

# **1115 Waiver: Texas Healthcare Transformation and Quality Improvement Program Monitoring Report**

---

**As Required by  
Special Terms and Conditions 74  
and 42 CFR § 431.428**

**Texas Health and Human Services**

**Commission**

**Quarter Three Report**

**August 2022**



**TEXAS**  
Health and Human  
Services

## 1. Preface

<b>State</b>	Texas Health and Human Services Commission
<b>Demonstration Name</b>	Texas Healthcare Transformation and Quality Improvement Program - “1115 Transformation Waiver”
<b>Approval Dates</b>	Initial approval date: December 12, 2011 15-Month Extension approval date: May 2, 2016 Renewal approval date: December 13, 2017 Extension approval date: January 15, 2021
<b>Approval Periods</b>	December 13, 2017-September 30, 2022 (prior approval period) January 15, 2021-September 30, 2030
<b>Demonstration Goals and Objectives</b>	<p>The Texas Healthcare Transformation and Quality Improvement Program Section 1115 Waiver enables the State to expand its use of Medicaid managed care to achieve program savings, while also preserving locally funded supplemental payments to hospitals. The goals of the demonstration are to:</p> <ul style="list-style-type: none"> <li>• Expand risk-based managed care statewide;</li> <li>• Support the development and maintenance of a coordinated care delivery system;</li> <li>• Improve outcomes while containing cost growth; and</li> <li>• Transition to quality-based payment systems across managed care and providers.</li> </ul>

## 2. Executive Summary

According to the Special Terms and Conditions (STCs) of the Demonstration, the Texas Health and Human Services Commission (HHSC) provides its monitoring report for Demonstration Year (DY) 11, which began October 1, 2021<sup>1</sup>. Pursuant to 42 CFR § 431.428, Texas provides this quarterly report to demonstrate how the goals and objectives were met as Texas Medicaid served over five million Medicaid beneficiaries through risk-based Medicaid managed care authorized under this waiver while finalizing the transition from the Delivery System Reform Incentive Payment (DSRIP) pool to integrated directed payment programs, continuing the Uncompensated Care pool, and launching the Public Health Provider Charity Care Program.

### Growth in Caseload

As of June 2022, Texas had over 5.4 million full benefit clients in Medicaid. Prior to the federal public health emergency (PHE), full benefit caseloads were under 4 million and experiencing overall declines due to sustained positive economic conditions and record low unemployment levels. This growth in Medicaid underscores the significant impact the COVID-19 PHE and related Maintenance of Eligibility (MOE) policy have had on Texas Medicaid enrollment.

### Medicaid Managed Care Enrollment

In the beginning of state fiscal year 2022, HHSC contracted with 17 managed care organizations (MCOs). Effective January 1, 2022, Molina Healthcare acquired Cigna-HealthSpring. Cigna-HealthSpring submitted deliverables during quarter one of state fiscal year 2022. The State continues to contract with 16 managed care organizations (MCOs) and 3 dental maintenance organizations (DMOs). Each MCO covers one or more of the service delivery areas (SDAs), while each dental plan provides statewide services (See *Attachment A*). Approximately 95% of Texas Medicaid beneficiaries are enrolled in Medicaid Managed Care (MMC). The PHE MOE policy has had the largest impact on the STAR program, which serves parent/caretakers, pregnant women, and children. The STAR+PLUS and STAR Kids programs have not experienced the same degree of impact as these programs serve disability related populations which are largely covered due to their level of need and long lengths of stay in Medicaid.

### Initiatives

During quarter three of federal fiscal year (FFY) 2022, HHSC continued to implement several new initiatives and programs. The state received final approval of the directed payment programs set forward in the DSRIP transition plan and STCs. The state launched the Public Health Provider-Charity Care Pool and worked with the Centers for Medicare and Medicaid Services (CMS) to resize the Uncompensated Care Pool. The state continues to make DSRIP payments related to the last program year; the final payment will be made in January 2023. Finally, in response to legislative direction, the state submitted 1115 waiver amendments to extend Medicaid eligibility for women postpartum and transition Case Management for Children and Pregnant Women into managed care.

---

<sup>1</sup> Demonstration Year 11 includes work that is tied to the State fiscal year as well.

## **COVID-19 Public Health Emergency**

In response to the PHE and financial strains impacting the Texas healthcare system, Texas submitted an extension application in November 2020. Texas and CMS worked together to negotiate and to agree to updated terms. Texas received approval on January 15, 2021. This was a key achievement and created financial certainty and security for Texas Medicaid, Medicaid MCOs, and the network of contracted providers actively responding to the PHE. The PHE related to COVID-19 continues to be a key challenge impacting the 1115 Transformation Waiver. It has significantly impacted both costs and caseload.

On April 12, 2022, the PHE was extended by the Secretary of the Department of Health and Human Services for another 90 days. The approved accommodations from April 2021 “Emergency Preparedness and Response Attachment K,” are set to extend to the end of the PHE.<sup>2</sup> In response to the PHE, HHSC implemented temporary provider rate increases to support recruitment and retention of direct care workforce providing home and community-based services. Workforce and staffing needs continue to be reviewed, and other economic factors are being considered by the Texas Legislature.

HHSC has an ongoing process to review flexibilities implemented to address needs identified during the PHE and determine if it is appropriate to end them or make them permanent in compliance with federal requirements.

## **Extension Implementation**

On April 22, 2022, CMS withdrew its rescission letter and confirmed the authority of the January 2021 STCs over the waiver. A Stipulation of Dismissal in the related federal lawsuit was subsequently filed by the parties on May 10, 2022, closing out the litigation.

This report discusses in more detail the highlights included in this summary section.

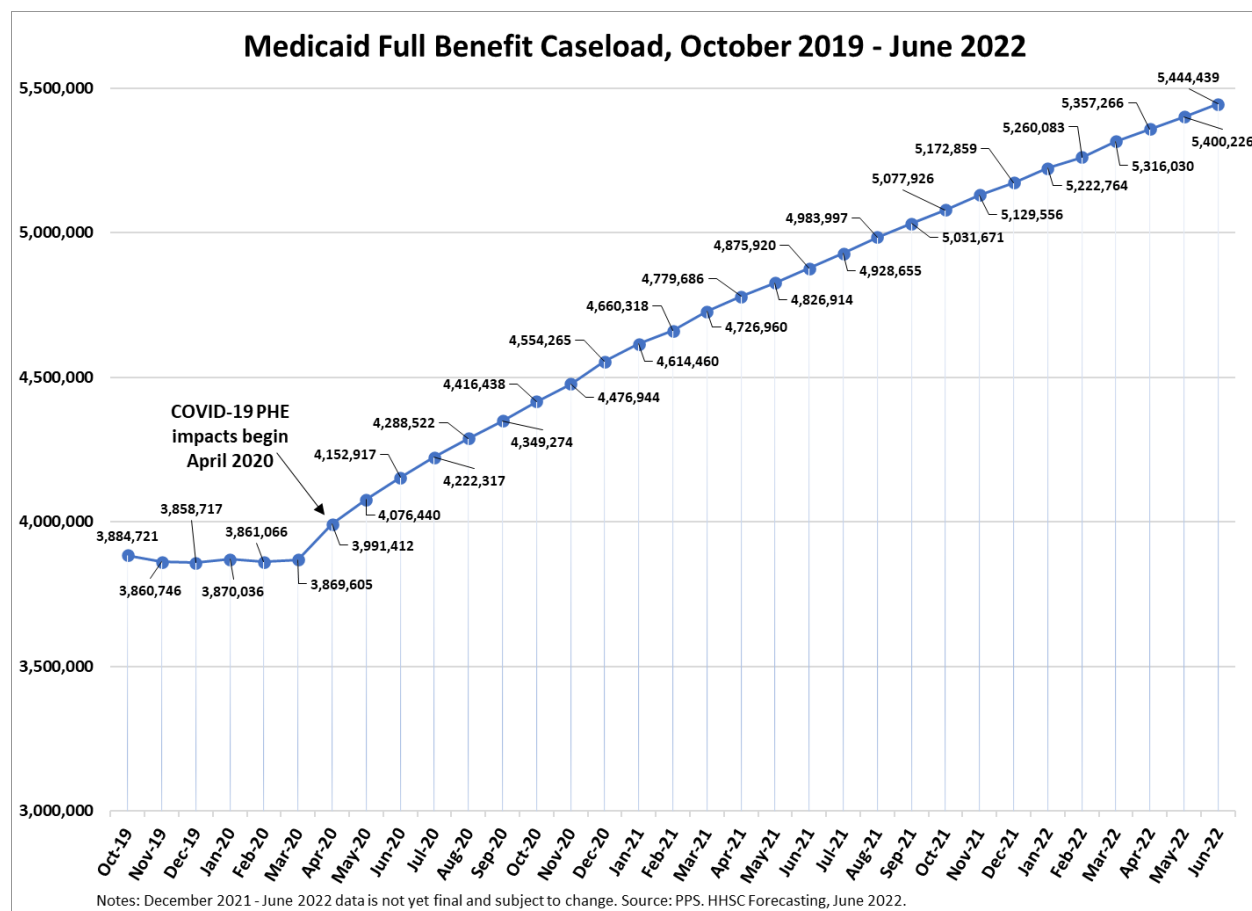
---

<sup>2</sup> HHSC may end approved flexibilities that are no longer required or determined necessary prior to the end of the PHE.

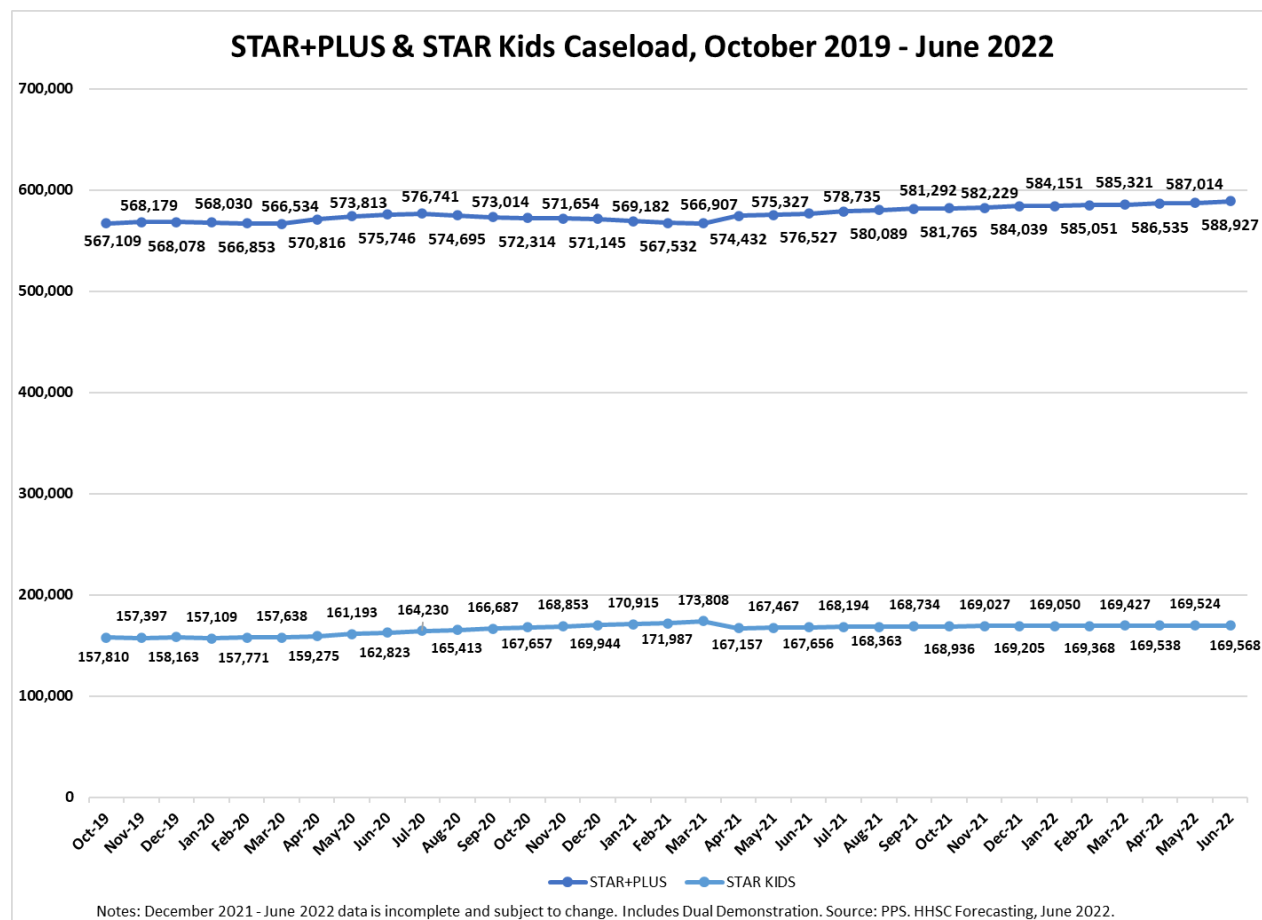
### 3. Enrollment

This section addresses trends and issues related to STAR, STAR Kids, 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.

The graph below provides a visual look at the overall Medicaid caseload growth experienced during the PHE. Growth began in April 2020 and has increased by over 1.6 million clients.



Ninety-eight percent of the growth in managed care during the PHE has been attributed to the STAR program, while disability related managed care programs have experienced minimal impact. The graph below illustrates the impact to the STAR Kids and STAR+PLUS programs, which serve aged, blind, and disabled clients.



\*STAR+PLUS is the one notated in darker blue at the top of the above graph.

In **Attachment B1**, an enrollment summary is broken out by product line, service delivery area, and MCO for SFY22 Q2 to show where caseloads are headed. Due to the amount of time required for accurate data collection and reporting, total enrollment counts are reported on a one-quarter lag. **Attachment B2** includes Medicaid and CHIP Enrollment Reports from September 2021 through November 2021, these reports include the estimated enrollment by delivery model, program, risk group, Medicaid MCOs, DMOs, and CHIP MCOs. These data are projections provided by Forecasting and are considered final after eight months.

The State's enrollment broker, MAXIMUS, submits a biannual summary of unduplicated enrollments by program. **Attachment L** encompasses MAXIMUS enrollment reported for December 2021 through May 2022 for STAR, STAR+PLUS, and STAR Kids. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 5,046,065 total enrollments per month. The Dental Program reported an average of 3,920,394 total enrollments in the reporting period.

## Enrollment Counts for the Quarter by Populations Served

This subsection includes the latest quarterly enrollment counts for which final data is available. This enrollment summary includes all of Medicaid to demonstrate the total number served and those in

Medicaid managed care authorized under the waiver. Unique client counts per quarter will be reported on a two-quarter lag and provided every other quarter.

## Enrollment of Members with Special Health Care Needs

This subsection of the report addresses managed care enrollment of members with special health care needs (MSHCN). *Attachment Q* outlines STAR MSHCN details by service delivery area (SDA) and MCO. HHSC has established contractual requirements and a template for the MCOs to submit quarterly MSHCN data.

All STAR Kids and STAR+PLUS members are deemed to be MSHCN. All STAR Kids and STAR+PLUS plans reported 100% MSHCN, as required in the contract. STAR Kids and STAR+PLUS managed care organizations (MCOs) are required to provide service coordination to all members, unless the member declines. STAR MCOs must identify MSHCN based on criteria outlined in the managed care contract. STAR MCOs are required to provide service management to MSHCN unless the member declines service management or is unable to be reached. Service management can be considered an administrative service performed by the STAR MCO. Service management also includes the development of a service plan to meet the members' short and long-term goals.

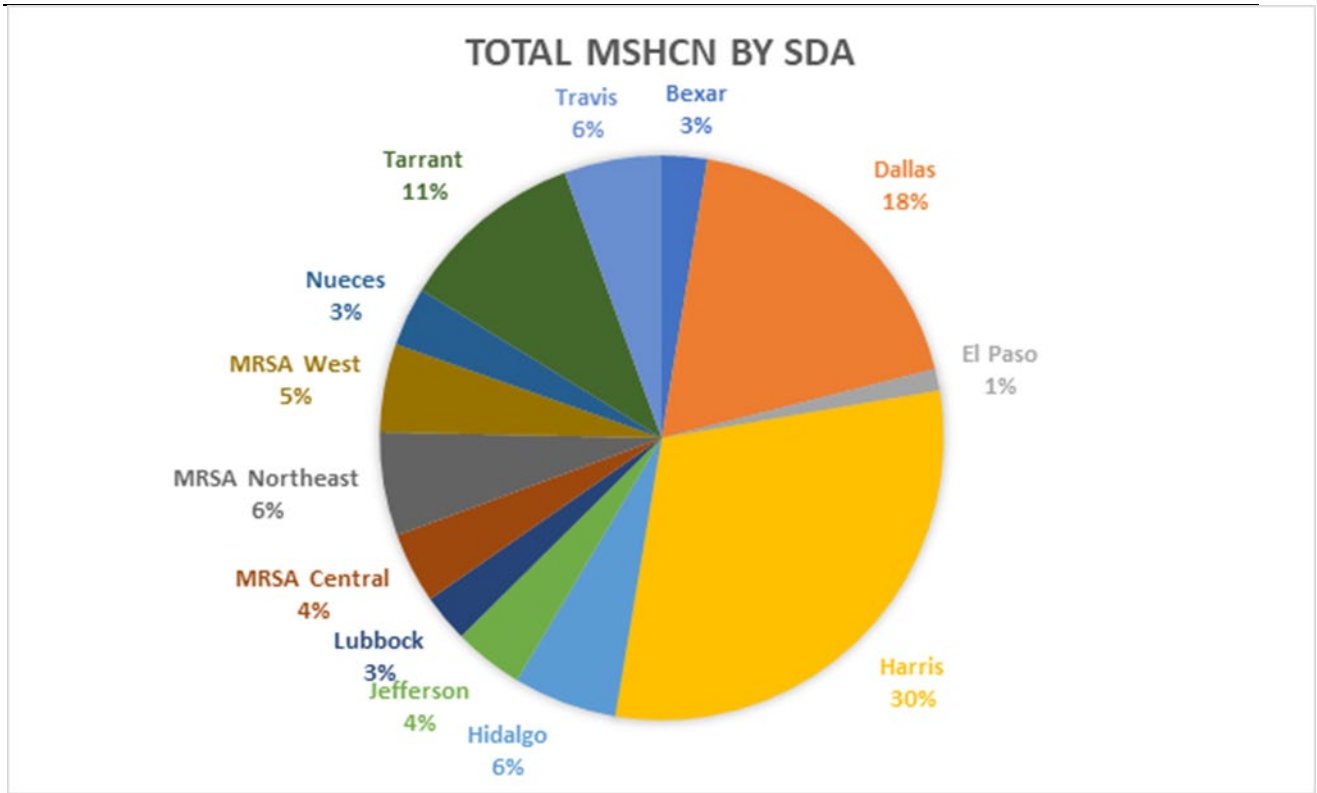
The number without service plans includes those who declined and those who could not be reached. Percentages represent the proportion of MSHCN without service plans who declined Service Management or whom the MCO was unable to reach. An MSHCN is defined as a member who:

- (1) Is in one or more groups designated by HHSC. These groups include pregnant women identified as high risk, members with behavioral health conditions, members with serious ongoing illness or a chronic complex condition that is anticipated to last for a significant period and requires ongoing therapeutic intervention and evaluation; or
- (2) Has been identified as MSHCN based on the MCO's assessment of each individual Member's needs.

In SFY 2022 Q2, STAR MCOs reported a total of 109,414 children and adults identified as MSHCN. STAR MCOs reported 22.7 percent of MSHCN had a service plan and 77.3 percent of MSHCN did not have a service plan. (See *Attachment Q*). In SFY 2022 Q2, the overall percentage of STAR MSHCN with service plans has slightly increased since the last reporting period. Three MCOs reported more than 60% of their MSHCN in certain SDAs had a service plan (Driscoll, Superior, and United). Three MCOs (Amerigroup, Community First, and Texas Children's) reported less than 10% of their MSHCN in certain SDAs had a service plan.

Harris SDA holds the most MSHCN with 30.33 percent (33,183) of all reported STAR MSHCN. Dallas SDA holds the second-most reported MSHCN with 18.48 percent (20,215) of all reported STAR MSHCN. See chart below for additional detail.





## Member Disenrollment

There was no Medicaid member disenrollment during SFY22 Q3.

## 3.1 Anticipated Changes to Enrollment

On January 27, 2020, the Secretary of Health and Human Services declared a PHE due to the novel coronavirus. In March 2020, Governor Greg Abbott declared a disaster in Texas due to the COVID-19 pandemic. Additionally, the federal law passed in March 2020, H.R. 6201 (Families First Coronavirus Response Act), required States to maintain continuous Medicaid coverage during the federal PHE period as a condition of receiving enhanced federal funding. As part of the emergency response, HHSC put automated processes in place to maintain Medicaid coverage.

On October 28, 2020, CMS issued interim final rules which provided clarification on the continuous enrollment requirements in the Families First Coronavirus Response Act (FFCRA). CMS clarified States must transition individuals between eligibility categories during the PHE, if the new Medicaid program provides the same tier of benefits or a higher tier of benefits. Texas has aligned with the interim final rule related to maintenance of eligibility as part of the FFCRA.

Beginning in February 2021, HHSC transitioned Medicaid clients to the appropriate program on an ongoing basis when there was a change in circumstance or when processing a renewal application. Generally, if a client no longer meets the criteria for their current program, and does not qualify for another Medicaid group, the client will remain in their current group for the remainder of the continued eligibility period. There are some limited situations where an individual will not continue to receive



Medicaid State Plan benefits such as when the individual leaves the State, voluntarily leaves the program, or is deceased.

Based on the new guidance provided by CMS on March 3, 2022, Texas' PHE unwind plan for completing redeterminations will be a population based, phased approach to end continuous coverage. HHSC's unwinding approach staggers Medicaid redeterminations for continuous coverage. Using the most recent case information, this approach will prioritize redeterminations into the following groups:

1. Individuals most likely to be ineligible (e.g., members who aged out of Medicaid, or adult recipients who no longer have an eligible dependent child in their household) or those who transitioned to another program (i.e., CHIP, or pregnant women who may transition to Healthy Texas Women).
2. Individuals transitioned to a different Medicaid eligibility group; Medicaid children, parent/caretaker and waiver groups pending information; and certain MAGI population groups (e.g., children, people receiving Transitional Medical Assistance).
3. All remaining individuals from the previous groups, including those most likely to remain eligible when continuous coverage ends.

HHSC is preparing for the large volume of work expected with unwinding continuous coverage. To address potential strain on the eligibility system during the unwinding period, HHSC has identified multiple strategies aimed at increasing workforce capacity and/or reducing workload on eligibility workers. HHSC is also engaging with providers, MCOs, and advocates to support members during this process by providing key messages that aim to reduce member confusion and increase the likelihood of eligible members maintaining coverage.

Additionally, to address the needs of providers and members participating in Medicaid during the PHE, HHSC has implemented policy and process flexibilities related to services, provider enrollment, assessments, etc. HHSC has an ongoing process to review these flexibilities and determine if it is appropriate to end them or make them permanent, in compliance with federal requirements.

## 4. Provider Network & Network Adequacy

To ensure the availability and accessibility of services in a timely manner, MCOs are required to meet network adequacy standards for time and distance. These vary by provider type and county designation (metro, micro, rural). MCOs must ensure at least 90% of members, unless otherwise specified, have access to a choice of each provider type (PCPs, dentist, and specialty services) in each service delivery area (SDA) within prescribed travel time and distance standards. The required distance and travel time standards vary by provider and county designation (see *Attachment E and Attachments H1-H4*).

*Attachment H1* provides an analysis of the percentage of each managed care plan's members with at least two PCPs within the maximum distance from the member's residence (based on Medicaid enrollment files) by program and county designation (metro, micro, rural) within the distance standard of 90%. During SFY22 Q3, all MCOs met or exceeded the 90% standard for members' access to PCPs. Similarly, MCOs are required to maintain an adequate network of specialty providers such that 90% of members have access to at least two providers (except as noted below) within the time and distance standard for the specialty provider type.

HHSC has established network adequacy standards for the following types of specialty providers: acute care hospital; audiologist; behavioral health outpatient; cardiovascular disease; ear, nose, and throat (ENT); Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MHR); general surgeon; nursing facility; OB/GYN; ophthalmologist; orthopedist; pediatric sub-specialty; prenatal care; therapy (occupational, physical, and speech); psychiatrist; and urologist.

*Attachment H2* presents the detailed specialty provider analysis by program and county designation (metro, micro, rural). During Q3, and across all Medicaid managed care programs, MCOs met or exceeded the 90% standard for members' access to specialty providers for General Surgeon, Nursing Facility, OB/GYN, Pediatric Sub-specialty, and Therapy. The evaluation of network adequacy compliance occurs at the county level. It is possible for an MCO's overall average compliance rate to be high yet still be below 90% in one or more counties. The table below summarizes the count of MCOs that did not meet the 90% overall average compliance rate in one or more counties.

**MCO Network Adequacy Summary – Specialty Providers – Number of MCOs that did not meet the standard, by Specialty Provider, Program and County designation SFY22 Q3\***

Type of Specialist	Program	Number of MCOs that did not meet the standard in a county		
		Metro County	Micro County	Rural County
Acute Care Hospital	STAR	2	7	13
	STAR+PLUS	0	4	4
	STAR Kids	1	6	6

Medicaid Section 1115 Monitoring Report  
Texas Healthcare Transformation and Quality Improvement Program  
Demonstration Year DY11: October 1, 2021 – September 30, 2022  
State Fiscal Year FY22: September 1, 2021 – August 31, 2022

<b>Audiologist</b>	STAR	8	8	8
	STAR+PLUS	3	4	4
	STAR Kids	4	4	4
<b>Behavioral Health – Outpatient</b>	STAR	0	2	0
	STAR+PLUS	0	0	0
	STAR Kids	0	1	0
<b>Cardiovascular Disease</b>	STAR	1	3	1
	STAR+PLUS	0	1	0
	STAR Kids	1	5	1
<b>ENT (Otolaryngology)</b>	STAR	0	2	2
	STAR+PLUS	0	0	0
	STAR Kids	0	2	2
<b>Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MHR)</b>	STAR	8	13	5
	STAR+PLUS	3	4	4
	STAR Kids	7	9	4
<b>General Surgeon</b>	STAR	0	1	0
	STAR+PLUS	0	1	0
	STAR Kids	0	0	0
<b>Nursing Facility</b>	STAR+PLUS	0	1	0
<b>OB/GYN</b>	STAR	0	0	0
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Ophthalmologist</b>	STAR	2	6	1
	STAR+PLUS	0	1	1
	STAR Kids	1	4	2
<b>Orthopedist</b>	STAR	0	4	1
	STAR+PLUS	0	3	1
	STAR Kids	0	3	1
<b>Pediatric Sub-Specialty</b>	STAR	0	0	0
<i>(The standard requires access to one provider)</i>	STAR Kids	0	0	0
<b>Prenatal</b>	STAR	0	0	1
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Psychiatrist</b>	STAR	1	4	2
	STAR+PLUS	0	2	1
	STAR Kids	2	3	2
<b>Therapy (Occupational, Physical, and Speech)</b>	STAR	0	0	0
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Urologist</b>	STAR	0	5	8

Medicaid Section 1115 Monitoring Report  
Texas Healthcare Transformation and Quality Improvement Program  
Demonstration Year DY11: October 1, 2021 – September 30, 2022  
State Fiscal Year FY22: September 1, 2021 – August 31, 2022

	STAR+PLUS	0	2	4
	STAR Kids	0	2	4

\*See Attachment H2 for detailed data tables for each MCO.

**Attachment H3** provides dentist analysis by DMO and county designation. During SFY22 Q3, all DMOs met the network access standard of 95% for Main Dentist in Metro County, no DMOs met the network access standard in Micro County, and United HealthCare Dental did not meet the network access standard in Rural County.

**Attachment H4** provides dental specialty analysis by provider type and county designation. The DMOs did not consistently meet network access standards for dental specialty providers (Orthodontists, Endodontists and Pediatric dentists) for SFY22 Q3. DentaQuest and MCNA met the standards for Pediatric Dental but did not meet the standards for Orthodontists or Endodontists in micro and rural counties. United Healthcare Dental did not meet standards for Endodontists or Orthodontists in all counties and Pediatric Dental in micro counties. The DMOs' performance is being reviewed for further actions.

Provider Type	DMO	Number of DMOs that did not meet the standard in a county		
		Metro County	Micro County	Rural County
Main Dentist	DentaQuest	0	1	0
	MCNA Dental	0	1	0
	Superior HealthPlan	0	1	0
	United HealthCare Dental	0	1	1
Endodontist	DentaQuest	0	1	1
	MCNA Dental	0	1	1
	Superior HealthPlan	0	1	1
	United HealthCare Dental	1	1	1
Orthodontist	DentaQuest	0	1	1
	MCNA Dental	0	1	1
	Superior HealthPlan	0	1	1
	United HealthCare Dental	1	1	1
Pediatric Dentist	DentaQuest	0	0	0
	MCNA Dental	0	0	0
	Superior HealthPlan	0	0	0
	United HealthCare Dental	0	1	0

\*See Attachments H3 and H4 for detailed data tables for each DMO.

\*\*HHSC may grant an exception during the corrective action process.

In addition to monitoring network adequacy performance of the MCOs related to primary and specialty care, HHSC continues to enhance efforts to monitor long-term services and supports, in particular, community attendant care. As part of the implementation of the Community Attendant Workforce Development Strategic Plan required by the 2020-21 General Appropriations Act, House Bill 1, 86th

Texas Legislature, Regular Session, 2019 (Article II, Health and Human Services Commission, Rider 157)<sup>3</sup>, HHSC is enhancing provider network adequacy standards for Medicaid MCOs to ensure members have sufficient access to community care attendants. Managed care contracts have been updated to clarify that MCOs must ensure that a minimum of 90% of their members have timely access to community attendant care services upon authorization of services. Timeliness is defined as within seven days from the authorization. Initial data will provide a baseline for future performance monitoring, with the expectation that MCO performance will improve over time. In the coming quarters, HHSC expects to continue refining and improving the collection and analysis of this data. As the data and analysis processes continue to mature and more baseline data is compiled, HHSC expects the data quality to become more refined. HHSC will begin reporting on this in future reports once data is available for the corresponding reporting period.

## Managed Care Provider Network

This subsection includes quarterly healthcare provider counts for STAR, STAR+PLUS, STAR Kids, and dental provider counts for the dental program (See *Attachment C2*). Provider Network Count Methodology may be found in *Attachment C1*. Because of the time required for data collection, healthcare provider counts per quarter are reported on a one-quarter lag.

During SFY22 Q2, unique Primary Care Provider (PCP) provider enrollment continued to increase across all programs statewide. Specialist provider enrollment increased in the STAR and STAR Kids programs but decreased in STAR+PLUS. Similarly, unique pharmacist enrollment slightly increased across all programs during SFY22 Q2. Across the dental programs statewide, the DMOs reported an increase in dental provider enrollment compared to the previous quarter.

## Provider Termination

*Attachment C3* details the data reported by the MCOs regarding the number of PCPs and specialists terminated in SFY22 Q2. The MCOs reported a variety of reasons for termination. For SFY22 Q2, the top three reasons for PCP and specialist terminations included, the provider left a group practice, the provider moved, and the provider retired. Because of the time required for data collection, provider termination counts per quarter are reported on a one-quarter lag.

## MCO and DMO Network Adequacy Standard Exceptions

In FY22 Q2, HHSC focused its monitoring efforts on ensuring MCOs and DMOs implement access to care plans and member education initiatives. HHSC utilized this time to resolve data discrepancies and redesign the network adequacy corrective action process to include the exception request process. HHSC requires MCO provider networks to comply with distance or travel time standards in accordance with managed care contract requirements. A Corrective Action Plan (CAP) is required if the MCO/DMO does not meet the performance standards outlined in UCM 5.28.1 Access to Network Providers - Performance Standards and Specifications in at least one county.

As a part of HHSC's process, MCOs and DMOs may submit an exception request for areas of non-compliance via the network adequacy corrective action process. HHSC approves or denies the exception request based on the review of supporting information that demonstrates an MCO's provider contracting

---

<sup>3</sup> <https://www.hhs.texas.gov/sites/default/files/documents/laws-regulations/reports-presentations/2020/rider-157-ca-workforce-dev-strat-plan-nov-2020.pdf>

efforts and assurances of access to care. As part of the exception, the MCO must implement strategies to proactively contact and provide education to the impacted members on how to access care by approaches such as providing a list of network providers in the area, providing guidance and a list of network providers offering telehealth and telemedicine services, how to access care outside of the area, how to contact member services and the Member Hotline, what to do in case of an emergency, and how to access non-emergent medical transportation and the MCOs' transportation value-added service, if available. The MCO must ensure continuity of care. If the exception request is denied, the MCO is subject to remedies such as liquidated damages or a corrective action plan.

## Hotline Performance

The MCOs and DMOs must have toll-free member and behavioral health hotlines (behavioral health hotline not applicable to DMOs), that members can call 24 hours a day, 7 days a week. The MCOs and DMOs must also have a toll-free provider hotline that is available for provider inquiries from 8 a.m. to 5 p.m. local time for the Service Area, Monday through Friday, except for State-approved holidays. The performance standards for these member and provider hotlines are listed below:

- 80% of all calls must be answered by a live person within 30 seconds (not applicable for provider hotlines).
- $\leq 7\%$  call abandonment rate; and
- $\leq 2$  minutes average hold time.

Included in **Attachment M1-M4** is data from SFY22 Q2. A summary of findings using the MCO self-reported data aggregated from TexConnect is reported below.

### Member Hotline (STAR/STAR+PLUS - SFY22 Q2)

- All MCOs met the performance standard that 80% of all calls must be answered by a live person within 30 seconds.
- All MCOs met the  $\leq 7\%$  abandoned calls standard.
- All MCOs average hold times were under two minutes.

### Member Hotline (STAR Kids – SFY22 Q2)

- All MCOs met the 80% standard for answered by a live person within 30 seconds.
- All MCOs met the  $\leq 7\%$  abandoned calls performance standard.
- All MCOs met the performance standard where average hold times were under two minutes.

### Behavioral Health Hotline (STAR/STAR+PLUS – SFY22 Q2)

- All MCOs met the 80% standard for answered by a live person within 30 seconds.
- All MCOs met the  $\leq 7\%$  abandoned calls standard.
- All MCOs met the performance standard for average hold times under two minutes.

### Behavioral Health Hotline (STAR Kids – SFY22 Q2)

- All MCOs met the 80% standard for calls answered by a live person within 30 seconds.
- All MCOs met the  $\leq 7\%$  abandoned calls standard.
- All MCOs average hold times were under two minutes.

### Provider Hotline (STAR/STAR+PLUS – SFY22 Q2)

- All MCOs met the  $\leq 7\%$  abandoned calls standard.



- 
- All MCOs met the requirement for  $\leq 2$  minutes average hold time.

#### Provider Hotline (STAR Kids – SFY22 Q2)

- All MCOs met the  $\leq 7\%$  abandoned calls standard, except Aetna and Cook Children’s.
- All MCOs met the requirement for  $\leq 2$  minutes average hold time.

#### Dental Hotline (SFY22 Q2)

- All MCOs met the standard that 80% of all calls must be answered by a live person within 30 seconds, for member hotline.
- DentaQuest and United Dental met the  $\leq 7\%$  abandoned calls standard for member and provider hotline. MCNA did not meet the standard for member and provider hotline.
- All MCOs met the performance standard and reported average hold times under two minutes for member and provider hotlines.

The above instances of non-compliance are being addressed by HHSC. MCOs that have identified instances of non-compliance are reviewed quarterly for remedies as stated in the contract that include but are not limited to corrective action plans and liquidated damages assessments.

### Provider Open Panel

MCOs submit provider files identifying the number of PCPs and main dentists who are accepting new Medicaid patients, which are described here as “open panel” PCPs and “open practice” dentists. HHSC monitors PCPs with “open panel” at an 80% benchmark.

Quarterly healthcare provider counts are reported on a one-quarter lag. In SFY22 Q2, all MCOs and DMOs, except Community First Health Plan (78%) and Cook Children’s (68%) in STAR and Cook Children’s (66%) in STAR Kids met the 80% benchmark. HHSC is monitoring this and has not identified access to care concerns, issues, or complaints with these MCOs.

### Appointment Availability

HHSC conducts four appointment availability studies each state fiscal year to assess how quickly members get in-person appointments. HHSC managed care contracts outline MCO provider network standards for timely appointments and the availability of specialist appointments without referrals. To promote and monitor program improvement, HHSC presents the results to the MCOs and issues corrective action plans and liquidated damages to MCOs that did not meet contractual standards.

#### 2022 Appointment Availability Primary Care Provider Study Results

Program	Standard	2022
STAR (Child)	PCP Child Urgent Care (24 hours)	100%
STAR (Child)	PCP Child Routine Care (14 days)	97.4%
STAR (Child)	PCP Child Preventive Care (90 days)	99.9%
STAR (Adult)	PCP Adult Urgent Care (24 hours)	100%

Program	Standard	2022
STAR (Adult)	PCP Adult Routine Care (14 days)	97.9%
STAR (Adult)	PCP Adult Preventive Care (90 days)	100%
STAR+PLUS	PCP Urgent Care (24 hours)	100%
STAR+PLUS	PCP Routine Care (14 days)	97.9%
STAR+PLUS	PCP Preventive Care (90 days)	100%
STAR Kids	PCP Urgent Care (24 hours)	100%
STAR Kids	PCP Routine Care (14 days)	92.4%
STAR Kids	PCP Preventive Care (90 days)	99.3%

HHSC is in the process of conducting the 2022 behavioral health appointment availability study, results are expected in August 2022.

## Out-of-Network (OON) Utilization

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

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

HHSC continues to work closely with MCOs to ensure compliance with the OON utilization standards. MCOs may submit a Special Exception Request Template (SERT) for areas of non-compliance. HHSC approves or denies the SERT based on the review of supporting information that demonstrates why the MCO was unsuccessful in provider contracting efforts. If approved, the MCO submits a recalculated Out-of-Network Utilization Report, excluding the utilization of the aforementioned provider(s). If the recalculation does not bring the MCO into compliance, the MCO remains non-compliant and is subject to contract action such as assessing liquidated damages or implementing a corrective action plan.

**Attachment D** provides OON utilization performance summary for SFY22 Q2. Because of the time required for data collection, OON utilization counts are reported on a one-quarter lag. The MCOs listed below exceeded OON utilization standards in SFY22 Q2 and have a SERT in place or are finalizing a SERT bringing the MCOs into compliance. The State will continue to monitor these MCOs and will require corrective action or other remedies as appropriate.

### OON Emergency Room (ER) (<20% Standard)

- STAR
  - Dell Children's – Approved SERT on file
  - Parkland – Approved SERT on file
  - Texas Children - Approved SERT on file

OON Inpatient (<15% Standard)

- STAR
  - Dell Children's – Approved SERT on file
  - Parkland – Approved SERT on file
- STAR+PLUS
  - Molina – Approved SERT on file

OON Other Outpatient (<20% Standard)

- STAR
  - Aetna – Approved SERT on file

## **Oversight of MCOs and DMOs**

HHSC staff routinely evaluate, and compile data reported by the MCOs and DMOs. All instances of non-compliance have, or are being, addressed by HHSC. If an MCO or DMO fails to meet performance standards, or other contract requirements such as accurate and timely submission of deliverables, HHSC uses a variety of remedies, including:

1. Developing corrective action plans (CAPs).
2. Assessing monetary damages (actual, consequential, direct, indirect, special, and/or liquidated damages (LDs)).

The information reflected in this report represents the most current information available at the time it was compiled. The remedies process between HHSC and the health and dental plans may not be complete at the time the report is submitted to the Centers for Medicare and Medicaid Services (CMS).

## 5. Waiver Amendments and Upcoming Managed Care Initiatives

### Waiver Amendments

The following amendments have been submitted to CMS.

#### Medically Fragile

House Bill 4533, SECTION 32, 86<sup>th</sup> Texas Legislature, Regular Session, 2019 required HHSC to pursue a benefit for medically fragile individuals. If determined to be cost effective, the legislation directed HHSC to submit an amendment to add this benefit to the 1115 Transformation waiver under the STAR+PLUS Home and Community Based Services (HCBS) program. HHSC submitted this amendment to CMS on September 1, 2020. After the original submission, CMS indicated the packet was not complete, and HHSC was required to resubmit the packet to CMS. The second submission of the packet was on February 22, 2021. HHSC and CMS continue to discuss the amendment.

#### Preferred Drug List (PDL) Prior Authorizations (PA)

Senate Bill (S.B.) 1096, 86th Texas Legislature, Regular Session, 2019 directed HHSC to exempt STAR Kids members from all preferred drug list (PDL) prior authorizations (PAs) to meet the requirements of Section 533.005, Government Code (a)(23)(L), as added by S.B. 1096. This amendment was submitted to CMS on November 5, 2021. HHSC and CMS continue to discuss the amendment.

#### Maternal and Child Health

House Bill 133, 87th Texas Legislature, Regular Session, 2021 directs HHSC to implement the following:

- Transition targeted case management services for children and pregnant women to Medicaid managed care. This amendment was submitted on May 4, 2022, with a requested effective date of September 1, 2022.
- Extend Medicaid coverage to six months postpartum for women who deliver or experience an involuntary miscarriage. This amendment was submitted on May 25, 2022, with a requested effective date of September 22, 2022.

HHSC anticipates submitting the following amendments in the future.

House Bill 133, 87th Legislature, Regular Session, 2021 directs HHSC to transition the Healthy Texas Women (HTW) program services, funded through the HTW 1115 waiver<sup>4</sup> into managed care.

---

<sup>4</sup> <https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/83311>

## **Long-Term Services and Supports for Individuals with Intellectual and Developmental Disabilities (IDD) Transition**

HHSC continues work toward implementation of House Bill 4533 (86th Texas Legislature, Regular Session, 2019), which amends Texas Government Code, Chapter 534 and directs HHSC to develop and implement a pilot program through the STAR+PLUS Medicaid managed care program to test person-centered managed care strategies and improvements under a capitated model. The pilot program will inform the future carve-in of waivers and community intermediate care facilities to a Medicaid managed care model, or system redesign, beginning with Texas Home Living in 2027. The pilot program will serve individuals with intellectual and developmental disabilities (IDD), traumatic brain injury, and people with similar functional needs. The pilot program will operate in one service delivery area selected by HHSC with up to two STAR+PLUS Medicaid managed care plans. The pilot program will be implemented in phases and will operate for at least 24 months. Phase 1 will begin September 1, 2023, and Phase 2 will begin February 1, 2024, and is when people begin receiving services. HHSC and CMS are meeting monthly to review the draft amendment.

The Intellectual and Developmental Disabilities System Redesign Advisory Committee (IDD SRAC) and the Pilot Program Workgroup continue to meet and submit recommendations to aid in the development of the pilot program. The Pilot Program Workgroup and IDD SRAC are having joint meetings to focus on the pilot. HHSC has begun to operationalize programmatic elements including service coordination and consumer directed services.

## **Initiatives**

### **Compliance with Home and Community-Based Services (HCBS) Settings Regulations**

Texas continues efforts to comply with the federal HCBS settings regulations issued by CMS in March 2014. Compliance efforts include revising State rules and policies and conducting heightened scrutiny assessments on all STAR+PLUS HCBS assisted living facility settings. Proposed State rule amendments were posted for informal public comment in March 2022. HHSC is also revising managed care contracts to require MCOs to ensure their contracted providers comply with the HCBS settings regulations. HHSC anticipates these contract amendments will become effective in September 2022. Before the final compliance deadline of March 2023, HHSC plans to replace its current day habilitation service with a new, fully compliant service called individualized skills and socialization in the Home and Community-based Services, Texas Home Living, and Deaf Blind with Multiple Disabilities 1915(c) waiver programs. HHSC has amended the Texas Statewide Transition Plan for re-submission to CMS. The Statewide Transition Plan was posted for a 30-day public comment period in March 2022 and was submitted to CMS in April 2022. HHSC is in the process of revising the Statewide Transition Plan based on feedback from CMS.

### **Community Attendant Workforce Development Strategic Plan**

The Community Attendant Workforce Development Strategic Plan was submitted to the legislature and Governor's office pursuant to legislative direction in 2019. The plan contains strategies related to recruiting and retaining community attendants and ensuring Medicaid recipients have adequate access to services. More specifically, the plan includes information and data about the community attendant workforce in Texas; feedback collected from stakeholders during a cross-agency forum and an online

survey; and HHSC's long-term goals and recommendations for addressing challenges faced by individuals receiving community attendant care, as well as providers.

HHSC is currently working to implement the strategies identified in the strategic plan and explore stakeholder recommendations. Some of these strategies that relate directly to the waiver include:

- Dedicate resources at HHSC to coordinate and support a Workforce Development Taskforce.
  - HHSC identified the newly established Office of Disability Services Coordination as the dedicated resource to launch, support, and manage a taskforce. The Direct Service Workforce Development Taskforce (DSW Taskforce), launched in March 2021, is a collaborative workgroup whose purpose is to explore long-term recruitment and retention (non-wage based) strategies, which were proposed by stakeholders, within the community attendant, personal care attendant and direct service workforce. The DSW Taskforce provided input into the THTQIP 1115 Waiver application, HHSC's spending plan in response to the ARPA (American Rescue Plan Act) Section 9817 which provides States with a temporary ten percent point increase to the federal medical assistance percentage for Medicaid HCBS, and the project plan to explore recruitment and retention (non-wage based) strategies. The project plan has two main goals—enhance workforce development and improve data collection—and 13 objectives each with numerous research and data activities within a three state-fiscal-year project period. Two of the objectives are already complete. During Q3 specifically, HHSC posted and awarded a contracted vendor to establish a direct service employer registry. The registry aims to connect direct care workers with potential employers. Direct care workers would have access to training through the registry at no cost. The first year of the registry project will be focused on implementation.
- Add network adequacy measures for community attendants to the Medicaid managed care contracts.
  - HHSC is enhancing provider network adequacy standards for Medicaid MCOs to ensure members have sufficient access to community care attendants. Managed care contracts have been updated to clarify that MCOs must ensure that a minimum of 90% of their members have timely access to community attendant care services upon authorization of services. HHSC continues to explore improvements in this area.

## **Critical Incident Management System**

HHSC will implement a new statewide critical incident management system (CIMS) for reporting critical incidents. The new system will be in compliance with guidance issued by CMS on March 12, 2014. To streamline the level of critical incident information received and to standardize the format, the Legislature appropriated funding during the 86<sup>th</sup> Texas Legislature, House Bill 1, for the new CIMS. HHSC is working with FEI Systems, the CIMS vendor, to configure a platform to collect all required critical incident information across all 1915(c) and STAR+PLUS Home and Community-Based Services programs. This will include information on abuse, neglect, and exploitation allegations in addition to other critical incidents required by program policy. All direct-care waiver providers in impacted programs will be required to report information into the new system. HHSC is still in the implementation process which will require reporting to be phased in during calendar year 2022 by program. The implementation process requires provider training by program, system testing, coordination between reporting systems, and assessments of program reporting requirements. HHSC is continuing to closely monitor the ongoing activities.





## 6. Demonstration-related Appeals and Complaints

### Complaints Received by the State and MCOs

The State monitors complaints received by the Office of the Ombudsman Managed Care Assistance Team (OMCAT) and HHSC Managed Care Contracts and Oversight (MCCO). The MCOs and DMOs are required to track and monitor the number of member complaints and appeals and provider complaints received, to ensure resolution occurs within 30 days of receipt. A 98% compliance standard is required.

*Attachment O*<sup>5</sup> includes complaints data compiled from both MCOs/DMOs and HHSC for members and providers. The reports in *Attachment O* reflect SFY2022 Q2. Subsequent monitoring reports will continue to be reported on a two-quarter lag. Complaint data are displayed by the following:

- Top five most frequent types of complaints overall, separately for members and providers, by program, and by MCO/DMO.
- Outcome status by program and by MCO/DMO.
- Distribution of complaints and enrollment by MCO/DMO.
- Overall quarterly rate of complaints by MCO/DMO, including previous six quarters (as the data becomes available).

Generally, the total number of complaints submitted is small relative to the total number of individuals enrolled in Medicaid per month. Complaint data are expressed in the number of complaints per 10,000 clients (otherwise referred to as rate). Complaint volumes may vary based on MCO/DMO size, program (e.g., STAR versus STAR+PLUS) and complexity of population served.

### Member Appeals

*Attachment N* is reported on a one-quarter lag and provides a performance summary of member appeals for SFY22 Q2. During the reporting period, STAR MCOs collectively reported 1,896 member appeals resolved. STAR+PLUS MCOs reported 1,781 and STAR Kids MCOs reported 893 member appeals resolved. DMOs collectively reported 372 member appeals resolved.

Member Appeal reports are submitted on a monthly basis. Most MCOs met the compliance standard for one or more months; however, Superior HealthPlan did not meet the 98% compliance standard for 30-day appeals resolved timely across all programs for at least one month during the quarter. Identified instances of non-compliance are reviewed quarterly for remedies, as stated in the contract, that include but are not limited to, corrective action plans and liquidated damages assessments.

### Provider Fraud and Abuse

MCOs and DMOs are required to send referrals regarding Medicaid waste, abuse, or fraud to the HHSC Office of Inspector General (OIG). Please see *Attachments R1 and R2* for MCO and DMO provider

---

<sup>5</sup> Attachment O aggregates include STAR Health data, which is not a program included in the 1115 Demonstration Waiver.

referral details. These attachments include the total number of referrals received and the allegation category.

## Claims Summary Reports

The MCOs and DMOs submit monthly claims summary reports (CSR) to HHSC for the following services: acute care, behavioral health (BH), vision services, pharmacy claims, and long-term services and supports (LTSS). The standards for the clean claims and appealed claims follow:

- appealed claims adjudicated within 30 days: >98%
- clean claims adjudicated within 30 days: >98%
- clean claims adjudicated within 90 days: >99%
- clean electronic claims adjudicated within 18 Days: >98%
- clean non-electronic (paper) claims adjudicated within 21 Days: >98%

Claims summary counts are reported on a one-quarter lag. **Attachment V1** provides a claims summary for the STAR program. **Attachment V2** provides claims summary for the STAR+PLUS program. **Attachment V3** provides a claims summary for the Dental program. **Attachment V4** provides a claims summary for the STAR Kids program.

## Fair Hearings

The Fair and Fraud Hearings Department (FFH) of the Appeals Division of the HHSC receives appeal requests from applicants and clients contesting actions taken regarding benefits and services for various programs. Fair Hearings Officers conduct fair hearings and administrative disqualification hearings statewide for 169 eligibility programs within HHSC, including the waiver programs.

In the third quarter of FY22, FFH received 544 fair hearing requests for the programs authorized under the waiver (49 for the STAR program, 126 for the STAR Kids program and 369 for the STAR+PLUS program). Of the 544 fair hearing requests, 137 were withdrawn by the Appellant, 164 were dismissed, 129 were upheld, and 23 were reversed by the presiding Fair Hearings Officer; 91 decisions are pending final resolution. The total number of fair hearing requests received during FY22 Q3 slightly increased from FY22 Q2. However, the COVID-19 pandemic continues to influence the number of fair hearings for the 1115 waiver programs.

## 6.1 Anticipated Changes to Appeals

HHSC implemented an External Medical Review (EMR) option, to be performed by an Independent Review Organization (IRO) in May 2022. The EMR is an option for a member to request further review of the MCO's adverse benefit determination. The EMR will take place between the MCO internal appeal process and the State Fair Hearings. The MCO will have to provide the IRO the same set of records the MCO reviewed to determine service denial or reduction. EMRs will be conducted by IROs contracted with HHSC. The role of the IRO is to act as an objective arbiter and decide whether the MCO's original adverse benefit determination must be reversed or affirmed.

## 7. Quality

HHSC received initial MCO quality measure results in October 2021 for measurement year 2020. Full 2020 results are posted on the Texas Healthcare Learning Collaborative Portal (thlcportal.com). The results will help inform HHSC decisions about its quality improvement programs for measurement years 2021 and 2022. The COVID-19 pandemic continued to affect survey completion rates in SFY 2021, which limited the number of respondents on the surveys. We have increased our outreach to account for this.

The EQRO completes many required and optional quality review activities for HHSC each year. HHSC publishes an annual summary of EQRO activities that includes their key findings and recommendations. The most recent report is the [\*External Quality Review Organization Summary of Activities Report Contract Year 2021 \(PDF\)\*](#).

The SFY 2021 report was published in April 2022 and includes information on the possible impacts of the PHE on quality measure results.

## **8. HCBS Quality Assurance Reporting**

This update will be provided in the next annual report.

## 9. Directed Payment Programs

### State Fiscal Year 2022

On November 15, 2021, CMS approved two directed payment programs retroactive to September 1, 2021:

1. Directed Payment Program for Behavioral Health Services (DPP for BHS) and
2. Quality Incentive Payment Program (QIPP).

On March 25, 2022, CMS approved the remaining three directed payment programs retroactive to September 1, 2021. The state is working with our MCOs to successfully implement these programs:

1. Comprehensive Hospital Increase Reimbursement Program (CHIRP),
2. Texas Incentives for Physicians and Professional Services (TIPPS), and
3. Rural Access to Primary and Preventive Services Program (RAPPS).

The approval of these directed payment programs achieves the funding transition from DSRIP to Medicaid managed care. The measures selected for each programs' evaluation design were informed in part by DSRIP best practices. Participating providers in CHIRP, RAPPS, and TIPPS completed their first round of provider reporting in quarter 3, and it is under review by HHSC.

### State Fiscal Year 2023

The State submitted the state fiscal year 2023 preprints for the aforementioned five directed payment programs on March 1, 2022. CMS questions. HHSC responses are posted to our directed payment program website. CMS and the state have had ongoing discussions during Q3, and approval for all five directed payment programs is anticipated in August 2022.



## 10. Financial/Budget Neutrality

This section addresses the quarterly reporting requirements regarding financial and budget neutrality development and issues. The budget neutrality workbook is on a one-quarter lag (see *Attachment P*) and provides forecasting data for SFY22 Q2.

### 10.1 Anticipated Changes to Financial/Budget Neutrality

These STCs set forth a base year of federal fiscal year 2022 to be used in the first rebasing exercise. These terms identified adjustments for the base year and projected expenditures in Attachment U, inclusive of the proposed directed payment programs as a part of the DSRIP transition. The waiver reflects a DSRIP pool ending date of September 30, 2021, and the transition to directed payment programs starting September 1, 2021.

Texas Medicaid expenditures in FFY 2022, the base year, in conjunction with cost trends and adjustments will set the annual expenditure limit for the remainder of the 10-year waiver term.

## 11. Demonstration Operations and Policy

### Medicaid Managed Care

The goals of the Texas Healthcare Transformation and Quality Improvement Program are to:

- Expand risk-based managed care to new populations and services.
- Support the development and maintenance of a coordinated care delivery system.
- Improve outcomes while containing cost growth.
- Transition to quality-based payment systems across managed care and providers.

HHSC continues to include additional services within the risk-based managed care program to support a coordinated care delivery system. The savings attained under the 1115 Waiver reflect the changes in cost growth over time. The DSRIP transition to a sustainable, integrated payment system while evaluating quality performance of providers within MMC further aligns financial incentives and establishes a strong, steady foundation for our program.

HHSC and the Medicaid MCOs achieved the following MMC milestones in SFY22 Q3, including:

- Authorized telehealth and telemedicine reimbursement, and reimbursement of patient site fees for telemedicine for rural health clinics, effective April 1, 2022,
- Implemented Collaborative Care Model services that support integrated behavioral health services in an individual's primary care medical home, effective June 1, 2022.

Challenges successfully navigated during SFY22 Q3 include:

- Continued implementation of a wide range of COVID-19 PHE member and provider flexibilities, including use of teleservices, to ensure member health and safety and continuity of care while planning for the end of the PHE.

Upcoming major initiatives and activities that support the waiver goals include:

- Implementing revisions to the STAR Kids Screening and Assessment Instrument to improve initial and reassessment processes, as directed by Senate Bill 1207, 86th Texas Legislature, Regular Session.
- Allowing MCOs to provide more care coordination services using telecommunications or information technology.
- Expanding Medicaid coverage for women six months after delivery.
- Including Healthy Texas Women and Case Management for Children and Pregnant Women in managed care.
- Full compliance with the home and community-based settings regulations.
- Implementing the STAR+PLUS Pilot Program.
- Implementing a policy change to better serve medically fragile adults.
- Implementing emergency triage, treatment, and transport (ET3) in Medicaid.
- Implementing additional services MCOs can provide in lieu of an inpatient hospitalization.

## Procurement Activities

HHSC has created a plan to procure new contracts for STAR+PLUS, STAR, and STAR Kids according to the estimated timeline below.

### STAR+PLUS

- Request for Proposals (RFP) Posting: March 2022 Available at <http://www.txsmartbuy.com/esbddetails/view/HHS0011062>
- Estimated Notice of Award: March 2023
- Start of Operations: February 2024

### STAR

- RFP Posting: Q1 SFY2023
- Estimated Notice of Award: Q4 SFY2023
- Start of Operations: Q4 SFY2024

### STAR Kids

- RFP Posting: Q3 SFY2023
- Estimated Notice of Award: Q1 SFY2024
- Start of Operations: Q2 SFY2025

## 12. Litigation Summary

### Consideration 1:

Type of Consideration	Ongoing litigation
Summary of Consideration	<p><i>Frew, et al. v. Young, et al.</i> (commonly referred to as <i>Frew</i>), was filed in 1993, and was brought on behalf of children under age 21 enrolled in Medicaid and eligible for Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefits. The class action lawsuit alleged that the Texas EPSDT program did not meet the requirements of the Federal Medicaid Act. The lawsuit was settled by a consent decree in 1996. The decree requires numerous State obligations and is monitored by the Court. In 2000, the court found the State defendants in violation of several of the decree's paragraphs. In 2007, the parties agreed to eleven corrective action orders to bring the State into compliance with the consent decree and to increase access to EPSDT benefits.</p> <p>Currently, five of the eleven corrective action orders and their related consent decree paragraphs are fully dismissed: (1) Check-Up Reports and Plans for Lagging Counties, (2) Prescription and Non-Prescription Medications, Medical Equipment, and Supplies, (3) Transportation Program, (4) Health Care Provider Training, and most recently, (5) Outreach and Informing. Part III of the Managed Care CAO has also been dismissed.</p> <p>In 2014, the parties jointly agreed to vacate most of the Toll-Free Numbers corrective action order, and the related consent decree paragraphs. One toll-free number remains under the corrective action order and court monitoring.</p>
Date and Report in Which Consideration Was First Reported	The lawsuit was filed on September 1, 1993. The consent decree was entered on February 20, 1996. The eleven corrective action orders were entered on April 27, 2007.
Summary of Impact	The consent decree and corrective action orders touch upon many program areas, and generally require the State to take actions intended to ensure access, or measure access, to Medicaid services for children. The Texas Medicaid program must consider these obligations in many policy and program decisions for Medicaid services available for persons under age 21.
Estimated Number of Beneficiaries	Estimated (as of January 2022) at 4,020,494.

Medicaid Section 1115 Monitoring Report  
Texas Healthcare Transformation and Quality Improvement Program  
Demonstration Year DY11: October 1, 2021 – September 30, 2022  
State Fiscal Year FY22: September 1, 2021 – August 31, 2022

If Issue, Remediation Plan and Timeline for Resolution / Updates in Status if Previously Reported.	HHSC and DSHS will continue to follow the obligations in the remaining portions of the consent decree and corrective action orders until they are dismissed by the court.
--	---

## 13. Health IT

### Health Information Exchange (HIE) Connectivity Project Update

The HIE Connectivity Project is a Texas Medicaid initiative funded by CMS. The project consists of three strategies and the Patient Unified Look-up System for Emergencies (PULSE). Successful implementation of the three strategies will result in increased HIE adoption and use by Medicaid providers, creation of new HIE capacity in Texas, and bring clinical information into the Texas Medicaid program through HIE. The following is an update regarding progress made for each strategy and PULSE.

#### HIE IAPD Strategies 1-3

**Strategy 1/Medicaid Provider HIE Connectivity:** As of June 30, 2022, 462 providers have been approved through Strategy 1 to join with the three local HIEs (Healthcare Access San Antonio (HASA), Greater Houston Healthconnect (GHH), and Rio Grande Valley HIE (RGVHIE)). This includes 104 ambulatory practices, including Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs), and 44 hospitals.

**Strategy 2/Texas HIE Infrastructure:** Maintenance and enhancement of connectivity between participating local HIEs and Texas Medicaid, via the Texas Health Services Authority (THSA's) HIETexas, is ongoing. The framework for the exchange, transport, integration, and retrieval of electronic health information between and among healthcare entities continues to be supported. A master patient index (MPI) and HL7 integration engine are used to process data, including Admission, Discharge, Transfer (ADT) alerts and Consolidated-Clinical Document Architecture (C-CDA) messages, received from the three local HIEs currently participating in the project. HIETexas continues to support a user interface for individuals designated by HHSC, integration work and technical assistance for local HIEs, as well as activities and capabilities required for C-CDA Transition of Care summaries and Emergency Department Encounter Notification (EDEN) ADT alerts delivered to Texas Medicaid.

Additionally, patient census information is automatically obtained and ingested via the EDEN software platform for query services. This includes the capability to query and retrieve documents from multiple HIE networks at the local and national level. These queried documents can be pushed to Texas Medicaid and EDEN subscribers.

During Q3, HASA has been working with THSA to connect to the eHealth Exchange, rather than an individual Integrating the Healthcare Enterprise (IHE) profile integration. This connectivity will improve HIETexas' ability to deliver targeted and standardized data to Texas Medicaid.

**Strategy 3/EDEN System:** In addition to those providers and hospitals onboarded to the project via Strategy 1, HASA sends ADT alerts from all its existing hospital connections. Additionally, THSA is making direct connections with hospitals, urgent care facilities, and Skilled Nursing Facilities (SNFs)/rehab. As of June 30, 2022, THSA has made direct connections to 81 hospitals and urgent care facilities. Thirty-five direct connections are in progress and subscribers continue to be added. ADT alerts via the local HIEs and THSA's direct hospital connections continue to be received through HIETexas and sent to Texas Medicaid and EDEN subscribers. HHSC is currently analyzing the data for quality as part of the effort to build a repository that will make project data accessible and usable to various departments and program areas within HHS.



## **PULSE**

PULSE infrastructure, which interconnects disparate health information from multiple sources in response to a disaster, continues to operate and is ready for use to help Texans during the upcoming hurricane season. PULSE allows authorized users to query for clinical data, support patient reunification efforts, and search public health emergency patient data. The HIETexas PULSE system is being maintained and prepared to be activated in the instance of a declared disaster in Texas.

Several organizations, including the Red Cross and the San Antonio Department of Health, are now signed up as administrator organizations for PULSE. HIETexas has trained and onboarded members from these organizations.

## 14. Evaluation

HHSC completed the following 1115 Waiver evaluation activities during FFY22 Q3:

- HHSC continued coordinating with Texas A&M University (TAMU) on Revision 6.1 of the 1115 Evaluation Design covering DYs 7-11 (2017 STCs) to reflect plans for the Interim Evaluation Report #1 (due on March 31, 2024, in accordance with the 2021 STCs).
  - o HHSC held a call with TAMU on April 14, 2022, and a virtual Quarterly Meeting on May 9, 2022, to discuss these plans.
- HHSC analysts transferred evaluation-related data to TAMU on April 5, 2022.
- HHSC received CMS approval of the Revised 1115 Evaluation Design covering DYs 10-19 on May 26, 2022 (2021 STCs).
- HHSC analysts prepared an evaluation narrative describing how the 1115 Evaluation Design may be impacted by an amendment to transition the Case Management for Children and Pregnant Women (CPW) Medicaid benefit from fee-for-service to managed care for members enrolled in managed care. HHSC submitted the amendment application on May 4, 2022, and CMS deemed it complete on May 13, 2022.
- HHSC analysts prepared an evaluation narrative describing how the 1115 Evaluation Design may be impacted by an amendment to extend Medicaid coverage for an additional four months after the delivery of a newborn or involuntary miscarriage. HHSC submitted the amendment application on May 25, 2022, and CMS deemed it complete on June 9, 2022.

### Modifications to the Evaluation Design

No changes to the 1115 Evaluation Design covering DYs 7-11 or the 1115 Evaluation Design covering DYs 10-19 were requested during FFY22 Q3.

### Description of Evaluation Findings or Reports

HHSC submitted TAMU's revised Interim Report to CMS on February 4, 2022. Key takeaways from the Interim Report were described in the Annual Monitoring Report for DY 10. Additional evaluation findings will be summarized after the Interim Evaluation Report #1 is submitted (due on March 31, 2024, in accordance with the STCs).

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

Type of Evaluation Deliverable	Due Date	State Notes or Comments	Description of Any Anticipated Issues
Evaluation Design Plan (2017 STCs)	N/A	CMS approved the Evaluation Design on 8/2/2018.	N/A
Procurement of Independent External Evaluator (2017 STCs)	N/A	HHSC executed the contract with TAMU on 8/31/2019.	N/A

Medicaid Section 1115 Monitoring Report  
Texas Healthcare Transformation and Quality Improvement Program  
Demonstration Year DY11: October 1, 2021 – September 30, 2022  
State Fiscal Year FY22: September 1, 2021 – August 31, 2022

Type of Evaluation Deliverable	Due Date	State Notes or Comments	Description of Any Anticipated Issues
<b>Interim Evaluation Report (2017 STCs)</b>	N/A	HHSC submitted the Initial Draft of the Interim Evaluation Report to CMS on 9/24/2021, and the Revised Version on 2/4/2022. HHSC is awaiting CMS approval of the Revised Interim Evaluation Report.	N/A
<b>Evaluation Design Plan (2021 STCs)</b>	N/A	CMS approved the Evaluation Design on 5/26/2022.	N/A
<b>Procurement of Independent External Evaluator (2021 STCs)</b>	5/26/2023	The procurement process for the external evaluator has not yet begun.	<i>No issues anticipated at this time</i>
<b>Interim Evaluation Reports (2021 STCs)</b>	3/31/2024 <sup>1</sup> ; 3/31/2027; 9/30/2029		<i>No issues anticipated at this time</i>
<b>Summative Evaluation Report (2021 STCs)</b>	3/30/2032		<i>No issues anticipated at this time</i>

Notes. <sup>1</sup> Interim Evaluation Report #1 under the 2021 STCs replaced the Summative Evaluation Report previously required under the 2017 STCs.

## 15. Delivery System Reform Incentive Payment Program

The DSRIP Program evolved from project-level reporting in DY1-6 to provider-level outcome reporting in DY7-10 to measure the continued transformation of the Texas healthcare system. DSRIP providers report on required categories at the provider system level, rather than the project level. DY7-10 is an opportunity to advance sustainability of providers' transformed systems, including development of alternative payment models (APMs) to continue services for Medicaid and low-income or uninsured (MLIU) individuals. Regional Healthcare Partnerships (RHP) updated their RHP Plans during DY9 Q1, which HHSC reviewed and approved. The plan updates provided an opportunity to reassess regional efforts toward a coordinated care delivery system. The plan updates also allowed providers to update their outcome measures selection and activities for reporting during DY9-10. Providers choose the focus areas of initiatives that drive system transformation and improve quality of services and health outcomes for individuals served.

### October DY10 Reporting Payments

Providers reported achievement of DY10 Category B MLIU patients served, DY9 and DY10 Category C measures, and DY10 Category D measures in October 2021. In total for October DY10 reporting, \$402,272,627 was paid to DSRIP providers in January 2022, based on available Intergovernmental Transfer (IGT), for a total of \$22.7 billion in DY1-10 DSRIP payments to date. Aside from the final payment amounts, there are no updates on DSRIP for Q3. The next reporting period began April 1, 2022.

### ***COVID-19 Accommodations***

In light of the significant impact of the COVID-19 PHE, HHSC and CMS agreed on flexibility for reporting and demonstrating achievement on certain reporting requirements for DY9 and DY10. The totals above reflect providers' use of the approved flexibilities. CMS approved a COVID-19 accommodation for Category B including:

- Broadening the definition of an encounter to include patient telephone calls for DY9-10.
- Allowing HHSC to adjust allowable variation across all providers.

Providers who reported in October DY10 saw an average increase in Category B MLIU volume of 7.7% over their DY8 Category B MLIU volume which in part may be attributable to broadening the definition of an encounter for DY10. The DY10 accommodation allowed providers to earn \$5.4 million more in Category B than if there had been no accommodation. A remaining 23 providers will complete reporting on their Category B MLIU volume during the October DY10 additional reporting period or April DY11 reporting period.

CMS approved a COVID-19 accommodation for DY9-10 Category C including:

- Earning payment for DY9 or DY10 achievement milestones based on the higher of a provider's approved DY8 achievement, the statewide average approved DY8 achievement per measure or measure bundle, DY9 achievement in calendar year (CY) 2020 or CY2021 for DY9 achievement milestones, or DY10 achievement in CY2021 for DY10 achievement milestones.

- Using the average approved DY8 achievement per bundle measure as the minimum payment for a provider's DY9 or DY10 achievement milestone for measures that have been selected by 10 or fewer providers.
- Requiring providers to report CY2020 and CY2021 data to be eligible for payment on the Category C achievement milestones.

Providers may use the DY9 Category C accommodation during April or October DY10 reporting and the DY10 Category C accommodation during April or October DY11 reporting.

Of the 121 achievement milestones (pay-for-performance) in Category C that were approved for performance year (PY) 3 (CY2020) reporting in October 2021, 37 (or 31%) used the approved COVID-19 accommodations to earn payments. Under the COVID-19 accommodations approved by CMS, an additional \$14,571,193 in payments were earned.

## **16. Charity Care Pools**

### **Uncompensated Care Pool**

This update will be provided in the next annual report.

### **Public Health Provider Charity Care Pool**

This update will be provided in the next annual report.

## 17. Post Award Forum

The state provided the summary of the post-award forum as required for the reporting period in which the forum was held and in the annual report.

In compliance with STC 79, HHSC hosted a public post-award forum in-person and with a virtual attendance option webinar on June 9, 2022, to provide the public with updates on the progress of Texas Healthcare Transformation and Quality Improvement Program (THTQIP) waiver extension that was approved on January 15, 2021. The public forum was held at the Winters Building Public Hearing Room, 701 W. 51<sup>st</sup> Street Austin, TX 78751. The date, time, and location of the public forums were published on HHSC's website 30 days in advance of the meetings.

During the June 2022 post-award public forum, the public was provided with an update on the following Transformation waiver topics: 10-year waiver extension, supplemental payments, direct payment programs (DPPs), delivery system reform incentive payment program (DSRIP), budget neutrality, monitoring and reporting, amendment updates and evaluation design plan. Links to the 1115 DY10 annual report and COVID-19 resource pages were also provided to the public. Public comment was also received and documented at this meeting. Comments received related to support for the amendment extending postpartum coverage, support of PHP-CCP funding, DPPs, the DSRIP program and the 1115 Transformation Waiver in general. Requests for the PowerPoint presentation and agenda were received from some stakeholders. The presentation and agenda were posted to the HHSC website.

HHSC received written comments from the following stakeholders: Texas Health Resources, El Paso Department of Public Health, Every Body Texas, Texas Association of Community Health Centers, Texas Hospital Association, and Young Invincibles. Oral comments during the public forum were provided by the following Stakeholders: National Service Office for Nurse Family Partnership and Child First, Every Body Texas, Children's Defense Fund Texas, Texas Council of Community Centers, Young Invincibles, Smith County Champions for Children, Dillon Joyce, Ltd., Healthy Futures of Texas/Texas Women's Healthcare Coalition, March of Dimes, Texans Care for Children. Following is a summary of the comments received at the post-award public forum. Stakeholders made comments as set forth below:

- Requesting postpartum coverage be extended to one full year based on data from the Texas Maternal Mortality and Morbidity review Committee, other states, and the state plan option available under the American Rescue Plan Act.
- Noting a concern that many women still have limited access to comprehensive services once they lose Medicaid.
- Providing data and information about the improved health benefits and outcomes extending postpartum coverage can provide.
  - There was a particular focus on young adults, 30% of which are uninsured in Texas. It was also noted that a quarter of Texas students enrolled in postsecondary education are parents and navigate the financial stress of education alongside challenges in accessing affordable health care. The stakeholder emphasized that expanding postpartum coverage

would decrease the stress of parenting students and mothers and would provide essential resources and care in the first year after childbirth.

- Noting that Texas received a “D” grade on the March of Dimes report card with Harris and Bexar counties receiving failing grades and noted that the postpartum extension is an important means of addressing racial disparities, maternal health, and mortality.
- Stating that Texas has strict income eligibility cutoffs for Medicaid recipients and once the Public Health Emergency (PHE) ends, most Texas Medicaid moms will be uninsured.
- Communicating interest in postpartum Medicaid coverage being available for all moms on Medicaid regardless of pregnancy outcome.

Stakeholders commented in support of DPPs and advocated for state leadership to expand coverage to low-income working age adults and the Uncompensated Care pool. A stakeholder cited the eight-month transition of the Delivery System Reform Incentive Payment (DSRIP) to Direct Payment Programs (DPPs) and delayed payments during that time that created stressors on the state’s providers. The comment continued to note that year 1 delay in DPP prevented the state from paying rate enhancements (\$7M per day existing rate enhancements expired) causing smaller hospitals and hospitals with large Medicaid volumes to deplete their cash reserves.

A stakeholder noted it is important that HHSC unwinds the Medicaid continuous coverage provision carefully to minimize excessive coverage loss and supports HHSC’s goal to maintain coverage for eligible populations and connect those transitioning off Medicaid.

One stakeholder asked about reimbursement for local health departments and future amendments to PHP-CCP policy.



## 18. Report Attachments

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

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

**Attachment B2 - Medicaid and CHIP Enrollment Reports.** Includes Medicaid and CHIP Enrollment Reports from September through November 2021.

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

**Attachments D - Out-of-Network Utilization.** The attachments summarize Dental, STAR, STAR Kids, and STAR+PLUS out-of-network utilization.

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

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

**Attachment L - Enrollment Broker Summary 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.

**Attachment N - MCO Appeals.** The attachment includes Dental, STAR, STAR Kids, and STAR+PLUS appeals received by MCOs.

**Attachment O - HHSC and MCOs self-reported Complaints.** The attachment includes information concerning Dental, STAR, STAR Kids, and STAR+PLUS complaints received by the State and MCOs.

**Attachment P - Budget Neutrality.** The attachment includes actual expenditure and member-month data as available to track budget neutrality.

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

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

**Attachments V1 - V4 - Claims Summary.** The attachments are summaries of the MCOs' claims adjudication results.

**Attachment X - DSRIP Provider Summary.**

**Attachment Z - DSRIP Category C Summary Workbook.**

Attachment A  
Managed Care Plans by Service Area  
SFY22 Q3 Report

Service Area	STAR	STAR+PLUS	STAR Kids
<b>Bexar</b>	Aetna Better Health	Amerigroup	Community First Health Plans
	Amerigroup	Molina Healthcare of Texas	Superior HealthPlan
	Community First Health Plans	Superior HealthPlan	
	Superior HealthPlan		
<b>Dallas</b>	Amerigroup	Molina Healthcare of Texas	Amerigroup
	Molina Healthcare of Texas	Superior HealthPlan	Aetna Better Health
	Parkland Community Health Plan		
<b>El Paso</b>	El Paso Health	Amerigroup	Amerigroup
	Molina Healthcare of Texas	Molina Healthcare of Texas	Superior HealthPlan
	Superior HealthPlan		
<b>Harris</b>	Amerigroup	Amerigroup	Amerigroup
	Community Health Choice	Molina Healthcare of Texas	Texas Children's Health Plan
	Molina Healthcare of Texas	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
	Texas Children's Health Plan		
	UnitedHealthcare Community Plan		
<b>Hidalgo</b>	Driscoll Children's Health Plan	Cigna-HealthSpring	Driscoll Health Plan
	Molina Healthcare of Texas	Molina Healthcare of Texas	Superior HealthPlan
	Superior HealthPlan	Superior HealthPlan	UnitedHealthcare Community Plan
	UnitedHealthcare Community Plan		
<b>Jefferson</b>	Amerigroup	Amerigroup	Texas Children's Health Plan
	Community Health Choice	Molina Healthcare of Texas	UnitedHealthcare Community Plan
	Molina Healthcare of Texas	UnitedHealthcare Community Plan	
	Texas Children's Health Plan		
	UnitedHealthcare Community Plan		
<b>Lubbock</b>	Amerigroup	Amerigroup	Amerigroup
	FirstCare Health Plans	Superior HealthPlan	Superior HealthPlan
	Superior HealthPlan		
<b>MRSA Central</b>	Amerigroup	Superior HealthPlan	Blue Cross Blue Shield of Texas
	Right Care from Scott & White	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
	Superior HealthPlan		
<b>MRSA Northeast</b>	Amerigroup	Cigna-HealthSpring	Texas Children's Health Plan
	Superior HealthPlan	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
<b>MRSA West</b>	Amerigroup	Amerigroup	Amerigroup
	FirstCare Health Plans	Superior HealthPlan	Superior HealthPlan
	Superior HealthPlan		
<b>Nueces</b>	Driscoll Health Plan	Superior HealthPlan	Driscoll Health Plan
	Superior HealthPlan	UnitedHealthcare Community Plan	Superior HealthPlan
	UnitedHealthcare Community Plan		
<b>Tarrant</b>	Aetna Better Health	Amerigroup	Aetna Better Health
	Amerigroup	Cigna-HealthSpring	Cook Children's Health Plan
	Cook Children's Health Plan		
<b>Travis</b>	Blue Cross Blue Shield of Texas	Amerigroup	Blue Cross Blue Shield of Texas
	Dell Children's Medical Center	UnitedHealthcare Community Plan	Superior HealthPlan
	Superior HealthPlan		
<b>Statewide</b>	DentaQuest USA Insurance Company, Inc.		
	MCNA Insurance Company		
	United HealthCare Dental		

**Attachment B1**  
**Enrollment Summary**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share
Dental	Statewide	DentaQuest	2,176,418	55%
		MCNA	1,446,177	36%
		United Dental	340,136	9%
Dental Total			3,962,731	100%
STAR	Bexar	Aetna	34,445	1%
		Amerigroup	15,047	0%
		Community First	156,500	3%
		Superior	167,759	4%
	Dallas	Amerigroup	302,847	7%
		Molina	43,027	1%
		Parkland	217,105	5%
		Superior	302,847	7%
	El Paso	El Paso First	90,557	2%
		Molina	5,380	0%
		Superior	126,652	3%
	Harris	Amerigroup	109,476	2%
		CHC	334,172	7%
		Molina	15,971	0%
		Texas Children's	459,963	10%
		United	123,737	3%
	Hidalgo	Driscoll Children's	138,397	3%
		Molina	55,316	1%
		Superior	189,428	4%
		United	68,498	1%
	Jefferson	Amerigroup	10,812	0%
		CHC	30,511	1%
		Molina	5,268	0%
		Texas Children's	47,377	1%
		United	27,132	1%
	Lubbock	Amerigroup	13,241	0%
		FirstCare	48,304	1%
		Superior	47,259	1%
	MRSA Central	Amerigroup	26,980	1%
		Scott & White	61,282	1%
		Superior	113,769	2%
	MRSA Northeast	Amerigroup	93,850	2%
		Superior	153,342	3%

**Attachment B1**  
**Enrollment Summary**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share
	MRSA West	Amerigroup	48,143	1%
		FirstCare	57,739	1%
		Superior	123,926	3%
	Nueces	Driscoll Children's	90,299	2%
		Superior	27,788	1%
		United	4,249	0%
	Tarrant	Aetna	84,984	2%
		Amerigroup	171,028	4%
		Cook Children's	152,622	3%
	Travis	BCBS	52,474	1%
		DELL	40,065	1%
		Superior	126,318	3%
STAR Total			4,615,886	86%
STAR Kids	Bexar	Community First	7,813	5%
		Superior	7,095	4%
	Dallas	Aetna	7,148	68%
		Amerigroup	15,502	9%
	El Paso	Amerigroup	1,418	1%
		Superior	3,595	2%
	Harris	Amerigroup	7,197	4%
		Texas Children's	21,830	13%
		United	10,047	6%
	Hidalgo	Driscoll Children's	6,570	4%
		Superior	9,362	6%
		United	6,488	4%
	Jefferson	Texas Children's	2,837	2%
		United	2,302	1%
	Lubbock	Amerigroup	1,480	1%
		Superior	2,027	1%
	MRSA Central	BCBS	4,768	3%
		United	4,730	3%
	MRSA Northeast	Texas Children's	5,559	3%
		United	5,672	3%
	MRSA West	Amerigroup	3,224	2%
		Superior	3,893	2%
	Nueces	Driscoll Children's	4,116	2%
		Superior	1,273	1%

**Attachment B1**  
**Enrollment Summary**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share
	Tarrant	Aetna	5,664	3%
		Cook Children's	9,771	6%
	Travis	BCBS	4,019	2%
		Superior	3,733	2%
STAR Kids Total			169,133	3%
STAR+PLUS	Bexar	Amerigroup	10,520	2%
		Molina	8,008	1%
		Superior	29,736	5%
	Dallas	Molina	37,270	7%
		Superior	28,762	5%
	El Paso	Amerigroup	11,684	2%
		Molina	10,491	2%
	Harris	Amerigroup	39,819	7%
		Molina	11,957	2%
		United	61,246	11%
	Hidalgo	Cigna-HealthSpring	1	0%
		Molina	29,223	5%
		Superior	33,586	6%
	Jefferson	Amerigroup	5,917	1%
		Molina	5,298	1%
		United	8,650	2%
	Lubbock	Amerigroup	6,495	1%
		Superior	7,216	1%
	MRSA Central	Superior	16,428	3%
		United	15,263	3%
	MRSA Northeast	Molina	18,496	3%
		United	28,055	
	MRSA West	Amerigroup	15,696	3%
		Superior	20,632	4%
	Nueces	Superior	10,574	2%
		United	10,467	2%
	Tarrant	Amerigroup	32,545	6%
		Cigna- Health Spring	1	0%
		Molina	11,455	2%
	Travis	Amerigroup	10,770	2%
		United	16,403	3%
STAR PLUS Total			552,664	10%

**Attachment B1**  
**Enrollment Summary**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share
STAR, STAR Kids, and STAR+PLUS Total			5,337,683	100%

**Medicaid and CHIP Enrollment Report, as of September 2021**  
Compiled in April 2022

MEDICAID/CHIP ENROLLMENT				
BY MODEL				
Full Benefits Only <sup>(1)</sup>				
	Clients	Percent		
MEDICAID (Full Benefits)	5,031,671			
Fee For Service	165,404	3.3%		
Managed Care	4,866,267	96.7%		
Total Clients (Full and Partial Benefits)			Change from Prior Month	
	Clients	Percent		
TOTAL MEDICAID	5,746,265		0.9%	⬆️
Fee For Service	879,998	15.3%	0.2%	⬆️
Managed Care	4,866,267	84.7%	1.0%	⬆️
CHIP			Change from Prior Month	
	Clients	Percent		
TOTAL CHIP	203,064		-4.8%	⬇️
Traditional	175,776	86.6%	-5.3%	⬇️
Perinate	27,288	13.4%	-1.3%	⬇️

MEDICAID ENROLLMENT (Full and Partial Benefits)						
BY MCO	Total Clients	Percent of Total	Change from Prior Month			
PROGRAM						
STAR	4,070,631	84%	1.19%	↑		
STAR+PLUS	544,035	11%	0.30%	↑		
Dual Demo	37,257	1%	-1.10%	↓		
STAR Health	45,610	1%	0.43%	↑		
STAR Kids	168,734	3%	0.22%	↑		
TOTAL MCO	4,866,267		1.03%	↑		
STAR+PLUS and MMP HOME and COMMUNITY BASED SERVICES (HCBS)						
	Med Only	Dual Eligibles	Demo	Total	% of Total	Change from Prior Month
SSI	19,501	22,598	3,316	45,415	73%	-0.1%
SSI-Related MAO	483	15,545	1,061	17,089	27%	-0.4%
TOTAL HCBS	19,984	38,143	4,377	62,504		-0.16%

(1) Partial benefit categories: Emergency Medicaid (TP30), Duals (TP23 and TP24)

(2) MAO counts found by excluding TPs 12 and 13.

(3) Medically Needy clients are grouped with children; the majority of clients in this eligibility category are under 18.

(4) Includes Aged category.

(5) Beginning on 2/18/2020, the Healthy Texas Women (HTW) program is being funded through Medicaid.

Data Sources:

Medicaid: Premiums Payable System (Eligibility files: ma8thmth.dat, mw8thmth.dat), DAP/HHSC.

CHIP: Premiums Payable System (Eligibility file: machiphist.dat), DAP/HHSC.

Prepared by Medicaid CHIP Data Analytics at DAP on 04/18/2022 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs		
MCO	Clients	Market Share
Superior	30,637	18.2%
Texas Children's	30,143	17.9%
United	29,426	17.4%
Amerigroup	28,873	17.1%
Aetna	12,662	7.5%
Driscoll Children's	10,596	6.3%
Cook Children's	9,832	5.8%
BCBS	8,749	5.2%
Community First	7,816	4.6%
		0.0%
<b>TOTAL</b>	<b>168,734</b>	

STAR KIDS: ENROLLMENT BY RISK GROUP		
RISK GROUP	Clients	Market Share
<1	801	0.5%
1-5	17,051	10.1%
6-14	78,204	46.3%
15-21	61,571	36.5%
MDCP Waiver	5,960	3.5%
YES Waiver	1,260	0.7%
IDD Waiver	3,887	2.3%
<b>TOTAL</b>	<b>168,734</b>	

STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
Risk Group	Total	Percent
Community	479,023	82.4%
• Non-HCBS (State Plan)	420,896	72.4%
•• Non-Medicare	197,911	34.0%
•• Medicare	222,985	38.4%
• HCBS (STAR+PLUS Waiver)	58,127	10.0%
•• Non-Medicare	19,984	3.4%
•• Medicare	38,143	6.6%
Nursing Facility	42,198	7.3%
• Non-Medicare	5,439	0.9%
• Dual Eligible	36,759	6.3%
IDD	17,283	3.0%
MMP	37,257	6.4%
• State Plan	29,316	5.0%
• STAR+PLUS Waiver	4,377	0.8%
• Nursing Facility	3,564	0.6%
MBCC	5,531	1.0%
<b>TOTAL</b>	<b>581,292</b>	

ENROLLMENT BY MEDICAID MCOs		
MCO	Clients	Market Share
Superior	1,206,012	24.8%
Amerigroup	932,212	19.2%
Texas Children's	514,379	10.6%
United	380,416	7.8%
CHC	350,519	7.2%
Driscoll Children's	231,296	4.8%
Molina	216,591	4.5%
Parkland	208,179	4.3%
Community First	156,244	3.2%
Cook Children's	155,798	3.2%
Aetna	122,927	2.5%
FirstCare	100,740	2.1%
El Paso First	86,901	1.8%
BCBS	58,616	1.2%
Scott & White	58,114	1.2%
Cigna-HealthSpring	49,464	1.0%
Dell	37,859	0.8%
		0.0%
		0.0%
<b>TOTAL</b>	<b>4,866,267</b>	

ENROLLMENT BY DENTAL MCOs		
MCO	Clients	Market Share
DentaQuest	2,067,303	55.6%
MCNA	1,399,768	37.6%
United Dental	253,102	6.8%
<b>TOTAL</b>	<b>3,720,173</b>	

ENROLLMENT BY CHIP MCOs		
MCO	Clients	Market Share
Superior	44,027	25.0%
Texas Children's	27,654	15.7%
Amerigroup	27,348	15.6%
CHC	11,597	6.6%
Molina	10,919	6.2%
Parkland	10,734	6.1%
Cook Children's	9,756	5.6%
Community First	7,525	4.3%
Aetna	5,302	3.0%
United	4,498	2.6%
El Paso First	4,382	2.5%
Dell	4,059	2.3%
Driscoll Children's	3,070	1.7%
BCBS	2,935	1.7%
FirstCare	1,970	1.1%
		0.0%
		0.0%
<b>TOTAL</b>	<b>175,776</b>	
<b>Total Perinate</b>	<b>27,288</b>	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
AGE CATEGORY		
	Clients	Percent
<1	239,599	4.2%
1-5	1,064,611	18.5%
6-18	2,404,356	41.8%
19-20	195,484	3.4%
21-64	1,382,780	24.1%
65+	459,435	8.0%
<b>TOTAL</b>	<b>5,746,265</b>	
AGE CATEGORY		
	Clients	Percent
< 21	3,904,050	67.9%
>=21	1,842,215	32.1%
<b>TOTAL</b>	<b>5,746,265</b>	
RACE/ETHNICITY		
	Clients	Percent
White	988,381	17.2%
Black	884,281	15.4%
Hispanic	2,828,205	49.2%
Other	118,317	2.1%
Unknown	927,081	16.1%
<b>TOTAL</b>	<b>5,746,265</b>	
ELIGIBILITY CATEGORY		
	Clients	Percent
Children		
SSI Child	161,307	2.8%
SSI Related MAO	5,513	0.1%
Newborn	235,486	4.1%
Child 1-21	3,454,598	60.1%
Medically Needy <sup>(3)</sup>	104	0.0%
Adults		
Pregnant Women	351,727	6.1%
SSI Adult <sup>(4)</sup>	531,985	9.3%
SSI Related MAO	96,098	1.7%
Parent	188,978	3.3%
MBCC	5,875	0.1%
Other Programs		
Emergency (Partial)	8,232	0.1%
Dual Eligibles	310,382	5.4%
HTW XIX	395,980	6.9%
<b>TOTAL <sup>(5)</sup></b>	<b>5,746,265</b>	
Sub-Category (included in above groups)		
AAPCA	64,394	1.1%

# Medicaid and CHIP Enrollment Report, as of October 2021

Compiled in May 2022

MEDICAID/CHIP ENROLLMENT BY MODEL				
Full Benefits Only <sup>(1)</sup>				
	Clients	Percent		
<b>MEDICAID (Full Benefits)</b>	<b>5,077,926</b>			
Fee For Service	168,187	3.3%		
Managed Care	4,909,739	96.7%		
Total Clients (Full and Partial Benefits)			Change from Prior Month	
Clients	Percent			
<b>TOTAL MEDICAID</b>	<b>5,795,919</b>		0.9%	↑
Fee For Service	886,180	15.3%	0.7%	↑
Managed Care	4,909,739	84.7%	0.9%	↑
CHIP				
	Clients	Percent	Change from Prior Month	
<b>TOTAL CHIP</b>	<b>190,806</b>		-6.0%	↓
Traditional	164,056	86.0%	-6.7%	↓
Perinate	26,750	14.0%	-2.0%	↓

MEDICAID ENROLLMENT (Full and Partial Benefits)					
BY MCO PROGRAM	Total Clients	Percent of Total	Change from Prior Month		
STAR	4,113,507	84%	1.05%		📈
STAR+PLUS	545,054	11%	0.19%		📈
Dual Demo	36,711	1%	-1.47%		📉
STAR Health	45,531	1%	-0.17%		📉
STAR Kids	168,936	3%	0.12%		📈
TOTAL MCO	4,909,739		0.89%		📈

STAR+PLUS and MMP HOME AND COMMUNITY BASED SERVICES (HCBS)						
	Med Only	Dual Eligibles	Demo	Total	% of Total	Change from Prior Month
SSI	19,452	22,555	3,281	45,288	73%	-0.3% 📉
SSI-Related MAO	472	15,435	1,046	16,953	27%	-0.8% 📉
TOTAL HCBS	19,924	37,990	4,327	62,241		-0.42% 📉

(1) Partial benefit categories: Emergency Medicaid (TP30), Duals (TP23 and TP24)

(2) MAO counts found by excluding TPs 12 and 13.

(3) Medically Needy clients are grouped with children; the majority of clients in this eligibility category are under 18.

(4) Includes Aged category.

(5) Beginning on 2/18/2020, the Healthy Texas Women (HTW) program is being funded through Medicaid.

Data Sources:

Medicaid: Premiums Payable System (Eligibility files: ma8thmth.dat, mw8thmth.dat), DAP/HHSC.

CHIP: Premiums Payable System (Eligibility file: machiphist.dat), DAP/HHSC.

Prepared by Medicaid CHIP Data Analytics at DAP on 05/11/2022 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOS		
MCO	Clients	Market Share
Superior	30,712	18.2%
Texas Children's	30,170	17.9%
United	29,408	17.4%
Amerigroup	28,899	17.1%
Aetna	12,689	7.5%
Driscoll Children's	10,641	6.3%
Cook Children's	9,814	5.8%
BCBS	8,774	5.2%
Community First	7,829	4.6%
		0.0%
TOTAL	168,936	

STAR KIDS: ENROLLMENT BY RISK GROUP		
RISK GROUP	Clients	Market Share
<1	777	0.5%
1-5	16,970	10.0%
6-14	78,133	46.3%
15-21	62,010	36.7%
MDCP Waiver	5,890	3.5%
YES Waiver	1,284	0.8%
IDD Waiver	3,872	2.3%
TOTAL	168,936	

STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
Risk Group	Total	Percent
Community	479,718	82.5%
• Non-HCBS (State Plan)	421,804	72.5%
•• Non-Medicare	198,203	34.1%
•• Medicare	223,601	38.4%
• HCBS (STAR+PLUS Waiver)	57,914	10.0%
•• Non-Medicare	19,924	3.4%
•• Medicare	37,990	6.5%
Nursing Facility	42,429	7.3%
• Non-Medicare	5,433	0.9%
• Dual Eligible	36,996	6.4%
IDD	17,358	3.0%
MMP	36,711	6.3%
• State Plan	28,874	5.0%
• STAR+PLUS Waiver	4,327	0.7%
• Nursing Facility	3,510	0.6%
MBCC	5,549	1.0%
TOTAL	581,765	

ENROLLMENT BY MEDICAID MCOS		
MCO	Clients	Market Share
Superior	1,214,731	24.7%
Amerigroup	939,994	19.1%
Texas Children's	519,476	10.6%
United	383,653	7.8%
CHC	354,019	7.2%
Driscoll Children's	233,439	4.8%
Molina	217,849	4.4%
Parkland	210,475	4.3%
Community First	158,251	3.2%
Cook Children's	157,249	3.2%
Aetna	124,979	2.5%
FirstCare	102,102	2.1%
El Paso First	87,814	1.8%
BCBS	59,213	1.2%
Scott & White	58,848	1.2%
Cigna-HealthSpring	49,377	1.0%
Dell	38,270	0.8%
		0.0%
		0.0%
TOTAL	4,909,739	

ENROLLMENT BY DENTAL MCOS		
MCO	Clients	Market Share
DentaQuest	2,078,785	55.4%
MCNA	1,402,539	37.4%
United Dental	267,861	7.1%
TOTAL	3,749,185	

ENROLLMENT BY CHIP MCOS		
MCO	Clients	Market Share
Superior	40,923	24.9%
Texas Children's	25,845	15.8%
Amerigroup	25,521	15.6%
CHC	10,844	6.6%
Molina	10,299	6.3%
Parkland	9,996	6.1%
Cook Children's	9,080	5.5%
Community First	6,955	4.2%
Aetna	5,003	3.0%
United	4,175	2.5%
El Paso First	4,145	2.5%
Dell	3,853	2.3%
Driscoll Children's	2,850	1.7%
BCBS	2,748	1.7%
FirstCare	1,819	1.1%
		0.0%
		0.0%
TOTAL	164,056	
Total Perinate	26,750	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
AGE CATEGORY		
	Clients	Percent
<1	239,200	4.1%
1-5	1,070,220	18.5%
6-18	2,423,022	41.8%
19-20	203,718	3.5%
21-64	1,399,033	24.1%
65+	460,726	7.9%
TOTAL	5,795,919	
AGE CATEGORY		
	Clients	Percent
< 21	3,936,160	67.9%
>=21	1,859,759	32.1%
TOTAL	5,795,919	
RACE/ETHNICITY		
	Clients	Percent
White	995,498	17.2%
Black	891,869	15.4%
Hispanic	2,850,297	49.2%
Other	119,610	2.1%
Unknown	938,645	16.2%
TOTAL	5,795,919	
ELIGIBILITY CATEGORY		
	Clients	Percent
<b>Children</b>		
SSI Child	161,479	2.8%
SSI Related MAO	5,519	0.1%
Newborn	235,206	4.1%
Child 1-21	3,487,993	60.2%
Medically Needy <sup>(3)</sup>	108	0.0%
<b>Adults</b>		
Pregnant Women	359,452	6.2%
SSI Adult <sup>(4)</sup>	532,574	9.2%
SSI Related MAO	95,923	1.7%
Parent	193,750	3.3%
MBCC	5,922	0.1%
<b>Other Programs</b>		
Emergency (Partial)	7,988	0.1%
Dual Eligibles	310,897	5.4%
HTW XIX	399,108	6.9%
TOTAL <sup>(5)</sup>	5,795,919	
Sub-Category (included in above groups)		
AAPCA	65,005	1.1%



**Medicaid and CHIP Enrollment Report, as of November 2021**  
Compiled in June 2022

MEDICAID/CHIP ENROLLMENT BY MODEL				
Full Benefits Only <sup>(1)</sup>				
	Clients	Percent		
<b>MEDICAID (Full Benefits)</b>	<b>5,129,556</b>			
Fee For Service	168,946	3.3%		
Managed Care	4,960,610	96.7%		
Total Clients (Full and Partial Benefits)				
	Clients	Percent	Change from Prior Month	
<b>TOTAL MEDICAID</b>	<b>5,851,562</b>		1.0%	↑
Fee For Service	890,952	15.2%	0.5%	↑
Managed Care	4,960,610	84.8%	1.0%	↑
CHIP				
	Clients	Percent	Change from Prior Month	
<b>TOTAL CHIP</b>	<b>149,538</b>		-21.6%	↓
Traditional	123,120	82.3%	-25.0%	↓
Perinate	26,418	17.7%	-1.2%	↓

MEDICAID ENROLLMENT (Full and Partial Benefits)						
BY MCO	Total Clients	Percent of Total	Change from Prior Month			
PROGRAM						
STAR	4,164,422	84%	1.24%	↑		
STAR+PLUS	545,475	11%	0.08%	↑		
Dual Demo	36,754	1%	0.12%	↑		
STAR Health	44,932	1%	-1.32%	↓		
STAR Kids	169,027	3%	0.05%	↑		
TOTAL MCO	4,960,610		1.04%	↑		
STAR+PLUS and MMP HOME AND COMMUNITY BASED SERVICES (HCBS)						
	Med Only	Dual Eligibles	Demo	Total	% of Total	Change from Prior Month
SSI	19,382	22,467	3,268	45,117	73%	-0.4%
SSI-Related MAO	471	15,311	1,029	16,811	27%	-0.8%
TOTAL HCBS	19,853	37,778	4,297	61,928		-0.50%

(1) Partial benefit categories: Emergency Medicaid (TP30), Duals (TP23 and TP24)

(2) MAO counts found by excluding TPs 12 and 13.

(3) Medically Needy clients are grouped with children; the majority of clients in this eligibility category are under 18.

(4) Includes Aged category.

(5) Beginning on 2/18/2020, the Healthy Texas Women (HTW) program is being funded through Medicaid.

Data Sources:

Medicaid: Premiums Payable System (Eligibility files: ma8thmth.dat, mw8thmth.dat), DAP/HHSC.

CHIP: Premiums Payable System (Eligibility file: machiphist.dat), DAP/HHSC.

Prepared by Medicaid CHIP Data Analytics at DAP on 06/14/2022 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs		
MCO	Clients	Market Share
Superior	30,784	18.2%
Texas Children's	30,202	17.9%
United	29,365	17.4%
Amerigroup	28,913	17.1%
Aetna	12,702	7.5%
Driscoll Children's	10,640	6.3%
Cook Children's	9,801	5.8%
BCBS	8,772	5.2%
Community First	7,848	4.6%
		0.0%
TOTAL	169,027	
STAR KIDS: ENROLLMENT BY RISK GROUP		
RISK GROUP	Clients	Market Share
<1	742	0.4%
1-5	16,869	10.0%
6-14	78,048	46.2%
15-21	62,398	36.9%
MDCP Waiver	5,826	3.4%
YES Waiver	1,272	0.8%
IDD Waiver	3,872	2.3%
TOTAL	169,027	
STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
Risk Group	Total	Percent
Community	479,809	82.4%
• Non-HCBS (State Plan)	422,178	72.5%
•• Non-Medicare	198,104	34.0%
•• Medicare	224,074	38.5%
• HCBS (STAR+PLUS Waiver)	57,631	9.9%
•• Non-Medicare	19,853	3.4%
•• Medicare	37,778	6.5%
Nursing Facility	42,722	7.3%
• Non-Medicare	5,493	0.9%
• Dual Eligible	37,229	6.4%
IDD	17,397	3.0%
MMP	36,754	6.3%
• State Plan	28,954	5.0%
• STAR+PLUS Waiver	4,297	0.7%
• Nursing Facility	3,503	0.6%
MBCC	5,547	1.0%
TOTAL	582,229	

ENROLLMENT BY MEDICAID MCOs		
MCO	Clients	Market Share
Superior	1,225,160	24.7%
Amerigroup	948,941	19.1%
Texas Children's	525,605	10.6%
United	387,620	7.8%
CHC	357,914	7.2%
Driscoll Children's	235,853	4.8%
Molina	219,271	4.4%
Parkland	212,959	4.3%
Community First	160,444	3.2%
Cook Children's	159,054	3.2%
Aetna	127,508	2.6%
FirstCare	103,554	2.1%
El Paso First	88,911	1.8%
BCBS	59,933	1.2%
Scott & White	59,741	1.2%
Cigna-HealthSpring	49,275	1.0%
Dell	38,867	0.8%
		0.0%
		0.0%
TOTAL	4,960,610	
ENROLLMENT BY DENTAL MCOs		
MCO	Clients	Market Share
DentaQuest	2,092,384	55.3%
MCNA	1,406,732	37.1%
United Dental	287,631	7.6%
TOTAL	3,786,747	
ENROLLMENT BY CHIP MCOs		
MCO	Clients	Market Share
Superior	30,446	24.7%
Texas Children's	19,892	16.2%
Amerigroup	18,657	15.2%
CHC	8,215	6.7%
Molina	8,114	6.6%
Parkland	7,177	5.8%
Cook Children's	6,507	5.3%
Community First	5,173	4.2%
Aetna	3,878	3.1%
United	3,325	2.7%
El Paso First	3,124	2.5%
Dell	2,973	2.4%
Driscoll Children's	2,201	1.8%
BCBS	2,066	1.7%
FirstCare	1,372	1.1%
		0.0%
		0.0%
TOTAL	123,120	
Total Perinate	26,418	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
AGE CATEGORY		
	Clients	Percent
<1	238,850	4.1%
1-5	1,076,963	18.4%
6-18	2,444,833	41.8%
19-20	212,010	3.6%
21-64	1,416,585	24.2%
65+	462,321	7.9%
TOTAL	5,851,562	
AGE CATEGORY		
	Clients	Percent
< 21	3,972,656	67.9%
>=21	1,878,906	32.1%
TOTAL	5,851,562	
RACE/ETHNICITY		
	Clients	Percent
White	1,004,426	17.2%
Black	899,821	15.4%
Hispanic	2,875,585	49.1%
Other	121,361	2.1%
Unknown	950,369	16.2%
TOTAL	5,851,562	
ELIGIBILITY CATEGORY		
	Clients	Percent
Children		
SSI Child	161,569	2.8%
SSI Related MAO	5,515	0.1%
Newborn	235,019	4.0%
Child 1-21	3,525,539	60.2%
Medically Needy <sup>(3)</sup>	99	0.0%
Adults		
Pregnant Women	368,049	6.3%
SSI Adult <sup>(4)</sup>	533,609	9.1%
SSI Related MAO	96,001	1.6%
Parent	198,220	3.4%
MBCC	5,936	0.1%
Other Programs		
Emergency (Partial)	7,748	0.1%
Dual Eligibles	311,624	5.3%
HTW XIX	402,634	6.9%
TOTAL <sup>(5)</sup>	5,851,562	
Sub-Category (included in above groups)		
AAPCA	65,947	1.1%

## **Attachment C1**

### **Provider Network Count Methodology - FY22**

#### **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 with open panel 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 may include duplications.

Dental provider counts are broken down by main dentists and dental specialists. For DMOs, the PCP column shows the number of main dentists (general or pediatric) with open panel. The specialist column includes endodontists, orthodontists, pediatric dental, and prosthodontists.

Pharmacy counts include the following pharmacy providers: pharmacy, 24 Hour Pharmacy, and Mail Order Pharmacy.

#### **PROVIDER TERMINATIONS**

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

## Attachment C1

### Provider Network Count Methodology - FY21

#### APPENDIX A: PRIMARY CARE PROVIDER TYPES

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

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

## **Attachment C1**

### **Provider Network Count Methodology - FY21**

#### **APPENDIX B: SPECIALIST TYPES**

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

## **Attachment C1**

### **Provider Network Count Methodology - FY21**

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

## **Attachment C1**

### **Provider Network Count Methodology - FY21**

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

**Attachment C2**  
**Provider Network Counts**  
**SFY22 Q2**  
**SFY22 Q3 Report**

Program	Primary Care Provider	Specialist	Dentist	Pharmacist	Program Total
<b>Quarter 2</b>					
Dental (statewide)	44	13	6,193		6,250
STAR	19,667	81,371	3,332	5,050	109,420
STAR+PLUS	18,142	67,206	3,584	4,745	93,677
STAR Kids	16,962	68,728	143	4,894	90,727
<b>Unique NPI Total*</b>	22,428	85,882	6,429	5,075	101,020

\*Providers may contract with more than one managed care program. Therefore, quarterly totals represent the distinct count of National Provider Indicator (NPI) totals.

Attachment C3  
Primary Care Physicians Terminated  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Medicaid Dental</b>				
DentaQuest	495	553		
MCNA	65	69		
UnitedHealthCare Dental	92	79		
<b>Medicaid Dental</b>	<b>652</b>	<b>701</b>		
<b>STAR</b>				
<b>Aetna</b>				
Bexar	42	32		
Tarrant	119	65		
Subtotal	161	97		
<b>Amerigroup</b>				
Bexar	11	10		
Dallas	18	23		
Harris	20	45		
Jefferson	0	4		
Lubbock	3	2		
MRSA Central	9	14		
MRSA Northeast	13	36		
MRSA West	31	28		
Tarrant	17	23		
Subtotal	122	185		
<b>BCBS</b>				
Travis	26	24		
Subtotal	26	24		
<b>CHC</b>				
Harris	55	51		
Jefferson	1	38		
Subtotal	56	89		
<b>Community First</b>				
Bexar	12	9		
Subtotal	12	9		
<b>Cook Children's</b>				
Tarrant	2	4		
Subtotal	2	4		
<b>DELL</b>				
Travis	10	7		
Subtotal	10	7		
<b>Driscoll Children's</b>				
Hidalgo	17	14		
Nueces	8	2		
Subtotal	25	16		
<b>El Paso First</b>				
El Paso	4	11		
Subtotal	4	11		
<b>FirstCare</b>				
Lubbock	16	9		
MRSA West	23	7		
Subtotal	39	16		
<b>Molina</b>				
Dallas	5	3		
El Paso	5	0		
Harris	7	1		
Hidalgo	5	0		
Jefferson	6	3		
Subtotal	28	7		
<b>Parkland</b>				
Dallas	3	2		
Subtotal	3	2		
<b>Scott &amp; White</b>				



Attachment C3  
Primary Care Physicians Terminated  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

MRSA Central	39	29		
Subtotal	39	29		
<b>Superior</b>				
Bexar	36	44		
El Paso	13	9		
Hidalgo	16	15		
Lubbock	17	15		
MRSA Central	26	36		
MRSA Northeast	29	44		
MRSA West	32	25		
Nueces	5	9		
Travis	49	65		
Subtotal	223	262		
<b>Texas Children's</b>				
Harris	11	1		
Jefferson	1	0		
Subtotal	12	1		
<b>United</b>				
Harris	11	3		
Hidalgo	7	0		
Jefferson	3	0		
Nueces	4	0		
Subtotal	25	3		
<b>STAR</b>	<b>787</b>	<b>762</b>		
<b>STAR Kids</b>				
<b>Aetna</b>				
Dallas	132	76		
Tarrant	132	76		
Subtotal	264	152		
<b>Amerigroup</b>				
Dallas	18	22		
El Paso	6	5		
Harris	20	45		
Lubbock	3	2		
MRSA West	18	24		
Subtotal	65	98		
<b>BCBS</b>				
MRSA Central	18	18		
Travis	29	37		
Subtotal	47	55		
<b>Community First</b>				
Bexar	11	7		
Subtotal	11	7		
<b>Cook Children's</b>				
Tarrant	2	5		
Subtotal	2	5		
<b>Driscoll Children's</b>				
Hidalgo	14	13		
Nueces	6	1		
Subtotal	20	14		
<b>Superior</b>				
Bexar	44	44		
El Paso	9	8		
Hidalgo	11	15		
Lubbock	17	14		
MRSA West	31	23		
Nueces	6	9		
Travis	46	50		
Subtotal	164	163		
<b>Texas Children's</b>				

Attachment C3  
Primary Care Physicians Terminated  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Harris	11	1		
Jefferson	1	0		
MRSA Northeast	8	1		
Subtotal	20	2		
<b>United</b>				
Harris	6	2		
Hidalgo	1	0		
Jefferson	6	2		
MRSA Central	3	0		
MRSA Northeast	1	2		
Subtotal	17	6		
<b>STAR Kids</b>	<b>610</b>	<b>502</b>		
<b>STAR+PLUS</b>				
<b>Amerigroup</b>				
Bexar	11	11		
El Paso	6	5		
Harris	21	45		
Jefferson	0	4		
Lubbock	3	2		
MRSA West	30	26		
Tarrant	16	22		
Travis	2	2		
Subtotal	89	101	0	
<b>Cigna-HealthSpring</b>				
Hidalgo	7	1		
MRSA Northeast	12	0		
Tarrant	13	5		
Subtotal	32	109	0	
<b>Molina</b>				
Bexar	9	0		
Dallas	7	3		
El Paso	7	0		
Harris	10	1		
Hidalgo	7	0		
Jefferson	10	4		
Subtotal	50	8	0	
<b>Superior</b>				
Bexar	44	50		
Dallas	56	44		
Hidalgo	14	15		
Lubbock	20	15		
MRSA Central	27	38		
MRSA West	31	26		
Nueces	5	8		
Subtotal	197	146	0	
<b>United</b>				
Harris	7	3		
Jefferson	6	3		
MRSA Central	6	0		
MRSA Northeast	3	0		
Nueces	2	0		
Travis	1	0		
Subtotal	25	6	0	
<b>STAR+PLUS</b>	<b>393</b>		<b>0</b>	
<b>Grand Total</b>	<b>1,790</b>		<b>0</b>	

Attachment C3  
Specialist Terminated  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Medicaid Dental</b>				
DentaQuest	44	40		
MCNA	6	8		
UnitedHealthCare Dental	5	7		
<b>Medicaid Dental</b>	<b>55</b>	<b>55</b>		
<b>STAR</b>				
<b>Aetna</b>				
Bexar	361	219		
Tarrant	809	323		
Subtotal	1,170	542		
<b>Amerigroup</b>				
Bexar	14	31		
Dallas	59	51		
Harris	96	80		
Jefferson	20	7		
Lubbock	10	17		
MRSA Central	28	76		
MRSA Northeast	58	115		
MRSA West	79	86		
Tarrant	168	50		
Subtotal	532	513		
<b>BCBS</b>				
Travis	198	174		
Subtotal	198	174		
<b>CHC</b>				
Harris	193	260		
Jefferson	7	16		
Subtotal	200	276		
<b>Community First</b>				
Bexar	291	99		
Subtotal	291	99		
<b>Cook Children's</b>				
Tarrant	33	33		
Subtotal	33	33		
<b>DELL</b>				
Travis	56	18		
Subtotal	56	18		
<b>Driscoll Children's</b>				

**Attachment C3**  
**Specialist Terminated**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Hidalgo	33	38		
Nueces	20	21		
Subtotal	53	59		
<b>El Paso First</b>				
El Paso	16	22		
Subtotal	16	22		
<b>FirstCare</b>				
Lubbock	32	25		
MRSA West	75	43		
Subtotal	107	68		
<b>Molina</b>				
Dallas	15	21		
El Paso	8	6		
Harris	28	34		
Hidalgo	10	11		
Jefferson	19	23		
Subtotal	80	95		
<b>Parkland</b>				
Dallas	10	7		
Subtotal	10	7		
<b>Scott &amp; White</b>				
MRSA Central	211	137		
Subtotal	211	137		
<b>Superior</b>				
Bexar	380	248		
El Paso	54	60		
Hidalgo	126	112		
Lubbock	93	62		
MRSA Central	142	120		
MRSA Northeast	162	127		
MRSA West	168	113		
Nueces	48	54		
Travis	285	209		
Subtotal	1,458	1,105		
<b>Texas Children's</b>				
Harris	87	148		
Jefferson	7	11		
Subtotal	94	159		
<b>United</b>				

**Attachment C3**  
**Specialist Terminated**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Harris	103	227		
Hidalgo	23	21		
Jefferson	79	141		
Nueces	12	9		
Subtotal	217	398		
<b>STAR</b>	<b>4,726</b>	<b>3,705</b>		
<b>STAR Kids</b>				
<b>Aetna</b>				
Dallas	950	416		
Tarrant	950	416		
Subtotal	1900	832		
<b>Amerigroup</b>				
Dallas	59	53		
El Paso	5	7		
Harris	102	82		
Lubbock	10	15		
MRSA West	47	82		
Subtotal	223	239		
<b>BCBS</b>				
MRSA Central	122	111		
Travis	173	178		
Subtotal	295	289		
<b>Community First</b>				
Bexar	272	98		
Subtotal	272	98		
<b>Cook Children's</b>				
Tarrant	30	31		
Subtotal	30	31		
<b>Driscoll Children's</b>				
Hidalgo	33	38		
Nueces	20	17		
Subtotal	53	55		
<b>Superior</b>				
Bexar	315	207		
El Paso	52	52		
Hidalgo	88	93		
Lubbock	72	55		
MRSA West	114	95		
Nueces	38	45		

**Attachment C3**  
**Specialist Terminated**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Travis	225	159		
Subtotal	904	706		
<b>Texas Children's</b>				
Harris	85	143		
Jefferson	8	12		
MRSA Northeast	22	24		
Subtotal	115	179		
<b>United</b>				
Harris	95	231		
Hidalgo	24	21		
Jefferson	67	142		
MRSA Central	32	25		
MRSA Northeast	25	32		
Subtotal	243	451		
<b>STAR Kids</b>	<b>4,035</b>	<b>2,880</b>		
<b>STAR+PLUS</b>				
<b>Amerigroup</b>				
Bexar	17	34		
El Paso	4	7		
Harris	99	82		
Jefferson	20	7		
Lubbock	10	16		
MRSA West	78	82		
Tarrant	171	51		
Travis	22	19		
Subtotal	421	298		
<b>Cigna-HealthSpring</b>				
Hidalgo	75	16		
MRSA Northeast	81	28		
Tarrant	76	30		
Subtotal	232	74		
<b>Molina</b>				
Bexar	17	20		
Dallas	22	26		
El Paso	14	10		
Harris	33	38		
Hidalgo	16	15		
Jefferson	23	27		
Subtotal	125	136		

**Attachment C3**  
**Specialist Terminated**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

<b>Superior</b>				
Bexar	324	203		
Dallas	498	408		
Hidalgo	124	75		
Lubbock	97	54		
MRSA Central	105	102		
MRSA West	114	85		
Nueces	35	59		
Subtotal	1297	986		
<b>United</b>				
Harris	107	207		
Jefferson	76	119		
MRSA Central	28	26		
MRSA Northeast	27	38		
Nueces	9	8		
Travis	50	40		
Subtotal	297	438		
<b>STAR+PLUS</b>	<b>2,372</b>	<b>1,932</b>		
<b>Grand Total</b>	<b>11,188</b>	<b>8,572</b>		

**Attachment D**  
**Out of Network Utilization**  
**SFY22 Q2**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program	MCO	OON ER <20% Standard	OON Inpatient <15% Standard	OON Other Outpatient <20% Standard	OON ER <20% Standard	OON Inpatient <15% Standard	OON Other Outpatient <20% Standard
		Q1			Q2		
STAR	Aetna	14.45%	7.63%	23.08%	14.50%	7.83%	21.05%
	Amerigroup	6.64%	3.58%	6.26%	6.41%	4.26%	6.05%
	BCBS	2.58%	1.95%	17.28%	2.89%	1.53%	13.34%
	CHC	33.51%	14.94%	3.97%			
	Community First	2.27%	2.03%	17.22%	2.34%	1.97%	17.21%
	Cook Children's	5.73%	2.76%	10.23%	4.60%	2.79%	10.04%
	DELL	45.55%	21.03%	7.26%	46.28%	23.70%	7.99%
	Driscoll Children's	4.16%	1.48%	7.39%	3.64%	2.17%	7.35%
	El Paso Health	0.92%	0.36%	6.76%	0.90%	0.08%	4.00%
	FirstCare	0.00%	0.00%	0.46%	2.12%	3.47%	13.64%
	Molina	14.31%	7.40%	9.36%	13.25%	8.32%	8.99%
	Parkland	38.30%	33.42%	4.03%	40.77%	34.91%	4.45%
	Scott & White	0.08%	0.31%	3.28%	12.21%	4.76%	6.71%
	Superior	1.20%	1.15%	5.55%	1.20%	1.25%	4.49%
	Texas Children's	23.16%	6.76%	5.41%	22.59%	4.91%	5.12%
	United	9.83%	1.98%	8.08%	9.57%	2.15%	14.80%
STAR Kids	Aetna	19.25%	13.93%	4.58%	17.53%	14.67%	4.34%
	Amerigroup	6.91%	6.75%	3.25%	6.13%	8.18%	5.54%
	BCBS	4.77%	3.27%	8.87%	4.38%	9.29%	8.04%
	Community First	2.35%	6.43%	5.18%	3.18%	6.28%	5.80%
	Cook Children's	8.98%	1.60%	3.54%	7.07%	3.76%	3.61%
	Driscoll Children's	3.37%	6.87%	4.47%	3.79%	9.62%	2.93%
	Superior	2.37%	1.94%	3.13%	2.55%	1.97%	3.45%
	Texas Children's	14.30%	6.51%	2.32%	14.44%	5.74%	1.58%
	United	7.44%	4.32%	4.85%	7.57%	3.94%	7.03%
STAR+PLUS	Amerigroup	3.88%	1.96%	8.51%	3.92%	1.97%	6.68%
	Cigna-HealthSpring	10.77%	14.12%	17.84%	10.25%	13.62%	21.62%
	Molina	11.05%	9.07%	5.78%	17.38%	15.80%	8.69%
	Superior	1.67%	5.91%	5.70%	1.75%	5.69%	4.88%
	United	6.21%	5.98%	8.85%	6.04%	4.56%	8.94%



Time and Distance Standards							
		Distance in Miles			Travel Time in Minutes		
Provider Type		Metro County	Micro County	Rural County	Metro County	Micro County	Rural County
Behavioral Health-Outpatient		30	30	75	45	45	90
Hospital-Acute Care		30	30	30	45	45	45
Prenatal		10	20	30	15	30	40
Primary Care Provider*		10	20	30	15	30	40
Specialty Care Provider	Cardiovascular Disease	20	35	60	30	50	75
	ENT (otolaryngology)	30	60	75	45	80	90
	General Surgeon	20	35	60	30	50	75
	OB/GYN	30	60	75	45	80	90
	Ophthalmologist	20	35	60	30	50	75
	Orthopedist	20	35	60	30	50	75
	Pediatric Sub-specialists	20	35	60	30	50	75
	Psychiatrist	30	45	60	45	60	75
	Urologist	30	45	60	45	60	75
Occupational, Physical or Speech Therapy		30	60	60	45	80	75
Nursing Facility		75	75	75	N/A	N/A	N/A
Pharmacy		2	5	15	5	10	25
Pharmacy (24-hour)		75	75	75	90	90	90
Substance Use Disorder-Outpatient	Chemical Dependency Treatment Facilities	30	30	75	45	45	90
	Opioid Treatment Programs	30	30	75	45	45	90
Main Dentist (general or pediatric)		30	30	75	45	45	90
Dental Specialists	Pediatric Dental	30	30	75	45	45	90
	Endodontist, Periodontist or Prosthodontist	75	75	75	90	90	90
	Orthodontist	75	75	75	90	90	90
	Oral Surgeons	75	75	75	90	90	90

Metro = county with a population of 200,000 or greater; Micro = county with a population between 50,000-199,999; Rural = county with a population of 49,999 or less.

\*Services for both adults and children include acute, chronic, preventive, routine or urgent care.

**Attachment H1**  
**Primary Care Provider Network Access**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>STAR</b>									
<b>Metro</b>									
Aetna Better Health	102,041	100,711	99%	108,659	107,268	99%	114,532	112,973	99%
Amerigroup	614,858	609,252	99%	637,211	631,782	99%	655,436	649,890	99%
Blue Cross and Blue Shield of Texas	39,972	39,730	99%	41,876	41,749	100%	43,566	43,423	100%
Community First Health Plans	132,636	129,349	98%	138,772	135,323	98%	143,818	140,676	98%
Community Health Choice	314,525	313,583	100%	325,903	324,967	100%	335,825	334,888	100%
Cook Children's Health Plan	137,122	135,634	99%	142,272	140,783	99%	146,432	144,851	99%
Dell Children's Health Plan	31,989	31,580	99%	33,408	32,993	99%	34,695	34,240	99%
Driscoll Health Plan	162,712	162,313	100%	168,532	168,085	100%	173,637	173,158	100%
El Paso First	80,558	80,518	100%	83,820	83,779	100%	86,252	86,209	100%
FirstCare	53,317	52,858	99%	55,980	55,306	99%	58,561	57,835	99%
Molina Healthcare of Texas	104,484	103,646	99%	108,360	108,075	100%	112,009	111,739	100%
Parkland	199,522	196,088	98%	206,675	203,072	98%	213,393	209,564	98%
Right Care from Scott and White Health Plans	39,280	38,190	97%	41,187	40,073	97%	42,724	41,579	97%
Superior HealthPlan	650,143	643,162	99%	670,426	665,613	99%	689,729	684,349	99%
Texas Children's Health Plan	437,793	436,012	100%	455,025	453,205	100%	469,139	467,587	100%
UnitedHealthcare Community Plan	175,548	175,168	100%	184,533	184,056	100%	192,249	191,845	100%
<b>Subtotal</b>	<b>3,276,500</b>	<b>3,247,794</b>	<b>99%</b>	<b>3,402,639</b>	<b>3,376,129</b>	<b>99%</b>	<b>3,511,997</b>	<b>3,484,806</b>	<b>99%</b>
<b>Micro</b>									
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	42,003	100%	43,770	43,750	100%	45,246	45,223	100%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	1,982	75%	2,713	2,040	75%	2,811	2,811	100%
Community Health Choice	10,534	10,517	100%	11,073	11,054	100%	11,740	11,718	100%
Cook Children's Health Plan	3,880	3,880	100%	4,015	4,015	100%	4,205	4,205	100%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	16,214	100%	16,882	16,862	100%	17,374	17,355	100%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	3,432	100%	3,528	3,523	100%	3,652	3,646	100%
Right Care from Scott and White Health Plans	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	107,928	100%	112,112	112,047	100%	115,483	115,419	100%
Texas Children's Health Plan	15,414	15,400	100%	16,140	16,128	100%	17,148	16,751	98%
UnitedHealthcare Community Plan	12,926	12,919	100%	13,508	13,498	100%	14,016	14,004	100%
<b>Subtotal</b>	<b>233,463</b>	<b>232,618</b>	<b>100%</b>	<b>243,117</b>	<b>242,238</b>	<b>100%</b>	<b>251,724</b>	<b>251,117</b>	<b>100%</b>
<b>Rural</b>									
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	59,655	100%	61,370	61,308	100%	63,019	62,947	100%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,311	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	10,010	100%	10,302	10,302	100%	10,585	10,585	100%
Dell Children's Health Plan	844	842	100%	877	875	100%	914	912	100%
Driscoll Health Plan	20,100	20,098	100%	20,518	20,517	100%	20,934	20,933	100%
El Paso First	64	59	92%	66	61	92%	72	65	90%
FirstCare	32,106	31,951	100%	33,359	33,187	99%	34,341	34,166	99%
Molina Healthcare of Texas	3,751	3,667	98%	3,805	3,802	100%	3,885	3,882	100%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plans	10,056	10,039	100%	10,657	10,634	100%	11,056	11,032	100%
Superior HealthPlan	135,539	135,090	100%	140,702	140,301	100%	145,476	145,063	100%
Texas Children's Health Plan	11,990	11,990	100%	12,437	12,437	100%	12,790	12,790	100%
UnitedHealthcare Community Plan	8,047	8,047	100%	8,404	8,403	100%	8,772	8,720	99%
<b>Subtotal</b>	<b>303,059</b>	<b>302,287</b>	<b>100%</b>	<b>313,825</b>	<b>313,155</b>	<b>100%</b>	<b>323,612</b>	<b>322,863</b>	<b>100%</b>
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,782,699</b>	<b>99%</b>	<b>3,959,581</b>	<b>3,931,522</b>	<b>99%</b>	<b>4,087,333</b>	<b>4,058,786</b>	<b>99%</b>
<b>STAR+PLUS</b>									
<b>Metro</b>									
Amerigroup	48,341	47,825	99%	48,434	47,967	99%	48,683	48,313	99%
Cigna-HealthSpring	11,805	11,462	97%	11,516	11,176	97%			
Molina Healthcare of Texas	30,658	30,171	98%	30,624	30,472	100%	41,305	40,934	99%
Superior HealthPlan	48,377	47,967	99%	48,549	48,296	99%	49,036	48,770	99%
UnitedHealthcare Community Plan	44,839	44,412	99%	45,339	44,943	99%	46,078	45,658	99%
<b>Subtotal</b>	<b>184,020</b>	<b>181,837</b>	<b>99%</b>	<b>184,462</b>	<b>182,854</b>	<b>99%</b>	<b>185,102</b>	<b>183,675</b>	<b>99%</b>
<b>Micro</b>									
Amerigroup	1,651	1,647	100%	1,671	1,667	100%	1,663	1,659	100%
Cigna-HealthSpring	3,509	3,507	100%	3,455	3,454	100%			
Molina Healthcare of Texas	605	588	97%	584	583	100%	3,642	3,639	100%
Superior HealthPlan	2,960	2,958	100%	2,950	2,948	100%	2,983	2,981	100%
UnitedHealthcare Community Plan	6,777	6,776	100%	6,857	6,857	100%	7,283	7,283	100%
<b>Subtotal</b>	<b>15,502</b>	<b>15,476</b>	<b>100%</b>	<b>15,517</b>	<b>15,509</b>	<b>100%</b>	<b>15,571</b>	<b>15,562</b>	<b>100%</b>
<b>Rural</b>									
Amerigroup	3,554	3,548	100%	3,527	3,520	100%	3,503	3,497	100%
Cigna-HealthSpring	1,576	1,552	98%	1,537	1,523	99%			
Molina Healthcare of Texas	1,043	1,029	99%	1,036	1,036	100%	2,348	2,339	100%
Superior HealthPlan	8,535	8,516	100%	8,487	8,472	100%	8,482	8,465	100%
UnitedHealthcare Community Plan	5,860	5,860	100%	5,935	5,935	100%	6,167	6,167	100%
<b>Subtotal</b>	<b>20,568</b>	<b>20,505</b>	<b>100%</b>	<b>20,522</b>	<b>20,486</b>	<b>100%</b>	<b>20,500</b>	<b>20,468</b>	<b>100%</b>
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>217,818</b>	<b>99%</b>	<b>220,501</b>	<b>218,849</b>	<b>99%</b>	<b>221,173</b>	<b>219,705</b>	<b>#DIV/0!</b>
<b>STAR Kids</b>									
<b>Metro</b>									
Aetna Better Health	11,678	11,562	99%	11,770	11,668	99%	11,831	11,725	99%
Amerigroup	24,534	24,425	100%	24,537	24,430	100%	24,594	24,495	100%
Blue Cross and Blue Shield of Texas	6,315	6,185	98%	6,358	6,221	98%	6,400	6,276	98%
Community First Health Plans	7,026	6,879	98%	7,049	6,911	98%	7,046	6,913	98%
Cook Children's Health Plan	9,110	9,017	99%	9,098	9,013	99%	9,106	9,020	99%
Driscoll Health Plan	8,108	8,098	100%	8,122	8,109	100%	8,197	8,185	100%
Superior HealthPlan	23,546	23,471	100%	23,717	23,655	100%	23,905	23,841	100%
Texas Children's Health Plan	24,033	23,893	99%	24,127	23,985	99%	24,276	24,086	99%
UnitedHealthcare Community Plan	21,379	21,228	99%	21,326	21,168	99%	21,236	21,087	99%

**Attachment H1**  
**Primary Care Provider Network Access**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>Subtotal</b>	<b>135,729</b>	<b>134,758</b>	<b>99%</b>	<b>136,104</b>	<b>135,160</b>	<b>99%</b>	<b>136,541</b>	<b>135,628</b>	<b>99%</b>
<b>Micro</b>									
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	58	61%	97	60	62%	94	90	96%
Cook Children's Health Plan	121	121	100%	115	115	100%	119	119	100%
Driscoll Health Plan	492	492	100%	499	499	100%	507	507	100%
Superior HealthPlan	1,539	1,539	100%	1,555	1,555	100%	1,592	1,592	100%
Texas Children's Health Plan	2,474	2,473	100%	2,471	2,470	100%	2,512	2,512	100%
UnitedHealthcare Community Plan	2,832	2,829	100%	2,845	2,842	100%	2,847	2,844	100%
<b>Subtotal</b>	<b>8,540</b>	<b>8,499</b>	<b>100%</b>	<b>8,573</b>	<b>8,532</b>	<b>100%</b>	<b>8,676</b>	<b>8,669</b>	<b>100%</b>
<b>Rural</b>									
Aetna Better Health	72	72	100%	73	73	100%	75	75	100%
Amerigroup	1,871	1,868	100%	1,874	1,872	100%	1,884	1,882	100%
Blue Cross and Blue Shield of Texas	890	885	99%	933	928	99%	929	924	99%
Community First Health Plans	236	235	100%	239	238	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	2,361	99%	2,429	2,418	100%	2,468	2,457	100%
Texas Children's Health Plan	1,389	1,384	100%	1,415	1,415	100%	1,427	1,427	100%
UnitedHealthcare Community Plan	2,333	2,333	100%	2,336	2,336	100%	2,339	2,333	100%
<b>Subtotal</b>	<b>10,007</b>	<b>9,960</b>	<b>100%</b>	<b>10,131</b>	<b>10,112</b>	<b>100%</b>	<b>10,189</b>	<b>10,165</b>	<b>100%</b>
<b>STAR Kids Total</b>	<b>154,276</b>	<b>153,217</b>	<b>99%</b>	<b>154,808</b>	<b>153,804</b>	<b>99%</b>	<b>155,406</b>	<b>154,462</b>	<b>99%</b>
<b>Grand Total</b>	<b>4,187,388</b>	<b>4,153,734</b>	<b>99%</b>	<b>4,334,890</b>	<b>4,304,175</b>	<b>99%</b>	<b>4,463,912</b>	<b>4,432,953</b>	<b>99%</b>

**Attachment H2  
Specialist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>Acute Care Hospital</b>									
<b>STAR</b>									
Metro	3,276,500	3,067,476	94%	3,402,639	3,183,247	94%	3,511,997	3,443,808	98%
Aetna Better Health	102,041	102,015	100%	108,659	108,627	100%	114,532	114,527	99%
Amerigroup	614,858	614,537	100%	637,211	636,058	100%	655,436	651,423	100%
Blue Cross and Blue Shield of Texas	39,972	39,972	100%	41,876	41,876	100%	43,566	43,559	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	314,524	100%	325,903	325,902	100%	335,825	335,825	100%
Cook Children's Health Plan	137,122	137,122	100%	142,272	142,272	100%	146,432	146,432	100%
Dell Children's Health Plan	31,989	31,950	100%	33,408	33,370	100%	34,695	34,658	100%
Driscoll Health Plan	162,712	162,701	100%	168,532	168,520	100%	173,637	173,623	100%
El Paso First	80,558	80,558	100%	83,820	83,820	100%	86,252	86,252	100%
FirstCare	53,317	53,280	100%	55,980	55,944	100%	58,561	58,528	88%
Molina Healthcare of Texas	104,484	103,937	99%	108,360	108,290	100%	112,009	98,390	97%
Parkland	199,522	0	0%	206,675	0	0%	213,393	206,845	84%
Right Care from Scott and White Health Plan	39,280	33,237	85%	41,187	34,705	84%	42,724	35,931	95%
Superior HealthPlan	650,143	649,553	100%	670,426	669,911	100%	689,729	657,094	100%
Texas Children's Health Plan	437,793	437,792	100%	455,025	455,024	100%	469,139	469,139	98%
UnitedHealthcare Community Plan	175,548	173,662	99%	184,533	180,156	98%	192,249	187,764	98%
Micro	233,463	179,294	77%	243,117	189,550	78%	251,724	187,582	75%
Aetna Better Health	1,718	1,696	99%	1,795	1,771	99%	1,853	1,827	99%
Amerigroup	42,022	34,161	81%	43,770	31,992	73%	45,246	36,823	81%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,576	97%	2,713	2,645	97%	2,811	2,741	98%
Community Health Choice	10,534	9,627	91%	11,073	10,871	98%	11,740	11,529	98%
Cook Children's Health Plan	3,880	2,690	69%	4,015	2,792	70%	4,205	2,924	70%
Dell Children's Health Plan	3,250	2,948	91%	3,427	3,120	91%	3,577	3,262	91%
Driscoll Health Plan	16,227	11,971	74%	16,882	10,771	64%	17,374	11,054	64%
FirstCare	3,604	90	2%	3,839	109	3%	3,944	104	3%
Molina Healthcare of Texas	3,437	975	28%	3,528	944	27%	3,652	761	21%
Right Care from Scott and White Health Plan	4,479	4,016	90%	4,727	4,324	91%	4,904	4,474	91%
Superior HealthPlan	107,989	78,844	73%	112,112	89,991	80%	115,483	80,355	70%
Texas Children's Health Plan	15,414	14,595	95%	16,140	15,294	95%	17,148	16,273	95%
UnitedHealthcare Community Plan	12,926	9,770	76%	13,508	9,338	69%	14,016	9,684	69%
Rural	303,059	217,335	72%	313,825	219,701	70%	323,612	219,504	68%
Aetna Better Health	1,482	1,399	94%	1,546	1,454	94%	1,600	1,506	94%
Amerigroup	59,712	43,348	73%	61,370	39,060	64%	63,019	40,697	65%
Blue Cross and Blue Shield of Texas	1,946	1,636	84%	1,978	1,676	85%	2,036	1,723	85%
Community First Health Plans	6,312	5,541	88%	6,562	5,782	88%	6,852	6,050	88%
Community Health Choice	10,010	5,912	59%	10,302	6,669	65%	10,585	6,895	65%
Dell Children's Health Plan	844	285	34%	877	298	34%	914	315	34%
Driscoll Health Plan	20,100	18,092	90%	20,518	18,522	90%	20,934	18,872	90%
El Paso First	64	30	47%	66	33	50%	72	30	42%
FirstCare	32,106	20,536	64%	33,359	20,480	61%	34,341	21,084	61%
Molina Healthcare of Texas	3,751	1,708	46%	3,805	793	21%	3,885	463	12%
Parkland	1,100	0	0%	1,242	0	0%	1,280	-	0%
Right Care from Scott and White Health Plan	10,056	5,940	59%	10,657	6,550	61%	11,056	6,838	62%
Superior HealthPlan	135,539	101,711	75%	140,702	106,659	76%	145,476	102,940	71%
Texas Children's Health Plan	11,990	7,896	66%	12,437	8,190	66%	12,790	8,397	66%
UnitedHealthcare Community Plan	8,047	3,301	41%	8,404	3,535	42%	8,772	3,694	42%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,464,105</b>	<b>91%</b>	<b>3,959,581</b>	<b>3,592,498</b>	<b>91%</b>	<b>4,087,333</b>	<b>3,850,894</b>	<b>94%</b>
<b>STAR+PLUS</b>									
Metro	184,020	181,066	98%	184,462	181,857	99%	185,102	175,480	95%
Amerigroup	48,341	48,332	100%	48,434	48,425	100%	48,683	48,068	99%
Cigna-HealthSpring	11,805	11,776	100%	11,516	11,491	100%			89%
Molina Healthcare of Texas	30,658	30,548	100%	30,624	30,590	100%	41,305	36,606	97%
Superior HealthPlan	48,377	48,362	100%	48,549	48,533	100%	49,036	47,411	94%
UnitedHealthcare Community Plan	44,839	42,048	94%	45,339	42,818	94%	46,078	43,395	63%
Micro	15,502	10,249	66%	15,517	10,977	71%	15,571	9,883	63%
Amerigroup	1,651	1,328	80%	1,671	1,352	81%	1,663	1,348	81%
Cigna-HealthSpring	3,509	2,692	77%	3,455	2,654	77%			
Molina Healthcare of Texas	605	337	56%	584	286	49%	3,642	1,736	48%
Superior HealthPlan	2,960	1,581	53%	2,950	2,358	80%	2,983	2,312	78%
UnitedHealthcare Community Plan	6,777	4,311	64%	6,857	4,327	63%	7,283	4,487	62%
Rural	20,568	13,194	64%	20,522	13,251	65%	20,500	11,296	55%
Amerigroup	3,554	2,428	68%	3,527	2,082	59%	3,503	1,936	55%
Cigna-HealthSpring	1,576	1,126	71%	1,537	1,111	72%			
Molina Healthcare of Texas	1,043	507	49%	1,036	381	37%	2,348	391	17%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Superior HealthPlan	8,535	6,363	75%	8,487	6,573	77%	8,482	5,724	67%
UnitedHealthcare Community Plan	5,860	2,770	47%	5,935	3,104	52%	6,167	3,245	53%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>204,509</b>	<b>93%</b>	<b>220,501</b>	<b>206,085</b>	<b>93%</b>	<b>221,173</b>	<b>196,659</b>	<b>89%</b>
<b>STAR Kids</b>									
Metro	135,729	133,975	99%	136,104	134,733	99%	136,541	132,219	97%
Aetna Better Health	11,678	11,628	100%	11,770	11,715	100%	11,831	11,790	100%
Amerigroup	24,534	24,495	100%	24,537	24,501	100%	24,594	24,178	98%
Blue Cross and Blue Shield of Texas	6,315	6,315	100%	6,358	6,358	100%	6,400	6,400	100%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	9,109	100%	9,098	9,098	100%	9,106	9,106	100%
Driscoll Health Plan	8,108	8,108	100%	8,122	8,122	100%	8,197	8,197	100%
Superior HealthPlan	23,546	23,540	100%	23,717	23,712	100%	23,905	21,306	89%
Texas Children's Health Plan	24,033	24,019	100%	24,127	24,113	100%	24,226	24,213	100%
UnitedHealthcare Community Plan	21,379	19,735	92%	21,326	20,065	94%	21,236	19,983	94%
Micro	8,540	5,697	67%	8,573	5,884	69%	8,676	5,793	67%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	61	22%	281	60	21%	279	58	21%
Blue Cross and Blue Shield of Texas	662	657	99%	665	660	99%	683	678	99%
Community First Health Plans	95	92	97%	97	94	97%	94	91	97%
Cook Children's Health Plan	121	86	71%	115	81	70%	119	84	71%
Driscoll Health Plan	492	410	83%	499	366	73%	507	376	74%
Superior HealthPlan	1,539	768	50%	1,555	1,030	66%	1,592	888	56%
Texas Children's Health Plan	2,474	2,004	81%	2,471	2,048	83%	2,512	2,113	84%
UnitedHealthcare Community Plan	2,832	1,574	56%	2,845	1,500	53%	2,847	1,462	51%
Rural	10,007	6,885	69%	10,131	6,896	68%	10,189	6,666	65%
Aetna Better Health	72	72	100%	73	1	1%	75	1	1%
Amerigroup	1,871	1,307	70%	1,874	1,120	60%	1,884	1,080	57%
Blue Cross and Blue Shield of Texas	890	730	82%	933	782	84%	929	771	83%
Community First Health Plans	236	210	89%	239	214	90%	243	219	90%
Driscoll Health Plan	822	752	91%	832	758	91%	824	749	91%
Superior HealthPlan	2,394	1,497	63%	2,429	1,596	66%	2,468	1,417	57%
Texas Children's Health Plan	1,389	973	70%	1,415	990	70%	1,427	995	70%
UnitedHealthcare Community Plan	2,333	1,344	58%	2,336	1,435	61%	2,339	1,434	61%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>146,557</b>	<b>95%</b>	<b>154,808</b>	<b>147,513</b>	<b>95%</b>	<b>155,406</b>	<b>144,678</b>	<b>93%</b>
<b>Acute Care Hospital Total</b>	<b>4,187,388</b>	<b>3,815,171</b>	<b>91%</b>	<b>4,334,890</b>	<b>3,946,096</b>	<b>91%</b>	<b>4,463,912</b>	<b>4,192,231</b>	<b>94%</b>
<b>Audiologist</b>									
<b>STAR</b>									
Metro	3,276,500	2,877,644	88%	3,402,639	2,935,003	86%	3,511,997	3,000,615	85%
Aetna Better Health	102,041	101,053	99%	108,659	106,973	98%	114,532	112,751	98%
Amerigroup	614,858	546,086	89%	637,211	560,767	88%	655,436	572,080	87%
Blue Cross and Blue Shield of Texas	39,972	39,964	100%	41,876	41,868	100%	43,566	43,559	100%
Community First Health Plans	132,636	132,579	100%	138,772	138,728	100%	143,818	143,768	100%
Community Health Choice	314,525	281,823	90%	325,903	292,050	90%	335,825	300,468	89%
Cook Children's Health Plan	137,122	133,925	98%	142,272	137,940	97%	146,432	141,975	97%
Dell Children's Health Plan	31,989	31,952	100%	33,408	33,363	100%	34,695	34,642	100%
Driscoll Health Plan	162,712	108,233	67%	168,532	112,087	67%	173,637	115,522	67%
El Paso First	80,558	80,555	100%	83,820	83,809	100%	86,252	86,238	100%
FirstCare	53,317	49,095	92%	55,980	51,632	92%	58,561	54,089	92%
Molina Healthcare of Texas	104,484	85,061	81%	108,360	104,011	96%	112,009	89,726	80%
Parkland	199,522	186,251	93%	206,675	192,938	93%	213,393	199,100	93%
Right Care from Scott and White Health Plan	39,280	24,058	61%	41,187	25,008	61%	42,724	25,865	61%
Superior HealthPlan	650,143	550,076	85%	670,426	507,576	76%	689,729	507,728	74%
Texas Children's Health Plan	437,793	397,366	91%	455,025	409,371	90%	469,139	421,876	90%
UnitedHealthcare Community Plan	175,548	129,567	74%	184,533	136,882	74%	192,249	151,228	79%
Micro	233,463	175,656	75%	243,117	180,484	74%	251,724	160,795	64%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	32,502	77%	43,770	34,624	79%	45,246	34,464	76%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	8,317	79%	11,073	8,792	79%	11,740	9,363	80%
Cook Children's Health Plan	3,880	3,880	100%	4,015	4,015	100%	4,205	4,205	100%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	13,332	82%	16,882	13,924	82%	17,374	14,338	83%
FirstCare	3,604	0	0%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	2,035	59%	3,528	2,111	60%	3,652	2,210	61%
Right Care from Scott and White Health Plan	4,479	3,310	74%	4,727	3,496	74%	4,904	3,645	74%
Superior HealthPlan	107,989	80,497	75%	112,112	76,453	68%	115,483	53,815	47%
Texas Children's Health Plan	15,414	11,611	75%	16,140	12,176	75%	17,148	13,005	76%
UnitedHealthcare Community Plan	12,926	7,221	56%	13,508	7,586	56%	14,016	7,858	56%

**Attachment H2  
Specialist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Rural	303,059	244,588	81%	313,825	254,841	81%	323,612	261,342	81%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	44,605	75%	61,370	46,418	76%	63,019	47,654	76%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	8,363	84%	10,302	8,643	84%	10,585	8,664	82%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	18,154	90%	20,518	18,527	90%	20,934	18,891	90%
El Paso First	64	64	100%	66	65	98%	72	71	99%
FirstCare	32,106	24,873	77%	33,359	26,157	78%	34,341	27,664	81%
Molina Healthcare of Texas	3,751	2,331	62%	3,805	2,364	62%	3,885	1,814	47%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	8,521	85%	10,657	9,005	84%	11,056	9,021	82%
Superior HealthPlan	135,539	112,774	83%	140,702	117,147	83%	145,476	120,089	83%
Texas Children's Health Plan	11,990	8,917	74%	12,437	9,272	75%	12,790	9,544	75%
UnitedHealthcare Community Plan	8,047	4,302	53%	8,404	5,038	60%	8,772	5,248	60%
STAR Total	3,813,022	3,297,888	86%	3,959,581	3,370,328	85%	4,087,333	3,422,752	84%
STAR+PLUS									#DIV/0!
Metro	184,020	149,628	81%	184,462	154,148	84%	185,102	154,827	84%
Amerigroup	48,341	40,736	84%	48,434	40,025	83%	48,683	44,695	92%
Cigna-HealthSpring	11,805	7,020	59%	11,516	6,849	59%			
Molina Healthcare of Texas	30,658	24,382	80%	30,624	28,513	93%	41,305	31,684	77%
Superior HealthPlan	48,377	43,434	90%	48,549	43,558	90%	49,036	43,960	90%
UnitedHealthcare Community Plan	44,839	34,056	76%	45,339	35,203	78%	46,078	34,488	75%
Micro	15,502	10,010	65%	15,517	10,291	66%	15,571	9,220	59%
Amerigroup	1,651	1,303	79%	1,671	1,414	85%	1,663	1,410	85%
Cigna-HealthSpring	3,509	1,704	49%	3,455	1,657	48%			
Molina Healthcare of Texas	605	347	57%	584	338	58%	3,642	729	20%
Superior HealthPlan	2,960	2,657	90%	2,950	2,636	89%	2,983	2,653	89%
UnitedHealthcare Community Plan	6,777	3,999	59%	6,857	4,246	62%	7,283	4,428	61%
Rural	20,568	14,824	72%	20,522	15,115	74%	20,500	14,812	72%
Amerigroup	3,554	2,486	70%	3,527	2,558	73%	3,503	2,557	73%
Cigna-HealthSpring	1,576	668	42%	1,537	543	35%			
Molina Healthcare of Texas	1,043	791	76%	1,036	787	76%	2,348	1,026	44%
Superior HealthPlan	8,535	7,277	85%	8,487	7,274	86%	8,482	7,481	88%
UnitedHealthcare Community Plan	5,860	3,602	61%	5,935	3,953	67%	6,167	3,748	61%
STAR+PLUS Total	220,090	174,462	79%	220,501	179,554	81%	207,265	171,049	83%
STAR Kids									
Metro	135,729	116,911	86%	136,104	116,779	86%	136,541	115,071	84%
Aetna Better Health	11,678	11,326	97%	11,770	11,377	97%	11,831	11,441	97%
Amerigroup	24,534	21,620	88%	24,537	21,147	86%	24,594	22,498	91%
Blue Cross and Blue Shield of Texas	6,315	6,315	100%	6,358	6,358	100%	6,400	6,400	100%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	8,968	98%	9,098	8,817	97%	9,106	8,826	97%
Driscoll Health Plan	8,108	5,205	64%	8,122	5,215	64%	8,197	5,248	64%
Superior HealthPlan	23,546	21,136	90%	23,717	21,306	90%	23,905	18,903	79%
Texas Children's Health Plan	24,033	19,934	83%	24,127	19,794	82%	24,226	19,365	80%
UnitedHealthcare Community Plan	21,379	15,381	72%	21,326	15,716	74%	21,236	15,344	72%
Micro	8,540	6,210	73%	8,573	6,339	74%	8,676	5,831	67%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	256	91%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	121	100%	115	115	100%	119	119	100%
Driscoll Health Plan	492	434	88%	499	439	88%	507	449	89%
Superior HealthPlan	1,539	1,230	80%	1,555	1,241	80%	1,592	1,014	64%
Texas Children's Health Plan	2,474	1,722	70%	2,471	1,715	69%	2,512	1,438	57%
UnitedHealthcare Community Plan	2,832	1,645	58%	2,845	1,741	61%	2,847	1,712	60%
Rural	10,007	7,727	77%	10,131	8,050	79%	10,189	7,909	78%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,355	72%	1,874	1,422	76%	1,884	1,420	75%
Blue Cross and Blue Shield of Texas	890	820	92%	933	859	92%	929	859	92%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	745	91%	832	754	91%	824	748	91%
Superior HealthPlan	2,394	1,914	80%	2,429	1,942	80%	2,468	2,043	83%
Texas Children's Health Plan	1,389	1,094	79%	1,415	1,116	79%	1,427	1,021	72%
UnitedHealthcare Community Plan	2,333	1,491	64%	2,336	1,645	70%	2,339	1,500	64%
STAR Kids Total	154,276	130,848	85%	154,808	131,168	85%	155,406	128,811	83%
Audiologist Total	4,187,388	3,603,198	86%	4,334,890	3,681,050	85%	4,450,004	3,722,612	84%
Behavioral Health - Outpatient									

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>STAR</b>									
Metro	3,276,500	3,266,558	100%	3,402,639	3,392,270	100%	3,511,997	3,511,556	100%
Aetna Better Health	102,041	102,041	100%	108,659	108,659	100%	114,532	114,532	100%
Amerigroup	614,858	614,822	100%	637,211	637,174	100%	655,436	655,349	100%
Blue Cross and Blue Shield of Texas	39,972	39,972	100%	41,876	41,876	100%	43,566	43,566	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	314,525	100%	325,903	325,903	100%	335,825	335,825	100%
Cook Children's Health Plan	137,122	137,122	100%	142,272	142,272	100%	146,432	146,388	100%
Dell Children's Health Plan	31,989	31,989	100%	33,408	33,408	100%	34,695	34,695	100%
Driscoll Health Plan	162,712	162,712	100%	168,532	168,532	100%	173,637	173,637	100%
El Paso First	80,558	80,558	100%	83,820	83,820	100%	86,252	86,252	100%
FirstCare	53,317	53,317	100%	55,980	55,980	100%	58,561	58,561	100%
Molina Healthcare of Texas	104,484	104,482	100%	108,360	108,358	100%	112,009	111,998	100%
Parkland	199,522	189,909	95%	206,675	196,643	95%	213,393	213,393	100%
Right Care from Scott and White Health Plan	39,280	39,280	100%	41,187	41,187	100%	42,724	42,724	100%
Superior HealthPlan	650,143	649,852	100%	670,426	670,128	100%	689,729	689,430	100%
Texas Children's Health Plan	437,793	437,793	100%	455,025	455,025	100%	469,139	469,139	100%
UnitedHealthcare Community Plan	175,548	175,548	100%	184,533	184,533	100%	192,249	192,249	100%
Micro	233,463	232,192	99%	243,117	241,881	99%	251,724	248,951	99%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	42,020	100%	43,770	43,768	100%	45,246	45,244	100%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	10,534	100%	11,073	11,073	100%	11,740	11,740	100%
Cook Children's Health Plan	3,880	2,616	67%	4,015	2,789	69%	4,205	2,532	60%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	16,227	100%	16,882	16,882	100%	17,374	17,374	100%
FirstCare	3,604	3,604	100%	3,839	3,839	100%	3,944	3,944	100%
Molina Healthcare of Texas	3,437	3,437	100%	3,528	3,528	100%	3,652	2,560	70%
Right Care from Scott and White Health Plan	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	107,989	100%	112,112	112,110	100%	115,483	115,483	100%
Texas Children's Health Plan	15,414	15,414	100%	16,140	16,140	100%	17,148	17,148	100%
UnitedHealthcare Community Plan	12,926	12,921	100%	13,508	13,502	100%	14,016	14,010	100%
Rural	303,059	302,384	100%	313,825	313,405	100%	323,612	323,151	100%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	59,552	100%	61,370	61,356	100%	63,019	63,000	100%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	10,010	100%	10,302	10,302	100%	10,585	10,585	100%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	20,100	100%	20,518	20,518	100%	20,934	20,934	100%
El Paso First	64	64	100%	66	66	100%	72	72	100%
FirstCare	32,106	32,009	100%	33,359	33,357	100%	34,341	34,336	100%
Molina Healthcare of Texas	3,751	3,751	100%	3,805	3,805	100%	3,885	3,885	100%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	10,056	100%	10,657	10,657	100%	11,056	11,056	100%
Superior HealthPlan	135,539	135,121	100%	140,702	140,298	100%	145,476	145,039	100%
Texas Children's Health Plan	11,990	11,990	100%	12,437	12,437	100%	12,790	12,790	100%
UnitedHealthcare Community Plan	8,047	8,047	100%	8,404	8,404	100%	8,772	8,772	100%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,801,134</b>	<b>100%</b>	<b>3,959,581</b>	<b>3,947,556</b>	<b>100%</b>	<b>4,087,333</b>	<b>4,083,658</b>	<b>100%</b>
<b>STAR+PLUS</b>									
Metro	184,020	184,017	100%	184,462	184,460	100%	185,102	184,558	100%
Amerigroup	48,341	48,341	100%	48,434	48,434	100%	48,683	48,683	100%
Cigna-HealthSpring	11,805	11,804	100%	11,516	11,515	100%			
Molina Healthcare of Texas	30,658	30,657	100%	30,624	30,623	100%	41,305	40,761	99%
Superior HealthPlan	48,377	48,377	100%	48,549	48,549	100%	49,036	49,036	100%
UnitedHealthcare Community Plan	44,839	44,838	100%	45,339	45,339	100%	46,078	46,078	100%
Micro	15,502	15,501	100%	15,517	15,516	100%	15,571	15,335	98%
Amerigroup	1,651	1,651	100%	1,671	1,671	100%	1,663	1,663	100%
Cigna-HealthSpring	3,509	3,509	100%	3,455	3,455	100%			
Molina Healthcare of Texas	605	604	100%	584	583	100%	3,642	3,441	94%
Superior HealthPlan	2,960	2,960	100%	2,950	2,950	100%	2,983	2,983	100%
UnitedHealthcare Community Plan	6,777	6,777	100%	6,857	6,857	100%	7,283	7,248	100%
Rural	20,568	20,525	100%	20,522	20,489	100%	20,500	20,471	100%
Amerigroup	3,554	3,545	100%	3,527	3,527	100%	3,503	3,503	100%
Cigna-HealthSpring	1,576	1,573	100%	1,537	1,533	100%			
Molina Healthcare of Texas	1,043	1,043	100%	1,036	1,036	100%	2,348	2,348	100%
Superior HealthPlan	8,535	8,504	100%	8,487	8,458	100%	8,482	8,453	100%
UnitedHealthcare Community Plan	5,860	5,860	100%	5,935	5,935	100%	6,167	6,167	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>220,043</b>	100%	<b>220,501</b>	<b>220,465</b>	100%	<b>221,173</b>	<b>220,364</b>	100%
<b>STAR Kids</b>									
Metro	135,729	135,715	100%	136,104	136,090	100%	136,541	136,190	100%
Aetna Better Health	11,678	11,678	100%	11,770	11,770	100%	11,831	11,831	100%
Amerigroup	24,534	24,534	100%	24,537	24,537	100%	24,594	24,594	100%
Blue Cross and Blue Shield of Texas	6,315	6,306	100%	6,358	6,349	100%	6,400	6,057	95%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	9,110	100%	9,098	9,098	100%	9,106	9,102	100%
Driscoll Health Plan	8,108	8,108	100%	8,122	8,122	100%	8,197	8,197	100%
Superior HealthPlan	23,546	23,546	100%	23,717	23,717	100%	23,905	23,905	100%
Texas Children's Health Plan	24,033	24,028	100%	24,127	24,122	100%	24,226	24,222	100%
UnitedHealthcare Community Plan	21,379	21,379	100%	21,326	21,326	100%	21,236	21,236	100%
Micro	8,540	8,481	99%	8,573	8,525	99%	8,676	8,611	99%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	83	69%	115	81	70%	119	70	59%
Driscoll Health Plan	492	492	100%	499	499	100%	507	507	100%
Superior HealthPlan	1,539	1,539	100%	1,555	1,555	100%	1,592	1,592	100%
Texas Children's Health Plan	2,474	2,464	100%	2,471	2,467	100%	2,512	2,508	100%
UnitedHealthcare Community Plan	2,832	2,821	100%	2,845	2,835	100%	2,847	2,835	100%
Rural	10,007	9,995	100%	10,131	10,125	100%	10,189	10,184	100%
Aetna Better Health	72	72	100%	73	73	100%	75	75	100%
Amerigroup	1,871	1,864	100%	1,874	1,874	100%	1,884	1,884	100%
Blue Cross and Blue Shield of Texas	890	890	100%	933	933	100%	929	929	100%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	2,389	100%	2,429	2,423	100%	2,468	2,463	100%
Texas Children's Health Plan	1,389	1,389	100%	1,415	1,415	100%	1,427	1,427	100%
UnitedHealthcare Community Plan	2,333	2,333	100%	2,336	2,336	100%	2,339	2,339	100%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>154,191</b>	100%	<b>154,808</b>	<b>154,740</b>	100%	<b>155,406</b>	<b>154,985</b>	100%
<b>BH - Outpatient Total</b>	<b>4,187,388</b>	<b>4,175,368</b>	100%	<b>4,334,890</b>	<b>4,322,761</b>	100%	<b>4,463,912</b>	<b>4,459,007</b>	100%
<b>Cardiovascular Disease</b>									
<b>STAR</b>									
Metro	3,276,500	3,207,924	98%	3,402,639	3,348,806	98%	3,511,997	3,457,560	98%
Aetna Better Health	102,041	101,040	99%	108,659	108,390	100%	114,532	114,251	100%
Amerigroup	614,858	602,458	98%	637,211	624,398	98%	655,436	643,576	98%
Blue Cross and Blue Shield of Texas	39,972	39,875	100%	41,876	41,800	100%	43,566	43,480	100%
Community First Health Plans	132,636	132,150	100%	138,772	138,270	100%	143,818	143,292	100%
Community Health Choice	314,525	314,329	100%	325,903	325,692	100%	335,825	335,616	100%
Cook Children's Health Plan	137,122	134,719	98%	142,272	138,943	98%	146,432	143,738	98%
Dell Children's Health Plan	31,989	28,080	88%	33,408	33,230	99%	34,695	34,523	100%
Driscoll Health Plan	162,712	162,332	100%	168,532	168,150	100%	173,637	173,257	100%
El Paso First	80,558	80,549	100%	83,820	83,803	100%	86,252	86,238	100%
FirstCare	53,317	53,129	100%	55,980	55,783	100%	58,561	58,402	100%
Molina Healthcare of Texas	104,484	92,250	88%	108,360	108,248	100%	112,009	111,505	100%
Parkland	199,522	179,887	90%	206,675	186,279	90%	213,393	192,178	90%
Right Care from Scott and White Health Plan	39,280	30,096	77%	41,187	32,027	78%	42,724	33,223	78%
Superior HealthPlan	650,143	646,868	99%	670,426	667,547	100%	689,729	686,394	100%
Texas Children's Health Plan	437,793	437,062	100%	455,025	454,250	100%	469,139	468,323	100%
UnitedHealthcare Community Plan	175,548	173,100	99%	184,533	181,996	99%	192,249	189,564	99%
Micro	233,463	204,955	88%	243,117	223,313	92%	251,724	238,135	95%
Aetna Better Health	1,718	1,669	97%	1,795	1,751	98%	1,853	1,806	97%
Amerigroup	42,022	39,504	94%	43,770	42,833	98%	45,246	44,148	98%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,635	100%	2,713	2,698	99%	2,811	2,797	100%
Community Health Choice	10,534	10,479	99%	11,073	11,009	99%	11,740	11,650	99%
Cook Children's Health Plan	3,880	2,904	75%	4,015	3,015	75%	4,205	3,164	75%
Dell Children's Health Plan	3,250	2,939	90%	3,427	3,260	95%	3,577	3,409	95%
Driscoll Health Plan	16,227	13,333	82%	16,882	13,932	83%	17,374	17,374	100%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	1,604	47%	3,528	2,758	78%	3,652	1,747	48%
Right Care from Scott and White Health Plan	4,479	4,353	97%	4,727	4,601	97%	4,904	4,773	97%
Superior HealthPlan	107,989	92,306	85%	112,112	102,546	91%	115,483	109,235	95%
Texas Children's Health Plan	15,414	14,986	97%	16,140	15,701	97%	17,148	16,706	97%
UnitedHealthcare Community Plan	12,926	9,347	72%	13,508	9,837	73%	14,016	11,675	83%
Rural	303,059	284,176	94%	313,825	295,124	94%	323,612	304,909	94%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%



**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Amerigroup	59,712	56,169	94%	61,370	57,530	94%	63,019	59,098	94%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	9,963	100%	10,302	10,259	100%	10,585	10,544	100%
Dell Children's Health Plan	844	784	93%	877	831	95%	914	862	94%
Driscoll Health Plan	20,100	20,100	100%	20,518	20,518	100%	20,934	20,934	100%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	28,087	87%	33,359	28,203	85%	34,341	29,114	85%
Molina Healthcare of Texas	3,751	3,634	97%	3,805	3,764	99%	3,885	3,847	99%
Parkland	1,100	1,061	96%	1,242	1,199	97%	1,280	1,235	96%
Right Care from Scott and White Health Plan	10,056	9,607	96%	10,657	10,171	95%	11,056	10,657	96%
Superior HealthPlan	135,539	125,222	92%	140,702	131,891	94%	145,476	136,732	94%
Texas Children's Health Plan	11,990	11,908	99%	12,437	12,348	99%	12,790	12,698	99%
UnitedHealthcare Community Plan	8,047	7,838	97%	8,404	8,260	98%	8,772	8,631	98%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,697,055</b>	<b>97%</b>	<b>3,959,581</b>	<b>3,867,243</b>	<b>98%</b>	<b>4,087,333</b>	<b>4,000,604</b>	<b>98%</b>
<b>STAR+PLUS</b>									
Metro	184,020	180,311	98%	184,462	182,485	99%	185,102	182,423	99%
Amerigroup	48,341	48,046	99%	48,434	48,129	99%	48,683	48,478	100%
Cigna-HealthSpring	11,805	11,668	99%	11,516	11,413	99%			
Molina Healthcare of Texas	30,658	29,614	97%	30,624	30,591	100%	41,305	40,325	98%
Superior HealthPlan	48,377	47,700	99%	48,549	47,841	99%	49,036	48,384	99%
UnitedHealthcare Community Plan	44,839	43,283	97%	45,339	44,511	98%	46,078	45,236	98%
Micro	15,502	13,569	88%	15,517	13,713	88%	15,571	13,213	85%
Amerigroup	1,651	1,651	100%	1,671	1,671	100%	1,663	1,645	99%
Cigna-HealthSpring	3,509	2,807	80%	3,455	2,771	80%			
Molina Healthcare of Texas	605	451	75%	584	520	89%	3,642	2,177	60%
Superior HealthPlan	2,960	2,784	94%	2,950	2,793	95%	2,983	2,818	94%
UnitedHealthcare Community Plan	6,777	5,876	87%	6,857	5,958	87%	7,283	6,573	90%
Rural	20,568	19,489	95%	20,522	19,686	96%	20,500	19,362	94%
Amerigroup	3,554	3,232	91%	3,527	3,191	90%	3,503	3,173	91%
Cigna-HealthSpring	1,576	1,567	99%	1,537	1,528	99%			
Molina Healthcare of Texas	1,043	1,024	98%	1,036	1,031	100%	2,348	2,177	93%
Superior HealthPlan	8,535	7,973	93%	8,487	8,144	96%	8,482	7,990	94%
UnitedHealthcare Community Plan	5,860	5,693	97%	5,935	5,792	98%	6,167	6,022	98%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>213,369</b>	<b>97%</b>	<b>220,501</b>	<b>215,884</b>	<b>98%</b>	<b>207,265</b>	<b>203,430</b>	<b>98%</b>
<b>STAR Kids</b>									
Metro	135,729	132,295	97%	136,104	133,492	98%	136,541	133,817	98%
Aetna Better Health	11,678	11,582	99%	11,770	11,709	99%	11,831	11,781	100%
Amerigroup	24,534	23,985	98%	24,537	24,013	98%	24,594	24,071	98%
Blue Cross and Blue Shield of Texas	6,315	4,834	77%	6,358	4,924	77%	6,400	4,914	77%
Community First Health Plans	7,026	7,011	100%	7,049	7,032	100%	7,046	7,030	100%
Cook Children's Health Plan	9,110	8,739	96%	9,098	8,924	98%	9,106	8,965	98%
Driscoll Health Plan	8,108	8,092	100%	8,122	8,105	100%	8,197	8,182	100%
Superior HealthPlan	23,546	23,506	100%	23,717	23,687	100%	23,905	23,757	99%
Texas Children's Health Plan	24,033	23,914	100%	24,127	24,010	100%	24,226	24,108	100%
UnitedHealthcare Community Plan	21,379	20,632	97%	21,326	21,088	99%	21,236	21,009	99%
Micro	8,540	6,981	82%	8,573	7,043	82%	8,676	7,375	85%
Aetna Better Health	45	38	84%	45	39	87%	43	38	88%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	627	95%	665	629	95%	683	648	95%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	57	47%	115	87	76%	119	89	75%
Driscoll Health Plan	492	434	88%	499	439	88%	507	507	100%
Superior HealthPlan	1,539	1,106	72%	1,555	1,117	72%	1,592	1,276	80%
Texas Children's Health Plan	2,474	1,910	77%	2,471	1,900	77%	2,512	1,941	77%
UnitedHealthcare Community Plan	2,832	2,434	86%	2,845	2,454	86%	2,847	2,503	88%
Rural	10,007	9,362	94%	10,131	9,423	93%	10,189	9,680	95%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,662	89%	1,874	1,661	89%	1,884	1,667	88%
Blue Cross and Blue Shield of Texas	890	887	100%	933	933	100%	929	929	100%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	2,075	87%	2,429	2,031	84%	2,468	2,312	94%
Texas Children's Health Plan	1,389	1,361	98%	1,415	1,389	98%	1,427	1,399	98%
UnitedHealthcare Community Plan	2,333	2,247	96%	2,336	2,265	97%	2,339	2,231	95%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>148,638</b>	<b>96%</b>	<b>154,808</b>	<b>149,958</b>	<b>97%</b>	<b>155,406</b>	<b>150,872</b>	<b>97%</b>
<b>Cardiovascular Disease Total</b>	<b>4,187,388</b>	<b>4,059,062</b>	<b>97%</b>	<b>4,334,890</b>	<b>4,233,085</b>	<b>98%</b>	<b>4,450,004</b>	<b>4,354,906</b>	<b>98%</b>
<b>ENT (Otolaryngology)</b>									
<b>STAR</b>									

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Metro	3,276,500	3,244,525	99%	3,402,639	3,347,168	98%	3,511,997	3,452,170	98%
Aetna Better Health	102,041	102,009	100%	108,659	108,655	100%	114,532	114,525	100%
Amerigroup	614,858	611,897	100%	637,211	634,964	100%	655,436	653,012	100%
Blue Cross and Blue Shield of Texas	39,972	39,958	100%	41,876	41,862	100%	43,566	43,526	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	308,576	98%	325,903	319,769	98%	335,825	329,539	98%
Cook Children's Health Plan	137,122	135,509	99%	142,272	139,076	98%	146,432	143,170	98%
Dell Children's Health Plan	31,989	31,953	100%	33,408	33,366	100%	34,695	34,647	100%
Driscoll Health Plan	162,712	162,649	100%	168,532	168,469	100%	173,637	173,571	100%
El Paso First	80,558	80,555	100%	83,820	83,809	100%	86,252	86,238	100%
FirstCare	53,317	53,317	100%	55,980	55,980	100%	58,561	58,560	100%
Molina Healthcare of Texas	104,484	101,361	97%	108,360	105,711	98%	112,009	107,663	96%
Parkland	199,522	193,714	97%	206,675	200,664	97%	213,393	207,154	97%
Right Care from Scott and White Health Plan	39,280	39,280	100%	41,187	41,187	100%	42,724	42,724	100%
Superior HealthPlan	650,143	649,479	100%	670,426	647,254	97%	689,729	662,252	96%
Texas Children's Health Plan	437,793	435,063	99%	455,025	452,179	99%	469,139	469,137	100%
UnitedHealthcare Community Plan	175,548	166,569	95%	184,533	175,451	95%	192,249	182,634	95%
Micro	233,463	220,615	94%	243,117	229,753	95%	251,724	237,971	95%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	42,022	100%	43,770	43,770	100%	45,246	45,246	100%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	10,534	100%	11,073	11,073	100%	11,740	11,740	100%
Cook Children's Health Plan	3,880	3,880	100%	4,015	4,015	100%	4,205	4,205	100%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	13,333	82%	16,882	13,932	83%	17,374	14,346	83%
FirstCare	3,604	3,602	100%	3,839	3,837	100%	3,944	3,942	100%
Molina Healthcare of Texas	3,437	2,157	63%	3,528	2,233	63%	3,652	2,331	64%
Right Care from Scott and White Health Plan	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	100,635	93%	112,112	104,370	93%	115,483	107,468	93%
Texas Children's Health Plan	15,414	15,414	100%	16,140	16,140	100%	17,148	17,148	100%
UnitedHealthcare Community Plan	12,926	11,608	90%	13,508	12,133	90%	14,016	12,629	90%
Rural	303,059	284,310	94%	313,825	292,640	93%	323,612	301,858	93%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	56,406	94%	61,370	58,046	95%	63,019	59,553	95%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	10,010	100%	10,302	10,302	100%	10,585	10,585	100%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	20,100	100%	20,518	20,518	100%	20,934	20,934	100%
El Paso First	64	64	100%	66	65	98%	72	71	99%
FirstCare	32,106	27,985	87%	33,359	29,098	87%	34,341	29,976	87%
Molina Healthcare of Texas	3,751	3,691	98%	3,805	2,991	79%	3,885	3,047	78%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	9,956	99%	10,657	10,583	99%	11,056	10,984	99%
Superior HealthPlan	135,539	125,045	92%	140,702	128,666	91%	145,476	133,142	92%
Texas Children's Health Plan	11,990	11,990	100%	12,437	12,437	100%	12,790	12,790	100%
UnitedHealthcare Community Plan	8,047	7,379	92%	8,404	7,729	92%	8,772	8,094	92%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,749,450</b>	<b>98%</b>	<b>3,959,581</b>	<b>3,869,561</b>	<b>98%</b>	<b>4,087,333</b>	<b>3,991,999</b>	<b>98%</b>
<b>STAR+PLUS</b>									
Metro	184,020	181,615	99%	184,462	178,510	97%	185,102	178,707	97%
Amerigroup	48,341	48,174	100%	48,434	48,399	100%	48,683	48,649	100%
Cigna-HealthSpring	11,805	11,677	99%	11,516	11,378	99%			92%
Molina Healthcare of Texas	30,658	29,245	95%	30,624	29,374	96%	41,305	37,840	95%
Superior HealthPlan	48,377	48,088	99%	48,549	44,445	92%	49,036	46,684	99%
UnitedHealthcare Community Plan	44,839	44,431	99%	45,339	44,914	99%	46,078	45,534	98%
Micro	15,502	14,904	96%	15,517	14,928	96%	15,571	15,213	100%
Amerigroup	1,651	1,651	100%	1,671	1,671	100%	1,663	1,663	90%
Cigna-HealthSpring	3,509	3,391	97%	3,455	3,343	97%			100%
Molina Healthcare of Texas	605	423	70%	584	416	71%	3,642	3,285	100%
Superior HealthPlan	2,960	2,662	90%	2,950	2,641	90%	2,983	2,982	92%
UnitedHealthcare Community Plan	6,777	6,777	100%	6,857	6,857	100%	7,283	7,283	92%
Rural	20,568	19,468	95%	20,522	19,316	94%	20,500	18,866	80%
Amerigroup	3,554	3,273	92%	3,527	3,245	92%	3,503	3,224	92%
Cigna-HealthSpring	1,576	1,569	100%	1,537	1,531	100%			97%
Molina Healthcare of Texas	1,043	1,014	97%	1,036	876	85%	2,348	1,881	96%
Superior HealthPlan	8,535	7,930	93%	8,487	7,904	93%	8,482	7,764	92%
UnitedHealthcare Community Plan	5,860	5,682	97%	5,935	5,760	97%	6,167	5,997	97%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>215,987</b>	<b>98%</b>	<b>220,501</b>	<b>212,754</b>	<b>96%</b>	<b>221,173</b>	<b>212,786</b>	<b>98%</b>

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>STAR Kids</b>									
Metro	135,729	133,232	98%	136,104	132,204	97%	136,541	132,644	97%
Aetna Better Health	11,678	11,455	98%	11,770	11,571	98%	11,831	11,627	98%
Amerigroup	24,534	24,389	99%	24,537	24,449	100%	24,594	24,506	100%
Blue Cross and Blue Shield of Texas	6,315	6,310	100%	6,358	6,353	100%	6,400	6,393	100%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	8,972	98%	9,098	8,958	98%	9,106	8,963	98%
Driscoll Health Plan	8,108	8,105	100%	8,122	8,119	100%	8,197	8,194	100%
Superior HealthPlan	23,546	22,948	97%	23,717	21,625	91%	23,905	21,645	91%
Texas Children's Health Plan	24,033	23,574	98%	24,127	23,669	98%	24,226	23,949	99%
UnitedHealthcare Community Plan	21,379	20,453	96%	21,326	20,411	96%	21,236	20,321	96%
Micro	8,540	8,132	95%	8,573	8,160	95%	8,676	8,260	95%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	121	100%	115	115	100%	119	119	100%
Driscoll Health Plan	492	434	88%	499	439	88%	507	449	89%
Superior HealthPlan	1,539	1,232	80%	1,555	1,243	80%	1,592	1,275	80%
Texas Children's Health Plan	2,474	2,474	100%	2,471	2,471	100%	2,512	2,512	100%
UnitedHealthcare Community Plan	2,832	2,789	98%	2,845	2,804	99%	2,847	2,806	99%
Rural	10,007	9,103	91%	10,131	9,146	90%	10,189	9,191	90%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,651	88%	1,874	1,664	89%	1,884	1,669	89%
Blue Cross and Blue Shield of Texas	890	820	92%	933	860	92%	929	860	93%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	1,962	82%	2,429	1,908	79%	2,468	1,935	78%
Texas Children's Health Plan	1,389	1,389	100%	1,415	1,415	100%	1,427	1,427	100%
UnitedHealthcare Community Plan	2,333	2,151	92%	2,336	2,155	92%	2,339	2,158	92%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>150,467</b>	<b>98%</b>	<b>154,808</b>	<b>149,510</b>	<b>97%</b>	<b>155,406</b>	<b>150,095</b>	<b>97%</b>
<b>ENT Total</b>	<b>4,187,388</b>	<b>4,115,904</b>	<b>98%</b>	<b>4,334,890</b>	<b>4,231,825</b>	<b>98%</b>	<b>4,463,912</b>	<b>4,354,880</b>	<b>98%</b>
<b>General Surgeon</b>									
<b>STAR</b>									
Metro	3,276,500	3,239,261	99%	3,402,639	3,371,783	99%	3,477,515	3,445,355	99%
Aetna Better Health	102,041	101,990	100%	108,659	108,596	100%	114,532	114,463	100%
Amerigroup	614,858	603,892	98%	637,211	630,303	99%	655,436	648,133	99%
Blue Cross and Blue Shield of Texas	39,972	38,848	97%	41,876	40,778	97%	43,566	42,411	97%
Community First Health Plans	132,636	132,340	100%	138,772	138,451	100%	143,818	143,485	100%
Community Health Choice	314,525	314,215	100%	325,903	325,581	100%	335,825	335,500	100%
Cook Children's Health Plan	137,122	134,118	98%	142,272	141,175	99%	146,432	145,320	99%
Dell Children's Health Plan	31,989	31,837	100%	33,408	33,282	100%	34,695	34,573	100%
Driscoll Health Plan	162,712	161,458	99%	168,532	167,250	99%	173,637	172,311	99%
El Paso First	80,558	80,548	100%	83,820	83,802	100%	86,252	86,235	100%
FirstCare	53,317	53,169	100%	55,980	55,826	100%	24,079	23,930	99%
Molina Healthcare of Texas	104,484	103,860	99%	108,360	107,977	100%	112,009	111,404	99%
Parkland	199,522	189,818	95%	206,675	196,666	95%	213,393	203,027	95%
Right Care from Scott and White Health Plan	39,280	39,179	100%	41,187	41,113	100%	42,724	42,648	100%
Superior HealthPlan	650,143	646,357	99%	670,426	667,467	100%	689,729	686,636	100%
Texas Children's Health Plan	437,793	435,496	99%	455,025	452,600	99%	469,139	466,816	100%
UnitedHealthcare Community Plan	175,548	172,136	98%	184,533	180,916	98%	192,249	188,463	98%
Micro	233,463	223,987	96%	243,117	236,175	97%	251,724	243,596	97%
Aetna Better Health	1,718	1,712	100%	1,795	1,788	100%	1,853	1,846	100%
Amerigroup	42,022	39,928	95%	43,770	42,524	97%	45,246	43,979	97%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,636	100%	2,713	2,697	99%	2,811	2,796	99%
Community Health Choice	10,534	10,534	100%	11,073	11,073	100%	11,740	11,740	100%
Cook Children's Health Plan	3,880	3,607	93%	4,015	3,720	93%	4,205	3,898	93%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	16,194	100%	16,882	16,853	100%	17,374	17,374	100%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	2,678	78%	3,528	3,528	100%	3,652	2,840	78%
Right Care from Scott and White Health Plan	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	103,258	96%	112,112	108,137	96%	115,483	111,162	96%
Texas Children's Health Plan	15,414	15,299	99%	16,140	16,140	100%	17,148	17,147	100%
UnitedHealthcare Community Plan	12,926	11,516	89%	13,508	12,189	90%	14,016	12,682	90%
Rural	303,059	299,401	99%	313,825	310,423	99%	312,896	309,454	99%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	58,775	98%	61,370	60,411	98%	63,019	62,055	98%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	9,951	99%	10,302	10,246	99%	10,585	10,533	100%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	20,100	100%	20,518	20,518	100%	20,934	20,934	100%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	31,214	97%	33,359	32,549	98%	23,625	22,789	96%
Molina Healthcare of Texas	3,751	3,724	99%	3,805	3,779	99%	3,885	3,750	97%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	10,016	100%	10,657	10,621	100%	11,056	11,039	100%
Superior HealthPlan	135,539	134,143	99%	140,702	139,527	99%	145,476	144,280	99%
Texas Children's Health Plan	11,990	11,883	99%	12,437	12,317	99%	12,790	12,684	99%
UnitedHealthcare Community Plan	8,047	7,848	98%	8,404	8,186	97%	8,772	8,639	98%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,762,649</b>	<b>99%</b>	<b>3,959,581</b>	<b>3,918,381</b>	<b>99%</b>	<b>4,042,135</b>	<b>3,998,405</b>	<b>99%</b>
<b>STAR+PLUS</b>									
Metro	184,020	181,038	98%	184,462	181,511	98%	185,102	182,558	99%
Amerigroup	48,341	48,072	99%	48,434	48,105	99%	48,683	48,346	99%
Cigna-HealthSpring	11,805	11,503	97%	11,516	11,223	97%			
Molina Healthcare of Texas	30,658	30,383	99%	30,624	30,448	99%	41,305	40,814	99%
Superior HealthPlan	48,377	47,561	98%	48,549	47,754	98%	49,036	48,707	99%
UnitedHealthcare Community Plan	44,839	43,519	97%	45,339	43,981	97%	46,078	44,691	97%
Micro	15,502	14,965	97%	15,517	15,095	97%	15,571	14,122	91%
Amerigroup	1,651	1,630	99%	1,671	1,651	99%	1,663	1,645	99%
Cigna-HealthSpring	3,509	3,437	98%	3,455	3,400	98%			
Molina Healthcare of Texas	605	545	90%	584	584	100%	3,642	2,583	71%
Superior HealthPlan	2,960	2,788	94%	2,950	2,787	94%	2,983	2,818	94%
UnitedHealthcare Community Plan	6,777	6,565	97%	6,857	6,673	97%	20,500	20,105	98%
Rural	20,568	20,248	98%	20,522	20,204	98%	20,500	20,105	98%
Amerigroup	3,554	3,459	97%	3,527	3,433	97%	3,503	3,417	98%
Cigna-HealthSpring	1,576	1,570	100%	1,537	1,531	100%			
Molina Healthcare of Texas	1,043	1,038	100%	1,036	1,032	100%	2,348	2,260	96%
Superior HealthPlan	8,535	8,444	99%	8,487	8,409	99%	8,482	8,396	99%
UnitedHealthcare Community Plan	5,860	5,737	98%	5,935	5,799	98%	6,167	6,032	98%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>216,251</b>	<b>98%</b>	<b>220,501</b>	<b>216,810</b>	<b>98%</b>	<b>221,173</b>	<b>216,785</b>	<b>98%</b>
<b>STAR Kids</b>									
Metro	135,729	133,828	99%	136,104	134,641	99%	136,541	135,365	99%
Aetna Better Health	11,678	11,479	98%	11,770	11,577	98%	11,831	11,732	99%
Amerigroup	24,534	24,019	98%	24,537	24,373	99%	24,594	24,412	99%
Blue Cross and Blue Shield of Texas	6,315	6,304	100%	6,358	6,353	100%	6,400	6,397	100%
Community First Health Plans	7,026	7,017	100%	7,049	7,038	100%	7,046	7,036	100%
Cook Children's Health Plan	9,110	8,929	98%	9,098	9,040	99%	9,106	9,053	99%
Driscoll Health Plan	8,108	8,047	99%	8,122	8,058	99%	8,197	8,138	99%
Superior HealthPlan	23,546	23,487	100%	23,717	23,656	100%	23,905	23,862	100%
Texas Children's Health Plan	24,033	23,462	98%	24,127	23,517	97%	24,226	23,781	98%
UnitedHealthcare Community Plan	21,379	21,084	99%	21,326	21,029	99%	21,236	20,954	99%
Micro	8,540	8,270	97%	8,573	8,310	97%	8,676	8,408	97%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	114	94%	115	108	94%	119	112	94%
Driscoll Health Plan	492	492	100%	499	499	100%	507	507	100%
Superior HealthPlan	1,539	1,414	92%	1,555	1,428	92%	1,592	1,458	92%
Texas Children's Health Plan	2,474	2,436	98%	2,471	2,440	99%	2,512	2,479	99%
UnitedHealthcare Community Plan	2,832	2,732	96%	2,845	2,747	97%	2,847	2,753	97%
Rural	10,007	9,773	98%	10,131	9,957	98%	10,189	10,048	99%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,823	97%	1,874	1,828	98%	1,884	1,837	98%
Blue Cross and Blue Shield of Texas	890	881	99%	933	933	100%	929	929	100%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	2,273	95%	2,429	2,358	97%	2,468	2,428	98%
Texas Children's Health Plan	1,389	1,378	99%	1,415	1,405	99%	1,427	1,418	99%
UnitedHealthcare Community Plan	2,333	2,288	98%	2,336	2,289	98%	2,339	2,294	98%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>151,871</b>	<b>98%</b>	<b>154,808</b>	<b>152,908</b>	<b>99%</b>	<b>155,406</b>	<b>153,821</b>	<b>99%</b>
<b>General Surgeon Total</b>	<b>4,187,388</b>	<b>4,130,771</b>	<b>99%</b>	<b>4,334,890</b>	<b>4,288,099</b>	<b>99%</b>	<b>4,418,714</b>	<b>4,369,011</b>	<b>99%</b>
<b>Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MHR)</b>									
<b>STAR</b>									
Metro	3,276,500	2,275,287	69%	3,402,639	2,409,558	71%	3,511,997	2,827,496	81%

**Attachment H2  
Specialist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Aetna Better Health	102,041	100,490	98%	108,659	106,641	98%	114,532	113,223	99%
Amerigroup	614,858	337,323	55%	637,211	349,351	55%	655,436	306,788	47%
Blue Cross and Blue Shield of Texas	39,972	38,211	96%	41,876	39,963	95%	43,566	41,476	95%
Community First Health Plans	132,636	125,911	95%	138,772	131,781	95%	143,818	136,568	95%
Community Health Choice	314,525	309,017	98%	325,903	320,269	98%	335,825	328,116	98%
Cook Children's Health Plan	137,122	0	0%	142,272	0	0%	146,432	132,766	91%
Dell Children's Health Plan	31,989	28,471	89%	33,408	29,686	89%	34,695	30,756	89%
Driscoll Health Plan	162,712	107,145	66%	168,532	110,788	66%	173,637	114,066	66%
El Paso First	80,558	80,558	100%	83,820	83,820	100%	86,252	86,252	100%
FirstCare	53,317	13,950	26%	55,980	14,681	26%	58,561	15,355	26%
Molina Healthcare of Texas	104,484	55,420	53%	108,360	58,905	54%	112,009	53,126	47%
Parkland	199,522	0	0%	206,675	0	0%	213,393	211,316	99%
Right Care from Scott and White Health Plan	39,280	30,878	79%	41,187	32,384	79%	42,724	33,589	79%
Superior HealthPlan	650,143	493,836	76%	670,426	549,004	82%	689,729	618,460	90%
Texas Children's Health Plan	437,793	410,254	94%	455,025	425,805	94%	469,139	442,007	94%
UnitedHealthcare Community Plan	175,548	143,823	82%	184,533	156,480	85%	192,249	163,632	85%
Micro	233,463	95,183	41%	243,117	102,037	42%	251,724	109,306	43%
Aetna Better Health	1,718	941	55%	1,795	947	53%	1,853	1,249	67%
Amerigroup	42,022	10,277	24%	43,770	10,556	24%	45,246	10,836	24%
Blue Cross and Blue Shield of Texas	5,335	4,254	80%	5,588	4,450	80%	5,771	4,601	80%
Community First Health Plans	2,648	1,757	66%	2,713	1,795	66%	2,811	1,866	66%
Community Health Choice	10,534	7,610	72%	11,073	8,014	72%	11,740	8,579	73%
Cook Children's Health Plan	3,880	0	0%	4,015	0	0%	4,205	1,389	33%
Dell Children's Health Plan	3,250	881	27%	3,427	949	28%	3,577	969	27%
Driscoll Health Plan	16,227	8,185	50%	16,882	8,607	51%	17,374	8,926	51%
FirstCare	3,604	3,604	100%	3,839	3,839	100%	3,944	3,944	100%
Molina Healthcare of Texas	3,437	535	16%	3,528	603	17%	3,652	328	9%
Right Care from Scott and White Health Plan	4,479	402	9%	4,727	418	9%	4,904	427	9%
Superior HealthPlan	107,989	50,248	47%	112,112	52,005	46%	115,483	53,964	47%
Texas Children's Health Plan	15,414	4,424	29%	16,140	6,966	43%	17,148	8,985	52%
UnitedHealthcare Community Plan	12,926	2,065	16%	13,508	2,888	21%	14,016	3,243	23%
Rural	303,059	231,322	76%	313,825	252,370	80%	323,612	254,391	79%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	39,160	66%	61,370	40,201	66%	63,019	34,759	55%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	10,010	100%	10,302	10,302	100%	10,585	10,585	100%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	913	100%
Driscoll Health Plan	20,100	19,646	98%	20,518	20,051	98%	20,934	20,904	100%
El Paso First	64	64	100%	66	65	98%	72	71	99%
FirstCare	32,106	15,085	47%	33,359	15,648	47%	34,341	16,039	47%
Molina Healthcare of Texas	3,751	2,867	76%	3,805	2,919	77%	3,885	1,800	46%
Parkland	1,100	0	0%	1,242	0	0%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	9,766	97%	10,657	10,342	97%	11,056	10,744	97%
Superior HealthPlan	135,539	106,403	79%	140,702	123,129	88%	145,476	127,520	88%
Texas Children's Health Plan	11,990	11,416	95%	12,437	12,107	97%	12,790	12,467	97%
UnitedHealthcare Community Plan	8,047	6,321	79%	8,404	6,643	79%	8,772	6,821	78%
<b>STAR Total</b>	<b>3,813,022</b>	<b>2,601,792</b>	<b>68%</b>	<b>3,959,581</b>	<b>2,763,965</b>	<b>70%</b>	<b>4,087,333</b>	<b>3,191,193</b>	<b>78%</b>
<b>STAR+PLUS</b>									
Metro	184,020	136,040	93%	184,462	133,907	73%	185,102	125,463	68%
Amerigroup	48,341	28,552	100%	48,434	28,560	59%	48,683	28,475	58%
Cigna-HealthSpring	11,805	7,581	100%	11,516	7,447	65%			
Molina Healthcare of Texas	30,658	26,096	100%	30,624	26,506	87%	41,305	22,517	55%
Superior HealthPlan	48,377	39,353	100%	48,549	42,192	87%	49,036	44,949	92%
UnitedHealthcare Community Plan	44,839	34,458	100%	45,339	29,202	64%	46,078	29,522	64%
Micro	15,502	5,852	100%	15,517	5,461	35%	15,571	4,348	28%
Amerigroup	1,651	379	100%	1,671	381	23%	1,663	376	23%
Cigna-HealthSpring	3,509	1,706	100%	3,455	1,677	49%			#DIV/0!
Molina Healthcare of Texas	605	213	100%	584	224	38%	3,642	673	18%
Superior HealthPlan	2,960	1,725	100%	2,950	1,703	58%	2,983	1,729	58%
UnitedHealthcare Community Plan	6,777	1,829	100%	6,857	1,476	22%	7,283	1,570	22%
Rural	20,568	15,243	100%	20,522	15,065	73%	20,500	13,988	68%
Amerigroup	3,554	1,989	100%	3,527	1,975	56%	3,503	1,962	56%
Cigna-HealthSpring	1,576	1,450	100%	1,537	1,414	92%			#DIV/0!
Molina Healthcare of Texas	1,043	931	100%	1,036	920	89%	2,348	1,158	49%
Superior HealthPlan	8,535	6,922	100%	8,487	7,490	88%	8,482	7,494	88%
UnitedHealthcare Community Plan	5,860	3,951	100%	5,935	3,266	55%	6,167	3,374	55%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>157,135</b>	<b>100%</b>	<b>220,501</b>	<b>154,433</b>	<b>70%</b>	<b>221,173</b>	<b>143,799</b>	<b>65%</b>
<b>STAR Kids</b>									

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Metro	135,729	94,783	70%	136,104	97,829	72%	136,541	105,345	77%
Aetna Better Health	11,678	11,395	98%	11,770	11,518	98%	11,831	11,553	98%
Amerigroup	24,534	16,749	68%	24,537	16,809	69%	24,594	13,694	56%
Blue Cross and Blue Shield of Texas	6,315	3,923	62%	6,358	3,956	62%	6,400	3,947	62%
Community First Health Plans	7,026	6,741	96%	7,049	6,763	96%	7,046	6,756	96%
Cook Children's Health Plan	9,110	0	0%	9,098	0	0%	9,106	7,956	87%
Driscoll Health Plan	8,108	5,326	66%	8,122	5,332	66%	8,197	5,365	65%
Superior HealthPlan	23,546	14,617	62%	23,717	16,814	71%	23,905	19,248	81%
Texas Children's Health Plan	24,033	20,654	86%	24,127	21,349	88%	24,226	21,574	89%
UnitedHealthcare Community Plan	21,379	15,378	72%	21,326	15,288	72%	21,236	15,252	72%
Micro	8,540	2,851	33%	8,573	3,581	42%	8,676	3,790	44%
Aetna Better Health	45	17	38%	45	17	38%	43	28	65%
Amerigroup	280	231	83%	281	232	83%	279	231	83%
Blue Cross and Blue Shield of Texas	662	231	35%	665	230	35%	683	231	34%
Community First Health Plans	95	55	58%	97	57	59%	94	55	59%
Cook Children's Health Plan	121	0	0%	115	0	0%	119	48	40%
Driscoll Health Plan	492	267	54%	499	271	54%	507	282	56%
Superior HealthPlan	1,539	893	58%	1,555	879	57%	1,592	910	57%
Texas Children's Health Plan	2,474	718	29%	2,471	1,386	56%	2,512	1,479	59%
UnitedHealthcare Community Plan	2,832	439	16%	2,845	509	18%	2,847	526	18%
Rural	10,007	7,247	72%	10,131	7,445	73%	10,189	7,246	71%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	965	52%	1,874	966	52%	1,884	669	36%
Blue Cross and Blue Shield of Texas	890	653	73%	933	688	74%	929	679	73%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	803	98%	832	809	97%	824	823	100%
Superior HealthPlan	2,394	1,648	69%	2,429	1,967	81%	2,468	2,045	83%
Texas Children's Health Plan	1,389	1,222	88%	1,415	1,373	97%	1,427	1,385	97%
UnitedHealthcare Community Plan	2,333	1,648	71%	2,336	1,330	57%	2,339	1,327	57%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>104,881</b>	<b>68%</b>	<b>154,890</b>	<b>108,855</b>	<b>70%</b>	<b>155,406</b>	<b>116,381</b>	<b>75%</b>
<b>TCM and MHR Total</b>	<b>4,187,388</b>	<b>2,863,808</b>	<b>68%</b>	<b>4,334,890</b>	<b>3,027,253</b>	<b>70%</b>	<b>4,463,912</b>	<b>3,451,373</b>	<b>77%</b>
<b>Nursing Facility</b>									
<b>STAR+PLUS</b>									
Metro	188,213	188,213	100%	190,465	190,465	100%	193,099	193,099	100%
Amerigroup	49,953	49,953	100%	50,603	50,603	100%	51,178	51,178	100%
Cigna-HealthSpring	15,728	15,728	100%	15,442	15,442	100%			
Molina Healthcare of Texas	37,203	37,203	100%	37,564	37,564	100%	53,092	53,092	100%
Superior HealthPlan	43,637	43,637	100%	44,407	44,407	100%	45,421	45,421	100%
UnitedHealthcare Community Plan	41,692	41,692	100%	42,449	42,449	100%	43,408	43,408	100%
Micro	16,875	16,875	100%	16,993	16,993	100%	17,130	16,208	95%
Amerigroup	1,936	1,936	100%	1,924	1,924	100%	1,941	1,941	100%
Cigna-HealthSpring	3,907	3,907	100%	3,841	3,841	100%			
Molina Healthcare of Texas	1,511	1,511	100%	1,531	1,531	100%	5,170	4,248	82%
Superior HealthPlan	3,919	3,919	100%	3,931	3,931	100%	3,956	3,956	100%
UnitedHealthcare Community Plan	5,602	5,602	100%	5,766	5,766	100%	6,063	6,063	100%
Rural	22,970	22,690	99%	23,021	22,742	99%	23,267	22,982	99%
Amerigroup	5,390	5,148	96%	5,331	5,094	96%	5,351	5,119	96%
Cigna-HealthSpring	1,584	1,584	100%	1,561	1,561	100%			
Molina Healthcare of Texas	1,589	1,589	100%	1,581	1,581	100%	3,063	3,056	100%
Superior HealthPlan	8,549	8,520	100%	8,591	8,560	100%	8,723	8,689	100%
UnitedHealthcare Community Plan	5,858	5,849	100%	5,957	5,946	100%	6,130	6,118	100%
<b>STAR+PLUS Total</b>	<b>228,058</b>	<b>227,778</b>	<b>100%</b>	<b>230,479</b>	<b>230,200</b>	<b>100%</b>	<b>233,496</b>	<b>232,289</b>	<b>99%</b>
<b>Nursing Facility Total</b>	<b>228,058</b>	<b>227,778</b>	<b>100%</b>	<b>230,479</b>	<b>230,200</b>	<b>100%</b>	<b>233,496</b>	<b>232,289</b>	<b>99%</b>
<b>OB/GYN</b>									
<b>STAR</b>									
Metro	885,443	885,168	100%	941,521	941,214	100%	993,412	993,048	100%
Aetna Better Health	29,386	29,386	100%	32,169	32,169	100%	34,976	34,976	100%
Amerigroup	165,641	165,593	100%	175,840	175,786	100%	184,933	184,872	100%
Blue Cross and Blue Shield of Texas	11,112	11,112	100%	11,817	11,817	100%	12,514	12,514	100%
Community First Health Plans	37,786	37,786	100%	40,235	40,235	100%	42,431	42,431	100%
Community Health Choice	83,991	83,991	100%	89,082	89,082	100%	93,990	93,990	100%
Cook Children's Health Plan	34,192	34,192	100%	36,178	36,178	100%	37,968	37,968	100%
Dell Children's Health Plan	7,415	7,415	100%	7,923	7,923	100%	8,411	8,411	100%
Driscoll Health Plan	43,424	43,422	100%	46,113	46,103	100%	48,503	48,492	100%
El Paso First	22,736	22,736	100%	24,205	24,205	100%	25,428	25,428	100%
FirstCare	15,361	15,361	100%	16,602	16,602	100%	17,838	17,838	100%
Molina Healthcare of Texas	29,462	29,454	100%	31,137	31,130	100%	32,875	32,831	100%
Parkland	53,006	52,895	100%	56,289	56,169	100%	59,467	59,336	100%
Right Care from Scott and White Health Plan	11,323	11,323	100%	12,141	12,141	100%	12,873	12,873	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Superior HealthPlan	182,965	182,859	100%	193,178	193,062	100%	202,901	202,784	100%
Texas Children's Health Plan	105,254	105,254	100%	112,327	112,327	100%	118,478	118,478	100%
UnitedHealthcare Community Plan	52,389	52,389	100%	56,285	56,285	100%	59,826	59,826	100%
Micro	64,101	64,101	100%	68,269	68,269	100%	72,085	72,085	100%
Aetna Better Health	523	523	100%	558	558	100%	585	585	100%
Amerigroup	11,695	11,695	100%	12,363	12,363	100%	13,041	13,041	100%
Blue Cross and Blue Shield of Texas	1,415	1,415	100%	1,525	1,525	100%	1,594	1,594	100%
Community First Health Plans	718	718	100%	750	750	100%	786	786	100%
Community Health Choice	2,788	2,788	100%	2,979	2,979	100%	3,210	3,210	100%
Cook Children's Health Plan	951	951	100%	1,001	1,001	100%	1,052	1,052	100%
Dell Children's Health Plan	719	719	100%	768	768	100%	822	822	100%
Driscoll Health Plan	4,385	4,385	100%	4,706	4,706	100%	4,964	4,964	100%
FirstCare	1,049	1,049	100%	1,154	1,154	100%	1,213	1,213	100%
Molina Healthcare of Texas	1,013	1,013	100%	1,050	1,050	100%	1,125	1,125	100%
Right Care from Scott and White Health Plan	1,317	1,317	100%	1,414	1,414	100%	1,503	1,503	100%
Superior HealthPlan	29,992	29,992	100%	31,930	31,930	100%	33,582	33,582	100%
Texas Children's Health Plan	3,685	3,685	100%	3,947	3,947	100%	4,287	4,287	100%
UnitedHealthcare Community Plan	3,851	3,851	100%	4,124	4,124	100%	4,321	4,321	100%
Rural	84,653	84,137	99%	89,638	89,028	99%	94,491	93,862	99%
Aetna Better Health	422	422	100%	468	468	100%	510	510	100%
Amerigroup	16,197	16,073	99%	16,995	16,863	99%	17,883	17,749	99%
Blue Cross and Blue Shield of Texas	548	548	100%	560	560	100%	595	595	100%
Community First Health Plans	1,866	1,866	100%	1,948	1,948	100%	2,066	2,066	100%
Community Health Choice	2,754	2,754	100%	2,897	2,897	100%	3,036	3,036	100%
Dell Children's Health Plan	220	220	100%	235	235	100%	246	246	100%
Driscoll Health Plan	5,504	5,504	100%	5,766	5,766	100%	6,039	6,039	100%
El Paso First	20	20	100%	22	22	100%	26	26	100%
FirstCare	8,890	8,784	99%	9,400	9,194	98%	9,947	9,725	98%
Molina Healthcare of Texas	1,066	1,066	100%	1,123	1,123	100%	1,169	1,169	100%
Parkland	293	293	100%	330	330	100%	356	356	100%
Right Care from Scott and White Health Plan	2,833	2,833	100%	3,117	3,117	100%	3,306	3,306	100%
Superior HealthPlan	38,230	37,944	99%	40,608	40,336	99%	42,785	42,512	99%
Texas Children's Health Plan	3,080	3,080	100%	3,267	3,267	100%	3,446	3,446	100%
UnitedHealthcare Community Plan	2,730	2,730	100%	2,902	2,902	100%	3,081	3,081	100%
<b>STAR Total</b>	<b>1,034,197</b>	<b>1,033,406</b>	<b>100%</b>	<b>1,099,428</b>	<b>1,098,511</b>	<b>100%</b>	<b>1,159,988</b>	<b>1,158,995</b>	<b>100%</b>
<b>STAR+PLUS</b>									
Metro	88,671	88,645	100%	88,695	88,663	100%	88,765	88,679	100%
Amerigroup	23,274	23,274	100%	23,273	23,273	100%	23,374	23,374	100%
Cigna-HealthSpring	5,624	5,614	100%	5,465	5,457	100%			
Molina Healthcare of Texas	14,386	14,370	100%	14,306	14,297	100%	19,275	19,208	100%
Superior HealthPlan	24,056	24,056	100%	24,098	24,098	100%	24,274	24,274	100%
UnitedHealthcare Community Plan	21,331	21,331	100%	21,553	21,538	100%	21,842	21,823	100%
Micro	7,957	7,957	100%	7,941	7,941	100%	7,978	7,872	99%
Amerigroup	822	822	100%	833	833	100%	828	828	100%
Cigna-HealthSpring	1,845	1,845	100%	1,795	1,795	100%			
Molina Healthcare of Texas	286	286	100%	277	277	100%	1,844	1,738	94%
Superior HealthPlan	1,564	1,564	100%	1,555	1,555	100%	1,579	1,579	100%
UnitedHealthcare Community Plan	3,440	3,440	100%	3,481	3,481	100%	3,727	3,727	100%
Rural	10,614	10,514	99%	10,598	10,500	99%	10,529	10,431	99%
Amerigroup	1,792	1,775	99%	1,780	1,762	99%	1,768	1,750	99%
Cigna-HealthSpring	805	801	100%	789	786	100%			
Molina Healthcare of Texas	519	519	100%	518	518	100%	1,157	1,157	100%
Superior HealthPlan	4,552	4,512	99%	4,519	4,480	99%	4,502	4,458	99%
UnitedHealthcare Community Plan	2,946	2,907	99%	2,992	2,954	99%	3,102	3,066	99%
<b>STAR+PLUS Total</b>	<b>107,242</b>	<b>107,116</b>	<b>100%</b>	<b>107,234</b>	<b>107,104</b>	<b>100%</b>	<b>107,272</b>	<b>106,982</b>	<b>100%</b>
<b>STAR Kids</b>									
Metro	27,275	27,260	100%	27,445	27,427	100%	27,657	27,636	100%
Aetna Better Health	2,492	2,484	100%	2,537	2,531	100%	2,581	2,572	100%
Amerigroup	4,979	4,972	100%	4,960	4,953	100%	4,986	4,978	100%
Blue Cross and Blue Shield of Texas	1,260	1,260	100%	1,277	1,277	100%	1,293	1,293	100%
Community First Health Plans	1,406	1,406	100%	1,422	1,422	100%	1,431	1,431	100%
Cook Children's Health Plan	1,839	1,839	100%	1,834	1,834	100%	1,839	1,839	100%
Driscoll Health Plan	1,586	1,586	100%	1,608	1,608	100%	1,617	1,617	100%
Superior HealthPlan	4,913	4,913	100%	4,944	4,944	100%	4,978	4,978	100%
Texas Children's Health Plan	4,607	4,607	100%	4,642	4,640	100%	4,711	4,709	100%
UnitedHealthcare Community Plan	4,193	4,193	100%	4,221	4,218	100%	4,221	4,219	100%
Micro	1,698	1,698	100%	1,737	1,737	100%	1,767	1,767	100%
Aetna Better Health	10	10	100%	8	8	100%	10	10	100%
Amerigroup	66	66	100%	66	66	100%	70	70	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Blue Cross and Blue Shield of Texas	139	139	100%	142	142	100%	141	141	100%
Community First Health Plans	20	20	100%	22	22	100%	21	21	100%
Cook Children's Health Plan	30	30	100%	29	29	100%	31	31	100%
Driscoll Health Plan	99	99	100%	98	98	100%	98	98	100%
Superior HealthPlan	311	311	100%	314	314	100%	320	320	100%
Texas Children's Health Plan	440	440	100%	466	466	100%	474	474	100%
UnitedHealthcare Community Plan	583	583	100%	592	592	100%	602	602	100%
Rural	1,973	1,950	99%	2,007	1,982	99%	2,013	1,988	99%
Aetna Better Health	16	16		17	17	100%	17	17	100%
Amerigroup	373	365	98%	363	355	98%	372	364	98%
Blue Cross and Blue Shield of Texas	178	178	100%	186	186	100%	184	184	100%
Community First Health Plans	44	44	100%	45	45	100%	43	43	100%
Driscoll Health Plan	145	145	100%	146	146	100%	145	145	100%
Superior HealthPlan	464	460	99%	483	479	99%	485	481	99%
Texas Children's Health Plan	264	264	100%	268	268	100%	271	271	100%
UnitedHealthcare Community Plan	489	478	98%	499	486	97%	496	483	97%
<b>STAR Kids Total</b>	<b>30,946</b>	<b>30,908</b>	<b>100%</b>	<b>31,189</b>	<b>31,146</b>	<b>100%</b>	<b>31,437</b>	<b>31,391</b>	<b>100%</b>
<b>OB/GYN Total</b>	<b>1,172,385</b>	<b>1,171,430</b>	<b>100%</b>	<b>1,237,851</b>	<b>1,236,761</b>	<b>100%</b>	<b>1,298,697</b>	<b>1,297,368</b>	<b>100%</b>
<b>Ophthalmologist</b>									
<b>STAR</b>									
Metro	3,276,500	3,187,429	97%	3,402,639	3,303,577	97%	3,511,997	3,420,699	97%
Aetna Better Health	102,041	100,424	98%	108,659	107,105	99%	114,532	112,884	99%
Amerigroup	614,858	594,820	97%	637,211	616,420	97%	655,436	633,820	97%
Blue Cross and Blue Shield of Texas	39,972	39,023	98%	41,876	40,867	98%	43,566	42,520	98%
Community First Health Plans	132,636	132,036	100%	138,772	138,151	100%	143,818	143,170	100%
Community Health Choice	314,525	314,074	100%	325,903	325,497	100%	335,825	335,419	100%
Cook Children's Health Plan	137,122	131,246	96%	142,272	137,381	97%	146,432	141,873	97%
Dell Children's Health Plan	31,989	31,885	100%	33,408	33,283	100%	34,695	34,574	100%
Driscoll Health Plan	162,712	160,997	99%	168,532	166,809	99%	173,637	171,841	99%
El Paso First	80,558	80,546	100%	83,820	83,800	100%	86,252	86,231	100%
FirstCare	53,317	49,110	92%	55,980	51,653	92%	58,561	54,111	92%
Molina Healthcare of Texas	104,484	102,869	98%	108,360	107,450	99%	112,009	110,104	98%
Parkland	199,522	171,787	86%	206,675	177,543	86%	213,393	187,453	88%
Right Care from Scott and White Health Plan	39,280	31,733	81%	41,187	32,032	78%	42,724	33,234	78%
Superior HealthPlan	650,143	635,144	98%	670,426	655,486	98%	689,729	673,862	98%
Texas Children's Health Plan	437,793	431,458	100%	455,025	454,720	100%	469,139	468,821	100%
UnitedHealthcare Community Plan	175,548	174,277	99%	184,533	175,380	95%	192,249	190,782	99%
Micro	233,463	204,137	87%	243,117	216,076	89%	251,724	220,449	88%
Aetna Better Health	1,718	1,601	93%	1,795	1,674	93%	1,853	1,729	93%
Amerigroup	42,022	37,731	90%	43,770	39,214	90%	45,246	40,065	89%
Blue Cross and Blue Shield of Texas	5,335	5,017	94%	5,588	5,248	94%	5,771	5,432	94%
Community First Health Plans	2,648	2,636	100%	2,713	2,701	100%	2,811	2,801	100%
Community Health Choice	10,534	10,283	98%	11,073	10,798	98%	11,740	11,475	98%
Cook Children's Health Plan	3,880	3,036	78%	4,015	3,155	79%	4,205	3,492	83%
Dell Children's Health Plan	3,250	3,110	96%	3,427	3,270	95%	3,577	3,422	96%
Driscoll Health Plan	16,227	14,034	86%	16,882	14,585	86%	17,374	14,982	86%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	1,609	47%	3,528	1,663	47%	3,652	2,325	64%
Right Care from Scott and White Health Plan	4,479	4,347	97%	4,727	4,567	97%	4,904	4,734	97%
Superior HealthPlan	107,989	92,560	86%	112,112	99,905	89%	115,483	98,856	86%
Texas Children's Health Plan	15,414	15,306	99%	16,140	16,025	99%	17,148	17,029	99%
UnitedHealthcare Community Plan	12,926	9,306	72%	13,508	9,487	70%	14,016	10,227	73%
Rural	303,059	278,241	92%	313,825	287,178	92%	323,612	296,390	92%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	53,976	90%	61,370	55,312	90%	63,019	56,662	90%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	9,718	97%	10,302	10,024	97%	10,585	10,316	97%
Dell Children's Health Plan	844	804	95%	877	835	95%	914	866	95%
Driscoll Health Plan	20,100	19,906	99%	20,518	20,323	99%	20,934	20,734	99%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	23,634	74%	33,359	24,552	74%	34,341	24,929	73%
Molina Healthcare of Texas	3,751	3,707	99%	3,805	3,765	99%	3,885	3,839	99%
Parkland	1,100	1,063	97%	1,242	1,199	97%	1,280	1,236	97%
Right Care from Scott and White Health Plan	10,056	9,754	97%	10,657	10,342	97%	11,056	10,748	97%
Superior HealthPlan	135,539	126,174	93%	140,702	130,867	93%	145,476	135,293	93%
Texas Children's Health Plan	11,990	11,919	99%	12,437	12,362	99%	12,790	12,710	99%
UnitedHealthcare Community Plan	8,047	7,783	97%	8,404	7,447	89%	8,772	8,500	97%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,669,807</b>	<b>96%</b>	<b>3,959,581</b>	<b>3,806,831</b>	<b>96%</b>	<b>4,087,333</b>	<b>3,937,538</b>	<b>96%</b>



**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>STAR+PLUS</b>									
Metro	184,020	180,271	98%	184,462	180,352	98%	185,102	179,216	97%
Amerigroup	48,341	47,701	99%	48,434	47,666	98%	48,683	48,016	99%
Cigna-HealthSpring	11,805	11,502	97%	11,516	11,247	98%			
Molina Healthcare of Texas	30,658	30,036	98%	30,624	30,147	98%	41,305	38,815	94%
Superior HealthPlan	48,377	47,288	98%	48,549	47,705	98%	49,036	48,142	98%
UnitedHealthcare Community Plan	44,839	43,744	98%	45,339	43,587	96%	46,078	44,243	96%
Micro	15,502	14,156	91%	15,517	13,975	90%	15,571	13,405	86%
Amerigroup	1,651	1,590	96%	1,671	1,609	96%	1,663	1,504	90%
Cigna-HealthSpring	3,509	3,256	93%	3,455	2,870	83%			
Molina Healthcare of Texas	605	452	75%	584	429	73%	3,642	2,549	70%
Superior HealthPlan	2,960	2,777	94%	2,950	2,938	100%	2,983	2,818	94%
UnitedHealthcare Community Plan	6,777	6,081	90%	6,857	6,129	89%	7,283	6,534	90%
Rural	20,568	19,083	93%	20,522	19,031	93%	20,500	18,890	92%
Amerigroup	3,554	3,126	88%	3,527	3,079	87%	3,503	3,047	87%
Cigna-HealthSpring	1,576	1,492	95%	1,537	1,455	95%			
Molina Healthcare of Texas	1,043	1,036	99%	1,036	1,031	100%	2,348	2,138	91%
Superior HealthPlan	8,535	7,971	93%	8,487	7,935	93%	8,482	7,933	94%
UnitedHealthcare Community Plan	5,860	5,458	93%	5,935	5,531	93%	6,167	5,772	94%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>213,510</b>	<b>97%</b>	<b>220,501</b>	<b>213,358</b>	<b>97%</b>	<b>221,173</b>	<b>211,511</b>	<b>96%</b>
<b>STAR Kids</b>									
Metro	135,729	132,198	97%	136,104	132,383	97%	136,541	132,792	97%
Aetna Better Health	11,678	11,308	97%	11,770	11,432	97%	11,831	11,493	97%
Amerigroup	24,534	23,275	95%	24,537	23,350	95%	24,594	23,451	95%
Blue Cross and Blue Shield of Texas	6,315	5,522	87%	6,358	5,544	87%	6,400	5,572	87%
Community First Health Plans	7,026	7,007	100%	7,049	7,027	100%	7,046	7,024	100%
Cook Children's Health Plan	9,110	8,615	95%	9,098	8,806	97%	9,106	8,822	97%
Driscoll Health Plan	8,108	8,026	99%	8,122	8,034	99%	8,197	8,115	99%
Superior HealthPlan	23,546	23,429	100%	23,717	23,674	100%	23,905	23,804	100%
Texas Children's Health Plan	24,033	23,941	100%	24,127	24,036	100%	24,226	24,133	100%
UnitedHealthcare Community Plan	21,379	21,075	99%	21,326	20,480	96%	21,236	20,378	96%
Micro	8,540	7,773	91%	8,573	7,840	91%	8,676	7,726	89%
Aetna Better Health	45	37	82%	45	38	84%	43	36	84%
Amerigroup	280	280	100%	281	281	100%	279	258	92%
Blue Cross and Blue Shield of Texas	662	607	92%	665	613	92%	683	631	92%
Community First Health Plans	95	93	98%	97	95	98%	94	92	98%
Cook Children's Health Plan	121	102	84%	115	90	78%	119	98	82%
Driscoll Health Plan	492	449	91%	499	453	91%	507	463	91%
Superior HealthPlan	1,539	1,390	90%	1,555	1,400	90%	1,592	1,254	79%
Texas Children's Health Plan	2,474	2,325	94%	2,471	2,319	94%	2,512	2,359	94%
UnitedHealthcare Community Plan	2,832	2,490	88%	2,845	2,551	90%	2,847	2,535	89%
Rural	10,007	9,004	90%	10,131	9,273	92%	10,189	9,242	91%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,480	79%	1,874	1,485	79%	1,884	1,474	78%
Blue Cross and Blue Shield of Texas	890	822	92%	933	863	92%	929	865	93%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	818	100%	832	828	100%	824	821	100%
Superior HealthPlan	2,394	2,032	85%	2,429	2,217	91%	2,468	2,257	91%
Texas Children's Health Plan	1,389	1,375	99%	1,415	1,403	99%	1,427	1,414	99%
UnitedHealthcare Community Plan	2,333	2,169	93%	2,336	2,165	93%	2,339	2,093	89%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>148,975</b>	<b>97%</b>	<b>154,808</b>	<b>149,496</b>	<b>97%</b>	<b>155,406</b>	<b>149,760</b>	<b>96%</b>
<b>Ophthalmologist Total</b>	<b>4,187,388</b>	<b>4,032,292</b>	<b>96%</b>	<b>4,334,890</b>	<b>4,169,685</b>	<b>96%</b>	<b>4,463,912</b>	<b>4,298,809</b>	<b>96%</b>
<b>Orthopedist</b>									
<b>STAR</b>									
Metro	3,276,500	3,234,825	99%	3,402,639	3,357,585	99%	3,511,997	3,464,805	99%
Aetna Better Health	102,041	101,265	99%	108,659	108,250	100%	114,532	114,343	100%
Amerigroup	614,858	606,725	99%	637,211	628,696	99%	655,436	646,680	99%
Blue Cross and Blue Shield of Texas	39,972	39,841	100%	41,876	41,748	100%	43,566	43,419	100%
Community First Health Plans	132,636	132,365	100%	138,772	138,468	100%	143,818	143,492	100%
Community Health Choice	314,525	314,144	100%	325,903	325,506	100%	335,825	335,492	100%
Cook Children's Health Plan	137,122	132,333	97%	142,272	136,917	96%	146,432	141,343	97%
Dell Children's Health Plan	31,989	31,932	100%	33,408	33,347	100%	34,695	34,632	100%
Driscoll Health Plan	162,712	161,324	99%	168,532	167,123	99%	173,637	172,172	99%
El Paso First	80,558	80,551	100%	83,820	83,805	100%	86,252	86,238	100%
FirstCare	53,317	53,176	100%	55,980	55,831	100%	58,561	58,404	100%
Molina Healthcare of Texas	104,484	103,065	99%	108,360	108,265	100%	112,009	108,849	97%
Parkland	199,522	179,743	90%	206,675	186,048	90%	213,393	191,752	90%
Right Care from Scott and White Health Plan	39,280	39,183	100%	41,187	41,084	100%	42,724	42,616	100%
Superior HealthPlan	650,143	647,325	100%	670,426	667,687	100%	689,729	686,687	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Texas Children's Health Plan	437,793	437,352	100%	455,025	454,591	100%	469,139	468,680	100%
UnitedHealthcare Community Plan	175,548	174,501	99%	184,533	180,219	98%	192,249	190,006	99%
Micro	233,463	211,135	90%	243,117	220,011	90%	251,724	227,300	90%
Aetna Better Health	1,718	1,669	97%	1,795	1,752	98%	1,853	1,806	97%
Amerigroup	42,022	41,395	99%	43,770	43,060	98%	45,246	44,505	98%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,646	100%	2,713	2,705	100%	2,811	2,803	100%
Community Health Choice	10,534	10,534	100%	11,073	11,073	100%	11,740	11,740	100%
Cook Children's Health Plan	3,880	3,880	100%	4,015	4,015	100%	4,205	4,205	100%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	11,401	70%	16,882	10,846	64%	17,374	11,178	64%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	1,555	45%	3,528	2,746	78%	3,652	1,732	47%
Right Care from Scott and White Health Plan	4,479	4,447	99%	4,727	4,724	100%	4,904	4,901	100%
Superior HealthPlan	107,989	95,943	89%	112,112	99,472	89%	115,483	102,935	89%
Texas Children's Health Plan	15,414	15,317	99%	16,140	16,042	99%	17,148	17,052	99%
UnitedHealthcare Community Plan	12,926	10,202	79%	13,508	10,777	80%	14,016	11,215	80%
Rural	303,059	280,139	92%	313,825	290,724	93%	323,612	299,787	93%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	56,344	94%	61,370	57,908	94%	63,019	59,494	94%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	9,865	99%	10,302	10,167	99%	10,585	10,452	99%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	20,067	100%	20,518	20,474	100%	20,934	20,891	100%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	27,417	85%	33,359	28,634	86%	34,341	29,447	86%
Molina Healthcare of Texas	3,751	3,653	97%	3,805	3,660	96%	3,885	3,721	96%
Parkland	1,100	1,057	96%	1,242	1,196	96%	1,280	1,229	96%
Right Care from Scott and White Health Plan	10,056	9,842	98%	10,657	10,429	98%	11,056	10,821	98%
Superior HealthPlan	135,539	121,699	90%	140,702	126,987	90%	145,476	131,233	90%
Texas Children's Health Plan	11,990	11,874	99%	12,437	12,313	99%	12,790	12,664	99%
UnitedHealthcare Community Plan	8,047	7,674	95%	8,404	7,929	94%	8,772	8,364	95%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,726,099</b>	<b>98%</b>	<b>3,959,581</b>	<b>3,868,320</b>	<b>98%</b>	<b>4,087,333</b>	<b>3,991,892</b>	<b>98%</b>
<b>STAR+PLUS</b>									
Metro	184,020	180,085	98%	184,462	179,719	97%	185,102	180,038	97%
Amerigroup	48,341	47,036	97%	48,434	47,148	97%	48,683	47,416	97%
Cigna-HealthSpring	11,805	11,242	95%	11,516	10,974	95%			#DIV/0!
Molina Healthcare of Texas	30,658	29,926	98%	30,624	30,531	100%	41,305	39,844	96%
Superior HealthPlan	48,377	47,699	99%	48,549	47,898	99%	49,036	48,356	99%
UnitedHealthcare Community Plan	44,839	44,182	99%	45,339	43,168	95%	46,078	44,422	96%
Micro	15,502	14,234	92%	15,517	14,089	91%	15,571	13,627	88%
Amerigroup	1,651	1,491	90%	1,671	1,501	90%	1,663	1,487	89%
Cigna-HealthSpring	3,509	3,135	89%	3,455	2,762	80%			#DIV/0!
Molina Healthcare of Texas	605	412	68%	584	520	89%	3,642	2,412	66%
Superior HealthPlan	2,960	2,475	84%	2,950	2,489	84%	2,983	2,501	84%
UnitedHealthcare Community Plan	6,777	6,721	99%	6,857	6,817	99%	7,283	7,227	99%
Rural	20,568	18,776	91%	20,522	18,766	91%	20,500	18,661	91%
Amerigroup	3,554	3,080	87%	3,527	3,058	87%	3,503	3,043	87%
Cigna-HealthSpring	1,576	1,476	94%	1,537	1,473	96%			#DIV/0!
Molina Healthcare of Texas	1,043	1,030	99%	1,036	1,007	97%	2,348	2,201	94%
Superior HealthPlan	8,535	7,785	91%	8,487	7,752	91%	8,482	7,742	91%
UnitedHealthcare Community Plan	5,860	5,405	92%	5,935	5,476	92%	6,167	5,675	92%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>213,095</b>	<b>97%</b>	<b>220,501</b>	<b>212,574</b>	<b>96%</b>	<b>221,173</b>	<b>212,326</b>	<b>96%</b>
<b>STAR Kids</b>									
Metro	135,729	133,745	99%	136,104	132,944	98%	136,541	133,549	98%
Aetna Better Health	11,678	11,596	99%	11,770	11,709	99%	11,831	11,779	100%
Amerigroup	24,534	24,427	100%	24,537	24,427	100%	24,594	24,481	100%
Blue Cross and Blue Shield of Texas	6,315	6,307	100%	6,358	6,353	100%	6,400	6,393	100%
Community First Health Plans	7,026	7,020	100%	7,049	7,042	100%	7,046	7,037	100%
Cook Children's Health Plan	9,110	8,870	97%	9,098	8,809	97%	9,106	8,835	97%
Driscoll Health Plan	8,108	8,044	99%	8,122	8,056	99%	8,197	8,136	99%
Superior HealthPlan	23,546	23,493	100%	23,717	23,674	100%	23,905	23,845	100%
Texas Children's Health Plan	24,033	23,560	98%	24,127	23,652	98%	24,226	23,741	98%
UnitedHealthcare Community Plan	21,379	20,428	96%	21,326	19,222	90%	21,236	19,302	91%
Micro	8,540	7,687	90%	8,573	7,570	88%	8,676	7,672	88%
Aetna Better Health	45	38	84%	45	40	89%	43	38	88%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	121	100%	115	115	100%	119	119	100%
Driscoll Health Plan	492	396	80%	499	350	70%	507	362	71%
Superior HealthPlan	1,539	1,084	70%	1,555	1,111	71%	1,592	1,137	71%
Texas Children's Health Plan	2,474	2,314	94%	2,471	2,311	94%	2,512	2,363	94%
UnitedHealthcare Community Plan	2,832	2,697	95%	2,845	2,600	91%	2,847	2,597	91%
Rural	10,007	9,173	92%	10,131	9,269	91%	10,189	9,430	93%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,705	91%	1,874	1,707	91%	1,884	1,713	91%
Blue Cross and Blue Shield of Texas	890	889	100%	933	933	100%	929	928	100%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	821	100%	832	831	100%	824	823	100%
Superior HealthPlan	2,394	2,014	84%	2,429	2,051	84%	2,468	2,212	90%
Texas Children's Health Plan	1,389	1,378	99%	1,415	1,404	99%	1,427	1,416	99%
UnitedHealthcare Community Plan	2,333	2,058	88%	2,336	2,031	87%	2,339	2,020	86%
STAR Kids Total	154,276	150,605	98%	154,808	149,783	97%	155,406	150,651	97%
Orthopedist Total	4,187,388	4,089,799	98%	4,334,890	4,230,677	98%	4,463,912	4,354,869	98%
Pediatric Sub-Specialty									
STAR									
Metro	2,667,033	2,663,578	100%	2,735,099	2,731,841	100%	2,787,944	2,784,229	100%
Aetna Better Health	79,040	79,033	100%	82,924	82,916	100%	85,908	85,900	100%
Amerigroup	504,407	502,982	100%	516,284	514,833	100%	524,395	522,956	100%
Blue Cross and Blue Shield of Texas	31,545	31,530	100%	32,701	32,685	100%	33,588	33,572	100%
Community First Health Plans	106,489	106,351	100%	110,070	109,934	100%	112,733	112,589	100%
Community Health Choice	253,984	253,956	100%	260,098	260,071	100%	264,874	264,848	100%
Cook Children's Health Plan	115,733	115,733	100%	118,916	118,916	100%	121,228	121,226	100%
Dell Children's Health Plan	27,349	27,344	100%	28,291	28,288	100%	29,041	29,038	100%
Driscoll Health Plan	132,105	132,098	100%	135,095	135,088	100%	137,664	137,656	100%
El Paso First	64,558	64,558	100%	66,233	66,233	100%	67,265	67,265	100%
FirstCare	42,204	42,086	100%	43,654	43,530	100%	44,997	44,872	100%
Molina Healthcare of Texas	83,596	83,338	100%	85,486	85,407	100%	87,087	86,583	99%
Parkland	164,328	164,289	100%	168,114	168,073	100%	171,313	171,275	100%
Right Care from Scott and White Health Plan	30,873	30,850	100%	31,980	31,979	100%	32,736	32,735	100%
Superior HealthPlan	521,098	519,758	100%	530,244	528,933	100%	538,755	537,405	100%
Texas Children's Health Plan	376,195	376,143	100%	386,537	386,483	100%	394,071	394,020	100%
UnitedHealthcare Community Plan	133,529	133,529	100%	138,472	138,472	100%	142,289	142,289	100%
Micro	188,574	185,301	98%	194,035	190,654	98%	198,483	195,060	98%
Aetna Better Health	1,311	1,311	100%	1,354	1,354	100%	1,379	1,379	100%
Amerigroup	33,976	32,988	97%	35,029	34,002	97%	35,744	34,718	97%
Blue Cross and Blue Shield of Texas	4,359	4,359	100%	4,497	4,497	100%	4,599	4,599	100%
Community First Health Plans	2,132	2,130	100%	2,160	2,158	100%	2,215	2,213	100%
Community Health Choice	8,602	8,602	100%	8,954	8,954	100%	9,429	9,429	100%
Cook Children's Health Plan	3,270	3,270	100%	3,349	3,349	100%	3,481	3,481	100%
Dell Children's Health Plan	2,799	2,799	100%	2,935	2,935	100%	3,035	3,035	100%
Driscoll Health Plan	13,229	13,229	100%	13,587	13,587	100%	13,774	13,774	100%
FirstCare	2,864	2,835	99%	2,998	2,959	99%	3,033	2,992	99%
Molina Healthcare of Texas	2,742	2,742	100%	2,780	2,780	100%	2,842	2,842	100%
Right Care from Scott and White Health Plan	3,459	3,457	100%	3,627	3,624	100%	3,710	3,706	100%
Superior HealthPlan	86,677	84,425	97%	88,837	86,527	97%	90,323	87,973	97%
Texas Children's Health Plan	13,240	13,240	100%	13,765	13,765	100%	14,493	14,493	100%
UnitedHealthcare Community Plan	9,914	9,914	100%	10,163	10,163	100%	10,426	10,426	100%
Rural	242,696	236,611	97%	248,445	241,487	97%	252,953	245,474	97%
Aetna Better Health	1,171	1,171	100%	1,197	1,197	100%	1,215	1,215	100%
Amerigroup	48,142	46,924	97%	48,950	47,501	97%	49,575	47,775	96%
Blue Cross and Blue Shield of Texas	1,550	1,550	100%	1,564	1,564	100%	1,580	1,580	100%
Community First Health Plans	4,977	4,977	100%	5,134	5,134	100%	5,302	5,302	100%
Community Health Choice	8,081	8,081	100%	8,244	8,244	100%	8,372	8,372	100%
Dell Children's Health Plan	703	703	100%	719	719	100%	743	743	100%
Driscoll Health Plan	16,311	16,311	100%	16,467	16,467	100%	16,581	16,581	100%
El Paso First	57	56	98%	57	56	98%	62	60	97%
FirstCare	25,964	24,418	94%	26,682	24,826	93%	27,089	25,182	93%
Molina Healthcare of Texas	2,956	2,956	100%	2,958	2,958	100%	2,997	2,997	100%
Parkland	883	883	100%	995	995	100%	1,010	1,010	100%
Right Care from Scott and White Health Plan	7,978	7,978	100%	8,314	8,314	100%	8,499	8,499	100%
Superior HealthPlan	108,068	104,748	97%	110,889	107,237	97%	113,302	109,532	97%
Texas Children's Health Plan	10,112	10,112	100%	10,383	10,383	100%	10,550	10,550	100%
UnitedHealthcare Community Plan	5,743	5,743	100%	5,892	5,892	100%	6,076	6,076	100%
STAR Total	3,098,303	3,085,490	100%	3,177,579	3,163,982	100%	3,239,380	3,224,763	100%
STAR Kids									

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>Metro</b>	110,290	110,014	100%	110,057	109,788	100%	109,860	109,590	100%
Aetna Better Health	9,207	9,204	100%	9,223	9,221	100%	9,248	9,247	100%
Amerigroup	19,961	19,917	100%	19,874	19,834	100%	19,804	19,762	100%
Blue Cross and Blue Shield of Texas	5,138	5,134	100%	5,148	5,145	100%	5,160	5,158	100%
Community First Health Plans	5,688	5,684	100%	5,678	5,673	100%	5,679	5,674	100%
Cook Children's Health Plan	7,522	7,520	100%	7,477	7,477	100%	7,439	7,432	100%
Driscoll Health Plan	6,548	6,548	100%	6,492	6,492	100%	6,488	6,488	100%
Superior HealthPlan	19,019	19,006	100%	19,077	19,064	100%	19,143	19,128	100%
Texas Children's Health Plan	19,969	19,928	100%	19,963	19,927	100%	19,955	19,922	100%
UnitedHealthcare Community Plan	17,238	17,073	99%	17,125	16,955	99%	16,944	16,779	99%
<b>Micro</b>	6,899	6,826	99%	6,889	6,872	100%	6,957	6,943	100%
Aetna Better Health	31	31	100%	32	32	100%	32	32	100%
Amerigroup	218	200	92%	215	198	92%	211	197	93%
Blue Cross and Blue Shield of Texas	532	532	100%	540	540	100%	557	557	100%
Community First Health Plans	67	67	100%	66	66	100%	67	67	100%
Cook Children's Health Plan	93	93	100%	87	87	100%	91	91	100%
Driscoll Health Plan	382	382	100%	387	387	100%	395	395	100%
Superior HealthPlan	1,239	1,239	100%	1,242	1,242	100%	1,278	1,278	100%
Texas Children's Health Plan	2,087	2,032	97%	2,091	2,091	100%	2,118	2,118	100%
UnitedHealthcare Community Plan	2,250	2,250	100%	2,229	2,229	100%	2,208	2,208	100%
<b>Rural</b>	8,072	7,934	98%	8,159	8,014	98%	8,187	8,034	98%
Aetna Better Health	54	54		56	56	100%	58	58	100%
Amerigroup	1,506	1,430	95%	1,523	1,442	95%	1,510	1,420	94%
Blue Cross and Blue Shield of Texas	733	733	100%	768	768	100%	770	769	100%
Community First Health Plans	195	195	100%	201	201	100%	197	197	100%
Driscoll Health Plan	658	658	100%	665	665	100%	665	665	100%
Superior HealthPlan	1,915	1,853	97%	1,939	1,875	97%	1,967	1,905	97%
Texas Children's Health Plan	1,168	1,168	100%	1,186	1,186	100%	1,193	1,193	100%
UnitedHealthcare Community Plan	1,843	1,843	100%	1,821	1,821	100%	1,827	1,827	100%
<b>STAR Kids Total</b>	<b>125,261</b>	<b>124,774</b>	<b>100%</b>	<b>125,105</b>	<b>124,674</b>	<b>100%</b>	<b>125,004</b>	<b>124,567</b>	<b>100%</b>
<b>Pediatric Sub-specialty Total</b>	<b>3,223,564</b>	<b>3,210,264</b>	<b>100%</b>	<b>3,302,684</b>	<b>3,288,656</b>	<b>99.6%</b>	<b>3,364,384</b>	<b>3,349,330</b>	<b>100%</b>
<b>Prenatal</b>									
<b>Metro</b>	652,246	647,464	99%	701,417	696,613	99%	747,855	742,627	99%
Aetna Better Health	22,927	22,729	99%	25,358	25,218	99%	27,854	27,709	99%
Amerigroup	119,817	118,995	99%	128,521	127,723	99%	136,749	135,816	99%
Blue Cross and Blue Shield of Texas	8,564	8,542	100%	9,200	9,176	100%	9,843	9,818	100%
Community First Health Plans	27,802	27,261	98%	29,910	29,335	98%	31,795	31,069	98%
Community Health Choice	63,744	63,571	100%	68,294	68,153	100%	72,626	72,475	100%
Cook Children's Health Plan	24,191	23,888	99%	25,838	25,531	99%	27,447	27,100	99%
Dell Children's Health Plan	5,008	4,951	99%	5,416	5,349	99%	5,848	5,752	98%
Driscoll Health Plan	32,994	32,934	100%	35,429	35,370	100%	37,516	37,449	100%
El Paso First	17,210	17,210	100%	18,471	18,471	100%	19,592	19,592	100%
FirstCare	11,837	11,769	99%	12,958	12,844	99%	14,060	13,931	99%
Molina Healthcare of Texas	21,479	21,395	100%	22,949	22,897	100%	24,474	24,403	100%
Parkland	39,079	38,269	98%	42,052	41,144	98%	44,975	44,168	98%
Right Care from Scott and White Health Plan	8,669	8,529	98%	9,428	9,281	98%	10,106	9,949	98%
Superior HealthPlan	136,776	135,564	99%	146,099	144,878	99%	154,970	153,614	99%
Texas Children's Health Plan	71,436	71,224	100%	77,361	77,189	100%	82,749	82,618	100%
UnitedHealthcare Community Plan	40,713	40,633	100%	44,133	44,054	100%	47,251	47,164	100%
<b>Micro</b>	47,630	47,598	100%	51,262	51,228	100%	54,759	54,725	100%
Aetna Better Health	405	405	100%	436	436	100%	463	463	100%
Amerigroup	8,426	8,422	100%	9,030	9,025	100%	9,675	9,667	100%
Blue Cross and Blue Shield of Texas	1,057	1,057	100%	1,140	1,140	100%	1,210	1,210	100%
Community First Health Plans	540	535	99%	560	555	99%	586	586	100%
Community Health Choice	2,090	2,089	100%	2,258	2,257	100%	2,434	2,433	100%
Cook Children's Health Plan	668	668	100%	715	715	100%	759	759	100%
Dell Children's Health Plan	466	466	100%	511	511	100%	553	553	100%
Driscoll Health Plan	3,241	3,239	100%	3,535	3,532	100%	3,775	3,770	100%
FirstCare	809	809	100%	901	901	100%	964	964	100%
Molina Healthcare of Texas	735	735	100%	762	761	100%	826	825	100%
Right Care from Scott and White Health Plan	1,004	1,004	100%	1,089	1,089	100%	1,172	1,172	100%
Superior HealthPlan	22,704	22,691	100%	24,401	24,388	100%	25,950	25,937	100%
Texas Children's Health Plan	2,515	2,510	100%	2,726	2,722	100%	3,017	3,014	100%
UnitedHealthcare Community Plan	2,970	2,968	100%	3,198	3,196	100%	3,375	3,372	100%
<b>Rural</b>	63,445	63,297	100%	67,726	67,584	100%	72,087	71,932	100%
Aetna Better Health	302	302	100%	333	333	100%	363	363	100%
Amerigroup	12,027	12,015	100%	12,738	12,724	100%	13,579	13,563	100%
Blue Cross and Blue Shield of Texas	405	405	100%	422	422	100%	447	447	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Community First Health Plans	1,372	1,371	100%	1,447	1,446	100%	1,557	1,556	100%
Community Health Choice	2,082	2,082	100%	2,200	2,200	100%	2,314	2,314	100%
Dell Children's Health Plan	148	147	99%	167	166	99%	173	172	99%
Driscoll Health Plan	4,093	4,093	100%	4,324	4,324	100%	4,560	4,560	100%
El Paso First	12	11	92%	13	11	85%	14	12	86%
FirstCare	6,626	6,593	100%	7,039	7,002	99%	7,506	7,466	99%
Molina Healthcare of Texas	796	794	100%	848	848	100%	893	893	100%
Parkland	220	220	100%	247	247	100%	276	276	100%
Right Care from Scott and White Health Plan	2,084	2,081	100%	2,325	2,320	100%	2,505	2,501	100%
Superior HealthPlan	28,905	28,810	100%	30,931	30,849	100%	32,907	32,816	100%
Texas Children's Health Plan	2,140	2,140	100%	2,302	2,302	100%	2,459	2,459	100%
UnitedHealthcare Community Plan	2,233	2,233	100%	2,390	2,390	100%	2,534	2,534	100%
<b>STAR Total</b>	<b>763,321</b>	<b>758,359</b>	<b>99%</b>	<b>820,405</b>	<b>815,425</b>	<b>99%</b>	<b>874,701</b>	<b>869,284</b>	<b>99%</b>
<b>STAR+PLUS</b>									
Metro	38,340	38,069	99%	38,751	38,529	99%	39,053	38,845	99%
Amerigroup	9,741	9,678	99%	9,874	9,821	99%	9,947	9,891	99%
Cigna-HealthSpring	2,454	2,409	98%	2,418	2,374	98%			
Molina Healthcare of Texas	5,989	5,938	99%	5,980	5,962	100%	8,291	8,240	99%
Superior HealthPlan	10,720	10,663	99%	10,830	10,775	99%	10,969	10,920	100%
UnitedHealthcare Community Plan	9,436	9,381	99%	9,649	9,597	99%	9,846	9,794	99%
Micro	2,985	2,984	100%	2,973	2,972	100%	3,016	3,015	100%
Amerigroup	284	284	100%	294	294	100%	280	280	100%
Cigna-HealthSpring	673	673	100%	654	654	100%			
Molina Healthcare of Texas	98	98	100%	97	97	100%	695	695	100%
Superior HealthPlan	594	593	100%	588	587	100%	604	603	100%
UnitedHealthcare Community Plan	1,336	1,336	100%	1,340	1,340	100%	1,437	1,437	100%
Rural	3,799	3,790	100%	3,827	3,821	100%	3,823	3,821	100%
Amerigroup	633	633	100%	638	638	100%	637	636	100%
Cigna-HealthSpring	266	258	97%	263	258	98%			
Molina Healthcare of Texas	182	182	100%	177	177	100%	397	397	100%
Superior HealthPlan	1,646	1,645	100%	1,647	1,646	100%	1,651	1,650	100%
UnitedHealthcare Community Plan	1,072	1,072	100%	1,102	1,102	100%	1,138	1,138	100%
<b>STAR+PLUS Total</b>	<b>45,124</b>	<b>44,843</b>	<b>99%</b>	<b>45,551</b>	<b>45,322</b>	<b>99%</b>	<b>45,892</b>	<b>45,681</b>	<b>100%</b>
<b>STAR Kids</b>									
Metro	18,365	18,269	99%	18,555	18,474	100%	18,741	18,648	100%
Aetna Better Health	1,684	1,677	100%	1,733	1,729	100%	1,771	1,767	100%
Amerigroup	3,387	3,378	100%	3,401	3,394	100%	3,407	3,395	100%
Blue Cross and Blue Shield of Texas	844	832	99%	852	841	99%	867	852	98%
Community First Health Plans	974	954	98%	996	981	98%	1,006	983	98%
Cook Children's Health Plan	1,204	1,195	99%	1,219	1,207	99%	1,229	1,222	99%
Driscoll Health Plan	1,119	1,117	100%	1,130	1,129	100%	1,140	1,138	100%
Superior HealthPlan	3,323	3,307	100%	3,352	3,341	100%	3,401	3,390	100%
Texas Children's Health Plan	2,984	2,973	100%	3,013	3,002	100%	3,058	3,046	100%
UnitedHealthcare Community Plan	2,846	2,836	100%	2,859	2,850	100%	2,862	2,855	100%
Micro	1,154	1,151	100%	1,208	1,204	100%	1,237	1,237	100%
Aetna Better Health	7	7	100%	6	6	100%	6	6	100%
Amerigroup	45	45	100%	46	46	100%	48	48	100%
Blue Cross and Blue Shield of Texas	94	94	100%	100	100	100%	103	103	100%
Community First Health Plans	18	15	83%	20	16	80%	18	18	100%
Cook Children's Health Plan	21	21	100%	21	21	100%	22	22	100%
Driscoll Health Plan	73	73	100%	72	72	100%	73	73	100%
Superior HealthPlan	219	219	100%	223	223	100%	225	225	100%
Texas Children's Health Plan	276	276	100%	295	295	100%	307	307	100%
UnitedHealthcare Community Plan	401	401	100%	425	425	100%	435	435	100%
Rural	1,349	1,345	100%	1,370	1,366	100%	1,375	1,371	100%
Aetna Better Health	12	12		11	11	100%	11	11	100%
Amerigroup	257	257	100%	252	252	100%	260	260	100%
Blue Cross and Blue Shield of Texas	116	116	100%	122	122	100%	115	115	100%
Community First Health Plans	29	29	100%	26	26	100%	24	24	100%
Driscoll Health Plan	99	99	100%	101	101	100%	104	104	100%
Superior HealthPlan	326	322	99%	338	334	99%	338	334	99%
Texas Children's Health Plan	171	171	100%	182	182	100%	179	179	100%
UnitedHealthcare Community Plan	339	339	100%	338	338	100%	344	344	100%
<b>STAR Kids Total</b>	<b>20,868</b>	<b>20,765</b>	<b>100%</b>	<b>21,133</b>	<b>21,044</b>	<b>100%</b>	<b>21,353</b>	<b>21,256</b>	<b>100%</b>
<b>Prenatal Total</b>	<b>829,313</b>	<b>823,967</b>	<b>99%</b>	<b>887,089</b>	<b>881,791</b>	<b>99%</b>	<b>941,946</b>	<b>936,221</b>	<b>99%</b>
<b>Psychiatrist</b>									
<b>STAR</b>									
Metro	3,276,500	3,015,911	92%	3,402,639	3,132,310	92%	3,511,997	3,448,636	98%
Aetna Better Health	102,041	101,900	100%	108,659	108,524	100%	114,532	114,378	100%

Attachment H2  
Specialist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Amerigroup	614,858	614,213	100%	637,211	636,532	100%	655,436	655,011	100%
Blue Cross and Blue Shield of Texas	39,972	39,971	100%	41,876	41,875	100%	43,566	43,566	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	313,244	100%	325,903	324,586	100%	335,825	334,490	100%
Cook Children's Health Plan	137,122	136,400	99%	142,272	141,544	99%	146,432	145,695	99%
Dell Children's Health Plan	31,989	31,988	100%	33,408	33,407	100%	34,695	34,695	100%
Driscoll Health Plan	162,712	137,889	85%	168,532	142,757	85%	173,637	147,074	85%
El Paso First	80,558	80,555	100%	83,820	83,809	100%	86,252	86,238	100%
FirstCare	53,317	53,317	100%	55,980	55,980	100%	58,561	58,561	100%
Molina Healthcare of Texas	104,484	104,255	100%	108,360	108,240	100%	112,009	111,296	99%
Parkland	199,522	0	0%	206,675	0	0%	213,393	213,393	100%
Right Care from Scott and White Health Plan	39,280	39,280	100%	41,187	41,187	100%	42,724	42,724	100%
Superior HealthPlan	650,143	618,454	95%	670,426	637,990	95%	689,729	656,635	95%
Texas Children's Health Plan	437,793	436,560	100%	455,025	453,751	100%	469,139	469,139	100%
UnitedHealthcare Community Plan	175,548	175,249	100%	184,533	183,356	99%	192,249	191,923	100%
Micro	233,463	201,941	86%	243,117	213,289	88%	251,724	225,548	90%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	40,452	96%	43,770	43,439	99%	45,246	44,906	99%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	10,531	100%	11,073	11,070	100%	11,740	11,737	100%
Cook Children's Health Plan	3,880	3,880	100%	4,015	3,723	93%	4,205	3,897	93%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	12,327	76%	16,882	12,861	76%	17,374	13,224	76%
FirstCare	3,604	3,604	100%	3,839	3,839	100%	3,944	3,944	100%
Molina Healthcare of Texas	3,437	2,001	58%	3,528	2,070	59%	3,652	2,092	57%
Right Care from Scott and White Health Plan	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	85,519	79%	112,112	90,468	81%	115,483	97,770	85%
Texas Children's Health Plan	15,414	15,412	100%	16,140	16,138	100%	17,148	17,146	100%
UnitedHealthcare Community Plan	12,926	10,785	83%	13,508	11,431	85%	14,016	11,916	85%
Rural	303,059	260,674	86%	313,825	273,497	87%	323,612	282,945	87%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	56,893	95%	61,370	58,450	95%	63,019	60,045	95%
Blue Cross and Blue Shield of Texas	1,946	1,912	98%	1,978	1,944	98%	2,036	2,009	99%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	9,755	97%	10,302	10,053	98%	10,585	10,345	98%
Dell Children's Health Plan	844	792	94%	877	824	94%	914	855	94%
Driscoll Health Plan	20,100	18,568	92%	20,518	18,782	92%	20,934	19,122	91%
El Paso First	64	62	97%	66	64	97%	72	68	94%
FirstCare	32,106	26,130	81%	33,359	27,106	81%	34,341	27,753	81%
Molina Healthcare of Texas	3,751	3,711	99%	3,805	3,767	99%	3,885	3,784	97%
Parkland	1,100	0	0%	1,242	0	0%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	9,933	99%	10,657	10,523	99%	11,056	10,926	99%
Superior HealthPlan	135,539	105,230	78%	140,702	113,178	80%	145,476	116,869	80%
Texas Children's Health Plan	11,990	11,906	99%	12,437	12,353	99%	12,790	12,726	99%
UnitedHealthcare Community Plan	8,047	7,988	99%	8,404	8,345	99%	8,772	8,711	99%
STAR Total	3,813,022	3,478,526	91%	3,959,581	3,619,096	91%	4,087,333	3,957,129	97%
STAR+PLUS									
Metro	184,020	180,082	98%	184,462	180,415	98%	185,102	181,527	98%
Amerigroup	48,341	48,226	100%	48,434	48,321	100%	48,683	48,635	100%
Cigna-HealthSpring	11,805	10,740	91%	11,516	10,500	91%			
Molina Healthcare of Texas	30,658	30,587	100%	30,624	30,598	100%	41,305	40,589	98%
Superior HealthPlan	48,377	46,233	96%	48,549	46,385	96%	49,036	46,817	95%
UnitedHealthcare Community Plan	44,839	44,296	99%	45,339	44,611	98%	46,078	45,486	99%
Micro	15,502	13,832	89%	15,517	13,864	89%	15,571	14,344	92%
Amerigroup	1,651	1,651	100%	1,671	1,671	100%	1,663	1,662	100%
Cigna-HealthSpring	3,509	2,765	79%	3,455	2,735	79%			
Molina Healthcare of Texas	605	484	80%	584	464	79%	3,642	3,003	82%
Superior HealthPlan	2,960	2,362	80%	2,950	2,331	79%	2,983	2,573	86%
UnitedHealthcare Community Plan	6,777	6,570	97%	6,857	6,663	97%	7,283	7,106	98%
Rural	20,568	18,025	88%	20,522	18,365	89%	20,500	18,321	89%
Amerigroup	3,554	3,297	93%	3,527	3,270	93%	3,503	3,254	93%
Cigna-HealthSpring	1,576	1,354	86%	1,537	1,320	86%			
Molina Healthcare of Texas	1,043	1,036	99%	1,036	1,031	100%	2,348	2,270	97%
Superior HealthPlan	8,535	6,652	78%	8,487	6,888	81%	8,482	6,881	81%
UnitedHealthcare Community Plan	5,860	5,686	97%	5,935	5,856	99%	6,167	5,916	96%
STAR+PLUS Total	220,090	211,939	96%	220,501	212,644	96%	221,173	214,192	97%
STAR Kids									
Metro	135,729	129,503	95%	136,104	129,802	95%	136,541	130,342	95%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Aetna Better Health	11,678	11,664	100%	11,770	11,758	100%	11,831	11,818	100%
Amerigroup	24,534	24,497	100%	24,537	24,497	100%	24,594	24,569	100%
Blue Cross and Blue Shield of Texas	6,315	3,203	51%	6,358	3,235	51%	6,400	3,289	51%
Community First Health Plans	7,026	6,994	100%	7,049	7,018	100%	7,046	7,026	100%
Cook Children's Health Plan	9,110	9,089	100%	9,098	9,076	100%	9,106	9,085	100%
Driscoll Health Plan	8,108	6,912	85%	8,122	6,915	85%	8,197	6,974	85%
Superior HealthPlan	23,546	21,876	93%	23,717	22,042	93%	23,905	22,255	93%
Texas Children's Health Plan	24,033	23,933	100%	24,127	24,026	100%	24,226	24,129	100%
UnitedHealthcare Community Plan	21,379	21,335	100%	21,326	21,235	100%	21,236	21,197	100%
Micro	8,540	7,337	86%	8,573	7,339	86%	8,676	7,566	87%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	348	53%	665	352	53%	683	368	54%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	121	100%	115	108	94%	119	112	94%
Driscoll Health Plan	492	416	85%	499	419	84%	507	431	85%
Superior HealthPlan	1,539	1,040	68%	1,555	1,044	67%	1,592	1,199	75%
Texas Children's Health Plan	2,474	2,281	92%	2,471	2,263	92%	2,512	2,302	92%
UnitedHealthcare Community Plan	2,832	2,711	96%	2,845	2,730	96%	2,847	2,738	96%
Rural	10,007	8,493	85%	10,131	8,733	86%	10,189	8,711	85%
Aetna Better Health	72	72		73	73	100%	75	75	100%
Amerigroup	1,871	1,700	91%	1,874	1,701	91%	1,884	1,707	91%
Blue Cross and Blue Shield of Texas	890	639	72%	933	667	71%	929	660	71%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	758	92%	832	764	92%	824	757	92%
Superior HealthPlan	2,394	1,644	69%	2,429	1,660	68%	2,468	1,703	69%
Texas Children's Health Plan	1,389	1,362	98%	1,415	1,388	98%	1,427	1,410	99%
UnitedHealthcare Community Plan	2,333	2,082	89%	2,336	2,241	96%	2,339	2,156	92%
STAR Kids Total	154,276	145,333	94%	154,808	145,874	94%	155,406	146,619	94%
Psychiatrist Total	4,187,388	3,835,798	92%	4,334,890	3,977,614	92%	4,463,912	4,317,940	97%
Therapies - Occupational, Physical, or Speech Therapy									
STAR									
Metro	3,276,500	3,274,315	100%	3,402,639	3,399,300	100%	3,511,997	3,510,605	100%
Aetna Better Health	102,041	102,041	100%	108,659	108,659	100%	114,532	114,532	100%
Amerigroup	614,858	614,827	100%	637,211	637,172	100%	655,436	655,382	100%
Blue Cross and Blue Shield of Texas	39,972	39,972	100%	41,876	41,876	100%	43,566	43,566	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	314,525	100%	325,903	325,903	100%	335,825	335,825	100%
Cook Children's Health Plan	137,122	137,095	100%	142,272	142,250	100%	146,432	146,432	100%
Dell Children's Health Plan	31,989	31,989	100%	33,408	33,408	100%	34,695	34,695	100%
Driscoll Health Plan	162,712	162,710	100%	168,532	168,530	100%	173,637	173,635	100%
El Paso First	80,558	80,558	100%	83,820	83,820	100%	86,252	86,252	100%
FirstCare	53,317	53,317	100%	55,980	55,980	100%	58,561	58,561	100%
Molina Healthcare of Texas	104,484	104,482	100%	108,360	108,358	100%	112,009	112,007	100%
Parkland	199,522	197,542	99%	206,675	203,512	98%	213,393	212,065	99%
Right Care from Scott and White Health Plan	39,280	39,280	100%	41,187	41,187	100%	42,724	42,724	100%
Superior HealthPlan	650,143	650,000	100%	670,426	670,315	100%	689,729	689,723	100%
Texas Children's Health Plan	437,793	437,793	100%	455,025	455,025	100%	469,139	469,139	100%
UnitedHealthcare Community Plan	175,548	175,548	100%	184,533	184,533	100%	192,249	192,249	100%
Micro	233,463	233,461	100%	243,117	243,105	100%	251,724	251,722	100%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	42,022	100%	43,770	43,770	100%	45,246	45,246	100%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	10,534	100%	11,073	11,073	100%	11,740	11,740	100%
Cook Children's Health Plan	3,880	3,880	100%	4,015	4,015	100%	4,205	4,205	100%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	16,227	100%	16,882	16,882	100%	17,374	17,374	100%
FirstCare	3,604	3,602	100%	3,839	3,827	100%	3,944	3,942	100%
Molina Healthcare of Texas	3,437	3,437	100%	3,528	3,528	100%	3,652	3,652	100%
Right Care from Scott and White Health Plan	4,479	4,479	100%	4,727	4,727	100%	4,904	4,904	100%
Superior HealthPlan	107,989	107,989	100%	112,112	112,112	100%	115,483	115,483	100%
Texas Children's Health Plan	15,414	15,414	100%	16,140	16,140	100%	17,148	17,148	100%
UnitedHealthcare Community Plan	12,926	12,926	100%	13,508	13,508	100%	14,016	14,016	100%
Rural	303,059	291,665	96%	313,825	302,431	96%	323,612	312,175	96%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	57,305	96%	61,370	58,885	96%	63,019	60,767	96%
Blue Cross and Blue Shield of Texas	1,946	1,946	100%	1,978	1,978	100%	2,036	2,036	100%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Community Health Choice	10,010	10,010	100%	10,302	10,302	100%	10,585	10,585	100%
Dell Children's Health Plan	844	844	100%	877	877	100%	914	914	100%
Driscoll Health Plan	20,100	20,099	100%	20,518	20,517	100%	20,934	20,933	100%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	29,140	91%	33,359	30,651	92%	34,341	31,521	92%
Molina Healthcare of Texas	3,751	3,733	100%	3,805	3,787	100%	3,885	3,866	100%
Parkland	1,100	1,100	100%	1,242	1,242	100%	1,280	1,280	100%
Right Care from Scott and White Health Plan	10,056	10,056	100%	10,657	10,657	100%	11,056	11,056	100%
Superior HealthPlan	135,539	129,620	96%	140,702	134,613	96%	145,476	139,219	96%
Texas Children's Health Plan	11,990	11,990	100%	12,437	12,437	100%	12,790	12,790	100%
UnitedHealthcare Community Plan	8,047	7,965	99%	8,404	8,313	99%	8,772	8,687	99%
<b>STAR Total</b>	<b>3,813,022</b>	<b>3,799,441</b>	<b>100%</b>	<b>3,959,581</b>	<b>3,944,836</b>	<b>100%</b>	<b>4,087,333</b>	<b>4,074,502</b>	<b>100%</b>
<b>STAR+PLUS</b>									
Metro	184,020	183,703	100%	184,462	184,435	100%	185,102	185,014	100%
Amerigroup	48,341	48,340	100%	48,434	48,433	100%	48,683	48,682	100%
Cigna-HealthSpring	11,805	11,783	100%	11,516	11,497	100%			#DIV/0!
Molina Healthcare of Texas	30,658	30,657	100%	30,624	30,623	100%	41,305	41,224	100%
Superior HealthPlan	48,377	48,377	100%	48,549	48,549	100%	49,036	49,036	100%
UnitedHealthcare Community Plan	44,839	44,546	99%	45,339	45,333	100%	46,078	46,072	100%
Micro	15,502	15,502	100%	15,517	15,517	100%	15,571	15,571	100%
Amerigroup	1,651	1,651	100%	1,671	1,671	100%	1,663	1,663	100%
Cigna-HealthSpring	3,509	3,509	100%	3,455	3,455	100%			#DIV/0!
Molina Healthcare of Texas	605	605	100%	584	584	100%	3,642	3,642	100%
Superior HealthPlan	2,960	2,960	100%	2,950	2,950	100%	2,983	2,983	100%
UnitedHealthcare Community Plan	6,777	6,777	100%	6,857	6,857	100%	7,283	7,283	100%
Rural	20,568	19,916	97%	20,522	19,929	97%	20,500	19,760	96%
Amerigroup	3,554	3,356	94%	3,327	3,332	94%	3,503	3,320	95%
Cigna-HealthSpring	1,576	1,567	99%	1,537	1,528	99%			#DIV/0!
Molina Healthcare of Texas	1,043	1,039	100%	1,036	1,032	100%	2,348	2,277	97%
Superior HealthPlan	8,535	8,208	96%	8,487	8,161	96%	8,482	8,163	96%
UnitedHealthcare Community Plan	5,860	5,746	98%	5,935	5,876	99%	6,167	6,000	97%
<b>STAR+PLUS Total</b>	<b>220,090</b>	<b>219,121</b>	<b>100%</b>	<b>220,501</b>	<b>219,881</b>	<b>100%</b>	<b>221,173</b>	<b>220,345</b>	<b>100%</b>
<b>STAR Kids</b>									
Metro	135,729	135,720	100%	136,104	136,096	100%	136,541	136,532	100%
Aetna Better Health	11,678	11,677	100%	11,770	11,770	100%	11,831	11,831	100%
Amerigroup	24,534	24,534	100%	24,537	24,537	100%	24,594	24,594	100%
Blue Cross and Blue Shield of Texas	6,315	6,315	100%	6,358	6,358	100%	6,400	6,400	100%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	9,109	100%	9,098	9,097	100%	9,106	9,106	100%
Driscoll Health Plan	8,108	8,108	100%	8,122	8,122	100%	8,197	8,197	100%
Superior HealthPlan	23,546	23,546	100%	23,717	23,717	100%	23,905	23,905	100%
Texas Children's Health Plan	24,033	24,027	100%	24,127	24,122	100%	24,226	24,219	100%
UnitedHealthcare Community Plan	21,379	21,378	100%	21,326	21,324	100%	21,236	21,234	100%
Micro	8,540	8,540	100%	8,573	8,573	100%	8,676	8,676	100%
Aetna Better Health	45	45	100%	45	45	100%	43	43	100%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	662	100%	665	665	100%	683	683	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	121	100%	115	115	100%	119	119	100%
Driscoll Health Plan	492	492	100%	499	499	100%	507	507	100%
Superior HealthPlan	1,539	1,539	100%	1,555	1,555	100%	1,592	1,592	100%
Texas Children's Health Plan	2,474	2,474	100%	2,471	2,471	100%	2,512	2,512	100%
UnitedHealthcare Community Plan	2,832	2,832	100%	2,845	2,845	100%	2,847	2,847	100%
Rural	10,007	9,773	98%	10,131	9,899	98%	10,189	9,913	97%
Aetna Better Health	72	72		73		100%	75	75	100%
Amerigroup	1,871	1,750	94%	1,874	1,753	94%	1,884	1,756	93%
Blue Cross and Blue Shield of Texas	890	890	100%	933	933	100%	929	929	100%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	822	100%	832	832	100%	824	824	100%
Superior HealthPlan	2,394	2,297	96%	2,429	2,334	96%	2,468	2,375	96%
Texas Children's Health Plan	1,389	1,385	100%	1,415	1,411	100%	1,427	1,422	100%
UnitedHealthcare Community Plan	2,333	2,321	99%	2,336	2,324	99%	2,339	2,289	98%
<b>STAR Kids Total</b>	<b>154,276</b>	<b>154,033</b>	<b>100%</b>	<b>154,808</b>	<b>154,568</b>	<b>100%</b>	<b>155,406</b>	<b>155,121</b>	<b>100%</b>
<b>Therapies - OT PT ST Total</b>	<b>4,187,388</b>	<b>4,172,595</b>	<b>100%</b>	<b>4,334,890</b>	<b>4,319,285</b>	<b>100%</b>	<b>4,463,912</b>	<b>4,449,968</b>	<b>100%</b>
<b>Urologist</b>									
<b>STAR</b>									
Metro	3,276,500	3,186,032	97%	3,402,639	3,302,231	97%	3,511,997	3,409,339	97%
Aetna Better Health	102,041	101,750	100%	108,659	108,194	100%	114,532	114,407	100%
Amerigroup	614,858	597,259	97%	637,211	611,407	96%	655,436	629,181	96%



**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Blue Cross and Blue Shield of Texas	39,972	39,964	100%	41,876	41,868	100%	43,566	43,559	100%
Community First Health Plans	132,636	132,636	100%	138,772	138,772	100%	143,818	143,818	100%
Community Health Choice	314,525	295,647	94%	325,903	306,446	94%	335,825	315,900	94%
Cook Children's Health Plan	137,122	134,032	98%	142,272	139,075	98%	146,432	143,121	98%
Dell Children's Health Plan	31,989	31,891	100%	33,408	33,341	100%	34,695	34,629	100%
Driscoll Health Plan	162,712	162,653	100%	168,532	168,476	100%	173,637	173,580	100%
El Paso First	80,558	80,558	100%	83,820	83,820	100%	86,252	86,252	100%
FirstCare	53,317	53,317	100%	55,980	55,980	100%	58,561	58,561	100%
Molina Healthcare of Texas	104,484	103,557	97%	108,360	106,052	98%	112,009	109,585	98%
Parkland	199,522	187,297	94%	206,675	194,071	94%	213,393	200,260	94%
Right Care from Scott and White Health Plan	39,280	39,231	100%	41,187	41,137	100%	42,724	42,679	100%
Superior HealthPlan	650,143	649,449	100%	670,426	669,759	100%	689,729	689,027	100%
Texas Children's Health Plan	437,793	416,734	95%	455,025	433,399	95%	469,139	446,953	95%
UnitedHealthcare Community Plan	175,548	162,057	92%	184,533	170,434	92%	192,249	177,827	92%
Micro	233,463	211,075	90%	243,117	219,876	90%	251,724	230,285	91%
Aetna Better Health	1,718	1,718	100%	1,795	1,795	100%	1,853	1,853	100%
Amerigroup	42,022	41,956	100%	43,770	43,701	100%	45,246	45,151	100%
Blue Cross and Blue Shield of Texas	5,335	5,335	100%	5,588	5,588	100%	5,771	5,771	100%
Community First Health Plans	2,648	2,648	100%	2,713	2,713	100%	2,811	2,811	100%
Community Health Choice	10,534	9,492	90%	11,073	10,011	90%	11,740	10,637	91%
Cook Children's Health Plan	3,880	3,477	90%	4,015	3,599	90%	4,205	3,759	89%
Dell Children's Health Plan	3,250	3,250	100%	3,427	3,427	100%	3,577	3,577	100%
Driscoll Health Plan	16,227	13,333	82%	16,882	13,932	83%	17,374	14,346	83%
FirstCare	3,604	3,561	99%	3,839	3,784	99%	3,944	3,880	98%
Molina Healthcare of Texas	3,437	1,707	50%	3,528	1,785	51%	3,652	1,837	50%
Right Care from Scott and White Health Plan	4,479	4,444	99%	4,727	4,689	99%	4,904	4,868	99%
Superior HealthPlan	107,989	98,211	91%	112,112	101,840	91%	115,483	107,449	93%
Texas Children's Health Plan	15,414	12,600	82%	16,140	13,215	82%	17,148	14,107	82%
UnitedHealthcare Community Plan	12,926	9,343	72%	13,508	9,797	73%	14,016	10,239	73%
Rural	303,059	257,540	85%	313,825	270,251	86%	323,612	273,775	85%
Aetna Better Health	1,482	1,482	100%	1,546	1,546	100%	1,600	1,600	100%
Amerigroup	59,712	47,676	80%	61,370	48,740	79%	63,019	49,266	78%
Blue Cross and Blue Shield of Texas	1,946	1,785	92%	1,978	1,806	91%	2,036	1,870	92%
Community First Health Plans	6,312	6,312	100%	6,562	6,562	100%	6,852	6,852	100%
Community Health Choice	10,010	8,000	80%	10,302	8,266	80%	10,585	8,512	80%
Dell Children's Health Plan	844	790	94%	877	833	95%	914	864	95%
Driscoll Health Plan	20,100	19,773	98%	20,518	20,161	98%	20,934	20,566	98%
El Paso First	64	63	98%	66	64	97%	72	69	96%
FirstCare	32,106	24,506	76%	33,359	25,514	76%	34,341	26,356	77%
Molina Healthcare of Texas	3,751	3,467	92%	3,805	3,167	83%	3,885	2,532	65%
Parkland	1,100	1,064	97%	1,242	1,201	97%	1,280	1,238	97%
Right Care from Scott and White Health Plan	10,056	8,779	87%	10,657	9,346	88%	11,056	9,712	88%
Superior HealthPlan	135,539	117,037	86%	140,702	125,590	89%	145,476	126,687	87%
Texas Children's Health Plan	11,990	10,609	88%	12,437	10,992	88%	12,790	11,294	88%
UnitedHealthcare Community Plan	8,047	6,197	77%	8,404	6,463	77%	8,772	6,357	72%
STAR Total	3,813,022	3,654,647	96%	3,959,581	3,792,358	96%	4,087,333	3,913,399	96%
STAR+PLUS									
Metro	184,020	176,961	96%	184,462	179,163	97%	185,102	179,299	97%
Amerigroup	48,341	47,447	98%	48,434	47,422	98%	48,683	47,669	98%
Cigna-HealthSpring	11,805	11,077	94%	11,516	11,037	96%			#DIV/0!
Molina Healthcare of Texas	30,658	29,246	95%	30,624	29,512	96%	41,305	39,180	95%
Superior HealthPlan	48,377	48,070	99%	48,549	48,414	100%	49,036	48,977	100%
UnitedHealthcare Community Plan	44,839	41,121	92%	45,339	42,778	94%	46,078	43,473	94%
Micro	15,502	13,975	90%	15,517	14,484	93%	15,571	13,748	88%
Amerigroup	1,651	1,651	100%	1,671	1,670	100%	1,663	1,662	100%
Cigna-HealthSpring	3,509	3,334	95%	3,455	3,290	95%			#DIV/0!
Molina Healthcare of Texas	605	384	63%	584	374	64%	3,642	2,412	66%
Superior HealthPlan	2,960	2,559	86%	2,950	2,637	89%	2,983	2,655	89%
UnitedHealthcare Community Plan	6,777	6,047	89%	6,857	6,513	95%	7,283	7,019	96%
Rural	20,568	16,864	82%	20,522	17,494	85%	20,500	16,769	82%
Amerigroup	3,554	2,538	71%	3,527	2,601	74%	3,503	2,604	74%
Cigna-HealthSpring	1,576	1,464	93%	1,537	1,447	94%			#DIV/0!
Molina Healthcare of Texas	1,043	963	92%	1,036	889	86%	2,348	1,682	72%
Superior HealthPlan	8,535	7,286	85%	8,487	7,582	89%	8,482	7,422	88%
UnitedHealthcare Community Plan	5,860	4,613	79%	5,935	4,975	84%	6,167	5,061	82%
STAR+PLUS Total	220,090	207,800	94%	220,501	211,141	96%	221,173	209,816	95%
STAR Kids									
Metro	135,729	130,700	96%	136,104	132,071	97%	136,541	132,553	97%
Aetna Better Health	11,678	11,535	99%	11,770	11,631	99%	11,831	11,707	99%

Attachment H2  
Specialist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
Amerigroup	24,534	23,563	96%	24,537	23,472	96%	24,594	23,514	96%
Blue Cross and Blue Shield of Texas	6,315	6,310	100%	6,358	6,353	100%	6,400	6,393	100%
Community First Health Plans	7,026	7,026	100%	7,049	7,049	100%	7,046	7,046	100%
Cook Children's Health Plan	9,110	8,966	98%	9,098	8,955	98%	9,106	8,958	98%
Driscoll Health Plan	8,108	8,105	100%	8,122	8,119	100%	8,197	8,194	100%
Superior HealthPlan	23,546	23,544	100%	23,717	23,708	100%	23,905	23,904	100%
Texas Children's Health Plan	24,033	22,094	92%	24,127	22,706	94%	24,226	22,815	94%
UnitedHealthcare Community Plan	21,379	19,557	91%	21,326	20,078	94%	21,236	20,022	94%
Micro	8,540	7,365	86%	8,573	7,730	90%	8,676	7,755	89%
Aetna Better Health	45	45	100%	45	45	100%	43	39	91%
Amerigroup	280	280	100%	281	281	100%	279	279	100%
Blue Cross and Blue Shield of Texas	662	661	100%	665	664	100%	683	682	100%
Community First Health Plans	95	95	100%	97	97	100%	94	94	100%
Cook Children's Health Plan	121	110	91%	115	104	90%	119	107	90%
Driscoll Health Plan	492	434	88%	499	439	88%	507	449	89%
Superior HealthPlan	1,539	1,160	75%	1,555	1,246	80%	1,592	1,192	75%
Texas Children's Health Plan	2,474	2,223	90%	2,471	2,232	90%	2,512	2,269	90%
UnitedHealthcare Community Plan	2,832	2,357	83%	2,845	2,622	92%	2,847	2,644	93%
Rural	10,007	8,166	82%	10,131	8,561	85%	10,189	8,673	85%
Aetna Better Health	72	71	99%	73	71	97%	75	73	97%
Amerigroup	1,871	1,346	72%	1,874	1,405	75%	1,884	1,411	75%
Blue Cross and Blue Shield of Texas	890	800	90%	933	807	86%	929	808	87%
Community First Health Plans	236	236	100%	239	239	100%	243	243	100%
Driscoll Health Plan	822	816	99%	832	826	99%	824	819	99%
Superior HealthPlan	2,394	1,959	82%	2,429	2,007	83%	2,468	2,150	87%
Texas Children's Health Plan	1,389	1,316	95%	1,415	1,344	95%	1,427	1,356	95%
UnitedHealthcare Community Plan	2,333	1,622	70%	2,336	1,862	80%	2,339	1,813	78%
STAR Kids Total	154,276	146,231	95%	154,808	148,362	96%	155,406	148,981	96%
Urologist Total	4,187,388	4,008,678	96%	4,334,890	4,151,861	96%	4,463,912	4,272,196	96%

Attachment H3  
Main Dentist Network Access Analysis  
SFY22 Q3 Report  
(Blanks = No Data Available)

County Type DMO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (95%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (95%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (95%)
<b>Metro</b>	<b>3,025,817</b>	<b>3,016,465</b>	100%	<b>2,898,439</b>	<b>2,893,284</b>	100%	<b>3,228,720</b>	<b>3,217,052</b>	100%
DentaQuest	1,677,682	1,673,983	100%	1,712,527	1,708,759	100%	1,742,242	1,738,405	100%
MCNA Dental	1,141,205	1,139,886	100%	1,151,843	1,150,517	100%	1,166,186	1,164,039	100%
Superior Healthplan							34,092	34,020	100%
United HealthCare Dental	206,930	202,596	98%	34,069	34,008	100%	286,200	280,588	98%
<b>Micro</b>	<b>212,492</b>	<b>193,216</b>	91%	<b>206,120</b>	<b>184,539</b>	90%	<b>229,611</b>	<b>205,671</b>	90%
DentaQuest	120,302	110,159	92%	123,423	106,984	87%	126,419	114,274	90%
MCNA Dental	77,915	72,984	94%	78,987	74,053	94%	80,402	75,749	94%
Superior Healthplan							3,704	3,485	94%
United HealthCare Dental	14,275	10,073	71%	3,710	3,502	94%	19,086	12,163	64%
<b>Rural</b>	<b>273,101</b>	<b>268,969</b>	98%	<b>280,853</b>	<b>276,625</b>	98%	<b>293,129</b>	<b>287,787</b>	98%
DentaQuest	153,334	151,073	99%	156,609	154,296	99%	159,423	157,109	99%
MCNA Dental	102,390	101,116	99%	103,246	102,006	99%	104,820	103,538	99%
Superior Healthplan							5,550	5,455	98%
United HealthCare Dental	17,377	16,780	97%	20,998	20,323	97%	23,336	21,685	93%
<b>Grand Total</b>	<b>3,511,410</b>	<b>3,478,650</b>	99%	<b>3,385,412</b>	<b>3,354,448</b>	99%	<b>3,751,460</b>	<b>3,710,510</b>	99%

**Attachment H4**  
**Dental Specialty Network Access Analysis**  
**SFY22 Q3 Report**  
**(Blanks = No Data Available)**

Provider Type DMO County Type	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Distance Standard (90%)
<b>Endodontist</b>									
DentaQuest	1,951,318	1,729,019	89%	2,122,358	1,839,533	87%	2,028,084	1,770,683	87%
Metro	1,677,682	1,567,925	93%	1,712,527	1,600,936	93%	1,742,242	1,612,296	93%
Micro	120,302	66,852	56%	123,423	68,669	56%	126,419	70,446	56%
Rural	153,334	94,242	61%	286,408	169,928	59%	159,423	87,941	55%
MCNA Dental	1,321,510	1,147,126	87%	1,334,076	1,165,458	87%	1,351,408	1,181,232	87%
Metro	1,141,205	1,045,816	92%	1,151,843	1,061,920	92%	1,166,186	1,075,185	92%
Micro	77,915	44,402	57%	78,987	45,701	58%	80,402	46,840	58%
Rural	102,390	56,908	56%	103,246	57,837	56%	104,820	59,207	56%
Superior HealthPlan							43,346	36,841	85%
Metro							34,092	31,024	91%
Micro							3,704	2,197	59%
Rural							5,550	3,620	65%
United HealthCare	238,582	194,480	82%	291,801	246,716	85%	328,622	253,354	77%
Metro	206,930	177,121	86%	253,664	224,498	89%	286,200	234,630	82%
Micro	14,275	8,253	58%	17,139	10,411	61%	19,086	10,040	53%
Rural	17,377	9,106	52%	20,998	11,807	56%	23,336	8,684	37%
Subtotal	3,511,410	3,070,625	87%	3,748,235	3,251,707	87%	3,751,460	3,242,110	86%
<b>Orthodontist</b>									
DentaQuest	1,951,318	1,863,591	96%	1,992,559	1,903,427	96%	2,028,084	1,908,233	94%
Metro	1,677,682	1,638,865	98%	1,712,527	1,673,266	98%	1,742,242	1,694,575	97%
Micro	120,302	105,795	88%	123,423	108,507	88%	126,419	81,674	65%
Rural	153,334	118,931	78%	156,609	121,654	78%	159,423	131,984	83%
MCNA Dental	1,321,510	1,234,412	93%	1,334,076	1,247,201	93%	1,351,408	1,244,891	92%
Metro	1,141,205	1,105,637	97%	1,151,843	1,116,197	97%	1,166,186	1,115,001	96%
Micro	77,915	52,035	67%	78,987	53,170	67%	80,402	49,891	62%
Rural	102,390	76,740	75%	103,246	77,834	75%	104,820	79,999	76%
Superior HealthPlan							43,346	40,091	92%
Metro							34,092	32,935	97%
Micro							3,704	2,464	67%
Rural							5,550	4,692	85%
United HealthCare	238,582	204,377	86%	557,211	453,277	81%	328,622	273,231	83%
Metro	206,930	184,925	89%	253,664	226,701	89%	286,200	249,725	87%
Micro	14,275	8,814	62%	17,139	10,586	62%	19,086	11,563	61%
Rural	17,377	10,638	61%	286,408	215,990	75%	23,336	11,943	51%
Subtotal	3,511,410	3,302,380	94%	3,883,846	3,603,905	93%	3,751,460	3,466,446	92%
<b>Pediatric Dental</b>									
DentaQuest	1,786,551	1,783,119	100%	1,931,503	1,919,778	99%	1,833,917	1,830,179	100%
Metro	1,535,549	1,535,547	100%	1,557,680	1,557,678	100%	1,574,635	1,574,633	100%
Micro	110,422	109,145	99%	112,682	105,151	93%	114,656	113,176	99%
Rural	140,580	138,427	98%	261,141	256,949	98%	144,626	142,370	98%
MCNA Dental	1,208,185	1,200,678	99%	1,210,768	1,203,285	99%	1,217,679	1,209,618	99%
Metro	1,043,282	1,041,979	100%	1,045,226	1,043,916	100%	1,050,579	1,048,450	100%
Micro	71,360	66,429	93%	71,832	66,898	93%	72,646	67,993	94%
Rural	93,543	92,270	99%	93,710	92,471	99%	94,454	93,175	99%
Superior HealthPlan							40,057	39,671	99%
Metro							31,317	31,245	100%
Micro							3,492	3,273	94%
Rural							5,248	5,153	98%
United HealthCare	220,609	211,478	96%	270,170	258,625	96%	303,769	289,687	95%
Metro	191,534	187,200	98%	235,083	229,929	98%	264,841	259,232	98%
Micro	13,171	8,969	68%	15,848	10,130	64%	17,591	10,753	61%
Rural	15,904	15,309	96%	19,239	18,566	97%	21,337	19,702	92%
Subtotal	3,215,345	3,195,275	99%	3,412,441	3,381,688	99%	3,395,422	3,369,155	99%

## D-047 CMS NARRATIVE SUMMARY REPORT



Helping Government Serve the People.®



***December 2021 – May 2022***

## The Texas Enrollment Broker Services Project

### 1.1 MAIL SUMMARY

The Enrollment Broker Correspondence and Materials Development (CMD) unit continued its efforts throughout the reporting period to inform Managed Care recipients about their medical and dental enrollment options in Managed Care areas.

Table 1.1A details Medicaid Managed Care (MMC) Medical and Dental monthly mailing activities completed by CMD during the reporting period.

Monthly Ongoing Mailings								
Mail Type	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Bi-Annual Totals	Average per Month
STAR	48,366	46,618	48,582	50,856	46,146	42,416	<b>282,984</b>	<b>47,164</b>
STAR Kids	1,027	1,018	892	1,066	929	1,039	<b>5,971</b>	<b>995</b>
STAR+PLUS	7,024	6,362	5,804	8,130	6,145	6,610	<b>40,075</b>	<b>6,679</b>
MMC Dental	42,445	39,516	43,687	43,457	37,888	34,842	<b>241,835</b>	<b>40,306</b>

*(Table 1.1A) Mail Summary: The table shows the total and average volumes mailed for the MMC Medical and Dental programs*

### 1.2 COMMUNITY OUTREACH SUMMARY

Maximus completes outbound outreach via telephone to Medicaid Managed Care clients. Table 1.2A summarizes overall outbound call attempts to MMC clients for the reporting period.

Outbound Activity – MMC								
Program	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Bi-Annual Totals	Average per Month
Medicaid Managed Care Outbound Attempts	39,851	38,819	36,576	44,258	38,758	39,271	<b>237,533</b>	<b>39,589</b>

*(Table 1.2A) MMC Outbound Call Activity*

Throughout the reporting period, outreach staff members completed a total of 12,124 field events for the Medicaid Managed Care Program through conference call functionality. Field events include enrollment events, community meetings, presentations, and health fairs. Please note all activities were done remotely via virtual technology (Zoom or Microsoft Teams) due to the suspension of face-to-face activities to mitigate COVID-19.

Table 1.2B summarizes EB Outreach activities throughout the reporting period.

Community Outreach Activities – MMC								
Task	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Bi-Annual Totals	Average per Month
MMC Home Visit Attempts	7,184	5,916	5,742	7,183	5,919	5,686	<b>37,630</b>	<b>6,272</b>
MMC Home Visit Requests	11	15	7	16	12	19	<b>80</b>	<b>13</b>
MMC Enrollment Events	71	38	84	117	187	133	<b>630</b>	<b>105</b>
MMC Presentations (non-enrollment event)	30	33	75	58	40	42	<b>278</b>	<b>46</b>
MMC Community Meetings (non-enrollment event)	1,820	1,787	2,043	2,084	1,798	1,606	<b>11,138</b>	<b>1,856</b>
MMC Health Fairs (non-enrollment event)	8	5	6	13	35	11	<b>78</b>	<b>13</b>

(Table 1.2B) MMC Community Outreach Activities

### 1.3 ENROLLMENTS SUMMARY

Tables 1.3A, 1.3B, and 1.3C give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for June 1<sup>st</sup> through November 1<sup>st</sup> effective dates. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 5,046,065 total enrollments per month.

Total Enrollments by Program				
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total Enrollments
Dec-21	4,209,365	550,683	168,705	<b>4,928,753</b>
Jan-22	4,257,829	552,846	169,154	<b>4,979,829</b>
Feb-22	4,297,965	552,850	169,102	<b>5,019,917</b>
Mar-22	4,350,375	553,795	169,267	<b>5,073,437</b>
Apr-22	4,389,752	555,292	169,226	<b>5,114,270</b>
May-22	4,433,095	557,829	169,261	<b>5,160,185</b>
Avg/Month	<b>4,323,064</b>	<b>553,883</b>	<b>169,119</b>	<b>5,046,065</b>

(Table 1.3A) Total Enrollments by Program. Enrollment totals are reported from the monthly Confirmed Eligibles Report

Total New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total New Monthly Enrollments
Dec-21	67,989	54,686	1,828	<b>124,503</b>
Jan-22	81,643	10,359	2,449	<b>94,451</b>
Feb-22	72,965	7,829	1,913	<b>82,707</b>
Mar-22	85,799	9,697	2,107	<b>97,603</b>
Apr-22	78,718	8,794	2,080	<b>89,592</b>
May-22	84,993	9,853	2,334	<b>97,180</b>
Avg/Month	<b>78,685</b>	<b>16,870</b>	<b>2,119</b>	<b>97,673</b>

*(Table 1.3B) Total New Monthly Enrollments by Program. Enrollment totals are reported from the monthly Confirmed Eligibles Report*

The Dental Program reported an average of 3,920,394 total enrollments in the reporting period.

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Dec-21	43,467	3,844,406
Jan-22	53,193	3,878,857
Feb-22	45,481	3,905,318
Mar-22	57,262	3,940,602
Apr-22	46,943	3,963,766
May-22	50,251	3,989,412
Avg/Month	<b>49,433</b>	<b>3,920,394</b>

*(Table 1.3C) Dental Enrollments as reported from the monthly Confirmed Eligibles Report*

## 1.4 CALL CENTER

Table 1.4A summarizes the performance of the Medicaid EB Call Center Inbound Queues – both English and Spanish combined – for the reporting period.

The AB rate for the reporting period was 2.2 percent, and the ASA was 61 seconds for the Medicaid EB Call Center Inbound Queues. The AB Rate and ASA performance standards were met for each month of the reporting period. The AHT for the reporting period was 675 seconds.



EB Call Center Inbound Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
December	2021	78,878	76,813	72,346	2,830	712	61	1,647	2.1%
January	2022	87,804	86,325	80,572	2,903	690	103	2,868	3.3%
February	2022	80,449	74,503	70,374	1,592	700	102	2,547	3.4%
March	2022	81,389	88,855	86,280	956	693	51	1,648	1.9%
April	2022	78,759	77,195	75,550	720	640	33	958	1.2%
May	2022	74,723	74,016	72,754	600	614	18	689	0.9%
AVG		80,334	79,618	76,313	1,600	675	61	1,726	2.2%
Totals		482,002	477,707	457,876	9,601			10,357	
KPR							< 140		≤ 10%

**(Table 1.4A) EB Call Center Inbound Production**

Attachment M1  
Member Hotline Performance  
STAR and STAR+PLUS  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter					Quarter				
		1					2				
STAR & STAR+PLUS	Aetna	27,642	1%	99%	89%	19	27,656	1%	99%	96%	8
	Amerigroup	136,598	1%	99%	89%	14	128,193	2%	98%	88%	17
	Blue Cross Blue Shield	9,417	1%	99%	96%	10	7,491	1%	99%	91%	27
	Cigna HealthSpring	40,769	3%	97%	77%	31	11,837	2%	98%	93%	18
	Community First	21,691	7%	93%	85%	0	16,853	4%	96%	86%	0
	Community Health Choice	43,534	2%	98%	86%	25	42,716	2%	98%	89%	20
	Cook Children's	31,532	4%	96%	90%	18	29,010	5%	95%	88%	26
	Dell Children's	3,860	1%	99%	89%	13	3,687	2%	98%	89%	18
	Driscoll Children's	19,617	0%	100%	98%	5	18,091	1%	99%	98%	10
	El Paso Health	9,480	6%	94%	97%	87	9,618	5%	95%	99%	68
	FirstCare	8,026	3%	97%	88%	15	7,855	4%	96%	80%	31
	Molina	80,308	1%	99%	99%	6	98,432	3%	97%	90%	35
	Parkland	24,659	0%	100%	89%	1	23,540	1%	99%	91%	0
	Scott & White	5,748	2%	98%	89%	14	5,680	4%	96%	80%	30
	Superior	103,399	1%	99%	86%	22	95,845	1%	99%	90%	16
	Texas Children's	51,654	1%	99%	87%	16	49,467	2%	98%	86%	19
	United	151,654	1%	99%	90%	101	167,380	1%	99%	92%	80
Total		769,588					743,351				

Attachment M1  
Member Hotline Performance  
STAR Kids  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter					Quarter				
		1					2				
STAR Kids	Aetna	6,743	3%	97%	85%	21	7,362	2%	98%	93%	14
	Amerigroup	4,727	0%	100%	98%	8	4,091	2%	98%	97%	10
	BCBS	2,717	1%	99%	95%	17	2,792	1%	99%	95%	31
	Community First	3,626	1%	99%	85%	0	3,334	1%	99%	91%	0
	Cook Children's	4,267	3%	97%	87%	23	3,397	3%	97%	93%	16
	Driscoll Health Plan	2,551	1%	99%	98%	8	2,311	1%	99%	97%	15
	Superior	6,399	1%	99%	97%	8	7,701	1%	99%	96%	11
	Texas Children's	10,912	2%	98%	83%	23	11,204	2%	98%	83%	21
	United	21,999	2%	98%	93%	38	11,802	1%	99%	96%	47
	<b>Total</b>	<b>41,861</b>					<b>53,994</b>				

Attachment M2  
Behavioral Health Hotline Performance  
STAR and STAR+PLUS  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter					Quarter				
		1					2				
STAR & STAR+PLUS	Aetna	665	1%	99%	93%	10	716	1%	99%	97%	5
	Amerigroup	2,740	2%	98%	89%	22	2,392	3%	97%	96%	14
	Blue Cross Blue Shield	441	3%	97%	78%	27	406	2%	98%	86%	49
	Cigna HealthSpring	291	5%	95%	97%	9	145	1%	99%	99%	10
	Community First	274	3%	97%	95%	8	207	3%	97%	89%	12
	Community Health Choice	1,382	2%	98%	94%	19	1,527	3%	97%	95%	14
	Cook Children's	471	0%	100%	96%	7	434	0%	100%	99%	2
	Dell Children's	158	2%	98%	86%	28	123	4%	96%	95%	12
	Driscoll Children's	206	0%	100%	92%	14	244	1%	99%	97%	13
	El Paso Health	39	0%	100%	100%	12	71	3%	97%	100%	13
	FirstCare	92	3%	97%	91%	12	155	6%	94%	85%	29
	Molina	351	3%	97%	85%	36	621	2%	98%	91%	15
	Parkland	392	0%	100%	97%	6	573	0%	100%	98%	6
	Scott & White	60	2%	98%	97%	3	101	3%	97%	82%	33
	Superior	3,967	2%	98%	95%	11	3,273	2%	98%	97%	9
	Texas Children's	940	2%	98%	97%	6	734	4%	96%	88%	36
	United	217	5%	95%	102%	26	184	0%	100%	97%	41
	<b>Total</b>	<b>12,686</b>					<b>11,906</b>				

Attachment M2  
Behavioral Health Hotline Performance  
STAR Kids  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter					Quarter				
		1					2				
STAR Kids	Aetna	185	3%	97%	93%	13	211	3%	97%	97%	6
	Amerigroup	53	2%	98%	90%	13	29	0%	100%	93%	20
	BCBS	136	1%	99%	90%	64	135	4%	96%	87%	50
	Community First	8	13%	88%	86%	1	11	0%	100%	82%	1
	Cook Children's	68	0%	100%	96%	4	64	2%	98%	95%	6
	Driscoll Health Plan	24	0%	100%	88%	18	73	0%	100%	100%	10
	Superior	231	3%	97%	97%	4	268	4%	96%	97%	6
	Texas Children's	160	3%	98%	98%	3	57	0%	100%	104%	7
	United	55	2%	98%	98%	59	47	0%	100%	98%	10
	<b>Total</b>	<b>470</b>					<b>895</b>				

Attachment M3  
Provider Hotline Performance  
STAR and STAR+PLUS  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Average Hold Time (120 Seconds)
		Quarter				Quarter			
		1				2			
STAR & STAR+PLUS	Aetna	27,873	3%	95%	35	29,643	6%	94%	57
	Amerigroup	92,885	2%	98%	35	83,596	3%	97%	35
	Blue Cross Blue Shield	7,121	1%	99%	11	6,657	1%	99%	18
	Cigna HealthSpring	37,298	6%	94%	56	12,682	8%	92%	87
	Community First	3,554	3%	97%	0	2,578	2%	98%	0
	Community Health Centers	33,945	3%	97%	29	37,649	5%	95%	61
	Cook Children's	20,878	4%	96%	22	24,552	7%	93%	64
	Dell Children's	3,498	1%	99%	33	3,070	3%	97%	61
	Driscoll Children's	17,051	0%	100%	4	16,428	0%	100%	26
	El Paso Health	23,084	5%	95%	51	26,151	8%	92%	107
	FirstCare	21,032	4%	96%	23	24,891	7%	93%	60
	Molina	81,986	1%	99%	21	77,180	1%	99%	17
	Parkland	23,270	1%	99%	1	22,284	1%	99%	13
	Scott & White	17,346	5%	95%	24	20,935	8%	92%	67
	Superior	76,030	3%	97%	70	79,991	4%	96%	83
	Texas Children's	54,143	2%	98%	14	50,975	2%	98%	34
	United	64,683	1%	99%	27	61,837	2%	98%	31
	<b>Total</b>	<b>605,677</b>				<b>581,099</b>			

Attachment M3  
Provider Hotline Performance  
STAR Kids  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	MCOs	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Average Hold Time (120 Seconds)
		Quarter				Quarter			
		1				2			
STAR Kids	Aetna	14,044	5%	94%	29	17,506	9%	91%	73
	Amerigroup	92,885	2%	98%	35	83,596	3%	97%	35
	BCBS	2,906	2%	98%	28	2,122	1%	99%	25
	Community First	266	3%	97%	0	265	2%	98%	0
	Cook Children's	13,540	6%	94%	27	16,859	10%	90%	80
	Driscoll Health Plan	2,879	0%	100%	4	2,697	0%	100%	40
	Superior	9,583	1%	99%	19	15,184	1%	99%	18
	Texas Children's	51,452	2%	98%	14	48,799	2%	98%	40
	United	4,994	1%	99%	34	4,801	1%	99%	43
	<b>Total</b>	<b>192,549</b>				<b>191,829</b>			

Attachment M4  
Dental Hotline Performance  
Dental Maintenance Organization  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

Program	DMO	Hotline	Program	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Hold Rate (80%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Pickup Rate (99%)	Hold Rate (80%)	Average Hold Time (120 Seconds)
				Quarter					Quarter				
				1					2				
DMO	DentaQuest	Member	CHIP Dental	109,506	1%	99%	89%	18	81,130	0%	100%	94%	10
			Medicaid Dental	109,506	1%	99%	89%	18	81,130	0%	100%	94%	10
		Provider	CHIP Dental	45,930	1%	99%		25	32,966	0%	100%		7
			Medicaid Dental	45,930	1%	99%		25	32,966	0%	100%		7
	MCNA	Member	CHIP Dental	107,383	14%	86%	77%	5	70,549	11%	89%	90%	36
			Medicaid Dental	107,383	14%	86%	77%	5	70,549	11%	89%	90%	36
		Provider	CHIP Dental	30,004	20%	80%		24	20,848	17%	83%		60
			Medicaid Dental	30,004	20%	80%		24	20,848	17%	83%		60
	United Dental	Member	CHIP Dental	22,993	1%	100%	95%	32	25,481	0%	100%	99%	25
			Medicaid Dental	22,993	1%	100%	95%	32	25,481	0%	100%	99%	25
		Provider	CHIP Dental	18,278	1%	100%		31	18,761	0%	99%		23
			Medicaid Dental	18,278	1%	100%		31	18,761	0%	99%		23
Total				668,188					499,470				



Attachment N  
MCO Member Appeals  
SFY22 Q2  
SFY22 Q3 Report  
(Blanks = No Data Available)

MCO	Q1			Q2		
	30 Day Appeals Resolved	30 Day Appeals Resolved Timely	% 30 Day Appeals resolved Timely	30 Day Appeals Resolved	30 Day Appeals Resolved Timely	% 30 Day Appeals resolved Timely
<b>Medicaid Dental</b>						
DentaQuest	344	344	100%	297	297	100%
MCNA	40	40	100%	46	46	100%
United Dental	19	18	95%	29	29	100%
<b>Dental Total</b>	<b>403</b>	<b>402</b>	<b>100%</b>	<b>372</b>	<b>372</b>	<b>100%</b>
<b>STAR</b>						
Aetna	81	81	100%	76	76	100%
Amerigroup	102	100	98%	68	68	100%
BCBS	45	45	100%	39	39	100%
CHC	69	69	100%	126	126	100%
Community First	80	79	99%	56	56	100%
Cook Children's	7	7	100%	9	9	100%
Dell Children's	11	11	100%	21	21	100%
Driscoll	22	22	100%	20	20	100%
El Paso First	18	18	100%	20	20	100%
FirstCare	41	41	100%	41	40	98%
Molina	94	94	100%	104	104	100%
Parkland	12	12	100%	26	26	100%
Scott & White	30	30	100%	31	31	100%
Superior	928	924	100%	1,040	1,034	99%
Texas Children's	166	166	100%	158	158	100%
United	43	43	100%	61	61	100%
<b>STAR Total</b>	<b>1,749</b>	<b>1,742</b>	<b>100%</b>	<b>1,896</b>	<b>1,889</b>	<b>100%</b>
<b>STAR+PLUS</b>						
Amerigroup	156	156	100%	119	119	100%
Cigna-HealthSpring	98	96	98%	21	21	100%
Molina	247	247	100%	263	263	100%
Superior	1643	1632	99%	1095	1090	100%
United	285	285	100%	283	283	100%
<b>STAR+PLUS Total</b>	<b>2,429</b>	<b>2,416</b>	<b>99%</b>	<b>1,781</b>	<b>1,776</b>	<b>100%</b>
<b>STAR Kids</b>						
Aetna	97	97	100%	93	93	100.0%
Amerigroup	62	61	98%	67	67	100.0%
BCBS	31	31	100%	39	39	100.0%
Community First	57	57	100%	55	55	100.0%
Cook Children's	14	14	100%	21	21	100.0%
Driscoll Children's	40	40	100%	17	17	100.0%
Superior	317	317	100%	260	259	99.6%
Texas Children's	164	164	100%	161	161	100.0%
United	147	147	100%	180	180	100.0%
<b>STAR Kids Total</b>	<b>929</b>	<b>928</b>	<b>100%</b>	<b>893</b>	<b>892</b>	<b>100%</b>
<b>Grand Total</b>	<b>5,510</b>	<b>5,488</b>	<b>100%</b>	<b>4,942</b>	<b>4,929</b>	<b>100%</b>