

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

Q1 Report

March 2024

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1. Preface

State	Texas Health and Human Services Commission
Demonstration Name	Texas Healthcare Transformation and Quality Improvement Program - "1115 Transformation Waiver"
Approval Dates	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
Approval Period	December 13, 2017-September 30, 2022 (prior approval period) January 15, 2021-September 30, 2030
Demonstration Goals and Objectives	 The Texas Healthcare Transformation and Quality Improvement Program Section 1115 Waiver enables the State to expand the use of Medicaid managed care to achieve program savings, while also preserving locally funded supplemental payments to hospitals. The goals of the demonstration are to: Expand risk-based managed care statewide; Support the development and maintenance of a coordinated care delivery system; Improve outcomes while containing cost growth; and Transition to quality-based payment systems across managed care and providers.

Table 1. Texas 1115	Transformation	Waiver Key	v Dates.	Goals, a	and Objectives
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2. Executive Summary

According to the Special Terms and Conditions (STCs) of the Demonstration, the Texas Health and Human Services Commission (HHSC) provides the quarter one monitoring report for Demonstration Year (DY) 13, which began October 1, 2023¹. 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 4.2 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 (UC) pool, and launching the Public Health Provider Charity Care Program.

Growth in Caseload

As of December 2023, Texas had over 4.2 million full benefit clients in Medicaid.² Prior to the federal COVID-19 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 of the federal COVID-19 PHE that required states to maintain continuous Medicaid coverage for an increase in federal Medicaid funding has had on Texas Medicaid enrollment.

Medicaid Managed Care Enrollment

In the beginning of state fiscal year 2024, HHSC contracted 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 97 percent of Texas Medicaid beneficiaries are enrolled in Medicaid managed care (MMC). The federal COVID-19 PHE continuous Medicaid coverage requirement 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. These programs include members with special health care needs (MSHCN) who are managed care clients either requiring regular, ongoing therapeutic intervention and evaluation, or with serious, ongoing illness, or a disability that may last for a significant period of time, resulting in longer lengths of stay in Medicaid.

Initiatives

During quarter one of federal fiscal year 2024, HHSC continued to operate the directed payment programs developed as part of the DSRIP Transition Plan.

¹ Demonstration Year 13 includes work that is tied to the state fiscal year as well.

² Enrollment data includes full-benefit Medicaid clients only. Data are final through May 2023. Data between June 2023 and December 2023 are preliminary with completion factors applied and are subject to change. The monthly data reported to CMS for the required Medicaid and CHIP CAA Reporting Metrics do not encompass the same time period and will therefore differ.

COVID-19 Public Health Emergency

In response to the federal COVID-19 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 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 federal COVID-19 PHE continues to be a key challenge impacting the 1115 Transformation Waiver. It significantly impacted both costs and caseload.

The Consolidated Appropriations Act (CAA) of 2023 separated the continuous Medicaid coverage requirement of the Families First Coronavirus Response Act from the federal COVID-19 PHE declaration. HHSC started Medicaid redeterminations in April 2023 and continues to process redeterminations. HHSC must initiate all redeterminations by March 2024 and complete all redeterminations by May 2024 in alignment with Texas' federally approved End of Continuous Medicaid Coverage Mitigation Plan. HHSC reviewed all flexibilities implemented to address needs identified during the federal COVID-19 PHE to determine which flexibilities to end and which flexibilities to make permanent in compliance with federal requirements. To include completing the process to implement administrative rule changes allowing remote delivery of services when clinically appropriate. HHSC published final notices regarding the federal COVID-19 flexibilities in advance of the federal COVID-19 PHE ending on May 11, 2023.

This report discusses in more detail the highlights included in this summary section. Due to data lags associated with primary sources of record, corresponding data submission timelines, and data cleaning procedures, each data attachment referred to and submitted to CMS reflects varying reporting periods. Certain numbers in this report have been rounded up or down and may not add up precisely to the totals provided, percentages may also not precisely reflect the absolute figures.

3. Enrollment

This section addresses trends and issues related to the 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 federal COVID-19 PHE. Growth began in April 2020 and increased by over 2.0 million clients while disenrollment from Medicaid was suspended. Caseload growth began to decline in June 2023 once HHSC was federally required to resume Medicaid eligibility determinations which result in disenrollment for members determined ineligible. However, enrollment remains higher than the pre-PHE level by over 400 thousand clients.

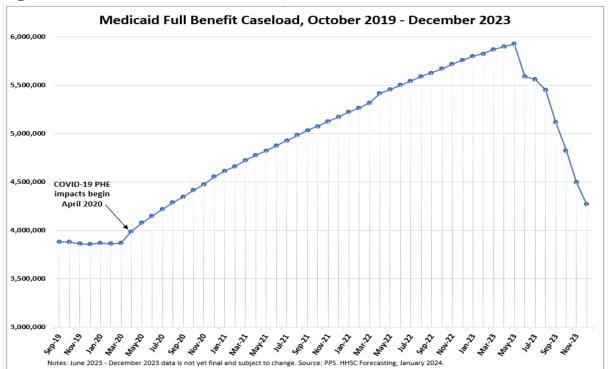


Figure 1. Medicaid Full Benefit Caseload, October 2019 - December 2023

Note: Data includes full-benefit Medicaid clients only. Data are final through May 2023. Data between June 2023 and December 2023 are preliminary with completion factors applied and are subject to change. The monthly data reported to CMS for the required Medicaid and CHIP CAA Reporting Metrics do not encompass the same time period and will therefore differ.

More than ninety-six percent of the growth in managed care during the federal COVID-19 PHE was attributed to the STAR program, while disability-related managed care programs experienced minimal impact. The graph below illustrates the impact to the STAR Kids and STAR+PLUS programs, which serve aged, blind, and disabled clients.

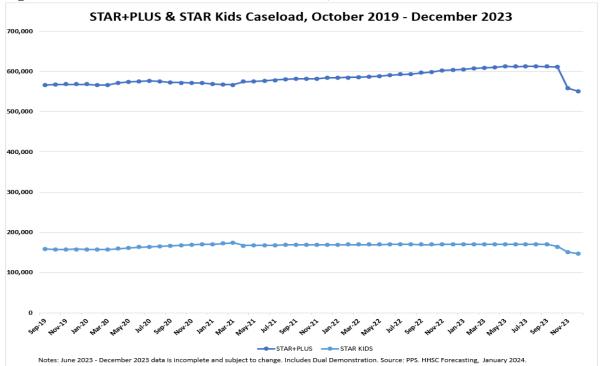


Figure 2. STAR+PLUS & STAR Kids Caseload, October 2019 – December 2023

Note: STAR+PLUS is 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 state fiscal year 2023 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 Enrollment Reports from March 2023 through May 2023. These reports include the estimated enrollment by delivery model, program, risk group, Medicaid MCOs and DMOs. The data are projections provided by HHSC Forecasting and are considered final after eight months.

HHSC's enrollment broker, MAXIMUS, submits a biannual summary of unduplicated enrollments by program. *Attachment L* encompasses MAXIMUS enrollment reported for June 2023 through November 2023 for STAR, STAR+PLUS, and STAR Kids. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 4,609,139 total enrollments per month. The Dental program reported an average of 3,506,863 total enrollments in the reporting period. The *Attachment L* enrollment data reflect a different point-in-time and methodology than is reported in *Attachment B1* and *Attachment B2*. Similarly, *Attachment L* does not capture disenrollment data and will not align with the federally required monthly CMS Medicaid and CHIP CAA Reporting Metrics. Disenrollment data in alignment with the monthly CMS Medicaid and CHIP CAA Report Metrics is reported in the Member Disenrollment section of this report.

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). All STAR Kids and STAR+PLUS members are deemed to be MSHCN, as required in the managed care contract. STAR MCOs must identify MSHCN based on criteria outlined in the managed care contract.

MCOs are required to provide service coordination to all STAR MSHCN, STAR Kids and STAR+PLUS members, unless the member declines or is unable to be reached. Service coordination also includes the development of a service plan to meet the members' short and long-term goals.

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.

MCOs are contractually required to submit monthly MSHCN service coordination data using an HHSC prescribed template (See *Attachment Q*, *Service Coordination Report*). The *Service Coordination Report* includes data on service coordination across all managed care programs by service delivery area and MCO, including contact attempts, reasons members declined service coordination, and the date the service plan was last updated. Because of the time required for data collection, this data is reported for the last month in the previous quarter.

In August 2023, the end of state fiscal year 2023 quarter four, STAR MCOs reported 159,677 children and adults identified as MSHCN. STAR Kids MCOs reported 168,451 children and STAR+PLUS MCOs reported 547,001 adults as MSHCN. STAR MCOs reported 13 percent of MSHCN had a service plan, while STAR Kids and STAR+PLUS reported 53 percent and 57 percent of members had a service plan, respectively (See *Attachment Q*). The number of members without service plans includes members who declined, could not be reached or located, died during the report period, moved out of the service area or state, those who had a service plan in development.

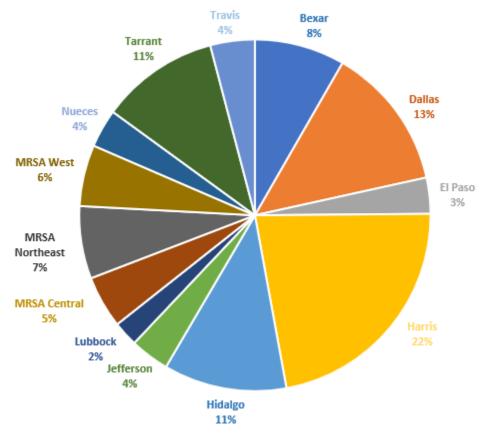
When comparing August 2023 to previous months in state fiscal year 2023, the overall percentage of MSHCN with service plans has remained consistent across all programs.

Service coordination is an integral service for members with complex care needs. HHSC is analyzing Service Coordination Report data to identify barriers to providing service coordination and evaluating policy to ensure members have access to necessary service support. HHSC reviews each submission of *Attachment Q*, the *Service Coordination Report*, to assess reporting errors and as needed, conducts targeted technical assistance and intervention with poor performing MCOs. HHSC also conducts biennial operational reviews of MCOs. These operational reviews are comprised of an in-depth review of MCO operational compliance and performance across several areas, such as service coordination and service planning, to ensure policies and practices align with performance standards, including managed care contract requirements. If any problems are discovered during the operational reviews, HHSC takes steps to address performance and compliance.

Table 2. MSHCN Members with a Service Plan by Program for August 2023

SDA	Total MSHCN for Aug. 2023	Total MSHCN with a Service Plan	Percentage of Total MSCHN with a Service Plan
STAR	159,677	20,859	13%
STAR Kids	168,451	88,516	53%
STAR+PLUS	547,001	312,419	57%
Grand Total	875,129	421,794	48%

Figure 3. Total STAR MSHCN, STAR Kids, and STAR+PLUS by SDA for August 2023



Anticipated Changes to Enrollment

On January 27, 2020, the Secretary of Health and Human Services declared a federal PHE due to the novel coronavirus (COVID-19). 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 COVID-19 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 federal COVID-19 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 continuous Medicaid coverage requirements 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 in the same tier of benefits, the client will remain in their current group for the remainder of the continued eligibility period. There are limited situations where an individual will not continue to receive Medicaid State Plan benefits such as when the individual moves out of state, voluntarily withdrawals from the program, or dies.

On December 29, 2022, Congress passed the 2023 Consolidated Appropriations Act which separated the continuous coverage requirement from the public health emergency declaration.

- The continuous Medicaid coverage requirement ended as of March 31, 2023.
- On April 1, 2023, Texas began disenrolling members who were no longer eligible after receiving a Medicaid eligibility redetermination.

HHSC is redetermining the eligibility of all Texans receiving Medicaid, in alignment with Texas' federally approved End of Continuous Medicaid Coverage Mitigation Plan. HHSC divided the continuous Medicaid coverage population into three cohorts. The Medicaid continuous coverage population includes individuals who did not provide sufficient information to redetermine their coverage during the federal COVID-19 PHE, or who did not meet Medicaid eligibility requirements at their most recent renewal. Redeterminations for the cohort populations are being initiated in a staggered approach during the first six months of the state's unwinding period.

Individuals enrolled in Medicaid not included in the continuous coverage cohorts will have their eligibility redetermined based on their normal renewal dates during the unwinding period. These are members who have either completed a Medicaid renewal or submitted a new Medicaid application in the past 12 months and were determined eligible.

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, HHSC implemented policy and process flexibilities during the federal COVID-19 PHE related to services, provider enrollment, and assessments. HHSC reviewed flexibilities implemented to address needs

identified during the PHE and determined which flexibilities to end and which flexibilities to make permanent in compliance with federal requirements. HHSC published final notices regarding the COVID-19 flexibilities that ended on May 11, 2023, when the federal COVID-19 PHE ended and the related provider and member notification requirements.

The Quarterly 1115 Waiver Texas Healthcare Transformation and Quality Improvement Program Monitoring Report and the monthly CMS Medicaid and CHIP CAA Reporting Metrics do not encompass the same time period and thus will not reflect the same data. In alignment with CMS requirements, the monthly Unwinding Data Report reports on outcomes for the total beneficiaries due for a renewal in the reporting period (the previous month). This is defined as the total number of beneficiaries, including those receiving full or limited benefits, with an annual renewal due in the reporting period. The Quarterly 1115 Waiver Texas Healthcare Transformation and Quality Improvement Program Monitoring Report enrollment data includes a combination of final data, preliminary data for the past two quarters, and the most recent forecasting data for the month being reported, and only includes data for full beneficiaries.

Member Disenrollment

In alignment with CMS requirements, the monthly CMS Medicaid and CHIP CAA Reporting Metrics report details the total number of beneficiaries due for a renewal in the reporting period (the previous month). A member eligible for redetermination is defined as a beneficiary, receiving full or limited benefits, with an annual renewal due in the reporting period. Between April 1, 2023, and December 13, 2023, 1,783,638 Medicaid and CHIP beneficiaries have been disenrolled.³

³ This number reflects disenrollments for any Medicaid renewals initiated between April 1, 2023, and December 13, 2023. While the data source is the same as the monthly CMS Medicaid and CHIP CAA Reporting Metrics, the number of reported disenrollments also includes pending renewals completed after the monthly reporting period.

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 percent of members, unless otherwise specified, have access to a choice of each provider type (PCPs, dentist, and specialty services) in each 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 time or distance standard of 90 percent. During state fiscal year 2024 quarter one, STAR+PLUS MCOs met or exceeded the 90 percent standard for members' access to PCPs. STAR and STAR Kids MCOs did not meet the established time or distance standard, and these MCOs' performance is being reviewed for further action. The table below includes the count of MCOs that did not meet the time or distance standard of 90 percent. Similarly, MCOs are required to maintain an adequate network of specialty providers such that 90 percent 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 provider types and specialty: 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 subspecialty; prenatal care; SUD chemical dependency treatment; SUD opioid treatment; therapy (occupational, physical, and speech); psychiatrist; pharmacy; and urologist.

Attachment H2 presents the detailed specialty provider analysis by program and county designation (metro, micro, rural). During state fiscal year 2024 quarter one and across all Medicaid managed care programs, MCOs met or exceeded the 90 percent standard for members' access to specialty providers for Nursing Facility, OB/GYN, and Therapy (occupational, physical, and speech). For the other specialty provider types, MCOs did not consistently meet network access standards during state fiscal year 2024 quarter one. The MCO's performance is being reviewed for further actions. The evaluation of network adequacy compliance occurs at the county, provider specialty, and MCO program level. It is possible for an MCO's overall average compliance rate to be high yet still be below 90 percent in one or more counties. The table below includes the count of MCOs that did not meet the 90 percent overall average compliance rate in one or more counties.

Figure 4. MCO Network Adequacy Summary - Primary Care Providers - Number of MCOs that did not meet the time or distance standard, by Program and County designation for State Fiscal Year 2024 Q1

	Program	Number of MCOs that did not meet the time or distance standard in a county			
Provider Type		Metro County	Micro County	Rural County	
	STAR	2	7	14	
Primary Care Provider	STAR+PLUS	0	0	0	
	STAR Kids	1	5	7	

*See Attachment H1 for detailed data tables for each MCO.

Figure 5. MCO Network Adequacy Summary – Specialty Providers – Number of MCOs that did not meet the time or distance standard, by Specialty Provider, Program and County designation for State Fiscal Year 2024 Q1

Type of Specialist	Program	Number of MCOs that did not meet the time or distance standard in a county			
Type of Specialist		Metro County	Micro County	Rural County	
	STAR	2	7	14	
Acute Care Hospital	STAR+PLUS	1	3	4	
nospital	STAR Kids	1	5	7	
	STAR	7	8	7	
Audiologist	STAR+PLUS	2	4	4	
	STAR Kids	3	3	5	
	STAR	0	1	0	
Behavioral Health – Outpatient	STAR+PLUS	0	0	0	
	STAR Kids	0	0	0	
	STAR	1	3	0	
Cardiovascular Disease	STAR+PLUS	0	1	0	
	STAR Kids	1	1	0	
	STAR	0	2	1	
ENT (Otolaryngology)	STAR+PLUS	0	0	0	
	STAR Kids	0	0	1	
	STAR	0	2	0	
General Surgeon	STAR+PLUS	0	1	0	
	STAR Kids	0	1	0	
	STAR	10	14	8	

Mental Health Targeted Case	STAR+PLUS	4	4	4
Management (TCM) and Mental Health Rehabilitative Services (MHR)	STAR Kids	6	9	4
Nursing Facility	STAR+PLUS	0	0	0
	STAR	0	0	0
OB/GYN	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
	STAR	3	3	1
Ophthalmologist	STAR+PLUS	0	0	1
	STAR Kids	2	4	1
	STAR	0	3	0
Orthopedist	STAR+PLUS	0	2	0
	STAR Kids	0	3	1
Pediatric Sub-Specialty	STAR	0	0	1
(The standard requires access to one provider)	STAR Kids	0	0	0
	STAR	14	12	2
Pharmacy	STAR+PLUS	4	4	1
	STAR Kids	6	7	0
	STAR	0	0	1
Prenatal	STAR+PLUS	0	0	0
	STAR Kids	0	1	0
	STAR	1	4	2
Psychiatrist	STAR+PLUS	0	1	1
	STAR Kids	1	2	1
	STAR	4	10	2
SUD Chemical Dependency Treatment	STAR+PLUS	2	4	2
	STAR Kids	4	8	3
	STAR	14	14	13
SUD Opioid Treatment	STAR+PLUS	4	4	4
	STAR Kids	8	9	6
Theorem (Occurred in a line in a lin	STAR	0	0	0
Therapy (Occupational, Physical, and Speech)	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
	STAR	1	3	4
Urologist	STAR+PLUS	0	3	3
	STAR Kids	1	2	4

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

Attachment H3 provides dentist analysis by DMO and county designation. During state fiscal year 2024 quarter one, all DMOs met the network access standard of 95 percent for Main Dentist in all county types.

Attachment H4 provides dental specialty analysis by provider type and county designation. The DMOs did not consistently meet network access standards of 90 percent for dental specialty provider types during state fiscal year 2024 quarter one. The DMOs' performance is being reviewed for further actions.

Provider Type	DMO	Number of DMOs that did not meet the time or distance standard in a county			
Tiovidei Type	Divio	Metro County	Micro County	Rural County	
	DentaQuest	0	0	0	
Main Dentist	MCNA Dental	0	0	0	
	United HealthCare Dental	0	0	0	
	DentaQuest	0	1	1	
Endodontist	MCNA Dental	0	1	1	
	United HealthCare Dental	0	1	1	
	DentaQuest	0	1	1	
Oral Surgeon	MCNA Dental	0	0	0	
	United HealthCare Dental	0	1	1	
	DentaQuest	0	1	1	
Orthodontist	MCNA Dental	0	1	1	
	United HealthCare Dental	0	1	1	
	DentaQuest	0	0	0	
Pediatric Dentist	MCNA Dental	0	0	0	
	United HealthCare Dental	0	1	0	

Figure	6	DMO	Network	Adeque	acy Summ	arv
rigure	υ.	DMU	INCLWUIK	Auequa	acy Summ	ai y

*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, HHSC, Rider 157)⁴, HHSC is enhancing provider network adequacy standards for Medicaid MCOs to ensure members have sufficient access to community care attendants. HHSC requires MCOs to ensure that a minimum of 90 percent of their members have

⁴ <u>https://www.hhs.texas.gov/sites/default/files/documents/laws-regulations/reports-presentations/2020/rider-157-ca-workforce-dev-strat-plan-nov-2020.pdf</u>

timely access to community attendant care services upon authorization of services. Timeliness is defined as within seven days from the authorization. Following an analysis of MCO data received over several reporting periods, HHSC identified the need for a different solution to ensure the agency fully adheres with both current and future requirements.⁵ These solutions will require quality improvements to prior authorization data, improved connections to claims systems, and ongoing technical training and assistance for MCOs.

MCO Pharmacy Geo-mapping Summary

This update will be provided in the next annual report.

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.

As compared to the previous quarter, the unique number of credentialed specialist providers decreased in all programs in state fiscal year 2023 quarter four. Additionally, the number of unique credentialed pharmacy providers decreased in all programs statewide during quarter four. Across the dental program statewide, the DMOs reported a decrease in credentialed specialist providers 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 state fiscal year 2023. The MCOs reported a variety of reasons for termination. For state fiscal year 2023 quarter four, the top three reasons for PCP and specialist terminations were: the provider left group practice (5,553), termination was requested by the provider (1,738), and the provider moved (1,650). 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

House Bill 4, 87th Texas Legislature, Regular Session, 2021, requires HHSC, to the extent it is feasible, consider and include the availability of telehealth services and telemedicine medical services within the provider network of a Medicaid managed care organization. HHSC revised the existing process for the Network Performance Reports, that incorporates a way to consider MCO teleservices in Medicaid provider access standards prior to a Corrective Action Plan (CAP) being issued to MCOs. MCOs that are non-compliant with time or distance requirements can submit an action plan that informs HHSC of how they are ensuring access to care using teleservices. A formal CAP will be requested if the MCO's plan is insufficient. The MCO must ensure continuity of care.

As a part of HHSC's process, MCOs and DMOs may submit an exception request for areas of noncompliance using the network adequacy corrective action process. HHSC approves or denies the

⁵ In accordance with the Centers for Medicare & Medicaid Services, Department of Health and Human Services, Ensuring Access to Medicaid Services (CMS-2442-P) Notice of Proposed Rulemaking.

exception request based on the review of supporting information that demonstrates an MCO's provider contracting 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 an exception request is denied, the MCO is subject to remedies such as a CAP or liquidated damages.

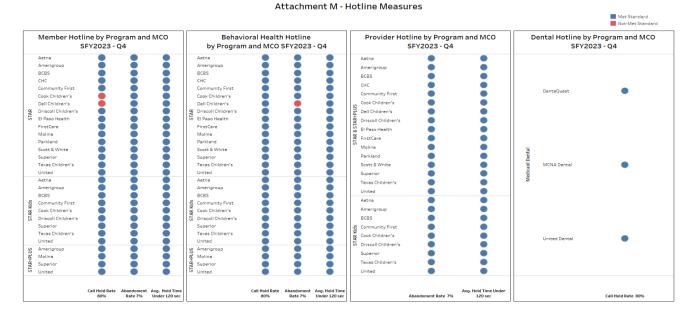
Hotline Performance

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 8:00 a.m.– 5:00 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 percent of all calls must be answered by a live person within 30 seconds (not applicable for provider hotlines).
- \leq 7 percent call abandonment rate; and
- ≤ 2 minutes average hold time.

Included in *Attachment M1-M4* is data from state fiscal year 2023 quarter four. Because of the time required for data collection, Member Hotline data are reported on a one-quarter lag. A summary of findings using aggregated MCO self-reported data is reported below.

Figure 7. Hotline Performance SFY23 Quarter 4



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 CAPs 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 percent benchmark.

Quarterly healthcare provider counts are reported on a one-quarter lag. In state fiscal year 2023 quarter four, all MCOs and DMOs met the "open panel" 80 percent benchmark, except Community First (79 percent), Cook Children's (72 percent), and Molina (78 percent) in STAR, Cook Children's (68 percent) in STAR Kids and Molina (78 percent) in STAR+PLUS. HHSC is monitoring on an ongoing basis and has not identified access to care concerns, issues, or complaints with these MCOs.

Appointment Availability

Title 4, Texas Government Code, Section 533.007⁶ directed HHSC to establish and implement a process for direct monitoring of MCO provider networks, including the length of time a recipient must wait between scheduling an appointment with a provider and receiving treatment from the provider.

In federal fiscal year quarter one of 2024 the prenatal care study was conducted for STAR, STAR+PLUS, and STAR Kids. Results for this study are below:

Figure 8. Percentage of Providers that Met the UMCC Appointment Availability Standards for FFY24 Quarter 1

Prenatal Standard	Result
Low-Risk (14 days)	71.6%
High-Risk (5 days)	24.7%
Third Trimester (5 days)	24.7%

Accessibility and Language Compliance

MCOs submit provider language and accessibility survey results by program and SDA on an annual basis as reported in the figures below.

⁶ Senate Bill 760, 84th Legislature, Regular Session, 2015. MCOs that do not meet minimum performance thresholds are subject to contract remedies, including CAPs and liquidated damages (LDs).

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

Each MCO is also required to systematically and regularly verify that covered services furnished by PCPs meet the 24/7 access criteria and enforce access standards in non-compliance. MCOs survey providers on a quarterly, semiannual, or annual basis to assess compliance for 24/7 and after-hours provider accessibility. MCOs utilize methods including computer-assisted telephone interviews, telephone surveys (non-computerized), mailed surveys, monthly secret shopper calls and face-to-face provider visits to measure provider accessibility compliance with the HHSC contractual standards. Provider compliance rates for 24/7 accessibility ranged from 30 percent to 100 percent. Providers who are not in compliance with 24/7 accessibility standards receive phone calls or letters from the MCOs detailing the requirements and are subject to remediation methods including mailed provider re-education letters regarding the managed care contractual standards, follow-up surveys, face-to-face re-education (e.g., evaluating and coaching provider staff, training) and unscheduled calls to providers to reassess compliance. MCOs employ contractual remedies for the provider until compliance is achieved or the provider contract is terminated.

Count of Standard Met - Accessibility										
December (Occurtors	SFQ1		SFQ2		SFQ3		SFQ4		Total	Total
Program/Quarter	No	Yes	No	Yes	No	Yes	No	Yes	Surveyed	Compliant
STAR	9	4	5	4	7	2	7	3	41	13
STAR Kids	7	3	2	2	6	4	2	2	28	11
STAR+PLUS	6	1	1	3	6				17	4

Figure 9. Count of Standard Met – Accessibility

Figure 10. Percentage Accessibility

Percentage Accessibility									
Program	SFQ1 SFQ2 SFQ3 SFQ4 Annua								
STAR	31%	44%	22%	30%	32%				
STAR Kids	30%	50%	40%	50%	39%				
STAR+PLUS	14%	75%	0%		24%				

Figure 11. Count of Standard Met – Language

Count of Standard Met - Language										
	SFQ1		SFQ2		SFQ3		SFQ4		Total	Total
Program/Quarter	No	Yes	No	Yes	No	Yes	No	Yes	Surveyed	Compliant
STAR	11	2	2	7	4	5	9	1	41	15
STAR Kids	8	2		4	6	6	2	2	30	14
STAR+PLUS	7		1	4	4	2			18	6

Figure 12. Percentage Language

Percentage Language									
Program	SFQ1	SFQ2	SFQ3	SFQ4	Annual				
STAR	15%	78%	56%	10%	37%				
STAR Kids	20%	100%	50%	50%	47%				
STAR+PLUS	0%	80%	33%		33%				

Service Utilization

This update will be provided in the next annual report.

Out-of-Network (OON) Utilization

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

- 15 percent of inpatient hospital admissions.
- 20 percent of emergency room (ER) visits.
- 20 percent 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 OON 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 CAP.

Attachment D provides OON utilization performance summary for state fiscal year 2023 quarter four. Because of the time required for data collection, OON utilization counts are reported on a one-quarter lag. A summary of findings using aggregated data from MCOs is reported in the figure below. HHSC will continue to monitor OON utilization and will require corrective action or other remedies as appropriate.

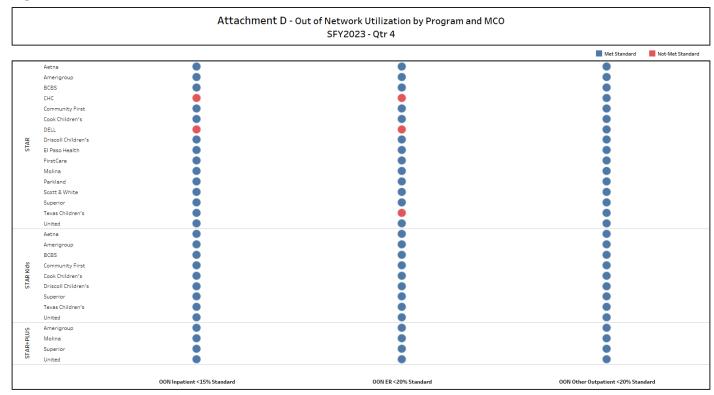


Figure 13. Out of Network Utilization SFY23 Quarter 4

Oversight of MCOs and DMOs

HHSC staff routinely evaluate, and compile data reported by the MCOs and DMOs. All instances of non-compliance have been, 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 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 CMS.

5. Waiver Amendments and Upcoming Initiatives

Waiver Amendments

The following amendments have been submitted to CMS or are in development.

Medically Fragile

House Bill 4533, 86th Texas Legislature, Regular Session, 2019 (Section 32), requires 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. On October 20, 2023, CMS sent HHSC the draft STCs and authorities to review for this amendment. HHSC re-submitted the STCs on October 27, 2023, as requested by CMS. On November 16, 2023, CMS sent HHSC the approved STCs.

Maternal and Child Health

House Bill 133, 87th Texas Legislature, Regular Session, 2021, directed HHSC to:

- Transition targeted Case Management for Children and Pregnant Women (CPW) services to Medicaid managed care. HHSC submitted this amendment on May 4, 2022, with a requested effective date of September 1, 2022. On October 20, 2023, CMS sent HHSC the draft STCs and authorities to review for this amendment. HHSC re-submitted the STCs on October 27, 2023, as requested by CMS. On November 16, 2023, CMS sent HHSC the approved STCs.
- Extend postpartum Medicaid coverage from 60 days to six months following delivery or involuntary miscarriage. HHSC submitted this amendment on May 25, 2022, with a requested effective date of September 22, 2022. HHSC and CMS continue to discuss the amendment. In October 2023, following direction from the Texas legislature,⁷ HHSC submitted Medicaid and CHIP state plan amendments (SPA), requesting to extend post-partum coverage for pregnant women to 12 months following the last month of the women's pregnancy. HHSC requested a March 1, 2024, effective date. CMS approved the SPA requests on January 17, 2024, with the requested effective date of March 1, 2024.
- Transition the Healthy Texas Women (HTW) program⁸ services into managed care. An amendment has not yet been submitted to CMS. HHSC plans to implement HTW managed care in quarter one of state fiscal year 2026 in alignment with the STAR and CHIP Request for Proposal.

2nd Reassessment of the UC Pool Program

HHSC proposed amending STC 41(d) Reassessment of Hospital's Uncompensated Charity Care in 2027, to make clear what years and data sources will be used for the reassessment to ensure that the public

⁷ House Bill 12, 88th Legislature, Regular Session, 2023.

⁸ <u>https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/83311</u>

health emergency does not impact the data utilized. Through this amendment, HHSC clarifies in STC 41(d) that Medicaid payment data from 2025 as determined by the claim and encounter data maintained by Texas will be used to avoid any impacts from the data caused by the COVID-19 public health emergency. HHSC submitted this amendment to CMS on May 1, 2023, with a proposed effective date of December 31, 2023. CMS approved the proposed change via a letter dated October 18, 2023.

Upcoming 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. HHSC revised managed care contracts to require MCOs to ensure their contracted providers comply with the HCBS settings regulations. These contract amendments became effective in September 2022. HHSC received initial approval of the Statewide Transition Plan on December 21, 2022, and resubmitted a revised STP to CMS for final approval in March 2023, following a required public comment period. HHSC received final CMS approval of the STP in July 2023.

HHSC received CMS' "site visit report" in April 2023 summarizing CMS findings from CMS's recent site visit to Texas to assess several STAR+PLUS HCBS assisted living facility settings. HHSC worked with CMS to develop a corrective action plan (CAP) to address outstanding compliance actions identified in the report. The CAP was approved by CMS in October 2023 and outlines remediation activities to be completed by September 1, 2025.

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 dedicating resources at HHSC to coordinate and support a Workforce Development Taskforce.

 HHSC identified the 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 28 individual projects within a three state-fiscal-year project period. Ten of the projects are already complete, ten are in progress, and eight have yet to be started.

• During federal fiscal year 2024 quarter one, HHSC continued to make improvements to Direct Care Careers (DCC), an optional, online portal that connects potential employees with employers delivering home and community-based services through the state plan and HCBS authorities (1915(c), 1915(i), 1915(j), and 1115). HHSC attended job fairs to market DCC and presented at several advisory committees and plans to continue doing so in the upcoming quarter.

Critical Incident Management System

HHSC implemented a new statewide critical incident management system (CIMS) for reporting critical incidents in 2022. The new system complies with guidance issued by CMS on March 12, 2014. The 2020-2021 General Appropriations Act, House Bill 1, 86th Legislature, Regular Session, 2019, appropriated funding to streamline the level of critical incident information received and to standardize the format for the new CIMS. HHSC worked diligently with FEI Systems, the CIMS vendor, to configure a platform to collect all required critical incident information across all 1915(c) and the 1115 STAR+PLUS HCBS programs. It includes information on abuse, neglect, and exploitation (ANE) allegations in addition to other non-ANE critical incidents, including deaths, and data collection at the individual level to inform ongoing quality improvement. CIMS went live for fee-for-service waiver providers in July 2022. HHSC gave those providers a grace period to November 1, 2022, to fully utilize the system. The implementation process required provider training by program, system testing, coordination between reporting systems, and assessments of program reporting requirements. HHSC anticipates implementation in 2024 to include the MDCP, STAR+PLUS HCBS, and YES programs.

HHSC continues to closely monitor all ongoing activities involved with CIMS implementation.

6. Demonstration-related Appeals and Complaints

Complaints Received by the State and MCOs

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

Attachment O^9 includes complaints data compiled from both MCOs/DMOs and HHSC for members and providers. The reports in *Attachment O* reflect state fiscal year 2023 quarter three. 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 represented as 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 state fiscal year 2023. During state fiscal year 2023 quarter four, STAR MCOs collectively reported 2,986 member appeals resolved. STAR+PLUS MCOs reported 2,440 and STAR Kids MCOs reported 1,083 member appeals resolved. DMOs collectively reported 549 member appeals resolved.

Member appeal reports are submitted monthly. Most MCOs met the compliance standard for one or more months. Amerigroup (94%), and Parkland (97%) did not meet the 98 percent compliance standard for 30-day appeals resolved timely in the STAR program. DentaQuest did not meet the 98 percent compliance standard for 30-day appeals resolved timely in the DMO program. Identified instances of non-compliance are reviewed quarterly for remedies, as stated in the contract, that include but are not limited to CAPs 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 referral details during state fiscal year 2024 quarter one. These attachments include the total number of referrals received and the allegation category.

⁹ Attachment O aggregates include STAR Health data, which is not a program included in the 1115 Demonstration Waiver.

Claims Summary Reports

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

Claims summary counts are reported on a one-quarter lag and reflect data for state fiscal year 2023. *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 171 eligibility programs within HHSC, including the waiver programs.

In the first quarter of state fiscal year 2024, FFH received 550 fair hearing requests for the programs authorized under the waiver (75 for the STAR program, 126 for the STAR Kids program, and 349 for the STAR+PLUS program). During the quarter, FFH issued 234 decisions, 73 requests were withdrawn by the appellant, 117 requests were dismissed, 33 were upheld, and 11 were reversed by the presiding Fair Hearings Officer. Of the 550 fair hearing requests received in the quarter, 316 decisions were pending final resolution at the end of the quarter. The data for the appeal requests were from Appeals sent October 1, 2023, through December 31, 2023. The data for the decisions are from Decisions issued from October 1, 2023, through December 31, 2023. Although an appeal request has been sent, the appeal may not be heard and decided prior to the end of the quarter, hence the difference in data.

External Medical Review

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 takes place between the MCO internal appeal process and the State Fair Hearings. The MCO has to provide the IRO the same set of records the MCO reviewed to determine service denial or reduction. EMRs are 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.

In the first quarter of state fiscal year 2024, HHSC received 166 EMR requests for the following Medicaid managed care programs: 46 for the STAR program, 47 for the STAR Kids program, 72 for the STAR+PLUS program and one for dental services program. Of the 166 EMR requests, 127 MCO internal appeal decisions were upheld by the IRO, 34 MCO internal appeal decisions were overturned by the IRO,

two MCO internal appeal decisions were partially overturned by the IRO, and three were withdrawn by the member prior to assignment to an IRO. There was an overall increase of 40 requests (31 percent) from the previous quarter. Due to the small numbers across all plans, no trends or issues were identified.

7. Quality

Quality of Care

As part of each MCO's quality performance in Texas Medicaid, HHSC calculates annual and monthly quality measures and posts results on the Texas Healthcare Learning Collaborative (THLC) Portal. The Portal is located at thlcportal.com. These quality measures are referred to as Quality of Care (QOC) measures. QOC measures are the basis of many state quality improvement initiatives and used to further the state quality strategy. HHSC uses QOC measures to hold MCOs accountable for performance through the Performance Indicator Dashboard, Pay-for-Quality (P4Q), Performance Improvement Projects (PIPs), and Value Based Enrollment.

HHSC received QOC results in November 2023 for measurement year 2022. Complete and final 2022 results are posted on the THLC portal. The results are helping to inform HHSC decisions about its quality improvement programs for measurement year 2024. Texas also submitted Adult and Child Core Measures for FFY 2023 to CMS through the QMR portal.

Performance Improvement Projects

HHSC received the 2024 Performance Improvement Project (PIP) Plan evaluations from the EQRO for MCOs to review and incorporate feedback. The topics for MCOs include improving outcomes among deliveries with preeclampsia, reducing the rate of uncomplicated c-sections, and improving follow-up after hospitalization for behavioral health reasons. The topic for DMOs is increasing fluoride varnish applications by collaborating with MCOs. These PIPs will have interventions implemented January 2024 – December 2025 with a final report due in the fall of 2026.

Maternal Health

HHSC Quality Assurance is participating in the 5-Agency Maternal Health, Safety, Quality and Equity Task Force. This task force is looking to utilize a Grand Rounds format to improve knowledge of maternal resources. This effort will help build connections between hospitals and provider networks to ensure continuity and appropriate postpartum care post-discharge for high-risk mothers and babies.

Administrative Interviews

The EQRO finished their virtual site visit interviews with eight MCOs and DMOs to assess compliance with federal and state regulations. The EQRO is required to assess the MCOs and DMOs at least once in a three-year cycle and report their results in their Annual Technical Report. In addition to assessing regulatory compliance in the virtual site visits, the EQRO also asks non-regulatory questions to facilitate discussion between HHSC and the MCO or DMO. This year's non-regulatory topics included questions regarding the appropriateness of using telehealth for certain services, staffing challenges at the MCO/DMO and at their provider offices due to the pandemic, and race and ethnicity data quality.

8. HCBS Quality Assurance Reporting

This update will be provided in the next annual report.

9. Directed Payment Programs

Per STC 36, monitoring reports as required in STC 74, include completion of the State Directed Payment (SDP) Reporting Chart for each state directed payment on an annual basis.

State Fiscal Year 2024

The State submitted the fiscal year 2024 preprints for the five state directed payment programs on March 15, 2023. The State submitted responses to the second round of questions from CMS on July 11, 2023, and CMS approved all five programs on July 31, 2023.

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 actual data through federal fiscal year 2023, quarter four and forecasted data for federal fiscal year 2024, quarter one.

HHSC uses actuarially sound practices and principles to develop MCO capitation rates. Capitation rates are developed on a state fiscal year basis.

HHSC developed state fiscal year 2024 Medicaid managed care rates that meet the actuarial soundness requirements in 42 CFR § 438.4. Actuarial certification reports were submitted to CMS and the Office of the Actuary 45 days prior to the start of the rating period. The rates for state fiscal year 2024 are still under review.

Rate changes vary by managed care program, MCO, region, and risk group, with an aggregate average rate increase of approximately 0.6 percent compared to the state fiscal year 2023 capitation rates. The aggregated average rate increase excludes the impact of mid-year revisions to the capitation rates, Network Access Improvement Program (NAIP) and the directed payment programs. HHSC submitted state fiscal year 2024 rate amendments to CMS on January 16, 2024, for additional changes needed to ensure that the State is paying actuarially sound capitation rates.

Anticipated Changes to Financial/Budget Neutrality

These STCs set forth a base year of federal fiscal year 2023 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 federal fiscal year 2023, 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 (THTQIP) 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 federal fiscal year 2024 quarter one, including:

- CMS approved two amendments to the section 1115(a) waiver related to the Medically Fragile Policy in the STAR+PLUS program and the transition of Case Management for Children and Pregnant Women (CPW) services to a managed care delivery model:
 - Through the implementation of the Medically Fragile Policy, adults who are medically fragile will continue to receive STAR+PLUS home and community-based services (HCBS) when their health care needs exceed the individual cost limit of the STAR+PLUS HCBS program.
 - By implementing the transition of CPW services to a managed care delivery model, pregnant women in managed care with a high-risk condition and children with a health condition or health risk can receive CPW services through managed care instead of fee-for-service. Delivering case management through managed care is likely to improve care coordination for these pregnant women and children to help them gain access to medical, social, and other supports and ensure there isn't duplication with MCO service coordination requirements.

Challenges successfully navigated during federal fiscal year 2024 quarter one include:

• Activities related to the end of continuous coverage for individuals receiving continuous Medicaid coverage because of the COVID-19 PHE.

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

- Transitioning Healthy Texas Women to managed care.
- Coming into full compliance with the home and community-based settings regulations.
- Completing implementation of the Medically Fragile Policy to better serve medically fragile adults.

• Transitioning Medicaid-only services for dually eligible managed care members from a fee-forservice to a managed care service delivery system, as required by the 88th Legislative Session General Appropriations Act (GAA) 2024-2025, House Bill (H.B.) 1, Art. II, Rider 32.

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

- In accordance with 1 Texas Administrative Code (TAC) §391.219, HHSC issued a Notice of Award to the following Respondents:
 - United Healthcare Community Plan of Texas, LLC. Bexar, Central Texas, Dallas, Harris, Hidalgo, Northeast Texas, Tarrant, and Travis Service Areas
 - Molina Healthcare of Texas, Inc. Bexar, Dallas, El Paso, Harris, Hidalgo, Jefferson, Northeast Texas, and Tarrant Service Areas
 - Superior HealthPlan, Inc. Central Texas, Dallas, Hidalgo, Lubbock, Nueces, Travis, and West Texas Service Areas
 - Amerigroup Insurance Company Jefferson, Lubbock, Nueces, and West Texas Service Areas
 - o Community First Health Plans, Inc. Bexar Service Area
 - o El Paso Health El Paso Service Area
 - o Community Health Choice Texas, Inc. Harris Service Area
- Start of Operations: September 1, 2024

STAR

- Request for Proposals (RFP) Posted: December 7, 2022
- Estimated Notice of Award: Q1 State Fiscal Year 2025
- Start of Operations: Q1 State Fiscal Year 26

STAR Kids

- RFP Posting: Q3 State Fiscal Year 24
- Estimated Notice of Award: Q1 State Fiscal Year 2026
- Start of Operations: Q1 State Fiscal Year 2027

12. Litigation Summary

Type of Consideration	Ongoing litigation-September 1, 1993
Type of Consideration	Ongoing iniguion-september 1, 1995
Summary of Consideration	<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
	(CAOs) to bring the State into compliance with the consent
	decree and to increase access to EPSDT benefits.
	Currently, six 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, (5) Outreach and Informing,
	and most recently (6) Toll Free Numbers. Part III of the
	Managed Care CAO and portions of the Adequate Supply of
	Providers CAO have also been dismissed.
Date and Report in Which	The lawsuit was filed on September 1, 1993. The consent decree
Consideration Was First	was entered on February 20, 1996. The eleven corrective action
Reported	orders were entered on April 27, 2007.
Summary of Impact	The consent decree and corrective action orders touch upon
Summary of impact	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	Estimated (as of June 2023) at 4,132,694.
Beneficiaries	

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

Type of Consideration	Ongoing litigation-June 8, 2023
Summary of Consideration	Cascades at Galveston Rehab, LP, et al was filed on June 8, 2023. Plaintiffs, Cascades at Galveston and Cascades at Jacinto, are nursing facilities who allege that HHSC wrongfully recouped QIPP State Fiscal Year (SFY) 2022 funds. Plaintiffs filed this lawsuit appealing HHSC's recoupment. Plaintiffs allege that the actions taken by HHSC were unconstitutional by failing to allow for due process of law, were without regulatory authority, and were in excess of HHSC's statutory authority. HHSC has filed an answer to this lawsuit, denying all allegations. The Office of Attorney General (OAG) will file a plea to the jurisdiction ("PTJ") seeking a dismissal of the case.
Date and Report in Which Consideration Was First Reported	The lawsuit was filed on June 8, 2023. HHSC's answer was filed on July 14, 2023.

Type of Consideration	New litigation-November 7, 2023
Summary of Consideration	On November 7, 2023, Wellpoint Insurance Company, formerly known as Amerigroup Insurance Company, filed a petition for injunctive relief in Travis County District Court against the Executive Commissioner (EC) in her official capacity, alleging that the EC acted in violation of state law when awarding contracts to MCOs for the STAR+PLUS Medicaid program. Wellpoint is asking the court to order HHSC to award them STAR+PLUS contracts in the Harris, Bexar, and El Paso Service areas.
Date and Report in Which Consideration Was First Reported	The lawsuit was filed on November 7, 2023. HHSC filed an answer and Plea to the Jurisdiction on December 8, 2023.

13. Health IT

Health Information Exchange (HIE) Connectivity Project Update

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

HIE IAPD Strategies 1-3

Strategy 1/Medicaid Provider HIE Connectivity: As of December 31, 2023, 529 providers are currently approved through Strategy 1 to join with the three local HIEs: C3HIE (formerly known as HASA), Greater Houston Healthconnect (GHH), and Rio Grande Valley HIE (doing business as Connected Care Exchange). Providers onboarded through Strategy 1 belong to 125 ambulatory practices, including Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs), and 50 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. 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.

Thus far, patient census information has been automatically obtained and ingested via the EDEN software platform for query services. This has included the capability to query and retrieve documents from HIE networks at the local and national level. These queried documents are then forwarded to Texas Medicaid. HIETexas is converting to a new process in fall of 2023, through which local HIEs will push C-CDAs to HIETexas via the Redox platform. HIETexas will then push C-CDAs to Texas Medicaid. Through this process, data mapping across the 3 contracted local HIEs will better standardize the data received by Texas Medicaid.

Strategy 3/EDEN System: In addition to those providers and hospitals onboarded to the project via Strategy 1, C3HIE sends ADT alerts from all existing hospital connections (total of 42 with four more in progress). Additionally, THSA is making direct connections with hospitals, urgent care facilities, and Skilled Nursing Facilities (SNFs)/rehabs. As of December 31, 2023, THSA has made direct connections to 157 hospitals and urgent care facilities. Seventy-four direct connections are in progress and data subscribers, including hospitals, ambulatory practices, and Medicaid Managed Care Organizations, continue to be added. ADT alerts via the local HIEs and THSA's direct hospital connections and C3HIE are also sent to EDEN subscribers. HHSC has been analyzing HIE Connectivity Project data for quality and

plans to move from test to production mode in January 2024, so that data can be used by HHS programs to improve outcomes for Medicaid beneficiaries.

PULSE

PULSE infrastructure, which interconnects disparate health information from multiple sources in response to a disaster, continues to operate and was ready for use during the 2023 hurricane season, but no Hurricanes affecting Texas occurred. PULSE allows authorized users to query 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.

The PULSE system has maintained 100% uptime from October 1st through December 31st, and THSA continues to provide PULSE demonstrations and trainings for end users.

14. Evaluation

HHSC completed the following 1115 Waiver evaluation activities during Federal Fiscal Year 2024 (DY13), Quarter one:

- HHSC attended a virtual quarterly meeting with Texas A&M University (TAMU), the external evaluator for the 1115 Waiver, on November 29, 2023. TAMU walked through key findings of Interim Report #1, covering DYs 7-11, during the quarterly meeting.
- TAMU submitted Interim Report #1, covering DYs 7-11, to HHSC on November 30, 2023. HHSC completed preliminary reviews of the report by the end of Quarter 1. The report will be submitted to CMS by March 31, 2024.
- HHSC analysts reviewed evaluation requirements for the Medically Fragile and Case Management for Children and Pregnant Women amendments (approved by CMS on November 16, 2023). HHSC will submit updates to the evaluation design in response to these amendments, to CMS within 180 calendar days after the approval of the amendments (May 14, 2024).
- HHSC and TAMU continued progress on the contract for the Evaluation Design covering DYs 10-19. HHSC sent the initial contract to TAMU on September 1, 2023. The contract was still in the final stages of review at the end of Quarter One. HHSC anticipates the contract will be executed in the near future.

Modifications to the Evaluation Design

HHSC did not make modifications to the 1115 Evaluation Designs during Federal Fiscal Year 2024, quarter one.

Description of Evaluation Findings or Reports

CMS approved TAMU's revised Interim Report on August 2, 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).

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

Table 7	. Evalu	ation	related	Delive	rables
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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
Obtain Independent External Evaluator (2017 STCs)	N/A	HHSC executed the contract with TAMU on 8/31/2019.	N/A
Interim Evaluation Report (2017 STCs)	N/A	CMS approved TAMU's revised Interim Report to CMS on 8/2/2022.	N/A

Evaluation Design Plan (2021 STCs)	N/A	CMS approved the Evaluation Design on 5/26/2022.	N/A
Obtain Independent External Evaluator (2021 STCs)	9/1/2023 ¹	HHSC received a signed Letter of Intent and Termination Notice from TAMU on 5/16/2023 confirming their intent to serve as the external evaluator for the waiver extension. HHSC sent the evaluation contract to TAMU on 9/27/2023.	No issues anticipated at this time; the contract is under final review and will be executed in the near future.
Interim Evaluation Reports (2021 STCs)	3/31/2024 ² ; 3/31/2027; 9/30/2029	TAMU submitted initial draft of Interim Report #1 to HHSC on 11/30/2023.	No issues anticipated at this time
Summative Evaluation Report (2021 STCs)	3/30/2032		No issues anticipated at this time

Notes. ¹ Obtaining an external evaluator was originally slated to be completed by 5/26/2023. However, due to budgeting and contract considerations, HHSC updated this date to 9/1/2023. ² Interim Evaluation Report #1 under the 2021 STCs replaced the Summative Evaluation Report previously required under the 2017 STCs.

15. 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.

16. Post Award Forum

This update will be provided in the quarterly report in which the forum is held and in the next annual report.

Medicaid Section 1115 Monitoring Report

Texas Healthcare Transformation and Quality Improvement Program Demonstration Year DY13: October 1, 2023 – September 30, 2024 State Fiscal Year FY24: September 1, 2023 – August 31, 2024

17. 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 quarterly Dental, STAR, STAR Kids and STAR+PLUS enrollment summaries.

Attachment B2 - Medicaid Enrollment Reports. Includes Medicaid Enrollment Reports from December 2022 through February 2023.

Attachments C1, C2, C3 - Provider Network and Methodology. These 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 attachment summarizes Dental, STAR, STAR Kids, and STAR+PLUS out-of-network utilization.

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

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

Attachment L – D-047 CMS Narrative 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 – Service Coordination Report. The attachment outlines STAR MSHCN, STAR Kids, and STAR+PLUS details by SDA and MCO.

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

adjudication results.

Attachment A Managed Care Plans by Service Area SFY24

Service Area	STAR	STAR+PLUS	STAR Kids
	Aetna Better Health	Amerigroup	Community First Health Plans
Bexar	Amerigroup	Molina Healthcare of Texas	Superior HealthPlan
Dexai	Community First Health Plans	Superior HealthPlan	
	Superior HealthPlan		
	Amerigroup	Molina Healthcare of Texas	Amerigroup
Dallas	Molina Healthcare of Texas	Superior HealthPlan	Aetna Better Health
	Parkland Community Health Plan		
	El Paso Health	Amerigroup	Amerigroup
El Paso	Molina Healthcare of Texas	Molina Healthcare of Texas	Superior HealthPlan
	Superior HealthPlan		
	Amerigroup	Amerigroup	Amerigroup
	Community Health Choice	Molina Healthcare of Texas	Texas Children's Health Plan
Harris	Molina Healthcare of Texas	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
	Texas Children's Health Plan		
	UnitedHealthcare Community Plan		
	Driscoll Children's Health Plan		Driscoll Health Plan
Hidalgo	Molina Healthcare of Texas	Molina Healthcare of Texas	Superior HealthPlan
muargo	Superior HealthPlan	Superior HealthPlan	UnitedHealthcare Community Plan
	UnitedHealthcare Community Plan		
	Amerigroup	Amerigroup	Texas Children's Health Plan
	Community Health Choice	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Jefferson	Molina Healthcare of Texas	UnitedHealthcare Community Plan	
	Texas Children's Health Plan		
	UnitedHealthcare Community Plan		
	Amerigroup	Amerigroup	Amerigroup
Lubbock	FirstCare Health Plans	Superior HealthPlan	Superior HealthPlan
	Superior HealthPlan		
MRSA	Amerigroup	Superior HealthPlan	Blue Cross Blue Shield of Texas
Central	Right Care from Scott & White	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
Central	Superior HealthPlan		
MRSA	Amerigroup	Molina Healthcare of Texas	Texas Children's Health Plan
Northeast	Superior HealthPlan	UnitedHealthcare Community Plan	UnitedHealthcare Community Plan
MRSA	Amerigroup	Amerigroup	Amerigroup
	FirstCare Health Plans	Superior HealthPlan	Superior HealthPlan
West	Superior HealthPlan		
	Driscoll Health Plan	Superior HealthPlan	Driscoll Health Plan
Nueces	Superior HealthPlan	UnitedHealthcare Community Plan	Superior HealthPlan
	UnitedHealthcare Community Plan		
	Aetna Better Health	Amerigroup	Aetna Better Health
Tarrant	Amerigroup	Molina Healthcare of Texas	Cook Children's Health Plan
	Cook Children's Health Plan		
	Blue Cross Blue Shield of Texas	Amerigroup	Blue Cross Blue Shield of Texas
Travis	Dell Children's Medical Center	UnitedHealthcare Community Plan	Superior HealthPlan
	Superior HealthPlan		· ·
	DentaQuest USA Insuance Compan	v. Inc.	
Statewide	MCNA Insuarance Company		
	United HealthCare Dental		
		I	

Attachment B1 Enrollment Summary SFY23 Q1-Q4 SFY24 Q1 Report

Program	SDA	мсо	Q1	Market Share	Q2	Market Share	Q3	Market Share	Q4	Market Share
		DentaQuest	2,102,517	54%	2,239,397	53%	2,256,998	53%	1,973,437	53%
Dental	Statewide	MCNA	1,388,291	35%	1,477,026	35%	1,485,154	35%	1,297,032	35%
		United Dental	436,872	11%	500,233	12%	521,419	12%	486,687	13%
Dental Total		-	3,927,680	100%	4,216,656	100%	4,263,571	100%	3,757,156	100%
STAR		Aetna	37,712	1%	41,717	1%	42,989	1%	37,944	1%
	Bexar	Amerigroup	15,849	0%	17,524	0%	17,819	0%	15,682	0%
		Community First	160,853	4%	177,504	4%	180,638	4%	158,868	4%
		Superior	170,350	4%	187,370	4%	191,798	4%	172,571	4%
		Amerigroup	310,024	7%	343,381	7%	351,375	7%	306,519	7%
	Dallas	Molina	46,102	1%	51,453	1%	53,183	1%	47,356	1%
		Parkland	219,054	5%	242,227	5%	246,813	5%	215,447	5%
		El Paso First	92,942	2%	102,790	2%	104,656	2%	92,203	2%
	El Paso	Molina	5,877	0%	6,475	0%	6,678	0%	5,942	0%
		Superior	63,528	1%	69,469	1%	70,716	1%	61,986	1%
		Amerigroup	108,723	3%	119,069	2%	120,778	2%	105,218	2%
		СНС	335,399	8%	372,691	8%	379,815	8%	337,612	8%
	Harris	Molina	17,254	0%	19,206	0%	20,108	0%	18,366	0%
		Texas Children's	469,130	11%	517,343	11%	527,139	11%	462,092	11%
		United	135,450	3%	152,307	3%	157,849	3%	142,360	3%
		Driscoll Children's	141,717	3%	158,205	3%	161,643	3%	146,873	3%
	Hidalgo	Molina	54,097	1%	59,172	1%	59,859	1%	51,938	1%
		Superior	190,781	4%	210,395	4%	213,864	4%	189,631	4%
		United	66,411	2%	72,192	2%	72,577	1%	63,949	1%
		Amerigroup	11,515	0%	12,671	0%	13,002	0%	11,741	0%
		СНС	30,840	1%	34,270	1%	34,954	1%	31,350	1%
	Jefferson	Molina	5,494	0%	6,070	0%	6,187	0%	5,680	0%
		Texas Children's	49,543	1%	55,341	1%	56,673	1%	50,732	1%
		United	28,318	1%	31,656	1%	32,524	1%	29,296	1%
		Amerigroup	13,474	0%	14,891	0%	15,122	0%	13,342	0%
	Lubbock	FirstCare	50,631	1%	56,214	1%	57,344	1%	51,156	1%
		Superior	47,462	1%	52,044	1%	52,800	1%	46,511	1%
		Amerigroup	27,394	1%	30,058	1%	30,509	1%	26,867	1%
	MRSA Central	Scott & White	63,579	1%	69,971	1%	71,487	1%	63,288	1%
		Superior	116,169	3%	128,382	3%	131,174	3%	115,725	3%
	MRSA Northeast	Amerigroup	96,886	2%	107,024	2%	109,270	2%	96,137	2%
	WINSA NUTTIE	Superior	156,576	4%	173,244	4%	176,648	4%	156,859	4%
		Amerigroup	48,618	1%	53,365	1%	54,418	1%	47,753	1%
	MRSA West	FirstCare	60,368	1%	67,243	1%	68,948	1%	61,486	1%
		Superior	127,829	3%	141,583	3%	145,111	3%	128,372	3%
		Driscoll Children's	90,660	2%	99,864	2%	101,708	2%	90,808	2%
	Nueces	Superior	28,404	1%	31,201	1%	31,697	1%	28,074	1%
		United	4,795	0%	5,168	0%	5,237	0%	4,384	0%
		Aetna	92,408	2%	103,779	2%	107,793	2%	97,100	2%
	Tarrant	Amerigroup	175,219	4%	193,673	4%	198,145	4%	172,484	4%
		Cook Children's	154,594	4%	170,317	4%	173,579	4%	149,945	3%
	-	BCBS	54,320	1%	60,167	1%	61,799	1%	54,625	1%
	Travis	DELL	42,027	1%	46,231	1%	47,490	1%	41,028	1%
		Superior	128,494	3%	141,852	3%	144,867	3%	127,977	3%
STAR Total	1	•	4,346,870	85%	4,806,769	87%	4,908,783	87%	4,335,277	85%
STAR Kids		Community First	7,778	5%	7,745	5%	7,732	5%	7,639	5%
	Bexar	Superior	7,165	4%	7,148	4%	7,172	4%	7,196	4%
		Aetna	7,060	4%	7,070	4%	7,077	4%	7,080	4%
	Dallas	Amerigroup	15,495	9%	15,420	9%	15,427	9%	15,361	9%
		Amerigroup	1,431	1%	1,427	1%	1,451	9% 1%	1,443	5% 1%
	El Paso	Superior	3,586	2%	3,579	2%	3,568	2%	3,581	2%
		Amerigroup	6,971	4%	6,959	4%	6,945	4%	6,945	4%
	Harris	Texas Children's	21,926	13%	21,882	13%	22,023	13%	22,053	13%
		United	10,160		10,162		10,197	6%	10,202	
				6%	10,102	6%		6% 4%	6,748	6%
				407	6 600	A01			0.748	4%
	Hidalgo	Driscoll Children's	6,623	4%	6,682	4%	6,755			
	Hidalgo	Driscoll Children's Superior	6,623 9,695	6%	9,764	6%	9,779	6%	9,837	6%
	Hidalgo	Driscoll Children's Superior United	6,623 9,695 6,268	6% 4%	9,764 6,182	6% 4%	9,779 6,164	6% 4%	9,837 6,068	4%
	Hidalgo Jefferson	Driscoll Children's Superior United Texas Children's	6,623 9,695 6,268 2,932	6% 4% 2%	9,764 6,182 2,933	6% 4% 2%	9,779 6,164 2,942	6% 4% 2%	9,837 6,068 2,979	4% 2%
		Driscoll Children's Superior United Texas Children's United	6,623 9,695 6,268 2,932 2,304	6% 4% 2% 1%	9,764 6,182 2,933 2,310	6% 4% 2% 1%	9,779 6,164 2,942 2,332	6% 4% 2% 1%	9,837 6,068 2,979 2,319	4% 2% 1%
		Driscoll Children's Superior United Texas Children's United Amerigroup	6,623 9,695 6,268 2,932 2,304 1,448	6% 4% 2% 1%	9,764 6,182 2,933 2,310 1,412	6% 4% 2% 1%	9,779 6,164 2,942 2,332 1,408	6% 4% 2% 1%	9,837 6,068 2,979 2,319 1,409	4% 2% 1% 1%
	Jefferson	Driscoll Children's Superior United Texas Children's United Amerigroup Superior	6,623 9,695 6,268 2,932 2,304 1,448 2,110	6% 4% 2% 1% 1%	9,764 6,182 2,933 2,310 1,412 2,130	6% 4% 2% 1% 1%	9,779 6,164 2,942 2,332 1,408 2,133	6% 4% 2% 1% 1%	9,837 6,068 2,979 2,319 1,409 2,142	4% 2% 1% 1%
	Jefferson	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953	6% 4% 2% 1% 1% 1% 3%	9,764 6,182 2,933 2,310 1,412 2,130 4,984	6% 4% 2% 1% 1% 1% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002	6% 4% 2% 1% 1% 3%	9,837 6,068 2,979 2,319 1,409 2,142 5,001	4% 2% 1% 1% 3%
	Jefferson	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953 4,620	6% 4% 2% 1% 1% 3% 3%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561	6% 4% 2% 1% 1% 1% 3% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515	6% 4% 2% 1% 1% 3% 3%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461	4% 2% 1% 1% 1% 3% 3%
	Jefferson	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United Texas Children's	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953 4,620 5,676	6% 4% 2% 1% 1% 3% 3% 3%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561 5,683	6% 4% 2% 1% 1% 3% 3% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702	6% 4% 2% 1% 1% 3% 3% 3%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696	4% 2% 1% 1% 3% 3% 3%
	Jefferson Lubbock MRSA Central	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United Texas Children's United	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953 4,620 5,676 5,678	6% 4% 2% 1% 1% 3% 3% 3% 3% 3%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561 5,683 5,662	6% 4% 2% 1% 1% 3% 3% 3% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702 5,626	6% 4% 2% 1% 1% 3% 3% 3% 3%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696 5,610	4% 2% 1% 1% 3% 3% 3% 3%
	Jefferson Lubbock MRSA Central MRSA Northeast	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United Texas Children's United Amerigroup	6,623 9,695 6,268 2,332 2,334 1,448 2,110 4,953 4,620 5,676 5,678 3,223	6% 4% 2% 1% 1% 3% 3% 3% 3% 2%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561 5,683 5,662 3,188	6% 4% 2% 1% 1% 3% 3% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702 5,626 3,100	6% 4% 2% 1% 1% 3% 3% 3% 3% 2%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696 5,610 3,074	4% 2% 1% 1% 3% 3% 3% 3%
	Jefferson Lubbock MRSA Central	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United Texas Children's United	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953 4,620 5,676 5,678	6% 4% 2% 1% 1% 3% 3% 3% 3% 3%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561 5,683 5,662	6% 4% 2% 1% 1% 3% 3% 3% 3%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702 5,626	6% 4% 2% 1% 1% 3% 3% 3% 3%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696 5,610	6% 4% 2% 1% 1% 3% 3% 3% 3% 2% 2%
	Jefferson Lubbock MRSA Central MRSA Northeast MRSA West	Driscoll Children's Superior United Texas Children's United Amerigroup Superior BCBS United Texas Children's United Amerigroup	6,623 9,695 6,268 2,332 2,334 1,448 2,110 4,953 4,620 5,676 5,678 3,223	6% 4% 2% 1% 1% 3% 3% 3% 3% 2%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,561 5,683 5,662 3,188	6% 4% 2% 1% 1% 3% 3% 3% 2%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702 5,626 3,100	6% 4% 2% 1% 1% 3% 3% 3% 3% 2%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696 5,610 3,074	4% 2% 1% 1% 3% 3% 3% 3% 2%
	Jefferson Lubbock MRSA Central MRSA Northeast	Driscoll Children's Superior United United Amerigroup Superior BCBS United Texas Children's United Amerigroup Superior	6,623 9,695 6,268 2,932 2,304 1,448 2,110 4,953 4,620 5,676 5,678 3,223 4,014	6% 4% 2% 1% 1% 3% 3% 3% 3% 3% 2% 2%	9,764 6,182 2,933 2,310 1,412 2,130 4,984 4,551 5,682 5,662 3,188 4,079	6% 4% 2% 1% 1% 3% 3% 3% 3% 2% 2%	9,779 6,164 2,942 2,332 1,408 2,133 5,002 4,515 5,702 5,626 3,100 4,140	6% 4% 2% 1% 1% 3% 3% 3% 3% 3% 2% 2%	9,837 6,068 2,979 2,319 1,409 2,142 5,001 4,461 5,696 5,610 3,074 4,204	4% 2% 1% 1% 3% 3% 3% 2% 2%

Attachment B1 Enrollment Summary SFY23 Q1-Q4 SFY24 Q1 Report

Program	SDA	мсо	Q1	Market Share	Q2	Market Share	Q3	Market Share	Q4	Market Share
		Cook Children's	9,761	6%	9,739	6%	9,679	6%	9,589	6%
	Travis	BCBS	4,004	2%	3,995	2%	3,970	2%	3,913	2%
	TI dvis	Superior	3,782	2%	3,758	2%	3,770	2%	3,752	2%
STAR Kids Total			170,000	3%	169,798	3%	170,030	3%	169,685	3%
STAR+PLUS		Amerigroup	11,095	2%	11,199	2%	11,313	2%	11,347	2%
	Bexar	Molina	8,012	1%	7,950	1%	7,987	1%	7,922	1%
		Superior	30,932	5%	31,355	5%	31,693	5%	31,713	5%
	Dallas	Molina	37,693	7%	37,858	7%	38,226	7%	38,040	7%
	Dallas	Superior	30,663	5%	31,218	5%	31,566	5%	31,709	5%
	El Paso	Amerigroup	11,941	2%	12,132	2%	12,284	2%	12,395	2%
	ELPASO	Molina	10,596	2%	10,689	2%	10,756	2%	10,742	2%
		Amerigroup	39,642	7%	39,883	7%	40,417	7%	40,912	7%
	Harris	Molina	12,981	2%	13,145	2%	13,306	2%	13,439	2%
		United	65,065	11%	66,162	11%	67,173	12%	67,742	12%
	Hidalgo	Molina	29,063	5%	29,103	5%	29,347	5%	29,321	5%
	Hidaigo	Superior	35,153	6%	35,794	6%	36,212	6%	36,448	6%
		Amerigroup	5,985	1%	5,984	1%	5,987	1%	5,871	1%
	Jefferson	Molina	5,262	1%	5,227	1%	5,241	1%	5,151	1%
		United	9,363	2%	9,585	2%	9,784	2%	9,835	2%
	Lubbock	Amerigroup	6,733	1%	6,826	1%	6,878	1%	6,720	1%
	LUDDOCK	Superior	7,368	1%	7,448	1%	7,504	1%	7,449	1%
	MRSA Central	Superior	16,816	3%	16,920	3%	16,877	3%	16,511	3%
	WINGA CEITUAI	United	15,934	3%	16,097	3%	16,283	3%	16,276	3%
	MRSA Northeast	Molina	17,144	3%	16,984	3%	16,824	3%	16,372	3%
	WINSA NOTTIE	United	30,549	1%	31,153	1%	31,580	5%	31,422	5%
	MRSA West	Amerigroup	15,553	3%	15,598	3%	15,656	3%	15,463	3%
	WINGA West	Superior	21,405	4%	21,690	4%	21,830	4%	21,554	4%
	Nueces	Superior	10,756	2%	10,862	2%	10,973	2%	10,976	2%
		United	10,765	2%	10,889	2%	10,975	2%	10,857	2%
	Tarrant	Amerigroup	34,369	6%	34,822	6%	35,272	6%	35,307	6%
		Molina	12,082	0%	12,298	0%	12,408	2%	12,391	2%
	Travis	Amerigroup	10,601	2%	10,548	2%	10,441	2%	10,213	2%
	11 dvis	United	17,337	3%	17,774	3%	18,050	3%	17,971	3%
STAR PLUS Total			570,858	11%	577,193	10%	582,843	10%	582,069	11%
STAR, STAR Kids,	and STAR+PLUS Tota	1	5,087,728	100%	5,553,760	100%	5,661,656	100%	5,087,031	100%

Medicaid Enrollment Report, as of March 2023 Compiled in October 2023

	MEDICAID ENROLLMENT			
	BY MODEL			
	<u>Full Benefits Only ⁽¹⁾</u>		I	
	Clients	Percent		
MEDICAID (Full Benefits)	5,869,989			
Fee For Service	155,190	2.6%		
Managed Care	5,714,799	97.4%		
	Total Clients (Full and Partial Benefits)		Chang	ge
	Clients	Percent	from Prior	Mont
TOTAL MEDICAID	6,642,305		0.7%	<u></u>
Fee For Service	927,506	14.0%	0.4%	1
Managed Care	5,714,799	86.0%	0.7%	•

	MEDIO	AID ENROLLMENT	(Full and	Partial Bene	fits)		
BY MCO		Total Clients		Percent		Change	
PROGRAM				of Total	from	Prior Month	
STAR		4	,888,699	86%	0.7	79%	•
STAR+PLUS			576,571	10%	0.4	15%	•
Dual Demo			32,687	1%	-1.	94%	- 🌵
STAR Health			46,901	1%	0.3	35%	•
STAR Kids			169,941	3%	0.06%		•
TOTAL MCO		5	,714,799		0.71%		
ST	AR+PLUS and I	MMP HOME AND C	OMMUNI	TY BASED SI	ERVICES (HC	BS)	
	Med Only	Dual Eligibles	Demo	Total	% of Total	Chan	ge
						from Prior	Month
SSI	20,811	23,533	3,004	47,348	75%	0.3%	•
SSI-Related MAO	455	14,883	864	16,202	25%	0.5%	•
TOTAL HCBS	21,266	38,416	3.868	63,550		0.35%	•

(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.

Prepared by Medicaid CHIP Data Analytics at DAP on 10/09/2023 and verified by System Forecasting, HHSC.

STAR KI	DS:	
ENROLLMENT		
мсо	Clients	Market Share
Superior	31,761	18.7%
Texas Children's	30,535	18.0%
Jnited	28,869	18.0%
merigroup	28,393	16.7%
Anengroup Aetna		7.7%
etha Priscoll Children's	13,128	6.4%
Cook Children's	10,806	
	9,717	5.7%
BCBS	8,977	5.3%
Community First	7,755	4.6%
		0.0%
OTAL	169,941	
STAR KII ENROLLMENT BY		
RISK GROUP	Clients	Market
RISK GROUP	Clients	Share
1	493	0.3%
-5	15,676	9.2%
5-14	75,602	44.5%
5-21	67,484	39.7%
ADCP Waiver	6,118	3.6%
ES Waiver	1,133	0.7%
DD Waiver	3,435	2.0%
TOTAL	169,941	
STAR+PLUS and	d MMP BY	
ELIGIBILITY RIS	K GROUP	
Risk Group	Total	Percent
ommunity	507,984	83.4%
		83.4% 73.6%
Non-HCBS (State Plan)	507,984	
Non-HCBS (State Plan) • Non-Medicare	507,984 448,302	73.6%
Non-HCBS (State Plan) Non-Medicare Medicare	507,984 448,302 201,934 246,368	73.6% 33.1%
Non-HCBS (State Plan) Non-Medicare Medicare HCBS (STAR+PLUS Waiver)	507,984 448,302 201,934	73.6% 33.1% 40.4%
Non-HCBS (State Plan) • Non-Medicare • Medicare HCBS (STAR+PLUS Waiver) • Non-Medicare	507,984 448,302 201,934 246,368 59,682	73.6% 33.1% 40.4% 9.8%
Non-HCBS (State Plan) • Non-Medicare • Medicare HCBS (STAR+PLUS Waiver) • Non-Medicare • Medicare	507,984 448,302 201,934 246,368 59,682 21,266 38,416	73.6% 33.1% 40.4% 9.8% 3.5% 6.3%
Non-HCBS (State Plan) • Non-Medicare • Medicare HCBS (STAR+PLUS Waiver) • Non-Medicare • Medicare Nursing Facility	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3%
Non-HCBS (State Plan) • Non-Medicare • Medicare HCBS (STAR+PLUS Waiver) • Non-Medicare Nursing Facility • Non-Medicare	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9%
Non-HCBS (State Plan) • Non-Medicare • Medicare HCBS (STAR+PLUS Waiver) • Non-Medicare • Medicare Vursing Facility Non-Medicare Dual Eligible	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4%
Non-HCBS (State Plan) Non-Medicare Medicare HCBS (STAR+PLUS Waiver) Non-Medicare Warsing Facility Non-Medicare Dual Eligible DD	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799 17,777	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4% 2.9%
Non-HCBS (State Plan) Non-HCBS (State Plan) Medicare HCBS (STAR+PLUS Waiver) HCBS (STAR+PLUS Waiver) Non-Medicare Vursing Facility Non-Medicare Dual Eligible DD MMP	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799 17,777 32,687	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4% 2.9% 5.4%
Non-HCBS (State Plan) Non-Hedicare Medicare HCBS (STAR+PLUS Waiver) Non-Medicare Medicare Nursing Facility Non-Medicare Dual Eligible DD MMP State Plan	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799 17,777 32,687 25,792	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4% 2.9% 5.4% 4.2%
Community Non-HCBS (State Plan) Non-Medicare HCBS (STAR+PLUS Waiver) HCBS (STAR+PLUS Waiver) HCBS (STAR+PLUS Waiver) HCBS (STAR+PLUS Waiver Uate Eligible DD MMP State Plan Stat	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799 17,777 32,687 25,792 3,868	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4% 2.9% 5.4% 4.2% 0.6%
Non-HCBS (State Plan) Non-Hedicare Medicare HCBS (STAR+PLUS Waiver) Non-Medicare Medicare Nursing Facility Non-Medicare Dual Eligible DD MMP State Plan	507,984 448,302 201,934 246,368 59,682 21,266 38,416 44,544 5,745 38,799 17,777 32,687 25,792	73.6% 33.1% 40.4% 9.8% 3.5% 6.3% 7.3% 0.9% 6.4% 2.9% 5.4% 4.2%

ENROLLMENT BY			
	MEDICAID MCOs		MEDICAID
0	Clients	Market	
		Share	
	1,396,235	24.4%	
	1,081,712	18.9%	
en's	611,298	10.7%	<1
	450,950	7.9%	1-5
	413,645	7.2%	6-18
	289,142	5.1%	19-20
ren's	273,615	4.8%	21-64
	246,329	4.3%	65+
irst	187,850	3.3%	TOTAL
n's	182,645	3.2%	
	162,397	2.8%	
	126,081	2.2%	
	104,364	1.8%	< 21
e	71,242	1.2%	>=21
-	70,254	1.2%	TOTAL
	47,040	0.8%	
	47,040	0.8%	
		0.0%	
		0.0%	White
		0.0%	Black
	5 714 700	0.0%	
	5,714,799		Hispanic
			Other
ENROLLMENT BY	Clients	Market	Unknown TOTAL
0	Clients	Share	TOTAL
	2 2 4 0 7 0 0		
	2,249,700 1,482,807	53.1%	
		35.0%	ch.
		44.00/	Chi
1	502,379	11.9%	CCL Child
l		11.9%	SSI Child
l	502,379	11.9%	SSI Related MAO
1	502,379	11.9%	SSI Related MAO Newborn
1	502,379	11.9%	SSI Related MAO Newborn Child 1-21
I	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾
1	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad
I	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Adi Pregnant Women
1	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Add Pregnant Women SSI Adult ⁽⁴⁾
1	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Add Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO
	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ^[3] Ad Pregnant Women SSI Adult ^[4] SSI Related MAO Parent
1	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC
1	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Ott
1	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Ott Emergency (Partial)
ıl	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ^(B) Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Emergency (Partial Dual Eligibles
<u>1</u>	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC COtt Emergency (Partial
1	502,379	11.9%	SSI Related MAO Newborn Child 1-21 Medically Needy ^(B) Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Emergency (Partial Dual Eligibles
1	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Ott Emergency (Partial) Dual Eligibles HTW XIX
1	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ⁽³⁾ Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Ott Emergency (Partial) Dual Eligibles HTW XIX
	502,379		SSI Related MAO Newborn Child 1-21 Medically Needy ^[3] Ad Pregnant Women SSI Adult ⁽⁴⁾ SSI Related MAO Parent MBCC Dual Eligibles HTW XIX

AGE	CATEGORY	Den
	Clients	Percent
	249,307	3.8%
	1,143,005	17.2%
	2,692,647	40.5%
	323,000	4.9%
	1,738,408	26.2%
	495,938	7.5%
L	6,642,305	
AGE	CATEGORY	
	Clients	Percent
	4,407,959	66.4%
	2,234,346	33.6%
<u>ــــــــــــــــــــــــــــــــــــ</u>	6,642,305	
RACE	/ETHNICITY	
	Clients	Percent
2	1,113,756	16.8%
	1,012,282	15.2%
nic	3,222,809	48.5%
	141,418	2.1%
own	1,152,035 6,642,300	17.3%
1L	0,042,300	
ELIGIBILI	TY CATEGORY	
Client	S	Percent
Children		
nild	161,756	2.4%
lated MAO	5,466	0.1%
orn	246,312	3.7%
1-21	4,041,299	60.8%
cally Needy ⁽³⁾	71	0.0%
Adults		
ant Women	489,284	7.4%
dult ⁽⁴⁾	553,974	8.3%
lated MAO	100,354	1.5%
it .	264,865	4.0%
Other Draw	6,608	0.1%
Other Prog		0.10/
gency (Partial)	7,789	0.1% 4.9%
Eligibles XIX	327,560	4.9%
XIX L ⁽⁵⁾	436,967 6,642,305	0.6%
<u></u>	0,042,305	
Sub	-Category	
	n above groups)	
(included i		

Medicaid Enrollment Report, as of April 2023 Compiled in November 2023

	MEDICAID ENROLLMENT			
	BY MODEL			
	5 H.D (1)		1	
	Full Benefits Only ⁽¹⁾			
	Clients	Percent		
MEDICAID (Full Benefits)	5,902,305			
Fee For Service	146,514	2.5%		
Managed Care	5,755,791	97.5%		
	Total Clients (Full and Partial Benefits)		Chang	~
	Clients	Percent	from Prior	Mont
TOTAL MEDICAID	6,677,134		0.5%	- 1
Fee For Service	921,343	13.8%	-0.7%	- 4
Managed Care	5,755,791	86.2%	0.7%	1

	MEDIC	AID ENROLLMENT	(Full and	Partial Bene	fits)		
BY MCO		Total Clients		Percent		Change	
PROGRAM				of Total	from	Prior Month	1
STAR		4	,927,594	86%	0.8	30%	•
STAR+PLUS			578,158	10%	0.2	28%	•
Dual Demo			32,660	1%	-0.	08%	- 🌵
STAR Health			47,227	1%	0.7	70%	•
STAR Kids		170,152		3%	6 0.12%		•
TOTAL MCO		5,755,791			0.7	72%	Ť
ST	AR+PLUS and N	MMP HOME AND C	OMMUNI	TY BASED SE	ERVICES (HC	BS)	
	Med Only	Dual Eligibles	Demo	Total	% of Total	Chan	
						from Prior	Month
SSI	20,922	23,693	2,985	47,600	74%	0.5%	•
SSI-Related MAO	463	14,990	865	16,318	26%	0.7%	•
TOTAL HCBS	21,385	38,683	3,850	63,918		0.58%	•

(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.

Prepared by Medicaid CHIP Data Analytics at DAP on 11/08/2023 and verified by System Forecasting, HHSC.

STAR KIE	DS:		1
ENROLLMENT	ENROLLMENT BY MCOs		
мсо	Clients	Market Share	Currenter
Guardian	21.010	18.7%	Superior
Superior	31,810		Amerigroup
Texas Children's	30,633	18.0%	Texas Children
United	28,857	17.0%	United
Amerigroup	28,399	16.7%	СНС
Aetna	13,154	7.7%	Molina
Driscoll Children's	10,861	6.4%	Driscoll Childre
Cook Children's	9,705	5.7%	Parkland
BCBS	8,979	5.3%	Community Fir
Community First	7,754	4.6%	Cook Children
		0.0%	Aetna
TOTAL	170,152		FirstCare
			El Paso First
STAR KIE ENROLLMENT BY I			Scott & White
-			BCBS
RISK GROUP	Clients	Market Share	Dell
<1	480	0.3%	
1-5	15,798	9.3%	
6-14	75,557	44.4%	
15-21	67,612	39.7%	TOTAL
MDCP Waiver	6,154	3.6%	
YES Waiver	1,127	0.7%	
IDD Waiver	3,424	2.0%	мсо
TOTAL	170,152		
			DentaQuest
STAR+PLUS and	MMP BY		MCNA
ELIGIBILITY RIS	K GROUP		United Dental
Risk Group	Total	Percent	TOTAL
Community	509,502	83.4%	
 Non-HCBS (State Plan) 	449,434	73.6%	
 Non-Medicare 	202,268	33.1%	
Medicare	247,166	40.5%	
 HCBS (STAR+PLUS Waiver) 	60,068	9.8%	
 Non-Medicare 	21,385	3.5%	
Medicare	38,683	6.3%	
Nursing Facility	44,535	7.3%	
Non-Medicare	5,739	0.9%	
Dual Eligible	38,796	6.4%	
	17,819	2.9%	
IDD			
	32,660	5.3%	
MMP	32,660 25,757	4.2%	
	25,757	4.2%	
MMP • State Plan • STAR+PLUS Waiver	25,757 3,850	4.2% 0.6%	

NROLLMENT BY	MEDICAID MCOs		MEDICAID DEMO	GRAPHIC DIS
	Clients	Market Share		
	1,405,987	24.4%	AGE	CATEGORY
	1,088,980	18.9%		Clients
's	615,842	10.7%	<1	
	454,132	7.9%	1-5	
	416,308	7.2%	6-18	
	290,802	5.1%	19-20	
n's	275,586	4.8%	21-64	
	248,186	4.3%	65+	
st	189,058	3.3%	TOTAL	
	183,896	3.2%		
	164,438	2.9%	AGE	CATEGORY
	127,135	2.2%		Clients
	105,133	1.8%	< 21	
	71,851	1.2%	>=21	
	70,939	1.2%	TOTAL	
	47,518	0.8%		
		0.0%	RACE	/ETHNICITY
		0.0%		Clients
		0.0%	White	
		0.0%	Black	
	5,755,791		Hispanic	
			Other	
ENROLLMENT BY	Y DENTAL MCOs		Unknown	
	Clients	Market Share	TOTAL	
	2,257,410	53.0%	ELIGIBIL	ITY CATEGOR
	1,486,724	34.9%	Clien	ts
	513,301	12.1%	Children	
	4,257,435		SSI Child	
			SSI Related MAO	
			Newborn	
			Child 1-21	
			Medically Needy (3)	
			Adults	
			Pregnant Women	
			SSI Adult ⁽⁴⁾	
			SSI Related MAO	
			Parent	
			MBCC	
			Other Prog	rams
			Emergency (Partial)	
			Dual Eligibles	
			HTW XIX	
			TOTAL (5)	
			Sut	o-Category
			(included	in above grou
				o-Category in above grou

MEDICAID DEMOGRAPHIC D	ISTRIBUTION	
AGE CATEGORY		
Client	ts	Percent
	247,258	3.7%
	1,146,302	17.2%
	2,701,234	40.5%
I	326,139	4.9%
	1,758,207	26.3%
	497,994	7.5%
AL.	6,677,134	
AGE CATEGORY		
Client	ts	Percent
	4,420,933	66.2%
	2,256,201	33.8%
AL .	6,677,134	
RACE/ETHNICITY	<u>ر ا</u>	
Clien		Percent
2	1,117,839	16.7%
	1,017,353	15.2%
nic	3,238,358	48.5%
r	142,328	2.1%
own	1,161,251	17.4%
AL.	6,677,129	
ELIGIBILITY CATEGO	DRY	
Clients		Percent
Children		
nild	161,967	2.4%
elated MAO	5,450	0.1%
oorn	244,240	3.7%
1-21	4,064,345	60.9%
cally Needy ⁽³⁾	51	0.0%
Adults		
ant Women	495,541	7.4%
dult ⁽⁴⁾	555,351	8.3%
elated MAO	100,700	1.5%
it	268,011	4.0%
2	6,649	0.1%
Other Programs		
gency (Partial)	7,290	0.1%
Eligibles	328,543	4.9%
0	526,545	

6,677,134

73,887

1.1%

Medicaid Enrollment Report, as of May 2023 Compiled in December 2023

	MEDICAID ENROLLMENT			
	BY MODEL			
	Full Benefits Only ⁽¹⁾			
	Clients	Percent		
MEDICAID (Full Benefits)	5,930,210			
Fee For Service	143,886	2.4%		
Managed Care	5,786,324	97.6%		
	Total Clients (Full and Partial Benefits)		Chang	ge
	Clients	Percent	from Prior	Mon
TOTAL MEDICAID	6,707,970		0.5%	1
Fee For Service	921,646	13.7%	0.0%	- 1
Managed Care	5,786,324	86.3%	0.5%	- 4

	MEDIO	CAID ENROLLMENT	(Full and	Partial Bene	efits)		
BY MCO	Total Clients Percent			Percent		Change	
PROGRAM				of Total	from	Prior Month	i.
STAR		4	,955,854	86%	0.5	57%	4
STAR+PLUS			580,674	10%	0.4	14%	- 1
Dual Demo			32,166	1%	-1.	51%	- 4
STAR Health		47,511			6 0.60%		1
STAR Kids		170,119			% -0.02%		- 4
TOTAL MCO	5,786,324				0.53%		1
ST	AR+PLUS and N	MMP HOME AND C	OMMUNI	TY BASED S	ERVICES (HC	BS)	
	Med Only	Dual Eligibles	Demo	Total	% of Total	Chang from Prior	~
SSI	21,059	23,830	2,962	47,851	74%	0.5%	4
SSI-Related MAO	461	15,102	850	16,413	26%	0.6%	- 1
TOTAL HCBS	21,520	38,932	3,812	64,264		0.54%	4

(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.

Prepared by Medicaid CHIP Data Analytics at DAP on 12/11/2023 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs					
мсо	Clients	Market Share			
Superior	31,840	18.7%			
Texas Children's	30,676	18.0%			
United	28,856	17.0%			
Amerigroup	28,336	16.7%			
Aetna	13,165	7.7%			
Driscoll Children's	10,856	6.4%			
Cook Children's	9,684	5.7%			
BCBS	8,970	5.3%			
Community First	7,736	4.5%			
		0.0%			
TOTAL	170,119				

TOTAL	170,115					
STAR KIDS: ENROLLMENT BY RISK GROUP						
RISK GROUP	Clients	Market Share				
<1	483	0.3%				
1-5	15,888	9.3%				
6-14	75,347	44.3%				
15-21	67,691	39.8%				
MDCP Waiver	6,179	3.6%				
YES Waiver	1,126	0.7%				
IDD Waiver	3,405	2.0%				
TOTAL	170,119					
STAR+PLUS and ELIGIBILITY RISI						
Risk Group	Total	Percent				
Community	511,754	83.5%				
Non-HCBS (State Plan)	451,302	73.6%				
 Non-Medicare 	202,662	33.1%				
Medicare	248,640	40.6%				
HCBS (STAR+PLUS Waiver)	60,452	9.9%				
•• Non-Medicare	21,520	3.5%				
 Medicare 	38,932	6.4%				

44,732

5,756

38,976

17,868

32,166

25,336

3,812

3,018

6,320

612,840

7.3%

0.9%

6.4%

2.9%

5.2%

4.1%

0.6%

0.5%

1.0%

Nursing Facility

Non-Medicare

Dual Eligible

State Plan

STAR+PLUS Waiver

• Nursing Facility

IDD

MMP

MBCC

TOTAL

Superior 1,413,324 Amerigroup 1,094,262 Texas Children's 618,892 United 456,877 CHC 418,500 Molina 292,222 Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324
Amerigroup 1,094,262 Texas Children's 618,892 United 456,877 CHC 418,500 Molina 292,222 Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887
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United 456,877 CHC 418,500 Molina 292,222 Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324
CHC 418,500 Molina 292,222 Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324
Molina 292,222 Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 Actna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324
Driscoll Children's 276,998 Parkland 249,456 Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 IP Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887
Parkland 249,456 Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887
Community First 189,990 Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887
Cook Children's 184,677 Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887
Aetna 166,077 FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324
FirstCare 127,843 El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324 ENROLLMENT BY DENTAL MCOS 5
El Paso First 105,660 Scott & White 72,234 BCBS 71,425 Dell 47,887 TOTAL 5,786,324 ENROLLMENT BY DENTAL MCOS
Scott & White 72,234 BCBS 71,425 Dell 47,887
BCBS 71,425 Dell 47,887 TOTAL 5,786,324 ENROLLMENT BY DENTAL MCOS
Dell 47,887 TOTAL 5,786,324 ENROLLMENT BY DENTAL MCOs
TOTAL 5,786,324 ENROLLMENT BY DENTAL MCOs
ENROLLMENT BY DENTAL MCOs
ENROLLMENT BY DENTAL MCOs
ENROLLMENT BY DENTAL MCOs
ENROLLMENT BY DENTAL MCOs
ENROLLMENT BY DENTAL MCOs
MCO Clients N
S
DentaQuest 2,260,158
MCNA 1,487,317
United Dental 521,651
TOTAL 4,269,126

MEDICAID DEMOGRAPHIC DISTRIBUTION				
AGE CAT	CORY			
AGE CAT	Clients	Percent		
<1	248,374	3.7%		
1-5	1,148,019	17.1%		
6-18	2,706,292	40.3%		
19-20	328,469	4.9%		
21-64	1,777,124	26.5%		
65+	499,692	7.4%		
TOTAL	6,707,970	7.470		
IOTAL	0,707,570			
AGE CATI	EGORY			
	Clients	Percent		
< 21	4,431,154	66.1%		
>=21	2,276,816	33.9%		
TOTAL	6,707,970			
RACE/ETH	Clients	Demonst		
144.1		Percent		
White	1,120,254	16.7%		
Black	1,021,053	15.2%		
Hispanic	3,251,304	48.5%		
Other	143,036	2.1%		
Unknown	1,172,318	17.5%		
TOTAL	6,707,965			
ELIGIBILITY C	ATEGORY			
Clients		Percent		
Children				
SSI Child	161,882	2.4%		
SSI Related MAO	5,418	0.1%		
Newborn	245,333	3.7%		
Child 1-21	4,080,876	60.8%		
Medically Needy (3)	64	0.0%		
Adults				
Pregnant Women	501,614	7.5%		
SSI Adult ⁽⁴⁾	556,620	8.3%		
SSI Related MAO	101,206	1.5%		
Parent	270,544	4.0%		
MBCC	6,653	0.1%		
Other Programs				
Emergency (Partial)	7,918	0.1%		
Dual Eligibles	328,994	4.9%		
HTW XIX	440,848	6.6%		
TOTAL (5)	6,707,970			
Sub-Category (included in above groups)				
(included in ab	ove groups)			

Provider Network Count Methodology - SFY23

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.

Provider Network Count Methodology - SFY23

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

special needs.

Internal Medicine

- Multispecialty Clinic
- Neurology (M.D.)*
- Neurosurgery*
- Nuclear Medicine*
- Nurse Midwife
- Nurse Practitioner
- OB/GYN (D.O., M.D.)
- Orthopedic
 Surgery*
- Otorhinolaryngolo gy (E.N.T)*

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

• Pediatrics

- Physician (D.O., M.D.)
- Physician Group (D.O., M.D.)
- Rural Health Clinic (Independent, Provider)
- Urology*

Provider Network Count Methodology - SFY23

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

Provider Network Count Methodology - SFY23

- 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.)

Provider Network Count Methodology - SFY23

- 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 SFY23 Q1-Q4 SFY24 Q1 Report

Program	Primary Care Provider	Specialist	Dentist	Pharmacist	Program Total	
Quarter 1						
Dental (statewide)	70	10	6,405		6,475	
STAR	19,700	83,702	3,562	4,963	96,713	
STAR+PLUS	18,199	71,396	3,812	4,711	87,242	
STAR Kids	16,937	68,281	151	4,853	78,544	
Unique NPI Total*	22,415	88,711	6,663	5,004	104,000	
		Quarter	2			
Dental (statewide)	70	11	6,363		6,435	
STAR	19,773	84,711	3,626	4,986	97,987	
STAR+PLUS	18,316	71,610	3,881	4,561	87,861	
STAR Kids	16,986	69,303	152	4,864	79,797	
Unique NPI Total*	22,399	89,623	6,627	5,026	105,168	
		Quarter	3			
Dental (statewide)	70	12	6,532		6,604	
STAR	20,696	88,512	3,783	5,096	102,205	
STAR+PLUS	19,358	75,136	4,199	4,699	91,973	
STAR Kids	17,946	72,734	160	4,923	83,538	
Unique NPI Total*	23,391	93,616	6,826	5,122	109,541	
		Quarter	4			
Dental (statewide)	64	11	6,449		6,515	
STAR	20,408	87,502	3,787	4,947	100,872	
STAR+PLUS	18,878	72,987	3,928	4,493	89,329	
STAR Kids	17,608	71,840	291	4,822	82,465	
Unique NPI Total*	23,023	92,526	6,863	4,977	108,207	

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

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Medicaid Dental	· ·	·		
DentaQuest	365	416	613	485
MCNA	65	50	59	88
UnitedHealthCare Dental	73	77	185	108
Medicaid Dental	503	543	857	681
STAR				
Aetna				
Bexar	69	19	33	29
Tarrant	117	38	42	42
Subtotal	186	57	75	71
Amerigroup				
Bexar	9	11	38	34
Dallas	140	30	48	34
Harris	74	62	45	232
Jefferson	7	3	3	3
Lubbock	5	11	29	70
MRSA Central	1	6	22	4
MRSA Northeast	10	6	19	54
MRSA West	15	12	87	23
Tarrant	42	24	53	31
Subtotal	303	165	344	485
BCBS				
Travis	17	24	25	102
Subtotal	17	24	25	102
СНС				
Harris	7	27	31	16
Jefferson	1	18	2	0
Subtotal	8	45	33	16
Community First				
Bexar	23	24	28	33
Subtotal	23	24	28	33
Cook Children's				
Tarrant	18	9	23	12
Subtotal	18	9	23	12
DELL				
Travis	10	18	88	53
Subtotal	10	18	88	53
Driscoll Children's				

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Hidalgo	12	10	5	12
Nueces	7	9	3	7
Subtotal	19	19	8	19
El Paso First				
El Paso	3	5	24	8
Subtotal	3	5	24	8
FirstCare				
Lubbock	5	4	16	2
MRSA West	5	7	13	10
Subtotal	10	11	29	12
Molina	· · ·	•		
Dallas	5	4	3	5
El Paso	0	4	1	0
Harris	5	5	1	1
Hidalgo	3	4	2	0
Jefferson	3	5	2	1
Subtotal	16	22	9	7
Parkland	•			
Dallas	2	0	2	4
Subtotal	2	0	2	4
Scott & White	· · ·	•		
MRSA Central	41	13	26	6
Subtotal	41	13	26	6
Superior	•	-		
Bexar	30	40	49	61
El Paso	8	16	11	12
Hidalgo	16	22	10	12
Lubbock	16	17	14	16
MRSA Central	29	22	66	30
MRSA Northeast	29	16	53	38
MRSA West	32	25	32	39
Nueces	12	25	13	46
Travis	56	21	54	62
Subtotal	228	204	302	316
Texas Children's				
Harris	42	40	51	47
Jefferson	3	8	3	1
Subtotal	45	48	54	48

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
United				
Harris	5	8	4	10
Hidalgo	3	4	0	0
Jefferson	9	8	3	10
Nueces	0	0	0	1
Subtotal	2	20	7	21
STAR	931	684	1,077	1,213

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
STAR Kids				
Aetna				
Dallas	137	45	50	54
Tarrant	137	45	50	54
Subtotal	274	90	100	108
Amerigroup				
Dallas	126	29	49	36
El Paso	24	11	6	11
Harris	74	61	43	232
Lubbock	5	10	29	70
MRSA West	16	11	71	19
Subtotal	245	122	198	368
BCBS				
MRSA Central	8	21	20	163
Travis	42	44	38	108
Subtotal	50	65	58	271
Community First	· ·	•		
Bexar	22	23	14	19
Subtotal	22	23	14	19
Cook Children's				
Tarrant	17	5	21	11
Subtotal	17	5	21	11
Driscoll Children's				
Hidalgo	9	10	4	12
Nueces	4	5	3	3
Subtotal	13	15	7	15
Superior		•		
Bexar	30	40	44	56
El Paso	10	19	11	11
Hidalgo	17	22	9	14
Lubbock	24	21	13	10
MRSA West	29	26	27	31
Nueces	12	26	14	41
Travis	40	15	55	66
Subtotal	162	169	173	229
Texas Children's				
Harris	40	40	55	42
Jefferson	3	8	3	C

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
MRSA Northeast	0	0	0	0
Subtotal	43	48	58	42
United				
Harris	5	7	3	10
Hidalgo	3	5	1	0
Jefferson	9	8	3	9
MRSA Central	0	0	2	0
MRSA Northeast	2	2	0	0
Subtotal	19	22	9	19
STAR Kids	845	559	638	1082

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
STAR+PLUS				
Amerigroup				
Bexar	9	10	38	33
El Paso	24	10	6	11
Harris	77	62	45	231
Jefferson	7	3	3	3
Lubbock	5	11	29	70
MRSA West	15	11	81	21
Tarrant	40	24	49	28
Travis	5	8	14	9
Subtotal	182	119	265	406
Molina	• •			
Bexar	2	6	0	C
Dallas	3	5	4	5
El Paso	0	4	1	C
Harris	5	5	3	1
Hidalgo	2	7	2	1
Jefferson	3	6	2	1
MRSA Northeast	2	3	0	1
Tarrant	4	5	2	5
Subtotal	21	36	14	14
Superior	•			
Bexar	28	38	47	52
Dallas	66	71	69	79
Hidalgo	15	17	11	15
Lubbock	22	18	16	11
MRSA Central	30	26	63	27
MRSA West	33	25	31	38
Nueces	10	24	15	44
Subtotal	204	181	252	266
United				
Harris	0	10	1	11
Jefferson	0	8	0	11
MRSA Central	0	2	2	(
MRSA Northeast	0	3	0	1
Nueces	0	1	0	1
Travis	0	2	5	2
Subtotal	0	26	8	26

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
STAR+PLUS	407	362	539	712
Grand Total	2,183	1,605	2,254	3,007

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Medicaid Dental				
DentaQuest	36	27	49	71
MCNA	2	4	5	9
UnitedHealthCare Dental	7	5	7	7
Medicaid Dental	45	36	61	87
STAR				
Aetna				
Bexar	470	179	241	217
Tarrant	650	273	285	191
Subtotal	1,120	452	526	408
Amerigroup				
Bexar	73	174	147	72
Dallas	291	206	503	219
Harris	149	319	223	194
Jefferson	7	17	12	25
Lubbock	14	30	41	78
MRSA Central	7	31	39	31
MRSA Northeast	19	58	49	90
MRSA West	32	39	106	53
Tarrant	92	164	174	169
Subtotal	684	1038	1294	931
BCBS				
Travis	95	242	179	461
Subtotal	95	242	179	461
СНС				
Harris	168	187	168	190
Jefferson	10	11	22	17
Subtotal	178	198	190	207
Community First	• •	•		
Bexar	178	146	187	340
Subtotal	178	146	187	340
Cook Children's	• •			
Tarrant	60	66	55	45
Subtotal	60	66	55	45
DELL				
Travis	21	106	221	122
Subtotal	21	106	221	122
Driscoll Children's				

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Hidalgo	74	79	65	53
Nueces	42	50	47	31
Subtotal	116	129	112	84
El Paso First				
El Paso	15	18	32	47
Subtotal	15	18	32	47
FirstCare	• • •	•		
Lubbock	24	29	50	32
MRSA West	24	65	61	46
Subtotal	48	94	111	78
Molina				
Dallas	151	140	129	32
El Paso	13	32	19	2
Harris	201	146	210	56
Hidalgo	32	45	32	11
Jefferson	88	74	149	18
Subtotal	485	437	539	119
Parkland	• • •	•		
Dallas	47	22	28	89
Subtotal	47	22	28	89
Scott & White				
MRSA Central	231	52	67	88
Subtotal	231	52	67	88
Superior	• • • •			
Bexar	293	389	272	264
El Paso	70	91	65	67
Hidalgo	95	117	201	202
Lubbock	67	103	45	105
MRSA Central	161	107	205	144
MRSA Northeast	188	172	153	139
MRSA West	171	105	102	129
Nueces	44	242	75	63
Travis	294	340	339	250
Subtotal	1,383	1,666	1,457	1,363
Texas Children's				
Harris	392	191	334	387
Jefferson	29	18	21	26
Subtotal	421	209	355	413

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
United				
Harris	118	118	185	109
Hidalgo	15	21	23	16
Jefferson	91	107	116	64
Nueces	7	12	5	11
Subtotal	20	258	329	200
STAR	5,102	5,133	5,682	4,995
STAR Kids				
Aetna				
Dallas	470	348	353	302
Tarrant	650	348	353	302
Subtotal	1120	696	706	604
Amerigroup				
Dallas	165	174	493	228
El Paso	31	41	31	88
Harris	150	324	225	200
Lubbock	12	28	40	84
MRSA West	29	36	94	49
Subtotal	387	603	883	649
BCBS				
MRSA Central	95	104	115	696
Travis	154	237	205	495
Subtotal	249	341	320	1191
Community First				
Bexar	169	127	172	302
Subtotal	169	127	172	302
Cook Children's				
Tarrant	56	65	52	46
Subtotal	56	65	52	46
Driscoll Children's				
Hidalgo	74	78	69	60
Nueces	38	50	51	32
Subtotal	112	128	120	92
Superior				
Bexar	254	352	206	216
El Paso	63	77	52	58
Hidalgo	78	101	63	61
Lubbock	56	85	37	59

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
MRSA West	148	78	84	103
Nueces	28	236	33	50
Travis	230	308	281	192
Subtotal	857	1237	756	739
Texas Children's		-		
Harris	419	200	343	415
Jefferson	32	18	24	28
MRSA Northeast	7	8	4	7
Subtotal	458	226	371	450
United				
Harris	113	126	198	112
Hidalgo	18	26	25	13
Jefferson	84	107	114	68
MRSA Central	24	39	24	25
MRSA Northeast	20	31	25	18
Subtotal	259	329	386	236
STAR Kids	3,667	3,752	3,766	4,309
STAR+PLUS				
Amerigroup				
Bexar	78	177	151	80
El Paso	32	42	33	91
Harris	150	325	229	200
Jefferson	7	18	14	26
Lubbock	15	31	44	78
MRSA West	34	39	98	46
Tarrant	61	157	175	168
Travis	54	138	238	80
Subtotal	431	927	982	769
Molina				
Bexar	95	170	122	34
Dallas	175	151	148	55
El Paso	31	46	39	25
Harris	240	170	233	92
Hidalgo	53	53	57	31
Jefferson	123	95	175	50
MRSA Northeast	34	47	54	24
Tarrant	78	64	85	26
Subtotal	829	796	913	337

Program/MCO/SDA	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Superior				
Bexar	254	301	261	287
Dallas	404	651	483	418
Hidalgo	90	102	204	208
Lubbock	67	94	42	110
MRSA Central	132	77	149	140
MRSA West	127	76	83	109
Nueces	59	239	76	64
Subtotal	1133	1540	1298	1336
United				
Harris	0	129	187	104
Jefferson	0	114	107	56
MRSA Central	0	33	23	24
MRSA Northeast	0	22	26	17
Nueces	0	11	11	9
Travis	0	48	90	40
Subtotal	0	357	444	250
STAR+PLUS	2,393	3,620	3,637	2,692
Grand Total	11,207	12,541	13,146	12,083

Attachment D Out of Network Utilization SFY23 Q1-Q4 SFY24 Q1 Report (Blanks = No Data Available)

Program	мсо	OON ER <20% Standard	OON Inpatient <15% Standard	OON Other Outpatient <20% Standard									
			Q1			Q2			Q3			Q4	
STAR	Aetna	15.98%	6.88%	21.33%	15.00%	6.69%	20.97%	15.42%	7.80%	19.89%	12.08%	6.53%	18.10%
	Amerigroup	6.20%	3.07%	5.65%	5.86%	3.11%	5.80%	6.41%	3.12%	5.66%	6.45%	3.39%	6.30%
	BCBS	2.52%	1.21%	19.30%	2.51%	2.80%	18.08%	2.21%	2.01%	15.55%	3.15%	1.59%	11.78%
	CHC	26.27%	13.80%	4.01%				29.25%	14.88%	4.22%	28.78%	15.55%	3.81%
	Community First	1.41%	1.15%	15.44%	1.64%	1.28%	16.05%	1.99%	1.96%	15.74%	2.46%	1.28%	15.40%
	Cook Children's	2.22%	3.57%	10.92%	3.61%	1.25%	9.18%	3.49%	1.69%	9.93%	3.85%	2.50%	9.21%
	DELL	36.54%	6.37%	0.82%	49.58%	29.12%	17.61%	48.74%	25.55%	15.96%	46.91%	29.44%	17.13%
	Driscoll Children's	4.07%	2.47%	5.60%	4.35%	2.01%	5.47%	4.13%	2.12%	11.79%	4.72%	1.88%	14.02%
	El Paso Health	0.85%	0.50%	2.29%	0.86%	0.29%	3.00%	0.74%	0.73%	4.62%	0.93%	0.36%	5.24%
	FirstCare	2.55%	3.22%	17.16%	2.77%	3.23%	16.28%	2.79%	4.25%	17.47%	4.62%	3.83%	13.72%
	Molina	14.96%	10.55%	10.98%	12.56%	9.39%	10.88%	9.73%	5.13%	8.90%	9.66%	5.57%	8.86%
	Parkland	27.05%	28.79%	5.43%	7.19%	1.70%	6.08%	6.59%	1.71%	4.90%	6.50%	1.63%	4.67%
	Scott & White	14.13%	5.15%	7.78%	14.73%	5.89%	7.70%	14.54%	6.34%	8.41%	15.61%	6.48%	7.38%
	Superior	0.77%	0.77%	4.43%	0.90%	0.91%	4.51%	0.98%	0.98%	4.11%	1.31%	1.03%	4.66%
	Texas Children's	100.00%	100.00%	100.00%	17.58%	7.75%	3.27%	15.64%	8.15%	3.56%	23.30%	6.68%	5.48%
	United	9.79%	2.13%	10.85%	6.74%	1.46%	7.56%	5.14%	1.06%	6.10%	3.27%	0.72%	3.54%
STAR Kids	Aetna	15.78%	14.46%	4.89%	14.47%	10.66%	3.99%	16.79%	12.67%	4.46%	14.40%	12.65%	3.72%
	Amerigroup	6.82%	7.67%	3.59%	7.51%	4.83%	3.08%	7.06%	8.62%	3.52%	7.11%	6.50%	2.88%
	BCBS	3.70%	7.74%	8.49%				3.32%	10.59%	14.32%	3.75%	6.55%	6.83%
	Community First	1.43%	2.71%	3.92%	1.96%	1.60%	4.11%	2.10%	5.78%	3.91%	2.65%	4.21%	2.63%
	Cook Children's	6.25%	4.52%	3.97%	6.61%	3.05%	4.10%	5.73%	4.57%	3.74%	7.25%	4.08%	3.78%
	Driscoll Children's	3.13%	10.97%	5.50%	3.24%	14.33%	4.00%	3.49%	12.89%	7.97%	3.65%	10.63%	7.25%
	Superior	1.56%	2.33%	2.64%	1.71%	1.21%	2.56%	1.81%	1.59%	1.73%	2.63%	1.31%	2.85%
	Texas Children's	100.00%	100.00%	100.00%	9.35%	6.69%	2.62%	11.48%	5.94%	2.75%	16.81%	8.99%	2.10%
	United	5.95%	4.09%	5.02%	2.09%	4.49%	5.25%	8.11%	2.63%	4.72%	2.95%	1.58%	2.54%
STAR+PLUS	Amerigroup	5.00%	2.97%	5.78%	5.23%	3.15%	5.36%	3.82%	3.48%	5.32%	5.59%	3.44%	5.61%
	Molina	9.60%	9.20%	6.65%	8.27%	7.05%	6.33%	6.34%	6.05%	5.83%	6.99%	5.05%	6.27%
	Superior	1.08%	8.91%	4.56%	0.90%	6.47%	4.37%	1.02%	6.08%	4.37%	1.23%	7.84%	4.45%
	United	3.59%	5.34%	6.78%	3.98%	4.51%	7.39%	5.43%	4.66%	6.81%	2.15%	1.77%	3.87%

Time and Distance Standards								
		Distance in Miles			Travel Time in Minutes			
Prov	Metro County	Micro County	Rural County	Metro County	Micro County	Rural County		
Behavioral	Health-Outpatient	30	30	75	45	45	90	
Hospital-Ac	ute Care	30	30	30	45	45	45	
Prenatal		10	20	30	15	30	40	
Primary Car Provider*	e	10	20	30	15	30	40	
	Cardiovascular Disease	20	35	60	30	50	75	
	ENT (otolaryngology)	30	60	75	45	80	90	
	General Surgeon	20	35	60	30	50	75	
Specialty	OB/GYN	30	60	75	45	80	90	
Care Provider	Ophthalmologist	20	35	60	30	50	75	
Tiovidei	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	
Occupationa Speech The	al, Physical or rapy	30	60	60	45	80	75	
Nursing Fac	ility	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	75	45	45	90	
	Pediatric Dental	30	30	75	45	45	90	
	Endodontist	75	75	75	90	90	90	
Dental	Orthodontist	75	75	75	90	90	90	
Specialists	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 Analysis SFY24 Q1 SFY24 Q1 Report (Blanks = No Data Available)

		Quarter 1					
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)				
S	STAR						
Metro							
Aetna Better Health	116,096	114,610	100%				
Amerigroup	600,728	596,522	97%				
Blue Cross and Blue Shield of Texas	40,262	38,986	100%				
Community First Health Plans	133,533	131,446	99%				
Community Health Choice	308,306	307,359	100%				
Cook Children's Health Plan	130,990	129,221	100%				
Dell Children's Health Plan	32,091	30,924	100%				
Driscoll Health Plan	168,920	168,505	100%				
El Paso First	80,646	80,605	100%				
FirstCare	57,156	56,607	84%				
Molina Healthcare of Texas	107,971	107,446	100%				
Parkland	193,818	188,898	97%				
Right Care from Scott and White Health Plans	39,906	38,492	83%				
Superior HealthPlan	638,194	634,050	99%				
Texas Children's Health Plan	440,282	439,062	100%				
UnitedHealthcare Community Plan	189,402	188,952	92%				
Subtotal	3,278,301	3,251,685	99%				
Micro							
Aetna Better Health	1,991	1,988	100%				

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Amerigroup	42,974	42,973	68%		
Blue Cross and Blue Shield of Texas	5,804	5,804	94%		
Community First Health Plans	2,587	2,587	99%		
Community Health Choice	12,048	12,029	98%		
Cook Children's Health Plan	3,811	3,811	87%		
Dell Children's Health Plan	3,730	3,730	90%		
Driscoll Health Plan	16,553	16,541	69%		
FirstCare	3,892	3,807	91%		
Molina Healthcare of Texas	3,510	3,503	46%		
Right Care from Scott and White Health Plans	4,628	4,628	70%		
Superior HealthPlan	109,667	109,640	82%		
Texas Children's Health Plan	18,319	18,310	97%		
UnitedHealthcare Community Plan	13,458	13,446	47%		
Subtotal	242,972	242,797	100%		
Rural					
Aetna Better Health	1,551	1,551	86%		
Amerigroup	58,395	58,361	73%		
Blue Cross and Blue Shield of Texas	1,913	1,913	39%		
Community First Health Plans	6,451	6,448	90%		
Community Health Choice	9,849	9,849	63%		
Dell Children's Health Plan	863	863	20%		

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Driscoll Health Plan	19,474	19,474	78%		
El Paso First	76	67	5%		
FirstCare	32,359	32,305	77%		
Molina Healthcare of Texas	3,836	3,835	23%		
Parkland	1,237	1,237	9%		
Right Care from Scott and White Health Plans	10,410	10,404	47%		
Superior HealthPlan	137,102	136,980	77%		
Texas Children's Health Plan	11,946	11,946	73%		
UnitedHealthcare Community Plan	8,892	8,891	34%		
Subtotal	304,354	304,124	100%		
STAR Total	3,825,627	3,798,606	99%		
ST	AR+PLUS				
Metro					
Amerigroup	48,460	48,085	99%		
Molina Healthcare of Texas	41,201	40,731	99%		
Superior HealthPlan	51,968	51,472	99%		
UnitedHealthcare Community Plan	49,977	49,535	99%		
Subtotal	191,606	189,823	99%		
Micro					
Amerigroup	1,676	1,676	100%		
Molina Healthcare of Texas	3,207	3,206	100%		

Program County Type MCO			Quarter 1	
		Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior HealthPlan		3,082	3,078	100%
UnitedHealthcare Community Plan		8,064	8,064	100%
Subtotal		16,029	16,024	100%
Rural				
Amerigroup		3,372	3,369	100%
Molina Healthcare of Texas		1,999	1,978	99%
Superior HealthPlan		8,605	8,593	100%
UnitedHealthcare Community Plan		6,690	6,690	100%
Subtotal		20,666	20,630	100%
STAR+PLUS Total		228,301	226,477	99%
	STAR Kids			
Metro				
Aetna Better Health		12,034	11,944	100%
Amerigroup		24,121	24,025	98%
Blue Cross and Blue Shield of Texas		6,445	6,263	100%
Community First Health Plans		6,862	6,752	100%
Cook Children's Health Plan		8,958	8,692	100%
Driscoll Health Plan		8,300	8,286	100%
Superior HealthPlan		24,705	24,626	100%
Texas Children's Health Plan		24,577	24,398	97%
UnitedHealthcare Community Plan		20,798	20,672	83%

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Subtotal	136,800	135,658	99%		
Micro					
Aetna Better Health	37	37	100%		
Amerigroup	271	271	85%		
Blue Cross and Blue Shield of Texas	664	662	95%		
Community First Health Plans	87	87	100%		
Cook Children's Health Plan	115	115	92%		
Driscoll Health Plan	519	519	81%		
Superior HealthPlan	1,653	1,652	68%		
Texas Children's Health Plan	2,638	2,637	82%		
UnitedHealthcare Community Plan	2,840	2,839	47%		
Subtotal	8,824	8,819	100%		
Rural					
Aetna Better Health	68	67	9%		
Amerigroup	1,787	1,787	74%		
Blue Cross and Blue Shield of Texas	981	968	80%		
Community First Health Plans	251	251	92%		
Driscoll Health Plan	865	865	78%		
Superior HealthPlan	2,648	2,638	69%		
Texas Children's Health Plan	1,485	1,485	72%		
UnitedHealthcare Community Plan	2,308	2,308	53%		

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Subtotal	10,393	10,369	100%
STAR Kids Total	156,017	154,846	99%
Grand Total	4,209,945	4,179,929	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Acute Care Hospital			
STAR Total	3,825,627	3,627,899	95%
Metro Total	3,278,301	3,216,427	98%
Aetna Better Health	116,096	116,032	100%
Amerigroup	600,728	583,520	97%
Blue Cross and Blue Shield of Texas	40,262	40,244	100%
Community First Healthplan	133,533	132,805	99%
Community Health Choice	308,306	308,306	100%
Cook Children's Health Plan	130,990	130,990	100%
Dell Children's Health Plan	32,091	32,029	100%
Driscoll Children's Health Plan	168,920	168,920	100%
El Paso First	80,646	80,646	100%
Firstcare	57,156	47,945	84%
Molina Healthcare of Texas	107,971	107,756	100%
Parkland	193,818	187,154	97%
Right Care from Scott and White Health Plans	39,906	33,001	83%
Superior Health Plan	638,194	631,660	99%
Texas Children's Health Plan	440,282	440,276	100%
UnitedHealthcare Community Plan	189,402	175,143	92%
Micro Total	242,972	191,920	79%

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Aetna Better Health	1,991	1,984	100%
Amerigroup	42,974	29,398	68%
Blue Cross and Blue Shield of Texas	5,804	5,448	94%
Community First Healthplan	2,587	2,567	99%
Community Health Choice	12,048	11,765	98%
Cook Children's Health Plan	3,811	3,303	87%
Dell Children's Health Plan	3,730	3,365	90%
Driscoll Children's Health Plan	16,553	11,415	69%
Firstcare	3,892	3,524	91%
Molina Healthcare of Texas	3,510	1,624	46%
Right Care from Scott and White Health Plans	4,628	3,256	70%
Superior Health Plan	109,667	90,275	82%
Texas Children's Health Plan	18,319	17,690	97%
UnitedHealthcare Community Plan	13,458	6,306	47%
Rural Total	304,354	219,552	72%
Aetna Better Health	1,551	1,336	86%
Amerigroup	58,395	42,774	73%
Blue Cross and Blue Shield of Texas	1,913	752	39%
Community First Healthplan	6,451	5,820	90%
Community Health Choice	9,849	6,190	63%

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Dell Children's Health Plan	863	174	20%
Driscoll Children's Health Plan	19,474	15,125	78%
El Paso First	76	4	5%
Firstcare	32,359	24,766	77%
Molina Healthcare of Texas	3,836	892	23%
Parkland	1,237	107	9%
Right Care from Scott and White Health Plans	10,410	4,847	47%
Superior Health Plan	137,102	105,046	77%
Texas Children's Health Plan	11,946	8,669	73%
UnitedHealthcare Community Plan	8,892	3,050	34%
STAR Kids Total	156,017	145,266	93%
Metro Total	136,800	131,996	96%
Aetna Better Health	12,034	12,032	100%
Amerigroup	24,121	23,681	98%
Blue Cross and Blue Shield of Texas	6,445	6,445	100%
Community First Healthplan	6,862	6,840	100%
Cook Children's Health Plan	8,958	8,958	100%
Driscoll Children's Health Plan	8,300	8,300	100%
Superior Health Plan	24,705	24,704	100%
Texas Children's Health Plan	24,577	23,821	97%

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	20,798	17,215	83%
Micro Total	8,824	6,132	69%
Aetna Better Health	37	37	100%
Amerigroup	271	231	85%
Blue Cross and Blue Shield of Texas	664	633	95%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	106	92%
Driscoll Children's Health Plan	519	422	81%
Superior Health Plan	1,653	1,116	68%
Texas Children's Health Plan	2,638	2,163	82%
UnitedHealthcare Community Plan	2,840	1,337	47%
Rural Total	10,393	7,138	69%
Aetna Better Health	68	6	9%
Amerigroup	1,787	1,321	74%
Blue Cross and Blue Shield of Texas	981	783	80%
Community First Healthplan	251	232	92%
Driscoll Children's Health Plan	865	677	78%
Superior Health Plan	2,648	1,835	69%
Texas Children's Health Plan	1,485	1,062	72%
UnitedHealthcare Community Plan	2,308	1,222	53%

		Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
STAR Plus Total	228,301	205,177	90%	
Metro Total	191,606	183,016	96%	
Amerigroup	48,460	47,849	99%	
Molina Healthcare of Texas	41,201	40,518	98%	
Superior Health Plan	51,968	51,961	100%	
UnitedHealthcare Community Plan	49,977	42,688	85%	
Micro Total	16,029	9,986	62%	
Amerigroup	1,676	1,524	91%	
Molina Healthcare of Texas	3,207	1,858	58%	
Superior Health Plan	3,082	2,491	81%	
UnitedHealthcare Community Plan	8,064	4,113	51%	
Rural Total	20,666	12,175	59%	
Amerigroup	3,372	2,094	62%	
Molina Healthcare of Texas	1,999	706	35%	
Superior Health Plan	8,605	6,901	80%	
UnitedHealthcare Community Plan	6,690	2,474	37%	
Acute Care Hospital Grand Total	4,209,945	3,978,342	94%	
Audiologist				
STAR Total	3,825,627	3,396,559	89%	

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Metro Total	3,278,301	2,946,508	90%
Aetna Better Health	116,096	115,729	100%
Amerigroup	600,728	522,954	87%
Blue Cross and Blue Shield of Texas	40,262	40,128	100%
Community First Healthplan	133,533	133,487	100%
Community Health Choice	308,306	290,182	94%
Cook Children's Health Plan	130,990	128,436	98%
Dell Children's Health Plan	32,091	31,839	99%
Driscoll Children's Health Plan	168,920	133,869	79%
El Paso First	80,646	80,646	100%
Firstcare	57,156	39,381	69%
Molina Healthcare of Texas	107,971	78,944	73%
Parkland	193,818	179,631	93%
Right Care from Scott and White Health Plans	39,906	33,004	83%
Superior Health Plan	638,194	567,955	89%
Texas Children's Health Plan	440,282	416,829	95%
UnitedHealthcare Community Plan	189,402	153,494	81%
Micro Total	242,972	197,558	81%
Aetna Better Health	1,991	1,991	100%
Amerigroup	42,974	32,788	76%
Blue Cross and Blue Shield of Texas	5,804	5,804	100%

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	11,109	92%
Cook Children's Health Plan	3,811	3,811	100%
Dell Children's Health Plan	3,730	3,730	100%
Driscoll Children's Health Plan	16,553	13,773	83%
Firstcare	3,892	1,144	29%
Molina Healthcare of Texas	3,510	2,315	66%
Right Care from Scott and White Health Plans	4,628	3,536	76%
Superior Health Plan	109,667	90,568	83%
Texas Children's Health Plan	18,319	15,621	85%
UnitedHealthcare Community Plan	13,458	8,781	65%
Rural Total	304,354	252,493	83%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	42,662	73%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	8,585	87%
Dell Children's Health Plan	863	863	100%
Driscoll Children's Health Plan	19,474	17,628	91%
El Paso First	76	76	100%
Firstcare	32,359	24,654	76%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	3,836	1,999	52%
Parkland	1,237	1,237	100%
Right Care from Scott and White Health Plans	10,410	9,955	96%
Superior Health Plan	137,102	120,453	88%
Texas Children's Health Plan	11,946	8,983	75%
UnitedHealthcare Community Plan	8,892	5,483	62%
STAR Kids Total	156,017	138,331	89%
Metro Total	136,800	123,060	90%
Aetna Better Health	12,034	11,791	98%
Amerigroup	24,121	22,097	92%
Blue Cross and Blue Shield of Texas	6,445	5,814	90%
Community First Healthplan	6,862	6,862	100%
Cook Children's Health Plan	8,958	8,818	98%
Driscoll Children's Health Plan	8,300	6,602	80%
Superior Health Plan	24,705	23,396	95%
Texas Children's Health Plan	24,577	21,597	88%
UnitedHealthcare Community Plan	20,798	16,083	77%
Micro Total	8,824	6,937	79%
Aetna Better Health	37	37	100%
Amerigroup	271	248	92%
Blue Cross and Blue Shield of Texas	664	663	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	115	100%
Driscoll Children's Health Plan	519	471	91%
Superior Health Plan	1,653	1,110	67%
Texas Children's Health Plan	2,638	2,313	88%
UnitedHealthcare Community Plan	2,840	1,893	67%
Rural Total	10,393	8,334	80%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,295	72%
Blue Cross and Blue Shield of Texas	981	963	98%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	769	89%
Superior Health Plan	2,648	2,273	86%
Texas Children's Health Plan	1,485	1,233	83%
UnitedHealthcare Community Plan	2,308	1,482	64%
STAR Plus Total	228,301	190,941	84%
Metro Total	191,606	164,337	86%
Amerigroup	48,460	45,263	93%
Molina Healthcare of Texas	41,201	31,774	77%
Superior Health Plan	51,968	48,467	93%
UnitedHealthcare Community Plan	49,977	38,833	78%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Micro Total	16,029	11,272	70%
Amerigroup	1,676	1,486	89%
Molina Healthcare of Texas	3,207	2,259	70%
Superior Health Plan	3,082	2,188	71%
UnitedHealthcare Community Plan	8,064	5,339	66%
Rural Total	20,666	15,332	74%
Amerigroup	3,372	2,478	73%
Molina Healthcare of Texas	1,999	1,276	64%
Superior Health Plan	8,605	7,680	89%
UnitedHealthcare Community Plan	6,690	3,898	58%
Audiologist Grand Total	4,209,945	3,725,831	89%
BH - Outpatient			
STAR Total	3,825,627	3,825,102	100%
Metro Total	3,278,301	3,278,292	100%
Aetna Better Health	116,096	116,096	100%
Amerigroup	600,728	600,728	100%
Blue Cross and Blue Shield of Texas	40,262	40,262	100%
Community First Healthplan	133,533	133,533	100%
Community Health Choice	308,306	308,306	100%
Cook Children's Health Plan	130,990	130,990	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Dell Children's Health Plan	32,091	32,091	100%
Driscoll Children's Health Plan	168,920	168,920	100%
El Paso First	80,646	80,646	100%
Firstcare	57,156	57,156	100%
Molina Healthcare of Texas	107,971	107,969	100%
Parkland	193,818	193,818	100%
Right Care from Scott and White Health Plans	39,906	39,906	100%
Superior Health Plan	638,194	638,187	100%
Texas Children's Health Plan	440,282	440,282	100%
UnitedHealthcare Community Plan	189,402	189,402	100%
Micro Total	242,972	242,491	100%
Aetna Better Health	1,991	1,991	100%
Amerigroup	42,974	42,974	100%
Blue Cross and Blue Shield of Texas	5,804	5,804	100%
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	12,048	100%
Cook Children's Health Plan	3,811	3,330	87%
Dell Children's Health Plan	3,730	3,730	100%
Driscoll Children's Health Plan	16,553	16,553	100%
Firstcare	3,892	3,892	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	3,510	3,510	100%
Right Care from Scott and White Health Plans	4,628	4,628	100%
Superior Health Plan	109,667	109,667	100%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	13,458	100%
Rural Total	304,354	304,319	100%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	58,390	100%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,849	100%
Dell Children's Health Plan	863	863	100%
Driscoll Children's Health Plan	19,474	19,474	100%
El Paso First	76	76	100%
Firstcare	32,359	32,359	100%
Molina Healthcare of Texas	3,836	3,836	100%
Parkland	1,237	1,237	100%
Right Care from Scott and White Health Plans	10,410	10,410	100%
Superior Health Plan	137,102	137,072	100%
Texas Children's Health Plan	11,946	11,946	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	8,892	8,892	100%
STAR Kids Total	156,017	156,005	100%
Metro Total	136,800	136,800	100%
Aetna Better Health	12,034	12,034	100%
Amerigroup	24,121	24,121	100%
Blue Cross and Blue Shield of Texas	6,445	6,445	100%
Community First Healthplan	6,862	6,862	100%
Cook Children's Health Plan	8,958	8,958	100%
Driscoll Children's Health Plan	8,300	8,300	100%
Superior Health Plan	24,705	24,705	100%
Texas Children's Health Plan	24,577	24,577	100%
UnitedHealthcare Community Plan	20,798	20,798	100%
Micro Total	8,824	8,815	100%
Aetna Better Health	37	37	100%
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	664	100%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	106	92%
Driscoll Children's Health Plan	519	519	100%
Superior Health Plan	1,653	1,653	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Texas Children's Health Plan	2,638	2,638	100%
UnitedHealthcare Community Plan	2,840	2,840	100%
Rural Total	10,393	10,390	100%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,785	100%
Blue Cross and Blue Shield of Texas	981	981	100%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	2,647	100%
Texas Children's Health Plan	1,485	1,485	100%
UnitedHealthcare Community Plan	2,308	2,308	100%
STAR Plus Total	228,301	228,299	100%
Metro Total	191,606	191,606	100%
Amerigroup	48,460	48,460	100%
Molina Healthcare of Texas	41,201	41,201	100%
Superior Health Plan	51,968	51,968	100%
UnitedHealthcare Community Plan	49,977	49,977	100%
Micro Total	16,029	16,029	100%
Amerigroup	1,676	1,676	100%
Molina Healthcare of Texas	3,207	3,207	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	3,082	3,082	100%
UnitedHealthcare Community Plan	8,064	8,064	100%
Rural Total	20,666	20,664	100%
Amerigroup	3,372	3,371	100%
Molina Healthcare of Texas	1,999	1,999	100%
Superior Health Plan	8,605	8,604	100%
UnitedHealthcare Community Plan	6,690	6,690	100%
BH - Outpatient Grand Total	4,209,945	4,209,406	100%
Cardiovascular Disease			
STAR Total	3,825,627	3,764,496	98%
Metro Total	3,278,301	3,231,752	99%
Aetna Better Health	116,096	115,839	100%
Amerigroup	600,728	595,561	99%
Blue Cross and Blue Shield of Texas	40,262	38,800	96%
Community First Healthplan	133,533	133,533	100%
Community Health Choice	308,306	308,189	100%
Cook Children's Health Plan	130,990	128,919	98%
Dell Children's Health Plan	32,091	29,309	91%
Driscoll Children's Health Plan	168,920	168,773	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
El Paso First	80,646	80,640	100%
Firstcare	57,156	57,134	100%
Molina Healthcare of Texas	107,971	107,336	99%
Parkland	193,818	161,435	83%
Right Care from Scott and White Health Plans	39,906	39,875	100%
Superior Health Plan	638,194	637,269	100%
Texas Children's Health Plan	440,282	440,141	100%
UnitedHealthcare Community Plan	189,402	188,999	100%
Micro Total	242,972	234,551	97%
Aetna Better Health	1,991	1,990	100%
Amerigroup	42,974	41,712	97%
Blue Cross and Blue Shield of Texas	5,804	5,361	92%
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	12,046	100%
Cook Children's Health Plan	3,811	3,399	89%
Dell Children's Health Plan	3,730	3,379	91%
Driscoll Children's Health Plan	16,553	16,553	100%
Firstcare	3,892	3,811	98%
Molina Healthcare of Texas	3,510	2,791	80%
Right Care from Scott and White Health Plans	4,628	4,498	97%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	109,667	106,128	97%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	11,977	89%
Rural Total	304,354	298,193	98%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	56,587	97%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,849	100%
Dell Children's Health Plan	863	813	94%
Driscoll Children's Health Plan	19,474	19,474	100%
El Paso First	76	76	100%
Firstcare	32,359	30,461	94%
Molina Healthcare of Texas	3,836	3,812	99%
Parkland	1,237	1,201	97%
Right Care from Scott and White Health Plans	10,410	10,410	100%
Superior Health Plan	137,102	134,859	98%
Texas Children's Health Plan	11,946	11,878	99%
UnitedHealthcare Community Plan	8,892	8,858	100%
STAR Kids Total	156,017	153,536	98%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Metro Total	136,800	135,008	99%
Aetna Better Health	12,034	12,020	100%
Amerigroup	24,121	24,114	100%
Blue Cross and Blue Shield of Texas	6,445	5,004	78%
Community First Healthplan	6,862	6,862	100%
Cook Children's Health Plan	8,958	8,840	99%
Driscoll Children's Health Plan	8,300	8,294	100%
Superior Health Plan	24,705	24,700	100%
Texas Children's Health Plan	24,577	24,539	100%
UnitedHealthcare Community Plan	20,798	20,635	99%
Micro Total	8,824	8,304	94%
Aetna Better Health	37	37	100%
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	615	93%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	105	91%
Driscoll Children's Health Plan	519	519	100%
Superior Health Plan	1,653	1,653	100%
Texas Children's Health Plan	2,638	2,505	95%
UnitedHealthcare Community Plan	2,840	2,512	88%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Rural Total	10,393	10,224	98%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,706	95%
Blue Cross and Blue Shield of Texas	981	980	100%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	2,597	98%
Texas Children's Health Plan	1,485	1,477	99%
UnitedHealthcare Community Plan	2,308	2,280	99%
STAR Plus Total	228,301	225,929	99%
Metro Total	191,606	190,582	99%
Amerigroup	48,460	48,370	100%
Molina Healthcare of Texas	41,201	40,686	99%
Superior Health Plan	51,968	51,943	100%
UnitedHealthcare Community Plan	49,977	49,583	99%
Micro Total	16,029	15,014	94%
Amerigroup	1,676	1,674	100%
Molina Healthcare of Texas	3,207	3,109	97%
Superior Health Plan	3,082	3,082	100%
UnitedHealthcare Community Plan	8,064	7,149	89%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Rural Total	20,666	20,333	98%
Amerigroup	3,372	3,201	95%
Molina Healthcare of Texas	1,999	1,992	100%
Superior Health Plan	8,605	8,516	99%
UnitedHealthcare Community Plan	6,690	6,624	99%
Cardiovascular Disease Grand Total	4,209,945	4,143,961	98%
ENT			
STAR Total	3,825,627	3,762,400	98%
Metro Total	3,278,301	3,231,443	99%
Aetna Better Health	116,096	116,078	100%
Amerigroup	600,728	599,725	100%
Blue Cross and Blue Shield of Texas	40,262	40,255	100%
Community First Healthplan	133,533	133,533	100%
Community Health Choice	308,306	306,866	100%
Cook Children's Health Plan	130,990	130,487	100%
Dell Children's Health Plan	32,091	32,090	100%
Driscoll Children's Health Plan	168,920	168,901	100%
El Paso First	80,646	80,646	100%
Firstcare	57,156	57,153	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	107,971	97,042	90%
Parkland	193,818	189,828	98%
Right Care from Scott and White Health Plans	39,906	39,906	100%
Superior Health Plan	638,194	617,190	97%
Texas Children's Health Plan	440,282	440,282	100%
UnitedHealthcare Community Plan	189,402	181,461	96%
Micro Total	242,972	238,076	98%
Aetna Better Health	1,991	1,991	100%
Amerigroup	42,974	42,974	100%
Blue Cross and Blue Shield of Texas	5,804	5,804	100%
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	12,048	100%
Cook Children's Health Plan	3,811	3,811	100%
Dell Children's Health Plan	3,730	3,730	100%
Driscoll Children's Health Plan	16,553	13,782	83%
Firstcare	3,892	3,892	100%
Molina Healthcare of Texas	3,510	2,416	69%
Right Care from Scott and White Health Plans	4,628	4,628	100%
Superior Health Plan	109,667	109,667	100%
Texas Children's Health Plan	18,319	18,319	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	13,458	12,427	92%
Rural Total	304,354	292,881	96%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	55,230	95%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,849	100%
Dell Children's Health Plan	863	863	100%
Driscoll Children's Health Plan	19,474	19,474	100%
El Paso First	76	76	100%
Firstcare	32,359	29,036	90%
Molina Healthcare of Texas	3,836	3,001	78%
Parkland	1,237	1,237	100%
Right Care from Scott and White Health Plans	10,410	10,036	96%
Superior Health Plan	137,102	133,939	98%
Texas Children's Health Plan	11,946	11,946	100%
UnitedHealthcare Community Plan	8,892	8,279	93%
STAR Kids Total	156,017	151,687	97%
Metro Total	136,800	133,345	97%
Aetna Better Health	12,034	11,883	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	24,121	24,094	100%
Blue Cross and Blue Shield of Texas	6,445	6,445	100%
Community First Healthplan	6,862	6,862	100%
Cook Children's Health Plan	8,958	8,943	100%
Driscoll Children's Health Plan	8,300	8,300	100%
Superior Health Plan	24,705	22,539	91%
Texas Children's Health Plan	24,577	24,343	99%
UnitedHealthcare Community Plan	20,798	19,936	96%
Micro Total	8,824	8,735	99%
Aetna Better Health	37	37	100%
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	664	100%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	115	100%
Driscoll Children's Health Plan	519	471	91%
Superior Health Plan	1,653	1,653	100%
Texas Children's Health Plan	2,638	2,638	100%
UnitedHealthcare Community Plan	2,840	2,799	99%
Rural Total	10,393	9,607	92%
Aetna Better Health	68	68	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	1,787	1,611	90%
Blue Cross and Blue Shield of Texas	981	919	94%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	2,338	88%
Texas Children's Health Plan	1,485	1,485	100%
UnitedHealthcare Community Plan	2,308	2,070	90%
STAR Plus Total	228,301	222,499	97%
Metro Total	191,606	186,981	98%
Amerigroup	48,460	48,448	100%
Molina Healthcare of Texas	41,201	38,708	94%
Superior Health Plan	51,968	50,073	96%
UnitedHealthcare Community Plan	49,977	49,752	100%
Micro Total	16,029	15,766	98%
Amerigroup	1,676	1,676	100%
Molina Healthcare of Texas	3,207	2,947	92%
Superior Health Plan	3,082	3,082	100%
UnitedHealthcare Community Plan	8,064	8,061	100%
Rural Total	20,666	19,752	96%
Amerigroup	3,372	3,103	92%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	1,999	1,847	92%
Superior Health Plan	8,605	8,378	97%
UnitedHealthcare Community Plan	6,690	6,424	96%
ENT Grand Total	4,209,945	4,136,586	98%
General Surgeon			
STAR Total	3,825,627	3,789,168	99%
Metro Total	3,278,301	3,248,786	99%
Aetna Better Health	116,096	115,955	100%
Amerigroup	600,728	600,040	100%
Blue Cross and Blue Shield of Texas	40,262	39,425	98%
Community First Healthplan	133,533	133,533	100%
Community Health Choice	308,306	308,163	100%
Cook Children's Health Plan	130,990	123,220	94%
Dell Children's Health Plan	32,091	31,921	99%
Driscoll Children's Health Plan	168,920	168,097	100%
El Paso First	80,646	80,643	100%
Firstcare	57,156	57,140	100%
Molina Healthcare of Texas	107,971	107,623	100%
Parkland	193,818	179,633	93%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Right Care from Scott and White Health Plans	39,906	39,875	100%
Superior Health Plan	638,194	636,767	100%
Texas Children's Health Plan	440,282	439,984	100%
UnitedHealthcare Community Plan	189,402	186,767	99%
Micro Total	242,972	239,697	99%
Aetna Better Health	1,991	1,991	100%
Amerigroup	42,974	42,904	100%
Blue Cross and Blue Shield of Texas	5,804	5,804	100%
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	12,048	100%
Cook Children's Health Plan	3,811	2,461	65%
Dell Children's Health Plan	3,730	3,730	100%
Driscoll Children's Health Plan	16,553	16,553	100%
Firstcare	3,892	3,817	98%
Molina Healthcare of Texas	3,510	2,854	81%
Right Care from Scott and White Health Plans	4,628	4,628	100%
Superior Health Plan	109,667	109,615	100%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	12,386	92%
Rural Total	304,354	300,685	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	57,413	98%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,815	100%
Dell Children's Health Plan	863	863	100%
Driscoll Children's Health Plan	19,474	19,474	100%
El Paso First	76	76	100%
Firstcare	32,359	31,015	96%
Molina Healthcare of Texas	3,836	3,766	98%
Parkland	1,237	1,237	100%
Right Care from Scott and White Health Plans	10,410	10,408	100%
Superior Health Plan	137,102	136,036	99%
Texas Children's Health Plan	11,946	11,883	99%
UnitedHealthcare Community Plan	8,892	8,784	99%
STAR Kids Total	156,017	154,790	99%
Metro Total	136,800	135,938	99%
Aetna Better Health	12,034	11,978	100%
Amerigroup	24,121	24,116	100%
Blue Cross and Blue Shield of Texas	6,445	6,391	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	6,862	6,854	100%
Cook Children's Health Plan	8,958	8,503	95%
Driscoll Children's Health Plan	8,300	8,266	100%
Superior Health Plan	24,705	24,694	100%
Texas Children's Health Plan	24,577	24,538	100%
UnitedHealthcare Community Plan	20,798	20,598	99%
Micro Total	8,824	8,537	97%
Aetna Better Health	37	37	100%
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	661	100%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	74	64%
Driscoll Children's Health Plan	519	519	100%
Superior Health Plan	1,653	1,653	100%
Texas Children's Health Plan	2,638	2,533	96%
UnitedHealthcare Community Plan	2,840	2,702	95%
Rural Total	10,393	10,315	99%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,747	98%
Blue Cross and Blue Shield of Texas	981	981	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	2,627	99%
Texas Children's Health Plan	1,485	1,477	99%
UnitedHealthcare Community Plan	2,308	2,299	100%
STAR Plus Total	228,301	225,658	99%
Metro Total	191,606	189,939	99%
Amerigroup	48,460	48,401	100%
Molina Healthcare of Texas	41,201	40,993	99%
Superior Health Plan	51,968	51,492	99%
UnitedHealthcare Community Plan	49,977	49,053	98%
Micro Total	16,029	15,213	95%
Amerigroup	1,676	1,667	99%
Molina Healthcare of Texas	3,207	2,851	89%
Superior Health Plan	3,082	3,082	100%
UnitedHealthcare Community Plan	8,064	7,613	94%
Rural Total	20,666	20,506	99%
Amerigroup	3,372	3,283	97%
Molina Healthcare of Texas	1,999	1,987	99%
Superior Health Plan	8,605	8,560	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	6,690	6,676	100%
General Surgeon Grand Total	4,209,945	4,169,616	99%
Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MHR) STAR Total	3,825,627	2,774,817	73%
Metro Total	3,278,301	2,464,297	75%
Aetna Better Health	116,096	113,395	98%
Amerigroup	600,728	496,334	83%
Blue Cross and Blue Shield of Texas	40,262	38,712	96%
Community First Healthplan	133,533	131,012	98%
Community Health Choice	308,306	297,801	97%
Cook Children's Health Plan	130,990	0	0%
Dell Children's Health Plan	32,091	0	0%
Driscoll Children's Health Plan	168,920	148,675	88%
El Paso First	80,646	80,646	100%
Firstcare	57,156	8,723	15%
Molina Healthcare of Texas	107,971	63,759	59%
Parkland	193,818	0	0%
Right Care from Scott and White Health Plans	39,906	1,902	5%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	638,194	533,583	84%
Texas Children's Health Plan	440,282	409,243	93%
UnitedHealthcare Community Plan	189,402	140,512	74%
Micro Total	242,972	80,261	33%
Aetna Better Health	1,991	1,108	56%
Amerigroup	42,974	1,919	4%
Blue Cross and Blue Shield of Texas	5,804	4,197	72%
Community First Healthplan	2,587	2,076	80%
Community Health Choice	12,048	9,853	82%
Cook Children's Health Plan	3,811	0	0%
Dell Children's Health Plan	3,730	0	0%
Driscoll Children's Health Plan	16,553	9,518	58%
Firstcare	3,892	0	0%
Molina Healthcare of Texas	3,510	792	23%
Right Care from Scott and White Health Plans	4,628	0	0%
Superior Health Plan	109,667	36,266	33%
Texas Children's Health Plan	18,319	11,413	62%
UnitedHealthcare Community Plan	13,458	3,119	23%
Rural Total	304,354	230,259	76%
Aetna Better Health	1,551	1,551	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	58,395	28,878	49%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,848	100%
Dell Children's Health Plan	863	61	7%
Driscoll Children's Health Plan	19,474	19,474	100%
El Paso First	76	76	100%
Firstcare	32,359	21,051	65%
Molina Healthcare of Texas	3,836	3,026	79%
Parkland	1,237	0	0%
Right Care from Scott and White Health Plans	10,410	10,006	96%
Superior Health Plan	137,102	111,842	82%
Texas Children's Health Plan	11,946	9,086	76%
UnitedHealthcare Community Plan	8,892	6,996	79%
STAR Kids Total	156,017	112,095	72%
Metro Total	136,800	103,074	75%
Aetna Better Health	12,034	11,795	98%
Amerigroup	24,121	19,393	80%
Blue Cross and Blue Shield of Texas	6,445	4,522	70%
Community First Healthplan	6,862	6,742	98%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Cook Children's Health Plan	8,958	0	0%
Driscoll Children's Health Plan	8,300	7,571	91%
Superior Health Plan	24,705	19,729	80%
Texas Children's Health Plan	24,577	20,741	84%
UnitedHealthcare Community Plan	20,798	12,581	60%
Micro Total	8,824	2,329	26%
Aetna Better Health	37	16	43%
Amerigroup	271	5	2%
Blue Cross and Blue Shield of Texas	664	218	33%
Community First Healthplan	87	62	71%
Cook Children's Health Plan	115	0	0%
Driscoll Children's Health Plan	519	359	69%
Superior Health Plan	1,653	509	31%
Texas Children's Health Plan	2,638	916	35%
UnitedHealthcare Community Plan	2,840	244	9%
Rural Total	10,393	6,692	64%
Aetna Better Health	68	68	100%
Amerigroup	1,787	605	34%
Blue Cross and Blue Shield of Texas	981	890	91%
Community First Healthplan	251	251	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	1,932	73%
Texas Children's Health Plan	1,485	1,269	85%
UnitedHealthcare Community Plan	2,308	812	35%
STAR Plus Total	228,301	154,370	68%
Metro Total	191,606	138,076	72%
Amerigroup	48,460	33,376	69%
Molina Healthcare of Texas	41,201	27,551	67%
Superior Health Plan	51,968	46,261	89%
UnitedHealthcare Community Plan	49,977	30,888	62%
Micro Total	16,029	3,730	23%
Amerigroup	1,676	264	16%
Molina Healthcare of Texas	3,207	660	21%
Superior Health Plan	3,082	1,009	33%
UnitedHealthcare Community Plan	8,064	1,797	22%
Rural Total	20,666	12,564	61%
Amerigroup	3,372	990	29%
Molina Healthcare of Texas	1,999	1,059	53%
Superior Health Plan	8,605	7,158	83%
UnitedHealthcare Community Plan	6,690	3,357	50%

		Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
TCM and MHR Grand Total	4,209,945	3,041,282	72%	
Nursing Facility				
STAR Plus Total	483,667	482,260	100%	
Metro Total	404,014	403,731	100%	
Amerigroup	104,717	104,434	100%	
Molina Healthcare of Texas	97,726	97,726	100%	
Superior Health Plan	102,586	102,586	100%	
UnitedHealthcare Community Plan	98,985	98,985	100%	
Micro Total	34,425	34,413	100%	
Amerigroup	3,689	3,677	100%	
Molina Healthcare of Texas	8,308	8,308	100%	
Superior Health Plan	7,328	7,328	100%	
UnitedHealthcare Community Plan	15,100	15,100	100%	
Rural Total	45,228	44,116	98%	
Amerigroup	8,845	8,087	91%	
Molina Healthcare of Texas	4,971	4,971	100%	
Superior Health Plan	17,894	17,681	99%	
UnitedHealthcare Community Plan	13,518	13,377	99%	
Nursing Facility Grand Total	483,667	482,260	100%	

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
OB/GYN			
STAR Total	1,122,292	1,121,738	100%
Metro Total	960,415	960,293	100%
Aetna Better Health	37,115	37,115	100%
Amerigroup	176,581	176,580	100%
Blue Cross and Blue Shield of Texas	11,573	11,573	100%
Community First Healthplan	40,720	40,720	100%
Community Health Choice	87,652	87,652	100%
Cook Children's Health Plan	35,188	35,187	100%
Dell Children's Health Plan	8,259	8,259	100%
Driscoll Children's Health Plan	48,291	48,285	100%
El Paso First	24,559	24,559	100%
Firstcare	17,711	17,711	100%
Molina Healthcare of Texas	33,199	33,198	100%
Parkland	55,379	55,308	100%
Right Care from Scott and White Health Plans	12,430	12,430	100%
Superior Health Plan	192,570	192,528	100%
Texas Children's Health Plan	118,848	118,848	100%
UnitedHealthcare Community Plan	60,340	60,340	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Micro Total	71,116	71,116	100%
Aetna Better Health	643	643	100%
Amerigroup	12,849	12,849	100%
Blue Cross and Blue Shield of Texas	1,622	1,622	100%
Community First Healthplan	737	737	100%
Community Health Choice	3,369	3,369	100%
Cook Children's Health Plan	983	983	100%
Dell Children's Health Plan	894	894	100%
Driscoll Children's Health Plan	4,954	4,954	100%
Firstcare	1,232	1,232	100%
Molina Healthcare of Texas	1,128	1,128	100%
Right Care from Scott and White Health Plans	1,385	1,385	100%
Superior Health Plan	32,315	32,315	100%
Texas Children's Health Plan	4,802	4,802	100%
UnitedHealthcare Community Plan	4,203	4,203	100%
Rural Total	90,761	90,329	100%
Aetna Better Health	526	526	100%
Amerigroup	16,926	16,824	99%
Blue Cross and Blue Shield of Texas	613	613	100%
Community First Healthplan	1,953	1,953	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community Health Choice	2,858	2,858	100%
Dell Children's Health Plan	250	250	100%
Driscoll Children's Health Plan	5,799	5,799	100%
El Paso First	26	26	100%
Firstcare	9,816	9,657	98%
Molina Healthcare of Texas	1,170	1,170	100%
Parkland	369	369	100%
Right Care from Scott and White Health Plans	3,206	3,206	100%
Superior Health Plan	40,800	40,629	100%
Texas Children's Health Plan	3,366	3,366	100%
UnitedHealthcare Community Plan	3,083	3,083	100%
STAR Kids	31,856	31,847	100%
Metro	28,013	28,012	100%
Aetna Better Health	2,583	2,582	100%
Amerigroup	4,950	4,950	100%
Blue Cross and Blue Shield of Texas	1,279	1,279	100%
Community First Healthplan	1,405	1,405	100%
Cook Children's Health Plan	1,846	1,846	100%
Driscoll Children's Health Plan	1,602	1,602	100%
Superior Health Plan	5,172	5,172	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Texas Children's Health Plan	4,941	4,941	100%
UnitedHealthcare Community Plan	4,235	4,235	100%
Micro	1,774	1,774	100%
Aetna Better Health	9	9	100%
Amerigroup	63	63	100%
Blue Cross and Blue Shield of Texas	133	133	100%
Community First Healthplan	16	16	100%
Cook Children's Health Plan	25	25	100%
Driscoll Children's Health Plan	92	92	100%
Superior Health Plan	324	324	100%
Texas Children's Health Plan	508	508	100%
UnitedHealthcare Community Plan	604	604	100%
Rural	2,069	2,061	100%
Aetna Better Health	16	16	100%
Amerigroup	353	346	98%
Blue Cross and Blue Shield of Texas	199	199	100%
Community First Healthplan	54	54	100%
Driscoll Children's Health Plan	150	150	100%
Superior Health Plan	510	509	100%
Texas Children's Health Plan	303	303	100%

		Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
UnitedHealthcare Community Plan	484	484	100%	
STAR Plus Total	107,925	107,875	100%	
Metro Total	89,312	89,311	100%	
Amerigroup	22,751	22,751	100%	
Molina Healthcare of Texas	18,694	18,694	100%	
Superior Health Plan	24,915	24,914	100%	
UnitedHealthcare Community Plan	22,952	22,952	100%	
Micro Total	8,057	8,057	100%	
Amerigroup	817	817	100%	
Molina Healthcare of Texas	1,582	1,582	100%	
Superior Health Plan	1,623	1,623	100%	
UnitedHealthcare Community Plan	4,035	4,035	100%	
Rural Total	10,556	10,507	100%	
Amerigroup	1,702	1,687	99%	
Molina Healthcare of Texas	981	981	100%	
Superior Health Plan	4,504	4,472	99%	
UnitedHealthcare Community Plan	3,369	3,367	100%	
OB/GYN Grand Total	1,262,073	1,261,460	100%	
Ophthalmologist				

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
STAR Total	3,825,627	3,680,769	96%
Metro Total	3,278,301	3,159,885	96%
Aetna Better Health	116,096	115,360	99%
Amerigroup	600,728	581,846	97%
Blue Cross and Blue Shield of Texas	40,262	39,488	98%
Community First Healthplan	133,533	133,149	100%
Community Health Choice	308,306	308,173	100%
Cook Children's Health Plan	130,990	124,053	95%
Dell Children's Health Plan	32,091	31,980	100%
Driscoll Children's Health Plan	168,920	141,124	84%
El Paso First	80,646	80,634	100%
Firstcare	57,156	52,759	92%
Molina Healthcare of Texas	107,971	106,016	98%
Parkland	193,818	166,360	86%
Right Care from Scott and White Health Plans	39,906	26,470	66%
Superior Health Plan	638,194	623,115	98%
Texas Children's Health Plan	440,282	440,156	100%
UnitedHealthcare Community Plan	189,402	189,202	100%
Micro Total	242,972	233,748	96%
Aetna Better Health	1,991	1,836	92%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	42,974	39,580	92%
Blue Cross and Blue Shield of Texas	5,804	5,772	99%
Community First Healthplan	2,587	2,584	100%
Community Health Choice	12,048	12,039	100%
Cook Children's Health Plan	3,811	2,500	66%
Dell Children's Health Plan	3,730	3,715	100%
Driscoll Children's Health Plan	16,553	14,431	87%
Firstcare	3,892	3,817	98%
Molina Healthcare of Texas	3,510	2,654	76%
Right Care from Scott and White Health Plans	4,628	4,628	100%
Superior Health Plan	109,667	109,444	100%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	12,429	92%
Rural Total	304,354	287,136	94%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	54,077	93%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,797	99%
Dell Children's Health Plan	863	845	98%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Driscoll Children's Health Plan	19,474	18,042	93%
El Paso First	76	76	100%
Firstcare	32,359	26,317	81%
Molina Healthcare of Texas	3,836	3,803	99%
Parkland	1,237	1,210	98%
Right Care from Scott and White Health Plans	10,410	10,364	100%
Superior Health Plan	137,102	132,024	96%
Texas Children's Health Plan	11,946	11,884	99%
UnitedHealthcare Community Plan	8,892	8,782	99%
STAR Kids Total	156,017	150,133	96%
Metro Total	136,800	132,369	97%
Aetna Better Health	12,034	11,828	98%
Amerigroup	24,121	23,226	96%
Blue Cross and Blue Shield of Texas	6,445	5,618	87%
Community First Healthplan	6,862	6,843	100%
Cook Children's Health Plan	8,958	8,551	95%
Driscoll Children's Health Plan	8,300	6,969	84%
Superior Health Plan	24,705	24,675	100%
Texas Children's Health Plan	24,577	24,011	98%
UnitedHealthcare Community Plan	20,798	20,648	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Micro Total	8,824	8,085	92%
Aetna Better Health	37	31	84%
Amerigroup	271	248	92%
Blue Cross and Blue Shield of Texas	664	656	99%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	76	66%
Driscoll Children's Health Plan	519	430	83%
Superior Health Plan	1,653	1,653	100%
Texas Children's Health Plan	2,638	2,286	87%
UnitedHealthcare Community Plan	2,840	2,618	92%
Rural Total	10,393	9,679	93%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,432	80%
Blue Cross and Blue Shield of Texas	981	935	95%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	791	91%
Superior Health Plan	2,648	2,548	96%
Texas Children's Health Plan	1,485	1,463	99%
UnitedHealthcare Community Plan	2,308	2,191	95%
STAR Plus Total	228,301	222,017	97%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Metro Total	191,606	187,687	98%
Amerigroup	48,460	47,157	97%
Molina Healthcare of Texas	41,201	39,458	96%
Superior Health Plan	51,968	51,741	100%
UnitedHealthcare Community Plan	49,977	49,331	99%
Micro Total	16,029	14,804	92%
Amerigroup	1,676	1,525	91%
Molina Healthcare of Texas	3,207	2,948	92%
Superior Health Plan	3,082	3,082	100%
UnitedHealthcare Community Plan	8,064	7,249	89.9%
Rural Total	20,666	19,526	94%
Amerigroup	3,372	2,748	81%
Molina Healthcare of Texas	1,999	1,986	99%
Superior Health Plan	8,605	8,335	97%
UnitedHealthcare Community Plan	6,690	6,457	97%
Ophthalmologist Grand Total	4,209,945	4,052,919	96%
Orthopedist			
STAR Total	3,825,627	3,766,068	98%
Metro Total	3,278,301	3,247,030	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Aetna Better Health	116,096	115,842	100%
Amerigroup	600,728	595,260	99%
Blue Cross and Blue Shield of Texas	40,262	38,926	97%
Community First Healthplan	133,533	133,262	100%
Community Health Choice	308,306	308,246	100%
Cook Children's Health Plan	130,990	128,927	98%
Dell Children's Health Plan	32,091	31,987	100%
Driscoll Children's Health Plan	168,920	168,019	99%
El Paso First	80,646	80,640	100%
Firstcare	57,156	57,116	100%
Molina Healthcare of Texas	107,971	107,380	99%
Parkland	193,818	178,069	92%
Right Care from Scott and White Health Plans	39,906	39,884	100%
Superior Health Plan	638,194	636,557	100%
Texas Children's Health Plan	440,282	440,155	100%
UnitedHealthcare Community Plan	189,402	186,760	99%
Micro Total	242,972	220,991	91%
Aetna Better Health	1,991	1,959	98%
Amerigroup	42,974	39,850	93%
Blue Cross and Blue Shield of Texas	5,804	5,773	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	11,976	99%
Cook Children's Health Plan	3,811	3,641	96%
Dell Children's Health Plan	3,730	3,722	100%
Driscoll Children's Health Plan	16,553	12,023	73%
Firstcare	3,892	3,816	98%
Molina Healthcare of Texas	3,510	2,838	81%
Right Care from Scott and White Health Plans	4,628	4,626	100%
Superior Health Plan	109,667	98,797	90%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	11,064	82%
Rural Total	304,354	298,047	98%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	56,156	96%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,814	100%
Dell Children's Health Plan	863	863	100%
Driscoll Children's Health Plan	19,474	19,456	100%
El Paso First	76	76	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Firstcare	32,359	30,737	95%
Molina Healthcare of Texas	3,836	3,789	99%
Parkland	1,237	1,228	99%
Right Care from Scott and White Health Plans	10,410	10,299	99%
Superior Health Plan	137,102	135,043	98%
Texas Children's Health Plan	11,946	11,884	99%
UnitedHealthcare Community Plan	8,892	8,787	99%
STAR Kids Total	156,017	152,699	98%
Metro Total	136,800	134,863	99%
Aetna Better Health	12,034	11,959	99%
Amerigroup	24,121	23,962	99%
Blue Cross and Blue Shield of Texas	6,445	6,356	99%
Community First Healthplan	6,862	6,849	100%
Cook Children's Health Plan	8,958	8,823	98%
Driscoll Children's Health Plan	8,300	8,257	99%
Superior Health Plan	24,705	24,669	100%
Texas Children's Health Plan	24,577	24,535	100%
UnitedHealthcare Community Plan	20,798	19,453	94%
Micro Total	8,824	7,892	89%
Aetna Better Health	37	36	97%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	662	100%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	111	97%
Driscoll Children's Health Plan	519	441	85%
Superior Health Plan	1,653	1,186	72%
Texas Children's Health Plan	2,638	2,638	100%
UnitedHealthcare Community Plan	2,840	2,460	87%
Rural Total	10,393	9,944	96%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,689	95%
Blue Cross and Blue Shield of Texas	981	979	100%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	865	100%
Superior Health Plan	2,648	2,608	98.5%
Texas Children's Health Plan	1,485	1,476	99%
UnitedHealthcare Community Plan	2,308	2,008	87%
STAR Plus Total	228,301	223,497	98%
Metro Total	191,606	189,165	99%
Amerigroup	48,460	47,803	99%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	41,201	40,832	99%
Superior Health Plan	51,968	51,460	99%
UnitedHealthcare Community Plan	49,977	49,070	98%
Micro Total	16,029	14,513	91%
Amerigroup	1,676	1,600	95%
Molina Healthcare of Texas	3,207	2,788	87%
Superior Health Plan	3,082	2,580	84%
UnitedHealthcare Community Plan	8,064	7,545	94%
Rural Total	20,666	19,819	96%
Amerigroup	3,372	3,105	92%
Molina Healthcare of Texas	1,999	1,950	98%
Superior Health Plan	8,605	8,462	98%
UnitedHealthcare Community Plan	6,690	6,302	94%
Orthopedist Grand Total	4,209,945	4,142,264	98%
Pediatric Sub-specialty			
STAR Total	3,009,378	2,999,574	100%
Metro Total	2,581,492	2,579,522	100%
Aetna Better Health	85,648	85,648	100%
Amerigroup	474,838	473,959	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Blue Cross and Blue Shield of Texas	30,961	30,903	100%
Community First Healthplan	103,573	103,415	100%
Community Health Choice	243,920	243,917	100%
Cook Children's Health Plan	107,964	107,963	100%
Dell Children's Health Plan	26,242	26,228	100%
Driscoll Children's Health Plan	133,769	133,763	100%
El Paso First	62,449	62,449	100%
Firstcare	43,504	43,493	100%
Molina Healthcare of Texas	82,853	82,734	100%
Parkland	154,954	154,941	100%
Right Care from Scott and White Health Plans	30,309	30,304	100%
Superior Health Plan	496,209	495,523	100%
Texas Children's Health Plan	364,679	364,671	100%
UnitedHealthcare Community Plan	139,620	139,611	100%
Micro Total	191,122	189,537	99%
Aetna Better Health	1,426	1,426	100%
Amerigroup	33,542	32,386	97%
Blue Cross and Blue Shield of Texas	4,632	4,632	100%
Community First Healthplan	2,032	2,032	100%
Community Health Choice	9,726	9,726	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Cook Children's Health Plan	3,149	3,149	100%
Dell Children's Health Plan	3,153	3,153	100%
Driscoll Children's Health Plan	12,994	12,994	100%
Firstcare	2,942	2,926	99%
Molina Healthcare of Texas	2,658	2,658	100%
Right Care from Scott and White Health Plans	3,500	3,500	100%
Superior Health Plan	85,981	85,568	100%
Texas Children's Health Plan	15,348	15,348	100%
UnitedHealthcare Community Plan	10,039	10,039	100%
Rural Total	236,764	230,515	97%
Aetna Better Health	1,147	1,147	100%
Amerigroup	45,607	44,490	98%
Blue Cross and Blue Shield of Texas	1,437	1,437	100%
Community First Healthplan	5,005	5,005	100%
Community Health Choice	7,746	7,746	100%
Dell Children's Health Plan	681	681	100%
Driscoll Children's Health Plan	15,266	15,266	100%
El Paso First	61	61	100%
Firstcare	25,147	22,322	89%
Molina Healthcare of Texas	2,935	2,935	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Parkland	980	980	100%
Right Care from Scott and White Health Plans	7,992	7,992	100%
Superior Health Plan	106,793	104,486	98%
Texas Children's Health Plan	9,724	9,724	100%
UnitedHealthcare Community Plan	6,243	6,243	100%
STAR Kids Total	122,819	122,480	100%
Metro Total	107,643	107,530	100%
Aetna Better Health	9,246	9,210	100%
Amerigroup	18,899	18,872	100%
Blue Cross and Blue Shield of Texas	5,129	5,126	100%
Community First Healthplan	5,289	5,283	100%
Cook Children's Health Plan	7,114	7,109	100%
Driscoll Children's Health Plan	6,424	6,424	100%
Superior Health Plan	19,410	19,407	100%
Texas Children's Health Plan	19,931	19,910	100%
UnitedHealthcare Community Plan	16,201	16,189	100%
Micro Total	6,987	6,886	99%
Aetna Better Health	26	26	100%
Amerigroup	200	187	94%
Blue Cross and Blue Shield of Texas	510	510	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	62	62	100%
Cook Children's Health Plan	95	95	100%
Driscoll Children's Health Plan	412	412	100%
Superior Health Plan	1,345	1,345	100%
Texas Children's Health Plan	2,201	2,190	100%
UnitedHealthcare Community Plan	2,136	2,059	96%
Rural Total	8,189	8,064	98%
Aetna Better Health	46	46	100%
Amerigroup	1,381	1,327	96%
Blue Cross and Blue Shield of Texas	792	792	100%
Community First Healthplan	195	195	100%
Driscoll Children's Health Plan	695	695	100%
Superior Health Plan	2,089	2,034	97%
Texas Children's Health Plan	1,234	1,234	100%
UnitedHealthcare Community Plan	1,757	1,741	99%
Pediatric Sub-specialty Grand Total	3,132,197	3,122,054	100%
Pharmacy			
STAR Total	3,825,627	3,271,569	86%
Metro Total	3,278,301	2,788,893	85%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Aetna Better Health	116,096	102,491	88%
Amerigroup	600,728	524,611	87%
Blue Cross and Blue Shield of Texas	40,262	31,985	79%
Community First Healthplan	133,533	117,536	88%
Community Health Choice	308,306	279,783	91%
Cook Children's Health Plan	130,990	116,066	89%
Dell Children's Health Plan	32,091	25,713	80%
Driscoll Children's Health Plan	168,920	134,508	80%
El Paso First	80,646	69,873	87%
Firstcare	57,156	49,022	86%
Molina Healthcare of Texas	107,971	73,656	68%
Parkland	193,818	170,365	88%
Right Care from Scott and White Health Plans	39,906	31,689	79%
Superior Health Plan	638,194	501,681	79%
Texas Children's Health Plan	440,282	402,823	91%
UnitedHealthcare Community Plan	189,402	157,091	83%
Micro Total	242,972	181,733	75%
Aetna Better Health	1,991	1,292	65%
Amerigroup	42,974	33,124	77%
Blue Cross and Blue Shield of Texas	5,804	3,234	56%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	2,587	1,723	67%
Community Health Choice	12,048	7,230	60%
Cook Children's Health Plan	3,811	2,633	69%
Dell Children's Health Plan	3,730	1,937	52%
Driscoll Children's Health Plan	16,553	15,449	93%
Firstcare	3,892	3,522	90%
Molina Healthcare of Texas	3,510	2,625	75%
Right Care from Scott and White Health Plans	4,628	4,043	87%
Superior Health Plan	109,667	83,899	77%
Texas Children's Health Plan	18,319	11,037	60%
UnitedHealthcare Community Plan	13,458	9,985	74%
Rural Total	304,354	300,943	99%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	57,958	99%
Blue Cross and Blue Shield of Texas	1,913	1,911	100%
Community First Healthplan	6,451	6,448	100%
Community Health Choice	9,849	9,783	99%
Dell Children's Health Plan	863	856	99%
Driscoll Children's Health Plan	19,474	19,380	100%
El Paso First	76	27	36%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Firstcare	32,359	31,950	99%
Molina Healthcare of Texas	3,836	3,105	81%
Parkland	1,237	1,234	100%
Right Care from Scott and White Health Plans	10,410	10,343	99%
Superior Health Plan	137,102	135,905	99%
Texas Children's Health Plan	11,946	11,859	99%
UnitedHealthcare Community Plan	8,892	8,633	97%
STAR Kids Total	156,017	135,177	87%
Metro Total	136,800	118,020	86%
Aetna Better Health	12,034	10,747	89%
Amerigroup	24,121	21,414	89%
Blue Cross and Blue Shield of Texas	6,445	5,198	81%
Community First Healthplan	6,862	6,166	90%
Cook Children's Health Plan	8,958	8,030	90%
Driscoll Children's Health Plan	8,300	6,733	81%
Superior Health Plan	24,705	20,294	82%
Texas Children's Health Plan	24,577	22,279	91%
UnitedHealthcare Community Plan	20,798	17,159	83%
Micro Total	8,824	6,857	78%
Aetna Better Health	37	28	76%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	271	244	90%
Blue Cross and Blue Shield of Texas	664	534	80%
Community First Healthplan	87	60	69%
Cook Children's Health Plan	115	80	70%
Driscoll Children's Health Plan	519	490	94%
Superior Health Plan	1,653	1,343	81%
Texas Children's Health Plan	2,638	1,937	73%
UnitedHealthcare Community Plan	2,840	2,141	75%
Rural Total	10,393	10,300	99%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,775	99%
Blue Cross and Blue Shield of Texas	981	973	99%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	856	99%
Superior Health Plan	2,648	2,622	99%
Texas Children's Health Plan	1,485	1,471	99%
UnitedHealthcare Community Plan	2,308	2,284	99%
STAR Plus Total	228,301	186,212	82%
Metro Total	191,606	157,030	82%
Amerigroup	48,460	43,233	89%

		Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
Molina Healthcare of Texas	41,201	25,728	62%	
Superior Health Plan	51,968	45,087	87%	
UnitedHealthcare Community Plan	49,977	42,982	86%	
Micro Total	16,029	10,082	63%	
Amerigroup	1,676	1,240	74%	
Molina Healthcare of Texas	3,207	573	18%	
Superior Health Plan	3,082	2,648	86%	
UnitedHealthcare Community Plan	8,064	5,621	70%	
Rural Total	20,666	19,100	92%	
Amerigroup	3,372	3,325	99%	
Molina Healthcare of Texas	1,999	837	42%	
Superior Health Plan	8,605	8,534	99%	
UnitedHealthcare Community Plan	6,690	6,404	96%	
Pharmacy Grand Total	4,209,945	3,592,958	85%	
Prenatal				
STAR Total	867,436	852,375	98%	
Metro Total	741,549	728,495	98%	
Aetna Better Health	30,119	29,889	99%	
Amerigroup	134,985	130,973	97%	

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Blue Cross and Blue Shield of Texas	9,277	9,047	98%
Community First Healthplan	31,290	30,527	98%
Community Health Choice	68,413	68,244	100%
Cook Children's Health Plan	26,194	25,231	96%
Dell Children's Health Plan	6,154	5,964	97%
Driscoll Children's Health Plan	37,732	37,650	100%
El Paso First	19,271	19,253	100%
Firstcare	14,260	13,999	98%
Molina Healthcare of Texas	25,657	25,434	99%
Parkland	42,839	40,257	94%
Right Care from Scott and White Health Plans	9,811	9,616	98%
Superior Health Plan	150,308	147,466	98%
Texas Children's Health Plan	87,069	86,897	100%
UnitedHealthcare Community Plan	48,170	48,048	100%
Micro Total	55,193	55,120	100%
Aetna Better Health	538	538	100%
Amerigroup	9,863	9,828	100%
Blue Cross and Blue Shield of Texas	1,270	1,270	100%
Community First Healthplan	539	537	100%
Community Health Choice	2,628	2,626	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Cook Children's Health Plan	742	741	100%
Dell Children's Health Plan	642	642	100%
Driscoll Children's Health Plan	3,826	3,825	100%
Firstcare	1,024	1,024	100%
Molina Healthcare of Texas	878	876	100%
Right Care from Scott and White Health Plans	1,085	1,085	100%
Superior Health Plan	25,296	25,271	100%
Texas Children's Health Plan	3,498	3,495	100%
UnitedHealthcare Community Plan	3,364	3,362	100%
Rural Total	70,694	68,760	97%
Aetna Better Health	400	400	100%
Amerigroup	13,117	12,892	98%
Blue Cross and Blue Shield of Texas	478	478	100%
Community First Healthplan	1,515	1,511	100%
Community Health Choice	2,232	2,232	100%
Dell Children's Health Plan	188	187	99%
Driscoll Children's Health Plan	4,520	4,520	100%
El Paso First	24	14	58%
Firstcare	7,643	7,594	99%
Molina Healthcare of Texas	911	910	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Parkland	284	283	100%
Right Care from Scott and White Health Plans	2,487	2,482	100%
Superior Health Plan	31,879	30,241	95%
Texas Children's Health Plan	2,490	2,490	100%
UnitedHealthcare Community Plan	2,526	2,526	100%
STAR Kids Total	22,346	22,062	99%
Metro Total	19,657	19,414	99%
Aetna Better Health	1,859	1,850	100%
Amerigroup	3,528	3,453	98%
Blue Cross and Blue Shield of Texas	867	839	97%
Community First Healthplan	1,030	1,002	97%
Cook Children's Health Plan	1,265	1,236	98%
Driscoll Children's Health Plan	1,154	1,152	100%
Superior Health Plan	3,683	3,648	99%
Texas Children's Health Plan	3,291	3,272	99%
UnitedHealthcare Community Plan	2,980	2,962	99%
Micro Total	1,258	1,246	99%
Aetna Better Health	5	5	100%
Amerigroup	45	45	100%
Blue Cross and Blue Shield of Texas	100	88	88%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	12	12	100%
Cook Children's Health Plan	18	18	100%
Driscoll Children's Health Plan	75	75	100%
Superior Health Plan	236	236	100%
Texas Children's Health Plan	323	323	100%
UnitedHealthcare Community Plan	444	444	100%
Rural Total	1,431	1,402	98%
Aetna Better Health	12	12	100%
Amerigroup	250	245	98%
Blue Cross and Blue Shield of Texas	134	131	98%
Community First Healthplan	36	36	100%
Driscoll Children's Health Plan	103	103	100%
Superior Health Plan	352	331	94%
Texas Children's Health Plan	190	190	100%
UnitedHealthcare Community Plan	354	354	100%
STAR Plus Total	49,101	48,362	98%
Metro Total	41,844	41,274	99%
Amerigroup	10,338	10,150	98%
Molina Healthcare of Texas	8,448	8,340	99%
Superior Health Plan	12,066	11,884	98%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	10,992	10,900	99%
Micro Total	3,239	3,231	100%
Amerigroup	313	308	98%
Molina Healthcare of Texas	621	621	100%
Superior Health Plan	683	680	100%
UnitedHealthcare Community Plan	1,622	1,622	100%
Rural Total	4,018	3,857	96%
Amerigroup	625	593	95%
Molina Healthcare of Texas	359	357	99%
Superior Health Plan	1,751	1,624	93%
UnitedHealthcare Community Plan	1,283	1,283	100%
Prenatal Grand Total	938,883	922,799	98%
Psychiatrist			
STAR Total	3,825,627	3,720,531	97%
Metro Total	3,278,301	3,232,060	99%
Aetna Better Health	116,096	116,038	100%
Amerigroup	600,728	600,453	100%
Blue Cross and Blue Shield of Texas	40,262	40,262	100%
Community First Healthplan	133,533	133,278	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community Health Choice	308,306	308,306	100%
Cook Children's Health Plan	130,990	130,586	100%
Dell Children's Health Plan	32,091	32,091	100%
Driscoll Children's Health Plan	168,920	142,693	84%
El Paso First	80,646	80,646	100%
Firstcare	57,156	57,156	100%
Molina Healthcare of Texas	107,971	107,969	100%
Parkland	193,818	190,680	98%
Right Care from Scott and White Health Plans	39,906	39,906	100%
Superior Health Plan	638,194	622,312	98%
Texas Children's Health Plan	440,282	440,282	100%
UnitedHealthcare Community Plan	189,402	189,402	100%
Micro Total	242,972	216,195	89%
Aetna Better Health	1,991	1,991	100%
Amerigroup	42,974	42,974	100%
Blue Cross and Blue Shield of Texas	5,804	5,804	100%
Community First Healthplan	2,587	2,587	100%
Community Health Choice	12,048	12,046	100%
Cook Children's Health Plan	3,811	3,652	96%
Dell Children's Health Plan	3,730	3,730	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Driscoll Children's Health Plan	16,553	12,638	76%
Firstcare	3,892	3,892	100%
Molina Healthcare of Texas	3,510	2,464	70%
Right Care from Scott and White Health Plans	4,628	4,628	100%
Superior Health Plan	109,667	89,672	82%
Texas Children's Health Plan	18,319	18,319	100%
UnitedHealthcare Community Plan	13,458	11,798	88%
Rural Total	304,354	272,276	89%
Aetna Better Health	1,551	1,551	100%
Amerigroup	58,395	56,557	97%
Blue Cross and Blue Shield of Texas	1,913	1,913	100%
Community First Healthplan	6,451	6,451	100%
Community Health Choice	9,849	9,815	100%
Dell Children's Health Plan	863	861	100%
Driscoll Children's Health Plan	19,474	18,092	93%
El Paso First	76	76	100%
Firstcare	32,359	28,359	88%
Molina Healthcare of Texas	3,836	3,806	99%
Parkland	1,237	1,222	99%
Right Care from Scott and White Health Plans	10,410	10,410	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	137,102	112,405	82%
Texas Children's Health Plan	11,946	11,941	100%
UnitedHealthcare Community Plan	8,892	8,817	99%
STAR Kids Total	156,017	153,038	98%
Metro Total	136,800	135,330	99%
Aetna Better Health	12,034	12,032	100%
Amerigroup	24,121	24,103	100%
Blue Cross and Blue Shield of Texas	6,445	6,445	100%
Community First Healthplan	6,862	6,856	100%
Cook Children's Health Plan	8,958	8,945	100%
Driscoll Children's Health Plan	8,300	7,042	85%
Superior Health Plan	24,705	24,533	99%
Texas Children's Health Plan	24,577	24,577	100%
UnitedHealthcare Community Plan	20,798	20,797	100%
Micro Total	8,824	8,181	93%
Aetna Better Health	37	37	100%
Amerigroup	271	271	100%
Blue Cross and Blue Shield of Texas	664	664	100%
Community First Healthplan	87	87	100%
Cook Children's Health Plan	115	111	97%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Driscoll Children's Health Plan	519	453	87%
Superior Health Plan	1,653	1,186	72%
Texas Children's Health Plan	2,638	2,615	99%
UnitedHealthcare Community Plan	2,840	2,757	97%
Rural Total	10,393	9,527	92%
Aetna Better Health	68	68	100%
Amerigroup	1,787	1,670	93%
Blue Cross and Blue Shield of Texas	981	978	100%
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	791	91%
Superior Health Plan	2,648	2,031	77%
Texas Children's Health Plan	1,485	1,477	99%
UnitedHealthcare Community Plan	2,308	2,261	98%
STAR Plus Total	228,301	224,610	98%
Metro Total	191,606	190,540	99%
Amerigroup	48,460	48,419	100%
Molina Healthcare of Texas	41,201	40,684	99%
Superior Health Plan	51,968	51,463	99%
UnitedHealthcare Community Plan	49,977	49,974	100%
Micro Total	16,029	15,105	94%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	1,676	1,675	100%
Molina Healthcare of Texas	3,207	2,886	90%
Superior Health Plan	3,082	2,567	83%
UnitedHealthcare Community Plan	8,064	7,977	99%
Rural Total	20,666	18,965	92%
Amerigroup	3,372	3,213	95%
Molina Healthcare of Texas	1,999	1,948	97%
Superior Health Plan	8,605	7,295	85%
UnitedHealthcare Community Plan	6,690	6,509	97%
Psychiatrist Grand Total	4,209,945	4,098,179	97%
SUD Chemical Dependency Treatment			
STAR Total	1,718,222	1,564,759	91%
Metro Total	1,469,994	1,375,174	94%
Aetna Better Health	52,601	52,142	99%
Amerigroup	274,554	254,676	93%
Blue Cross and Blue Shield of Texas	17,148	17,148	100%
Community First Healthplan	62,784	62,289	99%
Community Health Choice	130,679	124,817	96%
Cook Children's Health Plan	56,315	47,722	85%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Dell Children's Health Plan	13,449	13,449	100%
Driscoll Children's Health Plan	72,487	72,466	100%
El Paso First	37,707	37,707	100%
Firstcare	25,474	18,475	73%
Molina Healthcare of Texas	50,751	49,936	98%
Parkland	84,913	82,219	97%
Right Care from Scott and White Health Plans	18,338	15,480	84%
Superior Health Plan	292,524	256,471	88%
Texas Children's Health Plan	193,010	189,200	98%
UnitedHealthcare Community Plan	87,260	80,977	93%
Micro Total	109,208	67,054	61%
Aetna Better Health	930	641	69%
Amerigroup	19,929	7,789	39%
Blue Cross and Blue Shield of Texas	2,432	2,193	90%
Community First Healthplan	1,188	1,155	97%
Community Health Choice	5,218	4,044	78%
Cook Children's Health Plan	1,600	0	0%
Dell Children's Health Plan	1,493	1,438	96%
Driscoll Children's Health Plan	7,401	4,586	62%
Firstcare	1,851	1,851	100%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	1,744	470	27%
Right Care from Scott and White Health Plans	2,097	1,471	70%
Superior Health Plan	49,217	32,255	66%
Texas Children's Health Plan	7,847	6,254	80%
UnitedHealthcare Community Plan	6,261	2,907	46%
Rural Total	139,020	122,531	88%
Aetna Better Health	816	816	100%
Amerigroup	26,309	18,357	70%
Blue Cross and Blue Shield of Texas	928	928	100%
Community First Healthplan	3,079	3,079	100%
Community Health Choice	4,359	4,248	97%
Dell Children's Health Plan	416	416	100%
Driscoll Children's Health Plan	8,937	8,937	100%
El Paso First	38	38	100%
Firstcare	15,041	12,896	86%
Molina Healthcare of Texas	1,772	1,772	100%
Parkland	566	566	100%
Right Care from Scott and White Health Plans	4,870	4,811	99%
Superior Health Plan	61,979	56,195	91%
Texas Children's Health Plan	5,526	5,378	97%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	4,384	4,094	93%
STAR Kids Total	96,229	79,277	82%
Metro Total	84,518	72,877	86%
Aetna Better Health	7,561	7,478	99%
Amerigroup	14,958	13,386	89%
Blue Cross and Blue Shield of Texas	3,865	2,762	71%
Community First Healthplan	4,431	4,408	99%
Cook Children's Health Plan	5,516	4,399	80%
Driscoll Children's Health Plan	5,280	5,280	100%
Superior Health Plan	15,117	13,586	90%
Texas Children's Health Plan	14,659	13,824	94%
UnitedHealthcare Community Plan	13,131	7,754	59%
Micro Total	5,381	1,911	36%
Aetna Better Health	25	13	52%
Amerigroup	179	3	2%
Blue Cross and Blue Shield of Texas	415	193	47%
Community First Healthplan	61	60	98%
Cook Children's Health Plan	60	0	0%
Driscoll Children's Health Plan	302	222	74%
Superior Health Plan	973	638	66%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Texas Children's Health Plan	1,520	593	39%
UnitedHealthcare Community Plan	1,846	189	10%
Rural Total	6,330	4,489	71%
Aetna Better Health	48	48	100%
Amerigroup	1,109	548	49%
Blue Cross and Blue Shield of Texas	584	525	90%
Community First Healthplan	166	166	100%
Driscoll Children's Health Plan	497	497	100%
Superior Health Plan	1,557	1,362	87%
Texas Children's Health Plan	858	827	96%
UnitedHealthcare Community Plan	1,511	516	34%
STAR Plus Total	228,301	182,493	80%
Metro Total	191,606	161,916	85%
Amerigroup	48,460	44,395	92%
Molina Healthcare of Texas	41,201	37,420	91%
Superior Health Plan	51,968	45,892	88%
UnitedHealthcare Community Plan	49,977	34,209	68%
Micro Total	16,029	5,683	35%
Amerigroup	1,676	701	42%
Molina Healthcare of Texas	3,207	957	30%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	3,082	1,923	62%
UnitedHealthcare Community Plan	8,064	2,102	26%
Rural Total	20,666	14,894	72%
Amerigroup	3,372	1,937	57%
Molina Healthcare of Texas	1,999	1,807	90%
Superior Health Plan	8,605	7,708	90%
UnitedHealthcare Community Plan	6,690	3,442	51%
SUD Chemical Dependency Treatment Grand Total	2,042,752	1,826,529	89%
SUD Opioid Treatment			
STAR Total	1,718,222	425,543	25%
Metro Total	1,469,994	397,297	27%
Aetna Better Health	52,601	20,558	39%
Amerigroup	274,554	0	0%
Blue Cross and Blue Shield of Texas	17,148	0	0%
Community First Healthplan	62,784	61,090	97%
Community Health Choice	130,679	107,501	82%
Cook Children's Health Plan	56,315	0	0%
Dell Children's Health Plan	13,449	0	0%
Driscoll Children's Health Plan	72,487	6,248	9%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
El Paso First	37,707	0	0%
Firstcare	25,474	0	0%
Molina Healthcare of Texas	50,751	3,029	6%
Parkland	84,913	84,848	100%
Right Care from Scott and White Health Plans	18,338	0	0%
Superior Health Plan	292,524	70,782	24%
Texas Children's Health Plan	193,010	0	0%
UnitedHealthcare Community Plan	87,260	43,241	50%
Micro Total	109,208	2,140	2%
Aetna Better Health	930	0	0%
Amerigroup	19,929	0	0%
Blue Cross and Blue Shield of Texas	2,432	0	0%
Community First Healthplan	1,188	959	81%
Community Health Choice	5,218	0	0%
Cook Children's Health Plan	1,600	0	0%
Dell Children's Health Plan	1,493	0	0%
Driscoll Children's Health Plan	7,401	0	0%
Firstcare	1,851	0	0%
Molina Healthcare of Texas	1,744	0	0%
Right Care from Scott and White Health Plans	2,097	0	0%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	49,217	1,181	2%
Texas Children's Health Plan	7,847	0	0%
UnitedHealthcare Community Plan	6,261	0	0%
Rural Total	139,020	26,106	19%
Aetna Better Health	816	0	0%
Amerigroup	26,309	0	0%
Blue Cross and Blue Shield of Texas	928	0	0%
Community First Healthplan	3,079	3,079	100%
Community Health Choice	4,359	3,205	74%
Dell Children's Health Plan	416	0	0%
Driscoll Children's Health Plan	8,937	1,022	11%
El Paso First	38	0	0%
Firstcare	15,041	0	0%
Molina Healthcare of Texas	1,772	89	5%
Parkland	566	566	100%
Right Care from Scott and White Health Plans	4,870	0	0%
Superior Health Plan	61,979	16,242	26%
Texas Children's Health Plan	5,526	0	0%
UnitedHealthcare Community Plan	4,384	1,903	43%
STAR Kids Total	96,229	18,326	19%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Metro	84,518	17,488	21%
Aetna Better Health	7,561	3,635	48%
Amerigroup	14,958	0	0%
Blue Cross and Blue Shield of Texas	3,865	0	0%
Community First Healthplan	4,431	4,327	98%
Cook Children's Health Plan	5,516	0	0%
Driscoll Children's Health Plan	5,280	535	10%
Superior Health Plan	15,117	4,283	28%
Texas Children's Health Plan	14,659	0	0%
UnitedHealthcare Community Plan	13,131	4,708	36%
Micro	5,381	91	2%
Aetna Better Health	25	0	0%
Amerigroup	179	0	0%
Blue Cross and Blue Shield of Texas	415	0	0%
Community First Healthplan	61	42	69%
Cook Children's Health Plan	60	0	0%
Driscoll Children's Health Plan	302	0	0%
Superior Health Plan	973	49	5%
Texas Children's Health Plan	1,520	0	0%
UnitedHealthcare Community Plan	1,846	0	0%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Rural	6,330	747	12%
Aetna Better Health	48	43	90%
Amerigroup	1,109	0	0%
Blue Cross and Blue Shield of Texas	584	0	0%
Community First Healthplan	166	166	100%
Driscoll Children's Health Plan	497	59	12%
Superior Health Plan	1,557	327	21%
Texas Children's Health Plan	858	0	0%
UnitedHealthcare Community Plan	1,511	152	10%
STAR Plus	228,301	54,371	24%
Metro Total	191,606	50,663	26%
Amerigroup	48,460	0	0%
Molina Healthcare of Texas	41,201	2,103	5%
Superior Health Plan	51,968	24,898	48%
UnitedHealthcare Community Plan	49,977	23,662	47%
Micro Total	16,029	254	2%
Amerigroup	1,676	0	0%
Molina Healthcare of Texas	3,207	0	0%
Superior Health Plan	3,082	254	8%
UnitedHealthcare Community Plan	8,064	0	0%

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Rural Total	20,666	3,454	17%
Amerigroup	3,372	0	0%
Molina Healthcare of Texas	1,999	60	3%
Superior Health Plan	8,605	2,575	30%
UnitedHealthcare Community Plan	6,690	819	12%
SUD Opioid Treatment Grand Total	2,042,752	498,240	24%
Therapies - OT PT ST			
STAR Total	3,825,627	3,817,913	100%
Metro Total	3,278,301	3,277,319	100%
Aetna Better Health	116,096	116,096	100%
Amerigroup	600,728	600,724	100%
Blue Cross and Blue Shield of Texas	40,262	40,262	100%
Community First Healthplan	133,533	133,533	100%
Community Health Choice	308,306	308,306	100%
Cook Children's Health Plan	130,990	130,990	100%
Dell Children's Health Plan	32,091	32,091	100%
Driscoll Children's Health Plan	168,920	168,920	100%
El Paso First	80,646	80,646	100%
Firstcare	57,156	57,156	100%

	Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
Molina Healthcare of Texas	107,971	107,969	100%	
Parkland	193,818	192,845	99%	
Right Care from Scott and White Health Plans	39,906	39,906	100%	
Superior Health Plan	638,194	638,191	100%	
Texas Children's Health Plan	440,282	440,282	100%	
UnitedHealthcare Community Plan	189,402	189,402	100%	
Micro Total	242,972	242,956	100%	
Aetna Better Health	1,991	1,991	100%	
Amerigroup	42,974	42,974	100%	
Blue Cross and Blue Shield of Texas	5,804	5,804	100%	
Community First Healthplan	2,587	2,587	100%	
Community Health Choice	12,048	12,048	100%	
Cook Children's Health Plan	3,811	3,811	100%	
Dell Children's Health Plan	3,730	3,730	100%	
Driscoll Children's Health Plan	16,553	16,553	100%	
Firstcare	3,892	3,892	100%	
Molina Healthcare of Texas	3,510	3,510	100%	
Right Care from Scott and White Health Plans	4,628	4,628	100%	
Superior Health Plan	109,667	109,651	100%	
Texas Children's Health Plan	18,319	18,319	100%	

	Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
UnitedHealthcare Community Plan	13,458	13,458	100%	
Rural Total	304,354	297,638	98%	
Aetna Better Health	1,551	1,551	100%	
Amerigroup	58,395	56,960	98%	
Blue Cross and Blue Shield of Texas	1,913	1,913	100%	
Community First Healthplan	6,451	6,451	100%	
Community Health Choice	9,849	9,849	100%	
Dell Children's Health Plan	863	863	100%	
Driscoll Children's Health Plan	19,474	19,474	100%	
El Paso First	76	76	100%	
Firstcare	32,359	30,447	94%	
Molina Healthcare of Texas	3,836	3,836	100%	
Parkland	1,237	1,237	100%	
Right Care from Scott and White Health Plans	10,410	10,410	100%	
Superior Health Plan	137,102	133,734	98%	
Texas Children's Health Plan	11,946	11,946	100%	
UnitedHealthcare Community Plan	8,892	8,891	100%	
STAR Kids Total	156,017	155,788	100%	
Metro Total	136,800	136,800	100%	
Aetna Better Health	12,034	12,034	100%	

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Amerigroup	24,121	24,121	100%		
Blue Cross and Blue Shield of Texas	6,445	6,445	100%		
Community First Healthplan	6,862	6,862	100%		
Cook Children's Health Plan	8,958	8,958	100%		
Driscoll Children's Health Plan	8,300	8,300	100%		
Superior Health Plan	24,705	24,705	100%		
Texas Children's Health Plan	24,577	24,577	100%		
UnitedHealthcare Community Plan	20,798	20,798	100%		
Micro Total	8,824	8,824	100%		
Aetna Better Health	37	37	100%		
Amerigroup	271	271	100%		
Blue Cross and Blue Shield of Texas	664	664	100%		
Community First Healthplan	87	87	100%		
Cook Children's Health Plan	115	115	100%		
Driscoll Children's Health Plan	519	519	100%		
Superior Health Plan	1,653	1,653	100%		
Texas Children's Health Plan	2,638	2,638	100%		
UnitedHealthcare Community Plan	2,840	2,840	100%		
Rural Total	10,393	10,164	98%		
Aetna Better Health	68	68	100%		

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Amerigroup	1,787	1,723	96%		
Blue Cross and Blue Shield of Texas	981	977	100%		
Community First Healthplan	251	251	100%		
Driscoll Children's Health Plan	865	865	100%		
Superior Health Plan	2,648	2,518	95%		
Texas Children's Health Plan	1,485	1,485	100%		
UnitedHealthcare Community Plan	2,308	2,277	99%		
STAR Plus Total	228,301	227,775	100%		
Metro Total	191,606	191,604	100%		
Amerigroup	48,460	48,459	100%		
Molina Healthcare of Texas	41,201	41,201	100%		
Superior Health Plan	51,968	51,968	100%		
UnitedHealthcare Community Plan	49,977	49,976	100%		
Micro Total	16,029	16,028	100%		
Amerigroup	1,676	1,676	100%		
Molina Healthcare of Texas	3,207	3,207	100%		
Superior Health Plan	3,082	3,081	100%		
UnitedHealthcare Community Plan	8,064	8,064	100%		
Rural Total	20,666	20,143	97%		
Amerigroup	3,372	3,256	97%		

		Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
Molina Healthcare of Texas	1,999	1,959	98%	
Superior Health Plan	8,605	8,362	97%	
UnitedHealthcare Community Plan	6,690	6,566	98%	
Therapies - OT PT ST Grand Total	4,209,945	4,201,476	100%	
Urologist				
STAR Total	3,825,627	3,669,618	96%	
Metro Total	3,278,301	3,172,519	97%	
Aetna Better Health	116,096	116,078	100%	
Amerigroup	600,728	582,177	97%	
Blue Cross and Blue Shield of Texas	40,262	40,232	100%	
Community First Healthplan	133,533	133,533	100%	
Community Health Choice	308,306	290,313	94%	
Cook Children's Health Plan	130,990	96,180	73%	
Dell Children's Health Plan	32,091	32,090	100%	
Driscoll Children's Health Plan	168,920	168,911	100%	
El Paso First	80,646	80,646	100%	
Firstcare	57,156	52,779	92%	
Molina Healthcare of Texas	107,971	105,152	97%	
Parkland	193,818	183,533	95%	

	Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
Right Care from Scott and White Health Plans	39,906	39,884	100%	
Superior Health Plan	638,194	638,136	100%	
Texas Children's Health Plan	440,282	440,275	100%	
UnitedHealthcare Community Plan	189,402	172,600	91%	
Micro Total	242,972	223,221	92%	
Aetna Better Health	1,991	1,991	100%	
Amerigroup	42,974	41,394	96%	
Blue Cross and Blue Shield of Texas	5,804	5,804	100%	
Community First Healthplan	2,587	2,587	100%	
Community Health Choice	12,048	11,144	92%	
Cook Children's Health Plan	3,811	3,452	91%	
Dell Children's Health Plan	3,730	3,730	100%	
Driscoll Children's Health Plan	16,553	13,782	83%	
Firstcare	3,892	3,863	99%	
Molina Healthcare of Texas	3,510	2,674	76%	
Right Care from Scott and White Health Plans	4,628	4,612	100%	
Superior Health Plan	109,667	101,919	93%	
Texas Children's Health Plan	18,319	18,317	100%	
UnitedHealthcare Community Plan	13,458	7,952	59%	
Rural Total	304,354	273,878	90%	

	Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	
Aetna Better Health	1,551	1,551	100%	
Amerigroup	58,395	50,073	86%	
Blue Cross and Blue Shield of Texas	1,913	1,913	100%	
Community First Healthplan	6,451	6,451	100%	
Community Health Choice	9,849	8,902	90%	
Dell Children's Health Plan	863	843	98%	
Driscoll Children's Health Plan	19,474	19,429	100%	
El Paso First	76	70	92%	
Firstcare	32,359	27,148	84%	
Molina Healthcare of Texas	3,836	2,840	74%	
Parkland	1,237	1,230	99%	
Right Care from Scott and White Health Plans	10,410	9,978	96%	
Superior Health Plan	137,102	125,446	91%	
Texas Children's Health Plan	11,946	11,863	99%	
UnitedHealthcare Community Plan	8,892	6,141	69%	
STAR Kids Total	156,017	148,167	95%	
Metro Total	136,800	131,537	96%	
Aetna Better Health	12,034	11,994	100%	
Amerigroup	24,121	23,371	97%	
Blue Cross and Blue Shield of Texas	6,445	6,445	100%	

		Quarter 1			
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)		
Community First Healthplan	6,862	6,862	100%		
Cook Children's Health Plan	8,958	6,621	74%		
Driscoll Children's Health Plan	8,300	8,300	100%		
Superior Health Plan	24,705	24,705	100%		
Texas Children's Health Plan	24,577	24,570	100%		
UnitedHealthcare Community Plan	20,798	18,669	90%		
Micro Total	8,824	7,721	88%		
Aetna Better Health	37	37	100%		
Amerigroup	271	271	100%		
Blue Cross and Blue Shield of Texas	664	662	100%		
Community First Healthplan	87	87	100%		
Cook Children's Health Plan	115	106	92%		
Driscoll Children's Health Plan	519	471	91%		
Superior Health Plan	1,653	1,310	79%		
Texas Children's Health Plan	2,638	2,632	100%		
UnitedHealthcare Community Plan	2,840	2,145	76%		
Rural Total	10,393	8,909	86%		
Aetna Better Health	68	68	100%		
Amerigroup	1,787	1,482	83%		
Blue Cross and Blue Shield of Texas	981	869	89%		

		Quarter 1	
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	251	251	100%
Driscoll Children's Health Plan	865	864	100%
Superior Health Plan	2,648	2,333	88%
Texas Children's Health Plan	1,485	1,476	99%
UnitedHealthcare Community Plan	2,308	1,566	68%
STAR Plus Total	228,301	216,246	95%
Metro Total	191,606	184,462	96%
Amerigroup	48,460	47,375	98%
Molina Healthcare of Texas	41,201	39,639	96%
Superior Health Plan	51,968	51,966	100%
UnitedHealthcare Community Plan	49,977	45,482	91%
Micro Total	16,029	14,317	89%
Amerigroup	1,676	1,676	100%
Molina Healthcare of Texas	3,207	2,761	86%
Superior Health Plan	3,082	2,725	88%
UnitedHealthcare Community Plan	8,064	7,155	89%
Rural Total	20,666	17,467	85%
Amerigroup	3,372	2,801	83%
Molina Healthcare of Texas	1,999	1,716	86%
Superior Health Plan	8,605	7,937	92%

	Quarter 1		
Program County Type MCO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	6,690	5,013	75%
Urologist Grand Total	4,209,945	4,034,031	96%

	Quarter 1			
County Type DMO	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (95%)	
Metro	2,949,490	2,949,488	100%	
DentaQuest	1,538,451	1,538,451	100%	
MCNA Dental	1,016,413	1,016,411	100%	
United HealthCare Dental	394,626	394,626	100%	
Micro	216,731	216,731	100%	
DentaQuest	117,309	117,309	100%	
MCNA Dental	73,198	73,198	100%	
United HealthCare Dental	26,224	26,224	100%	
Rural	268,896	268,832	100%	
DentaQuest	144,659	144,624	100%	
MCNA Dental	92,794	92,775	100%	
United HealthCare Dental	31,443	31,433	100%	
Grand Total	3,435,117	3,435,051	100%	

		Quarter 1	
Provider Type DMO County Type	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
	Endodo	ontist	
DentaQuest	1,800,419	1,616,881	90%
Metro	1,538,451	1,449,508	94%
Micro	117,309	68,338	58%
Rural	144,659	99,035	68%
MCNA Dental	1,182,405	1,066,597	90%
Metro	1,016,413	956,442	94%
Micro	73,198	44,759	61%
Rural	92,794	65,396	70%
United HealthCare	452,293	399,327	88%
Metro	394,626	360,824	91%
Micro	26,224	16,639	63%
Rural	31,443	21,864	70%
Subtotal	3,435,117	3,082,805	90%
	Orthodo	ontist	
DentaQuest	1,800,419	1,725,710	96%
Metro	1,538,451	1,508,623	98%
Micro	117,309	94,850	81%
Rural	144,659	122,237	85%
MCNA Dental	1,182,405	1,086,117	92%
Metro	1,016,413	961,306	95%

	Quarter 1									
Provider Type DMO County Type	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)							
Micro	73,198	52,105	71%							
Rural	92,794	72,706	78%							
United HealthCare	452,293	401,317	89%							
Metro	394,626	361,016	91%							
Micro	26,224	17,293	66%							
Rural	31,443	23,008	73%							
Subtotal	3,435,117	3,213,144	94%							
	Pediatric	Dental								
DentaQuest	1,800,419	1,796,216	100%							
Metro	1,538,451	1,537,842	100%							
Micro	117,309	115,231	98%							
Rural	144,659	143,143	99%							
MCNA Dental	1,182,405	1,179,741	100%							
Metro	1,016,413	1,016,100	100%							
Micro	73,198	71,731	98%							
Rural	92,794	91,910	99%							
United HealthCare	452,293	445,013	98%							
Metro	394,626	392,843	100%							
Micro	26,224	21,489	82%							
Rural	31,443	30,681	98%							
Subtotal	3,435,117	3,420,970	100%							

		Quarter 1	
Provider Type DMO County Type	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
	Oral Surg	geon	
DentaQuest	1,800,419	1,755,088	97%
Metro	1,538,451	1,523,043	99%
Micro	117,309	104,132	89%
Rural	144,659	127,913	88%
MCNA Dental	1,182,405	1,158,862	98%
Metro	1,016,413	1,009,467	99%
Micro	73,198	65,823	90%
Rural	92,794	83,572	90%
United HealthCare	452,293	436,030	96%
Metro	394,626	386,428	98%
Micro	26,224	22,315	85%
Rural	31,443	27,287	87%
Subtotal	3,435,117	3,349,980	98%

D-047 CMS NARRATIVE SUMMARY REPORT



Helping Government Serve the People.®



June 2023 – November 2023

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	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Bi- Annual Totals	Average per Month						
STAR	19,658	17,178	22,046	20,138	18,880	18,120	116,020	19,337						
STAR Kids	1,099	965	1,245	1,201	1,058	788	6,356	1,059						
STAR+PLUS	7,046	6,310	8,517	6,039	6,551	5,382	39,845	6,641						
MMC Dental	14,170	13,136	15,016	15,409	21,023	21,199	99,953	16,659						

(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	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Bi- Annual Totals	Average per Month						
Medicaid Managed Care Outbound Attempts	35,188	32,785	35,799	30,251	33,215	33,482	200,720	33,453						

(Table 1.2A) MMC Outbound Call Activity

Throughout the reporting period, outreach staff members completed a total of 12,809 field events for the Medicaid Managed Care Program through conference call functionality. Field events include enrollment events, community meetings, presentations, and health fairs.

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

	Community Outreach Activities – MMC													
Task	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Bi- Annual Totals	Average per Month						
MMC Home Visit Attempts	7,074	5,652	7,411	5,648	5,845	6,411	38,041	6,340						
MMC Home Visit Requests	4	7	14	11	5	10	51	9						
MMC Enrollment Events	148	158	284	156	340	162	1,248	208						
MMC Presentations (non-enrollment event)	46	46	49	61	87	57	346	58						
MMC Community Meetings (non- enrollment event)	1,654	1,639	1,696	1,797	2,035	2,194	11,015	1,836						
MMC Health Fairs (non-enrollment event)	24	40	49	35	33	19	200	33						

(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 1st through November 1st effective dates. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 4,609,139 total enrollments per month.

Total Enrollments by Program											
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total Enrollments							
Jun-23	4,466,611	583,084	169,778	5,219,473							
Jul-23	4,335,217	582,152	169,674	5,087,043							
Aug-23	4,016,503	583,163	169,570	4,769,236							
Sep-23	3,724,286	583,550	164,339	4,472,175							
Oct-23	3,487,422	532,298	149,788	4,169,508							
Nov-23	3,265,241	525,615	146,544	3,937,400							
Avg/Month	3,882,547	564,977	161,616	4,609,139							

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

T	Total New Monthly Enrollments by Program											
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total New Monthly Enrollments								
Jun-23	72,656	9,487	2,301	84,444								
Jul-23	89,792	9,942	2,563	102,297								
Aug-23	138,222	10,828	2,710	151,760								
Sep-23	118,513	9,555	2,679	130,747								
Oct-23	128,936	10,433	2,863	142,232								
Nov-23	130,264	9,815	2,594	142,673								
Avg/Month	113,064	10,010	2,618	125,692								

(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 3,506,863 total enrollments in the reporting period.

Dental Enrollments											
State Cutoff Month	New Monthly Enrollment	Total Enrollment									
Jun-23	45,586	3,872,615									
Jul-23	58,291	3,756,908									
Aug-23	94,341	3,610,335									
Sep-23	66,526	3,443,570									
Oct-23	100,405	3,264,360									
Nov-23	97,525	3,093,387									
Avg/Month	77,112	3,506,863									

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

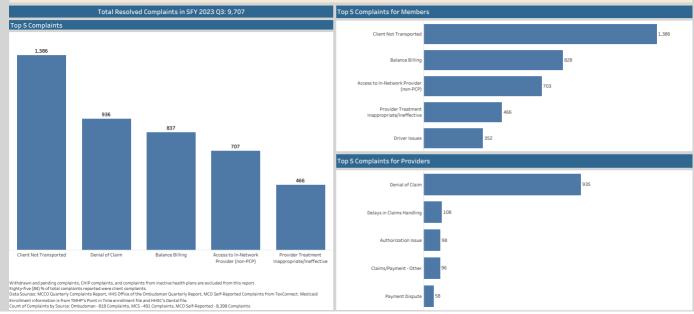
1.4 CALL CENTER

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 0.2 percent, and the ASA was 8 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 651 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					
June	2023	73,524	71,995	71,665	N/A	664	5	327	0.5%					
July	2023	67,380	66,905	66,443	N/A	648	7	110	0.2%					
August	August 2023		82,783	82,113	N/A	659	11	263	0.3%					
September	2023	71,580	70,923	70,507	N/A	662	6	79	0.1%					
October	2023	77,474	77,816	77,304	N/A	644	7	97	0.1%					
November	2023	69,320	72,602	71,930	N/A	627	12	228	0.3%					
AV	AVG		73,837	73,327	N/A	651	8	184	0.2%					
Totals		439,893	443,024	439,962	N/A			1,104						
KPR							< 140		≤ 10%					

(Table 1.4A) EB Call Center Inbound Production

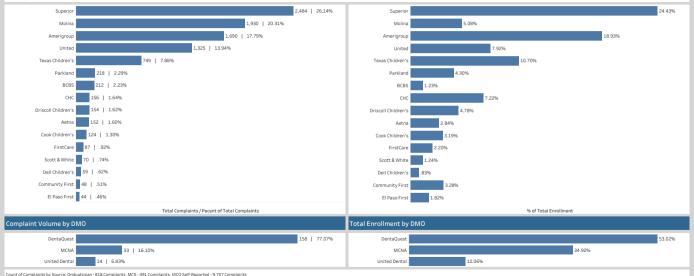


Top 5 Cor	nplaints by Program per 10,000 Me	mbers	Percentage of Complaints Substantiated - Ombudsman Data								
MMP	Balance Billing Correspondence	18.09	46.87	Resolution	MMP	STAR+PLUS	STAR Kids	STAR	STAR Health	Dental	
074.0-0110	MCO Customer Service / Staff Behavior Client Not Transported Customer Service - Other Client Not Transported	10.68 9.20 8.60		Substantiated	6%	13%	12%	11%	0%	13%	
STAR+PLUS	Access to In-Network Provider (non-PCP) Driver Issues Other Denial of Claim	4.85 4.01 3.96 3.94		Unsubstantiated	24%	28%	24%	21%	0%	13%	
STAR Kids	Denial of Claim Client Not Transported Access to In-Network Provider (non-PCP) Provider Treatment Inappropriate/Ineffective Balance Billing	5.29 3.82 2.53 2.35 2.12		Unable to Substantiate	71%	59%	64%	68%	100%	74%	
STAR	Denial of Claim Balance Billing Access to In-Network Provider (non-PCP) Client Not Transported Provider Treatment Inappropriate/Ineffective	1.20 .87 .74 .40 .33		Substantiated – a complain Unsubstantiated – a compl Unable to Substantiate – a Percentages may not add u	laint where research clea complaint where researc	rly indicates agency policy h does not clearly indicate	was not violated or agence if agency policy was viola	y expectations were met. ted or agency expectation	is were met.		
STAR Health	Denial of Claim Client Not Transported Authorization Issue Access to In-Network Provider (non-PCP)	1.71 1.50 .64		Percentage of Co	mplaints Confiri	med - MCS and M	CO Self-Reported	Data			
_	Therapy - Denial of Authorization	.43		Resolution	MMP	STAR+PLUS	STAR Kids	STAR	STAR Health	Dental	
Dental	Provider Treatment Inappropriate/Ineffective Balance Billing Service Coordination/Service Management Denial of Claim Claims/Payment - Other	12 .05 .04 .04 .04		Confirmed	89%	55%	65%	63%	57%	30%	
Programs are s	orted in descending order from highest rate of compla	ints to lowest. Ties are sorted in descending order alphabetically.									
	Monthly Medicaid Members by Prog	gram for SFY 2023 Q3		Not Confirmed	4%	33%	29%	31%	27%	67%	
STAR+PLUS											
STAR Kids					7%	12%	6%	6%	17%	3%	
STAR Health	46,706			Unable to Determine	/ 70	12.70	070	070	1/70	370	
STAR			4,879,948								
		4,24	18,403	Confirmed – resolved or pa Not Confirmed – resolved of							
Dental											

Count of Complaints by Source: Ombudsman - 818 Complaints, MCS - 491 Complaints, MCO Self-Reported - 10,071 Complaints

Total Enrollment by MCO

Percentages may not add up to 100% due to rounding.



Top 5 Complaints by MCO/DMO per 10,000 Members

Aetna	Balance Billing	3.27	El Paso First	Balance Billing	1.82			
	Denial of Claim	3.08		MCO Customer Service / Staff Behavior	1.06			
	Access to In-Network Provider (non-PCP)	.49		Driver Issues	.29			
	Claims/Payment - Other	.37		Vehicle Issues Provider Treatment Inappropriate/Ineffective	.19			
	Provider Treatment Inappropriate/Ineffective	.25	FirstCare	Denial of Claim		1.58		
Amerigroup	Access to In-Network Provider (non-PCP)	4.58	FirstCare	Access to Care - Other	.80	.58		
	Balance Billing	1.60		Balance Billing	.56			
	Quality of Care - Other	1.57		Claims/Payment - Other	.40			
	Access to Care - Other	1.42		Customer Service - Other	.32			
	Prescription Services - Other	1.16	MCNA	Provider Treatment Inappropriate/Ineffective	.06			
BCBS	Balance Billing	7.55		Claims/Payment - Other	.04			
	Denial of Claim	4.56		Customer Service - Other	.03			
	Access to PCP	2.99		Balance Billing Access to In-Network Provider (non-PCP)	.02			
	Individual Transportation Participant (ITP) claims		Molina	Customer Service - Other	.02		7.89	
	Client Not Transported	1.28	Molina	Value-added Services Issues		6.89	1 7.89	
CHC	Denial of Claim	.70		Client Not Transported		5.79		
	Client Not Transported	.39		MCO Customer Service / Staff Behavior		4.69		
	Driver Issues	34		Balance Billing		4.48		
		.27	Parkland	Denial of Claim	2.53			
	Balance Billing	.27		Balance Billing	.98			
Community First	Access to Care - Other	.43		Delays in Claims Handling Claims/Payment - Other	.45			
	Other	.37		Payment Dispute	.37			
	Customer Service - Other	.32	Scott & White	Denial of Claim		4.08		
	Client Not Transported	.32	Scott & White	Access to Care - Other	1.69	4.08		
	Driver Issues	.16		Balance Billing	.84			
Cook Children's	Provider Treatment Inappropriate/Ineffective	.82		Access to Out-of-Network Provider	.70			
	Continuity of Care	.82		Value-added Services Issues	.42			
	Service Coordination/Service Management	.55	Superior	Client Not Transported	3.07			
	Access to In-Network Provider (non-PCP)	.49		Balance Billing	1.22			
	Coordination of Care - related to a complainant's d.			Other Driver Issues	1.05			
Dell Children's	Denial of Claim	4.03		Denial of Claim	1.01			
	Balance Billing	1.70	Texas Children's	Denial of Claim	2.85			
	Delays in Claims Handling	1.48		Client Not Transported	1.19			
	Claims/Payment - Other	.64		Balance Billing	1.05			
		.42		Delays in Claims Handling	1.01			
DentaQuest		.18		Claims/Payment - Other	.64			
	Service Coordination/Service Management	.08	United	Client Not Transported Denial of Claim		4 38		12.85
	Balance Billing	80.		Provider Treatment Inappropriate/Ineffective	2.28	4.30		
	Denial of Claim	.07		MCO Customer Service / Staff Behavior	1.95			
	Other - when the issue does not relate to any othe.	1.54		Balance Billing	1.95			
Driscoll Children's	Provider Treatment Inappropriate/Ineffective		United Dental	Provider Treatment Inappropriate/Ineffective	.04			
	Denial of Claim	.84		Denial of Claim				
	Authorization Issue			Access to PCP	.04			
	Customer Service - Other Other	.29		MCO Customer Service / Staff Behavior	.02			
	Uther	.20		Fair Hearing/Appeals	.02			

Rate of complaints for every 10,000 enrolled members. (Complaint Volume/Total Medicaid Enrollment for SFY 23 (3) * 10,000 = Complaints per 10,000. Count of Complaints by Source: Ombudsman - 1815 Complaints, MCS - 491 Complaints, MCS Self Reporter 9,707 Complaints MCOS/DMC3 are sorted in alphabetical order. Tis as are sorted in desconding order alphabetically.

Percentage of Complaints Substantiated - Ombudsman Data

Resolution	Aetna	Amerigroup	BCBS	СНС	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	FirstCare	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Substantiated	11%	19%	0%	7%	0%	13%	0%	18%	50%	0%	0%	13%	12%	11%	1496	10%	7%	14%	0%
Unsubstantiated	29%	16%	24%	27%	38%	17%	20%	18%	0%	60%	43%	13%	32%	8%	43%	22%	30%	28%	D%
Unable to Substantiate	61%	65%	76%	67%	63%	71%	80%	65%	50%	40%	57%	75%	56%	81%	43%	68%	63%	58%	100%

Substantiated - a complaint where research clearly indicates agency policy was violated or agency expectations were not met.

Unsubstantiated - a complaint where research clearly indicates agency policy was not violated or agency expectations were met.

Unable to Substantiate - a complaint where research does not clearly indicate if agency policy was violated or agency expectations were met.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

Percentage of Complaints Confirmed - MCS and MCO Self-Reported Data

Resolution	Aetna	Amerigroup	BCBS	СНС	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	FirstCare	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Confirmed	69%	64%	94%	70%	95%	82%	93%	24%	23%	67%	66%	52%	39%	68%	68%	69%	63%	62%	63%
Not Confirmed	31%	36%	6%	27%	5%	17%	7%	74%	56%	33%	29%	40%	43%	25%	27%	18%	31%	34%	25%
Unable to Determine	0%	0%	0%	3%	0%	196	0%	2%	21%	0%	5%	8%	19%	7%	5%	13%	6%	3%	13%

Confirmed - resolved or partially resolved in Complainant's favor.

Not Confirmed - resolved or partially resolved in MCO's favor.

Unable to Determine - not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

Count of Complaints by Source: Ombudsman - 818 Complaints, MCS - 491 Complaints, MCO Self-Reported - 9,707 Complaints

HHSC - SFY 2023 Q3

2023 03 2023 02 2023 01 2022 04 2022 03 2022 02 162.11 Molina 66.49 Molina 57 37 Molina 58.62 Molina 100.63 Molina 91.01 Cigna-HealthSpring 32.58 Molina 43.94 BCBS 30.19 United 30.82 United 36.36 United United 32.82 United 23.70 United 29.30 BCBS BCBS 25.13 BCBS 24 74 BCBS 26.55 BCBS 20.30 Superior 17.80 Dell Children's 15.94 Amerigroup 17 93 Superior 21.81 Amerigroup 17 74 Amerigroup 15.05 Amerigroup 15.63 Amerigroup 14.90 Superior 16.97 Ameriqroup 19.32 Superior 16.65 Superior 14.38 Dell Children's 9.14 Dell Children's 12 51 Aetna 14 67 Dell Children's 13.68 Aetna 8.87 Aetna 7.08 Texas Children's 8.49 Cook Children's 7.50 Texas Children's 12 25 Superior 13.94 Texas Children's 11 74 Cook Children's 6.53 Scott & White 9.85 Texas Children's 12 32 Driscoll Children's 9.79 Aetna 8.00 Texas Children's 7.24 Texas Children's 6.22 Aetna 9.37 Scott & White 6.91 Aetna 8 29 Driscoll Children's 7.44 Scott & White 5.75 Dell Children's 5.31 Parkland 8.88 FirstCare 6.79 Cook Children's 6.23 Driscoll Children's 5.62 Scott & White 6.98 FirstCare 4.77 FirstCare 6.93 Driscoll Children's 6.52 Parkland 6.00 Parkland 6.21 Parkland 5.54 CHC 4.46 Cook Children's 6.80 Cook Children's 4.81 Scott & White 5.51 Cook Children's 5.42 CHC 5.54 El Paso First 4.35 Driscoll Children's 5.65 Parkland 4.57 El Paso First 5.10 CHC 4.92 FirstCare 5.42 Driscoll Children's 4.25 El Paso First 4.22 El Paso First 4.41 Community First 5.42 CHC 4.40 FirstCare 4.52 Community First 4.06 Community First 3.48 FirstCare 3.59 Community First 4.17 Dell Children's 3.89 CHC 3.78 Parkland 3.96 Community First 3.57 El Paso First 3.03 Community First 2.56 CHC 3.22 El Paso First 3.47 Scott & White 3.31 Grand Total 17.78 16.64 15.04 17.00 Grand Total 19.86 Grand Total 13.41 Grand Total Grand Total Grand Total

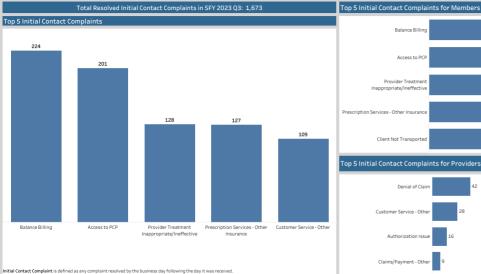
Overall Rate of Complaints per 10,000 Members by DMO and Quarter

Overall Rate of Complaints per 10,000 Members by MCO and Ouarter

	2023 Q3		2023 Q2		2023 Q1		2022 Q4		2022 Q3		2022 Q2
DentaQuest	.70	DentaQuest	.51	DentaQuest	.74	DentaQuest	.78	DentaQuest	.92	DentaQuest	.62
United Dental	.27	United Dental	.25	United Dental	.30	United Dental	.37	United Dental	.77	United Dental	.41
MCNA	.22	MCNA	.17	MCNA	.15	MCNA	.30	MCNA	.25	MCNA	.22
Grand Total	.48	Grand Total	.36	Grand Total	.48	Grand Total	.57	Grand Total	.67	Grand Total	.46

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000. Count of Complaints by Source: Ombudsman - 912 Complaints, MCS - 428 Complaints, MCO Self-Reported - 7,229 Complaints

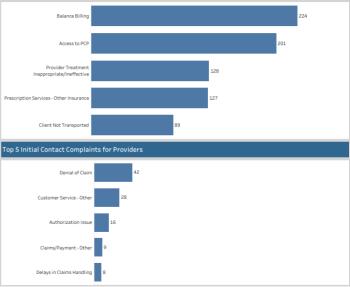
The Cigna-HealthSpring Health Plan is inactive as of 12/31/2021.



Withdrawn and pending complaints, CHIP complaints, and complaints from inactive health plans are excluded from this report.

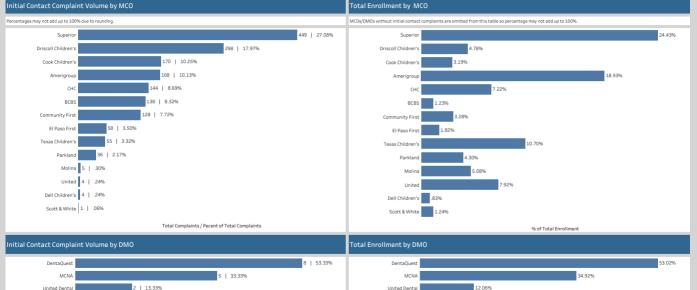
Ninety-three (93) % of total initial contact complaints reported were member complaints.

Data Sources: MCO Self-Reported Complaints extracted from TexConnect. Medicaid Enrollment information is from TMHP's Point in Time enrollment file and HHSC's Dental file.



Top 5 Initial	Contact Complaints by Program per 10,000 Me	mbers	Average Monthly Me	edicaid Member	rs by Program fo	r SFY 2023 Q3						
MMP	Customer Service - Other	8.01	MMP 33,711									
	MCO Staff Not Responding - Staff Not Returning Telephone Call	2.67										
	Access to Care - Other	1.48	STAR Kids 169,987									
	MCO Customer Service/Staff Behavior	1.19	STAR+PLUS	580,924								
	Correspondence - Related to Written Information	1.19							_			
STAR Kids	Access to PCP	1.35	STAR						4,879,948			
	Balance Billing	1.06	STAR Health 46,706									
	Access to Care - Other	.88										
	Prescription Services - Other Insurance	.76	Dental					4,248,403				
	Customer Service - Other	.47	Total Average Monthly Medicai	d Members for 2023 Q3	(excluding Dental): 5,71	,276						
STAR+PLUS	Client Not Transported	1.07	Enrollment numbers do not equ	al a distinct count of m	embers enrolled as memb	ers in Dental can also be en	rolled in other programs					
	Access to DME	.46	Percentage of Initia	l Contact Comp	laints Confirmed	- MCO Self-Repor	ted Data					
	Driver Issues	.41										
	Authorization Issue	.40	Resolution	MMP	STAR Kids	STAR+PLUS	STAR	STAR Health	Medicaid Dental			
	Complaint Reasons - Other	.36										
STAR	Balance Billing	.40	Confirmed	93%	85%	53%	83%	67%	47%			
	Access to PCP	.33										
	Prescription Services - Other Insurance	.23	Not Confirmed	5%	8%	16%	10%	0%	13%			
	Provider Treatment Inappropriate/Ineffective	.22										
	Customer Service - Other	.12										
STAR Health	Service Coordination/Service Management	.21	Unable to Determine	196	796	30%	7%	33%	40%			
	Client Not Transported	.21	Confirmed - resolved or partial	u vessioned in Completion	at's fauor							
	Access to PCP	.21	Not Confirmed – resolved or partial Not Confirmed – resolved or par Unable to Determine – not able	tially resolved in MCO's	s favor.	rmed and complaints not r	elated to MCO actions.					
Programs are sort	ed in descending order from highest rate of complaints to lowest. Ties are	e sorted in descending order alphabetically.	Percentages may not add up to									

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000.



Total Enrollment by MCO

Top 5 Initial Contact Complaints by MCO/DMO per 10,000 Members

Amerigroup	Access to In-Network Provider (non-PCP)	.38	Driscoll Children's	Provider Treatment Inappropriate/Ineffective	2.57		
	Customer Service - Other	.25		Access to PCP	2.42		
	Access to Care - Other	.17		Appointment Availability	.81		
	Quality of Care - Other	.11		Quality of Care - Other	.77		
	Prescription Services - Other	.08		Access to Care - Other	.77		
BCBS	Balance Billing	11	El Paso First	Balance Billing		5.57	
	Access to PCP	2.42	MCNA	Provider Treatment Inappropriate/Ineffective	.02		
	Prescription Services - Clinical Prior Authorization	.57		Customer Service - Other	.01		
	Value-added Services Issues	.43		Access to Care - Other	.01		
	Access to In-Network Provider (non-PCP)	.43	Molina	Access to In-Network Provider (non-PCP)	.07		
нс	Customer Service - Other	.68		Prescription Services - Other Insurance	.03		
	Denial of Claim	.39		Prescription Services - Other	.03		
	Provider Treatment Inappropriate/Ineffective	.36		Balance Billing	.03		
	Value-added Services Issues	.30	Parkland	Balance Billing	.57		
				Denial of Claim	.37		
	Authorization Issue	.27		Prescription Services - Clinical Prior Authorization			
Community First	Prescription Services - Other Insurance	5.33		Customer Service - Other	.12		
	Prescription Services - Other	.43		Value-added Services Issues	.08		
	Prescription Services - Refill Too Soon	.37	Scott & White	Denial of Claim	.14		
	Prescription Services - Clinical Prior Authorization	.21	Superior	Client Not Transported	.57		
	Prescription Services - PDL Prior Authorization	.11		Access to PCP	.22		
Cook Children's	Access to PCP	3.84		Driver Issues	.20		
	Provider Treatment Inappropriate/Ineffective	1.32		Complaint Reasons - Other	.20 .20		
	Customer Service - Other	.71	Texas Children's	Access to DME Balance Billing	.36		
	Prescription Services - Other Insurance	.55	Texas children's		.08		
	Value-added Services Issues	.38		Correspondence - Related to Written Information Denial of Claim	.08		
Dell Children's	Denial of Claim	.42		Client Not Transported	.07		
	MCO Customer Service/Staff Behavior	.21		Access to Dental Services (adult)	.05		
	Customer Service - Other	.21	United	Access to Dental Services (addit)	.03		
DentaQuest	Quality of Care - Other	.01	oniced	MCO Customer Service/Staff Behavior	.02		
	Customer Service - Other	.01		Correspondence - Related to Written Information	.02		
	Claims/Payment - Other	.01	United Dental	MCO Staff Not Responding - Staff Not Returning	.02		
			Grinced Derical				
	Access to Dental Services (adult)	.00		Correspondence - Related to Written Information	.02		

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000. MCOs/DMOs are sorted in alphabetical order. Ties are sorted in descending order alphabetically.

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

Resolution	Amerigroup	BCBS	СНС	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Confirmed	96%	100%	82%	99%	91%	100%	75%	83%	98%	0%	40%	8%	0%	56%	20%	0%	50%
Not Confirmed	2%	0%	12%	0%	5%	0%	25%	15%	2%	0%	60%	56%	0%	16%	35%	0%	0%
Unable to Determine	2%	0%	6%	1%	4%	0%	0%	3%	0%	100%	0%	36%	100%	28%	45%	100%	50%

Confirmed - resolved or partially resolved in Complainant's favor.

Not Confirmed - resolved or partially resolved in MCO's favor.

Unable to Determine - not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

Overall Rate of Initial Contact Complaints per 10,000 Members by MCO and Quarter

	2023 Q3		2023 Q2		2023 Q1		2022 Q4		2022 Q3		2022 Q2
BCBS	19.65	BCBS	19.98	Driscoll Children's	21.76	BCBS	17.27	Driscoll Children's	18.78	Driscoll Children's	22.58
Driscoll Children's	10.92	Driscoll Children's	19.34	BCBS	21.74	Driscoll Children's	13.16	BCBS	14.23	Cook Children's	19.59
Cook Children's	9.32	Cook Children's	8.10	CHC	6.96	СНС	7.30	Cook Children's	12.22	BCBS	15.02
Community First	6.83					Cook Children's	5.01	Community First	10.18	Superior	
El Paso First	5.57	Superior	5.60	Superior	6.71	Community First		СНС		Community First	
CHC	3.49	El Paso First	4.61	Cook Children's	5.59					Dell Children's	
Superior	3.22	Community First	4.46	Community First	3.51	Superior				El Paso First	
Amerigroup	1.55	СНС	3.74	El Paso First	2.91	Dell Children's		El Paso First			3.80
Parkland	1.47	Dell Children's	3.71	Dell Children's	1.85	El Paso First	2.73	Dell Children's	3.40	Cigna-HealthSpring	
Texas Children's	.90					Texas Children's	1.68	Texas Children's	1.53	Parkland	
Dell Children's		Amerigroup	1.44	Amerigroup	1.73	Amerigroup	1.36	Amerigroup	1.40	Texas Children's	
Molina		Texas Children's	1.23	Parkland	1.27	Parkland	1.31	Parkland	.99	Amerigroup	
Scott & White		Parkland	.75	Texas Children's	1.02	Molina	.36	United	.37		.38
United		United	.09	United	.07	United	34	Molina	.22	Molina	
Overall Rate		Overall Rate	3 77	Overall Rate	4 30	Overall Rate		Overall Rate		Scott & White	
										Overall Rate	
No initial contact comp FirstCare in SFY 23 Q3.	laints reported for Aetna and	No initial contact compl FirstCare, Molina, or Sc	laints reported for Aetna, ott & White in SFY 23 Q2.		laints reported for Aetna, ott & White in SFY 23 Q1.	No initial contact comp FirstCare, Scott & Whit		No initial contact compl. FirstCare, Scott & White		No initial contact comp FirstCare in SFY 22 Q2.	laints reported for Aetna or
Overall Rate of	f Initial Contact Compla	ants per 10,000	Members by DMO and G	Quarter							
United Dental	.04	United Dental	.10	United Dental	.14	United Dental	.22	United Dental	.22	United Dental	.54
DentaQuest	.04	DentaQuest	.07	DentaQuest	.10	DentaQuest	.12	DentaQuest	.13	DentaQuest	.09
MCNA	.03	MCNA	.02	MCNA	.01	MCNA	.06	MCNA	.08	MCNA	.05
Overall Rate	.04	Overall Rate	.05	Overall Rate	.07	Overall Rate	.10	Overall Rate	.12	Overall Rate	.11

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000. *MCO/DMOs with no initial contact complaints for the quarter are not shown but are included in the overall denominator. ..

PRA Disclosure Statement

PRA Disclosure Statement - The 1115 PMDA application offers a source of high quality and timely data to improve the Center for Medicaid & CHIP Services (CMCS) ability to monitor demonstrations for the achievement of desired outcomes and projected cost savings. The states will upload and submit their budget neutrality workbook to CMCS via PMDA. Eventually PMDA will also be integrated into the Medicaid and CHIP Program (MACPro) System, which currently allows CMS and states to collaborate online to process State Plan Amendments (SPA), 1915 waivers, Quality Measures reports, advance planning documents, and other initiatives. The goal of the PMDA application is to: Collect programmatic quality and other performance metrics, related reports and other information associated with selected 1115 demonstrations; Validate and track performance-based incentive payments for 1115 demonstrations that include them; Provide electronic reports that support CMCS oversight, monitoring and evaluation of 1115 demonstration performance, particularly on quality and other performance metrics, and on related incentive payments (if any); Produce analytic files to support demonstration evaluation. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The OMB control number for this project is 0938-1148 CMS-10398 #56. Public burden for all of the collection of information requirements under this control number is estimated to take about 7.5 hours per response. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to CMS, 7500 Security Boulevard, Attn: Paperwork Reduction Act Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Budget neutrality is a Federal policy that governs the Federal expenditures for1115 demonstrations. It is assured by placing an upper limit on the amount of Federal Financial Participation (FFP) the state can receive during the demonstration. The upper limit represents what the state could have received in the absence of the 1115 demonstration.

The Budget Neutrality workbook will assist in collecting standardized data in order to determine financial performance for the demonstration in terms of budget neutrality.

The workbook has two major groups of tabs: the first group collects and calculates Without Waiver (WOW) numbers, and the second group calculates With Waiver (WW) numbers. Data is collected per each demonstration Medicaid Eligibility Group (MEG), by demonstration year (DY). A Medicaid section 1115 demonstration is considered budget neutral if the Federal title XIX match, or funding received by the state (i.e., "with waiver" expenditures) do not exceed what the state would have (or could have) received without the demonstration (i.e., "without waiver" expenditures). The workbook provides the ability to evaluate any variance between WW and WOW calculations.

The workbook consists of 15 tabs which contain different types of data and calculations. The following color schema is applied to the tabs:

Blue	Information populated in the Budget Neutrality workbook template based on the demonstration's approved STC
Red	Information populated by states on a quarterly basis or per the reporting requirements defined in the STC
Green	Information automatically populated based on the input from other worksheets

Note: Overview and Dropdowns tabs are read-only, no data entry is required. The Dropdowns tab displays the values used to build the dropdowns menus throughout the workbook, including the list of active waivers for the demonstration.

Within the tabs where a State User populates information (C Report, Total Adjustments, WW Spending Projected, MemMon Actual, MemMon Projected, and Summary **Data Entry** TC tabs), yellow highlighted cells denote where data entry may be needed (depending on DY being updated).

Pre-populated values in the downloaded Budget Neutrality workbook template

The original workbook entries are based on the STCs and other demonstration approval documentation. These entries are made on the DY Def, MEG Def, WOW PMPM & Agg, Program Spending Limits, and Summary TC tab (Phase-Down Percentage and Cumulative Target Percentage fields).

The MEG Def tab defines MEGs as Medicaid populations (core demonstration populations), Hypothetical populations (when a demonstration has separate budget neutrality agreements) and Tracking Only populations (for example, "pass-through" populations). The MEG Def tab also defines how expenditure numbers are calculated for a MEG (Per Capita vs. Aggregate) and the applicable scenarios (WOW, WW, or both). Also, the tab contains indicators defining MEG characteristics such as expenditure caps or applicability of savings phase-down calculations.

Calculating With Waiver (WW) numbers

WW numbers for each active DY of a demonstration are calculated based on a combination of actual WW expenditures, projected future expenditures, and any adjustments entered by a State User. The actual WW expenditures are copied from the Schedule C of the MBES CMS-64 report to the workbook (C Report tab). These numbers are automatically transferred to the C Report Grouper tab, where waiver expenditures are grouped by MEGs. The numbers are also transferred to the WW Spending Actual tab, which factors in adjustments entered on the Total Adjustments tab to calculate total actual WW expenditures. The WW Spending Total tab displays the actual WW expenditures plus future projected expenditures (transferred from the WW Spending Projected tab). Finally, the total WW actual and projected numbers are transferred to the Summary TC (Total Computable) tab (into the With-Waiver Total Expenditures section).

Calculating Without Waiver (WOW) numbers

WOW numbers can be obtained either one of two ways: using Aggregate or Per Capita calculations. If total projected expenditures for a MEG is known and the expenditure calculation type is defined as 'Aggregate' on the MEG Def tab, the total projected expenditure amount is entered for each active DY. However, if the expenditure calculation type is defined as 'Per Capita', total projected expenditures are derived by multiplying per member per month (PMPM) costs by the actual number of member months.

Both Aggregate and PMPM numbers are populated on the WOW PMPM & Agg tab. The number of actual member months (number of beneficiaries times the number of months enrolled) are entered by a State User on the MemMon Actual tab for each DY. On the MemMon Projected tab, State User enters projected numbers. The totals for actual and projected member months are calculated on the MemMon Total tab. WOW aggregate, PMPM and member month data is then moved to the Without-Waiver Total Expenditures section of the Summary TC tab, where final calculations are performed.

Based on information from all tabs, the WW and WOW numbers are compared to determine the budget neutrality status of the demonstration.

Below are the definitions for the tabs of the workbook which require data entries from State User.

On top of the C Report tab, enter data in the following highlighted cells:

'Data Pulled On:' - enter the date the source file used to enter data on this tab was pulled
'For the Time Period Through :' - enter the date through which the source file data was pulled
Reporting DY' - enter the Demonstration Year (DY) for which data is being reported. Entered DY value must align with DYs from the DY Def tab.
Reporting Quarter' - enter a number of the quarter (values 1 through 4) for which data is being reported.

Notes:

- Dates must be entered in the following format: mm/dd/yyyy

- Reporting DY and Reporting Quarter entries affect which portion of the 'Medicaid Aggregate' and 'Medicaid Aggregate - WOW only' amounts for a DY will be calculated as Actuals, and which will be calculated as Projected

- Entry for each of these four fields is required for the workbook submission. If any field is not populated, you will receive an error and the document will not be uploaded to the system.

State User enters information on the following tabs:

C Report Tab

Demonstration Years Definitions

DY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Start Date	10/01/2011	10/01/2012	10/01/2013	10/01/2014	10/01/2015	10/01/2016	10/01/2017	10/01/2018	10/01/2019	10/01/2020	10/01/2021	10/01/2022	10/01/2023	10/01/2024	10/01/2025	10/01/2026	10/01/2027	10/01/2028	10/01/2029
End Date	09/30/2012	10/02/2012	09/30/2014	09/30/2015	09/30/2016	09/30/2017	09/30/2018	09/30/2019	09/30/2020	09/30/2021	09/30/2022	09/30/2023	09/30/2024	09/30/2025	09/30/2026	09/30/2027	09/30/2028	09/30/2029	09/30/2030

Enter any general comments / notes:

MEG Definitions

MEG Name	MEG Description	Savings Phase-Down	Expenditures Subject to Cap?	Hypothetical Populations Included in Calculations?	Start DY	Start Date	End DY	End Date
Medicaid Per Capita								
THTQIP-AMR THTQIP-Disabled	Medical assistance expenditures for AMR Medical assistance expenditures for	Savings Phase-Down	No	N/A	1	10/01/2011	19	09/30/203
THTQIP-Adults	Disabled Medical assistance expenditures for	Savings Phase-Down	No	N/A	1	10/01/2011	19	09/30/20
	Adults	Savings Phase-Down	No	N/A	1	10/01/2011	19	09/30/20
THTQIP-Children	Medical assistance expenditures for Children	Savings Phase-Down	No	N/A	1	10/01/2011	19	09/30/2
Medicaid Aggregate - WOW only								
UPL for Included Population	UPL diversionary spending amount for	N/A	No	N/A	-	10/01/0017	10	00/00/0
UPL for Excluded Population	Included Population inpatient hospital UPL diversionary spending amount for	N/A	No	N/A	7	10/01/2017		09/30/20
Physician UPL	Excluded Population inpatient hospital UPL diversionary spending amount				1	10/01/2011	19	09/30/2
-	Physician	N/A	No	N/A	1	10/01/2011	19	09/30/2
Outpatient UPL	UPL diversionary spending amount for outpatient hospital	N/A	No	N/A	1	10/01/2011	19	09/30/2
THTQIP-UC THTQIP-PHP-CCP	 Expenditures for furnishing medical services described in section 1905(a)(1) et seq. of the Act that are incurred by hospitals and other providers for uncompensated costs of medical services provided to uninsured individuals as charity care, and to the extent that those costs exceed the amounts paid to the hospitals pursuant to section 1923 of the Act. Expenditures for services described in section 1905(a) of the Act that are incurred by publicly-owned and operated Community Centers, Local Mental Health Authorities, or Local Behavioral Health Authorities providing behavioral health services under Chapter 533 or Chapter 534 of the Texas Health & Safety Code and publicly-owned and operated Local Health Departments (LHDs) and Public Health Districts (PHDs) that are established under the Texas Health and Safety Code, Title 2, Subtitle F, Chapter 121, not to exceed qualifying providers' uncompensated costs of furnishing 		Yes	N/A N/A	1	10/01/2011	19	09/30/2
	providers' uncompensated costs of furnishing services described in section 1905(a) of the Act to uninsured individuals as charity care, and in DY 11 only, the cost of uncompensated costs of furnishing services described in section 1905(a) of the Act to Medicaid eligible or uninsured individuals.	1			11	10/01/2021	19	09/30/
THTQIP-DSRIP	Expenditures for incentive payments from				11	10/01/2021	19	09/3

3		DSRIP pool funds for the Delivery System Reform Incentive Payment Program.	N/A	Yes	N/A	1	10/01/2011	19 09/30/2030
	Hypothetical 1 Per Capita				Hypothetical Test 1			
1	217-like AMR	Medical assistance expenditures for 217-Like AMR	N/A		Yes	10	10/01/2020	19 09/30/2030
2	217-like Disabled	Medical assistance expenditures for 217-Like Disabled	N/A		Yes	10	10/01/2020	19 09/30/2030

WOW PMPMs and Aggregates

		10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita THTQIP-AMR THTQIP-Disabled THTQIP-Adults THTQIP-Children	1 2 3 4	\$1,406.89 \$1,946.81 \$1,198.18 \$396.52	\$1,470.31 \$2,124.51 \$1,560.53 \$450.00								
Medicaid Aggregate - WOW only UPL for Included Population UPL for Excluded Population Physician UPL Outpatient UPL	1 2 3 4		\$2,346,880,705.00 \$1,681,649,843.00 \$72,483,206.00 \$84,237,473.00	\$2,346,880,705 \$1,681,649,843.00 \$72,483,206.00 \$84,237,473.00		\$1,681,649,843.00 \$72,483,206.00	\$1,681,649,843.00 \$72,483,206.00		\$1,681,649,843.00 \$72,483,206.00		
		10	11	12	13	14	15	16	17	18	19
Hypothetical 1 Per Capita 217-like AMR 217-like Disabled	1 2	\$3,077.87 \$5,138.52	\$3,194.83 \$5,349.20								

															TOTAL
Program Name and Associated MEGs	6	7	8	9	10	11	12	13	14	15	16	17	18	19	
Spending Cap															
DSRIP	\$3,100,000,000	\$3,100,000,000	\$3,100,000,000	\$2,910,000,000	\$2,490,000,000										\$ 14,700,000,000
Expenditures Subject to Cap															
THTQIP-DSRIP	\$2,874,542,024	\$2,991,835,185	\$2,938,347,523	\$2,798,062,733	\$593,771,558	\$1,780,621,281	\$42,635,266								
Variance	\$225,457,976	\$108,164,815	\$161,652,477	\$111,937,267	\$1,896,228,442	(\$1,780,621,281)	(\$42,635,266)								\$ (9,787,752,785
Over or Under						Over	Over								Over

															TOTAL
Program Name and Associated MEGs	6	7	8	9	10	11	12	13	14	15	16	17	18	19	
Spending Cap															
PHP-CCP						\$500,000,000	\$500,000,000								\$ 1,000,000,000
Expenditures Subject to Cap															
THTQIP-PHP-CCP						\$460,169,596									
Variance						\$39,830,404	\$500,000,000								\$ 539,830,404
Over or Under															

															TOTAL
Program Name and Associated MEGs	6	7	8	9	10	11	12	13	14	15	16	17	18	19	
Spending Cap															
UC Pool	\$3,100,000,000	\$3,101,776,278	\$3,101,776,278	\$3,873,206,193	\$3,873,206,193	\$3,873,206,193	\$4,512,075,400	\$4,512,075,400	\$4,512,075,400	\$4,512,075,400	\$4,512,075,400				\$ 43,483,548,135
Expenditures Subject to Cap															
THTQIP-UC	\$3,101,038,178	\$3,017,921,460	\$2,877,940,187	\$3,855,459,537	\$3,786,961,910	\$3,734,692,297	\$4,414,032,283								
Variance	(\$1,038,178)	\$83,854,818	\$223,836,091	\$17,746,656	\$86,244,283	\$138,513,896	\$98,043,117	\$4,512,075,400	\$4,512,075,400	\$4,512,075,400	\$4,512,075,400				\$ 1,176,366,503
Over or Under	Over														

Program Spending Limits



Paste all information related to the demonstration from Schedule C of the CMS 64 Waiver Expenditure Report.

1. On the Schedule C Report, locate rows relevant to all expenditures for a specific demonstration.

Complete two rounds of copy/paste starting from the cell in column A (Waiver Name). MAP Waivers/ Total Computable section – into cell A100

MAP Waivers/ Federal Share section – into cell A200

3. If ADM waivers are applicable to the demonstration, complete two more rounds of copy/paste starting

from the cell in column A (Waiver Name). ADM Waivers/ Total Computable section – cell A300

ADM Waivers/ Federal Share section – cell A400

MAP Waivers

Computable																																																						
Waiver Name	A (L	02	03	(4	05		06	07		08	1	9	10		11	12	13	14	15	16		17	18	1'	9	20	21	2	2	23	24	25	20	26	27	28	29	30	31		32	33	34	35	36	6 37	.7 3	38 :	39	40	Total	al
21UP THTQIP-Qualified	0 73,16	- 8	310	54,844	10.70	5	364		83	80		0		0	0		0	0	0	0	 0	0		0	0	C	0	0	0)	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<u>ງ</u>		0	0	228,552	
AMR	0 259,011,75			,	390.821.02		52.006	10.804.8	05 7	31.010.547	430.4	18.251	475.015.538	- 8 446	848.066	474.20	1.168	471,082,699	0	0	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	ວ r	0	0	0 4,	749,028,397	
Disabled	0 17,798,10			.936.337	28.234.87	- ,	06.546	49,803,3		51,885,882	35.0	12.853	40.772.336	5 32	573.797	27.04	,	26,836,666	0	0	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	ວ r	0	0	,	394,167,739	
	0 1,737,536,17			//	.934.167.76	- /-	81.229 2	2.019.237.4		58.910.396	/ -	/	2.879.586.791		023.827	7.088.30	-	154,205,867	0	0	0	0		0	0	C	5	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	ა r	0	0		687,689,446	
	0 1,177,336,27				.348.521.58	//	- , -	4.965.169.3	- ,	31,736,942	, , -		5.577.536.916	/ -	,			009,209,524	0	0	0	0		0	0	C	5	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	ა r	0	0		372,473,969	
	0 6,878,956,09		,	.974.372	.975.696.08	5 8.186.2	26.587 7	7.061.951.0	,	50.455.697		46.112	9.124.752.116	5 11.235				061.724.044	0	0	0	0		0	0	c	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	J r	0	0		354,712,328	
	0 4,691,415,31			.237.136	,576,850,12	2 7.156.6	571.361 8	8,006,392,4	38 8.2	92.569.566	9.078.8	27.140	9,566,805,259	9 10.091	663.413	11.304.96	3.445 11.	133.981.928	0	0	0	0		0	0	c	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	J r	0	0		374,439,243	
	0 481,534,11	1.922.80	904 2.54	.632.645	,678,290,37	7 2.842.6	576.178 2	2,874,542,0	24 2.9	91,835,185	2.938.3	47.523	2,798,062,733	, 3 593	771.558	1,780,62	1.281	42,635,266	0	0	0	0		0	0	c	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	ა r	0	0	0 24,	487,752,785	,5
	0		0	409,857	1,695,88	7	83,276		21	554		0		D	0		0	0	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	J C	0	0	0	2,189,995	<i>,</i> 5
	0		0	0	, ,)	0		0	0		0	-	0	0	460,16	9.596	0	0	0	0	0		0	0	c	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	J r	0	0	0	460,169,596	
	0 3,586,093,38	3.834.17	466 3.40	.366.727	.226.292.25	2.990.6	648.209 3	3,101,038,	78 3.0	17,921,460	2,877,9	40.187	3,855,459,537	7 3.786	961.910	-	-	414,032,283	0	0	0	0		0	0	c	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	J r	0	0		831,624,884	
	0 475,556,74	-,,	0	0	, , , , , ,))	0	-, - ,,	0	0	<i>,</i> - <i>,</i> -	0	,,,	יי, יי ר	0	-, - ,	, - , 0	0	0	0	0	0		0	0	C	n	0	0	ſ	1	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	. 0	a r	0	0		175,556,748	
Total	0 19,305,311,11	5 22.035.39	.580 23.24	4.656.115 2	6.160.580.6	, 7 28.461.	967.641 2	8.088.939	156 30.3	06.326.309	31.521.0	J21.893	34.317.991.2	6 36.633	.289.278	45.800.85	1.114 45	.313.708.277	0	0	 0	0		0	0		0	0	0		, 0	0	0	<u>0</u>	0	<u>o</u>	0	0	0	0	0		0	0	0	0	0	<u> </u>	0	0	0	0 371,1		-
Mainan Nama			02	00			05		00			00	(•	10			42	12	4.4	45	16		47	10	4	0	20	21	2	-	22	24	25	2	r.	27	20	20	20	24		22	22	24	25	20	5 37		20	20	40	T - +	_
Waiver Name	A L	L	02	03		4	05		06	07		8	0	9	10		11	12	13	14	 		'		8		9	20	21	Z	2	23	24	25	20	20	27	28	29	30	31		32		34	35		37	<u>/ 38</u>	<u>,8 3</u>	39	40	Tota	
THTQIP-Qualified	0 43,97		446	33,285	6,50		364	_	83	80		0	ſ	0	0		0	0	0	0	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	o r	0	0	137,738	
ИR	0 150,816,99			,276,580	227,196,33	,	/53,262	6,147,	• • •	54,995,089	260,8	83,142	324,075,221	1 315	685,873	330,03		316,187,059	0	0	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<i>i</i> 0	0 r	0		985,442,557	
isabled	0 10,362,19			,874,560	16,390,39	- /	94,476	28,330,	98	36,313,089	20,9	,6,184	27,432,121		690,502	18,56	/	17,758,398	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	· 0	0 r	0		241,928,730	
	0 1,027,927,57			,010,7	,146,377,61	_)).	63,348 1	1,150,379,9	65 1,3	17,942,250	1,480,3	,9,863 ^	1,918,233,54	0,100	/	4,801,13	/- /	696,472,442	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	· 0	0 r	0		983,246,631	
	0 685,837,90			, ,	,998,823,65	,- ,	49,542 2	2,819,799,0	76 2,7	03,039,106	3,046,4	.9,289	3,684,988,554	4 4,089	, -	,, -	, ,	924,518,193	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	· 0	0 r	0	0 32,2	232,338,359	7
	0 4,010,347,91		-	,446,399	,699,275,49	3 4,682,1	.83,136 3	3,972,919,	00 4,6	46,941,787	4,935,1	،3,342 آ	م,995,483,85	3 7,644	615,362	9,692,21	2,339 10,		0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<i>,</i> 0	0 /	0	0 69,5′	581,388,099	7
	0 2,735,137,20			,898,945	,854,964,45	5 4,111,4	76,272 4	4,524,720,	62 4,7	37,657,520	5,309,3	0,865	6,303,666,800	0 6,925	817,823	7,642,17	-,,	249,369,095	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<i>,</i> 0	0 /	0	,	231,222,904	
	0 285,514,66	1,127,66	818 1,47	,,	,532,263,26	3 1,602,8	887,337 1	1,633,658,	50 1,7	50,140,946	1,946,7	<u>،</u> 1,845	1,899,153,399	9 400	627,922	1,193,02	0,010	28,169,120	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	, 0	0 /	0	- /	387,491,435	
	0		0	248,791	1,635,15	L	83,276	4	21	554		0	(D	0		0	0	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	, 0	0 ′	0	0	1,968,193	,
	0		0	0)	0		0	0		0	(D	0	308,31	3,629	0	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	л 0	0 ′	0	0 3	808,313,629	j
	0 2,087,754,13	2,273,66	831 1,99	,196,633	,872,862,65	1,708,5	57,320 1	1,742,163,2	50 1,7	L6,593,728	1,674,6	/3,393 ′	2,585,013,365	5 2,575	512,794	2,502,24	3,840 2,	853,231,251	0	0	0	0		0	0	0	D	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	л С	0 ′	0	0 25,5	591,470,190	J
	0 295,480,04		0	0)	0		0	0		0		0	0		0	0	0	0	 0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<u>, o</u>	0 /	0	0 2	295,480,041	Ī
Total	0 11,289,222,60	5 13,132,86	,867 13,89	8,303,707 1	5,349,795,53	9 16,320,	248,333 1	5,878,119,	369 17,3	83,624,149	18,674,5	J7,923 2	2,738,046,85	3 25,170	,322,747	30,988,85	6,550 29	,516,515,384	0	0	0	0		0	0	0	0	0	0		0	0	0	0	(0	0	0	0	0	0		0	0	0	0	0	0	у C	0	0	0 230,3	40,428,50	DE
ADM Waivers																																																						
able																																																						
Waiver Name	A C	L	02	03	(4	05		06	07		08	ſ	9	10		11	12	13	14	15	16		17	18	19	9	20	21	2	2	23	24	25	20	26	27	28	29	30	31		32	33	34	35	36	ک ک	7 3	38 F	39	40	Tota	:
	0 605,069,23	571,64	258 67	,973,474	344,991,57	421,9	06,875	490,857,	01 5	29,147,843	542,6	17,410	585,617,61	4 621	429,833	698,09	1,314	770,440,661	0	0	 0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	<u>ر</u>	0	0	0 6,86	61,786,994	+
Total	0 605,069,23	571,64	,258 67	9,973,474	344,991,5	4 421,	906,875	490,857,	901 5	29,147,843	542,6	517,410	585,617,61	4 621	,429,833	698,09	1,314	770,440,661	0	0	0	0		0	0	٢	0	0	0		0	0	0	0	(0	0	0	0	0	0		0	0	0	0	0	, 0	0 1	0	0	0 6,1	861,786,994	4
Waiver Name	Δ (l	02	03	ſ	4	05		06	07		08	1	9	10		11	12	13	14	15	16		17	18	10	9	20	21	2	2	23	74	25	26	26	27	28	29	30	21	4	32	33	24	35	36	i 27	.7 2 ⁻	38 -	39	40	Tota	ام
		-	JL	0.0	200 547 40		0.0	204 744		0/	200.2			.	TO	202.67	11	122.254.200			 		′	<u></u>				20	<u></u>		<u> </u>																			<u> </u>		<u></u>		-

	Waiver Name		Α	01	02	03	04	4	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33 34	35	36 33	38	39 (40	Total No	Jn-Adds
THTQIP-Admin			0 32	24,463,915	308,941,375	370,404,261	208,517,196	5 244,101,6	590 281,74	41,369 289	.909,955 29	98,306,846	324,337,463	339,551,137	383,672,450	422,251,299	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0 0	0	0	0 3,796,1 ^e	98,956 3,796	J,198,956
	Total	ıl	0 32	24,463,915	308,941,375	370,404,261	208,517,196	6 244,101,	690 281,7	741,369 289	,909,955 2	98,306,846	324,337,463	339,551,137	383,672,450	422,251,299	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0	<i>i</i> O	0	0 3,796,1′	98,956 3,79	6,198,956

C Report Grouper

MAP+ADM Waivers

Total Computable												
MEG Names		C Report Waiver Names										
			10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita												
THTQIP-AMR	1	THTQIP-AMR	\$5,798,909,260	\$6,491,763,614	\$6,009,209,524							
THTQIP-Disabled	2	THTQIP-Disabled	\$10,091,663,413	\$11,304,963,445	\$11,133,981,928							
THTQIP-Adults	3	THTQIP-Adults	\$4,647,023,827	\$7,088,309,739	\$7,154,205,867							
THTQIP-Children	4	THTQIP-Children	\$11,235,537,447	\$14,439,083,855	\$16,061,724,044							
Medicaid Aggregate - WW only												
THTQIP-UC	1	THTQIP-UC	\$3,786,961,910	\$3,734,692,297	\$4,414,032,283							
THTQIP-UC	1	THTQIP-UC UPL										
THTQIP-PHP-CCP	2	THTQIP-PHP-CCP		\$460,169,596								
THTQIP-DSRIP	3	THTQIP-DSRIP	\$593,771,558	\$1,780,621,281	\$42,635,266							
Hypothetical 1 Per Capita												
217-like AMR	1	THTQIP 217-like AMR	\$446,848,066	\$474,201,168	\$471,082,699							
217-like Disabled	2	THTQIP 217-like Disabled	\$32,573,797	\$27,046,119	\$26,836,666							
TOTAL			\$ 36,633,289,278	\$ 45,800,851,114	###################\$	-	\$-	\$-	\$-	\$-	\$	- \$ -

Adjustments made to the reported expenditures

Enter total adjustments made to the expenditure numbers, including adjustments to the previous reporting periods. Positive adjustments increase expenditures, and negative adjustments decrease expenditures. Enter adjustments for every MEG for which adjustments were made or are planned. Helpful Hint: Remember to enter total adjustments as positive or negative (for example, -\$10,000 reflects a decrease in expenditures).

		10	11	12	13	14	15	16	17	18	19	Description (type of collection, time period, CMS-64 reporting line, etc.)
Medicaid Per Capita												
THTQIP-AMR	1											
THTQIP-Disabled	2		-\$107,998,290									ACA HIPF
THTQIP-Adults	3		-\$38,577,963									ACA HIPF
THTQIP-Children	4		-\$111,260,761									ACA HIPF
Medicaid Aggregate - WW only												
THTQIP-UC	1											
THTQIP-PHP-CCP	2											
THTQIP-DSRIP	3											
Hypothetical 1 Per Capita												
217-like AMR	1											
217-like Disabled	2											

WW Spending - Actual

Total Computable

		10	11	12	13	14	15	5	16	17	18	19	9
Madia aid Day Carrita													
Medicaid Per Capita													
THTQIP-AMR	1	\$5,798,909,260	\$6,491,763,614	\$6,009,209,524									
THTQIP-Disabled	2	\$10,091,663,413	\$11,196,965,155	\$11,133,981,928									
THTQIP-Adults	3	\$4,647,023,827	\$7,049,731,776	\$7,154,205,867									
THTQIP-Children	4	\$11,235,537,447	\$14,327,823,094	\$16,061,724,044									
Medicaid Aggregate - WW only													
THTQIP-UC	1	\$3,786,961,910	\$3,734,692,297	\$4,414,032,283									
THTQIP-PHP-CCP	2	. , , ,	\$460,169,596										
THTQIP-DSRIP	3	\$593,771,558	\$1,780,621,281	\$42,635,266									
Hypothetical 1 Per Capita													
217-like AMR	1	\$446,848,066	\$474,201,168	\$471,082,699									
217-like Disabled	2	\$32,573,797	\$27,046,119	\$26,836,666									
TOTAL	+	\$36,633,289,278	\$45,543,014,100	\$45,313,708,277	\$	- \$	- \$	- \$	- \$	-	\$	- \$	-

WW Spending - Projected

Enter projected spending for the demonstration which includes the remaining quarters of the current DY and all future DYs.

Enter the projected annual expenditures for each DY per MEG for the active DYs.

For the current DY, only future quarters should have projected spending information. Do not include expenditures that were reported as actuals.

Total Computable

		10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita											
THTQIP-AMR THTQIP-Disabled	1 2										
THTQIP-Adults THTQIP-Children	3 4										
Medicaid Aggregate - WW only											
THTQIP-UC THTQIP-PHP-CCP	1										
THTQIP-DSRIP	2 3										
Hypothetical 1 Per Capita											
217-like AMR 217-like Disabled	1 2										
	2										

WW Spending - Total

Total Computable

		10	11	12	13	14	1	5	16	17	18	19
Medicaid Per Capita												
THTQIP-AMR	1	\$5,798,909,260	\$6,491,763,614	\$6,009,209,524								
THTQIP-Disabled	2	\$10,091,663,413	\$11,196,965,155	\$11,133,981,928								
THTQIP-Adults	3	\$4,647,023,827	\$7,049,731,776	\$7,154,205,867								
THTQIP-Children	4	\$11,235,537,447	\$14,327,823,094	\$16,061,724,044								
Medicaid Aggregate - WW only												
THTQIP-UC	1	\$3,786,961,910	\$3,734,692,297	\$4,414,032,283								
THTQIP-PHP-CCP	2		\$460,169,596									
THTQIP-DSRIP	3	\$593,771,558	\$1,780,621,281	\$42,635,266								
Hypothetical 1 Per Capita												
217-like AMR	1	\$446,848,066	\$474,201,168	\$471,082,699								
217-like Disabled	2	\$32,573,797	\$27,046,119	\$26,836,666								
TOTAL		\$36,633,289,278	\$45,543,014,100	\$45,313,708,277	\$	- \$	- \$	- \$	- \$	-	\$	- \$

Member Months - Actual

Enter actual member months (number of beneficiaries times the number of enrolled months) for quarters to date for each active DY. For the reported quarter, add the actual number of member months per each MEG to the previous actual number. The number should equal the total of ALL actual member months. **Note**: Depending of the specifics of the state, you can use Total member months or Average monthly unduplicated counts. Whichever definition is used, it must be applied consistently. **Helpful Hint:** When updating a DY, remember to enter actual member months for the reported quarter along with actuals for prior quarter(s). Retroactive adjustments may affect the entries.

		10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita											
THTQIP-AMR	1	4208633	4359117	4547363							
THTQIP-Disabled	2	5016658	5059519	5114903							
THTQIP-Adults	3	5659908	7576539	8827520							
THTQIP-Children	4	36981961	41128343	45472994							
Hypothetical 1 Per Capita											
217-like AMR	1	217985	188518	188020							
217-like Disabled	2	8594	5023	5245							

Member Months - Projected

-

Enter/adjust projected member months based on reported actuals. Enter projected number of member months for each active DY per MEG for the demonstration. For the current DY, enter only the number that reflects projections for future quarters of the DY. Do not include member months for either the current reporting quarter or past quarters.

		10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita											
THTQIP-AMR THTQIP-Disabled	1										
THTQIP-Adults THTQIP-Children	3 4										
Hypothetical 1 Per Capita 217-like AMR	1										
217-like Disabled	2										

Member Months - Total

		10	11	12	13	14	15	16	17	18	19
Medicaid Per Capita											
THTQIP-AMR	1	4,208,633	4,359,117	4,547,363							
THTQIP-Disabled	2	5,016,658	5,059,519	5,114,903							
THTQIP-Adults	3	5,659,908	7,576,539	8,827,520							
THTQIP-Children	4	36,981,961	41,128,343	45,472,994							
Hypothetical 1 Per Capita											
217-like AMR	1	217,985	188,518	188,020							
217-like Disabled	2	8,594	5,023	5,245							
		-	-	-							

Budget Neutrality Summary

The Budget Neutrality Reporting Period dropdown menu allows for selection of a specific reporting period, by Demonstration Year. By changing these settings, you change the view for which Demonstration Years will be used in calculating Budget Neutrality. Selecting the 'Reset to Defaults' button will reset the Reporting DY values back to the demonstration's current Period of Performance.

Budget Neutrality Reporting Start DY	10
Budget Neutrality Reporting End DY	19

Actuals + Projected

Nithout-Waiver Total Expenditures													Total
			10	11	12	13	14	15	16	17	18	19	Total
ledicaid Per Capita													
THTQIP-AMR	1	Total	\$ 5,921,083,98		- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
		PMPM	\$1,406.										
		Mem-Mon	4,208,63	3 4,359,117	4,547,363								
HTQIP-Disabled	2	Total	\$ 9,766,480,81	\$ 10,748,998,406	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
		РМРМ	\$1,946.										
		Mem-Mon	5,016,6	8 5,059,519	5,114,903								
HTQIP-Adults	3	Total	\$ 6,781,588,98	5 \$ 11,823,416,831 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
	-	РМРМ	\$1,198.		Ť	Ť	Ŧ	•	Ŧ	Ŧ	Ť		
		Mem-Mon	5,659,90		8,827,520								
HTQIP-Children	4	Total	\$ 14,664,087,30	5 \$ 18,507,754,265 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
		РМРМ	\$396.										
		Mem-Mon	36,981,9	41,128,343	45,472,994								
ledicaid Aggregate - WOW only													
IPL for Included Population	1	Total	\$ 2,346,880,70		2,346,880,705 \$	2,346,880,705 \$	2,346,880,705 \$	2,346,880,705 \$	2,346,880,705 \$	2,346,880,705 \$	2,346,880,705 \$	2,346,880,705	
JPL for Excluded Population	2	Total	\$ 1,681,649,84		1,681,649,843 \$	1,681,649,843 \$	1,681,649,843 \$	1,681,649,843 \$	1,681,649,843 \$	1,681,649,843 \$	1,681,649,843 \$	1,681,649,843	
Physician UPL	3	Total	\$ 72,483,20		72,483,206 \$	72,483,206 \$	72,483,206 \$	72,483,206 \$	72,483,206 \$	72,483,206 \$	72,483,206 \$	72,483,206	
Dutpatient UPL	4	Total	\$ 84,237,47	8 \$ 84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473 \$	84,237,473	
OTAL			\$ 41,318,492,31	2 \$ 51,674,673,453 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227	\$ 126,475,175,

With-Waiver Total Expenditures

												TOTAL
		10	11	12	13	14	15	16	17	18	19	
Medicaid Per Capita												
THTQIP-AMR	1	\$ 5,798,909,260 \$	6,491,763,614 \$	6,009,209,524 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
THTQIP-Disabled	2	\$ 10,091,663,413 \$	11,196,965,155 \$	11,133,981,928 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
THTQIP-Adults	3	\$ 4,647,023,827 \$	7,049,731,776 \$	7,154,205,867 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
THTQIP-Children	4	\$ 11,235,537,447 \$	14,327,823,094 \$	16,061,724,044 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
Medicaid Aggregate - WW only												
THTQIP-UC	1	\$ 3,786,961,910 \$	3,734,692,297 \$	4,414,032,283 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
THTQIP-PHP-CCP	2	\$ - \$	460,169,596 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
THTQIP-DSRIP	3	\$ 593,771,558 \$	1,780,621,281 \$	42,635,266 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
TOTAL		\$ 36,153,867,415 \$	45,041,766,813 \$	44,815,788,912 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	\$ 126,011,423,140

<u>Savings Phase-Down</u>

Savings i nasc-bown													TOTAL
Medicaid Per Capita			10	11	12	13	14	15	16	17	18	19	TOTAL
		Savings Phase-Down											
'HTQIP-AMR	1	Without Waiver	\$ 5,921,083,980	\$ 6,409,252,725 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
		With Waiver	\$ 5,798,909,260	\$ 6,491,763,614 \$	6,009,209,524 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
Difference			\$ 122,174,720	\$ (82,510,889) \$	(6,009,209,524) \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
hase-Down Percentage			68%										
avings Reduction			\$ 39,095,910		- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
5		Savings Phase-Down											
HTQIP-Disabled	2	Without Waiver	\$ 9,766,480,814	\$ 10,748,998,406 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
	_	With Waiver	\$ 10,091,663,413		11,133,981,928 \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
ifference			\$ (325,182,599		(11,133,981,928) \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
hase-Down Percentage			69%		(,,,, +	· ·				· · · ·	•		
avings Reduction			^	\$ - \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
ann go nou aonn		Savings Phase-Down	÷	Ŷ Ŷ	•	•	•	Ŷ	Ŷ	¥	Ŷ		
'HTQIP-Adults	3	Without Waiver	\$ 6,781,588,985	\$ 11,823,416,831 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	
	Ũ	With Waiver	\$ 4,647,023,827		7,154,205,867 \$	- \$	- \$	- \$	- \$	- \$	- \$	_	
Difference			\$ 2,134,565,158		(7,154,205,867) \$	- \$	- \$	- \$	- \$	- \$	- \$	_	
Phase-Down Percentage			419		(1,104,200,001) \$	Ŷ	Ŷ	Ŷ	Ŷ	•	Ŷ		
avings Reduction			\$ 1,259,393,443		- \$	- \$	- \$	- \$	- \$	- \$	- \$	_	
		Savings Phase-Down	φ 1,200,000,440	φ 3,007,421,004 φ	- Ψ	•	- •	- 4	- V	- Ψ	• •	_	
HTQIP-Children	1	Without Waiver	\$ 14,664,087,305	\$ 18,507,754,265 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$		
	4	With Waiver	\$ 11,235,537,447		16,061,724,044 \$	- \$	- \$ - \$	- \$ - \$	- \$	- \$	- \$	-	
Difference			\$ 3,428,549,858		(16,061,724,044) \$	- \$	ф (¢	- \$ - \$	¢	- \$ - \$	-	
hase-Down Percentage			\$ 3,420,549,656 43%		(10,001,724,044) \$	- Þ	- \$	- ⊅	- Þ	- ⊅	- ⊅	-	
Savings Reduction			437 \$ 1,954,273,419		- \$	¢	¢	¢	- \$	¢	- \$		
Davings Reduction			φ 1,904,273,419	φ 2,391,337,320 \$	- \$	- \$	- \$	- \$	- Þ	- \$	- ⊅	-	
otal Reduction	_		\$ 3,252,762,773	\$ 5,598,978,910 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	-	\$ 8,851,74

BASE VARIANCE		\$ 1,911,862,124 \$	1,033,927,730 \$	(40,630,537,685) \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	4,185,251,227 \$	(8,387,989,242)
Excess Spending from Hypotheticals											\$	(134,343,733)
1115A Dual Demonstration Savings (state preliminary estimate)											\$	-
1115A Dual Demonstration Savings (OACT certified)											\$	-
Carry-Forward Savings From Prior Period												
NET VARIANCE											\$	(8,522,332,975)

Cumulative Target Limit

		10	11	12	13	14	15	16	17	18	19
Cumulative Target Percentage (CTP)		1.0%	0.9%	0.8%	0.7%	0.6%	0.5%	0.4%	0.3%	0.2%	
Cumulative Budget Neutrality Limit (CBNL)		\$ 38,065,729,539 \$	84,141,424,081 \$	88,326,675,308 \$	92,511,926,535 \$	96,697,177,762 \$	100,882,428,989 \$	105,067,680,216 \$	109,252,931,443 \$	113,438,182,670 \$	117,623,433,897
Allowed Cumulative Variance (= CTP X CBNL)		\$ 380,657,295 \$	757,272,817 \$	706,613,402 \$	647,583,486 \$	580,183,067 \$	504,412,145 \$	420,270,721 \$	327,758,794 \$	226,876,365 \$	-
Actual Cumulative Variance (Positive = Overspending)		\$ (1,911,862,124) \$	(2,945,789,854) \$	37,684,747,831 \$	33,499,496,604 \$	29,314,245,377 \$	25,128,994,150 \$	20,943,742,923 \$	16,758,491,696 \$	12,573,240,469 \$	8,387,989,242
Is a Corrective Action Plan needed?		· · · · · ·	CA			P Needed CA		AP Needed CA	AP Needed CA	P Needed CA	P Needed

HYPOTHETICALS TEST 1

Without-Waiver Total Expenditures

			10	11	12	13	14	15	16	17	18	19	TOTAL
<u>Hypothetical 1 Per Capita</u> 217-like AMR	1	Total PMPM Mem-Mon	\$ 670,930,793 \$3,077.8 217,985	\$7 \$3,194.83	- \$ 188,020	- \$	- \$	- \$	- \$	- \$	- \$	-	
217-like Disabled	2	Total PMPM Mem-Mon	\$ 44,161,73 \$5,138.5 8,594	52 \$5,349.20	- \$ 5,245	- \$	- \$	- \$	- \$	- \$	- \$	-	
TOTAL			\$715,092,52	8 \$629,152,254									\$1,344,244,782

With-Waiver Total Expenditures

		10	11	12	13	14	15	16	17	18 19		TOTAL
<u>Hypothetical 1 Per Capita</u> 217-like AMR 217-like Disabled	1 2	\$446,848,066 \$32,573,797	\$474,201,168 \$27,046,119	\$471,082,699 \$26,836,666								
TOTAL		\$ 479,421,863	\$ 501,247,287 \$	497,919,365 \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	1,478,588,515
HYPOTHETICALS VARIANCE 1		\$ 235,670,665	\$ 127,904,967 \$	(497,919,365) \$	- \$	- \$	- \$	- \$	- \$	- \$	- \$	(134,343,733)

HYPOTHETICALS TEST 1 Cumulative Target Limit

	10	11	12	13	14	15	16	17	18	19
Cumulative Target Percentage (CTP)	1.0%	0.9%	0.8%	0.7%	0.6%	0.5%	0.4%	0.3%	0.2%	
Cumulative Budget Neutrality Limit (CBNL) Allowed Cumulative Variance (= CTP X CBNL)	\$ 715,092,528 \$ \$ 7,150,925 \$	1,344,244,782 \$ 12,098,203 \$	1,344,244,782 \$ 10,753,958 \$	1,344,244,782 \$ 9,409,713 \$	1,344,244,782 \$ 8,065,469 \$	1,344,244,782 \$ 6,721,224 \$	1,344,244,782 \$ 5,376,979 \$	1,344,244,782 \$ 4,032,734 \$	1,344,244,782 \$ 2,688,490 \$	1,344,244,782 -
Actual Cumulative Variance (Positive = Overspending) Is a Corrective Action Plan needed?	\$ (235,670,665) \$	(363,575,632) \$ CAP N	134,343,733 \$ Needed CAP N	134,343,733 \$ eeded CAP N	134,343,733 \$ eeded CAP N	134,343,733 \$ leeded CAP N	134,343,733 \$ eeded CAP N	134,343,733 \$ leeded CAP1	134,343,733 \$ Needed CAP N	134,343,733 Needed

Yes No Yes No

Per Capita or Aggregate Per Capita Aggregate

Phase-Down No Phase-Down Savings Phase-Down

Actuals and Projected Actuals Only Actuals + Projected

MAP_ADM **MAP+ADM** Waivers

MAP Waivers Only

Waiver List **MAP WAIVERS**

Not Applicable 64.21U & 64.21UP THTQIP-Qualified THTQIP 217-like AMR THTQIP 217-like Disabled THTQIP-Adults THTQIP-AMR THTQIP-Children THTQIP-Disabled THTQIP-DSRIP THTQIP-M-CHIP THTQIP-PHP-CCP THTQIP-UC THTQIP-UC UPL ADM WAIVERS THTQIP-Admin

Demonstration Reporting Start DY Demonstration Reporting End DY

19

Reporting Net Variance

\$

(8,522,332,975)

												Qu	arter 4									
													STAR									
SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members wit Pla		Members v Service		Member Decl Service Pla		Service I Progre		Unable to Rea Locate Memi		Member is Deceased**	lember Moved or Left Service Area**	Other Reason**		Aembers # Face-to-Face tacted*** Visits	² # Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
		Jun-23	STAR/CHIP Service	4825		6.30%	4521	93.70%	193	4.27%	227	5.02%	3262	72.15%	0 0.00%	0 0.00%	840 18.5		18 8.66%	261		
	Aetna	Jul-23 Aug-23	Management	4773 4710		6.43% 6.67%	4466 4396	93.57% 93.33%	199 203	4.46% 4.62%	156 151	3.49% 3.43%	3203 3164	71.72% 71.97%	0 0.00%	0 0.00%	912 20.4 886 20.1		70 7.75% (25 9.02% (318		
		Jun-23	STAR/CHIP Service	1544		6.87%	1438	93.13%	203	4.82%	0	0.00%	1225	85.19%	0 0.00%	0 0.00%			18 7.64%	331		1026
	Amerigroup	Jul-23	Management	1564		6.84%	1457	93.16%		14.55%	0	0.00%	1245	85.45%	0 0.00%	0 0.00%	0 0.0		37 8.76%	33	-	
Bexar		Aug-23	STAR/CHIP Service	1573		7.06%	1462	92.94%		13.89%	0	0.00%	1259	86.11%	0 0.00%	0 0.00%			63 10.36%	31	-	
	Community First	Jun-23 Jul-23	Management	319 186		1.25% 0.54%	315 185	98.75% 99.46%	189 112	60.00% 60.54%	62 48	19.68% 25.95%	75 26	23.81% 14.05%	0 0.00%	0 0.00%	0 0.0		15 98.75% (86 100.00% (95		010
		Aug-23		183		0.55%	182	99.45%	107	58.79%	54	29.67%	20	11.54%	0 0.00%	0 0.00%	0 0.0		83 100.00%	131		
		Jun-23	STAR/CHIP Service	802		56.98%	345	43.02%	144	41.74%	2	0.58%	199	57.68%	0 0.00%	0 0.00%			20 77.31%	584		
	Superior	Jul-23	Management	708		57.63% 63.52%	300 236	42.37% 36.48%	94	31.33% 33.05%	0	0.00%	206 156	68.67%	0 0.00%	0 0.00%	0 0.0		25 74.15% (20 80.37% (0 470 0 549		
		Aug-23 Jun-23	STAR/CHIP Service	19545		10.73%	17448	36.48%	3362	19.27%	2	0.85%	14086	66.10% 80.73%	0 0.00%	0 0.00%	0 0.0		47 7.92%	549		
	Amerigroup	Jul-23	Management	19643		10.43%	17594	89.57%		19.05%	2	0.01%	14241	80.94%	0 0.00%	0 0.00%	0 0.0		99 7.63%	5 538		
		Aug-23		19427	1916	9.86%	17511	90.14%	3273	18.69%	0	0.00%	14238	81.31%	0 0.00%	0 0.00%	0 0.0		55 8.52%	5 570		
	Molina	Jun-23	STAR/CHIP Service Management	2034		28.17%	1461	71.83%	17	1.16%	104 94	7.12%	1225	83.85%	0 0.00%	0 0.00%	0 0.0		16 15.54% (31 16.21% () 178) 192		
	Woma	Jul-23 Aug-23	Management	2042		28.99% 29.94%	1450 1446	71.01%	41	1.52%	94	6.85%	1223 1208	84.34% 83.54%	0 0.00%	0 0.00%			31 16.21% 89 18.85%	209		1964 1982
		Jun-23	Service Coordination	60		1.67%	59	98.33%	6	10.17%	43	72.88%	3	5.08%	0 0.00%	0 0.00%	7 11.8		51 85.00%	20		51
		Jul-23	Level 1	107		1.87%	105	98.13%	17	16.19%	74	70.48%	1	0.95%	0 0.00%	0 0.00%	11 10.4		95 88.79%	34		
Dallas		Aug-23	Service Coordination	137		2.19%	134 20	97.81%	34	25.37%	83	61.94%	0	0.00%	0 0.00%	0 0.00%	16 11.9		27 92.70%) 62) 19		
		Jun-23 Jul-23	Level 2	44		39.39% 40.91%	20	60.61% 59.09%	5	25.00% 23.08%	20	75.00% 76.92%	0	0.00%	0 0.00%	0 0.00%	0 0.0		25 75.76% (29 65.91% (19	-	25
	Parkland	Aug-23		58		36.21%	37	63.79%	4	10.81%	30		3	8.11%	0 0.00%	0 0.00%			49 84.48%	10	-	
	Parkiallu	Jun-23	Service Coordination	37	1 1	45.95%	20	54.05%		30.00%	14	70.00%	0	0.00%	0 0.00%	0 0.00%			32 86.49%	21		52
		Jul-23	Level 3	44		52.27% 32.48%	21	47.73%		19.05% 18.99%	15 59	71.43%	0	0.00%	0 0.00%	0 0.00%			34 77.27% 92 78.63%	20		34
		Aug-23 Jun-23	STAR/CHIP Service	117		1.84%	1653	67.52% 98.16%		28.80%	1105	74.68% 66.85%	3	3.80%	0 0.00%	0 0.00%			92 78.63% 98 94.89%	785	ő	92 1599
		Jul-23	Management	998		2.51%	973	97.49%	230	23.64%	687	70.61%	6	0.62%	0 0.00%	0 0.00%			62 96.39%	467		
		Aug-23		1638		0.98%	1622	99.02%	528	32.55%	982	60.54%	48	2.96%	0 0.00%	0 0.00%	39 2.4		02 97.80%	727		
	El Paso Health	Jun-23	STAR/CHIP Service Management	860		15.47%	727	84.53%	183	25.17%	0	0.00%	557	76.62%	0 0.00%	0 0.00%			59 99.88%	422		
	El Paso Realti	Jul-23 Aug-23	wanagement	807		15.24% 15.18%	684 693	84.76% 84.82%	169 174	24.71% 25.11%	0	0.00%	526 530	76.90% 76.48%	0 0.00%	0 0.00%	0 0.0		06 99.88% (16 99.88% (392		
		Jun-23	STAR/CHIP Service	198		31.31%	136	68.69%		0.00%	14	10.29%	109	80.15%	0 0.00%	0 0.00%			38 19.19%	24		
El Paso	Molina	Jul-23	Management	194		32.47%	131	67.53%		0.00%	11	8.40%	110	83.97%	0 0.00%	0 0.00%			30 15.46%	15		183
		Aug-23		199		32.16%	135	67.84%		0.74%	11	8.15%	114	84.44%	0 0.00%	0 0.00%			40 20.10%	23		
	Superior	Jun-23 Jul-23	STAR/CHIP Service Management	182 156		39.01% 42.95%	111 89	60.99% 57.05%	38	34.23% 32.58%	0	0.00%	73 57	65.77% 64.04%	0 0.00%	0 0.00%			56 85.71% (33 85.26% () <u>112</u>) 115		
		Aug-23		148	81	54.73%	67	45.27%	30	44.78%	0	0.00%	37	55.22%	0 0.00%	0 0.00%			27 85.81%	113		143
	Amori	Jun-23	STAR/CHIP Service	5983		11.80%	5277	88.20%	1074	20.35%	0	0.00%	4203	79.65%	0 0.00%	0 0.00%			69 9.51%	220	0	3732 3715
	Amerigroup	Jul-23 Aug-23	Management	5988 5988		11.42% 10.92%	5304 5334	88.58% 89.08%	1052 1037	19.83% 19.44%	0	0.00%	4252 4297	80.17% 80.56%	0 0.00%	0 0.00%			18 8.65% 90 9.85%	1 195 D 234	0	3715 3708
	-	Jun-23	Service Coordination	46		100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0		20 43.48%	0 16	0	46
		Jul-23 Aug-23	Level 1	42		100.00% 100.00%	0	0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%			15 35.71% 16 38.10%) 9) 5	0	42 41
		Jun-23	Service Coordination	370	370	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0	0%	57 42.43%	86	0	367
		Jul-23 Aug-23	Level 2	352 341		100.00% 100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0		16 32.95% 44 42.23%	72	0	350 334
	СНС	Jun-23	Service Coordination	677	677	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0	0%	80 26.59%	0 114		669
		Jul-23 Aug-23	Level 3	671 666		100.00% 100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0		54 22.95% 29 34.38%	100		663 656
		Jun-23	Member in Outreach	573	0	0.00%	573	100.00%	75	13.09%	13	2.27%	298	52.01%	0 0.00%	0 0.00%	187 32.6	4%	35 23.56%	0 0	0	525
		Jul-23 Aug-23	Process	601 652		0.83%	596 652	99.17% 100.00%	84	14.09% 12.58%	10 41	1.68% 6.29%	322 286	54.03% 43.87%	0 0.00%	0 0.00%	180 30.2 243 37.2		03 17.14% 19 33.59%	3	0	558 598
		Jun-23	STAR/CHIP Service	995		22.71%	769	77.29%	6	0.78%	52	6.29%	286	43.87% 85.31%	0 0.00%	0 0.00%			48 14.87%	0 82	0	952
	Molina	Jul-23	Management	996		23.59%	761	76.41%	11	1.45%	47	6.18%	655 641	86.07%	0 0.00%	0 0.00%	0 0.0	0%	60 16.06% 74 17.47%	79	0	959
Harris		Aug-23 Jun-23	Service Coordination	996	245	24.60%	751	75.40%	13	1.73%	47	6.26%	641	85.35%	0 0.00%	0 0.00%	0 0.0	0%	./4 1/.4/%	79	0	959
		Jul-23	Level 1	1	0	0.00%	1	100.00%	1	100.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0 0.0	0%	0 0.00%	0 0	0	1
		Aug-23 Jun-23	STAR/CHIP Service	2600	800	30.77%	1800	69.23%	85	4.72%	1161	64.50%	346	19.22%	0 0.00%	0 0.00%	244 13.5	6%	61 36.96%	2 965		1875

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members wi Pla		Members without a Service Plan*	Member Declin Service Plan		Service F Progre		Unable to Locate Me		Member is Deceased**	Member Moved or Left Service Area**	Other R	eason**		mbers cted***	# Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
	Texas Childrens	Jul-23	Management	2659	881	33.13%	1778 66.87%	6 89	5.01%	1127	63.39%	373	20.98%	0 0.00%	1 0.06%	223	12.54%	990	37.23%	1	. 938	C	1901
		Aug-23		2678		34.84%	1745 65.16%		5.50%	1049	60.11%	386	22.12%	0 0.00%		243		995		4	1042	C	1924
		Jun-23	Member in Outreach Process	30356		0.09%	30329 99.91%		4.91%	24754	81.62%	3132	10.33%	1 0.00%		1336		1097		0	582		0.00
		Jul-23	Process	30301		0.09%	30274 99.91% 29300 99.92%		5.07%	24432	80.70%	3361	11.10%	1 0.00%		1327	4.38%	894		1	428		
		Aug-23 Jun-23	STAR/CHIP Service	29324 7750		0.08%	29300 99.92% 6135 79.16%		5.26% 23.77%	23483 4682	80.15%	3395 1093	11.59% 17.82%	1 0.00% 0 0.00%		1264	4.31%	902 5812	3.08%	4	450	174	5570
		Jul-23	Management	7782		22.21%	6054 77.79%		24.03%		74.96%	1140	18.83%	0 0.00%		0	0.00%	5754		0	985		
	1 to be at	Aug-23		8011	1824	22.77%	6187 77.23%	6 1455	23.52%	4684	75.71%	1130	18.26%	0 0.00%		0	0.00%	5881		0	1227		
	United	Jun-23	Member in Outreach	223		0.00%	223 100.00%	6 24	10.76%	223	100.00%	0	0.00%	0 0.00%	0 0.00%	0	0.00%	198	88.79%	0	83	C	
		Jul-23	Process	575		0.00%	575 100.00%		8.00%	575	100.00%	0	0.00%	0 0.00%		0	0.00%	417		0	84		121
		Aug-23		517		0.00%	517 100.00%		11.03%	517	100.00%	0	0.00%	0 0.00%		0	0.00%	447		0	125		456
	Driscoll	Jun-23 Jul-23	STAR/CHIP Service	3721 3576		25.50% 26.03%	2772 74.50% 2645 73.97%		11.44% 10.25%	439 539	15.84% 20.38%	991 923	35.75% 34.90%	1 0.04% 1 0.04%		953 895	34.38% 33.84%	788		0	0 1177 0 1061	80	
		Aug-23	Management	3530	949	26.88%	2581 73.12%	6 270	10.46%	286	11.08%	1068	41.38%	0 0.00%	5 0.19%	913	35.37%	818	23.17%	0	1313	71	1806
	Mallan.	Jun-23	STAR/CHIP Service	2383		30.76%	1650 69.24%		1.52%	113	6.85%	1355	82.12%	0 0.00%		0	0.00%	447		0	193	C	
	Molina	Jul-23 Aug-23	Management	2326 2260		30.91% 31.50%	1607 69.09% 1548 68.50%		1.24%	108 104	6.72% 6.72%	1321 1278	82.20% 82.56%	0 0.00%		0	0.00%	367		0	173		2242 2184
		Jun-23	STAR/CHIP Service	459	218	47.49%	241 52.51%	6 111	46.06%		0.00%	130	53.94%	0 0.00%	0 0.00%	0	0.00%	392	85.40%	0	335	26	452
Hidalgo	Superior	Jul-23	Management	428		45.09%	235 54.91%		34.47%	7	2.98%	147	62.55%	0 0.00%		0	0.00%	345		0	288		
		Aug-23 Jun-23	STAR/CHIP Service	370 4502		55.68% 14.30%	164 44.32% 3858 85.70%		39.02% 21.67%	2875	0.00%	100 750	60.98% 19.44%	0 0.00%		0	0.00%	319 3340		0	300	21	365 3521
		Jul-23	Management	4492	694	15.45%	3798 84.55%	6 827	21.77%	2760	72.67%	782	20.59%	0 0.00%	0 0.00%	0	0.00%	3253	72.42%	0	322	165	3527
	United	Aug-23	-	4565		16.06%	3832 83.94%	-	21.22%	2781	72.57%	790	20.62%	0 0.00%		0	0.00%	3282		0	445		
	onited	Jun-23	Member in Outreach Process	66		0.00%	66 100.00%		9.09%	66	100.00%	0	0.00%	0 0.00%		0	0.00%	59		0	35	C	55
		Jul-23	FIDCESS	195 229		0.00%	195 100.00% 229 100.00%		6.67% 10.48%	195	100.00%	0	0.00%	0 0.00%		0	0.00%	169		0	24		169 217
		Aug-23 Jun-23	STAR/CHIP Service	724		9.81%	229 100.00% 653 90.19%		10.48%	229	100.00%	535	81.93%	0 0.00%		0	0.00%	214		0	22		460
	Amerigroup	Jul-23	Management	740	74	10.00%	666 90.00%	6 118	17.72%	0	0.00%	548	82.28%	0 0.00%		0	0.00%	62	8.38%	0	21	C	473
		Aug-23		742 54		10.38%	665 89.62% 54 100.00%		18.05%	0	0.00%	545 27	81.95% 50.00%	0 0.00%		20	0.00%	73	9.84%	0	27	0	475
		Jun-23 Jul-23	Member in Outreach Process	54		0.00%	54 100.00%		12.96%	3	5.56%	27	46.30%	0 0.00%		19	35.19%	3	5.56%	0	0 0	C	49
		Aug-23	FIOCESS	57	0	0.00%	57 100.00%		17.54%	3	5.26%	24	42.11%	0 0.00%		20		15		0	0	C	51
		Jun-23	Service Coordination	2	2	100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	1	. 50.00%	0	0	0	2
		Jul-23 Aug-23	Level 1	3	3	100.00%	0 0.00%		0.00%		0.00%	0	0.00%	0 0.00%		0	0.00%	2	50.00%	0	0 1	0	4
	CHC	Jun-23	Service Coordination	26		100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	9	34.62%	0) 1	C	26
		Jul-23	Level 2	27		100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	11	40.74%	0	7	0	26
		Aug-23 Jun-23	Service Coordination	24 71		100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	21	37.50%	0	10		24
		Jul-23	Level 3	72	72	100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0	0.00%	18	25.00%	0	8	C	
		Aug-23		67		100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	21		0	11	-	66
	Molina	Jun-23 Jul-23	STAR/CHIP Service Management	302 303		28.48% 29.04%	216 71.52% 215 70.96%		1.85% 1.40%	23	10.65% 10.23%	173 173	80.09% 80.47%	0 0.00%		0	0.00%	74 56		0	37		285 289
Jefferson		Aug-23	Wanagement	302	95	31.46%	207 68.54%	6 2	0.97%	16	7.73%	174	84.06%	0 0.00%		0	0.00%	63		0	34	C	290
		Jun-23	Member in Outreach	4207		0.07%	4204 99.93%		4.19%	3500	83.25%	406	9.66%	1 0.02%		171	4.07%	115		0	67	C	834
		Jul-23 Aug-23	Process	4217 4053		0.09%	4213 99.91% 4049 99.90%		4.30%	3482 3328	82.65% 82.19%	431 415	10.23% 10.25%	1 0.02% 0 0.00%		172	4.08%	86		1	51		680 673
		Jun-23	Service Coordination	1	0	0.00%	1 100.00%	6 0	0.00%	0	0.00%	1	100.00%	0 0.00%	0 0.00%	0	0.00%	0	0.00%	0	0	C	
	Texas Childrens	Jul-23	Level 1	1	1	100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	1	. 100.00%	0	0	0	1
		Aug-23	STAR/CHIP Service	270	0	0.00%	1 100.00% 186 68.89%		0.00%	112	0.00%	0	0.00%	0 0.00%		31	100.00% 16.67%	91	100.00% 33.70%		97	C	200
		Jul-23	Management	2/0	-	32.06%	178 67.94%		10.22%	112	64.04%	28	17.74%	0 0.00%		25	14.04%	74		0	76		182
		Aug-23		255		38.04%	158 61.96%		10.76%	97	61.39%	27	17.09%	0 0.00%		22		95		0	100		185
		Jun-23	Member in Outreach	46	0	0.00%	46 100.00%	6 10	21.74%	46	100.00%	0	0.00%	0 0.00%	0 0.00%	0	0.00%	45	97.83%	C	19	C	45
		Jul-23	Process	115 103		0.00%	115 100.00% 103 100.00%		10.43% 9.71%	115	100.00%	0	0.00%	0 0.00%		0	0.00%	95		0	20	0	96
	United	Aug-23 Jun-23	STAR/CHIP Service	103		16.22%	103 100.00%	-	21.39%	103 1141	100.00% 74.87%	294	19.29%	0 0.00%		0	0.00%	1336	000		220		÷-
		Jul-23	Management	1815		17.50%	1513 82.50%		22.01%		73.30%	307	20.29%	0 0.00%		0	0.00%	1330		0	158		
		Aug-23		1893	374	19.76%	1519 80.24%	6 326	21.46%		72.61%	317	20.87%	0 0.00%	0 0.00%	0	0.00%	1366	72.16%	0	290		1507
		Jun-23	STAR/CHIP Service	1266	82	6.48%	1184 93.52%	6 214	18.07%	0	0.00%	970	81.93%	0 0.00%	0 0.00%	0	0.00%	72	5.69%	0	15	C	783
	Amerigroup	Jul-23 Aug-23	Management	1263 1250		6.65% 6.16%	1179 93.35% 1173 93.84%		18.24% 18.24%	0	0.00%	964 959	81.76% 81.76%	0 0.00%		0	0.00%	71		0	18	0	774
		Jun-23	Member in Outreach	1250		0.00%	1173 93.847		7.33%	292	24.87%	796	67.80%	0 0.00%		0	0.00%	189			372	C	359
		Jul-23	Process	726	0	0.00%	726 100.00%	68	9.37%	245	33.75%	404	55.65%	0 0.00%	0 0.00%	8	1.10%	195	26.86%	0	385	C	375
Lubbock	FirstCare	Aug-23 Jun-23		951 195		0.00%	951 100.00% 0 0.00%		6.73% 0.00%	210	22.08%	669	70.35%	0 0.00%		8	0.84%	334 131		0	812		556 180
		Jul-23	STAR/CHIP Service Management	204		100.00%	0 0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0	0.00%	131			228		191
		Aug-23		204	204	100.00%	0 0.00%	6 0	0.00%	0	0.00%	0	0.00%	0 0.00%	0 0.00%	0	0.00%	121	59.31%	C	242	C	192
		Jun-23	STAR/CHIP Service	195	112	57.44%	83 42.56%	6 36	43.37%	0	0.00%	47	56.63%	0 0.00%	0 0.00%	0	0.00%	155	79.49%	0	160	13	187

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members with Plan		Members Service		Member Decl Service Pla		Service I Progre		Unable to Locate Me		Member is Deceased**	Member Moved or Service Area**	Left	Other Reason**	# Members Contacted***	# Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Yea Ago	# Members
	Superior	Jul-23	Management	183		55.19%	82	44.81%		36.59%	3	3.66%	49	59.76%	0 0.00%		0.00%	0 0.00%	126 68.8		0 102		
		Aug-23 Jun-23		180 1897		57.78% 8.86%	76 1729			43.42% 18.97%	0	0.00%	43 1401	56.58% 81.03%	0 0.00%		0.00%	0 0.00%	145 80.5	56% ()1% (0 128		0 172
	Amerigroup	Jul-23 Jul-23	STAR/CHIP Service Management	1897		8.86%	1729			18.97%	0	0.00%	1401	81.03%	0 0.00%		0.00%	0 0.00%	151 7.9		D 45 D 33		0 1190
		Aug-23	wanagement	1867	144	7.71%	1723	92.29%	311	18.05%	0	0.00%	1412	81.95%	0 0.00%	0 0	0.00%	0 0.00%	157 8.4	11% (0 33	3	0 1175
		Jun-23	Member in Outreach	2070		0.00%	2070	100.00%		4.83%	257	12.42%	1706	82.42%	0 0.00%		0.00%	5 0.24%	272 13.1		0 514		0 501
		Jul-23 Aug-23	Process	1019 1364		0.00%	1019 1364	100.00%	86 116	8.44% 8.50%	214	21.00%	705 1048	69.19% 76.83%	0 0.00% 0 0.00%		0.00%	14 1.37% 22 1.61%	282 27.6		D 556 D 1422		0 491 0 760
MRSA Central	Scott & White	Jun-23	STAR/CHIP Service	275		100.00%	0	0.00%		0.00%	0	0.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	182 66.1		0 339		
		Jul-23	Management	267		100.00%	0			0.00%	0	0.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	166 62.1		0 291		
-		Aug-23 Jun-23	STAR/CHIP Service	273		100.00% 63.62%	0 163	0.00%		0.00%	0	0.00%	115	0.00%	0 0.00%		0.00%	0 0.00%	176 64.4 332 74.1		D 338 D 359		
	Superior	Jul-23 Jul-23	Management	448		60.28%	163	36.38%		31.98%	2	1.16%	115	66.86%	0 0.00%		0.00%	0 0.00%	332 74.1		359		
	Superior	Aug-23	-	383		65.54%	172	34.46%		31.98%	2	0.00%	91	68.94%	0 0.00%		0.00%	0 0.00%	296 77.2		323		-
		Jun-23	STAR/CHIP Service	6712	602	8.97%	6110	91.03%	1255	20.54%	0	0.00%	4855	79.46%	0 0.00%	0 0	0.00%	0 0.00%	489 7.2	29% (0 198	3	0 4059
	Amerigroup	Jul-23	Management	6781		8.83%	6182	91.17%		20.45%	0	0.00%	4918	79.55%	0 0.00%		0.00%	0 0.00%		04%	0 184		
MRSA		Aug-23	STAR/CHIP Service	6706 469		8.48% 60.98%	6137	91.52%		19.90% 23.50%	0	0.00%	4916 140	80.10% 76.50%	0 0.00%		0.00%	0 0.00%		90%	0 182		
Northeast	Superior	Jun-23 Jul-23	Management	469 410		60.98%	183 163	39.02% 39.76%	43	23.50%	0	0.00%	140	76.50%	0 0.00%		0.00%	0 0.00%	356 75.9 295 71.9		283		
	Superior	Aug-23		379		74.41%	97	25.59%		23.31%	1	0.61%	77	76.07%	0 0.00%		0.00%	0 0.00%	304 80.2		283		
		Jun-23	STAR/CHIP Service	3458		8.16%	3176	91.84%		18.04%	0	0.00%	2603	81.96%	0 0.00%		0.00%	0 0.00%		04%	0 95		2185
	Amerigroup	Jul-23	Management	3464	274	7.91%	3190	92.09%	569	17.84%	0	0.00%	2621	82.16%	0 0.00%	0 0	0.00%	0 0.00%	273 7.8		91	. (2156
-		Aug-23 Jun-23	Marinham Outers at in	3429 1542		7.14%	3184 1542	92.86%	554 102	17.40% 6.61%	1 323	0.03%	2629 1115	82.57% 72.31%	0 0.00%		0.00%	0 0.00%	286 8.3 265 17.1	34% (D 88 D 513		2113 0 477
		Jul-23	Members Outreach in Process	980		0.00%	980	100.00%		9.08%	258	26.33%	629	64.18%	0 0.00%		0.00%	4 0.41%	205 17.1		0 443		0 450
	FirstCare	Aug-23	FIDCESS	1309		0.00%	1309	100.00%		8.10%	225	17.19%	962	73.49%	0 0.00%		0.00%	16 1.22%	456 34.8		0 1082		
MRSA West	- insteare	Jun-23	STAR/CHIP Service	244		100.00%	0	0.00%	3	0.00%	0	0.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	162 66.3		0 324		D 229 D 215
		Jul-23 Aug-23	Management	226 224		100.00%	0	0.00%	2	0.00%	0	0.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	120 53.1 131 58.4		D 221		
F		Jun-23	STAR/CHIP Service	369		57.99%	155	42.01%	63	40.65%	1	0.65%	91	58.71%	0 0.00%		0.00%	0 0.00%	294 79.6	57%	325	1	
	Superior	Jul-23	Management	331		57.10%	142		38	26.76%	1	0.70%	103	72.54%	0 0.00%		0.00%	0 0.00%	248 74.9		218		
		Aug-23		325	203	62.46%	122	37.54%	41	33.61%	3	2.46%	78	63.93%	0 0.00%	0 0	0.00%	0 0.00%	254 78.1	15% (274	1:	
	Dulanall	Jun-23	STAR/CHIP Service	3767		35.73%	2421	64.27%		17.76%	348	14.37%	912	37.67%	1 0.04%		0.70%	660 27.26%	776 20.6		0 1257		
	Driscoll	Jul-23 Aug-23	Management	3714 3707		36.38% 36.61%	2363 2350	63.62% 63.39%	420	17.77% 17.53%	368	15.57% 8.98%	920 1044	38.93% 44.43%	1 0.04% 0 0.00%).63%).72%	634 26.83% 656 27.91%	683 18.3 848 22.8		D 1172 D 1503		
-		Jun-23	STAR/CHIP Service	131		57.25%	56	42.75%		67.86%	0	0.00%	18	32.14%	0 0.00%		0.00%	0 0.00%	106 80.9		0 100		
	Superior	Jul-23	Management	157		47.77%	82			48.78%	2	2.44%	40	48.78%	0 0.00%		0.00%	0 0.00%	129 82.1		0 106		
Nueces		Aug-23 Jun-23	Members Outreach in	106		62.26% 0.00%	40 16		19	47.50% 6.25%	16	0.00%	21	52.50% 0.00%	0 0.00%		0.00%	0 0.00%	103 97.1 15 93.7		0 107		9 103
		Jul-23	Process	31		0.00%	31	100.00%	0	0.00%	31	100.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	26 83.8		0 2	2	26
	United	Aug-23		38		0.00%	38	100.00%	1	2.63%	38	100.00%	0	0.00%	0 0.00%		0.00%	0 0.00%	33 86.8		D 3	6 (33
	onited	Jun-23	STAR/CHIP Service	250		20.00%	200	80.00%		18.50%	158	79.00%	34	17.00%	0 0.00%		0.00%	0 0.00%	196 78.4		72		2 202
		Jul-23	Management	256		19.53%	206	80.47%		18.45%	163	79.13%	36	17.48%	0 0.00%		0.00%	0 0.00%	205 80.0				
		Aug-23 Jun-23	CTAD/CHID Convice	271 12266		22.14%	211 11009	77.86%	34	16.11% 4.32%	167 767	79.15%	36	17.06% 65.58%	0 0.00%		0.00%	0 0.00%	220 81.1 1410 11.5		D 56 D 1127		4 232 1 10320
	Aetna	Jul-23	STAR/CHIP Service Management	12200	1257	10.25%	1009	89.63%	-	4.32%	563	5.14%	7035	64.25%	0 0.00%		0.00%	2871 26.22%		24%	0 1103		
ļ		Aug-23		11995	1206	10.05%	10789	89.95%	561	5.20%	576	5.34%	6828	63.29%	0 0.00%		0.00%	2852 26.43%	1202 10.0		0 1190		1 9873
Tarrant	Amerigroup	Jun-23 Jul-23	STAR/CHIP Service	10488 10587	1183 1158	11.28% 10.94%	9305 9429	88.72% 89.06%		21.36% 20.88%	0	0.00%	7317 7460	78.64% 79.12%	0 0.00%		0.00%	0 0.00%		17% e	5 380 1 339		0 6202
	, and Broop	Aug-23	Management .	10587	1094	10.94%	9429	89.06%	1969	20.88%	0	0.00%	7460	79.12%	0 0.00%		0.00%	0 0.00%		27%	2 324		
Ē		Jun-23	STAR/CHIP Service	11159	2245	20.12%	8914	79.88%		76.28%	405	4.54%	1971	22.11%	1 0.01%		0.01%	447 5.01%		15% (936		
	Cook Childrens	Jul-23	Management	11147	2246	20.15%	8901 8881	79.85%		76.49% 76.41%	371	4.17%	1985 1989	22.30%	1 0.01% 1 0.01%		0.01%	444 4.99% 437 4.92%		71% (D 806 D 1013		
+		Aug-23 Jun-23	STAR/CHIP Service	11091 548		34.12%	361	65.88%		29.09%	368 50	4.14%	204	56.51%	0 0.00%		0.00%	437 4.92%	891 8.0 548 100.0		1 320		1 548
	BCBS	Jul-23	Management	544	165	30.33%	379	69.67%	290	76.52%	17	4.49%	66	17.41%	0 0.00%	1 0	0.26%	5 1.32%	544 100.0	00% (0 238	3	0 544
-		Aug-23 Jun-23		556 2750		33.63% 1.27%	369 2715	66.37% 98.73%	278	75.34% 0.00%	16 2715	4.34%	69	18.70% 0.00%	0 0.00%		0.27%	5 1.36% 0 0.00%	556 100.0 27 0.9		D 305 D 38		D 556 D 752
	Dell	Jul-23 Jul-23	STAR/CHIP Service Management	2750		2.08%	2715	98.73%		0.00%	2715	99.45%	13	0.00%	0 0.00%		0.00%	0 0.00%		54%	D 38		0 547
Travis		Aug-23	wanagement.	2810	55	1.96%	2755	98.04%	7	0.25%	2749	99.78%	5	0.18%	0 0.00%	0 0	0.00%	1 0.04%	883 31.4	12% (0 941	. (997
Γ		Jun-23	STAR/CHIP Service	444 442		61.04%	173	38.96%		36.42% 27.17%	1	0.58%	109	63.01%	0 0.00%		0.00%	0 0.00%	345 77.7 326 73.7		D 366 D 338		
	Superior	Jul-23	Management	442	269	60.86%	173	39.14%	4/	27.17%	1	0.58%	125	72.25%	0 0.00%	0 0	0.00%	0 0.00%	326 73.7	/6%	338	2	9 415
		Aug-23		392	258	65.82%	134	34.18%	37	27.61%	2	1.49%	95	70.90%	0 0.00%	0 0	0.00%	0 0.00%	311 79.3	34% (353	2	3 384
		Jun 22		126		1.59%	124	98.41%	0	7.26%	70	56.45%	AR KIDS	24.19%	0 0.00%	0	0.00%	0 0.00%	92 73.0	12%	7 53	1	126
		Jun-23 Jul-23	Member in Outreach	126		1.59%	124			7.26%	70 65	56.45%	30	24.19%	0 0.00%).00%).81%	0 0.00%	92 73.0 91 68.9				0 126
		Aug-23	Process	108	4	3.70%	104	96.30%	8	7.69%	38	36.54%	26	25.00%	0 0.00%	1 0	0.96%	0 0.00%	66 61.1	11%	7 34	L (0 108
		Jun-23	Service Coordination	843		64.77%	297	35.23%		6.06%	118	39.73%	124	41.75%	0 0.00%		0.34%	26 8.75%	770 91.3				2 842
		Jul-23	Level 1	881 869		61.86% 61.22%	336 337	38.14% 38.78%		7.74% 7.72%	133 155	39.58% 45.99%	137 116	40.77% 34.42%	0 0.00%		0.00%	21 6.25% 23 6.82%	746 84.6 686 78.9				1 881 D 869

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members with Plan		Members Service	Plan*	Member Declined a Service Plan**	Service Progr		Unable to Locate M		Member is Deceased**	Member Mo Service		Other Re	eason**	# Memb Contacte		Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members
	community i not	Jun-23	Service Coordination	4146		37.99%	2571		242 9.41			1402	54.53%	0 0.00%			154		2429	58.59%	373	-		4144
		Jul-23 Aug-23	Level 2	3830		38.60% 41.88%	2520 2226	61.40% 58.12%	251 9.96			1301 1051	51.63% 47.21%	0 0.00%		0.48%	138 93		2327	56.70% 56.84%	275			3 4103 4 3829
		Jun-23	Service Coordination	2598		3.16%	2516	96.84%	299 11.88			1959	77.86%	0 0.00%		0.16%	97		1084	41.72%	20			2596
Bexar		Jul-23	Level 3	2580		3.02%	2502	96.98% 97.64%	301 12.03		5.72%	1917	76.62%	0 0.00%		0.24%	108	4.32%	900	34.88%	11	597		2580
1		Aug-23 Jun-23	Service Coordination	2842 915		2.36%	2775 101	97.64%	366 13.19			2067 89	74.49%	0 0.00%		0.32%	119	4.29%	1003	35.29% 82.73%	790			2841 3 915
		Jul-23	Level 1	915		89.62%	95		0 0.00			78	82.11%	0 0.00%		0.00%	0	0.00%	753	82.30%	773			1 914
		Aug-23	Service Coordination	914		90.15%	90	9.85%	0 0.00			70	77.78%	0 0.00%		0.00%	0	0.00%	720	78.77%	763	-		
		Jun-23 Jul-23	Level 2	1010		95.25% 94.30%	48 58	4.75% 5.70%	0 0.00	-	18.75% 18.97%	39 47	81.25% 81.03%	0 0.00%	-	0.00%	0	0.00%	622 604	61.58% 59.39%	826			
	Superior	Aug-23		1017		94.50%	54	5.33%	0 0.00		9.26%	47	90.74%	0 0.00%		0.00%	0	0.00%	669	65.98%	870			
		Jun-23	Service Coordination	5272		61.08%	2052	38.92%	0 0.00			1941	94.59%	0 0.00%		0.00%	0		2551	48.39%	838			
		Jul-23	Level 3	5264	3233	61.42%	2031	38.58%	0 0.00	6 95	4.68%	1936	95.32%	0 0.00%	6 0	0.00%	0	0.00%	2094	39.78%	869	1487	2061	
		Aug-23		5275		61.23%	2045	38.77%	0 0.00			1969	96.28%	0 0.00%		0.00%	0	0.00%	2130	40.38%	840			
		Jun-23 Jul-23	Service Coordination	759		95.13% 95.50%	37 34		12 32.43 9 26.47		5.41% 0.00%	18	48.65% 50.00%	0 0.00%		0.00%	11 15		462 466	60.87% 61.72%	50 82			
		Aug-23	Level 1	755		95.62%	34	4.38%	15 45.45		3.03%	1/	42.42%	0 0.00%		0.00%	15		400	66.05%	86			
		Jun-23	Service Coordination	3934		33.60%	2612	66.40%	1109 42.46		1.03%	1136	43.49%	0 0.00%		0.00%	637		1542	39.20%	157			1 3867
	Aetna	Jul-23	Level 2	3938 3976		33.27% 33.48%	2628 2645	66.73% 66.52%	1097 41.749 1117 42.239			1156 1126	43.99% 42.57%	0 0.00%		0.00%	673 638	25.61% 24.12%	1980 2265	50.28% 56.97%	174 216			
		Aug-23 Jun-23	Service Coordination	2394		75.65%	583	24.35%	79 13.55		1.54%	1120	29.33%	0 0.00%		0.00%	351		845	35.30%	145			
		Jul-23	Level 3	2402		76.06%	575	23.94%	98 17.04		2.09%	170	29.57%	0 0.00%	6 0	0.00%	336	58.43%	1098	45.71%	159			3 2374
0.11.1		Aug-23		2375		77.22% 97.65%	541	22.78%	161 29.76 11 73.33		0.74%	194	35.86%	0 0.00%		0.00%	265		1251	52.67% 86.54%	160			
Dallas		Jun-23 Jul-23	Service Coordination Level 1 ²	639		97.85%	15 21		11 73.33 12 57.14		0.00%	0	0.00%	0 0.00%		0.00%	15 21		553 559	87.76%	117 174			
		Aug-23	Level 1	629		97.46%	16	2.54%	17 106.25	6 0	0.00%	0	0.00%	0 0.00%	6 0	0.00%	16		556	88.39%	237	773	2	2 629
		Jun-23	Service Coordination	1248		93.43%	82	6.57%	8 9.76	-	0.00%	0	0.00%	0 0.00%		0.00%	82		800	64.10%	166			
	Amerigroup	Jul-23	Level 2	1239		93.22%	84		11 13.109	_	0.00%	0	0.00%	0 0.00%		0.00%	84		811	65.46%	147			
		Aug-23	Convice Coordination	1247		93.02%	87		24 27.599		0.00%	0	0.00%	0 0.00%	-	0.00%	87		808	64.80%	181			
		Jun-23 Jul-23	Service Coordination Level 3	13506		72.18%	3758 3936	27.82% 29.13%	158 4.209 244 6.209		0.00%	0	0.00%	0 0.00%		0.00%	3758 3936	100.00%	6634 6377	49.12%	981 703			
		Aug-23		13510		70.01%	4054	29.99%	333 8.219		0.00%	0	0.00%	0 0.00%		0.00%	4054		6751	49.94%	768			
		Jun-23	Service Coordination	58	56	96.55%	2	3.45%	1 50.00	6 0	0.00%	0	0.00%	0 0.00%	6 0	0.00%	2	100.00%	56	96.55%	17	67	0	58
		Jul-23	Level 1	56		96.43%	2	3.57%	0 0.00		0.00%	0	0.00%	0 0.00%		0.00%	2	100.00%	54	96.43%	8	48		56
		Aug-23 Jun-23	Service Coordination	60 189		98.33% 96.83%	1	1.67% 3.17%	0 0.00		0.00%	0	0.00%	0 0.00%		0.00%	1	100.00% 100.00%	53 135	88.33% 71.43%	19			0 60 3 189
	Aetna	Jul-23	Level 2	189	181	95.77%	8	4.23%	0 0.00	6 0	0.00%	0	0.00%	0 0.00%	6 0	0.00%	8	100.00%	120	63.49%	25	107	5	5 189
		Aug-23		196		95.92%	8	4.08%	1 12.50		0.00%	0	0.00%	0 0.00%		0.00%	8		130	66.33%	40			
		Jun-23 Jul-23	Service Coordination	1198 1197		81.14% 81.20%	226 225	18.86% 18.80%	3 1.33		0.00%	0	0.00%	0 0.00%		0.00%	226 225		585 546	48.83% 45.61%	120			
		Aug-23	Levers	1188		81.73%	217		13 5.99		0.00%	0	0.00%	0 0.00%		0.00%	217		603	50.76%	139			
El Paso		Jun-23	Service Coordination	638		91.69%	53 54	8.31%	0 0.00		24.53%	40	75.47%	0 0.00%		0.00%	0	0.00%	404	63.32%	494			
		Jul-23 Aug-23	Level 1	644		91.61% 92.24%	54	8.39% 7.76%	0 0.00		22.22%	42	77.78%	0 0.00%		0.00%	0	0.00%	390 414	60.56% 64.29%	469			
		Jun-23	Service Coordination	676		96.15%	26		0 0.00	-		14	53.85%	0 0.00%	-	0.00%	0	0.00%	392	57.99%	564	-		
	Superior	Jul-23	Level 2	678		96.61%	23		0 0.00			13	56.52%	0 0.00%		0.00%	0	0.00%	337	49.71%	480	404	. 99	
		Aug-23		679		97.35%	18	2.65%	0 0.009		38.89%	11	61.11%	0 0.00%		0.00%	0	0.00%	355	52.28%	516		÷.	
		Jun-23	Service Coordination	2268		66.67%	756		0 0.009		0.0.11	732	96.83%	0 0.00%		0.00%	0	0.00%	1103	48.63%	524			
		Jul-23	Level 3	2279		65.99%	775	34.01%	0 0.009	_		742	95.74%	0 0.00%		0.00%	0	0.00%	962	42.21%	477			
		Aug-23 Jun-23	Service Coordination	2262		65.61% 94.47%	778 12	34.39% 5.53%	0 0.009		3.86% 0.00%	748	96.14%	0 0.00%		0.00%	12	0.00%	1056 210	46.68% 96.77%	511 92			2260 3 217
		Jul-23	Level 1	218	205	94.04%	13	5.96%	3 23.08	6 0	0.00%	0	0.00%	0 0.00%	6 0	0.00%	13	100.00%	209	95.87%	99	240	2	2 218
		Aug-23		211		93.36%	14	6.64%	3 21.43		0.00%	0	0.00%	0 0.00%		0.00%	14		199	94.31%	87			1 210
	Amerigroup	Jun-23 Jul-23	Service Coordination	624 617		91.03% 91.25%	56 54	8.97% 8.75%	6 10.719		0.00%	0	0.00%	0 0.00%		0.00%	56 54		381 388	61.06% 62.88%	68 58	-		
	, and Brook	Aug-23	Level 2	626	573	91.53%	53	8.47%	2 3.77	6 0	0.00%	0	0.00%	0 0.00%	6 0	0.00%	53	100.00%	398	63.58%	104	339	14	1 626
		Jun-23	Service Coordination	6146		66.58%	2054	33.42%	56 2.73		0.00%	0	0.00%	0 0.00%		0.00%	2054		2969	48.31%	401			
		Jul-23 Aug-23	Level 3	6138 6115		65.25% 64.33%	2133 2181	34.75% 35.67%	65 3.05 93 4.26		0.00%	0	0.00%	0 0.00%		0.00%	2133 2181		2771 3190	45.14% 52.17%	354 467			
		Jun-23	Member in Outreach	9136	80	0.88%	9056	99.12%	482 5.32	6 1277	14.10%	7201	79.52%	1 0.01%	6 22	0.24%	109	1.20%	1066	11.67%	61	630	0	4913
		Jul-23	Process	9114		1.08%	9016	98.92%	526 5.83		13.44%	7191	79.76%	1 0.01%		0.23%	102		1121	12.30%	54			4946
		Aug-23 Jun-23	Service Coordination	8969 204		1.05%	8875 111	98.95% 54.41%	601 6.77 8 7.21			7171	80.80%	0 0.00%		0.26%	107		975 140	10.87% 68.63%	65	-		0 4850 0 172
		Jul-23	Level 1	195		53.33%	91	46.67%	7 7.69			42	46.15%	0 0.00%		0.00%	7	7.69%	136	69.74%	13		-	1/2
		Aug-23		191		51.31%	93	48.69%	6 6.45			41	44.09%	0 0.00%		0.00%	5	5.38%	127	66.49%	23			156
	Texas Childrens	Jun-23 Jul-23	Service Coordination	5913		60.19% 64.53%	2354 2072	39.81% 35.47%	97 4.129			971 984	41.25%	0 0.00%		0.38%	74		3199 3134	54.10% 53.66%	481			D 5209 D 5063
Harris	resus critici ens	Aug-23	Level 2	5759	57.05	66.02%	1957	33.98%	102 4.92			984	50.84%	0 0.00%		0.48%	42	0.0111	3066	53.24%	454		,	4964
1		Jun-23	Service Coordination	6777	4147	61.19%	2630	38.81%	160 6.08	6 1380	52.47%	1065	40.49%	0 0.00%	6 6	0.23%	34	1.29%	2770	40.87%	515	1527	0	6002

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SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members with Plan		Members Service		Member Declin Service Plan [*]		Service F Progre		Unable to F Locate Me		Member is Deceased**	Member Move Service Ar		Other Reas	on**	# Membe Contacted		Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
		Jul-23	Level 3	6922		64.88%	2431		171	7.03%	1156	47.55%	1082	44.51%	0 0.00%	4	0.16%	39	1.60%	2550	36.84%	452		0	6090
		Aug-23 Jun-23	STAR/CHIP Service	7142	4767	66.75%	2375	33.25%	192	8.08%	1070	45.05%	1104	46.48%	0 0.00%	4	0.17%	35	1.47%	2740	38.36%	541	. 1446	0	6300
		Jul-23	Management	1	0	0.00%	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	0	0.00%	0	0 0	0	1
		Aug-23		1	0	0.00%	1	100.00%	0	0.00%	1	100.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	1	100.00%	0	1	0	1
		Jun-23 Jul-23	Service Coordination	555		69.37% 70.81%	170 162	30.63% 29.19%		73.53%	1	0.59%	39	22.94%	0 0.00%	0	0.00%	5	2.94%	375 390	67.57% 70.27%	133		0	483
		Aug-23	Level 1	555		70.42%	163		120	73.62%	3	1.84%	37	22.70%	0 0.00%	0	0.00%	3	1.84%	389	70.60%	198		0	484
		Jun-23	Service Coordination	236	197	83.47%	39	16.53%	20	51.28%	0	0.00%	18	46.15%	0 0.00%	0	0.00%	1	2.56%	157	66.53%	68	278	0	228
	United	Jul-23	Level 2	235		87.66%	29			58.62%	0	0.00%	11	37.93%	0 0.00%	0	0.00%	1	3.45%	169	71.91%	90			
		Aug-23		234		89.74%	24			66.67%	0	0.00%	7	29.17%	0 0.00%	0	0.00%	1	4.17%	165	70.51%	86			250
		Jun-23	Service Coordination Level 3	8587		11.68%	7584 7687		2700	35.60%	3	0.04%	4578 4639	60.36%	4 0.05%	0	0.00%	303	4.00%	1307 1324	15.22%	340			
		Jul-23 Aug-23		8062		11.26% 11.31%	7687		2792	35.80% 36.06%	0	0.08%	4639	60.35% 60.13%	3 0.04% 2 0.03%	0	0.00%	290 287	3.71%	1324	15.29% 14.14%	267			
		Jun-23	Service Coordination	284		57.39%	121			17.36%	3	2.48%	4030	45.45%	0 0.00%	1	0.83%	41	33.88%	77	27.11%	28			212
		Jul-23	Level 1	264	148	56.06%	116	43.94%	20	17.24%	2	1.72%	54	46.55%	0 0.00%	0	0.00%	40	34.48%	65	24.62%	24			194
		Aug-23 Jun-23		232 558		56.47% 85.13%	101 83		23	22.77% 4.82%	1	0.99%	55	54.46% 32.53%	0 0.00%	0	0.00%	23	22.77% 56.63%	58 199	25.00% 35.66%	15			157
	Driscoll	Jul-23	Service Coordination Level 2	338		81.07%	64		3	4.62%	6	9.38%	7	10.94%	0 0.00%	0	0.00%	47	76.56%	95	28.11%	40			525
		Aug-23		127	109	85.83%	18	14.17%	0	0.00%	0	0.00%	3	16.67%	0 0.00%	0	0.00%	15	83.33%	54	42.52%	38	25	0	122
		Jun-23 Jul-23	Service Coordination	5920 6154		44.65% 46.54%	3277 3290	55.35% 53.46%	717 733	21.88%	7	0.21%	1788 1829	54.56% 55.59%	0 0.00%	2	0.06%	609 569	18.58% 17.29%	715 788	12.08% 12.80%	240 253			3423 3546
		Aug-23	Level 3	6392		46.54%	3290	53.46%		22.28%	8	0.24%	1829	55.59%	0 0.00%	0	0.00%	468	17.29%	962	12.80%	312			3546
		Jun-23	Service Coordination	1387	1274	91.85%	113	8.15%	0	0.00%	27	23.89%	86	76.11%	0 0.00%	0	0.00%	0	0.00%	958	69.07%	1240	1577		1386
		Jul-23	Level 1	1396		91.62%	117		0	0.00%	31	26.50%	86	73.50%	0 0.00%	0	0.00%	0	0.00%	950	68.05%	1224			
		Aug-23 Jun-23	Service Coordination	1408 3140		92.05% 96.53%	112 109			0.00%	30 28	26.79% 25.69%	82	73.21%	0 0.00%	0	0.00%	0	0.00%	998 1992	70.88% 63.44%	1331 2830			
	Superior	Jul-23	Level 2	3132		97.00%	94		0	0.00%	24	25.53%	70	74.47%	0 0.00%	0	0.00%	0	0.00%	1749	55.84%	2500			
Hidalgo		Aug-23		3134		97.26%	86	2.74%	0	0.00%	21	24.42%	65	75.58%	0 0.00%	0	0.00%	0	0.00%	1993	63.59%	2964			
		Jun-23 Jul-23	Service Coordination	5271 5281		68.91% 68.95%	1639 1640		0	0.00%	90 86	5.49% 5.24%	1549 1554	94.51% 94.76%	0 0.00%	0	0.00%	0	0.00%	2425 2373	46.01% 44.93%	1185 1108			
		Aug-23	Levers	5304		68.55%	1668		0	0.00%	98	5.88%	1570	94.12%	0 0.00%	0	0.00%	0	0.00%	2645	49.87%	1250			
		Jun-23	Service Coordination	213		59.62%	86		52	60.47%	0	0.00%	33	38.37%	1 1.16%	0	0.00%	1	1.16%	140	65.73%	48			194
		Jul-23 Aug-23	Level 1	211 207		60.66% 63.29%	83 76		54	65.06% 67.11%	0	0.00%	28	33.73% 30.26%	0 0.00%	0	0.00%	1	1.20% 2.63%	138 139	65.40% 67.15%	47			
		Jun-23	Service Coordination	469		91.90%	38		25	65.79%	0	0.00%	12	31.58%	0 0.00%	0	0.00%	1	2.63%	339	72.28%	150			
	United	Jul-23	Level 2	466	425	91.20%	41	8.80%	24	58.54%	0	0.00%	16	39.02%	0 0.00%	0	0.00%	1	2.44%	322	69.10%	115	507	0	459
		Aug-23		462		93.51%	30		20	66.67%	0	0.00%	10	33.33%	0 0.00%	0	0.00%	0	0.00%	334	72.29%	162		0	
		Jun-23	Service Coordination Level 3	5094		22.73%	3936			35.85%	1	0.03%	2374	60.32%	0 0.00%	0	0.00%	150	3.81%	927	18.20%	488			
		Jul-23	Level 5	5092		23.53%	3894		1414	36.31%	1	0.03%	2341	60.12%	0 0.00%	0	0.00%	138	3.54%	856	16.81%	396 481			
		Aug-23 Jun-23	Member in Outreach	5070 1172		0.00%	3808	75.11%	35	37.71%	148	0.05%	2259 977	59.32% 83.36%	0 0.00%	1	0.00%	111	2.91%	109	17.36%	481	902		4030 635
		Jul-23	Process	1187		0.08%	1186	99.92%	46	3.88%	149	12.56%	976	82.29%	1 0.08%	1	0.08%	16	1.35%	112	9.44%	10	50	0	641
		Aug-23 Jun-23		1176		0.00%	1176 25		47	4.00%	147	12.50% 64.00%	974	82.82%	0 0.00%	2	0.17%	9	0.77%	118 58	10.03%	9	55		634
		Jul-23	Service Coordination Level 1	72	50	67.57%	23			0.00%	16	66.67%	8	33.33%	0 0.00%	0	0.00%	0	0.00%	62	83.78%	10	23		71
	Texas Childrens	Aug-23		68		69.12%	21	30.88%	0	0.00%	12	57.14%	9	42.86%	0 0.00%	0	0.00%	0	0.00%	54	79.41%	3	24		65
		Jun-23 Jul-23	Service Coordination	993 986		58.41% 60.65%	413		6	1.45%	197	47.70%	199	48.18%	0 0.00%	1	0.24%	11	2.66%	487 513	49.04%	76			852
		Aug-23	Level 2	955		61.99%	363		8	2.20%	151	41.60%	195	54.55%	0 0.00%	1	0.28%	7	1.93%	501	52.46%	76			804
		Jun-23	Service Coordination	715		47.55%	375		9	2.40%	195	52.00%	170	45.33%	0 0.00%	0	0.00%	2	0.53%	291	40.70%	65			591
Jefferson		Jul-23 Aug-23	Level 3	720		52.08% 55.34%	345 347		8	2.32%	162 157	46.96% 45.24%	172 179	49.86% 51.59%	0 0.00%	0	0.00%	4	1.16%	260 286	36.11%	38			593 648
		Jun-23	Service Coordination	113	54	47.79%	59			66.10%	1	1.69%	18	30.51%	0 0.00%	0	0.00%	1	1.69%	61	53.98%	33			95
		Jul-23	Level 1	113		48.67%	58	51.33%		67.24%	1	1.72%	17	29.31%	0 0.00%	0	0.00%	1	1.72%	59	52.21%	26			94
		Aug-23 Jun-23	Service Coordination	111 27		53.15% 81.48%	52			67.31% 60.00%	1	1.92%	15	28.85%	0 0.00%	0	0.00%	1	1.92%	63 16	56.76% 59.26%	28			97
	United	Jul-23	Level 2	27	21	77.78%	6	22.22%	3	50.00%	0	0.00%	3	50.00%	0 0.00%	0	0.00%	0	0.00%	18	66.67%	7	30	0	25
		Aug-23		27		81.48%	5 1827	18.52%		80.00%	0	0.00%	1140	20.00%	0 0.00%	0	0.00%	0 61	0.00%	17 286	62.96%	6			26
		Jun-23 Jul-23	Service Coordination Level 3	1992 2003		8.28%	1827	91.72% 91.91%		33.77% 33.89%	0	0.00%	1149 1155	62.89% 62.74%	2 0.11% 2 0.11%	0	0.00%	61	3.34%	286	14.36% 13.13%	35			1402 1423
		Aug-23		2011	173	8.60%	1838		645	35.09%	0	0.00%	1135	61.75%	1 0.05%	0	0.00%	58	3.16%	260	12.93%	63	186	0	1445
		Jun-23 Jul-23	Service Coordination	86		100.00%	0	0.00%	2	0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	86 86	100.00%	19			86
		Aug-23	Level 1	86 86	86	100.00%	0		1	0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	86	100.00%	31			
		Jun-23	Service Coordination	88	86	97.73%	2	2.2770	0	0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	2	100.00%	66	75.00%	9	54	5	88
	Amerigroup	Jul-23	Level 2	93		96.77% 94.68%	3	3.23%	1	33.33%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	3	100.00%	68 62	73.12%	12	51	-	93
		Aug-23 Jun-23	Service Coordination	1235		77.89%	273		12	40.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	273	100.00%	630	51.01%	121			1235
		Jul-23	Level 3	1233		77.37%	279		21	7.53%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	279	100.00%	565	45.82%	98			
Lubbock	L	Aug-23		1233	944	76.56%	289	23.44%	26	9.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	289	100.00%	673	54.58%	76	486	69	1232

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members wit Pla		Members without a Service Plan*	Member Declined a Service Plan**	Service Plan in Progress**	Unable to Reach or Locate Member**	Member is Deceased**	Member Moved or Left Service Area**	Other Reason**	# Members Contacted***	# Face-to-Face Visits	⁹ # Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last
LUDDOCK		Jun-23	Service Coordination	308		80.84%	59 19.16%	0 0.00%	11 18.64%	48 81.36%		0 0.00%	0 0.00%	232 75.3				
		Jul-23	Level 1	313		81.15%	59 18.85% 58 18.59%	0 0.00%	13 22.03% 12 20.69%	46 77.97% 46 79.31%	0 0.00%	0 0.00%	0 0.00%	210 67.0 233 74.6				
		Aug-23 Jun-23	Convice Coordination	312		81.41% 92.36%	58 18.59% 21 7.64%	0 0.00%	12 20.69% 2 9.52%	46 79.31% 19 90.48%		0 0.00%	0 0.00%	233 74.6 140 50.9				
	Superior	Jul-23	Service Coordination Level 2	275		93.48%	18 6.52%	0 0.00%	3 16.67%	15 83.33%	0 0.00%	0 0.00%	0 0.00%	134 48.5				
		Aug-23	Level 2	278		93.88%	17 6.12%	0 0.00%	2 11.76%	15 88.24%	0 0.00%	0 0.00%	0 0.00%	136 48.9				
		Jun-23	Service Coordination	1552		53.22%	726 46.78%	0 0.00%	17 2.34%	709 97.66%	0 0.00%	0 0.00%	0 0.00%	951 61.2				
		Jul-23	Level 3	1558		52.89%	734 47.11%		23 3.13%	711 96.87%		0 0.00%	0 0.00%	624 40.0				
		Aug-23		1552		52.64% 7.69%	735 47.36% 12 92.31%	0 0.00%	43 5.85% 0 0.00%	692 94.15% 10 83.33%		0 0.00%	0 0.00%	525 33.8				
		Jun-23 Jul-23	Member in Outreach	13 16		0.00%	12 92.31%	2 16.67%	0 0.00%	10 83.33%		0 0.00%	3 18.75%	13 100.0 16 100.0		0 1		13
		Aug-23	Process	1	0	0.00%	1 100.00%	0 0.00%	0 0.00%	1 100.00%	0 0.00%	0 0.00%	0 0.00%	1 100.0		0 0		j 1
		Jun-23	Service Coordination	1006		11.43%	891 88.57%	36 4.04%	0 0.00%	854 95.85%		1 0.11%	0 0.00%	1006 100.0		0 32		
		Jul-23	Level 1	977		11.77%	862 88.23%	35 4.06%	0 0.00%	826 95.82%	0 0.00%	1 0.12%	0 0.00%	977 100.0		2 21		
	BCBS	Aug-23		904		14.16%	776 85.84%	32 4.12%	0 0.00%	744 95.88%		1 0.13%	0 0.00%	904 100.0		6 25		
		Jun-23	Service Coordination	1235		78.30%	268 21.70%	88 32.84%	0 0.00%	180 67.16%	0 0.00%	2 0.75%	0 0.00%	1235 100.0		7 284		
		Jul-23	Level 2	1187 1139		78.18%	259 21.82% 290 25.46%	89 34.36% 91 31.38%	0 0.00%	170 65.64% 199 68.62%	0 0.00%	1 0.39%	0 0.00%	1187 100.0 1139 100.0				
		Aug-23 Jun-23	Convice Coordination	2747		74.54%	584 21.26%	168 28.77%	0 0.00%	411 70.38%		6 1.03%	4 0.68%	2747 100.0				
MRSA Central		Jul-23	Service Coordination Level 3	2828		77.86%	626 22.14%	180 28.75%	0 0.00%	440 70.29%	1 0.16%	6 0.96%	5 0.80%	2828 100.0				
		Aug-23		2974		76.60%	696 23.40%	194 27.87%	0 0.00%	495 71.12%	1 0.14%	5 0.72%	7 1.01%	2974 100.0	0% 34			1 2974
		Jun-23	Service Coordination	161	106	65.84%	55 34.16%	30 54.55%	1 1.82%	21 38.18%	2 3.64%	0 0.00%	3 5.45%	92 57.1	.4% 3	9 260	C	0 137
		Jul-23	Level 1	158		67.09%	52 32.91%	29 55.77%	1 1.92%	20 38.46%		0 0.00%	2 3.85%	91 57.5				0 138
		Aug-23		158		68.35%	50 31.65%	29 58.00%	1 2.00%	18 36.00%		0 0.00%	2 4.00%	100 63.2				-
		Jun-23	Service Coordination	79	64	81.01%	15 18.99%		0 0.00%	7 46.67%		0 0.00%	0 0.00%	51 64.5				• .=
	United	Jul-23	Level 2	79 79		81.01% 79.75%	15 18.99% 16 20.25%	8 53.33% 9 56.25%	0 0.00%	7 46.67%	0 0.00%	0 0.00%	0 0.00%	46 58.2 53 67.0				0 74
		Aug-23 Jun-23	Convice Coordination	4096		11.50%	3625 88.50%	9 56.25% 1148 31.67%	2 0.06%	2282 62.95%		0 0.00%	193 5.32%	613 14.9				0 74
		Jul-23	Service Coordination	4090		11.30%	3635 88.59%	1148 31.07%	2 0.06%	2275 62.59%		0 0.00%	187 5.14%	605 14.5				0 3010
		Aug-23	Levers	4107	475	11.57%	3632 88.43%	1208 33.26%	2 0.06%	2243 61.76%	1 0.03%	0 0.00%	179 4.93%	537 13.0				0 3069
		Jun-23	Member in Outreach	2558	24	0.94%	2534 99.06%	99 3.91%	355 14.01%	2054 81.06%	0 0.00%	2 0.08%	27 1.07%	276 10.7	9% 1	6 127	C	0 1462
		Jul-23	Process	2549	23	0.90%	2526 99.10%	112 4.43%	353 13.97%	2035 80.56%	0 0.00%	2 0.08%	26 1.03%	237 9.3	0% 1	6 97	C	0 1432
		Aug-23		2531		0.71%	2513 99.29%	119 4.74%	323 12.85%	2048 81.50%		2 0.08%	23 0.92%	273 10.7				0 1426
		Jun-23	Service Coordination	268 262		50.00%	134 50.00% 125 47.71%	3 2.24% 5 4.00%	53 39.55% 45 36.00%	73 54.48% 72 57.60%		0 0.00%	5 3.73%	169 63.0				0 213 0 205
		Jul-23 Aug-23	Level 1	252		52.29% 52.96%	125 47.71% 119 47.04%	5 4.00%	45 36.00% 37 31.09%	74 62.18%	0 0.00%	0 0.00%	3 2.40% 3 2.52%	168 64.1 160 63.2				0 205
	Texas Childrens	Jun-23	Service Coordination	233		58.15%	975 41.85%	24 2.46%	469 48.10%	468 48.00%	0 0.00%	1 0.10%	14 1.44%	1050 45.0				0 2007
		Jul-23	Level 2	2347		61.61%	901 38.39%	23 2.55%	398 44.17%	469 52.05%		1 0.11%	11 1.22%	1113 47.4			0	
		Aug-23		2347	1496	63.74%	851 36.26%	23 2.70%	335 39.37%	481 56.52%	0 0.00%	1 0.12%	12 1.41%	1202 51.2	1% 14	8 683	C	0 1986
MRSA		Jun-23	Service Coordination	522		60.92%	204 39.08%	3 1.47%	105 51.47%	94 46.08%		0 0.00%	2 0.98%	147 28.1				
Northeast		Jul-23	Level 3	539		64.56%	191 35.44%	3 1.57%	88 46.07%	98 51.31%		0 0.00%	2 1.05%	184 34.1				0 469
-		Aug-23 Jun-23		572 272		67.48% 60.29%	186 32.52% 108 39.71%	3 1.61% 40 37.04%	83 44.62% 1 0.93%	98 52.69% 66 61.11%		0 0.00%	2 1.08% 1 0.93%	246 43.0 208 76.4				0 498 0 254
		Jul-23	Service Coordination	272		63.10%	108 39.71%	38 38.00%	1 1.00%	60 60.00%		0 0.00%	1 1.00%	208 76.4				0 256
		Aug-23	Level 1	272		63.60%	99 36.40%	42 42.42%	2 2.02%	54 54.55%	0 0.00%	0 0.00%	1 1.01%	210 77.4				
		Jun-23	Service Coordination	85		90.59%	8 9.41%	3 37.50%	0 0.00%	5 62.50%	0 0.00%	0 0.00%	0 0.00%	59 69.4	1% 3	0 78	0	0 83
	United	Jul-23	Level 2	85		89.41%	9 10.59%	3 33.33%	0 0.00%	6 66.67%		0 0.00%	0 0.00%	55 64.7		-	-) 84
		Aug-23		87		88.51%	10 11.49%	4 40.00%	0 0.00%	6 60.00%		0 0.00%	0 0.00%	61 70.1				0 86
		Jun-23 Jul-23	Service Coordination	5036		18.25% 17.80%	4117 81.75% 4165 82.20%	1429 34.71% 1486 35.68%	1 0.02%	2645 64.25%		0 0.00%	42 1.02%	1067 21.1 914 18.0			-	0 4020
		Jul-23 Aug-23	Level 3	5067 5105		17.80% 17.73%	4165 82.20% 4200 82.27%	1486 35.68% 1522 36.24%	1 0.02% 1 0.02%	2642 63.43% 2648 63.05%	2 0.05%	0 0.00%	36 0.86% 29 0.69%	914 18.0 881 17.2			-	0 4054 0 4110
├ ─── ├		Jun-23	Service Coordination	170		98.24%	3 1.76%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	3 100.00%	167 98.2		9 207		2 170
		Jul-23	Level 1	169		98.22%	3 1.78%	1 33.33%	0 0.00%	0 0.00%		0 0.00%	3 100.00%	163 96.4				3 169
		Aug-23		169		97.63%	4 2.37%	1 25.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	4 100.00%	160 94.6	7% 6	0 226	2	2 168
		Jun-23	Service Coordination	223		91.03%	20 8.97%		0 0.00%	0 0.00%		0 0.00%	20 100.00%	134 60.0				
	Amerigroup	Jul-23	Level 2	217		90.78%	20 9.22%		0 0.00%	0 0.00%		0 0.00%	20 100.00%	155 71.4				
		Aug-23	Constant Const 11, 11	231 2697		87.45% 70.41%	29 12.55% 798 29.59%	2 6.90% 27 3.38%	0 0.00%	0 0.00%		0 0.00%	29 100.00% 798 100.00%	153 66.2 1235 45.7				201
		Jun-23 Jul-23	Service Coordination	2697		70.41%	798 29.59% 813 30.26%	38 4.67%	0 0.00%	0 0.00%		0 0.00%	798 100.00% 813 100.00%	1235 45.7				
		Aug-23	Level 3	2679		69.74%	815 30.20%	68 8.24%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	815 100.00%	1428 53.3				
MRSA West		Jun-23	Service Coordination	535		80.93%	102 19.07%	0 0.00%	23 22.55%	79 77.45%		0 0.00%	0 0.00%	371 69.3				
		Jul-23	Level 1	550		80.36%	108 19.64%	0 0.00%	31 28.70%	77 71.30%	0 0.00%	0 0.00%	0 0.00%	358 65.0				
		Aug-23		556		80.22%	110 19.78%	0 0.00%	30 27.27%	80 72.73%		0 0.00%	0 0.00%	371 66.7				
		Jun-23	Service Coordination	521		92.32%	40 7.68%	0 0.00%	9 22.50%	31 77.50%	0 0.00%	0 0.00%	0 0.00%	291 55.8				
	Superior	Jul-23	Level 2	521 521		93.67%	33 6.33% 36 6.91%	0 0.00%	6 18.18%	27 81.82%		0 0.00%	0 0.00%	259 49.7				•
		Aug-23 Jun-23	Convice Coordination	3125		93.09% 53.34%	36 6.91% 1458 46.66%	0 0.00%	9 25.00% 79 5.42%	27 75.00% 1379 94.58%	0 0.00%	0 0.00%	0 0.00%	254 48.7 1426 45.6				
		Jul-23	Service Coordination	3125		53.00%	1438 40.00%	0 0.00%	80 5.41%	1400 94.59%	0 0.00%	0 0.00%	0 0.00%	1237 39.2				
		Aug-23	LEVEL 3	3137	1676	53.43%	1460 47.00%	0 0.00%	59 4.04%	1400 94.35%	0 0.00%	0 0.00%	0 0.00%	1257 40.0				
		Jun-23	Service Coordination	148	84	56.76%	64 43.24%	13 20.31%	4 6.25%	35 54.69%	0 0.00%	0 0.00%	11 17.19%	49 33.1	1% 1	6 50		0 110
		Jul-23	Level 1	139		53.96%	64 46.04%	13 20.31%	4 6.25%	34 53.13%	0 0.00%	0 0.00%	11 17.19%	38 27.3) 99
		Aug-23		128		50.78%	63 49.22%	13 20.63%	0 0.00%	40 63.49%	0 0.00%	0 0.00%	8 12.70%	44 34.3		-		0 89
		Jun-23	Service Coordination	134	108	80.60%	26 19.40%	3 11.54%	3 11.54%	4 15.38%	0 0.00%	0 0.00%	14 53.85%	37 27.6	1% 1	1 32	L C	0 120

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New New <td></td> <td>Driscoll</td> <td></td> <td>Level 2</td> <td></td> <td>18 (</td> <td>111</td>		Driscoll		Level 2													18 (111
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Norm Norm <th< td=""><td>Nueces</td><td></td><td></td><td>Service Coordination</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>72 30</td><td>173</td></th<>	Nueces			Service Coordination													72 30	173
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Aug-23 Num 1843 1643 89.15% 200 10.85% 2 1.00% 0 0.00% 0 0.00% 0 0.00% 127 6.89% 39 Jun-23 Service Coordination 6671 1 0.02% 6570 99.98% 28 0.43% 0 0.00% 0 0.00% 6563 99.98% 215 3.27% 0 Jul-23 Level 3 6654 0 0.00% 664 100.00% 29 0.44% 0 0.00% 0 0.00% 6633 99.98% 215 3.27% 0 Aug-23 Level 3 6658 0 0.00% 664 100.00% 6658 100.00% 0 0.00% 0 0.00% 6638 10.25% 3 6.25% 36 75.00% 12 25.00% 0 0.00% 0 0.00% 0 0.00% 754 33.41% 704 Jul-23 Level 1 1385 97.90%		Amerigroup															26 0	1785
Jul-23 Level 3 6634 0 0.00% 6634 100.00% 29 0.44% 0 0.00% 0 0.00% 6633 99.98% 209 3.15% 0 Aug-23 6658 0 0.00% 6658 100.00% 19 0.29% 0 0.00% 0 0.00% 6633 99.98% 209 3.15% 0 Jul-23 Free Coordination 1185 97.49% 48 2.51% 3 6.25% 75.00% 12 25.00% 0 0.00% 0 0.00% 6633 99.98% 209 3.15% 0 Jul-23 Level 1 10913 1865 97.49% 48 2.51% 3 6.25% 70.00% 11 27.50% 0 0.00% 0 0.00% 75.4 39.41% 70.4 Jul-23 Level 1 1858 97.99% 40 2.16% 1 3.13% 21 65.63% 10 31.3% 0 0.00% <			Aug-23			1643	89.15%	200 10.85%	2 1.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	127 6.8	9% 39	31 (1791
Aug-23 Constrainty 6658 0 0.00% 6658 100.00% 6658 100.00% 10 0.00% 0 0.00% 0 0.00% 6658 100.00% 216 3.24% 0 Jun-23 Service Coordination 1913 1865 97.49% 48 2.51% 3 6.25% 36 75.00% 12 25.00% 0 0.00% 0 0.00% 754 39.41% 704 Jul-23 Level 1 1865 97.90% 40 2.10% 5 12.50% 0 0.00% 0 0.00% 754 39.41% 704 Aug-23 Level 1 1865 97.90% 40 2.10% 5 12.50% 10 31.25% 0 0.00% 0 0.00% 754 39.41% 704 Aug-23 1889 1857 98.31% 32 1.65% 10 31.25% 1 3.13% 0 0.00% 0 0.00% 88 42.77%																	16 0	1672
Jun-23 Service Coordination 1913 1865 97.99% 48 2.51% 3 6.25% 57.00% 12 25.00% 0 0.00% 0 0.00% 754 39.41% 704 Jul-23 Level 1 1865 97.99% 40 2.51% 5 12.50% 12 25.00% 0 0.00% 0 0.00% 754 39.41% 704 Jul-23 Level 1 1885 97.90% 40 2.10% 5 12.50% 10 31.25% 0 0.00% 0 0.00% 754 39.41% 704 Aug-23 1888 1857 98.31% 32 1.65% 1 31.25% 1 3.31% 0 0.00% 0 0.00% 88 47.7% 819				Level 3													9 0	0 1685 0 1644
Jul-23 Level 1 1905 1865 97.90% 40 2.10% 5 12.50% 28 70.00% 1 27.50% 0 0.00% 0 0.00% 715 37.53% 662 Aug-23 1889 1857 98.31% 32 1.69% 1 3.13% 21 65.63% 10 31.25% 1 3.13% 0 0.00% 0 0.00% 808 42.77% 819			Jun-23	Service Coordination	1913	1865		48 2.51%	3 6.25%	36 75.00%	12 25.00%	0 0.00%	0 0.00%		754 39.4	1% 704 5	53 0	1882
																	56 (1881
																	30 C	
Bexar Jun-23 Service Coordination 4190 1728 41.24% 2462 58.76% 4 0.16% 2324 94.39% 127 5.16% 0 0.00% 0 0.00% 395 9.43% 257	Bexar	Molina															35 C	0 1996 0 2030
Octain Join 12 Level 2 '411 1/0 '410 1/01 2011 0 5111 1/0 51111 1/0 5111																	71 0	2030

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	1	vith a Service lan	Members without a Service Plan*	Member De Service Pl		Service Plan in Progress**	Unable to Locate Me		Member is Deceas	ed**	Member Moved or Left Service Area**	Other R	eason**	# Memb Contacted		# Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
		Jun-23	Service Coordination	1841	218		1623 88.16%	0	0.00%	1505 92.73%	112	6.90%	0	0.00%		0	0.00%	87	4.73%		78		450
		Jul-23 Aug-23	Level 3	1839 1847	230		1609 87.49% 1595 86.36%	1	0.06%	1484 92.23% 1457 91.35%	120	7.46% 8.21%	0	0.00%		0	0.00%	107 113	5.82% 6.12%				0 463 0 492
		Jun-23	Service Coordination	8443	7726		717 8.49%	0	0.00%	7 0.98%	710	99.02%	0	0.00%		0	0.00%	3024	35.82%				8 8415
		Jul-23	Level 1	8465	7741		724 8.55%	0	0.00%	2 0.28%	721	99.59%	1	0.14%		0	0.00%	2976	35.16%				
		Aug-23		8464	7752		712 8.41%	0	0.00%	9 1.26%	703	98.74%	0	0.00%		0	0.00%	3027	35.76%				
	Superior	Jun-23 Jul-23	Service Coordination	6476	6153		323 4.99% 329 5.02%	0	0.00%	0 0.00%	323 328	100.00% 99.70%	0	0.00%		0	0.00%	1950 1864	30.11%				
		Aug-23	Leverz	6584			316 4.80%	0	0.00%	0 0.00%		100.00%	0	0.00%		0	0.00%	2119	32.18%				6566
		Jun-23	Service Coordination	16748			5958 35.57%	0	0.00%	5 0.08%		99.92%	0	0.00%		0	0.00%	3327	19.87%				
		Jul-23 Aug-23	Level 3	16766 16754	10779 10798		5987 35.71% 5956 35.55%	0	0.00%	5 0.08% 5 0.08%	5982 5951	99.92% 99.92%	0	0.00%		0	0.00%	4158 3522	24.80% 21.02%				
		Jun-23	Service Coordination	9070	8835		235 2.59%	24	10.21%	177 75.32%	48	20.43%	0	0.00%		0	0.00%	3417	37.67%				8915
		Jul-23	Level 1	9048	8821		227 2.51%	23	10.13%	172 75.77%	49	21.59%	1	0.44%	0 0.00%	0	0.00%	3142	34.73%	2089	2903		8933
		Aug-23		9020	8804		216 2.39%	27	12.50%	160 74.07%	50	23.15%	0	0.00%		0	0.00%	3583	39.72%				8917
	Molina	Jun-23 Jul-23	Service Coordination	18212 18278	8356 8351		9856 54.12% 9927 54.31%	32	0.32%	9178 93.12% 9229 92.97%	603 619	6.12% 6.24%	2	0.02%		0	0.00%	1692 1486	9.29%				9474 9504
	iviolina	Jui-23 Aug-23	Level 2	18278	8351		9927 54.31% 9878 54.08%	36	0.36%	9229 92.97% 9171 92.84%		6.24%	3	0.03%		0	0.00%	1486	8.13%				9504
		Jun-23	Service Coordination	10815	1030		9785 90.48%		0.40%	8913 91.09%	825	8.43%	0	0.02%		0	0.00%	580	5.36%				2738
		Jul-23	Level 3	10847	1096	10.10%	9751 89.90%	13	0.13%	8862 90.88%	839	8.60%	0	0.00%	0 0.00%	0	0.00%	528	4.87%	56	472	2 0	2812
Dallas		Aug-23		10847	1175		9672 89.17%	18	0.19%	8795 90.93%	823	8.51%	0	0.00%		0	0.00%	573	5.28%		527		2833
		Jun-23 Jul-23	Service Coordination	8798 8844	7735		1063 12.08% 1065 12.04%	0	0.00%	18 1.69% 5 0.47%	1045 1060	98.31% 99.53%	0	0.00%		0	0.00%	2884 2997	32.78% 33.89%				
		Aug-23	Level 1	8813	7782		1005 12.04%		0.00%	5 0.48%		99.52%	0	0.00%		0	0.00%	3339	37.89%				
		Jun-23	Service Coordination	5317	5015		302 5.68%	0	0.00%	0 0.00%		100.00%	0	0.00%		0	0.00%	1623	30.52%				
	Superior	Jul-23	Level 2	5334			295 5.53%	0	0.00%	0 0.00%		100.00%	0	0.00%		0	0.00%	1416	26.55%				
		Aug-23		5334	5056		278 5.21%	0	0.00%	0 0.00%	278	100.00%	0	0.00%		0	0.00%	1986	37.23%				
		Jun-23 Jul-23	Service Coordination	17408 17507	10238		7170 41.19% 7230 41.30%	0	0.00%	9 0.13% 12 0.17%	7161	99.87% 99.83%	0	0.00%		0	0.00%	3410 3615	19.59%				
		Aug-23	Level 3	17588	10277		7210 40.99%	0	0.00%	4 0.06%	7206	99.94%	0	0.00%		0	0.00%	5129	29.16%				
		Jun-23	Service Coordination	2070	1574	76.04%	496 23.96%	4	0.81%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	491	23.72%	182	102	2 (1671
		Jul-23	Level 1	2086	1584		502 24.07%	0	0.00%	0 0.00%	0	0.00%	0	0.00%		0	0.00%	461	22.10%				1676
		Aug-23 Jun-23	Consist Constitution	2089 3458	1605		484 23.17% 386 11.16%	2	0.41%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	578 207	27.67%				0 1678 0 3145
	Amerigroup	Jul-23	Service Coordination Level 2	3438	3012	88.02%	411 11.98%	6	1.46%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	354	10.32%		13		3143
		Aug-23	Leverz	3430	3027	88.25%	403 11.75%	8	1.99%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	302	8.80%	155	7	·	3026
		Jun-23	Service Coordination	6436	0	0.00%	6436 100.00%	29	0.45%	0 0.00%	0	0.00%	0	0.00%		6436		197	3.06%		11		1484
		Jul-23 Aug-23	Level 3	6518	0	0.00%	6518 100.00% 6527 100.00%	23	0.35%	0 0.00%	0	0.00%	0	0.00%		6518 6527	100.00% 100.00%	160 219	2.45% 3.36%		5		1515 1529
El Paso		Jun-23	Service Coordination	1627	1580		47 2.89%	7	14.89%	41 87.23%		10.64%	1	2.13%		0327	0.00%	610	37.49%		727		1605
		Jul-23	Level 1	1635	1590	97.25%	45 2.75%	6	13.33%	41 91.11%		8.89%	0	0.00%	0 0.00%	0	0.00%	601	36.76%				1614
		Aug-23		1642	1604		38 2.31%		23.68%	33 86.84%	4	10.53%	0	0.00%		0	0.00%	661	40.26%				1630
	Molina	Jun-23 Jul-23	Service Coordination	7283	3920 3923		3363 46.18% 3387 46.33%	10	0.30%	3215 95.60% 3238 95.60%	124	3.69% 3.57%	1	0.03%		0	0.00%	663 596	9.10% 8.15%				0 4250 0 4249
	WOIIIIa	Aug-23	Level 2	7310	3925		3367 46.19%	7	0.13%	3221 95.66%	121	3.56%	0	0.03%		0	0.00%	735	10.08%				4249
		Jun-23	Service Coordination	1851	208	11.24%	1643 88.76%	2	0.12%	1516 92.27%	121	7.36%	0	0.00%	0 0.00%	0	0.00%	110	5.94%	6	106	i (498
		Jul-23	Level 3	1849			1630 88.16%	2	0.12%	1496 91.78%	125	7.67%	0	0.00%		0	0.00%	115	6.22%				504
		Aug-23 Jun-23		1843	224		1619 87.85% 1721 23.24%	2	0.12%	1488 91.91% 0 0.00%	121	7.47%	0	0.00%		0	0.00%	84 1906	4.56%		55		0 498 0 6003
		Jul-23	Service Coordination Level 1	7406	5728		1753 23.43%		0.12%	0 0.00%	0	0.00%	0	0.00%		0	0.00%	1906	23.43%				6070
		Aug-23	1	7443	5721	76.86%	1722 23.14%	2	0.12%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	1922	25.82%	795	378	3 (6027
		Jun-23	Service Coordination	7238	6267		971 13.42%	10	1.03%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	640	8.84%				6541
		Jul-23	Level 2	7140	6207 6321		933 13.07% 937 12.91%	12	1.29%	0 0.00%	0	0.00%	0	0.00%		0	0.00%	569 685	7.97%				0 6442 0 6500
	Amerigroup	Aug-23 Jun-23	Service Coordination	24637	4	0.02%	24633 99.98%		0.26%	0 0.00%	0	0.00%	0	0.00%		24632		685	9.44%		142		5405
		Jul-23	Level 3	24980	0	0.00%	24980 100.00%		0.24%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	24980	100.00%	686	2.75%	0	36	i (5596
		Aug-23		24947	0	0.00%	24947 100.00%	70	0.28%	0 0.00%	0	0.00%	0	0.00%		24946	100.00%	724	2.90%		30	0 0	5414
		Jun-23 Jul-23	STAR/CHIP Service	1	1	100.00%	0 0.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	0 0.00%	0	0.00%	0	0.00%	0	C	0	1
		Aug-23	Management		-																		1
		Jun-23	Service Coordination	2545	2495		50 1.96%	11	22.00%	26 52.00%		46.00%	0	0.00%	0 0.00%	0	0.00%	1070	42.04%				2535
		Jul-23	Level 1	2561	2513		48 1.87%	8	16.67%	25 52.08%	21	43.75%	1	2.08%		0	0.00%	1024	39.98%				2549
Harris		Aug-23	Constan Const II. II	2541 7218	2503		38 1.50% 4186 57.99%	7	18.42%	21 55.26% 3826 91.40%	17 322	44.74% 7.69%	0	0.00%		0	0.00%	1170 609	46.04%				2534
	Molina	Jun-23 Jul-23	Service Coordination Level 2	7218			4186 57.99% 4272 58.60%	15	0.36%	3826 91.40% 3907 91.46%	322	7.69%		0.05%		0	0.00%	583	8.44%	515			3588
		Aug-23	Level 2	7304	3018		4247 58.15%		0.40%	3887 91.52%	323	7.53%	2	0.02%		0	0.00%	787	10.77%				3644
		Jun-23	Service Coordination	3587	416	11.60%	3171 88.40%	1	0.03%	2868 90.44%	282	8.89%	1	0.03%	0 0.00%	0	0.00%	218	6.08%	13	187	' (998
		Jul-23	Level 3	3589	439		3150 87.77% 3139 86.98%	5	0.16%	2841 90.19% 2827 90.06%	287	9.11%	1	0.03%	0 0.00%	0	0.00%	205	5.71%				1009
		Aug-23 Jun-23	Service Coordination	3609	470		268 6.70%	6 118	0.19%	2827 90.06% 0 0.00%	289	9.21% 4.48%	1 118	0.03%		138	0.0075	226 1687	6.26%				1025
		Jul-23	Level 1	4000	3732		241 5.97%	98	40.66%	0 0.00%	12	5.39%		40.66%		130		1696	42.02%				
		Aug-23	1	3996	3798	95.05%	198 4.95%	62	31.31%	0 0.00%	14	7.07%	62	31.31%	0 0.00%	122	61.62%	1872	46.85%	3095	2539	314	3965
		Jun-23	Service Coordination	20651	13293	64.37%	7358 35.63%	211	2.87%	0 0.00%	189	2.57%	197	2.68%	0 0.00%	6958	94.56%	2791	13.52%	2050	3661	6670	20003

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members wit Pla		Members without a Service Plan*	Member Declined a Service Plan**		ice Plan in ogress**	Unable to Reach or Locate Member**	Member is Deceased**	Member Moved or Left Service Area**	Other Reason**	# Members Contacted**		e # Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
	United	Jul-23	Level 2	20790	13394	64.43%	7396 35.5			0 0.00%	175 2.37%		0 0.00%	7045 95.25%		13.97% 181			
		Aug-23		20825	13483	64.74%	7342 35.2			0 0.00%	252 3.43%		0 0.00%	6973 94.97%		15.15% 208			
		Jun-23 Jul-23	Service Coordination	28433 28726		63.98% 63.96%	10242 36.0 10354 36.0			0 0.00%	410 4.00% 427 4.12%		5 0.05% 5 0.05%	9682 94.53% 9790 94.55%	5045 5381	17.74% 300 18.73% 285			
		Aug-23	Level 3	28726	18623	64.03%	10354 35.0			0 0.00%	512 4.89%		4 0.04%	9831 93.95%		19.89% 318			
		Jun-23	Service Coordination	6397	6268	97.98%	129 2.0		12	23 95.35%	5 3.88%	0 0.00%	0 0.00%	0 0.00%	2415	37.75% 156			6367
		Jul-23	Level 1	6414		97.79%	142 2.2		13	30 91.55%	8 5.63%		0 0.00%	0 0.00%	2213	34.50% 137			6378
		Aug-23		6418		98.04%	126 1.9			17 92.86%	6 4.76%		0 0.00%	0 0.00%		40.09% 167			6392
	Molina	Jun-23 Jul-23	Service Coordination	19849 19862		69.02% 69.03%	6149 30.9 6152 30.9		583 580		271 4.41% 293 4.76%		0 0.00%	0 0.00%		12.38% 174 11.01% 154			14372 14394
	woma	Aug-23	Level 2	19802		69.21%	6099 30.7		574		295 4.70%		0 0.00%	0 0.00%		13.19% 192			14334
		Jun-23	Service Coordination	3128		8.70%	2856 91.3		268		152 5.32%		0 0.00%	0 0.00%	111	3.55% 1			668
		Jul-23	Level 3	3131	295	9.42%	2836 90.5		26		155 5.47%		0 0.00%	0 0.00%	117	3.74% 1		-	
Hidalgo		Aug-23		3143		10.56%	2811 89.4		263		160 5.69%		0 0.00%	0 0.00%	153	4.87% 2		-	729
		Jun-23 Jul-23	Service Coordination	10668 10786	10113 10211	94.80%	555 5.20			0 0.00%	555 100.00% 572 99.48%		0 0.00%	0 0.00%		43.03% 929 42.45% 931			
		Aug-23	Level 1	10786		94.67%	575 5.3			1 0.17%	572 99.48%		0 0.00%	0 0.00%		42.43% 951			
		Jun-23	Service Coordination	15817	15575	98.47%	242 1.5			1 0.41%	241 99.59%		0 0.00%	0 0.00%		31.62% 888			
1	Superior	Jul-23	Level 2	15824	15578	98.45%	246 1.5			2 0.81%	244 99.19%	0 0.00%	0 0.00%	0 0.00%	4410	27.87% 806	7 1190	378	15811
1		Aug-23		15897	15667	98.55%	230 1.4			2 0.87%	228 99.13%		0 0.00%	0 0.00%	4787	30.11% 879			
1		Jun-23	Service Coordination	9802	6085	62.08%	3717 37.9			4 0.11%	3713 99.89%	0 0.00%	0 0.00%	0 0.00%		20.85% 25			
1		Jul-23 Aug-23	Level 3	9850 9824		61.99% 62.36%	3744 38.0 3698 37.6			6 0.16% 1 0.03%	3738 99.84% 3697 99.97%		0 0.00%	0 0.00%	2016 2430	20.47% 22 24.74% 23			
		Jun-23	Service Coordination	1483		75.39%	365 24.6			0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%		26.23% 21			1178
		Jul-23	Level 1	1508		75.53%	369 24.4			0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%		24.80% 18			1198
		Aug-23		1495	1137	76.05%	358 23.9	% 0 0.00%		0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	392	26.22% 24			1194
		Jun-23	Service Coordination	700		89.43%	74 10.5			0 0.00%	0 0.00%		0 0.00%	0 0.00%	62	8.86%	9 29		613
	Amerigroup	Jul-23	Level 2	676		90.83%	62 9.1			0 0.00%	0 0.00%		0 0.00%	0 0.00%		14.94% 4			614
		Aug-23 Jun-23	Consider Consultantian	698 3636		92.41%	53 7.59 3636 100.0			0 0.00%	0 0.00%		0 0.00%	0 0.00%	121	17.34% 4 1.95%	4 36	0	660 652
		Jul-23	Service Coordination	3629		0.00%	3629 100.0			0 0.00%	0 0.00%		0 0.00%	3629 100.00%	90		0 17		631
		Aug-23	Level 3	3587		0.00%	3587 100.0			0 0.00%	0 0.00%		0 0.00%	3587 100.00%	70		0 6		
		Jun-23	Service Coordination	1209		99.17%	10 0.8			3 30.00%	7 70.00%		0 0.00%	0 0.00%		42.35% 39			1206
		Jul-23	Level 1	1211		99.01%	12 0.9			7 58.33%	5 41.67%	0 0.00%	0 0.00%	0 0.00%		42.77% 40			1203
		Aug-23		1197 2704		98.83%	14 1.1		16	9 64.29% 54 94.84%	5 35.71% 82 4.70%	0 0.00%	0 0.00%	0 0.00%	518	43.27% 37 8.65% 14			1192
Jefferson	Molina	Jul-23	Service Coordination Level 2	2704		35.94%	1731 64.0		16		77 4.45%		0 0.00%	0 0.00%	200	7.40% 11		-	1077
		Aug-23	Level 2	2694		35.86%	1728 64.14		163		76 4.40%		0 0.00%	0 0.00%	223	8.28% 12			1083
		Jun-23	Service Coordination	1264		8.47%	1157 91.5		10		98 8.47%		0 0.00%	0 0.00%	56	4.43%	5 47		270
		Jul-23	Level 3	1259		8.82%	1148 91.1		10		89 7.75%		0 0.00%	0 0.00%	49	3.89% 1			
		Aug-23 Jun-23		1247 569		10.02% 91.56%	1122 89.94 48 8.44		103	32 91.98% 0 0.00%	86 7.66% 0 0.00%		0 0.00%	0 0.00%	55 240	4.41% 1 42.18% 44			271
		Jul-23	Service Coordination	582		91.56%	48 8.44			0 0.00%	0 0.00%		0 0.00%	31 75.61%		42.10% 40			577
		Aug-23	Level 1	562		94.66%	30 5.34			0 0.00%	0 0.00%		0 0.00%	24 80.00%		43.77% 40			
		Jun-23	Service Coordination	2269	1272	56.06%	997 43.94	% 34 3.41%		0 0.00%	26 2.61%	33 3.31%	0 0.00%	937 93.98%	304	13.40% 22	0 359	733	2180
	United	Jul-23	Level 2	2269		56.37%	990 43.6			0 0.00%	25 2.53%		0 0.00%	943 95.25%	-	14.15% 17			
		Aug-23		2252		56.71%	975 43.2			0 0.00%	25 2.56%		0 0.00%	935 95.90%		14.96% 25 19.58% 67			
		Jun-23 Jul-23	Service Coordination	5066 5095		61.17%	1967 38.8 1962 38.5			0 0.00%	95 4.83% 88 4.49%		0 0.00%	1855 94.31% 1858 94.70%	992 1071	19.58% 67 21.02% 53			
1		Aug-23	LEVELS	5167		61.58%	1985 38.4			0 0.00%	86 4.33%		0 0.00%	1858 94.70%	1063	20.57% 58			
		Jun-23	Service Coordination	1571	1247	79.38%	324 20.6	% 0 0.00%		0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	418	26.61% 23	2 60	0	1297
		Jul-23	Level 1	1542	1212	78.60%	330 21.4			0 0.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%		26.33% 26		-	1200
		Aug-23		1526		78.37%	330 21.6			0 0.00%	0 0.00%		0 0.00%	0 0.00%	416	27.26% 23			1243
	Amerigroup	Jun-23 Jul-23	Service Coordination	365 349		72.60%	100 27.4 97 27.7			0 0.00%	0 0.00%		0 0.00%	0 0.00%	38	10.41%	5 18		279
	,	Aug-23	Level 2	333		72.21%	90 27.0			0 0.00%	0 0.00%		0 0.00%	0 0.00%	13	3.90%	5 0	0	
		Jun-23	Service Coordination	4628		0.00%	4628 100.0			0 0.00%	0 0.00%		0 0.00%	4628 100.00%	113	2.44%	0 5	0	955
		Jul-23	Level 3	4646		0.00%	4646 100.0			0 0.00%	0 0.00%		0 0.00%	4646 100.00%	89	1.92%	0 3	0	928
Lubbock		Aug-23		4638	-	0.00%	4638 100.0			0 0.00%	0 0.00%	0 0.00%	0 0.00%	4638 100.00%	103	2.22%	0 1	303	
		Jun-23 Jul-23	Service Coordination	1960 1959		90.46%	187 9.54 188 9.6			2 1.07% 1 0.53%	185 98.93% 187 99.47%		0 0.00%	0 0.00%	626 653	31.94% 77 33.33% 79			
		Aug-23	Level 1	1959		90.40%	189 9.6			2 1.06%	187 99.47%	0 0.00%	0 0.00%	0 0.00%	720	36.83% 85			
		Jun-23	Service Coordination	774		89.66%	80 10.34			0 0.00%	80 100.00%	0 0.00%	0 0.00%	0 0.00%	260	33.59% 27			769
	Superior	Jul-23	Level 2	788		89.85%	80 10.1			0 0.00%	80 100.00%	0 0.00%	0 0.00%	0 0.00%	229	29.06% 29	2 115	106	780
		Aug-23		780		89.49%	82 10.5			0 0.00%	82 100.00%	0 0.00%	0 0.00%	0 0.00%	229	29.36% 28			
		Jun-23	Service Coordination	4690 4702		63.62%	1706 36.3 1720 36.5			2 0.12%	1704 99.88% 1719 99.94%	0 0.00%	0 0.00%	0 0.00%	939	20.02% 8			
		Jul-23 Aug-23	Level 3	4702	2982 3038	63.42% 64.20%	1720 36.5 1694 35.8			1 0.06% 0 0.00%	1719 99.94% 1694 100.00%		0 0.00%	0 0.00%		19.14% 4 23.01% 10			
	1	Jun-23	Service Coordination	4654		90.78%	429 9.22			2 0.47%	427 99.53%		0 0.00%	0 0.00%		37.15% 172			
		Jul-23	Level 1	4646		90.83%	426 9.1			0 0.00%	426 100.00%	0 0.00%	0 0.00%	0 0.00%	-	35.90% 161			
		Aug-23		4632		90.95%	419 9.0			0 0.00%	419 100.00%	0 0.00%	0 0.00%	0 0.00%		36.59% 180			
	Superior	Jun-23	Service Coordination	2045		91.20%	180 8.8			0 0.00%	180 100.00%	0 0.00%	0 0.00%	0 0.00%		31.44% 77 28.23% 71			
1	I suberior	Jul-23	Level 2	2051	18/2	91.27%	179 8.7	% 0 0.00%		0 0.00%	179 100.00%	0 0.00%	0 0.00%	0 0.00%	579	28.23% 71	0 205	275	2041

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members	with a S Plan	Service	Members v Service		Member Declined a Service Plan**	a	Service Plan in Progress**		Unable to Locate Me		Member is Deceased*	Member Mo Service		Other Ro	eason**	# Memb Contacted		# Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Las 12 Months
		Aug-23		2055			91.53%	174	8.47%		00%		0.00%	174	100.00%	0 0.00		0.00%	0	0.00%	630	30.66%	738			
		Jun-23	Service Coordination	9973			63.46%	3644	36.54%		00%		0.11%	3640	99.89%	0 0.00		0.00%	0	0.00%	1775	17.80%	172			
		Jul-23 Aug-23	Level 3	9932 9865			63.56% 64.05%	3619 3546	36.44%		00%		0.03%	3618 3546	99.97% 100.00%	0 0.00		0.00%	0	0.00%	1891 2247	19.04% 22.78%	181	510		
MRSA Central -		Jun-23	Service Coordination	1519			93.42%	100	6.58%	47 47.0			0.00%	1	1.00%	47 47.00		0.00%	52		656	43.19%	1170			
		Jul-23	Level 1	1537			93.69%	97	6.31%				0.00%	2	2.06%	37 38.14	% 0	0.00%	58	59.79%	618	40.21%	1094		i 104	
		Aug-23		1522			94.88%	78	5.12%		05%		0.00%	1	1.28%	25 32.05		0.00%	52		651	42.77%	1208			
	United	Jun-23 Jul-23	Service Coordination	3778			54.02%	1737	45.98%		60% 07%		0.00%	42	2.42%	128 7.37 83 4.84		0.00%	1563 1588		482 379	12.76% 10.08%	298			
	United	Aug-23	Level 2	3733			54.38%	1718	45.63%		35%		0.00%	39	2.39%	53 3.11		0.00%	1588	92.54%	445	10.08%	242			
		Jun-23	Service Coordination	6974			61.44%	2689	38.56%		12%		0.00%	211	7.85%	26 0.97		0.00%	2448		2146	30.77%	1102			
		Jul-23	Level 3	7038			61.64%	2700	38.36%		93%		0.00%	94	3.48%	21 0.78		0.00%	2581		1334	18.95%	1053			
		Aug-23		7118		~	61.66%	2729	38.34%		81%		0.00%	117	4.29%	18 0.66		0.00%	2590		1327	18.64%	1025			
		Jun-23 Jul-23	Service Coordination	3483 3442			98.19% 98.00%	63	1.81%	8 12.7			8.25% 8.26%	19	30.16% 20.29%	0 0.00		0.00%	0	0.00%	1313 1274	37.70% 37.01%	942			D 3446 D 3401
		Aug-23	Level 1	3381			98.34%	56	1.66%		36%		3.21%	14	26.79%	0 0.00		0.00%	0	0.00%	1518	44.90%	1141			335
		Jun-23	Service Coordination	8033			30.64%	5572	69.36%		20%		4.65%	279	5.01%	0 0.00		0.00%	0	0.00%	537	6.68%	310			2843
	Molina	Jul-23	Level 2	8032			30.94%	5547	69.06%		11%		4.38%	292	5.26%	0 0.00		0.00%	0	0.00%	540	6.72%	296			2893
		Aug-23		7997			31.14%	5507	68.86%		29%		4.13%	298	5.41%	1 0.02		0.00%	0	0.00%	713	8.92%	486			2918
		Jun-23 Jul-23	Service Coordination	5051 5029			6.59% 6.62%	4718	93.41% 93.38%		23% 02%		4.28%	256 266	5.43% 5.66%	0.00		0.00%	0	0.00%	192 189	3.80% 3.76%	31			D 833 D 853
MRSA		Aug-23	Level 3	4969		10	6.84%	4696	93.38%		11%		4.06%	266	5.66%	0 0.00		0.00%	0	0.00%	213	4.29%	21			
Northeast		Jun-23	Service Coordination	2978			92.98%	209	7.02%				0.00%	6	2.87%	115 55.02		0.00%	87		1264	42.44%	2088			
		Jul-23	Level 1	2991	1 28:	14	94.08%	177	5.92%	92 51.9	98%	0 0	0.00%	7	3.95%	91 51.41	6 0	0.00%	78		1214	40.59%	2043	1216		3 2975
		Aug-23		2957			95.16%	143	4.84%				0.00%	4	2.80%	70 48.95		0.00%	68		1292	43.69%	2313			
	United	Jun-23 Jul-23	Service Coordination	6369 6356			55.85% 56.23%	2812 2782	44.15%		14% 33%		0.00%	88 58	3.13% 2.08%	225 8.00 172 6.18		0.00%	2495 2548		942 941	14.79% 14.80%	661			
	onited	Aug-23	Level 2	6282			56.72%	2782	43.28%		41%		0.00%	61	2.08%	116 4.27		0.00%	2538		941	14.80%	776			
		Jun-23	Service Coordination	14246			60.37%	5645	39.63%		74%		0.00%	290	5.14%	92 1.63		0.02%	5257		2870	20.15%	1908			
		Jul-23	Level 3	14391			60.34%	5707	39.66%		58%	-	0.00%	246	4.31%	84 1.47		0.02%	5371		3018	20.97%	2080			
		Aug-23		14529			60.64%	5719	39.36%		35%		0.00%	264	4.62%	71 1.24		0.02%	5378		3129	21.54%	2359			
		Jun-23 Jul-23	Service Coordination	4081			83.83%	660 661	16.17%		15% 15%		0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	1156 1150	28.33% 28.12%	587 599			0 355: 0 3548
		Aug-23	Level 1	4030			83.75%	667	16.25%		75%		0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	1321	32.19%	725			0 355
		Jun-23	Service Coordination	1661			88.50%	191	11.50%				0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	732	44.07%	46	371		0 1578
	Amerigroup	Jul-23	Level 2	1601			89.69%	165	10.31%	5 7 4.2			0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	235	14.68%	105	13		0 1545
		Aug-23		1602		39	89.83%	163	10.17%		61%		0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	163	10.17%	104	-		0 1560 0 1721
		Jun-23 Jul-23	Service Coordination	9416 9488		2	0.02%	9414 9488	99.98% 100.00%		33% 16%		0.00%	0	0.00%	0 0.00		0.00%	9414 9488		318 260	3.38% 2.74%	0	22		
		Aug-23	Level 3	9466		0	0.00%	9466	100.00%		21%		0.00%	0	0.00%	0 0.00		0.00%	9466		310	3.27%	0	7		168
MRSA West		Jun-23	Service Coordination	6173			90.64%	578	9.36%	0 0.0	00%	2	0.35%	576	99.65%	0 0.00		0.00%	0	0.00%	1943	31.48%	2098			5 6109
		Jul-23	Level 1	6195			90.48%	590	9.52%		00%		0.68%	586	99.32%	0 0.00		0.00%	0	0.00%	2000	32.28%	2059			
		Aug-23		6183			90.49%	588	9.51%		00%		1.19%	581	98.81%	0 0.00		0.00%	0	0.00%	2136	34.55%	2209			
	Superior	Jun-23 Jul-23	Service Coordination	2776			91.82%	227	8.18%		00%		0.44%	226 229	99.56% 99.57%	0 0.00		0.00%	0	0.00%	857 728	30.87% 26.25%	1165 1010			
		Aug-23	Level 2	2787			91.96%	224	8.04%		00%		0.00%	224	100.00%	0 0.00		0.00%	0	0.00%	771	27.66%	1078			
		Jun-23	Service Coordination	12641			65.63%	4345	34.37%		00%		0.05%	4343	99.95%	0 0.00		0.00%	0	0.00%	2842	22.48%	253			
		Jul-23	Level 3	12644			65.49%	4364	34.51%		00%		0.14%	4357	99.84%	1 0.02		0.00%	0	0.00%	2408	19.04%	217			· · · · ·
├ ─── ├		Aug-23 Jun-23	Convice Coordination	12619 3496			65.93% 94.19%	4299 203	34.07%		00% 00%		0.05%	4297 202	99.95% 99.51%	0.00		0.00%	0	0.00%	3441 1474	27.27% 42.16%	241 2393			
		Jul-23	Service Coordination Level 1	3496			94.19%	205	5.81%		00%		0.49%	202	99.51%	0 0.00		0.00%	0	0.00%	1474	42.10%	2393			
		Aug-23		3513	3 329	93	93.74%	220	6.26%	0 0.0	00%	1 (0.45%	219	99.55%	0 0.00	% 0	0.00%	0	0.00%	1579	44.95%	2760	1443	265	5 3503
		Jun-23	Service Coordination	2577			95.27%	122	4.73%		00%		0.00%	122	100.00%	0 0.00		0.00%	0	0.00%	799	31.01%	1214			
	Superior	Jul-23	Level 2	2606			95.17%	126 121	4.83%		00% 00%		0.00%	126 121	100.00%	0 0.00		0.00%	0	0.00%	666 670	25.56%	1101			
		Aug-23 Jun-23	Service Coordination	2595 4853			95.34% 62.85%	121	4.66%		00%		0.00%	121 1799	100.00% 99.78%	0.00		0.00%	0	0.00%	670 1096	25.82% 22.58%	<u>1110</u> 90			
		Jul-23	Level 3	4833			62.43%	1803	37.13%		00%		0.22%	1/33	99.73%	0.00		0.00%	0	0.00%	938	19.34%	81			
Nueces		Aug-23		4864	4 30	52	62.75%	1812	37.25%	0 0.0	00%	2	0.11%	1810	99.89%	0 0.00	% 0	0.00%	0	0.00%	1127	23.17%	111	301	1310	0 467:
		Jun-23	Service Coordination	1391			95.47%	63	4.53%				0.00%	2	3.17%	38 60.32		0.00%	23		592	42.56%	990			
		Jul-23 Aug-23	Level 1	1397 1379			96.56% 96.88%	48	3.44%	29 60.4			0.00%	2	4.17% 2.33%	29 60.42 22 51.16		0.00%	17 20		592 641	42.38% 46.48%	977 1154			1000
		Jun-23	Service Coordination	5074			71.13%	1465	28.87%		46%		0.00%	24	2.55%	68 4.64		0.00%	1361		822	16.20%	908			10/1
	United	Jul-23	Level 2	5050	360		71.35%	1447	28.65%		22%		0.00%	17	1.17%	49 3.39		0.00%	1369		899	17.80%	839			
		Aug-23		5025			71.86%	1414	28.14%				0.00%	26	1.84%	38 2.69	-	0.00%	1338		1035	20.60%	1023			150.
		Jun-23	Service Coordination	4002			65.57%	1378	34.43%		74%		0.00%	46	3.34%	23 1.67	-	0.00%	1308		850	21.24%	810			
		Jul-23 Aug-23	Level 3	4017 4068			65.65% 65.46%	1380 1405	34.35% 34.54%		67% 49%		0.00%	40	2.90% 3.56%	22 1.59 20 1.42		0.00%	1317 1334	95.43% 94.95%	861 929	21.43% 22.84%	770	1186		
├ ──┼		Jun-23	Service Coordination	9040			71.86%	2544	28.14%		12%		0.00%	0	0.00%	0 0.00		0.00%	1334	0.00%	2214	24.49%	1035			7069
		Jul-23	Level 1	9114	4 654	10	71.76%	2574	28.24%	j 2 0.0	08%	0 0	0.00%	0	0.00%	0 0.00	6 0	0.00%	0	0.00%	2030	22.27%	1114	285	i (710
		Aug-23		9010			71.68%	2552	28.32%		20%		0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	2070	22.97%	1192			0 6952
	Amerigroup	Jun-23	Service Coordination	3973			73.07%	1070	26.93%		03% 59%		0.00%	0	0.00%	0 0.00		0.00%	0	0.00%	280	7.05%	47			3422
	Amerigroup	Jul-23	Level 2	3871 3909			73.70% 73.09%	1018 1052	26.30%			0 0	0.00%	0	0.00%	0.00		0.00%	0	0.00%	209 158	5.40% 4.04%	88	12		0 3283 0 3262

SDA	мсо	Reporting Month	Service Coordination / Management Level	Total Members	Members wi Pla		Members without a Service Plan*	Member Dec Service Pla		Service P Progre	-	Unable to Re Locate Mem		Member is Dece	eased**	Member Mo Service		Other Reas	son**	# Memb Contacted	ers J***	# Face-to-Face Visits	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
		Jun-23	Service Coordination	20533		0.01%	20531 99.99%	65	0.32%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	20529	99.99%	751	3.66%	0	22	. (5355
		Jul-23	Level 3	20723		0.00%	20723 100.00%	49	0.24%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	20723	100.00%	516	2.49%	0	4	. (5264
Tarrant		Aug-23		20779		0.01%	20777 99.99%	65	0.31%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	20772	99.98%	732	3.52%	0	8	. (5163
- and and		Jun-23	Service Coordination	2405		97.21%	67 2.79%	9	13.43%	49	73.13%	18	26.87%	0	0.00%	0	0.00%	0	0.00%	980	40.75%	812			2378
		Jul-23	Level 1	2445		97.22%	68 2.78%	5	7.35%	50	73.53%	18	26.47%	0	0.00%	0	0.00%	0	0.00%	965	39.47%	766			2422
		Aug-23		2397		97.25%	66 2.75%	2	3.03%	50	75.76%	15	22.73%	0	0.00%	0	0.00%	0	0.00%	1068	44.56%	907	863		2370
		Jun-23	Service Coordination	5945		30.88%	4109 69.12%	15	0.37%	3826	93.11%	264	6.42%	0	0.00%	0	0.00%	0	0.00%	463	7.79%	231			2272
	Molina	Jul-23	Level 2	5960		30.91%	4118 69.09%	7	0.17%	3825	92.88%	272	6.61%	0	0.00%	0	0.00%	0	0.00%	389	6.53%	187			2272
		Aug-23		5990		30.55%	4160 69.45%	15	0.36%	3822	91.88%	310	7.45%	2	0.05%	0	0.00%	0	0.00%	553	9.23%	257	571	-	2320
		Jun-23	Service Coordination	3985		9.08%	3623 90.92%	2	0.06%	3221	88.90%	390	10.76%	1	0.03%	0	0.00%	0	0.00%	261	6.55%	31			1059
		Jul-23	Level 3	3989		9.95%	3592 90.05%	4	0.11%	3189	88.78%	389	10.83%	1	0.03%	0	0.00%	0	0.00%	234	5.87%	36			1085
		Aug-23		3976		10.61%	3554 89.39%	4	0.11%	3168	89.14%	372	10.47%	1	0.03%	0	0.00%	0	0.00%	278	6.99%	42			1101
		Jun-23	Service Coordination	2843		81.71%	520 18.29%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	787	27.68%	429			2386
		Jul-23	Level 1	2815		81.88%	510 18.12%	1	0.20%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	748	26.57%	456			2366
		Aug-23		2779		82.30%	492 17.70%	3	0.61%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	861	30.98%	557	86		2345
		Jun-23	Service Coordination	1247		92.38%	95 7.62%	1	1.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	91	7.30%	7	51		1157
		Jul-23	Level 2	1210		92.40%	92 7.60%	20	21.74%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	261	21.57%	102	63	(1171
	Amerigroup	Aug-23		1200		92.33%	92 7.67%	17	18.48%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	270	22.50%	117	47	(1173
	· · · · · · · · · · · · · · · · · · ·	Jun-23	Service Coordination	5964		0.00%	5964 100.00%	4	0.07%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5964	100.00%	100	1.68%	0	8	(882
		Jul-23	Level 3	6020		0.00%	6020 100.00%	13	0.22%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6020	100.00%	146	2.43%	0	3	(917
		Aug-23		6002	0	0.00%	6002 100.00%	6	0.10%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6002	100.00%	147	2.45%	0	3	(884
		Jun-23	STAR/CHIP Service	1	1	100.00%	0 0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1	0	0 0) 1
Travis		Jul-23	Management																						
		Aug-23																							
		Jun-23	Service Coordination	1484		91.71%	123 8.29%	62	50.41%	0	0.00%	2	1.63%		50.41%	0	0.00%	59	47.97%	626	42.18%	1068			
		Jul-23	Level 1	1492		92.76%	108 7.24%	52	48.15%	0	0.00%	5	4.63%	52	48.15%	0	0.00%	51	47.22%	568	38.07%	1093			
		Aug-23		1467		94.21%	85 5.79%	37	43.53%	0	0.00%	2	2.35%	37	43.53%	0	0.00%	46	54.12%	651	44.38%	1186			
		Jun-23	Service Coordination	4435		52.42%	2110 47.58%	111	5.26%	0	0.00%	66	3.13%	105	4.98%	0	0.00%	1933	91.61%	618	13.93%	247			
	United	Jul-23	Level 2	4439		52.42%	2112 47.58%	77	3.65%	0	0.00%	57	2.70%	71	3.36%	0	0.00%	1978	93.66%	476	10.72%	289			
		Aug-23		4414		52.81%	2083 47.19%	55	2.64%	0	0.00%	87	4.18%	48	2.30%	0	0.00%	1941	93.18%	527	11.94%	351			5 4335
		Jun-23	Service Coordination	8412		63.03%	3110 36.97%	74	2.38%	0	0.00%	218	7.01%	65	2.09%	3	0.10%	2818	90.61%	2468	29.34%	1169	1930		
		Jul-23	Level 3	8470		63.00%	3134 37.00%	67	2.14%	0	0.00%	140	4.47%	59	1.88%	2	0.06%	2927	93.40%	1552	18.32%	1081	1295		
		Aug-23		8539	5379	62.99%	3160 37.01%	58	1.84%	0	0.00%	161	5.09%	50	1.58%	2	0.06%	2941	93.07%	1496	17.52%	1130	1578	2630	8504

These data are self-reported by the MCOs and are subject to data inconsistencies. Client counts are not additive since a client can switch MCOs, gain or lose a service plan, or change service coordination/management level between months. Deduplication was done to make each member have only one record each month.

* The number without service plans includes members who declined a service plan, service plan is in progress, member could not be reached or located, member is deceased, member moved or left service area, or some other reason(s).

** Percentages represent the proportion of members without service plans.

*** Percentages represent the proportion of total members.

¹ In June 2023 and August 2023, Cook Children's submitted a count of STAR Kids clients in Tarrant SDA, with Service Coordination Level 3, who declined a service plan that is greater than the number of clients without a service plan, resulting in a percentage greater than 100%.

² In August 2023, Amerigroup submitted a count of STAR Kids clients in Dallas SDA, with Service Coordination Level 1, who declined a service plan that is greater than the number of clients without a service plan, resulting in a percentage greater than 100%.

Member with Special Health Care Needs (MSHCN): A member including a child in the Department of State Health Services (DSHS) Children with Special Health Care Needs (CSHCN) Program as further defined in Texas Health & Safety Code § 35.0022, who: (1) has a serious ongoing illness, a Chronic or Complex Condition, or a Disability that has lasted or is anticipated to last for a significant period of time, and (2) requires regular, ongoing therapeutic intervention and evaluation by appropriately trained health care personnel.

Attachment R1 MCO Referrals to OIG SFY24 Q1 SFY24 Q1 Report (Blanks = No Data Avaliable)

		Q	1	
мсо	Sep-23	Oct-23	Nov-23	Q1 Total
Investigation	Category			
Program non-compliance	4	4		8
Non-appropriate billing	41	39	30	110
Billing for Services not Rendered				
Quality of Care				
Solicitation				
Upcoding				
Billing for Services After Death				
Billing unnecessary services				
Failure to disclose required info				
Attendant Care FWA				
Physical /Sexual Abuse of an Individual				
Forged or altered documents				
Fraud, Kickbacks and other Prohibited	1			
Total Referrals Received	46	43	30	119

Attachment R2 DMO Referrals to OIG SFY24 Q1 SFY24 Q1 Report (Blanks = No Data Avaliable)

		Q	1	
DMO	Sep-23	Oct-23	Nov-23	Total
Investig	ation Cate	gory		
Program non-compliance				
Non-appropriate billing	6	4	5	15
Billing for Services not Rendered				
Billing unnecessary services				
Solicitation				
Quality of Care				
Total Referrals Received	6	4	5	15

						Acute Ca	re Claims					
					%	Appealed Adjudicated	within 30 Days (98% STI	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
СНС	100%		100%	100%	100%	100%	100%	0%	100%		100%	100%
Community First	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Cook Childrens											100%	100%
Dell	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	84%	98%
Driscoll Childrens	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	84%	79%	89%	81%	77%	89%	91%	89%	81%	97%	98%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	81%	83%	89%	94%	98%	100%	99%	52%	91%	59%	14%	5%
Scott & White	79%	88%	82%	76%	68%	58%	92%	89%	95%	99%	95%	100%
Superior	99%	100%	100%	93%	96%	100%	100%	100%	100%	100%	100%	98%
Texas Childrens	97%	88%	64%	100%	100%	99%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims					
					9	6 Clean Adjudicated w	thin 30 days (98% STE)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	99%	100%	100%	99%	100%	100%	100%	99%
Amerigroup	100%	100%	100%	99%	98%	99%	99%	99%	99%	98%	98%	96%
BCBS	99%	98%	98%	98%	99%	100%	100%	100%	100%	100%	99%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	99%	88%	94%	99%	90%	99%	100%	99%	100%	99%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	96%	99%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	99%	99%	99%	100%	100%	99%	99%	99%	100%	100%
Molina	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	99%	98%	97%	97%	97%	98%	97%	100%	100%	100%	99%	100%
Scott & White	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	98%	99%
Texas Childrens	99%	97%	99%	99%	100%	100%	100%	99%	99%	99%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims					
					%	Clean Adjudicated wi	thin 90 Days (99% ST	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Behavioral Healt	h Services Claims					
					%	Appealed Adjudicated	within 30 Days (98% ST	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
MCO	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	
Amerigroup	100%	100%	99%	100%	100%	100%	100%	96%	100%	100%	100%	100%
BCBS	100%	100%	67%	88%	29%	100%	100%	100%	100%	100%	100%	100%
СНС						100%						
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health						100%	100%	100%		100%	100%	
FirstCare	77%	75%	99%	95%	81%	92%	99%	68%	99%	93%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	83%	93%	77%	91%	73%	89%	99%	95%	98%	100%	100%	100%
Superior	83%	97%	100%	88%	93%	100%	96%	100%	100%	100%	100%	100%
Texas Childrens	92%	83%	43%	100%	100%	99%	99%	100%	99%	99%	100%	99%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Behavioral Healt	h Services Claims					
					%	Clean Adjudicated w	ithin 30 Days (98% STI	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
MCO	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Amerigroup	100%	100%	97%	98%	99%	100%	99%	99%	99%	98%	99%	97%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
СНС	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	99%	99%	99%	100%	100%	100%	100%	98%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	99%	98%	99%	99%	100%	100%	100%	100%	99%	100%	100%
Superior	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
Texas Childrens	99%	96%	99%	99%	99%	100%	100%	99%	99%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Behavioral Health	Services Claims					
					9	6 Clean Adjudicated wi	hin 90 Days (99% STD:)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	99%	100%	100%	100%	100%	98%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	99%	98%	100%	99%	100%	100%	100%	100%	99%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United				100%	100%	100%	100%	100%	100%	100%	100%	100%

						Vision Serv	ces Claims					
					9	% Appealed Adjusted w	thin 30 Days (98% SDT)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
СНС	100%	100%				100%	100%	100%		100%		
Community First			100%		100%		100%					
Driscoll Childrens			100%							100%	100%	100%
El Paso									100%	100%		
FirstCare	75%	100%	88%	60%	86%	99%	99%	41%	96%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland					100%	100%	100%	100%	100%	100%	100%	100%
Scott & White		33%	83%	100%	67%	33%	100%	100%	50%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%		100%			100%						100%
United				100%	100%	100%	100%	100%	100%	100%	100%	

						Vision Serv	ices Claims					
					%	Clean Adjudicated wi	thin 30 Days (98% ST	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
FirstCare	99%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	100%
Molina	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	92%	99%
Scott & White	100%	100%	100%	99%	100%	100%	100%	100%	99%	99%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%
United				100%	100%	100%	100%	100%	100%	100%	100%	100%

						Vision Serv	ices Claims					
					%	Clean Adjudicated wi	thin 90 Days (99% ST	D)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	99%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	92%	99%
Scott & White	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United				100%	100%	100%	100%	100%	100%	100%	100%	100%

						Pharmacy Benefit	Manager's Claims					
					% Clean E	lectronic Claims Adjud	icated within 18 Days (98% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
СНС	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United				100%	100%	100%	100%	100%	100%	100%	100%	100%

						Pharmacy Benefit	Manager's Claims					
					% Clean Non	-Electronic Claims Adj	udicated within 21 Day	s (98% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna			100%						100%			100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%		100%			100%		100%		100%		
СНС			100%	100%	100%	100%		100%		100%	100%	
Community First	100%	100%		100%			100%			100%		
Cook Childrens		100%	100%				100%			100%		100%
Dell			100%									
Driscoll Childrens		100%							100%	100%		100%
El Paso Health	100%				100%	100%						
Molina			100%	100%	100%	100%	100%		100%	100%		
Parkland						100%						
Scott & White						100%			100%	100%	100%	
Texas Childrens	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims					
					%	Appealed Adjudicated	within 30 Days (98% S	TD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	99%	99%	99%	100%	100%	100%
Cigna-HealthSpring	86%	40%	75%	100%	100%							
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	99%	100%	94%	95%	99%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims							
					% Clea	n Adjudicated w	ithin 30 days (98	8% STD)						
		Quarter 1			Quarter 2			Quarter 3			Quarter 4			
мсо	Sept	Sept Oct Nov Dec Jan Feb Mar April May June July Aug										Aug		
Amerigroup	99%	99%	99%	96%	96%	98%	97%	98%	98%	97%	97%	93%		
Cigna-HealthSpring	100%	98%	100%	100%	100%	100%	100%	93%	100%	99%	100%	100%		
Molina	99%	99%	99%	99%	100%	100%	100%	99%	99%	100%	100%	100%		
Superior	99%	35% 35% 35% 100% 100% 100% 35% 35% 100% 100% 99% 99% 99% 99% 99% 99% 99% 99% 98% 98% 98%												
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

						Acute Ca	re Claims						
					% Clea	n Adjudicated wi	ithin 90 Days (99	% STD)					
		Quarter 1			Quarter 2			Quarter 3			Quarter 4		
МСО	Sept	pt Oct Nov Dec Jan Feb Mar April May June July Aug											
Amerigroup	100%												
Cigna-HealthSpring	100%	99%	100%	100%	100%	100%	100%	96%	100%	99%	100%	100%	
Molina	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	
Superior	100%												
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

						Behavioral Healt	h Services Claims	5						
					% Appea	led Adjudicated	within 30 Days (9	98% STD)						
		Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept	Oct	Nov											
Amerigroup	100%	100%	100%	100%	100%	100%	90%	100%	100%	98%	100%	100%		
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Superior	92%	100%	100%											
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

						Behavioral Healt	h Services Claims	5						
					% Clea	n Adjudicated w	ithin 30 Days (98	% STD)						
		Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept	Sept Oct Nov Dec Jan Feb Mar April May June July Aug										Aug		
Amerigroup	100%	100%	98%	98%	99%	99%	99%	99%	98%	98%	97%	95%		
Cigna-HealthSpring		100%	100%	100%	100%	100%			100%			100%		
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Superior	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%		
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

						Behavioral Healt	h Services Claims	3							
					% Clea	n Adjudicated w	ithin 90 Days (99	% STD)							
		Quarter 1 Quarter 2 Quarter 3 Quarter 4													
мсо	Sept														
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Cigna-HealthSpring		100%	100%	100%	100%	100%			100%			100%			
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

						Vision Serv	ices Claims							
					% Арре	aled Adjusted w	ithin 30 Days (98	8% SDT)						
		Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug		
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Superior			100%			100%			100%					
United		100%			100%			100%	100%		100%	100%		

						Vision Serv	ices Claims					
					% Clea	n Adjudicated wi	ithin 30 Days (98	3% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept											
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna-HealthSpring	100%	100%		100%	100%	100%	100%	100%		100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Vision Serv	ices Claims								
					% Clea	n Adjudicated w	ithin 90 Days (99	% STD)							
		Quarter 1 Quarter 2 Quarter 3 Quarter 4													
мсо	Sept														
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Cigna-HealthSpring	100%	100%		100%	100%	100%	100%	100%		100%	100%	100%			
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
United				100%	100%	100%	100%	100%	100%	100%	100%	100%			

					PI	narmacy Benefit	Manager's Clain	ns						
					% Clean Electro	nic Claims Adjud	icated within 18	Days (98% STD)						
		Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept													
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

					F	harmacy Benefit	Manager's Claim	5				
				9	6 Clean Non-Elec	tronic Claims Adj	udicated within 2	1 Days (98% STD)				
	Quarter 1 Quarter 2 Quarter 3 Quarter 4											
МСО	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Molina	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

						Long-term Servio	ces and Supports	;					
					% Appea	ed Adjudicated	within 30 Days (98% STD)					
		Quarter 1 Quarter 2 Quarter 3 Quarter 4											
мсо	Sept												
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Superior	100%	100%	100%										
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

						Long-term Servio	ces and Supports	5							
					% Clea	n Adjudicated wi	ithin 30 Days (98	3% STD)							
		Quarter 1 Quarter 2 Quarter 3 Quarter 4 Seat Oct Nav. Nav. Nav. Nav.													
мсо	Sept														
Amerigroup	100%	100%	100%	97%	96%	98%	98%	100%	100%	100%	100%	100%			
Cigna-HealthSpring	100%		100%	100%			0%		2%	2%	1%	100%			
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%			
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%			
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			

						Long-term Servi	ces and Supports	5				
					% Clea	n Adjudicated w	ithin 90 Days (99	9% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cigna-HealthSpring	100%		100%	100%			0%		2%	2%	1%	100%
Molina	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

(DA	SDA Dental Program	Manaura						Dental	Claims					
SDA	Dental Program	Measure		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
			Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
		Dental Clean 30	100%	100%	100%	100%	100%	100%	100%	99%	96%	99%	100%	100%
	DentaQuest	Dental Appealed 30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Dental Clean 90	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Dental Clean 30	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Statewide	MCNA	Dental Appealed 30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Dental Clean 90	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	United	Dental Clean 30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Healthcare	Dental Appealed 30	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Dental	Dental Clean 90	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims					
					%	Appealed Adjudicated	within 30 Days (98% ST	TD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	99%	99%	100%	99%	100%	100%	99%	100%	99%	100%	99%	100%
BCBS	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
Community First	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	97%	94%	100%	100%	100%	100%	100%	100%	99%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%

						Acute Ca	re Claims					
					% Cleai	n Adjudicated w	ithin 30 days (98	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	98%
Amerigroup	99%	94%	98%	98%	98%	98%	97%	99%	100%	98%	98%	97%
BCBS	100%	99%	98%	96%	99%	100%	100%	100%	100%	99%	99%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Superior	98%	97%	98%	99%	99%	98%	98%	99%	97%	98%	97%	97%
Texas Childrens	100%	100%	100%	99%	100%	100%	100%	99%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%

						Acute Ca	re Claims					
					% Clear	n Adjudicated wi	ithin 90 Days (99	9% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%

					I	Behavioral Healt	h Services Claim	s				
					% Clea	n Adjudicated wi	ithin 30 Days (98	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%		100%	100%	100%	100%	100%	100%	100%	100%		
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS				100%		100%	100%	100%	100%	100%	100%	100%
Community First	99%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%		100%			100%				100%	0%	
Driscoll Childrens	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%			80%	100%		100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%

					I	Behavioral Healt	h Services Claims	5				
					% Clea	n Adjudicated wi	ithin 30 Days (98	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Amerigroup	99%	94%	99%	96%	99%	99%	100%	99%	100%	99%	98%	97%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	97%	100%	99%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	99%	99%	100%	100%	100%	99%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

					l	Behavioral Healt	h Services Claims	;				
					% Clea	n Adjudicated wi	thin 90 Days (99	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Vision Serv	ices Claims								
					% Арре	aled Adjusted w	ithin 30 Days (98	8% SDT)							
		Quarter 1 Quarter 2 Quarter 3 Quarter 4													
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug			
Driscoll Childrens												100%			
Superior			100%						100%	100%	100%	100%			
Texas Childrens	100%		100%	100%				100%	100%						
United	100%	100%		100%	100%		0%	100%		100%	100%				

						Vision Serv	ices Claims					
					% Clea	n Adjudicated wi	thin 30 Days (98	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	99%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

						Vision Serv	ices Claims					
					% Clea	n Adjudicated wi	ithin 90 Days (99	% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

					Р	harmacy Benefit	Manager's Clair	ns				
					% Clean Electro	nic Claims Adjud	icated within 18	Days (98% STD)				
		Quarter 1			Quarter 2			Quarter 3			Quarter 4	
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

	Pharmacy Benefit Manager's Claims												
	% Clean Non-Electronic Claims Adjudicated within 21 Days (98% STD)												
	Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	
Aetna						100.0%	100.0%						
Amerigroup				100.0%				100.0%	100.0%	100.0%		100.0%	
BCBS		100.0%			100.0%						100.0%		
Community First				100.0%		100.0%						100.0%	
Cook Childrens										100.0%		100.0%	
Driscoll Childrens					100.0%					100.0%		100.0%	
Texas Childrens		100.0%						100.0%	100.0%		100.0%		

	Long-term Services and Supports												
	% Appealed Adjudicated within 30 Days (98% STD)												
	Quarter 1 Quarter 2 Quarter 3 Quarter 4												
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
BCBS		100%		100%	100%		100%		100%	100%	100%	100%	
Community First	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Superior	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	

	Long-term Services and Supports											
	% Clean Adjudicated within 30 Days (98% STD)											
	Quarter 1 Quarter 2 Quarter 3 Quarter 4											
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	98%	99%	98%	95%	92%	97%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	99%	100%
Community First	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	99%	99%	99%	100%	100%	99%	100%	100%	98%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%
United	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%

	Long-term Services and Supports											
	% Clean Adjudicated within 90 Days (99% STD) Quarter 1 Quarter 2 Quarter 3 Quarter 4											
мсо	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug
Aetna	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Community First	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%