefferson	2.52%		2.58%		5.03%	
	United	Harris	3.76%		12.99%		8.22%	
		Hidalgo	1.22%		1.78%		5.59%	
		Jefferson	1.93%		4.63%		9.00%	
STAR+PLUS	Amerigroup	Bexar	3.00%		2.00%		16.00%	
		El Paso	2.00%		1.00%		7.00%	
		Harris	23.00%		23.00%		13.00%	
		Jefferson	5.00%		5.00%		19.00%	
		Lubbock	2.00%		2.00%		11.00%	
		MRSA West	2.00%		5.00%		12.00%	
		Tarrant	11.00%		13.00%		20.00%	
		Travis	5.00%		4.00%		11.00%	
	Cigna-HealthSpring	Hidalgo	20.69%		17.61%		11.26%	
		MRSA NE	6.97%		7.42%		7.63%	
		Tarrant	36.49%		45.12%		32.95%	
	Molina	Bexar	5.24%		5.02%		10.73%	
		Dallas	44.29%		51.83%		12.93%	
		El Paso	0.40%		1.29%		8.51%	
		Harris	0.65%		0.90%		5.76%	
		Hidalgo	26.17%		26.35%		13.16%	
		Jefferson	10.95%		7.41%		13.59%	
		Travis	1.22%		1.78%		5.59%	
	Superior	Bexar	4.84%		0.38%		10.01%	
		Dallas	26.28%		35.61%		19.60%	
		Hidalgo	2.58%		0.94%		6.24%	
		Lubbock	11.51%		1.63%		8.22%	
		MRSA Central	5.10%		1.51%		11.11%	
		MRSA West	6.89%		2.84%		12.00%	
		Nueces	2.33%		0.83%		14.40%	
		Travis	2.46%		1.52%		4.01%	
	United	Harris	25.04%		39.00%		11.15%	
		Jefferson	10.32%		6.92%		14.75%	
		MRSA Central	10.45%		22.17%		11.80%	
		MRSA NE	10.10%		7.48%		10.72%	

ATTACHMENT D  
Out-of-Network Utilization (2016 Q2)

Program	MCO Name	Service Area	Inpatient (15% Standard)	Recalculated Inpatient	ER (20% Standard)	Recalculated ER	Outpatient (20% Standard)	Recalculated Outpatient
		Nueces	5.52%		2.12%		5.61%	
		Travis	3.66%		4.66%		8.31%	

**ATTACHMENT E**  
**HHSC GeoMapping**  
**PCP and ENT (2016SFQ2)**

Program	Service Area	MCO	Plan Code	Percent of MCO Child Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Adult Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Child Members Residing Within 75 Miles of a E.N.T. Physician
STAR	BEXAR	AETNA Better Health	43	100%	100%	100%
		Amerigroup	44	100%	100%	100%
		Community First Health Plans	42	100%	100%	100%
		Superior HealthPlan	40	100%	100%	100%
	DALLAS	Amerigroup	90	100%	100%	100%
		Molina Healthcare of Texas	95	100%	100%	100%
		Parkland HEALTHfirst	93	100%	100%	100%
	EL PASO	El Paso First Premier Plan	37	100%	100%	100%
		Molina Healthcare of Texas	31	100%	100%	100%
		Superior HealthPlan	36	100%	100%	100%
	HARRIS	Amerigroup	71	100%	100%	100%
		Community Health Choice	79	100%	100%	100%
		Molina Healthcare of Texas	7G	100%	100%	100%
		Texas Children's Health Plan	72	100%	100%	100%
		UnitedHealthcare Community Plan	7H	100%	100%	100%
	HIDALGO	Driscoll Children's Health Plan	H4	100%	100%	97%
		Molina Healthcare of Texas	H3	100%	100%	98%
		Superior Healthplan	H2	100%	100%	100%
		UnitedHealthcare Community Plan	H1	100%	100%	98%
	JEFFERSON	Amerigroup	8G	100%	100%	100%
		Community Health Choice	8H	100%	100%	100%
		Molina Healthcare of Texas	8J	100%	100%	100%
		Texas Children's Health Plan	8K	100%	100%	100%
		UnitedHealthcare Community Plan	8L	100%	100%	100%
	LUBBOCK	Amerigroup	53	99.98%	100%	100%
		FirstCare STAR	50	100.00%	100%	100%
		Superior HealthPlan	52	100.00%	100%	100%
	MRSA Central	RightCare from Scott and White Health Plan	C3	100%	100%	100%
		Superior HealthPlan	C2	100%	100%	100%
		Amerigroup	C1	100%	100%	100%

**ATTACHMENT E**  
**HHSC GeoMapping**  
**PCP and ENT (2016SFQ2)**

Program	Service Area	MCO	Plan Code	Percent of MCO Child Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Adult Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Child Members Residing Within 75 Miles of a E.N.T. Physician
	MRSA Northeast	Amerigroup	N1	100%	100%	100%
		Superior HealthPlan	N2	100%	100%	100%
	MRSA West	Amerigroup	W2	99.96%	99.94%	86.5%
		FirstCare STAR (MRSA)	W4	99.22%	99.34%	92.1%
		Superior HealthPlan	W3	99.17%	99.27%	94.8%
	NUECES	CHRISTUS Health Plan	88	99.98%	100%	100%
		Driscoll Children's Health Plan	82	100.00%	100%	100%
		Superior HealthPlan	83	100.00%	100%	100%
	TARRANT	AETNA Better Health	67	100%	100%	100%
		Amerigroup	63	100%	100%	100%
		Cook Children's Health Plan	66	100%	100%	100%
	TRAVIS	Blue Cross Blue Shield of Texas	1P	100%	100%	100%
		Sendero Health Plans	1N	100%	100%	100%
		Seton Health Plan	1A	100%	100%	100%
		Superior HealthPlan	10	100%	100%	100%
STAR Plus	BEXAR	Amerigroup	45	100%	100%	100%
		Molina Healthcare of Texas	46	100%	100%	100%
		Superior HealthPlan	47	100%	100%	100%
	DALLAS	Molina Healthcare of Texas	9F	100%	100%	100%
		Superior HealthPlan	9H	100%	100%	100%
	EL PASO	Amerigroup	34	100%	100%	100%
		Molina Healthcare of Texas	33	100%	100%	100%
	HARRIS	Amerigroup	7P	100%	100%	100%
		Molina Healthcare of Texas	7S	100%	100%	100%
		UnitedHealthcare Community Plan	7R	100%	100%	100%
	HIDALGO	HealthSpring	H7	100%	99.8%	97%
		Molina Healthcare of Texas	H6	100%	99.7%	99%
		Superior HealthPlan	H5	100%	99.5%	100%
	JEFFERSON	Amerigroup	8R	100%	100%	100%
		Molina Healthcare of Texas	8T	100%	100%	100%
		UnitedHealthcare Community Plan	8S	100%	100%	100%

**ATTACHMENT E**  
**HHSC GeoMapping**  
**PCP and ENT (2016SFQ2)**

Program	Service Area	MCO	Plan Code	Percent of MCO Child Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Adult Members Residing Within 30 Miles of 2 PCPs With an Open Panel	Percent of MCO Child Members Residing Within 75 Miles of a E.N.T. Physician
	LUBBOCK	Amerigroup	5A	100%	100%	100%
		Superior HealthPlan	5B	100%	100%	100%
	MRSA Central	Superior HealthPlan	C4	100%	100%	100%
		UnitedHealthcare Community Plan	C5	100%	100%	95%
	MRSA Northeast	Cigna-HealthSpring	N3	100%	100%	100%
		UnitedHealthcare Community Plan	N4	100%	100%	100%
	MRSA West	Amerigroup	W5	100%	100%	79%
		Superior HealthPlan	W6	99%	99%	95%
	NUECES	Superior HealthPlan	86	100%	100%	100%
		UnitedHealthcare Community Plan	85	100%	100%	100%
	TARRANT	Amerigroup	69	100%	100%	100%
		HealthSpring	6C	100%	100%	100%
	TRAVIS	Amerigroup	19	100%	100%	100%
		UnitedHealthcare Community Plan	18	100%	100%	100%

**Note:**

Children are under age 21; adults are age 21 and older.

ATTACHMENT G  
HHSC GeoMapping  
Pharmacy (2016SFQ2)

Program	Service Area	MCO	P l a n  C o d e	Percent of Child Members in Urban Counties Residing w/in 2 Miles of One Pharmacy	Percent of Child Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy	Percent of Child Members in Rural Counties Residing w/in 15 Miles of One Pharmacy	Percent of Child Members in Urban Counties Residing w/in 2 Miles of Two Pharmacies	Percent of Child Members in Suburban Counties Residing w/in 5 Miles of Two Pharmacies	Percent of Child Members in Rural Counties Residing w/in 15 Miles of Two Pharmacies	Percent of Adult Members in Urban Counties Residing w/in 2 Miles of One Pharmacy	Percent of Adult Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy	Percent of Adult Members in Rural Counties Residing w/in 15 Miles of One Pharmacy	Percent of Adult Members in Urban Counties Residing w/in 2 Miles of Two Pharmacies	Percent of Adult Members in Suburban Counties Residing w/in 5 Miles of Two Pharmacies	Percent of Adult Members in Rural Counties Residing w/in 15 Miles of Two Pharmacies
STAR	BEXAR	AETNA Better Health	43	94.12	72.77	NA	90.34	61.73	NA	94.49	72.80	NA	91.68	61.09	NA
		Amerigroup	44	93.99	75.36	NA	90.25	66.63	NA	94.79	74.44	NA	89.58	68.89	NA
		Community First Health Plans	42	94.12	78.84	NA	89.93	74.75	NA	94.78	74.24	NA	90.95	69.57	NA
		Superior HealthPlan	40	93.73	73.12	NA	87.51	62.39	NA	93.69	72.57	NA	88.32	61.19	NA
	DALLAS	Amerigroup	90	95.37	92.51	100.00	92.71	87.65	98.13	95.07	91.62	100.00	92.32	87.19	95.75
		Molina Healthcare of Texas	95	95.98	93.17	100.00	93.54	90.30	97.49	95.10	92.38	100.00	92.38	90.78	100.00
		Parkland HEALTHfirst	93	94.92	89.66	98.11	90.33	82.50	96.22	94.65	89.57	90.32	89.94	81.33	87.10
	EL Paso	El Paso First Premier Plan	37	84.45	0.00	NA	80.43	0.00	NA	86.63	0.00	NA	82.62	0.00	NA
		Molina Healthcare of Texas	31	87.76	0.00	NA	82.69	0.00	NA	88.35	NA	NA	84.55	NA	NA
		Superior HealthPlan	36	84.94	0.00	NA	79.25	0.00	NA	86.42	0.00	NA	80.20	0.00	NA
	HARRIS	Amerigroup	71	97.91	90.29	99.81	93.67	85.87	96.82	97.64	91.31	100.00	92.67	86.64	96.92
		Community Health Choice	79	96.83	92.50	99.78	93.83	85.19	94.73	97.41	93.43	99.44	94.14	86.98	93.79
		Molina Healthcare of Texas	7G	97.84	93.06	100.00	95.83	87.84	80.10	97.83	95.64	100.00	94.06	89.45	75.76
		Texas Children's Health Plan	72	96.96	91.76	99.50	93.91	85.24	86.66	96.72	92.67	96.83	93.49	86.44	87.30
		UnitedHealthcare Community Plan	7H	95.57	92.99	100.00	91.91	87.42	83.65	95.19	91.21	100.00	91.15	84.04	96.08
	HIDALGO	Driscoll Children's Health Plan	H4	78.54	NA	99.03	73.80	NA	87.31	81.08	NA	99.37	76.45	NA	78.10
		Molina Healthcare of Texas	H3	80.81	NA	99.58	74.98	NA	96.00	84.24	NA	99.49	77.99	NA	93.43
		Superior Healthplan	H2	74.06	NA	99.18	68.34	NA	93.81	79.16	NA	98.90	73.31	NA	93.11
		UnitedHealthcare Community Plan	H1	78.29	NA	99.34	70.61	NA	94.14	79.90	NA	97.51	72.20	NA	86.72
	JEFFERSON	Amerigroup	8G	90.93	78.55	98.63	80.12	73.90	97.26	90.73	82.19	97.74	80.00	76.71	96.24
		Community Health Choice	8H	90.75	70.65	98.62	80.63	62.73	94.71	89.68	73.79	98.32	78.42	64.56	95.19
		Molina Healthcare of Texas	8J	89.73	80.98	98.67	81.06	74.29	97.16	89.09	79.82	96.88	79.39	71.93	93.75
		Texas Children's Health Plan	8K	90.74	76.30	97.89	81.46	69.33	93.57	89.30	77.71	96.51	77.86	70.48	94.32
		UnitedHealthcare Community Plan	8L	90.00	82.64	98.05	78.12	77.71	96.99	87.80	84.40	97.61	75.93	80.80	94.69
	LUBBOCK	Amerigroup	53	90.48	88.74	99.27	82.55	84.34	83.86	90.06	86.79	100.00	83.68	83.02	85.32
		FirstCare STAR	50	91.11	87.31	96.24	84.70	79.54	91.53	90.98	87.81	96.28	85.77	82.27	90.07
		Superior HealthPlan	52	91.13	91.65	95.81	83.86	87.27	79.34	91.41	92.67	95.14	85.56	87.10	81.14

**ATTACHMENT G  
HHSC GeoMapping  
Pharmacy (2016SFQ2)**

Program	Service Area	MCO	P l a n  C o d e	Percent of Child Members in Urban Counties Residing w/in 2 Miles of One Pharmacy	Percent of Child Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy	Percent of Child Members in Rural Counties Residing w/in 15 Miles of One Pharmacy	Percent of Child Members in Urban Counties Residing w/in 2 Miles of Two Pharmacies	Percent of Child Members in Suburban Counties Residing w/in 5 Miles of Two Pharmacies	Percent of Child Members in Rural Counties Residing w/in 15 Miles of Two Pharmacies	Percent of Adult Members in Urban Counties Residing w/in 2 Miles of One Pharmacy	Percent of Adult Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy	Percent of Adult Members in Rural Counties Residing w/in 15 Miles of One Pharmacy	Percent of Adult Members in Urban Counties Residing w/in 2 Miles of Two Pharmacies	Percent of Adult Members in Suburban Counties Residing w/in 5 Miles of Two Pharmacies	Percent of Adult Members in Rural Counties Residing w/in 15 Miles of Two Pharmacies
	MRSA Central	Amerigroup	C1	80.44	81.80	96.03	69.71	69.84	90.82	76.80	78.57	94.94	64.22	71.43	86.58
		RightCare from Scott and White Health Plan	C3	79.56	80.16	96.26	69.62	67.58	86.37	79.18	77.29	96.15	70.00	66.18	88.66
		Superior HealthPlan	C2	81.48	76.94	93.72	70.61	48.60	89.90	78.55	76.40	93.53	66.85	53.04	89.42
	MRSA Northeast	Amerigroup	N1	75.26	65.06	99.49	64.10	53.73	96.32	75.83	60.61	99.45	63.74	50.65	94.83
		Superior HealthPlan	N2	72.97	51.44	98.14	63.05	46.21	94.14	72.86	47.93	97.48	62.55	43.01	94.03
	MRSA West	Amerigroup	W2	76.68	57.79	97.32	70.53	17.21	83.70	82.09	56.86	97.32	76.00	11.76	84.79
		FirstCare STAR (MRSA)	W4	83.32	63.93	90.31	76.30	30.25	79.51	82.38	70.34	90.85	75.12	27.12	80.72
		Superior HealthPlan	W3	79.51	61.19	92.21	71.97	11.69	76.86	80.63	56.73	92.87	72.42	12.50	77.60
	NUECES	CHRISTUS Health Plan	88	90.06	93.25	99.10	87.09	60.79	96.85	93.51	95.45	97.73	90.54	72.73	90.91
		Driscoll Children's Health Plan	82	89.39	93.59	99.40	86.15	53.78	94.63	89.88	92.28	99.66	86.74	56.99	94.92
		Superior HealthPlan	83	89.96	87.99	97.02	82.81	57.79	94.85	89.18	87.19	96.86	81.93	62.56	93.46
	TARRANT	AETNA Better Health	67	96.18	90.78	NA	92.87	82.30	NA	96.07	88.59	NA	92.45	80.78	NA
		Amerigroup	63	96.26	92.98	NA	93.40	86.33	NA	95.61	91.59	NA	92.30	83.48	NA
		Cook Children's Health Plan	66	95.04	83.68	NA	91.91	73.52	NA	95.45	84.76	NA	91.83	75.05	NA
	TRAVIS	Blue Cross Blue Shield of Texas	1P	81.78	81.67	96.74	73.80	78.36	96.43	86.08	84.48	93.14	79.87	82.04	91.18
		Sendero Health Plans	1N	80.49	77.82	95.15	73.75	75.02	93.83	87.80	82.91	96.30	80.24	78.48	96.30
		Seton Health Plan	1A	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 HealthPlan	10	81.08	78.04	96.67	73.76	73.70	95.82	85.04	82.87	97.50	78.30	78.30	97.08
STAR Plus	BEXAR	Amerigroup	45	92.41	86.36	NA	89.87	77.27	NA	93.24	69.21	NA	89.58	60.04	NA
		Molina Healthcare of Texas	46	93.94	71.43	NA	90.91	71.43	NA	94.85	78.55	NA	91.90	72.42	NA
		Superior HealthPlan	47	92.08	76.32	NA	85.64	62.28	NA	93.52	72.88	NA	88.04	61.75	NA
	DALLAS	Molina Healthcare of Texas	9F	93.54	90.16	100.00	90.70	90.16	100.00	95.30	89.57	100.00	92.98	87.08	100.00
		Superior HealthPlan	9H	94.35	88.03	100.00	89.65	84.62	91.67	94.39	88.52	98.57	89.75	82.78	95.71
	EL Paso	Amerigroup	34	86.47	NA	NA	84.21	NA	NA	88.76	NA	NA	85.80	NA	NA
		Molina Healthcare of Texas	33	91.07	NA	NA	86.31	NA	NA	91.43	0.00	NA	87.24	0.00	NA
	HARRIS	Amerigroup	7P	97.77	92.60	100.00	94.28	88.42	100.00	97.81	90.61	99.35	93.86	85.83	93.51
		Molina Healthcare of Texas	7S	98.22	93.80	100.00	95.55	91.47	100.00	97.28	91.65	99.08	95.13	86.51	85.25
		UnitedHealthcare Community Plan	7R	95.64	93.87	100.00	91.36	90.04	100.00	95.78	92.36	97.32	91.63	86.40	90.18
	HIDALGO	HealthSpring	H7	76.62	NA	100.00	66.91	NA	100.00	82.57	NA	95.20	76.81	NA	90.68
		Molina Healthcare of Texas	H6	80.13	NA	100.00	73.87	NA	93.55	86.03	NA	99.54	81.88	NA	95.39
		Superior HealthPlan	H5	75.64	NA	98.11	70.53	NA	94.34	82.37	NA	98.00	77.39	NA	91.34
	JEFFERSON	Amerigroup	8R	95.83	82.00	100.00	83.33	78.00	100.00	90.71	81.64	98.69	78.04	74.34	96.74
		Molina Healthcare of Texas	8T	87.04	90.00	100.00	79.63	90.00	100.00	91.21	83.59	99.05	80.15	78.28	98.10
		UnitedHealthcare Community Plan	8S	90.43	89.06	100.00	77.66	82.81	91.30	90.60	80.53	97.73	75.33	74.83	93.88
	LUBBOCK	Amerigroup	5A	90.38	100.00	95.24	88.46	100.00	76.19	91.19	86.54	99.10	84.93	82.69	78.21
		Superior HealthPlan	5B	85.34	100.00	90.32	81.15	71.43	61.29	90.78	91.16	94.58	83.80	86.62	72.55
	MRSA Central	Superior HealthPlan	C4	86.73	81.82	88.89	75.22	63.64	88.89	81.39	77.05	94.74	73.10	50.97	90.07
		UnitedHealthcare Community Plan	C5	86.42	80.00	90.00	71.60	80.00	90.00	82.02	81.75	93.80	68.74	68.12	86.48
	MRSA Northeast	Cigna-HealthSpring	N3	75.00	90.91	96.43	65.91	90.91	89.29	76.47	55.58	98.04	66.54	48.37	92.48
		UnitedHealthcare Community Plan	N4	75.79	57.14	100.00	68.42	57.14	95.12	77.15	60.57	99.18	67.87	51.03	95.33
	MRSA West	Amerigroup	W5	88.37	75.00	97.67	74.42	25.00	86.05	84.84	63.64	97.68	79.53	27.27	83.83
		Superior HealthPlan	W6	84.50	71.43	93.40	79.84	0.00	77.36	83.72	55.11	90.62	75.46	12.00	74.30
	NUECES	Superior HealthPlan	86	90.80	92.59	97.30	84.29	48.15	93.24	88.66	85.47	95.58	79.30	49.26	93.43
		UnitedHealthcare Community Plan	85	91.30	75.00	58.33	89.13	25.00	58.33	90.84	80.13	65.85	87.45	61.86	59.10
	TARRANT	Amerigroup	69	95.51	91.90	NA	92.64	81.78	NA	96.33	86.89	NA	93.61	77.89	NA
		HealthSpring	6C	92.62	96.55	NA	88.52	86.21	NA	94.32	82.84	NA	87.49	74.49	NA
	TRAVIS	Amerigroup	19	82.91	88.37	100.00	72.36	83.72	100.00	86.76	77.42	94.48	79.38	73.45	91.16
		UnitedHealthcare Community Plan	18	79.67	72.09	100.00	72.36	65.12	100.00	88.15	62.01	97.22	80.82	58.06	95.83

**Notes:**

1 - Children are under age 21; adults are age 21 and older.

2 - NA = Not applicable, no plan members in this type of county.

**ATTACHMENT H  
HHSC Dental GeoMapping  
2016SFQ2**

<b>DMO</b>	<b>Dental Region</b>	<b>Percent of Members in Rural Counties Residing w/in 75 Miles of At least 2 Main/General Dentists</b>	<b>Percent of Members in Urban Counties Residing w/in 30 Miles of At Least 2 Main/General Dentists</b>	<b>Percent of Members Within 75 Miles of At Least 1 Pediatric Dentists</b>	<b>Percent of Members Within 75 Miles of at Least 1 Periodontists</b>	<b>Percent of Members Within 75 Miles of at Least 1 Orthodontist s</b>	<b>Percent of Members Within 75 Miles of at Least 1 Endodontists</b>	<b>Percent of Members Within 75 Miles of At Least 1 Prosthodontist s</b>	<b>Percent of Members Within 75 Miles of At Least 1 Oral Surgeons</b>
<b>DentaQuest</b>	High Plains	99.97%	100%	95.86%	0.00%	95.97%	51.17%	0%	95.96%
	Northwest Texas	100%	100.00%	99.74%	7.63%	99.74%	7.10%	0%	91.91%
	Metroplex	100%	100%	100%	100%	100%	100%	0%	100%
	Upper East Texas	100%	100%	100%	14.94%	100%	39%	0%	100.00%
	Southeast Texas	100%	100%	100%	67.40%	100%	73.60%	0.00%	100%
	Gulf Coast	100%	100%	100%	100%	100%	100%	0.00%	100%
	Central Texas	100%	100.0%	100%	99.60%	100%	99%	0.00%	100%
	Upper South Texas	100%	100.0%	100%	89.04%	90.72%	97.24%	0.00%	94%
	West Texas	100.00%	100.00%	99.88%	0.00%	99.26%	0%	0%	12.58%
	Upper Rio Grande	87.11%	100.00%	99.67%	99.67%	99.67%	99.67%	0%	99.67%
	Lower South Texas	100%	100%	100%	84.59%	100%	100%	69.87%	100%
	<b>Statewide</b>	<b>99.97%</b>	<b>100.0%</b>	<b>99.87%</b>	<b>86.62%</b>	<b>98.93%</b>	<b>91.92%</b>	<b>9.92%</b>	<b>97.53%</b>
<b>MCNA</b>	High Plains	99.95%	100.00%	96.61%	0.00%	96.77%	0.00%	0%	96.61%
	Northwest Texas	100%	100.00%	99.78%	6.16%	69.54%	6.01%	0%	98.06%
	Metroplex	100%	100%	100%	100%	100%	100.00%	0%	100%
	Upper East Texas	100%	100%	100%	15.48%	100%	16%	0%	100.00%
	Southeast Texas	100%	100%	100%	60.28%	96%	75.32%	0.00%	100%
	Gulf Coast	100%	100%	100%	100%	100%	99.9%	0.00%	100%
	Central Texas	100%	100.0%	100%	99.41%	100%	93%	0.00%	100%
	Upper South Texas	100%	100%	100%	90.77%	91.47%	90.49%	0.00%	100%
	West Texas	100.00%	100.00%	99.90%	0.00%	88.10%	0%	0%	13.06%
	Upper Rio Grande	92.27%	100.00%	99.63%	100%	99.63%	99.62%	0%	99.63%
	Lower South Texas	100%	100%	100%	84.30%	100%	100%	0%	100%
	<b>Statewide</b>	<b>99.98%</b>	<b>99.99%</b>	<b>99.87%</b>	<b>86.47%</b>	<b>98.09%</b>	<b>88.19%</b>	<b>0.00%</b>	<b>98.34%</b>

**Medicaid Dental Plan Codes:**

1M=DentaQuest

1J=DentaQuest

**NPPES Taxonomy Codes:**

122300000X, 1223G0001X, 122 General Practice (includes pediatric dentistry)

1223P0221X Pediatric Dentistry

1223P0300X Periodontics

1223E0200X Endodontics

1223X0400X Orthodontics and Dentofacial Orthopedics

1223P0700X Prosthodontics

1223S0112X, 204E00000X, 261C Oral and Maxillofacial Surgery



ATTACHMENT I  
STAR MCO GeoMapping (16SFQ2)

MCO	SDA	Percent of <i>Child</i> Members Residing w/in 30 Miles of <i>Two</i> Open Panel PCPs	Percent of <i>Female Child</i> Members Residing w/in 75 Miles of <i>One</i> Obstetrician/Gyn. Obstetrician	Percent of <i>Child</i> Members Residing w/in 75 Miles of <i>One</i> Orthopedic Surgeon	Percent of <i>Child</i> Members Residing w/in 75 Miles of <i>One</i> ENT	Percent of <i>Child</i> Members in Urban Counties Residing w/in 30 Miles of <i>One</i> Outpatient Behavioral Health Provider	Percent of <i>Child</i> Members in Rural Counties Residing w/in 75 Miles of <i>One</i> Outpatient Behavioral Health Provider	Percent of <i>Child</i> Members Residing w/in 30 Miles of <i>One</i> Acute Care Hospital	Percent of <i>Adult</i> Members Residing w/in 30 Miles of <i>One</i> Open Panel PCP	Percent of <i>Female Adult</i> Members Residing w/in 75 Miles of <i>One</i> Obstetrician/Gynecologist	Percent of <i>Adult</i> Members Residing w/in 75 Miles of <i>One</i> Orthopedic Surgeon	Percent of <i>Adult</i> Members Residing w/in 75 Miles of <i>One</i> Cardiovascular Disease Specialist	Percent of <i>Adult</i> Members Residing w/in 75 Miles of <i>One</i> General Surgeon	Percent of <i>Adult</i> Members Residing w/in 75 Miles of <i>One</i> Urologist	Percent of <i>Adult</i> Members Residing w/in 75 Miles of <i>One</i> Ophthalmologist	Percent of <i>Adult</i> Members in Urban Counties Residing w/in 30 Miles of <i>One</i> Outpatient Behavioral Health Provider	Percent of <i>Adult</i> Members in Rural Counties Residing w/in 75 Miles of <i>One</i> Outpatient Behavioral Health Provider	Percent of <i>Adult</i> Members Residing w/in 30 Miles of <i>One</i> Acute Care Hospital
Aetna	Bear	100.00%	100.00%	100.00%	100.00%	99.96%	N/A	97.30%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.84%
	Tarrant	97.70%	100.00%	100.00%	100.00%	100.00%	N/A	99.72%	97.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	99.97%
Amerigroup	Bear	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.37%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	99.21%
	Dallas	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	99.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.38%
	Harris	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Jefferson	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
	Lubbock	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	MRSA Central	99.99%	100.00%	100.00%	99.87%	100.00%	100.00%	98.96%	99.42%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.67%
	MRSA East	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%	97.73%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.98%
BCBS	MRSA West	99.16%	100.00%	100.00%	99.92%	100.00%	100.00%	97.84%	99.97%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	97.18%
	Tarrant	97.30%	98.50%	94.63%	91.41%	98.98%	98.50%	99.83%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.19%
CHRISTUS	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Nueces	99.91%	100.00%	100.00%	98.94%	97.86%	100.00%	97.41%	99.83%	100.00%	100.00%	100.00%	100.00%	94.52%	94.52%	100.00%	100.00%	98.43%
Community First	Bear	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	99.90%	99.90%
	Harris	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%
Community Health Choice	Jefferson	100.00%	100.00%	100.00%	99.76%	100.00%	100.00%	99.29%	99.15%	100.00%	100.00%	100.00%	100.00%	99.96%	100.00%	100.00%	100.00%	100.00%
	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	99.10%	99.80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.80%
Cosh Children's	Hidalgo	99.90%	99.20%	99.20%	98.30%	99.80%	100.00%	97.20%	100.00%	98.90%	99.00%	98.90%	98.90%	98.90%	100.00%	100.00%	100.00%	98.10%
	Nueces	100.00%	100.00%	100.00%	99.70%	100.00%	100.00%	98.30%	100.00%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	99.80%	99.90%	98.00%
El Paso First	Bear	99.56%	99.99%	99.98%	99.95%	99.97%	100.00%	99.56%	99.84%	100.00%	100.00%	100.00%	100.00%	99.98%	100.00%	99.98%	100.00%	99.82%
	Travis	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	95.10%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	94.90%
FirstCare	MRSA West	96.40%	95.00%	93.50%	73.30%	100.00%	99.89%	95.00%	97.00%	95.30%	91.10%	97.40%	90.20%	85.90%	100.00%	99.80%	100.00%	91.60%
	Travis	100.00%	100.00%	100.00%	N/A	100.00%	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	100.00%	100.00%
Molina	El Paso	99.60%	100.00%	99.90%	99.90%	100.00%	N/A	99.60%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	100.00%
	Harris	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Hidalgo	99.80%	99.80%	97.80%	99.80%	100.00%	100.00%	98.30%	100.00%	100.00%	100.00%	100.00%	100.00%	97.80%	100.00%	99.90%	100.00%	98.60%
	Jefferson	99.80%	100.00%	100.00%	73.42%	100.00%	100.00%	91.90%	100.00%	100.00%	100.00%	100.00%	100.00%	93.40%	100.00%	100.00%	100.00%	91.40%
Packland	MRSA Central	100.00%	100.00%	100.00%	100.00%	98.70%	100.00%	98.80%	100.00%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	99.80%	100.00%	99.90%
	Travis	100.00%	100.00%	100.00%	98.80%	100.00%	100.00%	98.90%	100.00%	100.00%	100.00%	100.00%	100.00%	97.80%	97.80%	100.00%	100.00%	99.90%
Scott and White	Travis	97.70%	99.70%	99.60%	99.80%	100.00%	100.00%	97.70%	99.40%	99.90%	99.90%	99.90%	99.90%	99.90%	99.10%	100.00%	100.00%	97.60%
	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Sondera	Bear	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	N/A	99.90%
	El Paso	99.70%	99.90%	99.80%	99.80%	100.00%	99.10%	99.60%	99.70%	99.90%	99.90%	99.90%	99.90%	99.90%	99.90%	100.00%	99.90%	99.70%
United	Hidalgo	99.70%	100.00%	100.00%	99.80%	100.00%	100.00%	99.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	98.90%
	Lubbock	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%
Texas Children's	MRSA Central	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%
	MRSA East	100.00%	100.00%	100.00%	99.80%	100.00%	100.00%	99.70%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%
Nueces	MRSA West	99.80%	99.20%	98.50%	93.50%	99.90%	99.80%	98.40%	99.00%	99.00%	98.70%	99.10%	99.40%	95.70%	100.00%	99.90%	100.00%	96.70%
	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.70%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.40%
Texas Children's	Harris	99.83%	99.90%	99.90%	99.90%	100.00%	100.00%	99.81%	99.57%	99.72%	99.72%	99.72%	99.72%	99.72%	99.80%	100.00%	100.00%	99.54%
	Jefferson	99.84%	99.82%	99.82%	99.88%	100.00%	100.00%	99.10%	98.90%	99.81%	99.81%	99.81%	99.81%	99.81%	99.81%	100.00%	100.00%	97.50%
United	Harris	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	Hidalgo	99.80%	100.00%	99.80%	97.40%	100.00%	100.00%	98.70%	100.00%	99.80%	99.80%	99.80%	99.80%	99.80%	99.80%	100.00%	100.00%	98.20%
Jefferson	Travis	100.00%	100.00%	100.00%	98.80%	100.00%	100.00%	99.60%	100.00%	100.00%	100.00%	100.00%	100.00%	99.80%	99.80%	100.00%	100.00%	99.30%

ATTACHMENT I  
STAR+PLUS MCO Geomapping (16SFQ2)

MCO	Service Area	Percent of <b>Child</b> Members Residing w/in 30 Miles of <b>Two</b> Open Panel PCP	Percent of <b>Female Child</b> Members Residing w/in 75 Miles of <b>One</b> Obstetrician/G ynecologist	Percent of <b>Child</b> Members Residing w/in 75 Miles of <b>One</b> Orthopedic Surgeon	Percent of <b>Child</b> Members Residing w/in 75 Miles of <b>One</b> Otolaryngologist (ENT)	Percent of <b>Child</b> Members residing within 30 miles of <b>One</b> Outpatient Behavioral Health Provider	Percent of <b>Child</b> Members Residing w/in 75 Miles of <b>One</b> Outpatient Behavioral Health Provider	Percent of <b>Child</b> Members Residing w/in 30 Miles of <b>One</b> Acute Care Hospital
Amerigroup	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	97.3%
	El Paso	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%
	Harris	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Jefferson	99.6%	100.0%	100.0%	99.3%	100.0%	100.0%	97.5%
	Lubbock	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MRSA West	100.0%	100.0%	99.2%	73.6%	100.0%	100.0%	91.8%
	Tarrant	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cigna-HealthSpring	Travis	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	100.0%	100.0%	100.0%	94.3%	100.0%	100.0%	100.0%
	MRSA NE	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	99.6%
Molina	Tarrant	99.4%	100.0%	99.4%	99.4%	100.0%	N/A	99.4%
	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Dallas	100.0%	100.0%	100.0%	100.0%	N/A	N/A	100.0%
	El Paso	100.0%	99.9%	100.0%	100.0%	100.0%	N/A	100.0%
	Harris	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	99.7%	99.5%	99.7%	98.5%	100.0%	100.0%	99.0%
Superior	Jefferson	100.0%	100.0%	100.0%	84.0%	100.0%	100.0%	92.0%
	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
	Dallas	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
	Lubbock	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MRSA Central	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
United	MRSA West	99.7%	100.0%	98.0%	96.4%	100.0%	99.4%	96.4%
	Nueces	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%
	Harris	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Jefferson	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	99.6%
	MRSA Central	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
	MRSA NE	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.6%
	Nueces	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	97.3%
	Travis	98.8%	100.0%	100.0%	100.0%	93.0%	94.1%	97.5%

ATTACHMENT I  
STAR+PLUS MCO Geomapping (16SFQ2)

MCO	Service Area	Percent of Adult Members Residing w/in 30 Miles of One Open Panel PCP	Percent of Adult Members Residing w/in 75 Miles of One Obstetrician/Gynecologist	Percent of Adult Members Residing w/in 75 Miles of One Orthopedic Surgeon	Percent of Adult Members Residing w/in 75 Miles of One Cardiovascular Disease Specialist	Percent of Female Adult Members Residing w/in 75 Miles of One General Surgeon	Percent of Adult Members Residing w/in 75 Miles of One Urologist	Percent of Adult Members Residing w/in 75 Miles of One Ophthalmologist
Amerigroup	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	El Paso	99.2%	100.0%	99.7%	99.8%	99.8%	99.8%	99.8%
	Harris	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Jefferson	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Lubbock	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MRSA West	98.5%	98.5%	94.1%	93.7%	98.4%	93.5%	96.7%
	Tarrant	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cigna-HealthSpring	Travis	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	99.4%	99.9%	99.9%	93.4%	99.9%	90.1%	99.9%
	MRSA NE	99.9%	99.9%	99.5%	99.9%	93.4%	90.1%	93.4%
Molina	Tarrant	99.9%	100.0%	99.9%	99.9%	99.9%	97.8%	100.0%
	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Dallas	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	El Paso	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%
	Harris	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	99.6%	99.5%	99.6%	99.6%	99.6%	95.3%	99.6%
Superior	Jefferson	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%
	Bexar	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Dallas	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Hidalgo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Lubbock	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%
	MRSA Central	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	MRSA West	99.3%	98.9%	96.9%	99.1%	99.3%	96.4%	96.9%
United	Nueces	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Harris	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%
	Jefferson	100.0%	97.4%	100.0%	100.0%	99.8%	99.0%	100.0%
	MRSA Central	99.8%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%
	MRSA NE	100.0%	100.0%	99.8%	100.0%	100.0%	96.7%	100.0%
	Nueces	100.0%	97.5%	99.6%	100.0%	100.0%	99.6%	100.0%
	Travis	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%

ATTACHMENT I  
STAR+PLUS MCO Geomapping (16SFQ2)

MCO	Service Area	Percent of <b>Adult</b> Members Residing w/in 75 Miles of Percent of Adult Members in Urban Counties Residing w/in 30 Miles of <b>One Outpatient Behavioral Health Provider</b>	Percent of <b>Adult</b> Members in Rural Counties Residing w/in 75 Miles of <b>One Outpatient Behavioral Health Provider</b>	Percent of <b>Adult</b> Members Residing w/in 30 Miles of <b>One</b> Acute Care Hospital
Amerigroup	Bexar	100.0%	100.0%	100.0%
	El Paso	100.0%	75.0%	99.0%
	Harris	100.0%	100.0%	99.8%
	Jefferson	100.0%	100.0%	97.0%
	Lubbock	100.0%	100.0%	99.0%
	MRSA West	100.0%	96.7%	87.1%
	Tarrant	100.0%	100.0%	100.0%
	Travis	100.0%	100.0%	100.0%
Cigna-HealthSpring	Hidalgo	100.0%	100.0%	99.1%
	MRSA NE	99.7%	99.9%	99.4%
	Tarrant	96.3%	99.9%	100.0%
Molina	Bexar	100.0%	100.0%	99.3%
	Dallas	N/A	N/A	100.0%
	El Paso	100.0%	0.0%	99.6%
	Harris	100.0%	100.0%	99.9%
	Hidalgo	100.0%	100.0%	97.8%
	Jefferson	100.0%	100.0%	93.5%
Superior	Bexar	100.0%	N/A	100.0%
	Dallas	100.0%	100.0%	100.0%
	Hidalgo	99.9%	100.0%	97.7%
	Lubbock	100.0%	100.0%	99.9%
	MRSA Central	100.0%	100.0%	99.9%
	MRSA West	99.9%	99.7%	96.7%
	Nueces	100.0%	100.0%	97.7%
United	Harris	100.0%	100.0%	100.0%
	Jefferson	99.9%	100.0%	99.4%
	MRSA Central	90.0%	92.0%	95.0%
	MRSA NE	96.5%	99.8%	96.6%
	Nueces	98.2%	100.0%	97.2%
	Travis	100.0%	100.0%	100.0%

ATTACHMENT J  
Pharmacy GeoMapping  
16SFQ2

MCO	Program	SDA	STAR MRSA			STAR+PLUS and Non-MRSA STAR		All Programs and SDAs
			Percent of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy (75% standard)	Percent of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy (55% standard)	Percent of Members in Rural Counties Residing w/in 15 Miles of One Pharmacy (90% standard)	Percent of Members in Urban Counties Residing w/in 2 Miles of One Pharmacy (80% standard)	Percent of Members in Suburban Counties Residing w/in 5 Miles of One Pharmacy (75% standard)	Percent of Members Residing w/in 75 Miles of One 24-Hour Pharmacy (90% standard)
Aetna	STAR	Bexar	N/A	N/A	N/A	90.20%	67.40%	100.00%
	STAR	Tarrant	N/A	N/A	99.10%	93.90%	87.10%	100.00%
Amerigroup	STAR	Bexar	N/A	N/A	100.00%	89.30%	65.28%	100.00%
	STAR+PLUS	Bexar	N/A	N/A	100.00%	90.45%	71.14%	100.00%
	STAR	Dallas	N/A	N/A	97.53%	91.65%	89.03%	100.00%
	STAR+PLUS	El Paso	N/A	N/A	0.00%	84.12%	0.00%	99.66%
	STAR	Harris	N/A	N/A	96.49%	95.24%	85.58%	100.00%
	STAR+PLUS	Harris	N/A	N/A	94.64%	94.94%	87.07%	100.00%
	STAR+PLUS	Jefferson	N/A	N/A	94.09%	79.84%	72.26%	99.65%
	STAR	Lubbock	N/A	N/A	93.48%	83.77%	78.29%	100.00%
	STAR+PLUS	Lubbock	N/A	N/A	91.61%	86.53%	76.52%	100.00%
	STAR	MRSA Central	67.39%	28.57%	86.95%	N/A	N/A	100.00%
	STAR	MRSA Northeast	63.19%	36.75%	100.00%	N/A	N/A	99.84%
	STAR	MRSA West	81.81%	45.45%	77.92%	N/A	N/A	81.81%
	STAR+PLUS	MRSA West	81.70%	38.51%	82.51%	N/A	N/A	65.90%
	STAR	Tarrant	N/A	N/A	100.00%	94.28%	88.36%	100.00%
	STAR+PLUS	Tarrant	N/A	N/A	98.76%	94.77%	85.69%	100.00%
	STAR	Jefferson	N/A	N/A	95.07%	78.44%	65.59%	99.85%
	STAR+PLUS	Travis	N/A	N/A	92.71%	84.26%	80.01%	100.00%
BCBS	STAR	Travis	N/A	N/A	92.60%	78.70%	80.10%	99.90%
CHC	STAR	Harris	N/A	N/A	99.40%	96.90%	91.50%	99.90%
	STAR	Jefferson	N/A	N/A	97.80%	89.40%	74.50%	99.90%
Christus	STAR	Nueces			97.60%	84.90%	87.70%	100.00%
Cigna-HealthSpring	STAR+PLUS	Hidalgo	N/A	N/A	96.50%	83.40%	N/A	83.40%
	STAR+PLUS	MRSA Northeast	N/A	N/A	98.90%	78.30%	61.30%	100.00%
	STAR+PLUS	Tarrant	N/A	N/A	N/A	97.00%	88.70%	100.00%
Community 1st	STAR	Bexar	N/A	N/A	92.40%	93.90%	79.50%	99.90%
Cook Children's	STAR	Tarrant	N/A	N/A	99.10%	97.00%	88.80%	99.90%
Driscoll	STAR	Hidalgo	N/A	N/A	94.00%	80.30%	84.60%	76.70%
	STAR	Nueces	N/A	N/A	98.70%	88.10%	88.70%	99.90%
El Paso 1st	STAR	El Paso	N/A	N/A	7.00%	81.70%	100.00%	99.90%
FirstCare	STAR	MRSA West	82.00%	57.50%	90.70%	N/A	N/A	87.60%
	STAR	Lubbock	N/A	N/A	95.90%	88.40%	85.50%	99.90%
Molina	STAR+PLUS	Bexar	N/A	N/A	N/A	91.20%	68.30%	100.00%
	STAR	Dallas	N/A	N/A	99.70%	91.40%	90.60%	100.00%
	STAR+PLUS	Dallas	N/A	N/A	100.00%	90.10%	86.50%	100.00%
	STAR	El Paso	N/A	N/A	N/A	79.70%	0.00%	99.90%
	STAR+PLUS	El Paso	N/A	N/A	N/A	85.30%	0.00%	99.90%
	STAR	Harris	N/A	N/A	98.70%	96.10%	89.40%	100.00%
	STAR+PLUS	Harris	N/A	N/A	97.00%	95.30%	88.10%	100.00%
	STAR	Hidalgo	N/A	N/A	96.80%	70.70%	N/A	75.10%
	STAR+PLUS	Hidalgo	N/A	N/A	96.30%	77.00%	N/A	75.60%
	STAR	Jefferson	N/A	N/A	93.70%	83.60%	67.90%	99.70%

ATTACHMENT J  
Pharmacy GeoMapping  
16SFQ2

	STAR+PLUS	Jefferson	N/A	N/A	98.10%	85.50%	69.30%	99.80%
<b>Parkland</b>	STAR	Dallas	N/A	N/A	99.50%	91.10%	84.20%	99.90%
<b>Sendero</b>	STAR	Travis	N/A	N/A	96.50%	83.20%	80.20%	99.90%
<b>Scott &amp; White</b>	STAR	MRSA Central	80.80%	77.10%	98.50%	N/A	N/A	99.90%
<b>Seton</b>	STAR	Travis	N/A	N/A	97.90%	86.20%	84.50%	99.90%
<b>Superior</b>	STAR	Bexar	N/A	N/A	N/A	87.00%	64.40%	100.00%
	STAR+PLUS	Bexar	66.30%	N/A	N/A	87.80%	N/A	100.00%
	STAR+PLUS	Dallas	82.60%	N/A	97.20%	85.20%	N/A	100.00%
	STAR	El Paso	N/A	N/A	0.00%	75.80%	0.00%	99.90%
	STAR	Hidalgo	N/A	N/A	94.00%	67.80%	N/A	81.90%
	STAR+PLUS	Hidalgo	N/A	N/A	89.30%	74.20%	N/A	79.30%
	STAR	Lubbock	N/A	N/A	93.20%	86.00%	82.50%	99.90%
	STAR+PLUS	Lubbock	N/A	N/A	94.50%	86.20%	84.10%	100.00%
	STAR	Nueces	N/A	N/A	97.00%	81.80%	86.00%	100.00%
	STAR+PLUS	Nueces	N/A	N/A	96.40%	81.30%	84.40%	100.00%
	STAR	MRSA Central	75.50%	72.70%	95.20%	N/A	N/A	100.00%
	STAR+PLUS	MRSA Central	74.60%	66.90%	95.20%	N/A	N/A	100.00%
	STAR	MRSA Northeast	57.30%	49.30%	96.80%	N/A	N/A	100.00%
	STAR	MRSA West	73.70%	45.80%	87.60%	N/A	N/A	82.10%
	STAR+PLUS	MRSA West	78.80%	47.90%	88.00%	N/A	N/A	87.20%
<b>TCHP</b>	STAR	Travis	N/A	N/A	92.80%	71.90%	75.40%	100.00%
	STAR	Harris	N/A	N/A	98.60%	97.40%	99.90%	99.90%
<b>United</b>	STAR	Jefferson	N/A	N/A	96.60%	90.00%	76.50%	100.00%
	STAR	Harris	N/A	N/A	97.00%	95.00%	90.00%	100.00%
	STAR+PLUS	Harris	N/A	N/A	95.00%	95.00%	90.00%	100.00%
	STAR	Hidalgo	N/A	N/A	96.00%	74.00%	N/A	83.00%
	STAR	Jefferson	N/A	N/A	96.00%	87.00%	71.00%	100.00%
	STAR+PLUS	Jefferson	N/A	N/A	98.00%	86.00%	77.00%	100.00%
	STAR+PLUS	Nueces	N/A	N/A	96.00%	88.00%	92.00%	100.00%
	STAR+PLUS	Travis	N/A	N/A	98.00%	85.00%	85.00%	100.00%
	STAR+PLUS	MRSA Central	78.00%	73.00%	97.00%	N/A	N/A	100.00%
	STAR+PLUS	MRSA Northeast	73.00%	51.00%	98.00%	N/A	N/A	100.00%

ATTACHMENT K  
DMO Dental GeoMapping  
16SFQ2

DMO	Dental Region	Percent of Members in Urban Counties Residing w/in 30 Miles of At Least 2 Main/General Dentists	Percent of Members in Rural Counties Residing w/in 75 Miles of At least 2 Main/General Dentists	Percent of Members Within 75 Miles of at Least 1 Endodontists	Percent of Members Within 75 Miles of At Least 1 Oral Surgeons	Percent of Members Within 75 Miles of at Least 1 Orthodontists	Percent of Members Within 75 Miles of at Least 1 Periodontists	Percent of Members Within 75 Miles of At Least 1 Prosthodontists
DentaQuest	High Plains	98.10%	87.00%	48.20%	92.50%	93.90%	0.00%	42.80%
	Northwest Texas	0.00%	100.00%	5.30%	61.80%	94.60%	6.70%	25.50%
	Metroplex	100.00%	100.00%	99.90%	99.90%	100.00%	99.90%	99.90%
	Upper East Texas	100.00%	100.00%	32.50%	99.90%	99.90%	20.70%	68.50%
	Southeast Texas	98.00%	100.00%	57.10%	100.00%	100.00%	66.30%	55.90%
	Gulf Coast	99.90%	100.00%	99.80%	100.00%	99.90%	99.90%	99.90%
	Central Texas	99.40%	100.00%	96.00%	99.90%	99.60%	98.90%	35.20%
	Upper South Texas	99.90%	99.90%	95.10%	92.40%	88.20%	98.60%	89.60%
	West Texas	0.00%	99.40%	0.10%	26.40%	74.00%	0.10%	0.00%
	Upper Rio Grande	99.70%	0.00%	98.30%	98.30%	98.30%	98.30%	0.00%
	Lower South Texas	99.80%	0.00%	85.50%	99.90%	100.00%	85.50%	85.80%
MCNA	High Plains	100.00%	99.78%	46.71%	95.24%	95.69%	0.00%	0.00%
	Northwest Texas	99.99%	99.67%	0.00%	98.93%	68.83%	0.00%	0.00%
	Metroplex	99.99%	100.00%	99.99%	99.99%	99.99%	99.99%	99.13%
	Upper East Texas	99.97%	99.63%	0.00%	99.80%	99.80%	0.00%	0.00%
	Southeast Texas	98.66%	99.53%	98.92%	98.93%	98.92%	0.00%	0.00%
	Gulf Coast	99.99%	100.00%	99.99%	99.99%	99.99%	99.99%	99.86%
	Central Texas	100.00%	99.39%	99.61%	99.90%	99.85%	99.71%	83.52%
	Upper South Texas	100.00%	99.83%	94.70%	97.16%	94.69%	90.50%	86.73%
	West Texas	100.00%	97.51%	0.00%	0.00%	83.84%	0.00%	0.00%
	Upper Rio Grande	99.96%	100.00%	98.30%	98.30%	98.30%	98.30%	98.22%
	Lower South Texas	100.00%	99.92%	99.99%	99.99%	99.99%	99.99%	66.62%

**CMS QUARTERLY SUMMARY NARRATIVE REPORT**



Helping Government Serve the People.®



*January 2016 – March 2016 (CMS 1<sup>st</sup> Quarter)*



### 1.1.1 Operations

Enrollment Broker Medicaid Managed Care STAR and STAR+PLUS Programs reported an average of 3,380,168 unduplicated enrollments for the months of January, February, and March 2016 for February 1<sup>st</sup>, March 1<sup>st</sup>, and April 1<sup>st</sup> effective dates. Enrollment is trending within normal and seasonal fluctuations.

The Dental Program reported an average of 2,867,013 total enrollments in January, February, and March 2016 for February 1<sup>st</sup>, March 1<sup>st</sup>, and April 1<sup>st</sup> effective dates.

In January, the English Call Center queues had an AB Rate of 6.9% and an ASA of 38 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.9% and an ASA of 46 seconds in January, also meeting both performance requirements. The AB Rate and ASA performance standards were also met for February: the English Call Center queues had an AB Rate of 7.4% and an ASA of 48 seconds while the Spanish Call Center queues had an AB Rate of 6.5% and an ASA of 73 seconds. Finally, in March, the English Call Center queues had an AB Rate of 5.6% and an ASA of 79 seconds – meeting both performance requirements. The Spanish Call Center queues had an AB Rate of 3.8% and an ASA of 80 seconds in March, also meeting both performance requirements.

Quality Assurance did not audit a December sample for the EB Call Center – the audit was waived by HHSC. The Call Center Quality Assurance rate for the January 2016 QA sample results reported in March is 100% for EB KPR 47 and 97.4% for EB KPR 50. The Call Center Quality Assurance rate for the February 2016 QA sample results reported in April is 100% for EB KPR 47 and 97.4% for EB KPR 50.

The Enrollment Broker Mail House 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 Mail House mailed out 344,372 enrollment mailings for the Medicaid Managed Care Program and 225,558 enrollment mailings for the Dental Program.

Throughout the quarter, outreach staff members completed a total of 22,416 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 133,205 phone call attempts this quarter. In addition, field staff members completed a total of 7,130 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-16	Feb-16	Mar-16	Quarterly Totals	Average per Month
<b>Mandatory Medical Enrollment Kits/Requests (STAR, STAR+PLUS, SNS, NS, &amp; TP40's)</b>	89,101	99,609	123,438	312,148	104,049
<b>STAR &amp; STAR+PLUS Voluntary Letters</b>	4,410	11,909	15,905	32,224	10,741
<b>Mandatory Dental Enrollment Kits/Requests</b>	66,939	57,237	101,382	225,558	75,186

*(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 22,416 home visit attempts for the Enrollment Broker Medicaid Managed Care Program. Outreach staff also completed 133,205 phone call attempts this quarter. In addition, field staff members completed a total of 7,130 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-16	Feb-16	Mar-16	Quarterly Totals	Avg Per Month
<b>MMC Phone Calls</b>	41,841	40,314	51,050	133,205	44,402
<b>MMC Home Visits</b>	6,574	7,691	8,151	22,416	7,472
<b>*Enrollments processed</b>	10,545	12,103	14,583	37,231	12,410
<b>Plan Changes processed</b>	669	542	896	2,107	702
<b>MMC Enrollment Events</b>	238	296	314	848	283
<b>MMC Presentations (non-enrollment event)</b>	58	59	64	181	60
<b>MMC Community Meetings (non-enrollment event)</b>	2,056	1,965	2,032	6,053	2,018
<b>MMC Health Fairs (non-enrollment event)</b>	8	26	14	48	16

*(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 2016 for February 1<sup>st</sup>, March 1<sup>st</sup>, and April 1<sup>st</sup> effective dates. This quarter, the STAR and STAR+PLUS Programs reported an average of 3,380,168 unduplicated enrollments per month.

The Dental Program reported an average of 2,867,013 total enrollments in January, February, and March 2016 for February 1<sup>st</sup>, March 1<sup>st</sup>, and April 1<sup>st</sup> effective dates.

Total Unduplicated Enrollments by Program			
State Cutoff Month	STAR	STAR + PLUS	Total Unduplicated Enrollments
Jan-16	2,858,917	534,611	3,393,528
Feb-16	2,845,512	534,467	3,379,979
Mar-16	2,831,495	535,503	3,366,998
<b>Average per Month</b>	<b>2,845,308</b>	<b>534,860</b>	<b>3,380,168</b>

*(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	Total Unduplicated New Monthly Enrollments
Jan-16	138,753	14,669	153,422
Feb-16	182,272	14,596	196,868
Mar-16	188,429	15,402	203,831
<b>Average per Month</b>	<b>169,818</b>	<b>14,889</b>	<b>184,707</b>

*(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-16	141,164	2,881,114
Feb-16	176,445	2,869,052
Mar-16	182,524	2,850,874
<b>Average per Month</b>	<b>166,711</b>	<b>2,867,013</b>

*(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	Dental Choice Enrollment	Default Dental
Jan-16	73.6%	26.4%	66.1%	33.9%	72.4%	27.6%
Feb-16	76.0%	24.0%	70.7%	29.3%	73.5%	26.5%
Mar-16	76.6%	23.4%	70.0%	30.0%	76.2%	23.8%
<b>Average per Month</b>	<b>75.4%</b>	<b>24.6%</b>	<b>68.9%</b>	<b>31.1%</b>	<b>74.0%</b>	<b>26.0%</b>

*(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. The Average Staff on Phones for January through March 2016 was 181.

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	2016	174,404	169,470	157,358	369	515	38	11,743	6.9%
February	2016	167,831	157,685	145,693	294	538	48	11,697	7.4%
March	2016	171,643	166,635	157,185	134	537	79	9,316	5.6%
AVG		171,293	164,597	153,412	266	530	55	10,919	6.6%
Totals		513,878	493,790	460,236	797			32,756	
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	2016	51,316	49,864	47,714	196	593	46	1,954	3.9%
February	2016	57,889	54,390	50,690	149	613	73	3,551	6.5%
March	2016	59,590	57,852	55,526	104	613	80	2,222	3.8%
AVG		56,265	54,035	51,310	150	607	67	2,576	4.8%
Totals		168,795	162,106	153,930	449			7,727	
KPR							< 90		≤ 8%

(Table 1.1.2B) Spanish Call Center Production.

Attachment M  
Combined Member Hotline Performance  
STAR, STAR+PLUS and CHIP (2016 SFQ2)

	Member Hotline Performance								
MCO	SF2016 Q2 -- Total Calls	2016 SFQ2-- Total Calls2	2016 SFQ1 to 2016 SFQ2 -- Net Change	2016 SFQ1 to 2016 SFQ2 -- % Inc. or Dec.	2016 SFQ2 -- % Answered by 4th Ring (99%)	2016 SFQ2 -- % Busy Signal Rate (≤1%)	2016 SFQ2 -- % Answered by Live Person (80% w/in 30 Seconds)	2016 SFQ2 -- % Calls Abandoned (≤7%)	2016 SFQ1 -- Avg. Hold Time (≤2 Minutes)
Aetna	34,512	33,807	-705	-2.04%	100.00%	0.13%	90.37%	2.28%	0:00:13
Amerigroup	138,616	126,495	-12,121	-8.74%	100.00%	0.00%	84.52%	0.70%	0:00:16
BCBS TX	6,552	7,206	654	9.98%	100.00%	0.00%	85.46%	1.90%	0:00:15
CHC	46,148	42,687	-3,461	-7.50%	100.00%	0.05%	92.63%	1.31%	0:00:00
Christus	5,578	3,933	-1,645	-29.49%	100.00%	0.00%	81.14%	4.12%	0:00:25
Cigna-HealthSpring	41,240	28,395	-12,845	-31.15%	100.00%	0.00%	84.42%	2.23%	0:00:26
Community 1st	23,816	25,521	1,705	7.16%	100.00%	0.00%	85.49%	4.37%	0:00:20
Cook	21,972	11,722	-10,250	-46.65%	100.00%	0.00%	96.81%	2.85%	0:00:14
Driscoll	20,942	23,877	2,935	14.01%	99.99%	0.00%	85.82%	2.41%	0:00:22
El Paso 1st	10,625	12,259	1,634	15.38%	100.00%	0.00%	100.00%	5.14%	0:00:33
FirstCare	12,203	11,462	-741	-6.07%	100.00%	0.00%	81.39%	1.89%	0:00:20
Molina	77,860	104,037	26,177	33.62%	100.00%	0.00%	74.64%	9.21%	0:02:11
Parkland	44,332	42,178	-2,154	-4.86%	100.00%	0.05%	90.27%	1.53%	0:00:13
Scott & White	14,010	13,414	-596	-4.25%	100.00%	0.00%	86.67%	2.18%	0:00:15
Sendero	2,790	5,167	2,377	85.20%	100.00%	0.00%	82.51%	3.23%	0:00:28
Seton	10,362	10,632	270	2.61%	93.95%	0.03%	88.47%	1.79%	0:00:15
Superior	163,946	169,167	5,221	3.18%	100.00%	0.00%	85.11%	1.32%	0:00:24
Texas Children's	37,909	44,245	6,336	16.71%	100.00%	0.00%	96.63%	0.48%	0:00:06
United	94,292	87,116	-7,176	-7.61%	100.00%	0.00%	97.02%	0.46%	0:00:42
<b>Total</b>	<b>807,705</b>	<b>803,320</b>	<b>-4,385</b>	<b>-0.54%</b>					

Attachment M  
Combined Provider Hotline Report  
STAR, STAR+PLUS and CHIP (2016 SFQ2)

	Provider Hotline Performance							
MCO	2016 SFQ1 -- Total Calls	2016 SFQ2 -- Total Calls2	2016 SFQ1 to 2016 SFQ2 -- Net Change	2016 SFQ1 to 2016 SFQ2 -- % Inc. or Dec.	2016 SFQ2-- % Answered by 4th Ring (99%)	2016 SFQ2-- % Busy Signal Rate (≤1%)	2016 SFQ1-- % Calls Abandoned (≤7%)	2016 SFQ2-- Avg. Hold Time (≤2 Minutes)
Aetna	8,637	3218	-5,419	-62.74%	100.00%	0.12%	1.06%	0:00:39
Amerigroup	112,847	102186	-10,661	-9.45%	100.00%	0.00%	1.21%	0:00:32
BCBS TX	5,496	11232	5,736	104.37%	100.00%	0.00%	2.25%	0:00:27
CHC	11,013	10937	-76	-0.69%	100.00%	0.00%	4.57%	0:00:01
Christus	2,567	2242	-325	-12.66%	100.00%	0.00%	2.32%	0:00:32
Cigna-HealthSpring	32,312	29462	-2,850	-8.82%	100.00%	0.00%	4.74%	0:01:06
Community 1st	8,519	8579	60	0.70%	100.00%	0.00%	1.77%	0:00:22
Cook	7,191	16849	9,658	134.31%	100.00%	0.00%	2.12%	0:00:18
Driscoll	39,119	40447	1,328	3.39%	100.00%	0.00%	0.80%	0:00:18
El Paso 1st	21,544	21559	15	0.07%	100.00%	0.00%	1.91%	0:00:17
FirstCare	19,476	16062	-3,414	-17.53%	100.00%	0.00%	1.64%	0:00:31
Molina	76,619	84362	7,743	10.11%	100.00%	0.00%	9.27%	0:03:04
Parkland	11,424	11900	476	4.17%	100.00%	0.05%	0.99%	0:00:39
Scott & White	29,258	27466	-1,792	-6.12%	100.00%	0.00%	2.28%	0:00:17
Sendero	3,834	6193	2,359	61.53%	100.00%	0.00%	1.66%	0:00:23
Seton	11,028	10735	-293	-2.66%	100.00%	0.00%	2.82%	0:01:10
Superior	81,171	94717	13,546	16.69%	100.00%	0.00%	4.22%	0:01:40
Texas Children's	13,086	13342	256	1.96%	100.00%	0.00%	1.65%	0:00:14
United	10,152	98449	88,297	869.75%	100.00%	0.00%	1.31%	0:00:02
<b>Total</b>	<b>505,293</b>	<b>609,937</b>	<b>104,644</b>	<b>20.71%</b>				

Attachment M  
Combined Behavioral Health Crisis Hotline Performance  
STAR, STAR+PLUS and CHIP (2016 SFQ2)

	Behavioral Health Hotline Performance								
Health Care MCO	2016 SFQ1 -- Total Calls	2016 SFQ2 - Total Calls2	2016 SFQ1 to 2016 SFQ2 -- Net Change	2016 SFQ4 to 2016 SFQ2 -- % Inc. or Dec.	2016 SFQ2 -- % Answered by 4th Ring (99%)	2016 SFQ2 -- % Busy Signal Rate (≤1%)	2016 SFQ2-- % Answered by Live Person (80% w/in 30 Seconds)	2016 SFQ2 -- % Calls Abandoned (≤7%)	2016 SFQ2 -- Avg. Hold Time (≤2 Minutes)
Aetna	98	263	165	168.37%	100.00%	0.00%	97.21%	1.65%	0:00:14
Amerigroup	1653	1400	-253	-15.31%	100.00%	0.00%	99.78%	0.00%	0:00:01
BCBS TX	263	298	35	13.31%	100.00%	0.00%	85.71%	4.27%	0:00:08
CHC	803	877	74	9.22%	100.00%	1.16%	83.19%	0.87%	0:01:02
Christus	65	71	6	9.23%	100.00%	0.00%	96.30%	0.00%	0:00:10
Cigna-HealthSpring	387	324	-63	-16.28%	100.00%	0.00%	97.03%	0.98%	0:00:10
Community 1st	370	420	50	13.51%	100.00%	N/A	N/A	N/A	0:00:02
Cook	297	240	-57	-19.19%	100.00%	0.00%	76.12%	0.00%	0:00:28
Driscoll	37	41	4	10.81%	100.00%	0.00%	100.00%	0.00%	0:00:02
El Paso 1st	47	66	19	40.43%	100.00%	0.00%	100.00%	0.00%	0:00:03
FirstCare	80	91	11	13.75%	100.00%	0.00%	100.00%	3.03%	0:00:05
Molina	325	33	-292	-89.85%	100.00%	0.00%	100.00%	0.00%	0:00:06
Parkland	NA	NA	#VALUE!	#VALUE!	NA	NA	NA	NA	NA
Scott & White	37	56	19	51.35%	100.00%	0.00%	92.00%	0.00%	0:00:07
Sendero	24	36	12	50.00%	100.00%	0.00%	100.00%	0.00%	0:00:04
Seton	163	148	-15	-9.20%	100.00%	0.00%	80.39%	0.00%	0:00:02
Superior	4174	3930	-244	-5.85%	100.00%	0.00%	85.94%	3.22%	0:00:28
Texas Children's	759	703	-56	-7.38%	100.00%	0.00%	100.00%	5.88%	0:00:16
United	1052	925	-127	-12.07%	100.00%	0.00%	96.92%	0.94%	0:00:04
<b>Total</b>	<b>10,634</b>	<b>9,922</b>	<b>-712</b>	<b>-6.70%</b>					

\*NA denotes no calls for that category

Attachment M  
Consolidated Children's CHIP and Medicaid Dental (2016 SFQ2)

**Member Hotline Performance**

DMO	2016 SFQ1-- Total Calls	2016 SFQ2 -- Total Calls2	2016 SFQ1 to 2016 SFQ2 -- Net Change	2016 SFQ1 to 2016 SFQ2 -- % Inc. or Dec.	2016 SFQ2 -- % Answered by 4th Ring (99%)	2016 SFQ2 -- % Busy Signal Rate (≤1%)	2016 SFQ2 -- % Answered by Live Person (80% w/in 30 Seconds)	2016 SFQ2-- % Calls Abandoned (≤7%)	2016 SFQ2 -- Avg. Hold Time (≤2 Minutes)
DentaQuest	115473	113,701	-1,772	-1.53%	100.00%	0.00%	81.33%	1.50%	0:00:31
MCNA	143884	134,414	-9,470	-6.58%	100.00%	0.00%	99.63%	0.23%	0:00:01
<b>Total</b>	<b>259,357</b>	<b>248,115</b>	<b>-11,242</b>	<b>-4.33%</b>					

**Provider Hotline Performance**

DMO	2016 SFQ1 -- Total Calls	2016 SFQ2 -- Total Calls2	2016 SFQ1 to 2016 SFQ2-- Net Change	2016 SFQ41to 2016 SFQ2 -- % Inc. or Dec.	2016 SFQ2 -- % Answered by 4th Ring (99%)	2016 SFQ2 -- % Busy Signal Rate (≤1%)	2016 SFQ2 -- % Calls Abandoned (≤7%)	2016 SFQ2-- Avg. Hold Time (≤2 Minutes)
DentaQuest	76,511	77,909	1,398	1.83%	100.00%	0.00%	3.37%	0:01:34
MCNA	24,140	23,874	-266	-1.10%	100.00%	0.00%	0.20%	0:00:03
<b>Total</b>	<b>100,651</b>	<b>101,783</b>	<b>1,132</b>	<b>1.12%</b>				



Attachment N  
MCO Complaints and Appeals (2016 SFQ2)

			Member Complaint			Member Appeal			Provider Complaint		
Program	MCO	SDA	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days
Dental	DentaQuest	Statewide	118	27	97.80%	157	23	100.00%	8	2	100.00%
	MCNA	Statewide	52	0	100.00%	25	6	100.00%	13	0	100.00%
STAR+PLUS	Amerigroup	Bexar	12	0	100.00%	13	1	100.00%	4	0	100.00%
		El Paso	17	0	100.00%	9	0	100.00%	0	0	N/A
		Harris	80	0	100.00%	51	1	100.00%	1	0	100.00%
		Jefferson	14	0	100.00%	7	0	100.00%	0	0	N/A
		Lubbock	4	0	100.00%	4	0	100.00%	1	0	100.00%
		MRSA West	6	0	100.00%	9	0	100.00%	5	0	100.00%
		Tarrant	49	0	100.00%	42	0	100.00%	4	0	100.00%
		Travis	14	0	100.00%	21	0	100.00%	1	0	100.00%
	Cigna-HealthSpring	Hidalgo	70	12	100.00%	18	5	100.00%	96	17	100.00%
		MRSA NE	47	5	100.00%	13	8	100.00%	86	18	100.00%
		Tarrant	79	12	100.00%	31	11	100.00%	46	8	100.00%
	Molina	Bexar	20	0	100.00%	20	0	100.00%	3	0	100.00%
		Dallas	111	0	99.10%	157	0	100.00%	5	0	100.00%
		El Paso	21	0	100.00%	20	0	100.00%	0	0	N/A
		Harris	32	0	100.00%	63	0	100.00%	1	0	100.00%
		Hidalgo	8	0	100.00%	46	0	100.00%	1	0	100.00%
		Jefferson	17	0	100.00%	24	0	100.00%	1	0	100.00%
	Superior	Bexar	38	0	92.11%	51	0	100.00%	20	0	100.00%
		Dallas	79	0	98.73%	135	0	100.00%	26	0	96.15%
		Hidalgo	25	0	96.00%	98	0	96.67%	16	0	100.00%
		Lubbock	18	0	88.89%	70	0	100.00%	5	0	100.00%
		MRSA Central	22	0	100.00%	61	0	100.00%	5	0	100.00%
		MRSA West	16	0	100.00%	36	0	100.00%	5	0	100.00%
		Nueces	8	0	100.00%	30	0	100.00%	14	0	92.86%
	United	Harris	58	11	100.00%	101	10	95.08%	0	0	N/A
		Jefferson	8	2	100.00%	5	2	100.00%	0	0	N/A
		MRSA Central	11	1	100.00%	27	7	-25.00%	0	0	N/A
		MRSA NE	22	5	100.00%	36	2	96.00%	0	0	N/A
		Nueces	12	3	100.00%	5	0	100.00%	0	0	N/A
		Travis	12	6	100.00%	32	0	71.43%	0	0	N/A
STAR	Aetna	Bexar	35	11	100.00%	36	7	100.00%	2	1	100.00%
		Tarrant	61	16	100.00%	1	0	100.00%	0	0	N/A
	Amerigroup	Bexar	0	0	N/A	27	0	100.00%	0	0	N/A
		Dallas	51	0	100.00%	10	2	100.00%	0	0	N/A
		Harris	21	0	100.00%	1	0	100.00%	0	0	N/A

Attachment N  
MCO Complaints and Appeals (2016 SFQ2)

			Member Complaint			Member Appeal			Provider Complaint		
Program	MCO	SDA	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days
		Jefferson	1	0	100.00%	0	0	N/A	0	0	N/A
		Lubbock	1	0	100.00%	3	0	100.00%	0	0	N/A
		MRAS WEST	2	0	100.00%	11	1	100.00%	0	0	N/A
		MRSA Central	15	0	100.00%	5	0	100.00%	0	0	N/A
		MRSA NE	4	0	100.00%	57	8	100.00%	0	0	N/A
		Tarrant	14	0	100.00%	25	1	100.00%	2	0	100.00%
	BCBS TX	Travis	12	1	100.00%	18	8	100.00%	2	0	100.00%
	CHC	Harris	15	0	100.00%	29	0	100.00%	0	0	N/A
		Jefferson	4	0	100.00%	0	0	N/A	0	0	N/A
	Christus	Nueces	1	0	100.00%	0	0	N/A	0	0	N/A
	Community 1st	Bexar	13	0	100.00%	7	1	100.00%	2	0	100.00%
	Cook	Tarrant	18	0	100.00%	15	0	100.00%	0	0	N/A
	Driscoll	Hidalgo	10	0	100.00%	15	1	100.00%	7	0	100.00%
		Nueces	6	0	100.00%	30	5	100.00%	4	0	100.00%
	El Paso 1st	El Paso	15	3	100.00%	2	0	100.00%	0	0	N/A
	First Care	Lubbock	10	0	100.00%	8	0	100.00%	5	0	100.00%
		MRSA West	11	0	100.00%	9	0	100.00%	4	0	100.00%
	Molina	Dallas	12	0	100.00%	22	0	100.00%	1	0	100.00%
		El Paso	1	0	100.00%	3	0	100.00%	0	0	N/A
		Harris	11	0	100.00%	5	0	100.00%	1	0	100.00%
		Hidalgo	9	0	100.00%	64	0	100.00%	2	0	100.00%
		Jefferson	3	0	100.00%	3	0	100.00%	3	0	100.00%
	Parkland	Dallas	0	0	N/A	0	0	N/A	2	0	100.00%
	Scott & White	MRSA Central	0	0	N/A	0	0	N/A	2	0	100.00%
	Sendero	Travis	4	0	100.00%	0	0	N/A	0	0	N/A
	Seton	Travis	1	0	100.00%	1	0	100.00%	0	0	N/A
	Superior	Bexar	41	0	97.56%	133	0	100.00%	23	0	100.00%
		El Paso	35	0	100.00%	34	0	100.00%	3	0	100.00%
		Hidalgo	17	0	100.00%	177	0	100.00%	32	0	100.00%
		Lubbock	12	0	100.00%	23	0	100.00%	3	0	100.00%
		MRSA Central	22	0	100.00%	60	0	100.00%	6	0	100.00%
		MRSA NE	36	0	97.22%	86	0	98.65%	11	0	100.00%
		MRSA West	20	0	95.00%	67	0	100.00%	10	0	100.00%
		Travis	1	0	0.00%	18	0	100.00%	12	0	100.00%
		Nueces	31	0	96.77%	150	0	100.00%	11	0	90.91%
	Texas Children's	Harris	5	0	100.00%	36	0	100.00%	8	0	100.00%
		Jefferson	0	0	100.00%	5	0	100.00%	3	0	100.00%

Attachment N  
MCO Complaints and Appeals (2016 SFQ2)

			Member Complaint			Member Appeal			Provider Complaint		
Program	MCO	SDA	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days	Complaint Count	Pended	Resolved w/in 30 days
	United	Harris	18	2	100.00%	21	4	125.00%	0	0	N/A
		Hidalgo	4	0	100.00%	26	3	100.00%	0	0	N/A
		Jefferson	3	0	100.00%	3	1	100.00%	0	0	N/A

Attachment O  
Complaints to HHSC (2016 SFQ2)

Quarter	16Q2
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Program / MCO	Disenroll	MMCH Member Complaints	Legislative Complaints	HPM Member Complaints	HPM Provider Complaints
Dental		19		30	12
DentaQuest		6		10	8
MCNA		13		20	4
STAR	13	219	6	78	142
Aetna		11		4	11
FirstCare		12		4	1
Scott & White	1	2		1	4
Sendero		1			
United HealthCare		12		8	8
Community Health Choice		16		5	5
El Paso First Premier		3		1	6
Community First		4			2
Amerigroup Texas, Inc.	7	28		13	41
Molina Healthcare of Texas		6	1	3	6
Parkland Community Health Plan	1	8		6	11
Texas Children's Health Plan		35	1	10	7
Superior Health Plan	4	53	4	17	28
Blue Cross Blue Shield		11		1	5
Cook Children's		7		3	3
Seton		1		1	
Driscoll Children's Health Plan		9		1	4
STAR+PLUS	22	282	33	136	237
Cigna-HealthSpring	2	38	5	16	69
United HealthCare	9	52	12	26	42
Amerigroup Texas, Inc.	5	59	6	24	51
Molina Healthcare of Texas	3	60	2	20	23
Superior Health Plan	3	73	8	50	52

ATTACHMENT Q  
Members with Special Health Care Needs  
2016 SFQ2

Service Area	MCO	16Q2 Enrollment	Total MSHCN Feb. 2016	Total MSHCN with Service Plan Feb. 2016	% MSHCN with Service Plan Feb. 2016	% Enrollment Identified as MSHCN
<b>Bexar</b>	Aetna	22,673	30	26	86.67%	0.13%
	Amerigroup	9,522	65	4	6.15%	0.68%
	Community First	107,074	124	14	11.29%	0.12%
	Superior	103,834	107	11	10.28%	0.10%
<b>Bexar Total</b>		<b>243,103</b>	<b>326</b>	<b>55</b>	<b>16.87%</b>	<b>0.13%</b>
<b>Dallas</b>	Amerigroup	200,736	1,010	39	3.86%	0.50%
	Molina	19,060	65	0	0.00%	0.34%
	Parkland	173,026	257	178	69.26%	0.15%
<b>Dallas Total</b>		<b>392,822</b>	<b>1,332</b>	<b>217</b>	<b>16.29%</b>	<b>0.34%</b>
<b>El Paso</b>	El Paso First	65,470	24	7	29.17%	0.04%
	Molina	3,366	3	0	0.00%	0.09%
	Superior	53,193	12	37	308.33%	0.02%
<b>El Paso Total</b>		<b>122,029</b>	<b>39</b>	<b>44</b>	<b>112.82%</b>	<b>0.03%</b>
<b>Harris</b>	Amerigroup	107,458	416	18	4.33%	0.39%
	CHC	209,911	12,315	6,526	52.99%	5.87%
	Molina	12,288	38	0	0.00%	0.31%
	Texas Children's	301,277	687	687	100.00%	0.23%
	United	43,846	36	36	100.00%	0.08%
<b>Harris Total</b>		<b>674,780</b>	<b>13,492</b>	<b>7,267</b>	<b>53.86%</b>	<b>2.00%</b>
<b>Hidalgo</b>	Driscoll	78,428	1,142	98	8.58%	1.46%
	Molina	50,507	225	0	0.00%	0.45%
	Superior	154,422	57	54	94.74%	0.04%
	United	59,816	32	32	100.00%	0.05%
<b>Hidalgo Total</b>		<b>343,173</b>	<b>1,456</b>	<b>184</b>	<b>12.64%</b>	<b>0.42%</b>
<b>Jefferson</b>	Amerigroup	6,405	20	2	10.00%	0.31%
	CHC	21,713	841	420	49.94%	3.87%
	Molina	4,093	25	0	0.00%	0.61%
	Texas Children's	28,271	182	182	100.00%	0.64%
	United	13,341	215	215	100.00%	1.61%
<b>Jefferson Total</b>		<b>73,823</b>	<b>1,283</b>	<b>819</b>	<b>63.83%</b>	<b>1.74%</b>
<b>Lubbock</b>	Amerigroup	7,837	128	0	0.00%	1.63%
	FirstCare	39,116	8	4	50.00%	0.02%
	Superior	26,348	32	28	87.50%	0.12%
<b>Lubbock Total</b>		<b>73,301</b>	<b>168</b>	<b>32</b>	<b>19.05%</b>	<b>0.23%</b>

<b>MRSA Central</b>	Amerigroup	21,464	123	6	4.88%	0.57%
	Scott & White	42,101	112	26	23.21%	0.27%
	Superior	63,607	47	43	91.49%	0.07%
<b>MRSA Central Total</b>		<b>127,172</b>	<b>282</b>	<b>75</b>	<b>26.60%</b>	<b>0.22%</b>
<b>MRSA Northeast</b>	Amerigroup	56,135	300	12	4.00%	0.53%
	Superior	107,027	71	65	91.55%	0.07%
<b>MRSA Northeast Total</b>		<b>163,162</b>	<b>371</b>	<b>77</b>	<b>20.75%</b>	<b>0.23%</b>
<b>MRSA West</b>	Amerigroup	27,396	226	10	4.42%	0.82%
	FirstCare	52,701	20	16	80.00%	0.04%
	Superior	68,273	44	39	88.64%	0.06%
<b>MRSA West Total</b>		<b>148,370</b>	<b>290</b>	<b>65</b>	<b>22.41%</b>	<b>0.20%</b>
<b>Nueces</b>	CHRISTUS	6,040	1	1	100.00%	0.02%
	Driscoll	58,852	970	88	9.07%	1.65%
	Superior	18,162	12	12	100.00%	0.07%
<b>Nueces Total</b>		<b>83,054</b>	<b>983</b>	<b>101</b>	<b>10.27%</b>	<b>1.18%</b>
<b>Tarrant</b>	Aetna	47,361	51	41	80.39%	0.11%
	Amerigroup	115,373	614	14	2.28%	0.53%
	Cook	97,649	1,855	32	1.73%	1.90%
<b>Tarrant Total</b>		<b>260,383</b>	<b>2,520</b>	<b>87</b>	<b>3.45%</b>	<b>0.97%</b>
<b>Travis</b>	BCBS	24,053	603	15	2.49%	2.51%
	Sendero	12,075	627	1	0.16%	5.19%
	Seton	16,956	17	11	64.71%	0.10%
	Superior	90,196	59	52	88.14%	0.07%
<b>Travis Total</b>		<b>143,280</b>	<b>703</b>	<b>64</b>	<b>9.10%</b>	<b>0.49%</b>
<b>STAR Total Statewide</b>		<b>2,848,452</b>	<b>23,245</b>	<b>9,087</b>	<b>39.09%</b>	<b>0.82%</b>

ATTACHMENT R  
MCO Referrals to OIG (2016 SFQ1- SFQ2)

MCO	Sep-15	Oct-15	Nov-15	Quarter 1 SFY 2016	Dec-15	Jan-16	Feb-16	Quarter 2 SFY 2016	Q1-2 Totals
<b>Total Referrals Received</b>	5	14	3	22	10	6	14	30	52
<b>Investigation Category</b>									
Program non-compliance		3	1	4	5	4	4	13	17
Non-appropriate billing	3	6	1	10	5	1	8	14	24
Billing for Services not Rendered	1	2	1	4		1	1	2	6
Quality of Care		1		1			1	1	2
Solicitation	1			1				0	1
Upcoding		2		2				0	2
Billing for Services After Death				0				0	0
Billing unnecessary services				0				0	0
Failure to disclose required info				0				0	0
<b>Disposition</b>									
Returned to MCO to whatever action deemed appropriate	4	10	3	17	8	5	12	25	42
MPI Full scale investigation	1	2		3	2	1		3	6
Information transferred to existing full scale case				0			1	1	1
Preliminary Status				0				0	0
Referred to HHS-OIG(Federal)				0				0	0
Referred to Pharmacy Board				0				0	0
Referred to Medical Board				0				0	0
Referred to Vendor Drug				0				0	0
Closed				0				0	0
Pending Preliminary Investigation				0				0	0
Referred to MFCU				0				0	0

ATTACHMENT R  
Dental Plan Referrals to OIG (2016 SFQ1 -SFQ2)

DMO	Sep-15	Oct-15	Nov-15	Quarter 1 SFY 2016	Dec-15	Jan-16	Feb-16	Quarter 2 SFY 2016	Q 1-2 Totals
Total Referrals Received	0	1	0	1	2	0	4	6	7
<b>Investigation Category</b>									
Program non-compliance				0	1			1	1
Non-appropriate billing				0	1			1	1
Billing for Services not Rendered		1		1				0	1
Billing unnecessary services				0				0	0
Solicitation				0			4	4	4
<b>Disposition</b>									
Returned to MCO to whatever action deemed appropriate		1		1	1		4	5	6
MPI Full scale investigation				0				0	0
Information transferred to existing full scale case				0				0	0
Closed				0				0	0
Provider Education				0				0	0
Transferred to IG Litigation					1			1	1



ATTACHMENT V  
STAR Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Acute Care Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Aetna	Bexar	99.71%	98.20%	100.00%	74.05%	99.98%	99.98%
Aetna	Tarrant	99.74%	98.46%	89.84%	74.78%	99.95%	99.99%
Amerigroup	Bexar	99.12%	99.45%	98.49%	96.59%	99.57%	99.64%
Amerigroup	Dallas	99.73%	99.80%	98.87%	97.65%	99.97%	99.95%
Amerigroup	Harris	99.69%	99.79%	98.56%	98.79%	99.98%	99.96%
Amerigroup	Jefferson	99.68%	99.67%	98.68%	98.63%	99.96%	99.94%
Amerigroup	Lubbock	98.34%	99.33%	98.67%	97.96%	98.88%	99.60%
Amerigroup	MRSA Central	99.54%	99.75%	99.28%	98.45%	99.96%	99.93%
Amerigroup	MRSA NE	99.49%	99.72%	98.98%	98.40%	99.93%	99.93%
Amerigroup	MRSA West	99.29%	99.58%	98.00%	97.84%	99.78%	99.83%
Amerigroup	Tarrant	99.61%	99.84%	98.25%	97.53%	99.89%	99.97%
BCBS TX	Travis	99.79%	99.83%	99.32%	95.56%	99.96%	99.97%
CHC	Harris	100.00%	99.99%	100.00%	N/A	100.00%	100.00%
CHC	Jefferson	99.96%	99.99%	N/A	N/A	99.99%	100.00%
Christus	Nueces	98.41%	99.08%	N/A	58.62%	99.69%	99.64%
Community 1st	Bexar	99.98%	99.96%	99.60%	99.78%	100.00%	99.97%
Cook	Tarrant	100.00%	99.07%	100.00%	100.00%	100.00%	99.07%
Driscoll	Hidalgo	99.82%	98.57%	61.71%	99.49%	100.00%	99.99%
Driscoll	Nueces	99.78%	98.69%	65.33%	99.55%	99.99%	99.98%
El Paso 1st	El Paso	99.79%	99.88%	100.00%	100.00%	100.00%	100.00%
First Care	Lubbock	99.91%	99.89%	98.06%	99.97%	98.06%	97.23%
First Care	MRSA West	99.96%	99.98%	99.41%	98.18%	99.98%	99.98%
Molina	Dallas	99.82%	99.93%	100.00%	99.48%	99.99%	99.99%
Molina	El Paso	99.83%	99.86%	100.00%	100.00%	99.96%	100.00%
Molina	Harris	99.52%	99.91%	100.00%	99.26%	99.96%	99.98%
Molina	Hidalgo	99.97%	99.78%	100.00%	99.78%	99.99%	99.94%
Molina	Jefferson	99.66%	99.44%	100.00%	100.00%	99.99%	99.98%
Parkland	Dallas	99.82%	98.77%	100.00%	72.34%	99.99%	99.99%
Scott and White	MRSA Central	99.87%	99.93%	99.36%	98.94%	99.99%	99.99%
Sendero	Travis	99.93%	99.69%	100.00%	100.00%	99.99%	100.00%
Seton	Travis	78.88%	88.43%	100.00%	100.00%	21.11%	11.34%
Superior	Bexar	99.81%	99.78%	97.30%	100.00%	100.00%	99.99%
Superior	El Paso	99.75%	99.71%	100.00%	100.00%	99.93%	99.95%
Superior	Hidalgo	99.91%	99.81%	100.00%	100.00%	100.00%	99.99%
Superior	Lubbock	99.88%	99.83%	100.00%	100.00%	99.99%	99.96%
Superior	MRSA Central	99.89%	99.80%	100.00%	100.00%	99.99%	99.97%
Superior	MRSA NE	99.85%	99.72%	98.94%	100.00%	99.96%	99.93%
Superior	MRSA West	99.90%	99.76%	100.00%	100.00%	99.99%	99.98%
Superior	Nueces	99.95%	99.78%	100.00%	100.00%	99.99%	99.99%
Superior	Travis	99.91%	99.81%	98.44%	100.00%	100.00%	99.99%
Texas Children's	Harris	99.48%	99.56%	99.80%	100.00%	100.00%	100.00%
Texas Children's	Jefferson	99.45%	99.45%	100.00%	100.00%	100.00%	100.00%
United	Harris	99.75%	99.78%	99.82%	99.54%	99.93%	99.87%
United	Hidalgo	99.92%	99.61%	99.82%	99.39%	99.96%	99.65%
United	Jefferson	99.83%	99.88%	100.00%	99.81%	99.98%	99.96%

ATTACHMENT V  
STAR Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Behavioral Health Services Organization's Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Aetna	Bexar	99.91%	99.36%	N/A	87.88%	100.00%	100.00%
Aetna	Tarrant	99.95%	99.58%	100.00%	89.27%	100.00%	99.96%
Amerigroup	Bexar	99.89%	99.96%	100.00%	100.00%	100.00%	100.00%
Amerigroup	Dallas	N/A	N/A	N/A	N/A	N/A	N/A
Amerigroup	Harris	99.71%	99.91%	99.38%	98.51%	99.98%	99.97%
Amerigroup	Jefferson	99.51%	99.66%	100.00%	100.00%	99.70%	100.00%
Amerigroup	Lubbock	99.40%	99.93%	100.00%	100.00%	99.78%	100.00%
Amerigroup	MRSA Central	99.45%	99.77%	100.00%	88.24%	99.96%	99.98%
Amerigroup	MRSA NE	99.85%	99.66%	100.00%	98.67%	99.99%	99.98%
Amerigroup	MRSA West	99.59%	99.78%	100.00%	95.45%	99.93%	99.97%
Amerigroup	Tarrant	99.86%	99.93%	99.22%	97.73%	99.98%	99.99%
BCBS TX	Travis	100.00%	99.97%	N/A	N/A	100.00%	99.97%
CHC	Harris	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%
CHC	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Christus	Nueces	96.06%	99.93%	N/A	N/A	97.04%	100.00%
Community 1st	Bexar	99.98%	99.95%	99.50%	99.79%	100.00%	99.95%
Cook	Tarrant	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%
Driscoll	Hidalgo	99.47%	99.36%	90.48%	98.84%	100.00%	99.98%
Driscoll	Nueces	99.46%	98.75%	96.88%	100.00%	99.99%	99.99%
El Paso 1st	El Paso	99.72%	100.00%	83.33%	100.00%	100.00%	100.00%
First Care	Lubbock	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
First Care	MRSA West	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Molina	Dallas	N/A	N/A	N/A	N/A	N/A	N/A
Molina	El Paso	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Molina	Harris	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Molina	Hidalgo	99.98%	99.87%	N/A	100.00%	100.00%	100.00%
Molina	Jefferson	100.00%	99.79%	N/A	N/A	100.00%	100.00%
Parkland	Dallas	N/A	N/A	N/A	N/A	N/A	N/A
Scott and White	MRSA Central	99.61%	99.92%	100.00%	100.00%	100.00%	100.00%
Sendero	Travis	100.00%	99.90%	N/A	N/A	100.00%	100.00%
Seton	Travis	100.00%	100.00%	100.00%	100.00%	N/A	N/A
Superior	Bexar	99.76%	99.69%	66.67%	N/A	100.00%	99.99%
Superior	El Paso	99.36%	99.96%	100.00%	N/A	99.86%	100.00%
Superior	Hidalgo	99.92%	99.95%	33.33%	60.00%	100.00%	100.00%
Superior	Lubbock	99.94%	99.97%	N/A	N/A	100.00%	100.00%
Superior	MRSA Central	99.64%	99.83%	100.00%	N/A	99.95%	99.98%
Superior	MRSA NE	99.91%	99.91%	100.00%	100.00%	99.99%	99.99%
Superior	MRSA West	99.87%	99.91%	100.00%	N/A	100.00%	100.00%
Superior	Nueces	99.97%	99.83%	33.33%	100.00%	100.00%	100.00%
Superior	Travis	99.84%	N/A	N/A	100.00%	100.00%	100.00%
Texas Children's	Harris	99.39%	99.26%	100.00%	100.00%	100.00%	100.00%
Texas Children's	Jefferson	98.83%	99.00%	100.00%	100.00%	100.00%	100.00%
United	Harris	99.84%	99.83%	100.00%	100.00%	99.91%	99.92%
United	Hidalgo	99.98%	99.93%	100.00%	100.00%	100.00%	99.99%
United	Jefferson	99.96%	99.95%	100.00%	100.00%	100.00%	100.00%

ATTACHMENT V  
STAR Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Vision Services Organization's Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Aetna	Bexar	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Aetna	Tarrant	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Bexar	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Dallas	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Harris	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Lubbock	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	MRSA Central	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	MRSA NE	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	MRSA West	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Tarrant	100.00%	100.00%	N/A	N/A	100.00%	100.00%
BCBS TX	Travis	100.00%	100.00%	N/A	N/A	100.00%	100.00%
CHC	Harris	100.00%	100.00%	N/A	N/A	100.00%	100.00%
CHC	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Christus	Nueces	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Community 1st	Bexar	100.00%	100.00%	100.00%	N/A	100.00%	100.00%
Cook	Tarrant	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Driscoll	Hidalgo	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Driscoll	Nueces	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
El Paso 1st	El Paso	100.00%	100.00%	N/A	N/A	100.00%	100.00%
First Care	Lubbock	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%
First Care	MRSA West	100.00%	100.00%	100.00%	98.81%	100.00%	100.00%
Molina	Dallas	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Molina	El Paso	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Molina	Harris	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Molina	Hidalgo	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Molina	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Parkland	Dallas	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Scott and White	MRSA Central	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Sendero	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Seton	Travis	100.00%	100.00%	N/A	N/A	N/A	N/A
Superior	Bexar	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	El Paso	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Hidalgo	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Lubbock	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Superior	MRSA Central	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	MRSA NE	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	MRSA West	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Nueces	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Superior	Travis	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Texas Children's	Harris	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Texas Children's	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
United	Harris	100.00%	99.94%	N/A	N/A	N/A	100.00%
United	Hidalgo	99.99%	99.95%	N/A	N/A	99.99%	99.98%
United	Jefferson	100.00%	99.78%	N/A	N/A	100.00%	100.00%

ATTACHMENT V  
STAR Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Pharmacy Benefit Manager's Claims			
		% Clean Electronic Claims Adj. w/in 18 Days		% Non-Electronic Claims Adj. w/in 21 Days	
				(98% Std.)2	
		16Q1	16Q2	16Q1	16Q2
Aetna	Bexar	100.00%	100.00%	N/A	100.00%
Aetna	Tarrant	100.00%	100.00%	N/A	N/A
Amerigroup	Bexar	100.00%	100.00%	N/A	N/A
Amerigroup	Dallas	100.00%	100.00%	100.00%	N/A
Amerigroup	Harris	100.00%	100.00%	N/A	N/A
Amerigroup	Jefferson	100.00%	100.00%	100.00%	N/A
Amerigroup	Lubbock	100.00%	100.00%	N/A	N/A
Amerigroup	MRSA Central	100.00%	100.00%	100.00%	N/A
Amerigroup	MRSA NE	100.00%	100.00%	100.00%	N/A
Amerigroup	MRSA West	100.00%	100.00%	N/A	N/A
Amerigroup	Tarrant	100.00%	100.00%	N/A	N/A
BCBS TX	Travis	100.00%	100.00%	N/A	N/A
CHC	Harris	100.00%	100.00%	N/A	100.00%
CHC	Jefferson	100.00%	100.00%	N/A	N/A
Christus	Nueces	100.00%	100.00%	N/A	100.00%
Community 1st	Bexar	100.00%	100.00%	100.00%	N/A
Cook	Tarrant	100.00%	100.00%	100.00%	100.00%
Driscoll	Hidalgo	100.00%	100.00%	N/A	N/A
Driscoll	Nueces	100.00%	100.00%	N/A	N/A
El Paso 1st	El Paso	100.00%	100.00%	N/A	100.00%
First Care	Lubbock	100.00%	100.00%	N/A	N/A
First Care	MRSA West	100.00%	100.00%	100.00%	N/A
Molina	Dallas	100.00%	100.00%	N/A	100.00%
Molina	El Paso	100.00%	100.00%	N/A	N/A
Molina	Harris	100.00%	100.00%	N/A	100.00%
Molina	Hidalgo	100.00%	100.00%	N/A	N/A
Molina	Jefferson	100.00%	100.00%	N/A	100.00%
Parkland	Dallas	100.00%	100.00%	N/A	100.00%
Scott and White	MRSA Central	100.00%	100.00%	N/A	N/A
Sendero	Travis	100.00%	100.00%	N/A	N/A
Seton	Travis	100.00%	100.00%	N/A	N/A
Superior	Bexar	100.00%	100.00%	N/A	N/A
Superior	El Paso	100.00%	100.00%	N/A	N/A
Superior	Hidalgo	100.00%	100.00%	N/A	N/A
Superior	Lubbock	100.00%	100.00%	N/A	N/A
Superior	MRSA Central	100.00%	100.00%	N/A	N/A
Superior	MRSA NE	100.00%	100.00%	N/A	N/A
Superior	MRSA West	100.00%	100.00%	N/A	N/A
Superior	Nueces	100.00%	100.00%	N/A	N/A
Superior	Travis	100.00%	100.00%	N/A	N/A
Texas Children's	Harris	100.00%	100.00%	100.00%	100.00%
Texas Children's	Jefferson	100.00%	100.00%	N/A	100.00%
United	Harris	100.00%	100.00%	N/A	N/A
United	Hidalgo	100.00%	100.00%	N/A	N/A
United	Jefferson	100.00%	100.00%	N/A	N/A

ATTACHMENT V  
STAR+PLUS Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Acute Care Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Amerigroup	Bexar	99.24%	99.45%	98.86%	98.39%	99.93%	99.78%
Amerigroup	El Paso	98.92%	99.27%	97.21%	96.90%	99.86%	99.75%
Amerigroup	Harris	99.06%	99.33%	97.89%	97.93%	99.90%	99.79%
Amerigroup	Jefferson	99.28%	99.43%	98.51%	99.46%	99.93%	99.93%
Amerigroup	Lubbock	98.16%	99.27%	98.58%	98.61%	99.30%	99.67%
Amerigroup	MRSA West	98.95%	99.55%	98.99%	97.37%	99.92%	99.95%
Amerigroup	Tarrant	99.18%	99.55%	97.85%	98.11%	99.90%	99.90%
Amerigroup	Travis	99.98%	99.58%	98.85%	99.42%	99.98%	99.95%
Cigna-HealthSpring	Hidalgo	99.95%	98.43%	100.00%	96.15%	99.99%	99.90%
Cigna-HealthSpring	MRSA NE	99.97%	98.58%	99.44%	97.66%	99.99%	99.82%
Cigna-HealthSpring	Tarrant	99.90%	96.56%	99.77%	96.30%	99.98%	99.79%
Molina	Bexar	99.80%	99.84%	100.00%	100.00%	99.98%	99.98%
Molina	Dallas	99.75%	99.84%	100.00%	100.00%	99.98%	99.97%
Molina	El Paso	99.82%	99.91%	100.00%	100.00%	99.96%	100.00%
Molina	Harris	99.51%	99.86%	100.00%	99.43%	99.95%	99.96%
Molina	Hidalgo	99.90%	99.85%	100.00%	100.00%	99.99%	99.98%
Molina	Jefferson	99.66%	99.79%	100.00%	100.00%	100.00%	99.98%
Superior	Bexar	98.81%	98.16%	95.58%	100.00%	99.98%	99.93%
Superior	Dallas	99.49%	98.73%	100.00%	100.00%	99.98%	99.94%
Superior	Hidalgo	99.73%	98.96%	100.00%	96.55%	99.95%	99.99%
Superior	Lubbock	99.66%	98.60%	100.00%	100.00%	99.97%	99.93%
Superior	MRSA Central	99.80%	99.09%	100.00%	100.00%	99.99%	99.96%
Superior	MRSA West	99.74%	99.13%	100.00%	100.00%	99.97%	99.98%
Superior	Nueces	99.19%	98.23%	100.00%	100.00%	99.96%	99.97%
United	Harris	99.79%	99.81%	99.72%	99.76%	99.91%	99.89%
United	Jefferson	99.86%	99.87%	99.62%	99.78%	99.98%	99.95%
United	MRSA Central	99.83%	99.75%	100.00%	100.00%	99.92%	99.95%
United	MRSA NE	99.91%	99.84%	99.76%	99.60%	99.96%	99.95%
United	Nueces	99.88%	99.72%	100.00%	99.82%	99.92%	99.83%
United	Travis	99.91%	99.84%	99.76%	99.60%	99.96%	99.95%

ATTACHMENT V  
STAR+PLUS Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Behavioral Health Services Organization's Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Amerigroup	Bexar	99.55%	99.58%	100.00%	97.87%	99.88%	99.91%
Amerigroup	El Paso	99.84%	99.91%	100.00%	100.00%	100.00%	99.97%
Amerigroup	Harris	99.62%	99.42%	98.87%	98.55%	99.98%	99.96%
Amerigroup	Jefferson	99.29%	99.43%	100.00%	100.00%	99.74%	99.94%
Amerigroup	Lubbock	98.91%	99.90%	96.30%	100.00%	99.47%	99.93%
Amerigroup	MRSA West	99.18%	99.76%	100.00%	100.00%	100.00%	99.94%
Amerigroup	Tarrant	99.66%	99.88%	97.94%	99.01%	99.96%	99.96%
Amerigroup	Travis	99.75%	99.61%	97.92%	98.36%	99.99%	99.97%
Cigna-HealthSpring	Hidalgo	100.00%	96.88%	N/A	100.00%	100.00%	99.84%
Cigna-HealthSpring	MRSA NE	100.00%	97.29%	50.00%	N/A	100.00%	99.86%
Cigna-HealthSpring	Tarrant	100.00%	98.63%	N/A	100.00%	100.00%	100.00%
Molina	Bexar	99.94%	99.13%	100.00%	100.00%	100.00%	100.00%
Molina	Dallas	N/A	N/A	N/A	N/A	N/A	N/A
Molina	El Paso	99.97%	99.88%	N/A	100.00%	100.00%	100.00%
Molina	Harris	99.67%	99.82%	N/A	100.00%	100.00%	99.98%
Molina	Hidalgo	100.00%	99.77%	100.00%	100.00%	100.00%	100.00%
Molina	Jefferson	99.72%	99.93%	N/A	100.00%	100.00%	100.00%
Superior	Bexar	99.91%	99.66%	20.00%	91.67%	100.00%	99.99%
Superior	Dallas	N/A	N/A	N/A	N/A	N/A	N/A
Superior	Hidalgo	99.95%	99.92%	33.33%	100.00%	100.00%	99.99%
Superior	Lubbock	99.57%	99.66%	N/A	N/A	99.97%	100.00%
Superior	MRSA Central	99.62%	99.76%	100.00%	100.00%	100.00%	99.97%
Superior	MRSA West	99.83%	99.89%	50.00%	100.00%	99.99%	100.00%
Superior	Nueces	99.93%	99.66%	80.00%	50.00%	100.00%	99.95%
United	Harris	99.04%	99.92%	100.00%	100.00%	99.25%	99.92%
United	Jefferson	99.95%	99.95%	N/A	100.00%	100.00%	100.00%
United	MRSA Central	99.91%	99.87%	100.00%	100.00%	99.00%	100.00%
United	MRSA NE	99.92%	99.89%	100.00%	100.00%	100.00%	100.00%
United	Nueces	99.90%	99.90%	N/A	100.00%	10.00%	100.00%
United	Travis	99.92%	99.89%	100.00%	100.00%	100.00%	100.00%

ATTACHMENT V  
STAR+PLUS Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Vision Services Organization's Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Amerigroup	Bexar	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	El Paso	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Harris	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Jefferson	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Lubbock	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	MRSA West	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Tarrant	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Amerigroup	Travis	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Cigna-HealthSpring	Hidalgo	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Cigna-HealthSpring	MRSA NE	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Cigna-HealthSpring	Tarrant	100.00%	100.00%	N/A	N/A	100.00%	100.00%
Molina	Bexar	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Molina	Dallas	99.91%	99.95%	N/A	100.00%	100.00%	100.00%
Molina	El Paso	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Molina	Harris	99.83%	99.69%	N/A	100.00%	100.00%	100.00%
Molina	Hidalgo	99.76%	99.62%	N/A	N/A	100.00%	100.00%
Molina	Jefferson	99.66%	100.00%	N/A	100.00%	100.00%	100.00%
Superior	Bexar	100.00%	99.96%	100.00%	100.00%	100.00%	100.00%
Superior	Dallas	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Hidalgo	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Lubbock	100.00%	100.00%	N/A	100.00%	100.00%	100.00%
Superior	MRSA Central	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	MRSA West	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Superior	Nueces	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
United	Harris	99.95%	100.00%	N/A	N/A	100.00%	100.00%
United	Jefferson	100.00%	100.00%	N/A	N/A	N/A	100.00%
United	MRSA Central	100.00%	100.00%	N/A	N/A	100.00%	100.00%
United	MRSA NE	100.00%	99.83%	N/A	N/A	N/A	100.00%
United	Nueces	100.00%	100.00%	N/A	N/A	N/A	100.00%
United	Travis	100.00%	99.83%	N/A	N/A	N/A	100.00%

ATTACHMENT V  
STAR+PLUS Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Pharmacy Benefit Manager's Claims			
		% Clean Electronic Claims Adj. w/in 18 Days		% Non-Electronic Claims Adj. w/in 21 Days 2	
		(98% Std.)		(98% Std.)2	
		16Q1	16Q2	16Q1	16Q2
Amerigroup	Bexar	100.00%	100.00%	N/A	N/A
Amerigroup	El Paso	100.00%	100.00%	N/A	N/A
Amerigroup	Harris	100.00%	100.00%	N/A	N/A
Amerigroup	Jefferson	100.00%	100.00%	N/A	N/A
Amerigroup	Lubbock	100.00%	100.00%	N/A	N/A
Amerigroup	MRSA West	100.00%	100.00%	N/A	N/A
Amerigroup	Tarrant	100.00%	100.00%	100.00%	N/A
Amerigroup	Travis	100.00%	100.00%	100.00%	N/A
Cigna-HealthSpring	Hidalgo	100.00%	100.00%	N/A	N/A
Cigna-HealthSpring	MRSA NE	100.00%	100.00%	N/A	N/A
Cigna-HealthSpring	Tarrant	100.00%	99.92%	N/A	N/A
Molina	Bexar	100.00%	100.00%	N/A	100.00%
Molina	Dallas	100.00%	100.00%	N/A	100.00%
Molina	El Paso	100.00%	100.00%	N/A	100.00%
Molina	Harris	100.00%	100.00%	N/A	100.00%
Molina	Hidalgo	100.00%	100.00%	N/A	N/A
Molina	Jefferson	100.00%	100.00%	N/A	N/A
Superior	Bexar	100.00%	100.00%	N/A	N/A
Superior	Dallas	100.00%	100.00%	N/A	N/A
Superior	Hidalgo	100.00%	100.00%	N/A	N/A
Superior	Lubbock	100.00%	100.00%	N/A	N/A
Superior	MRSA Central	100.00%	100.00%	N/A	N/A
Superior	MRSA West	100.00%	100.00%	N/A	N/A
Superior	Nueces	100.00%	100.00%	N/A	N/A
United	Harris	100.00%	100.00%	N/A	N/A
United	Jefferson	100.00%	100.00%	N/A	N/A
United	MRSA Central	100.00%	100.00%	N/A	N/A
United	MRSA NE	100.00%	100.00%	N/A	N/A
United	Nueces	100.00%	100.00%	N/A	N/A
United	Travis	100.00%	100.00%	N/A	N/A



ATTACHMENT V  
STAR+PLUS Claims Adjudication (2016 SFQ1-SFQ2)

MCO	Service Area	Long Term Care Organization's Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		16Q1	16Q2	16Q1	16Q2	16Q1	16Q2
Amerigroup	Bexar	99.92%	99.92%	99.32%	100.00%	99.97%	99.96%
Amerigroup	El Paso	99.92%	99.95%	96.77%	100.00%	99.99%	99.97%
Amerigroup	Harris	99.66%	99.73%	97.86%	92.66%	99.86%	99.87%
Amerigroup	Jefferson	99.97%	99.99%	100.00%	100.00%	99.99%	99.99%
Amerigroup	Lubbock	99.50%	99.74%	100.00%	97.37%	99.82%	99.87%
Amerigroup	MRSA West	99.97%	99.97%	100.00%	100.00%	99.99%	99.99%
Amerigroup	Tarrant	99.78%	99.79%	100.00%	100.00%	99.88%	99.95%
Amerigroup	Travis	99.97%	99.96%	100.00%	100.00%	99.99%	99.97%
Cigna-HealthSpring	Hidalgo	99.85%	99.27%	100.00%	97.38%	99.86%	99.63%
Cigna-HealthSpring	MRSA NE	99.86%	96.08%	99.03%	100.00%	99.88%	98.17%
Cigna-HealthSpring	Tarrant	99.69%	97.98%	100.00%	100.00%	99.92%	98.90%
Molina	Bexar	99.94%	99.77%	100.00%	100.00%	100.00%	100.00%
Molina	Dallas	99.94%	99.71%	100.00%	100.00%	99.99%	100.00%
Molina	El Paso	99.83%	99.89%	N/A	100.00%	99.99%	100.00%
Molina	Harris	99.96%	99.81%	100.00%	100.00%	99.99%	100.00%
Molina	Hidalgo	99.97%	99.70%	100.00%	100.00%	100.00%	100.00%
Molina	Jefferson	100.00%	99.72%	100.00%	100.00%	100.00%	100.00%
Superior	Bexar	99.77%	99.34%	100.00%	N/A	100.00%	99.98%
Superior	Dallas	99.83%	98.87%	N/A	100.00%	100.00%	99.98%
Superior	Hidalgo	99.95%	99.59%	100.00%	N/A	99.99%	99.99%
Superior	Lubbock	99.68%	98.08%	N/A	N/A	100.00%	99.94%
Superior	MRSA Central	99.85%	99.10%	N/A	N/A	99.99%	99.90%
Superior	MRSA West	99.82%	97.88%	N/A	N/A	100.00%	99.93%
Superior	Nueces	99.83%	99.56%	100.00%	N/A	100.00%	99.99%
United	Harris	99.71%	99.16%	99.89%	99.84%	99.89%	99.16%
United	Jefferson	99.40%	99.25%	100.00%	99.82%	99.66%	99.43%
United	MRSA Central	99.74%	98.47%	100.00%	99.94%	99.38%	98.64%
United	MRSA NE	99.96%	99.37%	99.40%	99.86%	99.97%	99.47%
United	Nueces	99.97%	99.53%	100.00%	99.73%	99.99%	99.57%
United	Travis	99.96%	99.37%	99.40%	99.86%	99.97%	99.37%

ATTACHMENT V  
Dental Claims Adjudication (2016 SFQ1-SFQ2)

DMO	Service Area	Dental Claims					
		% Clean Adj. w/in 30 Days		% Appealed Adj. w/in 30 Days		% Clean Adj. w/in 90 Days	
		(98% Std.)		(98% Std.)		(99% Std.)	
		Q1	Q2	Q1	Q2	Q1	Q2
Dentaquest	Statewide	99.96%	99.97%	99.92%	100.00%	99.96%	99.98%
MCNA	Statewide	99.99%	99.99%	99.77%	100.00%	100.00%	100.00%