

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

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

**Texas Health and Human Services**

**Commission**

**Q3 Report**

**August 2023**



**TEXAS**  
Health and Human  
Services

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## 1. Preface

**Table 1. Texas 1115 Transformation Waiver Key Dates, Goals, and Objectives**

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

## 2. Executive Summary

According to the Special Terms and Conditions (STCs) of the Demonstration, the Texas Health and Human Services Commission (HHSC) provides the quarter three monitoring report for Demonstration Year (DY) 12, which began October 1, 2022<sup>1</sup>. Pursuant to 42 CFR § 431.428, Texas provides this quarterly report to demonstrate how the goals and objectives were met as Texas Medicaid served over five million Medicaid beneficiaries through risk-based Medicaid managed care authorized under this waiver while finalizing the transition from the Delivery System Reform Incentive Payment (DSRIP) pool to integrated directed payment programs, continuing the Uncompensated Care (UC) pool, and launching the Public Health Provider Charity Care Program.

### Growth in Caseload

As of June 2023, Texas had over 5.5 million full benefit clients in Medicaid.<sup>2</sup> Prior to the federal public health emergency (PHE), full benefit caseloads were under 4 million and experiencing overall declines due to sustained positive economic conditions and record low unemployment levels. This growth in Medicaid underscores the significant impact of the federal COVID-19 public health emergency (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 2023, 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 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 three of federal fiscal year 2023, HHSC continued to operate the new directed payment programs developed as part of the DSRIP Transition Plan.

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<sup>1</sup> Demonstration Year 12 includes work that is tied to the state fiscal year as well.

<sup>2</sup> Enrollment data includes full-benefit Medicaid clients only. Data are final through October 2022. Data between November 2022 and May 2023 are preliminary with completion factors applied and are subject to change. June 2023 is projected. 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 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 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 of 2023 separated the continuous Medicaid coverage requirement of the Families First Coronavirus Response Act from the PHE declaration. HHSC continues to redetermine the eligibility of all Texans receiving Medicaid, in alignment with Texas' federally approved End of Continuous Medicaid Coverage Mitigation Plan. HHSC reviewed all flexibilities implemented to address needs identified during the 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 COVID-19 flexibilities in advance of the federal 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 and percentages may also not precisely reflect the absolute figures.

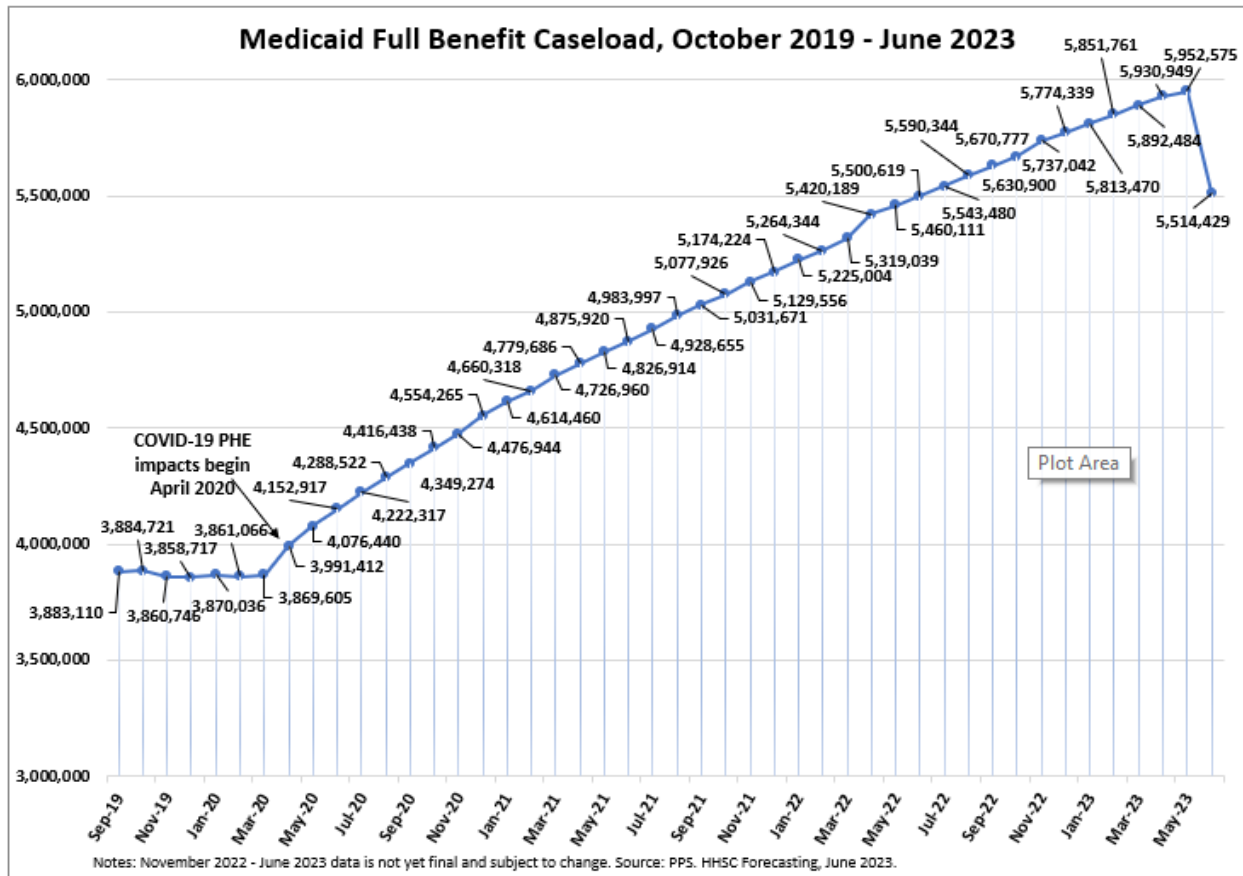


### 3. Enrollment

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 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 more than 1.6 million clients.

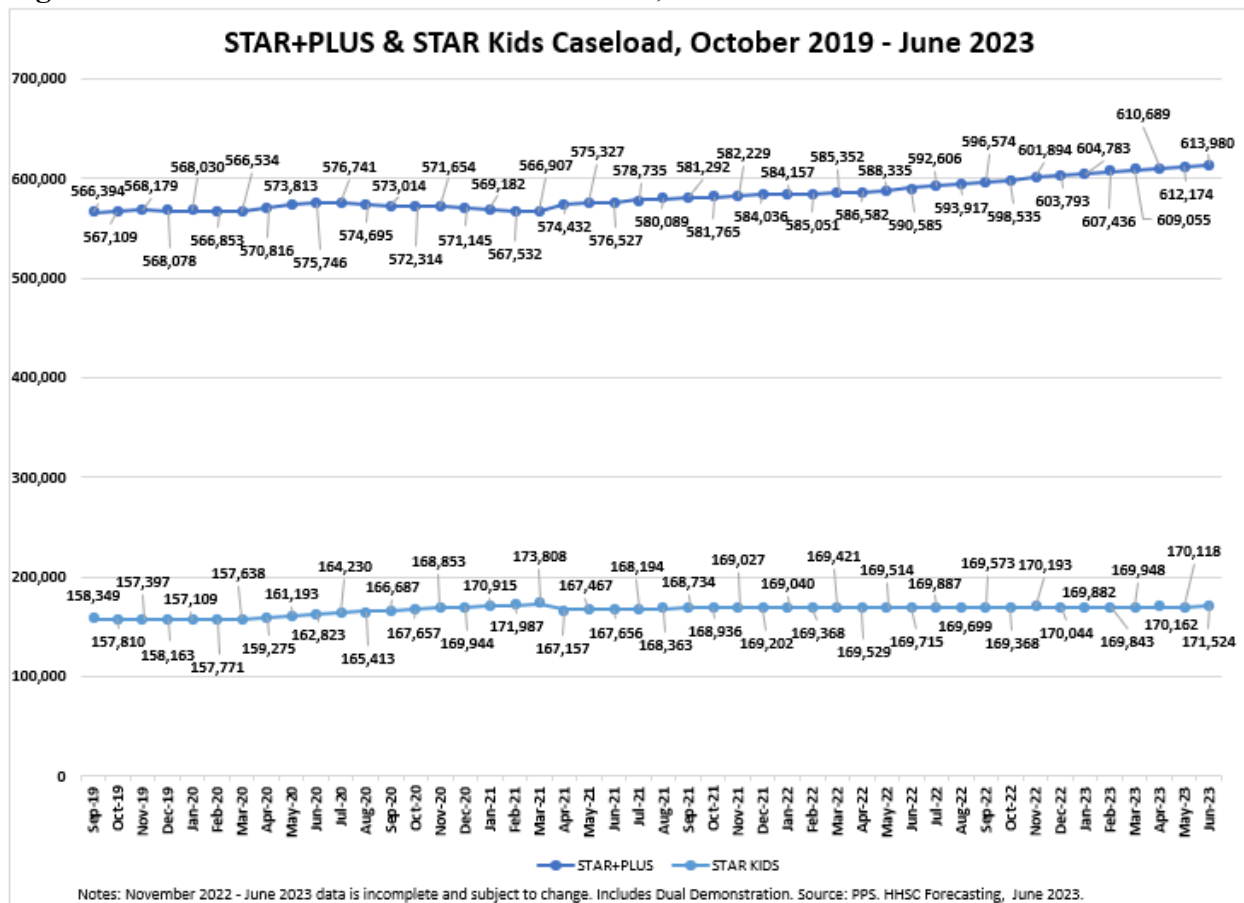
**Figure 1. Medicaid Full Benefit Caseload, October 2019 - June 2023**



Note: Data includes full-benefit Medicaid clients only. Data are final through October 2022. Data between November 2022 and May 2023 are preliminary with completion factors applied and are subject to change. June 2023 is projected. 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 PHE has been attributed to the STAR program, while disability-related managed care programs have experienced minimal impact. The graph below illustrates the impact to the STAR Kids and STAR+PLUS programs, which serve aged, blind, and disabled clients.

**Figure 2. STAR+PLUS & STAR Kids Caseload, October 2019 – June 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 quarter two 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 September 2022 through November 2022. 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 December 2022 through May 2023 for STAR, STAR+PLUS, and STAR Kids. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 5,544,715 total enrollments per month. The Dental program reported an average of 4,182,504 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.

## Enrollment Counts for the Quarter by Populations Served

This subsection includes the latest quarterly enrollment counts for which final data is available. This enrollment summary includes all Medicaid clients to demonstrate both the total number served and the number of clients in Medicaid managed care authorized under the waiver. Unique client counts per quarter will be reported on a two-quarter lag and provided every other quarter.

## Enrollment of Members with Special Health Care Needs

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

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.

HHSC established contractual requirements and a template for MCOs to submit quarterly MSHCN data (See *Attachment Q*). Beginning in August 2022, HHSC began collecting *Attachment Q*, or the *Service Coordination Report*, from MCOs, which includes more detailed data on service management and service coordination across all managed care programs, including contact attempts, reasons members declined service coordination, and the date the service plan was last updated. *Attachment Q* outlines STAR MSHCN, STAR Kids, and STAR+PLUS details by service delivery area (SDA) and MCO. Because of the time required for data collection, MSHCN data are reported on a one-quarter lag.

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.

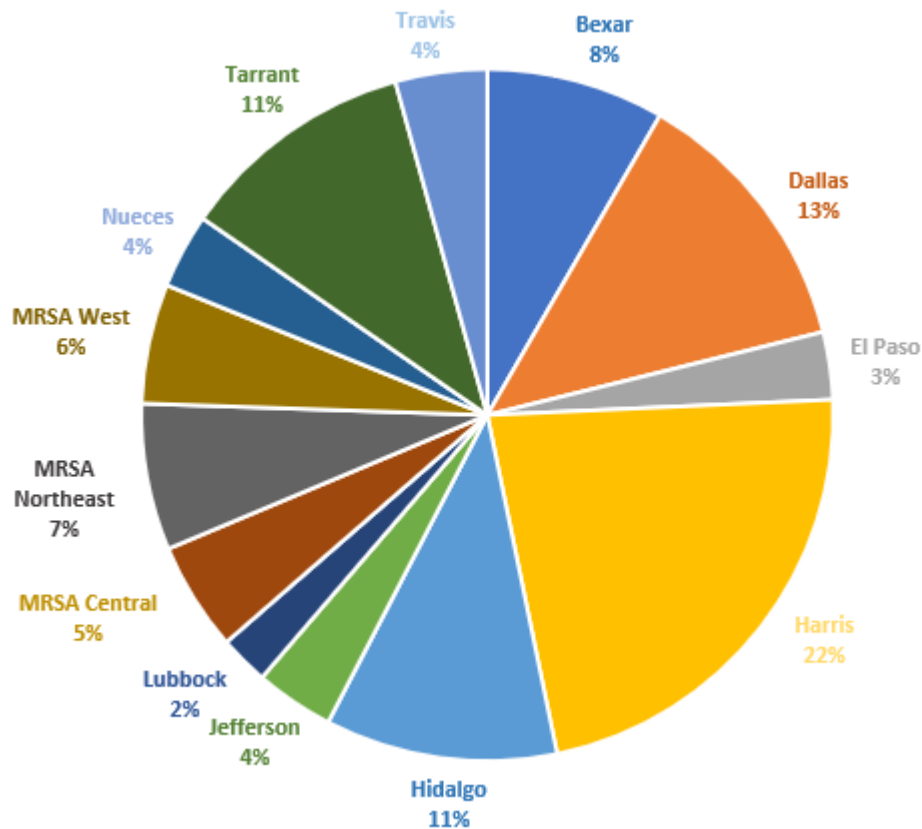
In state fiscal year 2023 quarter two, STAR MCOs reported a total of 195,836 children and adults identified as MSHCN. STAR Kids MCOs reported a total of 185,989 children and STAR+PLUS MCOs reported a total of 584,560 adults as MSHCN. Member counts are not additive and therefore members may be counted more than once if a member moves out of a service delivery area, changes MCO or service coordination levels, or gains or loses a service plan within a quarter. STAR MCOs reported 13 percent of MSHCN had a service plan, while STAR Kids and STAR+PLUS reported 42 percent and 40 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, and those who had a service plan in development.

In state fiscal year 2023 quarter two, the overall percentage of STAR MSHCN with service plans has remained consistent with the last reporting period. Since this is the first analysis of STAR Kids and STAR+ PLUS data, comparisons to previous quarters cannot be made, but future reports will include this analysis.

**Table 2. Total MSHCN Members with a Service Plan by Program 2023, Quarter 2**

	STAR MSHCN	STAR Kids	STAR+PLUS
<b>Total MSHCN Members</b>	195,836	185,989	584,560
<b>Members with a Service Plan</b>	13%	42%	40%

**Figure 3. Total STAR MSHCN, STAR Kids, and STAR+PLUS by SDA**



HHSC conducts checks in each submission of *Attachment Q*, the Service Coordination Report, to assess reporting errors and follow-up with the MCOs. In state fiscal year 2023, staff conducted a targeted review

of a sample of STAR MSHCN service plans. In addition to targeted reviews, HHSC 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 management 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 appropriate steps to address performance and compliance.

## **Anticipated Changes to Enrollment**

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

On October 28, 2020, CMS issued interim final rules which provided clarification on the continuous enrollment requirements in the Families First Coronavirus Response Act (FFCRA). CMS clarified states must transition individuals between eligibility categories during the PHE if the new Medicaid program provides the same tier of benefits or a higher tier of benefits. Texas has aligned with the interim final rule related to 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 withdraws 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.
- Beginning April 1, 2023, states may disenroll members who are 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 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 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 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 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. As reported in the monthly CMS Medicaid and CHIP CAA Reporting Metrics, 500,784 Medicaid members have been disenrolled.

## 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 distance standard of 90 percent. During state fiscal year 2023 quarter three, all MCOs met or exceeded the 90 percent standard for members’ access to PCPs. 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 sub-specialty; 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 2023 quarter three and across all Medicaid managed care programs, MCOs met or exceeded the 90 percent standard for members’ access to specialty providers for Behavioral Health-Outpatient, Nursing Facility, OB/GYN, Pediatric Sub-specialty, Prenatal, and Therapy. For the other specialty provider types, MCOs did not consistently meet network access standards during state fiscal year 2023 quarter three. 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 summarizes 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 – Specialty Providers – Number of MCOs that did not meet the standard, by Specialty Provider, Program and County designation for State Fiscal Year 2023 Q3**

Type of Specialist	Program	Number of MCOs that did not meet the standard in a county
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		<b>Metro County</b>	<b>Micro County</b>	<b>Rural County</b>
<b>Acute Care Hospital</b>	STAR	2	7	13
	STAR+PLUS	0	3	4
	STAR Kids	1	4	7
<b>Audiologist</b>	STAR	7	7	8
	STAR+PLUS	2	4	4
	STAR Kids	3	3	5
<b>Behavioral Health – Outpatient</b>	STAR	0	0	0
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Cardiovascular Disease</b>	STAR	1	3	0
	STAR+PLUS	0	1	0
	STAR Kids	1	0	0
<b>ENT (Otolaryngology)</b>	STAR	0	2	2
	STAR+PLUS	0	1	1
	STAR Kids	0	0	2
<b>General Surgeon</b>	STAR	0	2	0
	STAR+PLUS	0	1	0
	STAR Kids	0	1	0
<b>Mental Health Targeted Case Management (TCM) and Mental Health Rehabilitative Services (MHR)</b>	STAR	11	14	8
	STAR+PLUS	4	4	4
	STAR Kids	6	9	5
<b>Nursing Facility</b>	STAR+PLUS	0	0	0
<b>OB/GYN</b>	STAR	0	0	0
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Ophthalmologist</b>	STAR	2	4	1
	STAR+PLUS	0	1	1
	STAR Kids	1	4	1
<b>Orthopedist</b>	STAR	0	4	0
	STAR+PLUS	0	2	0
	STAR Kids	0	4	1
<b>Pediatric Sub-Specialty</b>	STAR	0	0	0
<i>(The standard requires access to one provider)</i>	STAR Kids	0	0	0
<b>Pharmacy</b>	STAR	14	12	2
	STAR+PLUS	3	4	1
	STAR Kids	4	8	0
<b>Prenatal</b>	STAR	0	0	0



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	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Psychiatrist</b>	STAR	1	4	2
	STAR+PLUS	0	2	1
	STAR Kids	1	2	1
<b>SUD Chemical Dependency Treatment</b>	STAR	4	10	2
	STAR+PLUS	2	4	3
	STAR Kids	3	8	4
<b>SUD Opioid Treatment</b>	STAR	14	14	13
	STAR+PLUS	4	4	4
	STAR Kids	9	9	7
<b>Therapy (Occupational, Physical, and Speech)</b>	STAR	0	0	0
	STAR+PLUS	0	0	0
	STAR Kids	0	0	0
<b>Urologist</b>	STAR	0	4	5
	STAR+PLUS	0	1	2
	STAR Kids	0	2	3

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

**Attachment H3** provides dentist analysis by DMO and county designation. During state fiscal year 2023 quarter three, 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 2023 quarter three. The DMOs' performance is being reviewed for further actions.

**Figure 5. DMO Network Adequacy Summary**

Provider Type	DMO	Number of DMOs that did not meet the standard in a county		
		Metro County	Micro County	Rural County
<b>Main Dentist</b>	DentaQuest	0	0	0
	MCNA Dental	0	0	0
	United HealthCare Dental	0	0	0
<b>Endodontist</b>	DentaQuest	0	0	0
	MCNA Dental	1	1	1
	United HealthCare Dental	1	1	1
<b>Oral Surgeon</b>	DentaQuest	0	0	0
	MCNA Dental	1	0	1

	United HealthCare Dental	1	1	1
<b>Orthodontist</b>	DentaQuest	0	0	0
	MCNA Dental	1	1	1
	United HealthCare Dental	1	1	1
<b>Pediatric Dentist</b>	DentaQuest	0	0	0
	MCNA Dental	0	0	1
	United HealthCare Dental	0	0	0

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

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

In addition to monitoring network adequacy performance of the MCOs related to primary and specialty care, HHSC continues to enhance efforts to monitor long-term services and supports, in particular, community attendant care. As part of the implementation of the Community Attendant Workforce Development Strategic Plan required by the 2020-21 General Appropriations Act, House Bill 1, 86th Texas Legislature, Regular Session, 2019 (Article II, HHSC, Rider 157)<sup>3</sup>, HHSC is enhancing provider network adequacy standards for Medicaid MCOs to ensure members have sufficient access to community care attendants. Managed care contracts have been updated to clarify that MCOs must ensure that a minimum of 90 percent of their members have timely access to community attendant care services upon authorization of services. Timeliness is defined as within seven days from the authorization. Initial data will provide a baseline for future performance monitoring, with the expectation that MCO performance will improve over time. In the coming quarters, HHSC expects to continue refining and improving the collection and analysis of this data. As the data and analysis processes continue to mature and more baseline data is compiled, HHSC expects the data quality to become more refined. HHSC is conducting a data validity analysis which may impact future reporting.

## Managed Care Provider Network

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

During state fiscal year 2023 quarter two, the unique number of credentialed specialist providers increased in all programs. Additionally, the number of unique credentialed pharmacy providers increased in the STAR and STAR Kids programs statewide during state fiscal year 2023 quarter two. Across the dental program statewide, the DMOs reported an increase 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 quarter two. The MCOs reported a variety of reasons for termination. For state fiscal year 2023 quarter two, the top three reasons for PCP and specialist terminations included:

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

the provider left a group practice, termination was requested by the provider, and the provider failed to recredential. 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 revised process implemented using state fiscal year 2022 quarter four provider network reports. 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 non-compliance using the network adequacy corrective action process. HHSC approves or denies the exception request based on the review of supporting information that demonstrates an MCO's provider contracting 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.

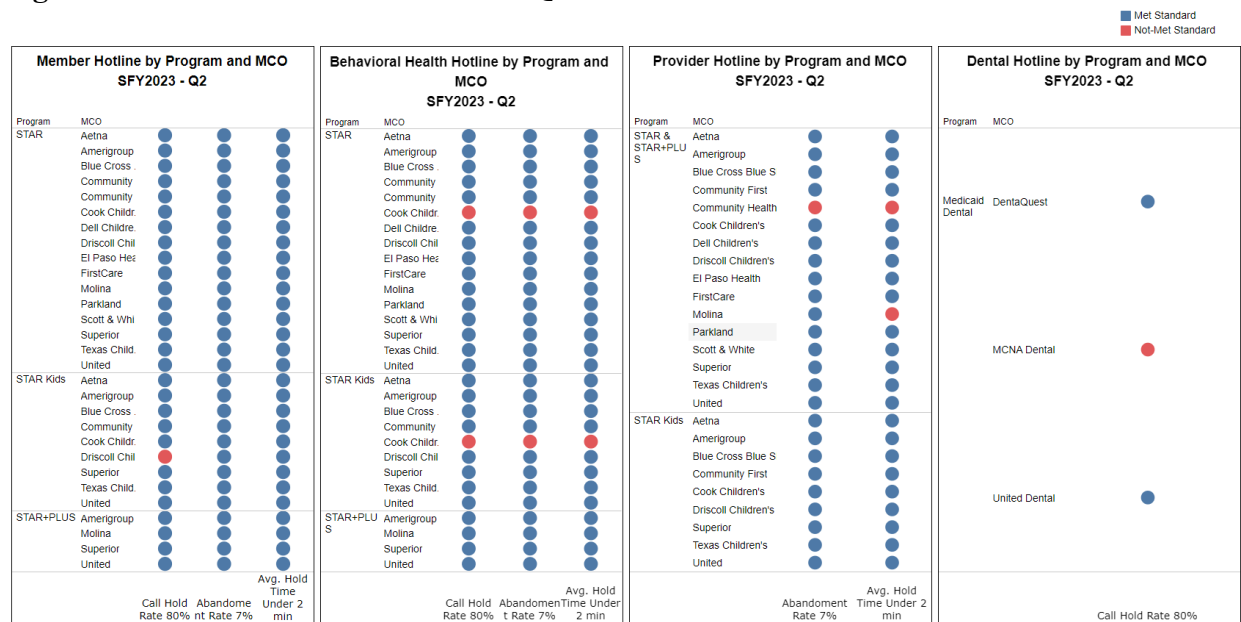
## **Hotline Performance**

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).
- ≤ 7 percent call abandonment rate; and
- ≤ 2 minutes average hold time.

Included in *Attachment M1-M4* is data from state fiscal year 2023 quarter two. 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 6. Hotline Performance SFY23 Quarter 2**



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 two, all MCOs and DMOs met the 80 percent benchmark, except Community First Health Plan (78 percent) and Cook Children’s (73 percent) in STAR and Cook Children’s (70 percent) and Community First Health Plan (79 percent) in STAR Kids. HHSC is monitoring on an ongoing basis and has not identified access to care concerns, issues, or complaints with these MCOs.

### Appointment Availability

HHSC directly monitors MCO provider networks. Section 8.1.3 of the Uniform Managed Care Contract, and corresponding sections of the other managed care contracts, requires that all members have access to all covered services on a timely basis, consistent with medically appropriate guidelines and accepted practice parameters. MCOs that do not meet minimum performance thresholds are subject to contract remedies, including CAPs and liquidated damages (LDs). For quarter three of state fiscal 2023, the primary care provider study was conducted. Results for the 2023 primary care provider study by program are outlined in Table 3.

**Table 3. Primary Care Provider Appointment Availability Standards**

Standard	STAR		STAR+PLUS	STAR Kids
	STAR Child	STAR Adult		
Preventive care - within ninety (90) calendar days	99.6%	99.6%	99.1%	99.1%
Routine primary care - within fourteen (14) calendar days	100%	100%	100%	100%
Urgent care - within twenty-four (24) hours	100%	100%	100%	100%

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

OON Emergency Room (ER) (<20 percent Standard)

- STAR
  - Dell Children’s (49.58%) – Approved SERT on file

OON Inpatient (<15 percent Standard)

- STAR
  - Dell Children’s (29.12%) – Approved SERT on file

OON Other Outpatient (<20 percent Standard)

- STAR
  - Aetna (20.97%) – Approved SERT on file

## **Oversight of MCOs and DMOs**

HHSC staff routinely evaluate, and compile data reported by the MCOs and DMOs. All instances of non-compliance have 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, 86<sup>th</sup> 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. HHSC and CMS continue to discuss the amendment.

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

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

#### Maternal and Child Health

House Bill 133, 87<sup>th</sup> Texas Legislature, Regular Session, 2021, directs 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. HHSC and CMS continue to discuss the amendment.
- 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.
- Transition the Healthy Texas Women (HTW) program services<sup>4</sup> 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 proposes 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 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 public health emergency. The

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

proposed effective date for this amendment is December 31, 2023. HHSC submitted this amendment to CMS on May 1, 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’s “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 is in the process of addressing any outstanding issues identified in the report. HHSC will also coordinate with CMS to develop a corrective action plan to reflect any ongoing remediation requirements.

### **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 state fiscal year 2022 quarter four, HHSC posted and awarded a



contracted vendor to establish a direct service employer registry. The registry aims to connect direct care workers with potential employers. Direct care workers would have access to training through the registry at no cost. Implementation began in state fiscal year 2022 quarter four and will continue through the anticipated target completion date in June 2023. HHSC has sent out the first GovDelivery announcement for the website and plans to continue advertising throughout the summer. During state fiscal year 2023 quarter one, HHSC released two surveys to gain insight into the needs of direct care workers and perceptions of the local workforce development boards on recruitment and retention efforts. HHSC has analyzed the survey data and the finalized reports were made publicly available during state fiscal year 2023 quarter two. During state fiscal year 2023 quarter two, HHSC also partnered with the Texas Workforce Commission to acquire data related to the workforce from the WorkInTexas.com job-matching platform. HHSC completed a brief on the subject of community attendants during state fiscal year 2023 quarter two. During state fiscal year 2023 quarter three, HHSC researched the Senior Community Service Employment Program and the TXWorks program in order to expand the workforce. HHSC also continued working on the employer registry, Direct Care Careers, with an anticipated launch during quarter four of state fiscal year 2023. During the 88th legislative session, community attendant wages were increased and HHSC is working through 1915(c) waiver amendments with CMS as well as agency rate process to effectuate the rate changes. .

## **Critical Incident Management System**

HHSC has implemented a new statewide critical incident management system (CIMS) for reporting critical incidents. 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 has 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 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*<sup>5</sup> includes complaints data compiled from both MCOs/DMOs and HHSC for members and providers. The reports in *Attachment O* will be submitted in the next report to reflect state fiscal year 2023 quarter two. 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 quarter two. During the reporting period, STAR MCOs collectively reported 2,575 member appeals resolved. STAR+PLUS MCOs reported 2,123 and STAR Kids MCOs reported 1,034 member appeals resolved. DMOs collectively reported 545 member appeals resolved.

Member appeal reports are submitted monthly. Most MCOs met the compliance standard for one or more months. Dell Children's Health Plan, FirstCare, and Parkland did not meet the 98 percent compliance standard for 30-day appeals resolved timely in the STAR program during the quarter. Aetna did not meet the 98 percent compliance standard for 30-day appeals resolved timely in the STAR Kids program during the quarter. Amerigroup did not meet the 98 percent compliance standard for 30-day appeals resolved timely in the STAR+PLUS program during the quarter. Identified instances of non-compliance are reviewed quarterly for remedies, as stated in the contract, that include but are not limited to, CAPs and liquidated damages assessments.

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

## 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 2023 quarter three. These attachments include the total number of referrals received and the allegation category.

## 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 through state fiscal year 2023 quarter two. *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 third quarter of state fiscal year 2023, FFH received 570 fair hearing requests for the programs authorized under the waiver (68 for the STAR program, 134 for the STAR Kids program, and 368 for the STAR+PLUS program). FFH has issued 572 decisions related to the waiver in the third quarter, 125 were withdrawn by the appellant, 239 were dismissed, 177 were upheld, and 31 were reversed by the presiding Fair Hearings Officer. Of the 570 fair hearing requests received in the quarter, 268 decisions were pending final resolution. The data for the appeal requests were from Appeals sent April 1, 2023 through June 30, 2023. The data for the decisions are from Decisions issued from April 1, 2023, through June 30, 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 the 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 third quarter of state fiscal year 2023, HHSC received 183 EMR requests for the following Medicaid managed care programs: 35 for the STAR program, 59 for the STAR Kids program, 85 for the STAR+PLUS program, and four for dental services. Of the 183 EMR requests, 137 MCO internal appeal decisions were upheld by the IRO, 37 MCO internal appeal decisions were overturned by the IRO, five MCO internal appeal decisions were partially overturned by the IRO, and three were withdrawn by the member before assignment to an IRO, and one was withdrawn prior to assignment. There was an overall increase of 86 requests (89 percent) from the previous quarter. Due to the small numbers across all plans, no trends or issues were identified.

## 7. Quality

### Performance Improvement Projects (PIPs)

The Balanced Budget Act of 1997 requires all states with MMC to ensure health plans conduct Performance Improvement Projects (PIPs). According to federal regulations (at 42 CFR 438.330), PIPs must be designed, through ongoing measurements and interventions, to achieve significant improvement, sustained over time, in clinical care and nonclinical care areas that have a favorable effect on health outcomes and enrollee satisfaction. MCOs and DMOs create PIPs, report on their progress annually, and provide a final report on their PIPs. The External Quality Review Organization (EQRO) evaluates the PIPs in accordance with CMS' EQRO protocols.

HHSC, in collaboration with the EQRO, hosted a PIP Workshop June 20 - 21, 2023. The primary audience of the workshop was the State's MCO and DMO quality teams. During the workshop, HHSC and the EQRO conducted presentations and led discussions on PIP best practices, including how to create impactful PIPs, effective sampling, and intervention selection, as well as how to utilize rapid Plan-Do-Study-Act (PDSA) cycles. The workshop also included discussions about the upcoming 2024 PIP measure specifications. The second day of the workshop included one-on-one technical assistance calls with MCOs to provide direct and specific feedback on their current and upcoming PIPs. The final session was comprised of a select panel of MCO and DMO representatives who shared their experiences and best practices regarding implementing collaborative PIPs.

### Maternal Health

In April 2023, the CMS-sponsored Improving Postpartum Care Affinity Group concluded after two years of quality improvement work. HHSC was honored to have participated for the full duration of the affinity group, in which four of its MCOs collaborated with the State to implement tests of change using the PDSA cycle framework to improve maternal health for members with hypertension.

### Annual Technical Report (ATR)

The Annual Technical Report (ATR) and Companion were submitted to CMS and published on HHSC's website on April 28, 2023. MCOs and DMOs were notified via an MCO notice that the ATR and Companion were submitted and published. HHSC created preliminary plans to respond to the EQRO's findings and recommendations.

## **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 2023

On August 1, 2022, CMS approved five directed payment programs:

1. Directed Payment Program for Behavioral Health Services (DPP for BHS),
2. Quality Incentive Payment Program (QIPP),
3. Comprehensive Hospital Increase Reimbursement Program (CHIRP),
4. Texas Incentives for Physicians and Professional Services (TIPPS), and
5. Rural Access to Primary and Preventive Services Program (RAPPS).

HHSC, working with contracted Medicaid MCOs, successfully implemented these programs.

### State Fiscal Year 2024

The State submitted the fiscal year 2024 preprints for the aforementioned 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 two and forecasted data for quarters three and four.

HHSC developed federal fiscal year 2023 Medicaid managed care rates that meet the actuarial soundness and federal requirements. Actuarial certification reports were submitted to CMS and the Office of the Actuary 45 days prior to the start of the rating period. HHSC is still awaiting approval of many of the contracts and capitation rates for federal fiscal year 2023.

Due to the significant impact of the COVID-19 PHE, HHSC adjusted the standard base periods used in prior rate settings. Beginning March 2020, all programs experienced significant declines in the average cost due to large scale shutdowns and deferral of services. As a result, we determined that the March 2020 through August 2020 data is not indicative of future cost patterns. The base period for all rating components was defined as March 2019 through February 2020 which is the most recent twelve-month period not impacted by the PHE. In the actuaries' opinion, COVID-19 presented unprecedented challenges to setting prospective actuarially sound capitation rates that would appropriately consider the impact of COVID-19 on Medicaid cost and utilization. HHSC did not include these costs in the capitation rates and paid COVID-19 costs through a non-risk arrangement.

The rate changes varied by managed care program, MCO, region, and risk group, with an aggregate average rate decrease of approximately 2 percent compared to the federal fiscal year 2022 capitation rates. This figure excludes the impact of mid-year revisions to the capitation rates. HHSC submitted fiscal year 2023 rate amendments 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 2023 quarter three, including:

- HHSC submitted the HCBS settings statewide transition plan to CMS for final approval. CMS provided final approval of HHSC's STP in July 2023. HHSC also participated in CMS site visits to HCBS providers as part of CMS' HCBS settings heightened scrutiny review. Next steps include working with CMS to develop a corrective action plan for any remaining areas of non-compliance with the HCBS Settings Rule.
- Over 900 STAR Kids members across the state are participating in the Comprehensive Health Homes for Integrated Care (CHIC) Kids Pilot program offered at 11 sites operated through voluntary partnerships between a member's MCO and a provider serving as a health home. This pilot began December 1, 2022, and aims to assess the impact of integrative care coordination through health homes for children with medically complex conditions and their families.

Challenges successfully navigated during federal fiscal year 2023 quarter three include:

- Continued transition of COVID-19 related flexibilities to ongoing policy, where appropriate, including the use of remote delivery for several services.
- Direction to providers and MCOs regarding flexibilities that ended on May 11, 2023, at the end of the federal PHE.
- Adoption of rules allowing MCOs to provide more service coordination or service management using telecommunications or information technology.
- Initiated end of continuous coverage activities 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.

- Implementing a policy change to better serve medically fragile adults.

## 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
  - Community First Health Plans, Inc. – Bexar Service Area
  - El Paso Health – El Paso Service Area
  - Community Health Choice Texas, Inc. – Harris Service Area
- Start of Operations: September 1, 2024

### STAR

- 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

**Table 3. Consideration 1**

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

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	decisions for Medicaid services available for persons under age 21.
Estimated Number of Beneficiaries	Estimated (as of December 2022) at 4,346,025.
If Issue, Remediation Plan and Timeline for Resolution / Updates in Status if Previously Reported.	HHSC and DSHS will continue to follow the obligations in the remaining portions of the consent decree and corrective action orders until they are dismissed by the court.
Type of Consideration	<i>New litigation</i>
Summary of Consideration	<i>Cascades at Galveston Rehab, LP, et al</i> 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.
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.

## 13. Health IT

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

The HIE Connectivity Project is a Texas Medicaid initiative funded by CMS. The project consists of three strategies. Successful implementation of the three strategies will result in increased HIE adoption by Medicaid providers, creation of new HIE capacity in Texas, and bring clinical information into the Texas Medicaid program through HIE. The following is an update regarding progress made for each strategy, 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 June 30, 2023, 528 providers are currently approved through Strategy 1 to join with the three local HIEs: C3HIE (formerly known as HASA), Greater Houston Healthconnect (GHH), and Connected Care Exchange (formerly Rio Grande Valley HIE). Providers onboarded to the project belong to 122 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. A master patient index (MPI) and HL7 integration engine are used to process data, including Admission, Discharge, Transfer (ADT) alerts and Consolidated-Clinical Document Architecture (C-CDA) messages received from the three local HIEs currently participating in the project. HIETexas continues to support a user interface for individuals designated by HHSC, integration work and technical assistance for local HIEs, as well as activities and capabilities required for C-CDA Transition of Care summaries and Emergency Department Encounter Notification (EDEN) ADT alerts delivered to Texas Medicaid. Additionally, patient census information is automatically obtained and ingested via the EDEN software platform for query services. This includes the capability to query and retrieve documents from multiple HIE networks at the local and national level. These queried documents can be pushed to Texas Medicaid and the growing list of other EDEN subscribers.

**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)/rehab. As of June 30, 2023, THSA has made direct connections to 129 hospitals and urgent care facilities. Seventy five 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 continue to be received through HIETexas and sent to Texas Medicaid and EDEN subscribers. HHSC is in the process of analyzing and mapping project data, which will be made accessible and usable to various departments and program areas within HHS.

## **PULSE**

PULSE infrastructure, which interconnects disparate health information from multiple sources in response to a disaster, continues to operate and is ready for use to help Texans during the upcoming hurricane season. PULSE allows authorized users to query 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 this calendar year, and THSA continues to provide PULSE demonstrations for end users.

HHSC is finalizing preparation to have CMS certify the PULSE system and HIE Connectivity Project's Strategies 2 and 3.

## 14. Evaluation

HHSC completed the following 1115 Waiver evaluation activities during Federal Fiscal Year 2023, Quarter three:

- HHSC held a virtual Quarterly Meeting with Texas A&M University (TAMU) on June 1, 2023, to discuss overall progress on the evaluation.
- HHSC analysts transferred evaluation-related data to TAMU in April and May 2023.
- HHSC held phone calls with TAMU on April 18, 2023, and May 12, 2023, to continue conversations on extending their current contract for the 1115 Evaluation Design covering DYs 10-19.
  - CMS indicated by email on December 15, 2022, no concerns with pursuing a contract extension with the current evaluator.
  - TAMU signed a Letter of Intent and Termination Notice on May 16, 2023. These documents indicate TAMU’s current contract will end on August 31, 2023, and the contract for the Evaluation Design covering DYs 10-19 will start on September 1, 2023.

### Modifications to the Evaluation Design

HHSC did not make modifications to the 1115 Evaluation Designs during Federal Fiscal Year 2023, quarter three.

### 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, in accordance with the 2021 STCs).

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

**Table 4. Evaluation-related Deliverables**

Type of Evaluation Deliverable	Due Date	State Notes or Comments	Description of Any Anticipated Issues
<b>Evaluation Design Plan (2017 STCs)</b>	N/A	CMS approved the Evaluation Design on 8/2/2018.	N/A
<b>Obtain Independent External Evaluator (2017 STCs)</b>	N/A	HHSC executed the contract with TAMU on 8/31/2019.	N/A
<b>Interim Evaluation Report (2017 STCs)</b>	N/A	CMS approved TAMU’s revised Interim Report to CMS on 8/2/2022.	N/A

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<b>Evaluation Design Plan (2021 STCs)</b>	N/A	CMS approved the Evaluation Design on 5/26/2022.	N/A
<b>Obtain Independent External Evaluator (2021 STCs)</b>	9/1/2023 <sup>1</sup>	HHSC received a signed Letter of Intent and Termination Notice from TAMU on 5/16/23 confirming their intent to serve as the external evaluator for the waiver extension.	<i>No issues anticipated at this time</i>
<b>Interim Evaluation Reports (2021 STCs)</b>	3/31/2024 <sup>2</sup> ; 3/31/2027; 9/30/2029		<i>No issues anticipated at this time</i>
<b>Summative Evaluation Report (2021 STCs)</b>	3/30/2032		<i>No issues anticipated at this time</i>

*Notes.* <sup>1</sup> 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. <sup>2</sup> 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

The state is providing the following summary of the post-award forum as required for the reporting period in which the forum was held and will also include this summary in the annual report.

In compliance with STC 79, and as part of the Medical Care Advisory Committee (MCAC) meeting, HHSC hosted a public post-award forum in-person with a virtual attendance option on June 8, 2023, to provide the public with an annual update on progress of the THTQIP waiver. The public forum was held at the Winters Building Public Hearing Room, 701 W. 51<sup>st</sup> Street Austin, TX 78751. The date, time, and location of the public forum were published on HHSC's website 30 days in advance of the meeting.

During the June 2023 post-award public forum, HHSC provided the public with an update on the following Transformation waiver topics: evaluation design plan, amendments update, end of continuous Medicaid coverage, legislative update, supplemental payments, directed payment programs (DPPs), and budget neutrality. A link to the 1115 DY11 annual report was also provided to the public. The presentation and agenda were posted to the HHSC website.

HHSC received one written comment from the following stakeholder: Texas Hospital Association. The stakeholder commented on support for the THTQIP waiver program and HHSC's effort to redetermine eligibility for 2.7 million Medicaid enrollees in continuous coverage following the end of the public health emergency. The stakeholder indicated appreciation of HHSC obtaining re-approval of five DPPs for FY 2023. The stakeholder expressed ongoing support for:

- Securing a favorable budget neutrality determination in the ongoing rebasing exercise;
- Gaining approval for HHSC's pending proposal to modify the years of claims and encounter data used in the second UC resizing;
- Securing FY 2024 DPP approvals from CMS;
- Fully implementing an extension of postpartum coverage to 12 months following the end of pregnancy;
- Continuing to reinforce the behavioral health safety net; and
- Ongoing refinement of hospital quality initiatives in Medicaid.

## 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 annual and quarterly Dental, STAR, STAR Kids and STAR+PLUS enrollment summaries.

**Attachment B2 - Medicaid Enrollment Reports.** Includes Medicaid Enrollment Reports from September through November 2022.

**Attachment B3 – Disenrollment Summary.** The attachment includes quarterly and annual Dental, STAR, and STAR+PLUS disenrollment summaries.

**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.

**Attachments 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 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 Delivery Area  
SFY23 Q3 Report

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

**Attachment B1  
Enrollment Summary  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share
<b>Dental</b>	Statewide	DentaQuest	2,239,397	53%
		MCNA	1,477,026	35%
		United Dental	500,233	12%
<b>Dental Total</b>			<b>4,216,656</b>	<b>100%</b>
<b>STAR</b>	Bexar	Aetna	41,717	1%
		Amerigroup	17,524	0%
		Community First	177,504	4%
		Superior	187,370	4%
	Dallas	Amerigroup	343,381	7%
		Molina	51,453	1%
		Parkland	242,227	5%
	El Paso	El Paso First	102,790	2%
		Molina	6,475	0%
		Superior	69,469	1%
	Harris	Amerigroup	119,069	2%
		CHC	372,691	8%
		Molina	19,206	0%
		Texas Children's	517,343	11%
		United	152,307	3%
	Hidalgo	Driscoll Children's	158,205	3%
		Molina	59,172	1%
		Superior	210,395	4%
		United	72,192	2%
	Jefferson	Amerigroup	12,671	0%
		CHC	34,270	1%
		Molina	6,070	0%
		Texas Children's	55,341	1%
		United	31,656	1%
	Lubbock	Amerigroup	14,891	0%
		FirstCare	56,214	1%
		Superior	52,044	1%
	MRSA Central	Amerigroup	30,058	1%
		Scott & White	69,971	1%
		Superior	128,382	3%

**Attachment B1  
Enrollment Summary  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)**

	<b>SDA</b>	<b>MCO</b>	<b>Q2</b>	<b>Market Share</b>
	MRSA Northeast	Amerigroup	107,024	2%
		Superior	173,244	4%
	MRSA West	Amerigroup	53,365	1%
		FirstCare	67,243	1%
		Superior	141,583	3%
	Nueces	Driscoll Children's	99,864	2%
		Superior	31,201	1%
		United	5,168	0%
	Tarrant	Aetna	103,779	2%
		Amerigroup	193,673	4%
		Cook Children's	170,317	4%
	Travis	BCBS	60,167	1%
		DELL	46,231	1%
		Superior	141,852	3%
	<b>STAR Total</b>			<b>4,806,769</b>
<b>STAR Kids</b>	Bexar	Community First	7,745	5%
		Superior	7,148	4%
	Dallas	Aetna	7,070	63%
		Amerigroup	15,420	9%
	El Paso	Amerigroup	1,427	1%
		Superior	3,579	2%
	Harris	Amerigroup	6,959	4%
		Texas Children's	21,882	13%
		United	10,162	6%
	Hidalgo	Driscoll Children's	6,682	4%
		Superior	9,764	6%
		United	6,182	4%
	Jefferson	Texas Children's	2,933	2%
		United	2,310	1%
	Lubbock	Amerigroup	1,412	1%
		Superior	2,130	1%
	MRSA Central	BCBS	4,984	3%
		United	4,561	3%
	MRSA Northeast	Texas Children's	5,683	3%
		United	5,662	3%
	MRSA West	Amerigroup	3,188	2%
		Superior	4,079	2%

**Attachment B1  
Enrollment Summary  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)**

	SDA	MCO	Q2	Market Share	
	Nueces	Driscoll Children's	4,086	2%	
		Superior	1,260	1%	
	Tarrant	Aetna	5,998	4%	
		Cook Children's	9,739	6%	
	Travis	BCBS	3,995	2%	
		Superior	3,758	2%	
<b>STAR Kids Total</b>			<b>169,798</b>	<b>3%</b>	
<b>STAR+PLUS</b>	Bexar	Amerigroup	11,199	2%	
		Molina	7,950	1%	
		Superior	31,355	5%	
	Dallas	Molina	37,858	7%	
		Superior	31,218	5%	
	El Paso	Amerigroup	12,132	2%	
		Molina	10,689	2%	
	Harris	Amerigroup	39,883	7%	
		Molina	13,145	2%	
		United	66,162	11%	
	Hidalgo	Molina	29,103	5%	
		Superior	35,794	6%	
	Jefferson	Amerigroup	5,984	1%	
		Molina	5,227	1%	
		United	9,585	2%	
	Lubbock	Amerigroup	6,826	1%	
		Superior	7,448	1%	
	MRSA Central	Superior	16,920	3%	
		United	16,097	3%	
	MRSA Northeast	Molina	16,984	3%	
		United	31,153	1%	
	MRSA West	Amerigroup	15,598	3%	
		Superior	21,690	4%	
	Nueces	Superior	10,862	2%	
		United	10,889	2%	
	Tarrant	Amerigroup	34,822	6%	
		Molina	12,298	2%	
	Travis	Amerigroup	10,548	2%	
		United	17,774	3%	
	<b>STAR PLUS Total</b>			<b>577,193</b>	<b>10%</b>

**Attachment B1  
Enrollment Summary  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)**

	<b>SDA</b>	<b>MCO</b>	<b>Q2</b>	<b>Market Share</b>
<b>STAR, STAR Kids, and STAR+PLUS Total</b>			<b>5,553,760</b>	<b>100%</b>



**Medicaid Enrollment Report, as of September 2022**  
Compiled in April 2023

MEDICAID ENROLLMENT BY MODEL			
Full Benefits Only <sup>(1)</sup>			
	Clients	Percent	
<b>MEDICAID (Full Benefits)</b>	<b>5,630,900</b>		
Fee For Service	214,700	3.8%	
Managed Care	5,416,200	96.2%	
Total Clients (Full and Partial Benefits)			
	Clients	Percent	Change from Prior Month
<b>TOTAL MEDICAID</b>	<b>6,387,512</b>		0.7% <span style="color: green;">↑</span>
Fee For Service	971,312	15.2%	-0.2% <span style="color: red;">↓</span>
Managed Care	5,416,200	84.8%	0.9% <span style="color: green;">↑</span>

MEDICAID ENROLLMENT (Full and Partial Benefits)						
BY MCO PROGRAM	Total Clients	Percent of Total	Change from Prior Month			
STAR	4,603,713	85%	0.95%	<span style="color: green;">↑</span>		
STAR+PLUS	562,618	10%	0.53%	<span style="color: green;">↑</span>		
Dual Demo	33,956	1%	-0.92%	<span style="color: red;">↓</span>		
STAR Health	46,340	1%	1.73%	<span style="color: green;">↑</span>		
STAR Kids	169,573	3%	-0.07%	<span style="color: red;">↓</span>		
TOTAL MCO	5,416,200		0.87%	<span style="color: green;">↑</span>		
STAR+PLUS and MMP HOME AND COMMUNITY BASED SERVICES (HCBS)						
	Med Only	Dual Eligibles	Demo	Total	% of Total	Change from Prior Month
SSI	20,042	22,766	3,085	45,893	74%	0.7% <span style="color: green;">↑</span>
SSI-Related MAO	425	14,697	903	16,025	26%	0.3% <span style="color: green;">↑</span>
TOTAL HCBS	20,467	37,463	3,988	61,918		0.63% <span style="color: green;">↑</span>

(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 04/11/2023 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs		
MCO	Clients	Market Share
Superior	31,382	18.5%
Texas Children's	30,516	18.0%
United	29,065	17.1%
Amerigroup	28,602	16.9%
Aetna	12,952	7.6%
Driscoll Children's	10,683	6.3%
Cook Children's	9,764	5.8%
BCBS	8,841	5.2%
Community First	7,768	4.6%
		0.0%
<b>TOTAL</b>	<b>169,573</b>	

STAR KIDS: ENROLLMENT BY RISK GROUP		
RISK GROUP	Clients	Market Share
<1	559	0.3%
1-5	16,159	9.5%
6-14	76,252	45.0%
15-21	65,782	38.8%
MDCP Waiver	5,910	3.5%
YES Waiver	1,258	0.7%
IDD Waiver	3,653	2.2%
<b>TOTAL</b>	<b>169,573</b>	

STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
Risk Group	Total	Percent
Community	495,366	83.0%
• Non-HCBS (State Plan)	437,436	73.3%
•• Non-Medicare	200,011	33.5%
•• Medicare	237,425	39.8%
• HCBS (STAR+PLUS Waiver)	57,930	9.7%
•• Non-Medicare	20,467	3.4%
•• Medicare	37,463	6.3%
Nursing Facility	43,767	7.3%
• Non-Medicare	5,704	1.0%
• Dual Eligible	38,063	6.4%
IDD	17,532	2.9%
MMP	33,956	5.7%
• State Plan	26,835	4.5%
• STAR+PLUS Waiver	3,988	0.7%
• Nursing Facility	3,133	0.5%
MBCC	5,953	1.0%
<b>TOTAL</b>	<b>596,574</b>	

ENROLLMENT BY MEDICAID MCOs		
MCO	Clients	Market Share
Superior	1,328,649	24.5%
Amerigroup	1,026,764	19.0%
Texas Children's	578,699	10.7%
United	426,480	7.9%
CHC	392,767	7.3%
Molina	278,716	5.1%
Driscoll Children's	257,362	4.8%
Parkland	234,910	4.3%
Community First	177,530	3.3%
Cook Children's	173,856	3.2%
Aetna	148,706	2.7%
FirstCare	116,951	2.2%
El Paso First	98,247	1.8%
Scott & White	66,608	1.2%
BCBS	66,080	1.2%
Dell	43,875	0.8%
		0.0%
		0.0%
		0.0%
<b>TOTAL</b>	<b>5,416,200</b>	

ENROLLMENT BY DENTAL MCOs		
MCO	Clients	Market Share
DentaQuest	2,194,410	53.9%
MCNA	1,449,557	35.6%
United Dental	425,295	10.5%
<b>TOTAL</b>	<b>4,069,262</b>	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
AGE CATEGORY		
	Clients	Percent
<1	249,315	3.9%
1-5	1,124,636	17.6%
6-18	2,620,746	41.0%
19-20	299,630	4.7%
21-64	1,611,229	25.2%
65+	481,956	7.5%
<b>TOTAL</b>	<b>6,387,512</b>	

AGE CATEGORY		
	Clients	Percent
< 21	4,294,327	67.2%
>=21	2,093,185	32.8%
<b>TOTAL</b>	<b>6,387,512</b>	

RACE/ETHNICITY		
	Clients	Percent
White	1,082,628	16.9%
Black	980,773	15.4%
Hispanic	3,115,097	48.8%
Other	135,887	2.1%
Unknown	1,073,122	16.8%
<b>TOTAL</b>	<b>6,387,507</b>	

ELIGIBILITY CATEGORY		
	Clients	Percent
<b>Children</b>		
SSI Child	162,440	2.5%
SSI Related MAO	5,521	0.1%
Newborn	246,112	3.9%
Child 1-21	3,869,983	60.6%
Medically Needy <sup>(3)</sup>	91	0.0%
<b>Adults</b>		
Pregnant Women	449,624	7.0%
SSI Adult <sup>(4)</sup>	545,793	8.5%
SSI Related MAO	98,388	1.5%
Parent	246,628	3.9%
MBCC	6,320	0.1%
<b>Other Programs</b>		
Emergency (Partial)	8,470	0.1%
Dual Eligibles	322,297	5.0%
HTW XIX	425,845	6.7%
<b>TOTAL <sup>(5)</sup></b>	<b>6,387,512</b>	

Sub-Category (included in above groups)		
AAPCA	71,056	1.1%

**Medicaid Enrollment Report, as of October 2022**  
Compiled in May 2023

MEDICAID ENROLLMENT BY MODEL			
<b>Full Benefits Only <sup>(1)</sup></b>			
	<b>Clients</b>	<b>Percent</b>	
<b>MEDICAID (Full Benefits)</b>	<b>5,670,777</b>		
Fee For Service	212,305	3.7%	
Managed Care	5,458,472	96.3%	
<b>Total Clients (Full and Partial Benefits)</b>			
	<b>Clients</b>	<b>Percent</b>	<b>Change from Prior Month</b>
<b>TOTAL MEDICAID</b>	<b>6,430,562</b>		0.7% ↑
Fee For Service	972,090	15.1%	0.1% ↑
Managed Care	5,458,472	84.9%	0.8% ↑

MEDICAID ENROLLMENT (Full and Partial Benefits)						
<b>BY MCO</b>	<b>Total Clients</b>	<b>Percent of Total</b>	<b>Change from Prior Month</b>			
<b>PROGRAM</b>						
STAR	4,643,993	85%	0.87%	↑		
STAR+PLUS	564,930	10%	0.41%	↑		
Dual Demo	33,605	1%	-1.03%	↓		
STAR Health	46,576	1%	0.51%	↑		
STAR Kids	169,368	3%	-0.12%	↓		
TOTAL MCO	5,458,472		0.78%	↑		
<b>STAR+PLUS and MMP HOME AND COMMUNITY BASED SERVICES (HCBS)</b>						
	<b>Med Only</b>	<b>Dual Eligibles</b>	<b>Demo</b>	<b>Total</b>	<b>% of Total</b>	<b>Change from Prior Month</b>
SSI	20,189	22,925	3,084	46,198	74%	0.7% ↑
SSI-Related MAO	430	14,742	902	16,074	26%	0.3% ↑
TOTAL HCBS	20,619	37,667	3,986	62,272		0.57% ↑

(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 05/09/2023 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
Superior	31,411	18.5%
Texas Children's	30,464	18.0%
United	28,968	17.1%
Amerigroup	28,541	16.9%
Aetna	12,962	7.7%
Driscoll Children's	10,686	6.3%
Cook Children's	9,725	5.7%
BCBS	8,853	5.2%
Community First	7,758	4.6%
		0.0%
<b>TOTAL</b>	<b>169,368</b>	

STAR KIDS: ENROLLMENT BY RISK GROUP		
<b>RISK GROUP</b>	<b>Clients</b>	<b>Market Share</b>
<1	532	0.3%
1-5	16,002	9.4%
6-14	76,108	44.9%
15-21	65,942	38.9%
MDCP Waiver	5,949	3.5%
YES Waiver	1,234	0.7%
IDW Waiver	3,601	2.1%
<b>TOTAL</b>	<b>169,368</b>	

STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
<b>Risk Group</b>	<b>Total</b>	<b>Percent</b>
Community	497,297	83.1%
• Non-HCBS (State Plan)	439,011	73.3%
•• Non-Medicare	200,149	33.4%
•• Medicare	238,862	39.9%
• HCBS (STAR+PLUS Waiver)	58,286	9.7%
•• Non-Medicare	20,619	3.4%
•• Medicare	37,667	6.3%
Nursing Facility	44,048	7.4%
• Non-Medicare	5,686	0.9%
• Dual Eligible	38,362	6.4%
IDW	17,603	2.9%
MMP	33,605	5.6%
• State Plan	26,563	4.4%
• STAR+PLUS Waiver	3,986	0.7%
• Nursing Facility	3,056	0.5%
MBCC	5,982	1.0%
<b>TOTAL</b>	<b>598,535</b>	

ENROLLMENT BY MEDICAID MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
Superior	1,338,439	24.5%
Amerigroup	1,034,299	18.9%
Texas Children's	583,673	10.7%
United	430,060	7.9%
CHC	395,710	7.2%
Molina	280,130	5.1%
Driscoll Children's	259,534	4.8%
Parkland	236,687	4.3%
Community First	178,896	3.3%
Cook Children's	175,093	3.2%
Aetna	150,701	2.8%
FirstCare	118,071	2.2%
El Paso First	99,081	1.8%
Scott & White	67,219	1.2%
BCBS	66,681	1.2%
Dell	44,198	0.8%
		0.0%
		0.0%
		0.0%
<b>TOTAL</b>	<b>5,458,472</b>	

ENROLLMENT BY DENTAL MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
DentaQuest	2,202,006	53.8%
MCNA	1,453,416	35.5%
United Dental	436,142	10.7%
<b>TOTAL</b>	<b>4,091,564</b>	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
<b>AGE CATEGORY</b>		
	<b>Clients</b>	<b>Percent</b>
<1	248,441	3.9%
1-5	1,128,564	17.6%
6-18	2,634,120	41.0%
19-20	304,016	4.7%
21-64	1,630,497	25.4%
65+	484,924	7.5%
<b>TOTAL</b>	<b>6,430,562</b>	

AGE CATEGORY		
	<b>Clients</b>	<b>Percent</b>
< 21	4,315,141	67.1%
>=21	2,115,421	32.9%
<b>TOTAL</b>	<b>6,430,562</b>	

RACE/ETHNICITY		
	<b>Clients</b>	<b>Percent</b>
White	1,088,210	16.9%
Black	986,297	15.3%
Hispanic	3,132,157	48.7%
Other	136,891	2.1%
Unknown	1,087,002	16.9%
<b>TOTAL</b>	<b>6,430,557</b>	

ELIGIBILITY CATEGORY		
	<b>Clients</b>	<b>Percent</b>
<b>Children</b>		
SSI Child	162,169	2.5%
SSI Related MAO	5,519	0.1%
Newborn	245,283	3.8%
Child 1-21	3,898,702	60.6%
Medically Needy <sup>(3)</sup>	80	0.0%
<b>Adults</b>		
Pregnant Women	456,417	7.1%
SSI Adult <sup>(4)</sup>	547,293	8.5%
SSI Related MAO	98,795	1.5%
Parent	250,154	3.9%
MBCC	6,365	0.1%
<b>Other Programs</b>		
Emergency (Partial)	8,278	0.1%
Dual Eligibles	323,661	5.0%
HTW XIX	427,846	6.7%
<b>TOTAL <sup>(5)</sup></b>	<b>6,430,562</b>	

Sub-Category (included in above groups)		
AAPCA	71,494	1.1%

**Medicaid Enrollment Report, as of November 2022**  
Compiled in June 2023

MEDICAID ENROLLMENT BY MODEL			
<b>Full Benefits Only <sup>(1)</sup></b>			
	<b>Clients</b>	<b>Percent</b>	
<b>MEDICAID (Full Benefits)</b>	<b>5,719,111</b>		
Fee For Service	158,869	2.8%	
Managed Care	5,560,242	97.2%	
<b>Total Clients (Full and Partial Benefits)</b>			
	<b>Clients</b>	<b>Percent</b>	<b>Change from Prior Month</b>
<b>TOTAL MEDICAID</b>	<b>6,481,899</b>		0.8% ↑
Fee For Service	921,657	14.2%	-5.2% ↓
Managed Care	5,560,242	85.8%	1.9% ↑

MEDICAID ENROLLMENT (Full and Partial Benefits)						
<b>BY MCO</b>	<b>Total Clients</b>	<b>Percent of Total</b>	<b>Change from Prior Month</b>			
<b>PROGRAM</b>						
STAR	4,741,434	85%	2.10%	↑		
STAR+PLUS	568,203	10%	0.58%	↑		
Dual Demo	33,667	1%	0.18%	↑		
STAR Health	46,742	1%	0.36%	↑		
STAR Kids	170,196	3%	0.49%	↑		
TOTAL MCO	5,560,242		1.86%	↑		
<b>STAR+PLUS and MMP HOME AND COMMUNITY BASED SERVICES (HCBS)</b>						
	<b>Med Only</b>	<b>Dual Eligibles</b>	<b>Demo</b>	<b>Total</b>	<b>% of Total</b>	<b>Change from Prior Month</b>
SSI	20,439	23,045	3,119	46,603	74%	0.9% ↑
SSI-Related MAO	445	14,730	920	16,095	26%	0.1% ↑
TOTAL HCBS	20,884	37,775	4,039	62,698		0.68% ↑

(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 06/12/2023 and verified by System Forecasting, HHSC.

STAR KIDS: ENROLLMENT BY MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
Superior	31,633	18.6%
Texas Children's	30,578	18.0%
United	29,057	17.1%
Amerigroup	28,600	16.8%
Aetna	13,052	7.7%
Driscoll Children's	10,745	6.3%
Cook Children's	9,767	5.7%
BCBS	8,972	5.3%
Community First	7,792	4.6%
		0.0%
<b>TOTAL</b>	<b>170,196</b>	

STAR KIDS: ENROLLMENT BY RISK GROUP		
<b>RISK GROUP</b>	<b>Clients</b>	<b>Market Share</b>
<1	516	0.3%
1-5	15,897	9.3%
6-14	76,128	44.7%
15-21	66,870	39.3%
MDCP Waiver	5,998	3.5%
YES Waiver	1,229	0.7%
IDD Waiver	3,558	2.1%
<b>TOTAL</b>	<b>170,196</b>	

STAR+PLUS and MMP BY ELIGIBILITY RISK GROUP		
<b>Risk Group</b>	<b>Total</b>	<b>Percent</b>
Community	500,036	83.1%
• Non-HCBS (State Plan)	441,377	73.3%
•• Non-Medicare	201,128	33.4%
•• Medicare	240,249	39.9%
• HCBS (STAR+PLUS Waiver)	58,659	9.7%
•• Non-Medicare	20,884	3.5%
•• Medicare	37,775	6.3%
Nursing Facility	44,506	7.4%
• Non-Medicare	5,676	0.9%
• Dual Eligible	38,830	6.5%
IDD	17,631	2.9%
MMP	33,667	5.6%
• State Plan	26,651	4.4%
• STAR+PLUS Waiver	4,039	0.7%
• Nursing Facility	2,977	0.5%
MBCC	6,030	1.0%
<b>TOTAL</b>	<b>601,870</b>	

ENROLLMENT BY MEDICAID MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
Superior	1,362,083	24.5%
Amerigroup	1,052,827	18.9%
Texas Children's	594,262	10.7%
United	438,103	7.9%
CHC	402,029	7.2%
Molina	284,006	5.1%
Driscoll Children's	265,432	4.8%
Parkland	240,355	4.3%
Community First	182,619	3.3%
Cook Children's	178,137	3.2%
Aetna	155,334	2.8%
FirstCare	121,427	2.2%
El Paso First	101,349	1.8%
Scott & White	68,959	1.2%
BCBS	68,050	1.2%
Dell	45,270	0.8%
		0.0%
		0.0%
		0.0%
<b>TOTAL</b>	<b>5,560,242</b>	

ENROLLMENT BY DENTAL MCOs		
<b>MCO</b>	<b>Clients</b>	<b>Market Share</b>
DentaQuest	2,225,899	53.5%
MCNA	1,471,703	35.4%
United Dental	462,128	11.1%
<b>TOTAL</b>	<b>4,159,730</b>	

MEDICAID DEMOGRAPHIC DISTRIBUTION		
<b>AGE CATEGORY</b>		
	<b>Clients</b>	<b>Percent</b>
<1	248,747	3.8%
1-5	1,130,850	17.4%
6-18	2,646,488	40.8%
19-20	309,473	4.8%
21-64	1,658,693	25.6%
65+	487,648	7.5%
<b>TOTAL</b>	<b>6,481,899</b>	

AGE CATEGORY		
	<b>Clients</b>	<b>Percent</b>
< 21	4,335,558	66.9%
>=21	2,146,341	33.1%
<b>TOTAL</b>	<b>6,481,899</b>	

RACE/ETHNICITY		
	<b>Clients</b>	<b>Percent</b>
White	1,094,692	16.9%
Black	993,033	15.3%
Hispanic	3,155,688	48.7%
Other	138,080	2.1%
Unknown	1,100,401	17.0%
<b>TOTAL</b>	<b>6,481,894</b>	

ELIGIBILITY CATEGORY		
	<b>Clients</b>	<b>Percent</b>
<b>Children</b>		
SSI Child	162,127	2.5%
SSI Related MAO	5,521	0.1%
Newborn	245,627	3.8%
Child 1-21	3,936,293	60.7%
Medically Needy <sup>(3)</sup>	68	0.0%
<b>Adults</b>		
Pregnant Women	462,274	7.1%
SSI Adult <sup>(4)</sup>	548,919	8.5%
SSI Related MAO	99,202	1.5%
Parent	252,691	3.9%
MBCC	6,389	0.1%
<b>Other Programs</b>		
Emergency (Partial)	8,035	0.1%
Dual Eligibles	325,012	5.0%
HTW XIX	429,741	6.6%
<b>TOTAL <sup>(5)</sup></b>	<b>6,481,899</b>	

Sub-Category (included in above groups)		
AAPCA	71,959	1.1%

**Attachment B3  
Disenrollment Summary  
SFY23 Q3**

**(Blanks = No Disenrollment During Quarter)**

<b>Program/MCO/Reason</b>	<b>Quarter 3</b>	<b>Total</b>
<b>STAR Kids</b>		
<b>UHC Community Plan of Texas</b>	0	0
MEMBER REQUESTED DISENROLLMENT - Complaint Not Confirmed		
<b>STAR Total</b>	<b>0</b>	<b>0</b>
<b>STAR+PLUS Total</b>	<b>0</b>	<b>0</b>
<b>STAR Kids Total</b>	<b>0</b>	<b>0</b>
<b>Dental Total</b>	<b>0</b>	<b>0</b>
<b>Grand Total</b>	<b>0</b>	<b>0</b>

## **Attachment C1**

### **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.

## Attachment C1

### 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
- Internal Medicine
- Multispecialty Clinic
- Neurology (M.D.)\*
- Neurosurgery\*
- Nuclear Medicine\*
- Nurse Midwife
- Nurse Practitioner
- OB/GYN (D.O., M.D.)
- Orthopedic Surgery\*
- Otorhinolaryngology (E.N.T.)\*
- Pediatrics
- Physician (D.O., M.D.)
- Physician Group (D.O., M.D.)
- Rural Health Clinic (Independent, Provider)
- Urology\*

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

## Attachment C1

### Provider Network Count Methodology - 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

## Attachment C1

### 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.)



## Attachment C1

### 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 Q2  
 SFY23 Q3 Report  
 (Blanks = No Data Available)**

<b>Program</b>	<b>Primary Care Provider</b>	<b>Specialist</b>	<b>Dentist</b>	<b>Pharmacist</b>	<b>Unique NPI Total*</b>
<b>Quarter 2</b>					
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
<b>Unique NPI Total*</b>	22,399	89,623	6,627	5,026	105,168

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

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Program/MCO/SDA	Quarter 1	Quarter 2
<b>Medicaid Dental</b>		
DentaQuest	365	416
MCNA	65	50
UnitedHealthCare Dental	73	77
<b>Medicaid Dental</b>	<b>503</b>	<b>543</b>
<b>STAR</b>		
<b>Aetna</b>		
Bexar	69	19
Tarrant	117	38
Subtotal	186	57
<b>Amerigroup</b>		
Bexar	9	11
Dallas	140	30
Harris	74	62
Jefferson	7	3
Lubbock	5	11
MRSA Central	1	6
MRSA Northeast	10	6
MRSA West	15	12
Tarrant	42	24
Subtotal	303	165
<b>BCBS</b>		
Travis	17	24
Subtotal	17	24
<b>CHC</b>		
Harris	7	27
Jefferson	1	18
Subtotal	8	45
<b>Community First</b>		
Bexar	23	24
Subtotal	23	24
<b>Cook Children's</b>		
Tarrant	18	9
Subtotal	18	9
<b>DELL</b>		
Travis	10	18
Subtotal	10	18
<b>Driscoll Children's</b>		
Hidalgo	12	10
Nueces	7	9

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Subtotal	19	19
<b>El Paso First</b>		
El Paso	3	5
Subtotal	3	5
<b>FirstCare</b>		
Lubbock	5	4
MRSA West	5	7
Subtotal	10	11
<b>Molina</b>		
Dallas	5	4
El Paso	0	4
Harris	5	5
Hidalgo	3	4
Jefferson	3	5
Subtotal	16	22
<b>Parkland</b>		
Dallas	2	0
Subtotal	2	0
<b>Scott &amp; White</b>		
MRSA Central	41	13
Subtotal	41	13
<b>Superior</b>		
Bexar	30	40
El Paso	8	16
Hidalgo	16	22
Lubbock	16	17
MRSA Central	29	22
MRSA Northeast	29	16
MRSA West	32	25
Nueces	12	25
Travis	56	21
Subtotal	228	204
<b>Texas Children's</b>		
Harris	42	40
Jefferson	3	8
Subtotal	45	48
<b>United</b>		
Harris	6	8
Hidalgo	3	4
Jefferson	0	8
Nueces	1	0

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Subtotal	10	20
<b>STAR</b>	<b>939</b>	<b>1,227</b>

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

<b>STAR Kids</b>		
<b>Aetna</b>		
Dallas	137	137
Tarrant	137	137
Subtotal	274	274
<b>Amerigroup</b>		
Dallas	126	126
El Paso	24	24
Harris	74	74
Lubbock	5	5
MRSA West	16	16
Subtotal	245	245
<b>BCBS</b>		
MRSA Central	8	8
Travis	42	42
Subtotal	50	50
<b>Community First</b>		
Bexar	22	22
Subtotal	22	22
<b>Cook Children's</b>		
Tarrant	17	17
Subtotal	17	17
<b>Driscoll Children's</b>		
Hidalgo	9	9
Nueces	4	4
Subtotal	13	13
<b>Superior</b>		
Bexar	30	30
El Paso	10	10
Hidalgo	17	17
Lubbock	24	24
MRSA West	29	29
Nueces	12	12
Travis	40	40
Subtotal	162	162
<b>Texas Children's</b>		
Harris	40	40
Jefferson	3	3
MRSA Northeast	0	0
Subtotal	43	43
<b>United</b>		

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Harris	5	5
Hidalgo	3	3
Jefferson	9	9
MRSA Central	0	0
MRSA Northeast	2	2
Subtotal	19	19
<b>STAR Kids</b>	<b>845</b>	<b>845</b>

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

<b>STAR+PLUS</b>			
<b>Amerigroup</b>			
Bexar		9	9
El Paso		24	24
Harris		77	77
Jefferson		7	7
Lubbock		5	5
MRSA West		15	15
Tarrant		40	40
Travis		5	5
Subtotal		182	182
<b>Molina</b>			
Bexar		2	2
Dallas		3	3
El Paso		0	0
Harris		5	5
Hidalgo		2	2
Jefferson		3	3
MRSA Northeast		2	2
Tarrant		4	4
Subtotal		17	17
<b>Superior</b>			
Bexar		28	28
Dallas		66	66
Hidalgo		15	15
Lubbock		22	22
MRSA Central		30	30
MRSA West		33	33
Nueces		10	10
Subtotal		204	204
<b>United</b>			
Harris		0	0
Jefferson		0	0
MRSA Central		0	0
MRSA Northeast		0	0
Nueces		0	0
Travis		0	0
Subtotal		0	0
<b>STAR+PLUS</b>		<b>403</b>	<b>403</b>
<b>Grand Total</b>		<b>2,187</b>	<b>2,475</b>



**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Program/MCO/SDA	Quarter 1	Quarter 2
<b>Medicaid Dental</b>		
DentaQuest	36	27
MCNA	2	4
UnitedHealthCare Dental	7	5
<b>Medicaid Dental</b>	<b>45</b>	<b>36</b>
<b>STAR</b>		
<b>Aetna</b>		
Bexar	470	179
Tarrant	650	273
Subtotal	1,120	452
<b>Amerigroup</b>		
Bexar	73	174
Dallas	291	206
Harris	149	319
Jefferson	7	17
Lubbock	14	30
MRSA Central	7	31
MRSA Northeast	19	58
MRSA West	32	39
Tarrant	92	164
Subtotal	684	1,038
<b>BCBS</b>		
Travis	95	242
Subtotal	95	242
<b>CHC</b>		
Harris	168	187
Jefferson	10	11
Subtotal	178	198
<b>Community First</b>		
Bexar	178	146
Subtotal	178	146
<b>Cook Children's</b>		
Tarrant	60	66
Subtotal	60	66
<b>DELL</b>		
Travis	56	106
Subtotal	56	106
<b>Driscoll Children's</b>		
Hidalgo	74	79
Nueces	42	50

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Subtotal	116	129
<b>El Paso First</b>		
El Paso	15	18
Subtotal	15	18
<b>FirstCare</b>		
Lubbock	24	29
MRSA West	24	65
Subtotal	48	94
<b>Molina</b>		
Dallas	151	140
El Paso	13	32
Harris	201	146
Hidalgo	32	45
Jefferson	88	74
Subtotal	485	437
<b>Parkland</b>		
Dallas	47	22
Subtotal	47	22
<b>Scott &amp; White</b>		
MRSA Central	231	52
Subtotal	231	52
<b>Superior</b>		
Bexar	293	389
El Paso	70	91
Hidalgo	95	117
Lubbock	67	103
MRSA Central	161	107
MRSA Northeast	188	172
MRSA West	171	105
Nueces	44	242
Travis	294	340
Subtotal	1,383	1,666
<b>Texas Children's</b>		
Harris	392	191
Jefferson	29	18
Subtotal	21	209
<b>United</b>		
Harris	118	118
Hidalgo	15	21
Jefferson	91	107
Nueces	7	12

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Subtotal	231	258
<b>STAR</b>	<b>5,348</b>	<b>5,133</b>
<b>STAR Kids</b>		
<b>Aetna</b>		
Dallas	859	348
Tarrant	859	348
Subtotal	1,718	696
<b>Amerigroup</b>		
Dallas	165	174
El Paso	31	41
Harris	150	324
Lubbock	12	28
MRSA West	29	36
Subtotal	387	603
<b>BCBS</b>		
MRSA Central	95	104
Travis	154	237
Subtotal	249	341
<b>Community First</b>		
Bexar	169	127
Subtotal	169	127
<b>Cook Children's</b>		
Tarrant	56	65
Subtotal	56	65
<b>Driscoll Children's</b>		
Hidalgo	74	78
Nueces	38	50
Subtotal	112	128
<b>Superior</b>		
Bexar	254	352
El Paso	63	77
Hidalgo	78	101
Lubbock	56	85
MRSA West	148	78
Nueces	28	236
Travis	230	308
Subtotal	857	1,237
<b>Texas Children's</b>		
Harris	419	200
Jefferson	32	18
MRSA Northeast	7	8

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Subtotal	458	226
<b>United</b>		
Harris	113	126
Hidalgo	18	26
Jefferson	84	107
MRSA Central	24	39
MRSA Northeast	20	31
Subtotal	259	329
<b>STAR Kids</b>	<b>4,265</b>	<b>3,752</b>
<b>STAR+PLUS</b>		
<b>Amerigroup</b>		
Bexar	78	177
El Paso	32	42
Harris	150	325
Jefferson	7	18
Lubbock	15	31
MRSA West	34	39
Tarrant	61	157
Travis	54	138
Subtotal	431	927
<b>Molina</b>		
Bexar	95	170
Dallas	175	151
El Paso	31	46
Harris	240	170
Hidalgo	53	53
Jefferson	123	95
MRSA Northeast	34	47
Tarrant	78	64
Subtotal	829	796
<b>Superior</b>		
Bexar	254	301
Dallas	404	651
Hidalgo	90	102
Lubbock	67	94
MRSA Central	132	77
MRSA West	127	76
Nueces	59	239
Subtotal	1,133	1,540
<b>United</b>		
Harris	121	129

**Attachment C3**  
**Primary Care Physicians Terminated**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Jefferson	90	114
MRSA Central	24	33
MRSA Northeast	22	22
Nueces	7	11
Travis	37	48
Subtotal	301	357
<b>STAR+PLUS</b>	<b>2,694</b>	<b>3,620</b>
<b>Grand Total</b>	<b>12,352</b>	<b>12,541</b>

**Attachment D**  
**Out of Network Utilization**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

Program	MCO	OON ER <20% Standard	OON Inpatient <15% Standard	OON Other Outpatient <20% Standard	OON ER <20% Standard	OON Inpatient <15% Standard	OON Other Outpatient <20% Standard
		Q1			Q2		
STAR	Aetna	15.98%	6.88%	21.33%	15.00%	6.69%	20.97%
	Amerigroup	6.20%	3.07%	5.65%	5.86%	3.11%	5.80%
	BCBS	2.52%	1.21%	19.30%	2.51%	2.80%	18.08%
	CHC	26.27%	13.80%	4.01%			
	Community First	1.41%	1.15%	15.44%	1.64%	1.28%	16.05%
	Cook Children's	2.22%	3.57%	10.92%	3.61%	1.25%	9.18%
	DELL	36.54%	6.37%	0.82%	49.58%	29.12%	17.61%
	Driscoll Children's	4.07%	2.47%	5.60%	4.35%	2.01%	5.47%
	El Paso Health	0.85%	0.50%	2.29%	0.86%	0.29%	3.00%
	FirstCare	2.55%	3.22%	17.16%	2.77%	3.23%	16.28%
	Molina	14.96%	10.55%	10.98%	12.56%	9.39%	10.88%
	Parkland	27.05%	28.79%	5.43%	7.19%	1.70%	6.08%
	Scott & White	14.13%	5.15%	7.78%	14.73%	5.89%	7.70%
	Superior	0.77%	0.77%	4.43%	0.90%	0.91%	4.51%
	Texas Children's	100.00%	100.00%	100.00%	17.58%	7.75%	3.27%
United	9.79%	2.13%	10.85%	6.74%	1.46%	7.56%	
STAR Kids	Aetna	15.78%	14.46%	4.89%	14.47%	10.66%	3.99%
	Amerigroup	6.82%	7.67%	3.59%	7.51%	4.83%	3.08%
	BCBS	3.70%	7.74%	8.49%			
	Community First	1.43%	2.71%	3.92%	1.96%	1.60%	4.11%
	Cook Children's	6.25%	4.52%	3.97%	6.61%	3.05%	4.10%
	Driscoll Children's	3.13%	10.97%	5.50%	3.24%	14.33%	4.00%
	Superior	1.56%	2.33%	2.64%	1.71%	1.21%	2.56%
	Texas Children's	100.00%	100.00%	100.00%	9.35%	6.69%	2.62%
United	5.95%	4.09%	5.02%	2.09%	4.49%	5.25%	
STAR+PLUS	Amerigroup	5.00%	2.97%	5.78%	5.23%	3.15%	5.36%
	Molina	9.60%	9.20%	6.65%	8.27%	7.05%	6.33%
	Superior	1.08%	8.91%	4.56%	0.90%	6.47%	4.37%
	United	3.59%	5.34%	6.78%	3.98%	4.51%	7.39%

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

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

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

**Attachment H1  
Primary Care Provider Network Access  
SFY3 Q3 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>STAR</b>									
<b>Metro</b>									
Aetna Better Health	125,893	125,116	99%	133,867	133,410	100%	138,449	137,092	99%
Amerigroup	692,350	689,015	100%	718,849	717,019	100%	734,022	730,317	99%
Blue Cross and Blue Shield of Texas	46,196	45,765	99%	48,063	47,816	99%	49,198	48,242	98%
Community First Health Plans	152,815	151,207	99%	159,015	157,796	99%	162,358	160,252	99%
Community Health Choice	354,383	354,075	100%	365,975	365,700	100%	373,254	372,550	100%
Cook Children's Health Plan	154,438	152,906	99%	159,730	158,819	99%	162,644	160,170	98%
Dell Children's Health Plan	37,114	36,657	99%	38,581	38,316	99%	39,678	39,002	98%
Driscoll Health Plan	184,280	183,877	100%	192,714	192,480	100%	197,334	196,908	100%
El Paso First	91,865	91,835	100%	95,758	95,758	100%	97,791	97,791	100%
FirstCare	62,725	62,497	100%	66,855	66,676	100%	68,917	67,773	98%
Molina Healthcare of Texas	119,377	119,129	100%	125,052	124,904	100%	127,985	127,709	100%
Parkland	225,728	222,859	99%	232,887	230,679	99%	236,673	232,088	98%
Right Care from Scott and White Health Plans	45,234	44,825	99%	47,350	46,869	99%	48,376	47,409	98%
Superior HealthPlan	725,944	723,052	100%	754,289	751,819	100%	767,875	762,371	99%
Texas Children's Health Plan	496,724	495,769	100%	515,818	515,412	100%	525,906	525,022	100%
UnitedHealthcare Community Plan	208,019	207,587	100%	218,862	218,571	100%	224,798	224,383	100%
<b>Subtotal</b>	<b>3,723,085</b>	<b>3,706,171</b>	<b>100%</b>	<b>3,873,665</b>	<b>3,862,044</b>	<b>100%</b>	<b>3,955,258</b>	<b>3,929,079</b>	<b>99%</b>
<b>Micro</b>									
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,313	100%
Amerigroup	47,946	47,945	100%	50,600	50,599	100%	51,927	51,923	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Health Plans	2,975	2,975	100%	3,128	3,127	100%	3,089	3,086	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,955	100%
Cook Children's Health Plan	4,429	4,429	100%	4,636	4,636	100%	4,765	4,765	100%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Health Plan	18,434	18,417	100%	19,290	19,282	100%	19,693	19,678	100%
FirstCare	4,275	4,275	100%	4,492	4,472	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	3,814	100%	3,949	3,946	100%	4,020	4,010	100%
Right Care from Scott and White Health Plans	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior HealthPlan	122,777	122,759	100%	128,707	128,695	100%	131,866	131,866	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,016	100%
UnitedHealthcare Community Plan	15,094	15,081	100%	15,686	15,678	100%	16,068	16,055	100%
<b>Subtotal</b>	<b>269,240</b>	<b>269,187</b>	<b>100%</b>	<b>283,138</b>	<b>283,085</b>	<b>100%</b>	<b>290,684</b>	<b>290,583</b>	<b>100%</b>
<b>Rural</b>									
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	64,750	100%	69,622	69,594	100%	70,593	70,560	100%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Health Plans	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	11,031	100%	11,387	11,387	100%	11,686	11,686	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	69	92%	82	76	93%	71	66	93%
FirstCare	36,467	36,411	100%	38,726	38,657	100%	39,202	39,144	100%
Molina Healthcare of Texas	3,926	3,926	100%	4,270	4,270	100%	4,392	4,392	100%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plans	11,636	11,636	100%	12,320	12,320	100%	12,569	12,569	100%
Superior HealthPlan	154,125	154,048	100%	161,598	161,545	100%	164,506	164,356	100%
Texas Children's Health Plan	13,563	13,563	100%	14,265	14,265	100%	14,620	14,620	100%
UnitedHealthcare Community Plan	9,555	9,553	100%	10,186	10,186	100%	10,435	10,435	100%
<b>Subtotal</b>	<b>340,103</b>	<b>339,926</b>	<b>100%</b>	<b>359,922</b>	<b>359,766</b>	<b>100%</b>	<b>365,862</b>	<b>365,616</b>	<b>100%</b>
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,315,284</b>	<b>100%</b>	<b>4,516,725</b>	<b>4,504,895</b>	<b>100%</b>	<b>4,611,804</b>	<b>4,585,278</b>	<b>99%</b>
<b>STAR+PLUS</b>									
<b>Metro</b>									
Amerigroup	100,648	100,267	100%	101,958	101,735	100%	102,812	102,334	100%
Molina Healthcare of Texas	95,568	95,206	100%	96,320	96,086	100%	96,926	96,449	100%
Superior HealthPlan	97,237	96,995	100%	99,230	98,990	100%	100,781	100,316	100%
UnitedHealthcare Community Plan	93,059	92,453	99%	95,111	94,691	100%	96,773	95,858	99%
<b>Subtotal</b>	<b>386,512</b>	<b>384,921</b>	<b>100%</b>	<b>392,619</b>	<b>391,502</b>	<b>100%</b>	<b>397,292</b>	<b>394,957</b>	<b>99%</b>
<b>Micro</b>									
Amerigroup	3,630	3,629	100%	3,678	3,677	100%	3,680	3,679	100%
Molina Healthcare of Texas	8,468	8,466	100%	8,427	8,426	100%	8,367	8,366	100%
Superior HealthPlan	7,096	7,090	100%	7,174	7,171	100%	7,259	7,254	100%
UnitedHealthcare Community Plan	14,067	14,067	100%	14,469	14,469	100%	14,783	14,783	100%
<b>Subtotal</b>	<b>33,261</b>	<b>33,252</b>	<b>100%</b>	<b>33,748</b>	<b>33,743</b>	<b>100%</b>	<b>34,089</b>	<b>34,082</b>	<b>100%</b>
<b>Rural</b>									
Amerigroup	8,838	8,835	100%	8,915	8,912	100%	8,889	8,884	100%
Molina Healthcare of Texas	5,097	5,093	100%	5,155	5,151	100%	5,102	5,097	100%
Superior HealthPlan	17,434	17,420	100%	17,917	17,906	100%	17,928	17,909	100%
UnitedHealthcare Community Plan	12,804	12,804	100%	13,150	13,150	100%	13,305	13,305	100%
<b>Subtotal</b>	<b>44,173</b>	<b>44,152</b>	<b>100%</b>	<b>45,137</b>	<b>45,119</b>	<b>100%</b>	<b>45,224</b>	<b>45,195</b>	<b>100%</b>
<b>STAR+PLUS Total</b>	<b>463,946</b>	<b>462,325</b>	<b>100%</b>	<b>471,504</b>	<b>470,364</b>	<b>100%</b>	<b>476,605</b>	<b>474,234</b>	<b>100%</b>
<b>STAR Kids</b>									
<b>Metro</b>									
Aetna Better Health	11,877	11,823	100%	11,995	11,971	100%	12,000	11,926	99%
Amerigroup	24,299	24,235	100%	24,323	24,293	100%	24,212	24,151	100%
Blue Cross and Blue Shield of Texas	6,371	6,320	99%	6,478	6,418	99%	6,486	6,342	98%
Community First Health Plans	6,960	6,894	99%	7,011	6,959	99%	6,998	6,910	99%
Cook Children's Health Plan	9,046	8,976	99%	9,094	9,052	100%	9,067	8,935	99%
Driscoll Health Plan	8,140	8,129	100%	8,224	8,218	100%	8,278	8,267	100%
Superior HealthPlan	24,080	24,048	100%	24,416	24,382	100%	24,466	24,394	100%
Texas Children's Health Plan	24,339	24,204	99%	24,409	24,331	100%	24,362	24,220	99%
UnitedHealthcare Community Plan	21,112	21,031	100%	21,083	21,007	100%	21,047	20,869	99%
<b>Subtotal</b>	<b>136,224</b>	<b>135,660</b>	<b>100%</b>	<b>137,033</b>	<b>136,631</b>	<b>100%</b>	<b>136,916</b>	<b>136,014</b>	<b>99%</b>
<b>Micro</b>									
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	697	100%
Community First Health Plans	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	117	100%	112	112	100%	112	112	100%
Driscoll Health Plan	517	517	100%	523	523	100%	533	533	100%



**Attachment H1  
Primary Care Provider Network Access  
SFY3 Q3 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior HealthPlan	1,636	1,636	100%	1,660	1,660	100%	1,662	1,661	100%
Texas Children's Health Plan	2,554	2,554	100%	2,583	2,583	100%	2,602	2,602	100%
UnitedHealthcare Community Plan	2,829	2,827	100%	2,869	2,868	100%	2,865	2,863	100%
<b>Subtotal</b>	<b>8,740</b>	<b>8,738</b>	<b>100%</b>	<b>8,867</b>	<b>8,866</b>	<b>100%</b>	<b>8,903</b>	<b>8,900</b>	<b>100%</b>
Rural									
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,823	100%	1,875	1,874	100%	1,828	1,827	100%
Blue Cross and Blue Shield of Texas	955	955	100%	988	988	100%	985	985	100%
Community First Health Plans	238	238	100%	249	249	100%	245	245	100%
Driscoll Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior HealthPlan	2,543	2,541	100%	2,585	2,583	100%	2,589	2,586	100%
Texas Children's Health Plan	1,424	1,424	100%	1,449	1,449	100%	1,476	1,476	100%
UnitedHealthcare Community Plan	2,299	2,299	100%	2,327	2,327	100%	2,289	2,289	100%
<b>Subtotal</b>	<b>10,190</b>	<b>10,188</b>	<b>100%</b>	<b>10,414</b>	<b>10,411</b>	<b>100%</b>	<b>10,340</b>	<b>10,336</b>	<b>100%</b>
<b>STAR Kids Total</b>	<b>155,154</b>	<b>154,586</b>	<b>100%</b>	<b>156,314</b>	<b>155,908</b>	<b>100%</b>	<b>156,159</b>	<b>155,250</b>	<b>99%</b>
<b>Grand Total</b>	<b>4,951,528</b>	<b>4,932,195</b>	<b>100%</b>	<b>5,144,543</b>	<b>5,131,167</b>	<b>100%</b>	<b>5,244,568</b>	<b>5,214,762</b>	<b>99%</b>

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY23 Q2 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Acute Care Hospital</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,245,707</b>	<b>98%</b>	<b>4,516,725</b>	<b>4,079,496</b>	<b>90%</b>	<b>4,611,804</b>	<b>4,175,534</b>	<b>91%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,702,450</b>	<b>99%</b>	<b>3,873,665</b>	<b>3,590,645</b>	<b>93%</b>	<b>3,955,258</b>	<b>3,674,639</b>	<b>93%</b>
Aetna Better Health	125,893	125,893	100%	133,867	133,794	100%	138,449	138,367	100%
Amerigroup	692,350	692,321	100%	718,849	698,772	97%	734,022	713,286	97%
Blue Cross and Blue Shield of Texas	46,196	46,189	100%	48,063	48,048	100%	49,198	49,187	100%
Community First Healthplan	152,815	152,815	100%	159,015	158,309	100%	162,358	161,516	99%
Community Health Choice	354,383	354,383	100%	365,975	365,975	100%	373,254	373,254	100%
Cook Children's Health Plan	154,438	154,438	100%	159,730	159,730	100%	162,644	162,644	100%
Dell Children's Health Plan	37,114	37,103	100%	38,581	38,529	100%	39,678	39,620	100%
Driscoll Children's Health Plan	184,280	184,280	100%	192,714	192,714	100%	197,334	197,334	100%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,787	100%
Firstcare	62,725	62,718	100%	66,855	56,112	84%	68,917	57,668	84%
Molina Healthcare of Texas	119,377	119,284	100%	125,052	124,806	100%	127,985	127,754	100%
Parkland	225,728	214,908	95%	232,887	0	0%	236,673	0	0%
Right Care from Scott and White Health Plan	45,234	38,127	84%	47,350	39,935	84%	48,376	48,375	100%
Superior Health Plan	725,944	725,926	100%	754,289	746,667	99%	767,875	760,097	99%
Texas Children's Health Plan	496,724	496,724	100%	515,818	515,648	100%	525,906	525,718	100%
UnitedHealthcare Community Plan	208,019	205,476	99%	218,862	215,848	99%	224,798	222,032	99%
<b>Micro Total</b>	<b>269,240</b>	<b>247,941</b>	<b>92%</b>	<b>283,138</b>	<b>226,149</b>	<b>80%</b>	<b>290,684</b>	<b>230,352</b>	<b>79%</b>
Aetna Better Health	2,072	2,065	100%	2,233	2,225	100%	2,319	2,305	99%
Amerigroup	47,946	47,189	98%	50,600	35,159	69%	51,927	35,788	69%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,358	94%	7,038	6,637	94%
Community First Healthplan	2,975	2,969	100%	3,128	3,109	99%	3,089	3,066	99%
Community Health Choice	12,764	12,659	99%	13,452	13,195	98%	13,963	13,727	98%
Cook Children's Health Plan	4,429	3,812	86%	4,636	4,013	87%	4,765	4,102	86%
Dell Children's Health Plan	3,977	3,774	95%	4,251	3,845	90%	4,405	3,958	90%
Driscoll Children's Health Plan	18,434	14,349	78%	19,290	13,461	70%	19,693	13,674	69%
Firstcare	4,275	3,920	92%	4,492	4,102	91%	4,661	4,239	91%
Molina Healthcare of Texas	3,818	1,511	40%	3,949	1,591	40%	4,020	1,784	44%
Right Care from Scott and White Health Plan	5,281	4,779	90%	5,639	4,803	85%	5,812	5,126	88%
Superior Health Plan	122,777	113,968	93%	128,707	106,711	83%	131,896	108,717	82%
Texas Children's Health Plan	19,063	18,993	100%	20,339	18,811	92%	21,028	19,153	91%
UnitedHealthcare Community Plan	15,094	11,618	77%	15,686	8,766	56%	16,068	8,076	50%
<b>Rural Total</b>	<b>340,103</b>	<b>295,316</b>	<b>87%</b>	<b>359,922</b>	<b>262,702</b>	<b>73%</b>	<b>365,862</b>	<b>270,543</b>	<b>74%</b>
Aetna Better Health	1,725	1,643	95%	1,842	1,759	95%	1,867	1,786	96%
Amerigroup	64,786	58,041	90%	69,622	51,449	74%	70,593	53,234	75%
Blue Cross and Blue Shield of Texas	2,136	1,905	89%	2,298	935	41%	2,351	921	39%
Community First Healthplan	7,264	6,699	92%	7,685	7,080	92%	7,884	7,203	91%
Community Health Choice	11,031	7,850	71%	11,387	7,047	62%	11,686	7,218	62%
Dell Children's Health Plan	985	244	25%	1,038	189	18%	1,065	195	18%
Driscoll Children's Health Plan	21,788	20,226	93%	23,141	18,487	80%	23,118	18,333	79%
El Paso First	75	31	41%	82	11	13%	71	4	6%
Firstcare	36,467	31,714	87%	38,726	29,800	77%	39,202	30,488	78%
Molina Healthcare of Texas	3,926	949	24%	4,270	988	23%	4,392	1,013	23%
Parkland	1,041	0	0%	1,462	0	0%	1,503	0	0%
Right Care from Scott and White Health Plan	11,636	10,402	89%	12,320	6,507	53%	12,569	8,705	69%
Superior Health Plan	154,125	140,046	91%	161,598	124,248	77%	164,506	126,968	77%
Texas Children's Health Plan	13,563	10,840	80%	14,265	10,713	75%	14,620	10,781	74%
UnitedHealthcare Community Plan	9,555	4,726	49%	10,186	3,489	34%	10,435	3,694	35%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>151,557</b>	<b>98%</b>	<b>156,314</b>	<b>147,216</b>	<b>94%</b>	<b>156,159</b>	<b>145,911</b>	<b>93%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>135,562</b>	<b>100%</b>	<b>137,033</b>	<b>134,104</b>	<b>98%</b>	<b>136,916</b>	<b>132,764</b>	<b>97%</b>
Aetna Better Health	11,877	11,865	100%	11,995	11,991	100%	12,000	11,986	100%
Amerigroup	24,299	24,281	100%	24,323	23,829	98%	24,212	23,788	98%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,478	100%	6,486	6,486	100%
Community First Healthplan	6,960	6,960	100%	7,011	6,996	100%	6,998	6,979	100%
Cook Children's Health Plan	9,046	9,046	100%	9,094	9,094	100%	9,067	9,067	100%
Driscoll Children's Health Plan	8,140	8,140	100%	8,224	8,224	100%	8,278	8,278	100%
Superior Health Plan	24,080	24,080	100%	24,416	24,416	100%	24,466	24,465	100%
Texas Children's Health Plan	24,339	24,339	100%	24,409	23,461	96%	24,362	23,486	96%
UnitedHealthcare Community Plan	21,112	20,480	97%	21,083	19,615	93%	21,047	18,229	87%
<b>Micro Total</b>	<b>8,740</b>	<b>7,408</b>	<b>85%</b>	<b>8,867</b>	<b>5,750</b>	<b>65%</b>	<b>8,903</b>	<b>5,854</b>	<b>66%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	268	94%	290	272	94%	297	277	93%
Blue Cross and Blue Shield of Texas	660	658	100%	688	660	96%	697	667	96%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	104	89%	112	101	90%	112	102	91%
Driscoll Children's Health Plan	517	449	87%	523	431	82%	533	430	81%
Superior Health Plan	1,636	1,300	79%	1,660	1,162	70%	1,662	1,152	69%
Texas Children's Health Plan	2,554	2,371	93%	2,583	1,622	63%	2,602	1,933	74%
UnitedHealthcare Community Plan	2,829	2,117	75%	2,869	1,360	47%	2,865	1,158	40%
<b>Rural Total</b>	<b>10,190</b>	<b>8,587</b>	<b>84%</b>	<b>10,414</b>	<b>7,362</b>	<b>71%</b>	<b>10,340</b>	<b>7,293</b>	<b>71%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	2	3%
Amerigroup	1,823	1,607	88%	1,875	1,391	74%	1,828	1,402	77%
Blue Cross and Blue Shield of Texas	955	847	89%	988	804	81%	985	794	81%
Community First Healthplan	238	221	93%	249	233	94%	245	228	93%
Driscoll Children's Health Plan	840	772	92%	877	697	79%	866	688	79%
Superior Health Plan	2,543	2,164	85%	2,585	1,796	69%	2,589	1,821	70%
Texas Children's Health Plan	1,424	1,225	86%	1,449	1,002	69%	1,476	1,058	72%
UnitedHealthcare Community Plan	2,299	1,683	73%	2,327	1,375	59%	2,289	1,300	57%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>443,233</b>	<b>96%</b>	<b>471,504</b>	<b>431,215</b>	<b>91%</b>	<b>476,605</b>	<b>432,620</b>	<b>91%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>383,673</b>	<b>99%</b>	<b>392,619</b>	<b>383,951</b>	<b>98%</b>	<b>397,292</b>	<b>385,492</b>	<b>97%</b>
Amerigroup	100,648	100,643	100%	101,958	100,365	98%	102,812	101,386	99%
Molina Healthcare of Texas	95,568	95,440	100%	96,320	94,885	99%	96,926	95,485	99%
Superior Health Plan	97,237	97,237	100%	99,230	99,220	100%	100,781	100,770	100%
UnitedHealthcare Community Plan	93,059	90,353	97%	95,111	89,481	94%	96,773	87,851	91%
<b>Micro Total</b>	<b>33,261</b>	<b>26,423</b>	<b>79%</b>	<b>33,748</b>	<b>20,566</b>	<b>61%</b>	<b>34,089</b>	<b>20,187</b>	<b>59%</b>
Amerigroup	3,630	3,586	99%	3,678	3,552	97%	3,680	3,542	96%
Molina Healthcare of Texas	8,468	6,278	74%	8,427	4,385	52%	8,367	4,422	53%
Superior Health Plan	7,096	5,830	82%	7,174	5,171	72%	7,259	5,200	72%
UnitedHealthcare Community Plan	14,067	10,729	76%	14,469	7,458	52%	14,783	7,023	48%
<b>Rural Total</b>	<b>44,173</b>	<b>33,137</b>	<b>75%</b>	<b>45,137</b>	<b>26,698</b>	<b>59%</b>	<b>45,224</b>	<b>26,941</b>	<b>60%</b>

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Amerigroup	8,838	6,498	74%	8,915	5,241	59%	8,889	5,458	61%
Molina Healthcare of Texas	5,097	2,948	58%	5,155	1,916	37%	5,102	1,894	37%
Superior Health Plan	17,434	15,446	89%	17,917	13,884	77%	17,928	13,942	78%
UnitedHealthcare Community Plan	12,804	8,245	64%	13,150	5,657	43%	13,305	5,647	42%
<b>Acute Care Hospital Grand Total</b>	<b>4,951,528</b>	<b>4,840,497</b>	<b>98%</b>	<b>5,144,543</b>	<b>4,657,927</b>	<b>91%</b>	<b>5,244,568</b>	<b>4,754,065</b>	<b>91%</b>
<b>Audiologist</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>3,712,859</b>	<b>86%</b>	<b>4,516,725</b>	<b>3,891,713</b>	<b>86%</b>	<b>4,611,804</b>	<b>4,006,316</b>	<b>87%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,266,171</b>	<b>88%</b>	<b>3,873,665</b>	<b>3,386,541</b>	<b>87%</b>	<b>3,955,258</b>	<b>3,477,531</b>	<b>88%</b>
Aetna Better Health	125,893	125,508	100%	133,867	133,430	100%	138,449	138,028	100%
Amerigroup	692,350	607,964	88%	718,849	629,526	88%	734,022	632,558	86%
Blue Cross and Blue Shield of Texas	46,196	46,187	100%	48,063	48,061	100%	49,198	49,195	100%
Community First Healthplan	152,815	152,759	100%	159,015	158,962	100%	162,358	162,306	100%
Community Health Choice	354,383	318,495	90%	365,975	328,308	90%	373,254	333,338	89%
Cook Children's Health Plan	154,438	154,355	100%	159,730	159,096	100%	162,644	162,180	100%
Dell Children's Health Plan	37,114	36,983	100%	38,581	38,457	100%	39,678	39,408	99%
Driscoll Children's Health Plan	184,280	137,726	75%	192,714	123,650	64%	197,334	156,466	79%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	43,782	70%	66,855	46,333	69%	68,917	47,592	69%
Molina Healthcare of Texas	119,377	114,833	96%	125,052	107,781	86%	127,985	102,791	80%
Parkland	225,728	214,683	95%	232,887	221,248	95%	236,673	219,621	93%
Right Care from Scott and White Health Plan	45,234	37,511	83%	47,350	39,301	83%	48,376	39,970	83%
Superior Health Plan	725,944	564,149	78%	754,289	653,125	87%	767,875	689,186	90%
Texas Children's Health Plan	496,724	450,869	91%	515,818	468,018	91%	525,906	475,743	90%
UnitedHealthcare Community Plan	208,019	168,502	81%	218,862	135,495	62%	224,798	131,358	58%
<b>Micro Total</b>	<b>269,240</b>	<b>171,073</b>	<b>64%</b>	<b>283,138</b>	<b>216,100</b>	<b>76%</b>	<b>290,684</b>	<b>233,150</b>	<b>80%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	21,151	44%	50,600	23,306	46%	51,927	39,093	75%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	10,949	86%	13,452	11,520	86%	13,963	11,827	85%
Cook Children's Health Plan	4,429	4,429	100%	4,636	4,636	100%	4,765	4,765	100%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	15,275	83%	19,290	16,003	83%	19,693	16,359	83%
Firstcare	4,275	4,275	100%	4,492	4,492	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	2,404	63%	3,949	2,515	64%	4,020	2,560	64%
Right Care from Scott and White Health Plan	5,281	4,014	76%	5,639	5,352	95%	5,812	5,550	95%
Superior Health Plan	122,777	67,884	55%	128,707	108,324	84%	131,896	107,475	81%
Texas Children's Health Plan	19,063	15,401	81%	20,339	16,121	79%	21,028	16,794	80%
UnitedHealthcare Community Plan	15,094	9,932	66%	15,686	7,483	48%	16,068	7,215	45%
<b>Rural Total</b>	<b>340,103</b>	<b>275,615</b>	<b>81%</b>	<b>359,922</b>	<b>289,072</b>	<b>80%</b>	<b>365,862</b>	<b>295,635</b>	<b>81%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	46,080	71%	69,622	46,121	66%	70,593	49,699	70%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	9,231	84%	11,387	9,910	78%	11,686	9,161	78%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	20,367	93%	23,141	21,472	93%	23,118	20,588	89%
El Paso First	75	75	100%	82	82	100%	71	70	99%
Firstcare	36,467	28,252	77%	38,726	29,868	77%	39,202	30,214	77%
Molina Healthcare of Texas	3,926	2,474	63%	4,270	2,194	51%	4,392	2,256	51%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plan	11,636	10,327	89%	12,320	11,283	92%	12,569	11,565	92%
Superior Health Plan	154,125	130,894	85%	161,598	139,764	86%	164,506	142,557	87%
Texas Children's Health Plan	13,563	8,842	65%	14,265	9,277	65%	14,620	9,469	65%
UnitedHealthcare Community Plan	9,555	5,922	62%	10,186	5,776	57%	10,435	5,386	52%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>132,802</b>	<b>86%</b>	<b>156,314</b>	<b>130,373</b>	<b>83%</b>	<b>156,159</b>	<b>132,649</b>	<b>85%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>118,955</b>	<b>87%</b>	<b>137,033</b>	<b>116,430</b>	<b>85%</b>	<b>136,914</b>	<b>117,787</b>	<b>86%</b>
Aetna Better Health	11,877	11,659	98%	11,995	11,763	98%	12,000	11,766	98%
Amerigroup	24,299	22,461	92%	24,323	22,468	92%	24,212	21,999	91%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,473	100%	6,486	6,489	100%
Community First Healthplan	6,960	6,960	100%	7,011	7,011	100%	6,998	6,998	100%
Cook Children's Health Plan	9,046	9,044	100%	9,074	9,073	100%	9,067	9,052	100%
Driscoll Children's Health Plan	8,140	6,017	74%	8,224	5,053	61%	8,278	6,572	79%
Superior Health Plan	24,080	20,413	85%	24,416	22,349	92%	24,466	23,797	97%
Texas Children's Health Plan	24,339	20,495	84%	24,409	20,551	84%	24,362	20,514	84%
UnitedHealthcare Community Plan	21,112	15,535	74%	21,083	11,689	55%	21,047	11,240	53%
<b>Micro Total</b>	<b>8,740</b>	<b>5,862</b>	<b>67%</b>	<b>8,867</b>	<b>6,034</b>	<b>68%</b>	<b>8,903</b>	<b>6,925</b>	<b>78%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	261	91%	290	264	91%	297	273	92%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	696	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	117	100%	112	112	100%	112	112	100%
Driscoll Children's Health Plan	517	462	89%	523	470	90%	533	481	90%
Superior Health Plan	1,636	1,114	68%	1,660	1,328	80%	1,662	1,330	80%
Texas Children's Health Plan	2,554	2,017	79%	2,583	2,059	80%	2,602	2,212	85%
UnitedHealthcare Community Plan	2,829	1,090	39%	2,869	971	34%	2,865	1,686	59%
<b>Rural Total</b>	<b>10,190</b>	<b>7,985</b>	<b>78%</b>	<b>10,414</b>	<b>7,909</b>	<b>76%</b>	<b>10,340</b>	<b>7,937</b>	<b>77%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,433	79%	1,875	1,320	70%	1,828	1,387	76%
Blue Cross and Blue Shield of Texas	955	902	94%	988	926	94%	985	925	94%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	779	93%	877	802	91%	866	762	88%
Superior Health Plan	2,543	2,230	88%	2,585	2,221	86%	2,589	2,249	87%
Texas Children's Health Plan	1,424	1,005	71%	1,449	1,023	71%	1,476	1,057	72%
UnitedHealthcare Community Plan	2,299	1,330	58%	2,327	1,304	56%	2,289	1,250	55%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>392,688</b>	<b>85%</b>	<b>471,504</b>	<b>399,888</b>	<b>85%</b>	<b>476,605</b>	<b>395,604</b>	<b>83%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>338,838</b>	<b>88%</b>	<b>392,619</b>	<b>344,964</b>	<b>88%</b>	<b>397,292</b>	<b>339,391</b>	<b>85%</b>
Amerigroup	100,648	92,851	92%	101,958	93,945	92%	102,812	94,639	92%
Molina Healthcare of Texas	95,568	87,592	92%	96,320	84,351	88%	96,926	74,679	77%
Superior Health Plan	97,237	82,164	84%	99,230	88,910	90%	100,781	90,037	95%
UnitedHealthcare Community Plan	93,059	76,231	82%	95,111	77,758	82%	96,773	74,036	77%
<b>Micro Total</b>	<b>33,261</b>	<b>20,138</b>	<b>61%</b>	<b>33,748</b>	<b>21,462</b>	<b>64%</b>	<b>34,089</b>	<b>24,079</b>	<b>71%</b>
Amerigroup	3,630	3,022	83%	3,678	3,023	82%	3,680	2,988	81%
Molina Healthcare of Texas	8,468	5,519	65%	8,427	5,481	65%	8,367	5,408	65%
Superior Health Plan	7,096	4,927	69%	7,174	6,146	86%	7,259	6,212	86%
UnitedHealthcare Community Plan	14,067	6,670	47%	14,469	6,812	47%	14,783	9,471	64%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY23 Q2 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Rural Total</b>	44,173	33,712	76%	45,137	33,462	74%	45,224	32,134	71%
Amerigroup	8,838	6,213	70%	8,915	5,653	63%	8,889	6,022	68%
Molina Healthcare of Texas	5,097	3,422	67%	5,155	3,260	63%	5,102	3,219	63%
Superior Health Plan	17,434	15,629	90%	17,917	15,887	89%	17,928	15,849	88%
UnitedHealthcare Community Plan	12,804	8,448	66%	13,150	8,662	66%	13,305	7,044	53%
<b>Audiologist Grand Total</b>	<b>4,951,528</b>	<b>4,238,349</b>	<b>86%</b>	<b>5,144,543</b>	<b>4,421,974</b>	<b>86%</b>	<b>5,244,568</b>	<b>4,534,569</b>	<b>86%</b>
<b>BH - Outpatient</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,332,428</b>	<b>100%</b>	<b>4,516,725</b>	<b>4,516,661</b>	<b>100%</b>	<b>4,611,804</b>	<b>4,611,733</b>	<b>100%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,723,085</b>	<b>100%</b>	<b>3,873,665</b>	<b>3,873,665</b>	<b>100%</b>	<b>3,955,258</b>	<b>3,955,258</b>	<b>100%</b>
Aetna Better Health	125,893	125,893	100%	133,867	133,867	100%	138,449	138,449	100%
Amerigroup	692,350	692,350	100%	718,849	718,849	100%	734,022	734,022	100%
Blue Cross and Blue Shield of Texas	46,196	46,196	100%	48,063	48,063	100%	49,198	49,198	100%
Community First Healthplan	152,815	152,815	100%	159,015	159,015	100%	162,358	162,358	100%
Community Health Choice	354,383	354,383	100%	365,975	365,975	100%	373,254	373,254	100%
Cook Children's Health Plan	154,438	154,438	100%	159,730	159,730	100%	162,644	162,644	100%
Dell Children's Health Plan	37,114	37,114	100%	38,581	38,581	100%	39,678	39,678	100%
Driscoll Children's Health Plan	184,280	184,280	100%	192,714	192,714	100%	197,334	197,334	100%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	62,725	100%	66,855	66,855	100%	68,917	68,917	100%
Molina Healthcare of Texas	119,377	119,377	100%	125,052	125,052	100%	127,985	127,985	100%
Parkland	225,728	225,728	100%	232,887	232,887	100%	236,673	236,673	100%
Right Care from Scott and White Health Plan	45,234	45,234	100%	47,350	47,350	100%	48,376	48,376	100%
Superior Health Plan	725,944	725,944	100%	754,289	754,289	100%	767,875	767,875	100%
Texas Children's Health Plan	496,724	496,724	100%	515,818	515,818	100%	525,906	525,906	100%
UnitedHealthcare Community Plan	208,019	208,019	100%	218,862	218,862	100%	224,798	224,798	100%
<b>Micro Total</b>	<b>269,240</b>	<b>269,240</b>	<b>100%</b>	<b>283,138</b>	<b>283,074</b>	<b>100%</b>	<b>290,684</b>	<b>290,613</b>	<b>100%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,946	100%	50,600	50,600	100%	51,927	51,927	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,963	100%
Cook Children's Health Plan	4,429	4,429	100%	4,636	4,636	99%	4,765	4,694	99%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	18,434	100%	19,290	19,290	100%	19,693	19,693	100%
Firstcare	4,275	4,275	100%	4,492	4,492	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	3,818	100%	3,949	3,949	100%	4,020	4,020	100%
Right Care from Scott and White Health Plan	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior Health Plan	122,777	122,777	100%	128,707	128,707	100%	131,896	131,896	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,028	100%
UnitedHealthcare Community Plan	15,094	15,094	100%	15,686	15,686	100%	16,068	16,068	100%
<b>Rural Total</b>	<b>340,103</b>	<b>340,103</b>	<b>100%</b>	<b>359,922</b>	<b>359,922</b>	<b>100%</b>	<b>365,862</b>	<b>365,862</b>	<b>100%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	64,786	100%	69,622	69,622	100%	70,593	70,593	100%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	11,031	100%	11,387	11,387	100%	11,686	11,686	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	75	100%	82	82	100%	71	71	100%
Firstcare	36,467	36,467	100%	38,726	38,726	100%	39,202	39,202	100%
Molina Healthcare of Texas	3,926	3,926	100%	4,270	4,270	100%	4,392	4,392	100%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plan	11,636	11,636	100%	12,320	12,320	100%	12,569	12,569	100%
Superior Health Plan	154,125	154,125	100%	161,598	161,598	100%	164,506	164,506	100%
Texas Children's Health Plan	13,563	13,563	100%	14,265	14,265	100%	14,620	14,620	100%
UnitedHealthcare Community Plan	9,555	9,555	100%	10,186	10,186	100%	10,435	10,435	100%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>155,154</b>	<b>100%</b>	<b>156,314</b>	<b>156,313</b>	<b>100%</b>	<b>156,159</b>	<b>156,158</b>	<b>100%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>136,224</b>	<b>100%</b>	<b>137,033</b>	<b>137,033</b>	<b>100%</b>	<b>136,916</b>	<b>136,916</b>	<b>100%</b>
Aetna Better Health	11,877	11,877	100%	11,995	11,995	100%	12,000	12,000	100%
Amerigroup	24,299	24,299	100%	24,323	24,323	100%	24,212	24,212	100%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,478	100%	6,486	6,486	100%
Community First Healthplan	6,960	6,960	100%	7,011	7,011	100%	6,998	6,998	100%
Cook Children's Health Plan	9,046	9,046	100%	9,094	9,094	100%	9,067	9,067	100%
Driscoll Children's Health Plan	8,140	8,140	100%	8,224	8,224	100%	8,278	8,278	100%
Superior Health Plan	24,080	24,080	100%	24,416	24,416	100%	24,466	24,466	100%
Texas Children's Health Plan	24,339	24,339	100%	24,409	24,409	100%	24,362	24,362	100%
UnitedHealthcare Community Plan	21,112	21,112	100%	21,083	21,083	100%	21,047	21,047	100%
<b>Micro Total</b>	<b>8,740</b>	<b>8,740</b>	<b>100%</b>	<b>8,867</b>	<b>8,866</b>	<b>100%</b>	<b>8,903</b>	<b>8,902</b>	<b>100%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	697	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	117	100%	112	111	99%	112	111	99%
Driscoll Children's Health Plan	517	517	100%	523	523	100%	533	533	100%
Superior Health Plan	1,636	1,636	100%	1,660	1,660	100%	1,662	1,662	100%
Texas Children's Health Plan	2,554	2,554	100%	2,583	2,583	100%	2,602	2,602	100%
UnitedHealthcare Community Plan	2,829	2,829	100%	2,869	2,869	100%	2,865	2,865	100%
<b>Rural Total</b>	<b>10,190</b>	<b>10,190</b>	<b>100%</b>	<b>10,414</b>	<b>10,414</b>	<b>100%</b>	<b>10,340</b>	<b>10,340</b>	<b>100%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,823	100%	1,875	1,875	100%	1,828	1,828	100%
Blue Cross and Blue Shield of Texas	955	955	100%	988	988	100%	985	985	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior Health Plan	2,543	2,543	100%	2,585	2,585	100%	2,589	2,589	100%
Texas Children's Health Plan	1,424	1,424	100%	1,449	1,449	100%	1,476	1,476	100%
UnitedHealthcare Community Plan	2,299	2,299	100%	2,327	2,327	100%	2,289	2,289	100%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>463,946</b>	<b>100%</b>	<b>471,504</b>	<b>471,504</b>	<b>100%</b>	<b>476,605</b>	<b>476,605</b>	<b>100%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>386,512</b>	<b>100%</b>	<b>392,619</b>	<b>392,619</b>	<b>100%</b>	<b>392,292</b>	<b>392,292</b>	<b>100%</b>
Amerigroup	100,648	100,648	100%	101,958	101,958	100%	102,812	102,812	100%
Molina Healthcare of Texas	95,568	95,568	100%	96,320	96,320	100%	96,926	96,926	100%
Superior Health Plan	97,237	97,237	100%	99,230	99,230	100%	100,781	100,781	100%
UnitedHealthcare Community Plan	93,059	93,059	100%	95,111	95,111	100%	96,773	96,773	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Micro Total</b>	33,261	33,261	100%	33,748	33,748	100%	34,089	34,089	100%
Amerigroup	3,630	3,630	100%	3,678	3,678	100%	3,680	3,680	100%
Molina Healthcare of Texas	8,468	8,468	100%	8,427	8,427	100%	8,367	8,367	100%
Superior Health Plan	7,096	7,096	100%	7,174	7,174	100%	7,259	7,259	100%
UnitedHealthcare Community Plan	14,067	14,067	100%	14,469	14,469	100%	14,783	14,783	100%
<b>Rural Total</b>	44,173	44,173	100%	45,137	45,137	100%	45,224	45,224	100%
Amerigroup	8,838	8,838	100%	8,915	8,915	100%	8,889	8,889	100%
Molina Healthcare of Texas	5,097	5,097	100%	5,155	5,155	100%	5,102	5,102	100%
Superior Health Plan	17,434	17,434	100%	17,917	17,917	100%	17,928	17,928	100%
UnitedHealthcare Community Plan	12,804	12,804	100%	13,150	13,150	100%	13,305	13,305	100%
<b>BH - Outpatient Grand Total</b>	<b>4,951,528</b>	<b>4,951,528</b>	<b>100%</b>	<b>5,144,478</b>	<b>5,144,478</b>	<b>100%</b>	<b>5,244,568</b>	<b>5,244,496</b>	<b>100%</b>
<b>Cardiovascular Disease</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,271,682</b>	<b>99%</b>	<b>4,516,725</b>	<b>4,461,432</b>	<b>99%</b>	<b>4,611,804</b>	<b>4,522,338</b>	<b>98%</b>
<b>Metro Total</b>	3,723,085	3,679,733	99%	3,873,665	3,836,708	99%	3,955,258	3,887,971	98%
Aetna Better Health	125,893	125,681	100%	133,867	133,581	100%	138,449	138,151	100%
Amerigroup	692,350	682,755	99%	718,849	708,494	99%	734,022	719,350	98%
Blue Cross and Blue Shield of Texas	46,196	46,123	100%	48,063	47,983	100%	49,198	45,755	93%
Community First Healthplan	152,815	152,342	100%	159,015	159,015	100%	162,358	162,358	100%
Community Health Choice	354,383	354,224	100%	365,975	365,818	100%	373,254	373,101	100%
Cook Children's Health Plan	154,438	152,665	99%	159,730	156,957	98%	162,644	160,122	98%
Dell Children's Health Plan	37,114	36,994	100%	38,581	38,455	100%	39,678	36,160	91%
Driscoll Children's Health Plan	184,280	184,007	100%	192,714	192,429	100%	197,334	197,008	100%
El Paso First	91,865	91,859	100%	95,758	95,752	100%	97,791	97,779	100%
Firstcare	62,725	62,698	100%	66,855	66,829	100%	68,917	68,890	100%
Molina Healthcare of Texas	119,377	119,338	100%	125,052	125,006	100%	127,985	126,576	99%
Parkland	225,728	205,764	91%	232,887	212,131	91%	236,673	197,525	83%
Right Care from Scott and White Health Plan	45,234	38,642	85%	47,350	47,306	100%	48,376	48,339	100%
Superior Health Plan	725,944	724,766	100%	754,289	753,251	100%	767,875	766,838	100%
Texas Children's Health Plan	496,724	496,184	100%	515,818	515,317	100%	525,906	525,681	100%
UnitedHealthcare Community Plan	208,019	205,691	99%	218,862	218,384	100%	224,798	224,338	100%
<b>Micro Total</b>	269,240	258,932	96%	283,138	272,079	96%	290,684	276,643	95%
Aetna Better Health	2,072	2,065	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,665	99%	50,600	50,186	99%	51,927	50,394	97%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	6,365	90%
Community First Healthplan	2,975	2,972	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,763	100%	13,452	13,451	100%	13,963	13,957	100%
Cook Children's Health Plan	4,429	3,932	89%	4,636	4,050	87%	4,765	4,252	89%
Dell Children's Health Plan	3,977	3,964	100%	4,251	4,083	96%	4,405	3,989	91%
Driscoll Children's Health Plan	18,434	18,434	100%	19,290	19,290	100%	19,693	19,693	100%
Firstcare	4,275	4,214	99%	4,492	4,414	98%	4,661	4,567	98%
Molina Healthcare of Texas	3,818	3,161	83%	3,949	3,291	83%	4,020	3,224	80%
Right Care from Scott and White Health Plan	5,281	5,143	97%	5,639	5,502	98%	5,812	5,657	97%
Superior Health Plan	122,777	115,700	94%	128,707	121,338	94%	131,896	123,872	94%
Texas Children's Health Plan	19,063	19,036	100%	20,339	20,307	100%	21,028	20,962	100%
UnitedHealthcare Community Plan	15,094	13,548	90%	15,686	14,070	90%	16,068	14,303	89%
<b>Rural Total</b>	340,103	333,017	98%	359,922	352,645	98%	365,862	357,724	98%
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	63,053	97%	69,622	67,824	97%	70,593	68,809	97%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	10,994	100%	11,387	11,347	100%	11,686	11,651	100%
Dell Children's Health Plan	985	956	97%	1,038	985	95%	1,065	1,001	94%
Driscoll Children's Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	74	99%	82	79	96%	71	70	99%
Firstcare	36,467	35,164	96%	38,276	37,298	96%	39,202	36,919	94%
Molina Healthcare of Texas	3,926	3,903	99%	4,270	4,249	100%	4,392	4,370	99%
Parkland	1,041	1,036	100%	1,462	1,446	99%	1,503	1,468	98%
Right Care from Scott and White Health Plan	11,636	11,353	98%	12,320	12,267	100%	12,569	12,569	100%
Superior Health Plan	154,125	150,650	98%	161,598	157,965	98%	164,506	160,774	98%
Texas Children's Health Plan	13,563	13,484	99%	14,265	14,171	99%	14,620	14,537	99%
UnitedHealthcare Community Plan	9,555	9,437	99%	10,186	10,048	99%	10,435	10,336	99%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>152,521</b>	<b>98%</b>	<b>156,314</b>	<b>153,303</b>	<b>98%</b>	<b>156,159</b>	<b>153,008</b>	<b>98%</b>
<b>Metro Total</b>	136,224	134,247	99%	137,033	134,918	98%	136,916	134,631	98%
Aetna Better Health	11,877	11,867	100%	11,995	11,984	100%	12,000	11,990	100%
Amerigroup	24,299	23,914	98%	24,323	23,913	98%	24,212	23,792	98%
Blue Cross and Blue Shield of Texas	6,371	5,190	81%	6,478	5,145	79%	6,486	4,961	76%
Community First Healthplan	6,960	6,945	100%	7,011	7,007	100%	6,998	6,993	100%
Cook Children's Health Plan	9,046	8,920	99%	9,094	8,960	99%	9,067	8,953	99%
Driscoll Children's Health Plan	8,140	8,135	100%	8,224	8,219	100%	8,278	8,272	100%
Superior Health Plan	24,080	24,072	100%	24,416	24,413	100%	24,466	24,461	100%
Texas Children's Health Plan	24,339	24,283	100%	24,409	24,356	100%	24,362	24,325	100%
UnitedHealthcare Community Plan	21,112	20,921	99%	21,083	20,921	99%	21,047	20,884	99%
<b>Micro Total</b>	8,740	8,039	92%	8,867	8,179	92%	8,903	8,234	92%
Aetna Better Health	37	36	97%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	653	99%	688	661	96%	697	634	91%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	101	86%	112	98	88%	112	101	90%
Driscoll Children's Health Plan	517	517	100%	523	523	100%	533	533	100%
Superior Health Plan	1,636	1,525	93%	1,660	1,551	93%	1,662	1,541	93%
Texas Children's Health Plan	2,554	2,081	81%	2,583	2,224	86%	2,602	2,414	93%
UnitedHealthcare Community Plan	2,829	2,736	97%	2,869	2,690	94%	2,865	2,579	90%
<b>Rural Total</b>	10,190	9,965	98%	10,414	10,206	98%	10,340	10,143	98%
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,719	94%	1,875	1,771	94%	1,828	1,724	94%
Blue Cross and Blue Shield of Texas	955	954	100%	988	987	100%	985	984	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior Health Plan	2,543	2,496	98%	2,585	2,540	98%	2,589	2,540	98%
Texas Children's Health Plan	1,424	1,403	99%	1,449	1,440	99%	1,476	1,468	99%
UnitedHealthcare Community Plan	2,299	2,247	98%	2,327	2,278	98%	2,289	2,254	98%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>STAR Plus Total</b>	<b>463,946</b>	<b>459,100</b>	99%	<b>471,504</b>	<b>466,824</b>	99%	<b>476,605</b>	<b>470,258</b>	99%
<b>Metro Total</b>	<b>386,512</b>	<b>384,217</b>	99%	<b>392,619</b>	<b>391,070</b>	100%	<b>397,292</b>	<b>394,551</b>	99%
Amerigroup	100,648	100,420	100%	101,958	101,709	100%	102,812	102,668	100%
Molina Healthcare of Texas	95,568	95,428	100%	96,320	96,173	100%	96,926	95,903	99%
Superior Health Plan	97,237	96,509	99%	99,230	98,510	99%	100,781	100,040	99%
UnitedHealthcare Community Plan	93,059	91,860	99%	95,111	94,678	100%	96,773	95,940	99%
<b>Micro Total</b>	<b>33,261</b>	<b>31,600</b>	95%	<b>33,748</b>	<b>31,487</b>	93%	<b>34,089</b>	<b>31,392</b>	92%
Amerigroup	3,630	3,630	100%	3,678	3,678	100%	3,680	3,678	100%
Molina Healthcare of Texas	8,468	7,605	90%	8,427	7,647	91%	8,367	7,537	90%
Superior Health Plan	7,096	6,381	90%	7,174	6,465	90%	7,259	6,527	90%
UnitedHealthcare Community Plan	14,067	13,984	99%	14,469	13,697	95%	14,783	13,650	92%
<b>Rural Total</b>	<b>44,173</b>	<b>43,283</b>	98%	<b>45,137</b>	<b>44,267</b>	98%	<b>45,224</b>	<b>44,315</b>	98%
Amerigroup	8,838	8,388	95%	8,915	8,457	95%	8,889	8,442	95%
Molina Healthcare of Texas	5,097	5,090	100%	5,155	5,143	100%	5,102	5,090	100%
Superior Health Plan	17,434	17,144	98%	17,917	17,624	98%	17,928	17,631	98%
UnitedHealthcare Community Plan	12,804	12,661	99%	13,150	13,043	99%	13,305	13,152	99%
<b>Cardiovascular Disease Grand Total</b>	<b>4,951,528</b>	<b>4,883,033</b>	99%	<b>5,144,543</b>	<b>5,081,559</b>	99%	<b>5,244,568</b>	<b>5,145,604</b>	98%
<b>ENT</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,270,129</b>	99%	<b>4,516,725</b>	<b>4,414,259</b>	98%	<b>4,611,804</b>	<b>4,529,154</b>	98%
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,677,248</b>	99%	<b>3,873,665</b>	<b>3,802,144</b>	98%	<b>3,955,258</b>	<b>3,892,995</b>	98%
Aetna Better Health	125,893	125,893	100%	133,867	133,844	100%	138,449	138,424	100%
Amerigroup	692,350	691,965	100%	718,849	714,204	99%	734,022	733,120	100%
Blue Cross and Blue Shield of Texas	46,196	46,176	100%	48,063	48,042	100%	49,198	49,194	100%
Community First Healthplan	152,815	152,815	100%	159,015	159,015	100%	162,358	162,358	100%
Community Health Choice	354,383	352,797	100%	365,975	364,142	99%	373,254	371,485	100%
Cook Children's Health Plan	154,438	153,950	100%	159,730	159,199	100%	162,644	161,986	100%
Dell Children's Health Plan	37,114	37,114	100%	38,581	38,578	100%	39,678	39,675	100%
Driscoll Children's Health Plan	184,280	184,274	100%	192,714	192,707	100%	197,334	197,324	100%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	62,725	100%	66,855	66,855	100%	68,917	68,917	100%
Molina Healthcare of Texas	119,377	116,779	98%	125,052	121,971	98%	127,985	114,741	90%
Parkland	225,728	222,788	99%	232,887	229,723	99%	236,673	231,785	98%
Right Care from Scott and White Health Plan	45,234	45,234	100%	47,350	47,350	100%	48,376	48,376	100%
Superior Health Plan	725,944	698,166	96%	754,289	707,499	94%	767,875	738,752	96%
Texas Children's Health Plan	496,724	496,724	100%	515,818	515,818	100%	525,906	525,906	100%
UnitedHealthcare Community Plan	208,019	197,983	95%	218,862	207,439	95%	224,798	213,161	95%
<b>Micro Total</b>	<b>269,240</b>	<b>263,313</b>	98%	<b>283,138</b>	<b>277,088</b>	98%	<b>290,684</b>	<b>284,675</b>	98%
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,946	100%	50,600	50,600	100%	51,927	51,927	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,963	100%
Cook Children's Health Plan	4,429	4,429	100%	4,636	4,636	100%	4,765	4,765	100%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	15,283	83%	19,290	16,016	83%	19,630	16,370	83%
Firstcare	4,275	4,275	100%	4,492	4,492	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	2,483	65%	3,949	2,626	66%	4,020	2,690	67%
Right Care from Scott and White Health Plan	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior Health Plan	122,777	122,777	100%	128,707	128,706	100%	131,896	131,895	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,028	100%
UnitedHealthcare Community Plan	15,094	13,653	90%	15,686	14,234	91%	16,068	14,713	92%
<b>Rural Total</b>	<b>340,103</b>	<b>329,568</b>	97%	<b>359,922</b>	<b>335,027</b>	93%	<b>365,862</b>	<b>351,484</b>	96%
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	61,690	95%	69,622	62,913	90%	70,593	66,754	95%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	11,031	100%	11,387	11,387	100%	11,686	11,686	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	75	100%	82	82	100%	71	70	99%
Firstcare	36,467	32,727	90%	38,726	34,878	90%	39,202	35,080	89%
Molina Healthcare of Texas	3,926	3,085	79%	4,270	3,406	80%	4,392	3,487	79%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plan	11,636	11,628	100%	12,320	12,090	98%	12,569	12,023	96%
Superior Health Plan	154,125	151,993	99%	161,598	149,078	92%	164,506	160,322	97%
Texas Children's Health Plan	13,563	13,563	100%	14,265	14,265	100%	14,620	14,620	100%
UnitedHealthcare Community Plan	9,555	8,837	92%	10,186	9,462	93%	10,435	9,654	93%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>149,376</b>	96%	<b>156,314</b>	<b>151,513</b>	97%	<b>156,159</b>	<b>151,721</b>	97%
<b>Metro Total</b>	<b>136,224</b>	<b>131,273</b>	96%	<b>137,033</b>	<b>133,117</b>	97%	<b>136,916</b>	<b>133,359</b>	97%
Aetna Better Health	11,877	11,761	99%	11,995	11,868	99%	12,000	11,861	99%
Amerigroup	24,299	24,279	100%	24,323	23,987	99%	24,212	24,191	100%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,478	100%	6,486	6,486	100%
Community First Healthplan	6,960	6,960	100%	7,011	7,011	100%	6,998	6,998	100%
Cook Children's Health Plan	9,046	9,035	100%	9,094	9,082	100%	9,067	9,054	100%
Driscoll Children's Health Plan	8,140	8,140	100%	8,224	8,224	100%	8,278	8,278	100%
Superior Health Plan	24,080	21,802	91%	24,416	22,279	91%	24,466	22,324	91%
Texas Children's Health Plan	24,339	22,695	93%	24,409	24,178	99%	24,362	24,113	99%
UnitedHealthcare Community Plan	21,112	20,230	96%	21,083	20,010	95%	21,047	20,054	95%
<b>Micro Total</b>	<b>8,740</b>	<b>8,513</b>	97%	<b>8,867</b>	<b>8,775</b>	99%	<b>8,903</b>	<b>8,813</b>	99%
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	697	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	117	100%	112	112	100%	112	112	100%
Driscoll Children's Health Plan	517	462	89%	523	470	90%	533	481	90%
Superior Health Plan	1,636	1,636	100%	1,660	1,660	100%	1,662	1,662	100%
Texas Children's Health Plan	2,554	2,418	95%	2,583	2,583	100%	2,602	2,602	100%
UnitedHealthcare Community Plan	2,829	2,793	99%	2,869	2,830	99%	2,865	2,827	99%
<b>Rural Total</b>	<b>10,190</b>	<b>9,590</b>	94%	<b>10,414</b>	<b>9,621</b>	92%	<b>10,340</b>	<b>9,549</b>	92%
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,627	89%	1,875	1,546	82%	1,828	1,642	90%

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY23 Q2 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Blue Cross and Blue Shield of Texas	955	906	95%	988	933	94%	985	932	95%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior Health Plan	2,543	2,329	92%	2,585	2,303	89%	2,589	2,291	88%
Texas Children's Health Plan	1,424	1,406	99%	1,449	1,449	100%	1,476	1,476	100%
UnitedHealthcare Community Plan	2,299	2,176	95%	2,327	2,200	95%	2,289	2,035	89%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>450,728</b>	<b>97%</b>	<b>471,504</b>	<b>452,348</b>	<b>96%</b>	<b>476,605</b>	<b>457,134</b>	<b>96%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>376,632</b>	<b>97%</b>	<b>392,619</b>	<b>378,396</b>	<b>96%</b>	<b>397,292</b>	<b>381,851</b>	<b>96%</b>
Amerigroup	100,648	100,603	100%	101,958	100,499	99%	102,812	102,789	100%
Molina Healthcare of Texas	95,568	91,907	96%	96,320	92,418	96%	96,926	88,456	91%
Superior Health Plan	97,237	91,841	94%	99,230	91,516	92%	100,781	95,020	94%
UnitedHealthcare Community Plan	93,059	92,281	99%	95,111	93,963	99%	96,773	95,586	99%
<b>Micro Total</b>	<b>33,261</b>	<b>31,977</b>	<b>96%</b>	<b>33,748</b>	<b>32,465</b>	<b>96%</b>	<b>34,089</b>	<b>32,813</b>	<b>96%</b>
Amerigroup	3,630	3,630	100%	3,678	3,678	100%	3,680	3,680	100%
Molina Healthcare of Texas	8,468	7,184	85%	8,427	7,149	85%	8,367	7,098	85%
Superior Health Plan	7,096	7,096	100%	7,174	7,173	100%	7,259	7,258	100%
UnitedHealthcare Community Plan	14,067	14,067	100%	14,469	14,465	100%	14,783	14,777	100%
<b>Rural Total</b>	<b>44,173</b>	<b>42,119</b>	<b>95%</b>	<b>45,137</b>	<b>41,487</b>	<b>92%</b>	<b>45,224</b>	<b>42,470</b>	<b>94%</b>
Amerigroup	8,838	7,699	87%	8,915	7,187	81%	8,889	7,755	87%
Molina Healthcare of Texas	5,097	4,705	92%	5,155	4,777	93%	5,102	4,721	93%
Superior Health Plan	17,434	17,174	99%	17,917	16,629	93%	17,928	17,369	97%
UnitedHealthcare Community Plan	12,804	12,541	98%	13,150	12,894	98%	13,305	12,625	95%
<b>ENT Grand Total</b>	<b>4,951,528</b>	<b>4,870,233</b>	<b>98%</b>	<b>5,144,543</b>	<b>5,018,120</b>	<b>98%</b>	<b>5,244,568</b>	<b>5,138,009</b>	<b>98%</b>
<b>General Surgeon</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,306,111</b>	<b>99%</b>	<b>4,516,725</b>	<b>4,488,043</b>	<b>99%</b>	<b>4,611,804</b>	<b>4,563,288</b>	<b>99%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,700,162</b>	<b>99%</b>	<b>3,873,665</b>	<b>3,850,384</b>	<b>99%</b>	<b>3,952,258</b>	<b>3,915,689</b>	<b>99%</b>
Aetna Better Health	125,893	125,856	100%	133,867	133,830	100%	138,449	138,413	100%
Amerigroup	692,350	686,795	99%	718,849	713,377	99%	734,022	733,157	100%
Blue Cross and Blue Shield of Texas	46,196	45,891	99%	48,063	47,749	99%	49,198	47,309	96%
Community First Healthplan	152,815	152,504	100%	159,015	158,689	100%	162,358	162,358	100%
Community Health Choice	354,383	354,235	100%	365,975	365,859	100%	373,254	373,095	100%
Cook Children's Health Plan	154,438	153,579	99%	159,730	158,797	99%	162,644	150,670	93%
Dell Children's Health Plan	37,114	37,003	100%	38,581	38,466	100%	39,678	38,571	97%
Driscoll Children's Health Plan	184,280	183,284	99%	192,714	191,705	99%	197,334	196,302	99%
El Paso First	91,865	91,865	100%	95,758	95,756	100%	97,791	97,785	100%
Firstcare	62,725	62,716	100%	66,855	66,838	100%	68,917	68,899	100%
Molina Healthcare of Texas	119,377	119,339	100%	125,052	125,010	100%	127,985	127,592	100%
Parkland	225,728	215,975	96%	232,887	223,021	96%	236,673	219,728	93%
Right Care from Scott and White Health Plan	45,234	45,199	100%	47,350	47,319	100%	48,376	48,339	100%
Superior Health Plan	725,944	724,325	100%	754,289	752,593	100%	767,875	766,351	100%
Texas Children's Health Plan	496,724	496,325	100%	515,818	515,413	100%	525,906	525,506	100%
UnitedHealthcare Community Plan	208,019	205,271	99%	218,862	215,962	99%	224,798	221,614	99%
<b>Micro Total</b>	<b>269,240</b>	<b>267,691</b>	<b>99%</b>	<b>283,138</b>	<b>280,751</b>	<b>99%</b>	<b>290,684</b>	<b>286,661</b>	<b>99%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,313	100%
Amerigroup	47,946	47,662	99%	50,600	50,174	99%	51,927	51,769	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,127	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,963	100%
Cook Children's Health Plan	4,429	4,378	99%	4,636	4,590	99%	4,765	3,088	65%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,379	99%
Driscoll Children's Health Plan	18,434	18,434	100%	19,290	19,290	100%	19,693	19,693	100%
Firstcare	4,275	4,215	99%	4,492	4,426	99%	4,661	4,580	98%
Molina Healthcare of Texas	3,818	3,818	100%	3,949	3,291	83%	4,020	3,322	83%
Right Care from Scott and White Health Plan	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior Health Plan	122,777	122,755	100%	128,707	128,676	100%	131,896	131,854	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,002	100%
UnitedHealthcare Community Plan	15,094	13,962	93%	15,686	14,527	93%	16,068	14,759	92%
<b>Rural Total</b>	<b>340,103</b>	<b>338,258</b>	<b>99%</b>	<b>359,922</b>	<b>356,908</b>	<b>99%</b>	<b>365,862</b>	<b>360,938</b>	<b>99%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	64,208	99%	69,622	69,024	99%	70,593	69,376	98%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	10,984	100%	11,387	11,355	100%	11,686	11,651	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	74	99%	82	79	96%	71	70	99%
Firstcare	36,467	36,211	99%	38,726	38,093	98%	39,202	37,566	96%
Molina Healthcare of Texas	3,926	3,905	99%	4,270	4,247	99%	4,392	4,319	98%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plan	11,636	11,611	100%	12,320	12,291	100%	12,569	12,479	99%
Superior Health Plan	154,125	153,497	100%	161,598	160,148	99%	164,506	162,929	99%
Texas Children's Health Plan	13,563	13,456	99%	14,265	14,154	99%	14,620	14,540	99%
UnitedHealthcare Community Plan	9,555	9,373	98%	10,186	10,051	99%	10,435	10,220	98%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>154,309</b>	<b>99%</b>	<b>156,314</b>	<b>155,298</b>	<b>99%</b>	<b>156,159</b>	<b>154,650</b>	<b>99%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>135,514</b>	<b>99%</b>	<b>137,033</b>	<b>136,378</b>	<b>100%</b>	<b>136,916</b>	<b>135,869</b>	<b>99%</b>
Aetna Better Health	11,877	11,802	99%	11,995	11,950	100%	12,000	11,987	100%
Amerigroup	24,299	24,164	99%	24,323	24,190	99%	24,212	24,201	100%
Blue Cross and Blue Shield of Texas	6,371	6,364	100%	6,478	6,471	100%	6,486	6,410	99%
Community First Healthplan	6,960	6,953	100%	7,011	6,984	100%	6,998	6,992	100%
Cook Children's Health Plan	9,046	9,002	100%	9,094	9,050	100%	9,067	8,407	93%
Driscoll Children's Health Plan	8,140	8,105	100%	8,224	8,191	100%	8,278	8,246	100%
Superior Health Plan	24,080	24,067	100%	24,416	24,401	100%	24,466	24,454	100%
Texas Children's Health Plan	24,339	24,123	99%	24,409	24,237	99%	24,362	24,326	100%
UnitedHealthcare Community Plan	21,112	20,934	99%	21,083	20,904	99%	21,047	20,846	99%
<b>Micro Total</b>	<b>8,740</b>	<b>8,680</b>	<b>99%</b>	<b>8,867</b>	<b>8,599</b>	<b>97%</b>	<b>8,903</b>	<b>8,558</b>	<b>96%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	694	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	115	98%	112	111	99%	112	69	62%
Driscoll Children's Health Plan	517	517	100%	523	523	100%	533	533	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	1,636	1,636	100%	1,660	1,660	100%	1,662	1,662	100%
Texas Children's Health Plan	2,554	2,553	100%	2,583	2,456	95%	2,602	2,469	95%
UnitedHealthcare Community Plan	2,829	2,772	98%	2,869	2,729	95%	2,865	2,699	94%
<b>Rural Total</b>	<b>10,190</b>	<b>10,115</b>	<b>99%</b>	<b>10,414</b>	<b>10,321</b>	<b>99%</b>	<b>10,340</b>	<b>10,223</b>	<b>99%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,793	98%	1,875	1,846	98%	1,828	1,780	97%
Blue Cross and Blue Shield of Texas	955	955	100%	988	988	100%	985	985	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior Health Plan	2,543	2,539	100%	2,585	2,573	100%	2,589	2,570	99%
Texas Children's Health Plan	1,424	1,415	99%	1,449	1,440	99%	1,476	1,468	99%
UnitedHealthcare Community Plan	2,299	2,267	99%	2,327	2,284	98%	2,289	2,247	98%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>461,209</b>	<b>99%</b>	<b>471,504</b>	<b>466,635</b>	<b>99%</b>	<b>476,605</b>	<b>471,210</b>	<b>99%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>384,257</b>	<b>99%</b>	<b>392,619</b>	<b>389,938</b>	<b>99%</b>	<b>397,292</b>	<b>394,354</b>	<b>99%</b>
Amerigroup	100,648	100,412	100%	101,958	101,713	100%	102,812	102,709	100%
Molina Healthcare of Texas	95,568	95,452	100%	96,320	96,185	100%	96,926	96,515	100%
Superior Health Plan	97,237	97,009	100%	99,230	98,379	99%	100,781	100,324	100%
UnitedHealthcare Community Plan	93,059	91,384	98%	95,111	93,661	98%	96,773	94,806	98%
<b>Micro Total</b>	<b>33,261</b>	<b>33,140</b>	<b>100%</b>	<b>33,748</b>	<b>31,982</b>	<b>95%</b>	<b>34,089</b>	<b>32,230</b>	<b>95%</b>
Amerigroup	3,630	3,615	100%	3,678	3,667	100%	3,680	3,666	100%
Molina Healthcare of Texas	8,468	8,453	100%	8,427	7,477	89%	8,367	7,390	88%
Superior Health Plan	7,096	7,096	100%	7,174	7,174	100%	7,259	7,259	100%
UnitedHealthcare Community Plan	14,067	13,976	99%	14,469	13,664	94%	14,783	13,915	94%
<b>Rural Total</b>	<b>44,173</b>	<b>43,812</b>	<b>99%</b>	<b>45,137</b>	<b>44,715</b>	<b>99%</b>	<b>45,224</b>	<b>44,626</b>	<b>99%</b>
Amerigroup	8,838	8,700	98%	8,915	8,776	98%	8,889	8,628	97%
Molina Healthcare of Texas	5,097	5,086	100%	5,155	5,145	100%	5,102	5,076	99%
Superior Health Plan	17,434	17,394	100%	17,917	17,837	100%	17,928	17,774	99%
UnitedHealthcare Community Plan	12,804	12,632	99%	13,150	12,957	99%	13,305	13,148	99%
<b>General Surgeon Grand Total</b>	<b>4,951,528</b>	<b>4,921,629</b>	<b>99%</b>	<b>5,144,543</b>	<b>5,109,976</b>	<b>99%</b>	<b>5,244,568</b>	<b>5,189,148</b>	<b>99%</b>
<b>Health Rehabilitative Services (MHR)</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>3,528,936</b>	<b>81%</b>	<b>4,516,725</b>	<b>3,469,587</b>	<b>77%</b>	<b>4,611,804</b>	<b>3,376,657</b>	<b>73%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,185,590</b>	<b>86%</b>	<b>3,873,665</b>	<b>3,106,377</b>	<b>80%</b>	<b>3,955,258</b>	<b>3,000,047</b>	<b>76%</b>
Aetna Better Health	125,893	122,117	97%	133,867	131,125	98%	138,449	135,512	98%
Amerigroup	692,350	595,973	86%	718,849	618,134	86%	734,022	607,397	83%
Blue Cross and Blue Shield of Texas	46,196	41,198	89%	48,063	42,892	89%	49,198	43,120	88%
Community First Healthplan	152,815	147,654	97%	159,015	153,669	97%	162,358	158,145	97%
Community Health Choice	354,383	340,751	96%	365,975	352,209	96%	373,254	359,346	96%
Cook Children's Health Plan	154,438	142,432	92%	159,730	147,278	92%	162,644	0	0%
Dell Children's Health Plan	37,114	33,577	90%	38,581	34,953	91%	39,678	0	0%
Driscoll Children's Health Plan	184,280	122,777	67%	192,714	160,905	83%	197,334	173,496	88%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	7,367	12%	66,855	9,228	14%	68,917	8,871	13%
Molina Healthcare of Texas	119,377	67,820	57%	125,052	72,025	58%	127,985	89,158	70%
Parkland	225,728	223,055	99%	232,887	0	0%	236,673	0	0%
Right Care from Scott and White Health Plan	45,234	20,511	45%	47,350	21,481	45%	48,376	21,891	45%
Superior Health Plan	725,944	598,017	82%	754,289	622,604	83%	767,875	649,477	85%
Texas Children's Health Plan	496,724	463,198	93%	515,818	481,115	93%	525,906	490,144	93%
UnitedHealthcare Community Plan	208,019	167,278	80%	218,862	163,001	74%	224,798	165,699	74%
<b>Micro Total</b>	<b>269,240</b>	<b>89,485</b>	<b>33%</b>	<b>283,138</b>	<b>94,978</b>	<b>34%</b>	<b>290,684</b>	<b>102,012</b>	<b>35%</b>
Aetna Better Health	2,072	1,150	56%	2,233	1,302	58%	2,319	1,322	57%
Amerigroup	47,946	2,269	5%	50,600	2,427	5%	51,927	2,183	4%
Blue Cross and Blue Shield of Texas	6,335	2,445	39%	6,736	2,583	38%	7,038	2,603	37%
Community First Healthplan	2,975	2,182	73%	3,128	2,307	74%	3,089	2,464	80%
Community Health Choice	12,764	10,166	80%	13,452	10,818	80%	13,896	10,952	78%
Cook Children's Health Plan	4,429	1,552	35%	4,636	1,619	35%	4,765	0	0%
Dell Children's Health Plan	3,977	1,640	41%	4,251	1,731	41%	4,405	0	0%
Driscoll Children's Health Plan	18,434	10,741	58%	19,290	11,282	58%	19,693	11,522	59%
Firstcare	4,275	0	0%	4,492	0	0%	4,661	0	0%
Molina Healthcare of Texas	3,818	811	21%	3,949	851	22%	4,020	876	22%
Right Care from Scott and White Health Plan	5,281	774	15%	5,639	812	14%	5,812	827	14%
Superior Health Plan	122,777	41,019	33%	128,707	43,135	34%	131,896	52,865	40%
Texas Children's Health Plan	19,063	11,878	62%	20,339	13,124	65%	21,028	13,193	63%
UnitedHealthcare Community Plan	15,094	2,858	19%	15,686	2,987	19%	16,068	3,205	20%
<b>Rural Total</b>	<b>340,103</b>	<b>253,861</b>	<b>75%</b>	<b>359,922</b>	<b>268,232</b>	<b>75%</b>	<b>365,862</b>	<b>274,598</b>	<b>75%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	32,806	51%	69,622	35,969	52%	70,593	33,448	47%
Blue Cross and Blue Shield of Texas	2,136	2,135	100%	2,298	2,297	100%	2,351	2,347	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	11,031	100%	11,387	11,385	100%	11,686	11,684	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	68	6%
Driscoll Children's Health Plan	21,788	21,772	100%	23,141	23,129	100%	23,118	23,118	100%
El Paso First	75	75	100%	82	82	100%	71	70	99%
Firstcare	36,467	21,597	59%	38,726	23,023	59%	39,202	25,408	65%
Molina Healthcare of Texas	3,926	2,996	76%	4,270	3,327	78%	4,392	3,801	87%
Parkland	1,041	1,041	100%	1,462	0	0%	1,503	0	0%
Right Care from Scott and White Health Plan	11,636	10,834	93%	12,320	11,474	93%	12,569	12,299	98%
Superior Health Plan	154,125	123,510	80%	161,598	130,024	80%	164,506	133,220	81%
Texas Children's Health Plan	13,563	10,509	77%	14,265	11,013	77%	14,620	11,294	77%
UnitedHealthcare Community Plan	9,555	5,581	58%	10,186	5,944	58%	10,435	8,090	78%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>116,268</b>	<b>75%</b>	<b>156,314</b>	<b>117,312</b>	<b>75%</b>	<b>156,159</b>	<b>110,387</b>	<b>71%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>107,889</b>	<b>79%</b>	<b>137,033</b>	<b>108,702</b>	<b>79%</b>	<b>136,914</b>	<b>101,684</b>	<b>74%</b>
Aetna Better Health	11,877	11,641	98%	11,995	11,770	98%	12,000	11,776	98%
Amerigroup	24,299	21,625	89%	24,323	21,633	89%	24,212	19,492	81%
Blue Cross and Blue Shield of Texas	6,371	0	0%	6,478	0	0%	6,486	3,030	47%
Community First Healthplan	6,960	6,769	97%	7,011	6,813	97%	6,998	6,849	98%
Cook Children's Health Plan	9,046	8,011	89%	9,094	8,060	89%	9,067	0	0%
Driscoll Children's Health Plan	8,140	5,496	68%	8,224	7,071	86%	8,278	7,505	91%
Superior Health Plan	24,080	19,182	80%	24,416	19,448	80%	24,466	19,430	79%
Texas Children's Health Plan	24,339	20,957	86%	24,409	21,012	86%	24,362	20,946	86%
UnitedHealthcare Community Plan	21,112	14,208	67%	21,083	12,895	61%	21,047	12,656	60%
<b>Micro Total</b>	<b>8,740</b>	<b>2,411</b>	<b>28%</b>	<b>8,867</b>	<b>2,481</b>	<b>28%</b>	<b>8,903</b>	<b>2,473</b>	<b>28%</b>



**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Aetna Better Health	37	15	41%	39	13	33%	38	14	37%
Amerigroup	286	7	2%	290	4	1%	297	4	1%
Blue Cross and Blue Shield of Texas	660	0	0%	688	0	0%	697	92	13%
Community First Healthplan	104	75	72%	103	72	70%	97	68	70%
Cook Children's Health Plan	117	42	36%	112	41	37%	112	0	0%
Driscoll Children's Health Plan	517	352	68%	523	358	68%	533	360	68%
Superior Health Plan	1,636	511	31%	1,660	527	32%	1,662	528	32%
Texas Children's Health Plan	2,554	1,139	45%	2,583	1,180	46%	2,602	1,181	45%
UnitedHealthcare Community Plan	2,829	270	10%	2,869	286	10%	2,865	226	8%
<b>Rural Total</b>	<b>10,190</b>	<b>5,968</b>	<b>59%</b>	<b>10,414</b>	<b>6,129</b>	<b>59%</b>	<b>10,340</b>	<b>6,230</b>	<b>60%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	678	37%	1,875	720	38%	1,828	530	29%
Blue Cross and Blue Shield of Texas	955	123	13%	988	150	15%	985	461	47%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	839	100%	877	876	100%	866	866	100%
Superior Health Plan	2,543	1,860	73%	2,585	1,912	74%	2,589	1,890	73%
Texas Children's Health Plan	1,424	1,201	84%	1,449	1,226	85%	1,476	1,249	85%
UnitedHealthcare Community Plan	2,299	961	42%	2,327	932	40%	2,289	927	40%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>331,917</b>	<b>72%</b>	<b>471,504</b>	<b>337,629</b>	<b>72%</b>	<b>476,605</b>	<b>321,350</b>	<b>67%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>299,404</b>	<b>77%</b>	<b>392,619</b>	<b>304,265</b>	<b>77%</b>	<b>397,292</b>	<b>285,954</b>	<b>72%</b>
Amerigroup	100,648	88,617	88%	101,958	89,785	88%	102,812	68,423	67%
Molina Healthcare of Texas	95,568	66,939	70%	96,320	67,686	70%	96,926	66,772	69%
Superior Health Plan	97,237	83,831	86%	99,230	85,726	86%	100,781	87,529	87%
UnitedHealthcare Community Plan	93,059	60,017	64%	95,111	61,068	64%	96,773	63,230	65%
<b>Micro Total</b>	<b>33,261</b>	<b>6,719</b>	<b>20%</b>	<b>33,748</b>	<b>6,971</b>	<b>21%</b>	<b>34,089</b>	<b>8,696</b>	<b>26%</b>
Amerigroup	3,630	717	20%	3,678	759	21%	3,680	576	16%
Molina Healthcare of Texas	8,468	1,567	19%	8,427	1,584	19%	8,367	1,532	18%
Superior Health Plan	7,096	1,950	27%	7,174	1,982	28%	7,259	2,052	28%
UnitedHealthcare Community Plan	14,067	2,485	18%	14,469	2,646	18%	14,783	4,536	31%
<b>Rural Total</b>	<b>44,173</b>	<b>25,794</b>	<b>58%</b>	<b>45,137</b>	<b>26,393</b>	<b>58%</b>	<b>45,224</b>	<b>26,700</b>	<b>59%</b>
Amerigroup	8,838	3,278	37%	8,915	3,324	37%	8,889	2,007	23%
Molina Healthcare of Texas	5,097	2,744	54%	5,155	2,815	55%	5,102	3,018	59%
Superior Health Plan	17,434	14,131	81%	17,917	14,647	82%	17,928	14,577	81%
UnitedHealthcare Community Plan	12,804	5,641	44%	13,150	5,607	43%	13,305	7,098	53%
<b>TCM and MHR Grand Total</b>	<b>4,951,528</b>	<b>3,977,121</b>	<b>80%</b>	<b>5,144,543</b>	<b>3,924,528</b>	<b>76%</b>	<b>5,244,568</b>	<b>3,808,394</b>	<b>73%</b>
<b>Nursing Facility</b>									
<b>STAR Plus Total</b>	<b>240,952</b>	<b>240,332</b>	<b>100%</b>	<b>471,504</b>	<b>470,480</b>	<b>100%</b>	<b>476,605</b>	<b>475,510</b>	<b>100%</b>
<b>Metro Total</b>	<b>199,611</b>	<b>199,473</b>	<b>100%</b>	<b>392,619</b>	<b>392,347</b>	<b>100%</b>	<b>397,292</b>	<b>397,017</b>	<b>100%</b>
Amerigroup	52,756	52,618	100%	101,958	101,686	100%	102,812	102,537	100%
Molina Healthcare of Texas	54,098	54,098	100%	96,320	96,320	100%	96,926	96,926	100%
Superior Health Plan	47,293	47,293	100%	99,230	99,230	100%	100,781	100,781	100%
UnitedHealthcare Community Plan	45,464	45,464	100%	95,111	95,111	100%	96,773	96,773	100%
<b>Micro Total</b>	<b>17,630</b>	<b>17,630</b>	<b>100%</b>	<b>33,748</b>	<b>33,748</b>	<b>100%</b>	<b>34,089</b>	<b>34,089</b>	<b>100%</b>
Amerigroup	1,984	1,984	100%	3,678	3,678	100%	3,680	3,680	100%
Molina Healthcare of Texas	5,110	5,110	100%	8,427	8,427	100%	8,367	8,367	100%
Superior Health Plan	4,078	4,078	100%	7,174	7,174	100%	7,259	7,259	100%
UnitedHealthcare Community Plan	6,458	6,458	100%	14,469	14,469	100%	14,783	14,783	100%
<b>Rural Total</b>	<b>23,711</b>	<b>23,229</b>	<b>98%</b>	<b>45,137</b>	<b>44,385</b>	<b>98%</b>	<b>45,224</b>	<b>44,404</b>	<b>98%</b>
Amerigroup	5,380	4,946	92%	8,915	8,260	93%	8,889	8,260	93%
Molina Healthcare of Texas	2,965	2,965	100%	5,155	5,155	100%	5,102	5,102	100%
Superior Health Plan	8,962	8,926	100%	17,917	17,848	100%	17,928	17,859	100%
UnitedHealthcare Community Plan	6,404	6,392	100%	13,150	13,122	100%	13,305	13,183	99%
<b>Nursing Facility Grand Total</b>	<b>240,952</b>	<b>240,332</b>	<b>100%</b>	<b>471,504</b>	<b>470,480</b>	<b>100%</b>	<b>476,605</b>	<b>475,510</b>	<b>100%</b>
<b>OB/GYN</b>									
<b>STAR Total</b>	<b>1,280,061</b>	<b>1,279,513</b>	<b>100%</b>	<b>1,359,897</b>	<b>1,359,313</b>	<b>100%</b>	<b>1,408,609</b>	<b>1,407,862</b>	<b>100%</b>
<b>Metro Total</b>	<b>1,096,588</b>	<b>1,096,521</b>	<b>100%</b>	<b>1,163,003</b>	<b>1,162,873</b>	<b>100%</b>	<b>1,204,939</b>	<b>1,204,778</b>	<b>100%</b>
Aetna Better Health	40,641	40,641	100%	43,951	43,951	100%	46,123	46,123	100%
Amerigroup	203,139	203,139	100%	214,735	214,734	100%	222,532	222,531	100%
Blue Cross and Blue Shield of Texas	13,719	13,719	100%	14,551	14,551	100%	15,082	15,082	100%
Community First Healthplan	46,712	46,712	100%	49,474	49,474	100%	51,096	51,096	100%
Community Health Choice	103,597	103,597	100%	108,999	108,999	100%	112,839	112,839	100%
Cook Children's Health Plan	41,468	41,468	100%	43,791	43,791	100%	45,280	45,269	100%
Dell Children's Health Plan	9,372	9,372	100%	9,992	9,992	100%	10,424	10,424	100%
Driscoll Children's Health Plan	53,677	53,677	100%	57,258	57,258	100%	59,530	59,527	100%
El Paso First	28,170	28,170	100%	29,847	29,847	100%	30,905	30,905	100%
Firstcare	19,980	19,980	100%	21,687	21,687	100%	22,668	22,668	100%
Molina Healthcare of Texas	36,417	36,416	100%	38,842	38,841	100%	40,263	40,259	100%
Parkland	65,634	65,572	100%	69,077	68,953	100%	71,307	71,171	100%
Right Care from Scott and White Health Pl	14,240	14,240	100%	15,200	15,200	100%	15,738	15,738	100%
Superior Health Plan	221,805	221,801	100%	234,647	234,643	100%	241,996	241,990	100%
Texas Children's Health Plan	130,808	130,808	100%	139,007	139,007	100%	144,120	144,120	100%
UnitedHealthcare Community Plan	67,209	67,209	100%	71,945	71,945	100%	75,036	75,036	100%
<b>Micro Total</b>	<b>80,011</b>	<b>80,011</b>	<b>100%</b>	<b>85,659</b>	<b>85,659</b>	<b>100%</b>	<b>89,039</b>	<b>89,039</b>	<b>100%</b>
Aetna Better Health	694	694	100%	742	742	100%	794	794	100%
Amerigroup	14,315	14,315	100%	15,402	15,402	100%	16,078	16,078	100%
Blue Cross and Blue Shield of Texas	1,824	1,824	100%	1,958	1,958	100%	2,072	2,072	100%
Community First Healthplan	858	858	100%	907	907	100%	902	902	100%
Community Health Choice	3,602	3,602	100%	3,887	3,887	100%	4,085	4,085	100%
Cook Children's Health Plan	1,141	1,141	100%	1,232	1,232	100%	1,285	1,285	100%
Dell Children's Health Plan	972	972	100%	1,067	1,067	100%	1,097	1,097	100%
Driscoll Children's Health Plan	5,499	5,499	100%	5,884	5,884	100%	6,142	6,142	100%
Firstcare	1,366	1,366	100%	1,458	1,458	100%	1,520	1,520	100%
Molina Healthcare of Texas	1,230	1,230	100%	1,315	1,315	100%	1,345	1,345	100%
Right Care from Scott and White Health Pl	1,644	1,644	100%	1,792	1,792	100%	1,878	1,878	100%
Superior Health Plan	37,109	37,109	100%	39,564	39,564	100%	40,911	40,911	100%
Texas Children's Health Plan	4,932	4,932	100%	5,376	5,376	100%	5,660	5,660	100%
UnitedHealthcare Community Plan	4,825	4,825	100%	5,075	5,075	100%	5,270	5,270	100%
<b>Rural Total</b>	<b>103,462</b>	<b>102,981</b>	<b>100%</b>	<b>111,235</b>	<b>110,781</b>	<b>100%</b>	<b>114,631</b>	<b>114,045</b>	<b>99%</b>
Aetna Better Health	559	559	100%	603	603	100%	641	641	100%
Amerigroup	19,173	19,071	99%	20,929	20,816	99%	21,502	21,386	99%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Blue Cross and Blue Shield of Texas	657	657	100%	731	731	100%	755	755	100%
Community First Healthplan	2,257	2,257	100%	2,408	2,408	100%	2,492	2,492	100%
Community Health Choice	3,321	3,321	100%	3,463	3,463	100%	3,599	3,599	100%
Dell Children's Health Plan	283	283	100%	304	304	100%	325	325	100%
Driscoll Children's Health Plan	6,526	6,526	100%	7,090	7,090	100%	7,214	7,214	100%
El Paso First	24	24	100%	24	24	100%	21	21	100%
Firstcare	11,131	10,961	98%	12,009	11,836	99%	12,324	12,143	99%
Molina Healthcare of Texas	1,252	1,252	100%	1,381	1,381	100%	1,433	1,433	100%
Parkland	304	304	100%	427	427	100%	437	437	100%
Right Care from Scott and White Health Plan	3,634	3,634	100%	3,952	3,952	100%	4,070	4,070	100%
Superior Health Plan	47,107	46,900	100%	50,129	49,963	100%	51,718	51,430	99%
Texas Children's Health Plan	3,779	3,779	100%	4,060	4,060	100%	4,215	4,215	100%
UnitedHealthcare Community Plan	3,455	3,453	100%	3,725	3,723	100%	3,885	3,884	100%
<b>STAR Kids</b>	<b>31,707</b>	<b>31,683</b>	<b>100%</b>	<b>32,121</b>	<b>32,100</b>	<b>100%</b>	<b>32,138</b>	<b>32,126</b>	<b>100%</b>
<b>Metro</b>	<b>27,879</b>	<b>27,868</b>	<b>100%</b>	<b>28,183</b>	<b>28,176</b>	<b>100%</b>	<b>28,213</b>	<b>28,212</b>	<b>100%</b>
Aetna Better Health	2,583	2,579	100%	2,617	2,616	100%	2,611	2,610	100%
Amerigroup	5,002	4,995	100%	5,025	5,019	100%	5,005	5,005	100%
Blue Cross and Blue Shield of Texas	1,310	1,310	100%	1,324	1,324	100%	1,313	1,313	100%
Community First Healthplan	1,413	1,413	100%	1,445	1,445	100%	1,432	1,432	100%
Cook Children's Health Plan	1,847	1,847	100%	1,868	1,868	100%	1,867	1,867	100%
Driscoll Children's Health Plan	1,600	1,600	100%	1,620	1,620	100%	1,629	1,629	100%
Superior Health Plan	5,078	5,078	100%	5,165	5,165	100%	5,218	5,218	100%
Texas Children's Health Plan	4,808	4,808	100%	4,865	4,865	100%	4,883	4,883	100%
UnitedHealthcare Community Plan	4,238	4,238	100%	4,254	4,254	100%	4,255	4,255	100%
<b>Micro</b>	<b>1,810</b>	<b>1,810</b>	<b>100%</b>	<b>1,859</b>	<b>1,859</b>	<b>100%</b>	<b>1,831</b>	<b>1,831</b>	<b>100%</b>
Aetna Better Health	12	12	100%	12	12	100%	11	11	100%
Amerigroup	73	73	100%	74	74	100%	76	76	100%
Blue Cross and Blue Shield of Texas	136	136	100%	147	147	100%	148	148	100%
Community First Healthplan	23	23	100%	27	27	100%	24	24	100%
Cook Children's Health Plan	31	31	100%	28	28	100%	28	28	100%
Driscoll Children's Health Plan	108	108	100%	110	110	100%	105	105	100%
Superior Health Plan	332	332	100%	338	338	100%	336	336	100%
Texas Children's Health Plan	490	490	100%	500	500	100%	497	497	100%
UnitedHealthcare Community Plan	605	605	100%	623	623	100%	606	606	100%
<b>Rural</b>	<b>2,018</b>	<b>2,005</b>	<b>99%</b>	<b>2,079</b>	<b>2,065</b>	<b>99%</b>	<b>2,094</b>	<b>2,083</b>	<b>99%</b>
Aetna Better Health	17	17	100%	15	15	100%	14	14	100%
Amerigroup	350	343	98%	374	367	98%	375	368	98%
Blue Cross and Blue Shield of Texas	188	188	100%	205	205	100%	203	203	100%
Community First Healthplan	44	44	100%	49	49	100%	50	50	100%
Driscoll Children's Health Plan	156	156	100%	156	156	100%	155	155	100%
Superior Health Plan	500	497	99%	510	507	99%	512	508	99%
Texas Children's Health Plan	275	275	100%	287	287	100%	302	302	100%
UnitedHealthcare Community Plan	488	485	99%	483	479	99%	483	483	100%
<b>STAR Plus Total</b>	<b>154,198</b>	<b>154,099</b>	<b>100%</b>	<b>155,580</b>	<b>155,478</b>	<b>100%</b>	<b>156,249</b>	<b>156,131</b>	<b>100%</b>
<b>Metro Total</b>	<b>125,987</b>	<b>125,987</b>	<b>100%</b>	<b>126,992</b>	<b>126,991</b>	<b>100%</b>	<b>127,573</b>	<b>127,562</b>	<b>100%</b>
Amerigroup	32,126	32,126	100%	32,302	32,302	100%	32,374	32,374	100%
Molina Healthcare of Texas	27,970	27,969	100%	27,847	27,846	100%	27,791	27,781	100%
Superior Health Plan	33,916	33,916	100%	34,387	34,387	100%	34,624	34,623	100%
UnitedHealthcare Community Plan	31,976	31,976	100%	32,456	32,456	100%	32,784	32,784	100%
<b>Micro Total</b>	<b>12,187</b>	<b>12,187</b>	<b>100%</b>	<b>12,286</b>	<b>12,286</b>	<b>100%</b>	<b>12,358</b>	<b>12,358</b>	<b>100%</b>
Amerigroup	1,303	1,303	100%	1,298	1,298	100%	1,284	1,284	100%
Molina Healthcare of Texas	2,775	2,775	100%	2,748	2,748	100%	2,711	2,711	100%
Superior Health Plan	2,327	2,327	100%	2,356	2,356	100%	2,371	2,371	100%
UnitedHealthcare Community Plan	5,782	5,782	100%	5,884	5,884	100%	5,992	5,992	100%
<b>Rural Total</b>	<b>16,023</b>	<b>15,925</b>	<b>99%</b>	<b>16,302</b>	<b>16,201</b>	<b>99%</b>	<b>16,318</b>	<b>16,211</b>	<b>99%</b>
Amerigroup	2,864	2,838	99%	2,853	2,824	99%	2,857	2,827	99%
Molina Healthcare of Texas	1,758	1,758	100%	1,762	1,762	100%	1,740	1,740	100%
Superior Health Plan	6,502	6,450	99%	6,674	6,620	99%	6,667	6,595	99%
UnitedHealthcare Community Plan	4,899	4,879	100%	5,013	4,995	100%	5,054	5,049	100%
<b>OB/GYN Grand Total</b>	<b>1,465,966</b>	<b>1,465,295</b>	<b>100%</b>	<b>1,547,598</b>	<b>1,546,891</b>	<b>100%</b>	<b>1,596,966</b>	<b>1,596,119</b>	<b>100%</b>
<b>Ophthalmologist</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,213,945</b>	<b>97%</b>	<b>4,516,725</b>	<b>4,369,761</b>	<b>97%</b>	<b>4,611,804</b>	<b>4,477,055</b>	<b>97%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,634,290</b>	<b>98%</b>	<b>3,873,665</b>	<b>3,757,061</b>	<b>97%</b>	<b>3,955,258</b>	<b>3,851,101</b>	<b>97%</b>
Aetna Better Health	125,893	124,486	99%	133,867	132,388	99%	138,449	137,592	99%
Amerigroup	692,350	670,494	97%	718,849	698,482	97%	734,022	712,159	97%
Blue Cross and Blue Shield of Texas	46,196	45,291	98%	48,063	47,115	98%	49,198	47,964	97%
Community First Healthplan	152,815	152,213	100%	159,015	158,357	100%	162,358	160,273	99%
Community Health Choice	354,383	354,053	100%	365,975	365,766	100%	373,254	373,096	100%
Cook Children's Health Plan	154,438	149,917	97%	159,730	154,990	97%	162,644	154,238	95%
Dell Children's Health Plan	37,114	37,047	100%	38,581	38,514	100%	39,678	39,563	100%
Driscoll Children's Health Plan	184,280	182,596	99%	192,714	191,359	84%	197,334	195,540	99%
El Paso First	91,865	91,853	100%	95,758	95,750	100%	97,791	97,779	100%
Firstcare	62,725	57,982	92%	66,855	61,837	92%	68,917	63,771	93%
Molina Healthcare of Texas	119,377	118,495	99%	125,052	124,555	100%	127,985	126,481	99%
Parkland	225,728	195,781	87%	232,887	201,205	86%	236,673	203,694	86%
Right Care from Scott and White Health Plan	45,234	38,669	85%	47,350	39,521	83%	48,376	32,171	67%
Superior Health Plan	725,944	711,285	98%	754,289	743,144	99%	767,875	756,449	99%
Texas Children's Health Plan	496,724	496,560	100%	515,818	515,652	100%	525,906	525,768	100%
UnitedHealthcare Community Plan	208,019	207,568	100%	218,862	218,426	100%	224,798	224,563	100%
<b>Micro Total</b>	<b>269,240</b>	<b>255,996</b>	<b>95%</b>	<b>283,138</b>	<b>272,270</b>	<b>96%</b>	<b>290,684</b>	<b>278,568</b>	<b>96%</b>
Aetna Better Health	2,072	1,945	94%	2,233	2,108	94%	2,319	2,172	94%
Amerigroup	47,946	41,975	88%	50,600	47,268	93%	51,927	48,162	93%
Blue Cross and Blue Shield of Texas	6,335	6,309	100%	6,736	6,710	100%	7,038	6,990	99%
Community First Healthplan	2,975	2,971	100%	3,128	3,122	100%	3,089	3,072	99%
Community Health Choice	12,764	12,726	100%	13,452	13,411	100%	13,963	13,955	100%
Cook Children's Health Plan	4,429	3,807	86%	4,636	3,992	86%	4,765	3,144	66%
Dell Children's Health Plan	3,977	3,974	100%	4,251	4,249	100%	4,405	4,402	100%
Driscoll Children's Health Plan	18,434	16,186	88%	19,290	16,932	88%	19,693	17,257	88%
Firstcare	4,275	4,216	99%	4,492	4,428	99%	4,661	4,582	98%
Molina Healthcare of Texas	3,818	2,928	77%	3,949	3,028	77%	4,020	3,072	76%
Right Care from Scott and White Health Plan	5,281	5,214	99%	5,639	5,565	99%	5,812	5,812	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Superior Health Plan	122,777	122,596	100%	128,707	128,502	100%	131,896	131,682	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,028	100%
UnitedHealthcare Community Plan	15,094	12,086	80%	15,686	12,616	80%	16,068	13,238	82%
<b>Rural Total</b>	<b>340,103</b>	<b>323,659</b>	<b>95%</b>	<b>359,922</b>	<b>340,430</b>	<b>95%</b>	<b>365,862</b>	<b>347,386</b>	<b>95%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	61,795	95%	69,622	66,555	95.6%	70,593	67,101	95%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	10,912	99%	11,387	11,259	99%	11,686	11,626	99%
Dell Children's Health Plan	985	957	97%	1,038	1,015	98%	1,065	1,030	97%
Driscoll Children's Health Plan	21,788	21,745	100%	23,141	21,525	93%	23,118	23,055	100%
El Paso First	75	72	96%	82	79	96%	71	70	99%
Firstcare	36,467	29,376	81%	38,276	30,431	79%	39,202	30,802	79%
Molina Healthcare of Texas	3,926	3,889	99%	4,270	4,236	99%	4,392	4,360	99%
Parkland	1,041	1,030	99%	1,462	1,436	98%	1,503	1,478	98%
Right Care from Scott and White Health Plan	11,636	11,395	98%	12,320	12,080	98%	12,569	12,413	99%
Superior Health Plan	154,125	148,442	96%	161,598	155,772	96%	164,506	158,514	96%
Texas Children's Health Plan	13,563	13,485	99%	14,265	14,173	99%	14,620	14,541	99%
UnitedHealthcare Community Plan	9,555	9,436	99%	10,186	10,044	99%	10,435	10,294	99%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>150,129</b>	<b>97%</b>	<b>156,314</b>	<b>150,931</b>	<b>97%</b>	<b>156,159</b>	<b>150,696</b>	<b>97%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>132,514</b>	<b>97%</b>	<b>137,033</b>	<b>133,286</b>	<b>97%</b>	<b>136,916</b>	<b>133,157</b>	<b>97%</b>
Aetna Better Health	11,877	11,621	98%	11,995	11,792	98%	12,000	11,814	98%
Amerigroup	24,299	23,371	96%	24,323	23,443	96%	24,212	23,316	96%
Blue Cross and Blue Shield of Texas	6,371	5,256	82%	6,478	5,223	81%	6,486	5,113	79%
Community First Healthplan	6,960	6,940	100%	7,011	6,991	100%	6,998	6,931	99%
Cook Children's Health Plan	9,046	8,777	97%	9,094	8,823	97%	9,067	8,652	95%
Driscoll Children's Health Plan	8,140	8,077	99%	8,224	8,161	99%	8,278	8,212	99%
Superior Health Plan	24,080	24,001	100%	24,416	24,394	100%	24,466	24,441	100%
Texas Children's Health Plan	24,339	23,774	98%	24,409	23,822	98%	24,362	23,785	98%
UnitedHealthcare Community Plan	21,112	20,697	98%	21,083	20,637	98%	21,047	20,893	99%
<b>Micro Total</b>	<b>8,740</b>	<b>7,958</b>	<b>91%</b>	<b>8,867</b>	<b>7,765</b>	<b>88%</b>	<b>8,903</b>	<b>7,775</b>	<b>87%</b>
Aetna Better Health	37	29	78%	39	30	77%	38	30	79%
Amerigroup	286	261	91%	290	264	91%	297	273	92%
Blue Cross and Blue Shield of Texas	660	657	100%	688	685	100%	697	689	99%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	101	86%	112	98	88%	112	73	65%
Driscoll Children's Health Plan	517	483	93%	523	489	93%	533	491	92%
Superior Health Plan	1,636	1,636	100%	1,660	1,330	80%	1,662	1,333	80%
Texas Children's Health Plan	2,554	2,066	81%	2,583	2,101	81%	2,602	2,111	81%
UnitedHealthcare Community Plan	2,829	2,621	93%	2,869	2,665	93%	2,865	2,678	93%
<b>Rural Total</b>	<b>10,190</b>	<b>9,657</b>	<b>95%</b>	<b>10,414</b>	<b>9,880</b>	<b>95%</b>	<b>10,340</b>	<b>9,764</b>	<b>94%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,544	85%	1,875	1,596	85%	1,828	1,554	85%
Blue Cross and Blue Shield of Texas	955	922	97%	988	954	97%	985	915	93%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	839	100%	877	876	100%	866	865	100%
Superior Health Plan	2,543	2,464	97%	2,585	2,509	97%	2,589	2,504	97%
Texas Children's Health Plan	1,424	1,402	98%	1,449	1,426	98%	1,476	1,455	99%
UnitedHealthcare Community Plan	2,299	2,180	95%	2,327	2,206	95%	2,289	2,164	95%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>452,110</b>	<b>97%</b>	<b>471,504</b>	<b>460,247</b>	<b>98%</b>	<b>476,605</b>	<b>464,396</b>	<b>97%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>379,119</b>	<b>98%</b>	<b>392,619</b>	<b>385,846</b>	<b>98%</b>	<b>397,292</b>	<b>389,916</b>	<b>98%</b>
Amerigroup	100,648	97,996	97%	101,958	99,293	97%	102,812	99,911	97%
Molina Healthcare of Texas	95,568	93,206	98%	96,320	94,397	98%	96,926	94,006	97%
Superior Health Plan	97,237	96,519	99%	99,230	98,850	100%	100,781	100,358	100%
UnitedHealthcare Community Plan	93,059	91,398	98%	95,111	93,306	98%	96,773	95,641	99%
<b>Micro Total</b>	<b>33,261</b>	<b>31,066</b>	<b>93%</b>	<b>33,748</b>	<b>31,541</b>	<b>93%</b>	<b>34,089</b>	<b>31,794</b>	<b>93%</b>
Amerigroup	3,630	3,342	92%	3,678	3,383	92%	3,680	3,326	90%
Molina Healthcare of Texas	8,468	7,482	88%	8,427	7,453	88%	8,367	7,377	88%
Superior Health Plan	7,096	7,096	100%	7,174	7,174	100%	7,259	7,259	100%
UnitedHealthcare Community Plan	14,067	13,146	93%	14,469	13,531	93.5%	14,783	13,832	93.6%
<b>Rural Total</b>	<b>44,173</b>	<b>41,925</b>	<b>95%</b>	<b>45,137</b>	<b>42,860</b>	<b>95%</b>	<b>45,224</b>	<b>42,686</b>	<b>94%</b>
Amerigroup	8,838	7,614	86%	8,915	7,693	86%	8,889	7,519	85%
Molina Healthcare of Texas	5,097	5,076	100%	5,155	5,132	100%	5,102	5,071	99%
Superior Health Plan	17,434	16,813	96%	17,917	17,299	97%	17,928	17,302	97%
UnitedHealthcare Community Plan	12,804	12,422	97%	13,150	12,736	97%	13,305	12,794	96%
<b>Ophthalmologist Grand Total</b>	<b>4,951,528</b>	<b>4,816,184</b>	<b>97%</b>	<b>5,144,543</b>	<b>4,980,939</b>	<b>97%</b>	<b>5,244,568</b>	<b>5,092,147</b>	<b>97%</b>
<b>Orthopedist</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,262,806</b>	<b>98%</b>	<b>4,516,725</b>	<b>4,440,910</b>	<b>98%</b>	<b>4,611,804</b>	<b>4,528,915</b>	<b>98%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,685,222</b>	<b>99%</b>	<b>3,873,665</b>	<b>3,830,844</b>	<b>99%</b>	<b>3,955,258</b>	<b>3,909,847</b>	<b>99%</b>
Aetna Better Health	125,893	125,697	100%	133,867	133,630	100%	138,449	138,367	100%
Amerigroup	692,350	685,522	99%	718,849	711,298	99%	734,022	726,942	99%
Blue Cross and Blue Shield of Texas	46,196	46,082	100%	48,063	47,946	100%	49,198	45,596	93%
Community First Healthplan	152,815	152,522	100%	159,015	158,708	100%	162,358	162,010	100%
Community Health Choice	354,383	354,187	100%	365,975	365,746	100%	373,254	373,155	100%
Cook Children's Health Plan	154,438	149,519	97%	159,730	154,349	97%	162,644	156,709	96%
Dell Children's Health Plan	37,114	37,076	100%	38,581	38,543	100%	39,678	39,562	100%
Driscoll Children's Health Plan	184,280	182,729	99%	192,714	191,172	99%	197,334	195,730	99%
El Paso First	91,865	91,863	100%	95,758	95,756	100%	97,791	97,779	100%
Firstcare	62,725	62,684	100%	66,855	66,816	100%	68,917	68,877	100%
Molina Healthcare of Texas	119,377	119,335	100%	125,052	125,004	100%	127,985	127,292	99%
Parkland	225,728	204,631	91%	232,887	210,654	90.5%	236,673	217,454	92%
Right Care from Scott and White Health Plan	45,234	45,189	100%	47,350	47,324	100%	48,376	48,354	100%
Superior Health Plan	725,944	724,154	100%	754,289	752,328	100%	767,875	765,850	100%
Texas Children's Health Plan	496,724	496,587	100%	515,818	515,634	100%	525,906	525,728	100%
UnitedHealthcare Community Plan	208,019	207,445	100%	218,862	215,936	99%	224,798	220,442	98%
<b>Micro Total</b>	<b>269,240</b>	<b>247,725</b>	<b>92%</b>	<b>283,138</b>	<b>260,356</b>	<b>92%</b>	<b>290,684</b>	<b>263,652</b>	<b>91%</b>
Aetna Better Health	2,072	2,068	100%	2,233	2,229	100%	2,319	2,291	99%
Amerigroup	47,946	47,288	99%	50,600	49,901	99%	51,927	48,171	93%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,973	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,903	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Cook Children's Health Plan	4,429	4,120	93%	4,636	3,832	83%	4,765	3,844	81%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	13,491	73%	19,290	14,195	74%	19,693	14,395	73%
Firstcare	4,275	4,213	99%	4,492	4,423	98%	4,661	4,575	98%
Molina Healthcare of Texas	3,818	3,146	82%	3,949	3,284	83%	4,020	3,312	82%
Right Care from Scott and White Health Plan	5,281	5,279	100%	5,639	5,637	100%	5,812	5,812	100%
Superior Health Plan	122,777	110,992	90%	128,707	116,407	90%	131,896	119,012	90%
Texas Children's Health Plan	19,063	18,983	100%	20,339	20,253	100%	21,028	20,943	100%
UnitedHealthcare Community Plan	15,094	12,096	80%	15,686	12,628	81%	16,068	12,862	80%
<b>Rural Total</b>	<b>340,103</b>	<b>329,859</b>	<b>97%</b>	<b>359,922</b>	<b>349,710</b>	<b>97%</b>	<b>365,862</b>	<b>355,416</b>	<b>97%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	62,825	97%	69,622	67,522	97%	70,593	68,588	97%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	10,921	99%	11,387	11,267	99%	11,686	11,651	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	21,768	100%	23,141	23,121	100%	23,118	23,105	100%
El Paso First	75	74	99%	82	81	99%	71	70	99%
Firstcare	36,467	34,738	95%	38,726	37,300	96%	39,202	37,668	96%
Molina Healthcare of Texas	3,926	3,880	99%	4,270	4,227	99%	4,392	4,351	99%
Parkland	1,041	1,036	100%	1,462	1,444	99%	1,503	1,496	100%
Right Care from Scott and White Health Plan	11,636	11,531	99%	12,320	12,199	99%	12,569	12,422	99%
Superior Health Plan	154,125	148,099	96%	161,598	155,460	96%	164,506	158,009	96%
Texas Children's Health Plan	13,563	13,459	99%	14,265	14,176	99%	14,620	14,546	99%
UnitedHealthcare Community Plan	9,555	9,418	99%	10,186	10,050	99%	10,435	10,343	99%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>151,450</b>	<b>98%</b>	<b>156,314</b>	<b>152,268</b>	<b>97%</b>	<b>156,159</b>	<b>151,952</b>	<b>97%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>132,514</b>	<b>97%</b>	<b>137,033</b>	<b>134,471</b>	<b>98%</b>	<b>136,916</b>	<b>134,315</b>	<b>98%</b>
Aetna Better Health	11,877	11,621	98%	11,995	11,951	100%	12,000	11,931	99%
Amerigroup	24,299	23,371	96%	24,323	24,310	100%	24,212	24,055	99%
Blue Cross and Blue Shield of Texas	6,371	5,256	82%	6,478	6,474	100%	6,486	6,308	97%
Community First Healthplan	6,960	6,940	100%	7,011	7,003	100%	6,998	6,992	100%
Cook Children's Health Plan	9,046	8,777	97%	9,094	8,819	97%	9,067	8,774	97%
Driscoll Children's Health Plan	8,140	8,077	99%	8,224	8,162	99%	8,278	8,212	99%
Superior Health Plan	24,080	24,001	100%	24,416	24,377	100%	24,466	24,424	100%
Texas Children's Health Plan	24,339	23,774	98%	24,409	24,376	100%	24,362	24,325	100%
UnitedHealthcare Community Plan	21,112	20,697	98%	21,083	18,999	90%	21,047	19,294	92%
<b>Micro Total</b>	<b>8,740</b>	<b>7,958</b>	<b>91%</b>	<b>8,867</b>	<b>7,899</b>	<b>89%</b>	<b>8,903</b>	<b>7,850</b>	<b>88%</b>
Aetna Better Health	37	29	78%	39	37	95%	38	36	95%
Amerigroup	286	261	91%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	657	100%	688	687	100%	697	694	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	101	86%	112	94	84%	112	90	80%
Driscoll Children's Health Plan	517	483	93%	523	443	85%	533	453	85%
Superior Health Plan	1,636	1,636	100%	1,660	1,220	73%	1,662	1,213	73%
Texas Children's Health Plan	2,554	2,066	81%	2,583	2,501	97%	2,602	2,590	100%
UnitedHealthcare Community Plan	2,829	2,621	93%	2,869	2,524	88%	2,865	2,380	83%
<b>Rural Total</b>	<b>10,190</b>	<b>9,657</b>	<b>95%</b>	<b>10,414</b>	<b>9,898</b>	<b>95%</b>	<b>10,340</b>	<b>9,787</b>	<b>95%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,544	85%	1,875	1,788	95%	1,828	1,742	95%
Blue Cross and Blue Shield of Texas	955	922	97%	988	987	100%	985	982	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	839	100%	877	876	100%	866	865	100%
Superior Health Plan	2,543	2,464	97%	2,585	2,437	94.3%	2,589	2,426	93.7%
Texas Children's Health Plan	1,424	1,402	98%	1,449	1,440	99%	1,476	1,468	99%
UnitedHealthcare Community Plan	2,299	2,180	95%	2,327	2,057	88%	2,289	1,997	87%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>454,348</b>	<b>98%</b>	<b>471,504</b>	<b>458,860</b>	<b>97%</b>	<b>476,605</b>	<b>463,889</b>	<b>97%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>379,119</b>	<b>98%</b>	<b>392,619</b>	<b>386,122</b>	<b>98%</b>	<b>397,292</b>	<b>391,446</b>	<b>99%</b>
Amerigroup	100,648	97,996	97%	101,958	99,369	97%	102,812	101,663	99%
Molina Healthcare of Texas	95,568	93,206	98%	96,320	96,056	100%	96,926	95,656	99%
Superior Health Plan	97,237	96,519	99%	99,230	98,313	99%	100,781	100,494	100%
UnitedHealthcare Community Plan	93,059	91,398	98%	95,111	92,384	97%	96,773	93,633	97%
<b>Micro Total</b>	<b>33,261</b>	<b>31,066</b>	<b>93%</b>	<b>33,748</b>	<b>30,089</b>	<b>89%</b>	<b>34,089</b>	<b>29,668</b>	<b>87%</b>
Amerigroup	3,630	3,342	92%	3,678	3,378	92%	3,680	3,542	96%
Molina Healthcare of Texas	8,468	7,482	88%	8,427	7,526	89%	8,367	7,149	85%
Superior Health Plan	7,096	7,096	100%	7,174	5,447	76%	7,259	5,497	76%
UnitedHealthcare Community Plan	14,067	13,146	93%	14,469	13,738	95%	14,783	13,480	91%
<b>Rural Total</b>	<b>44,173</b>	<b>41,925</b>	<b>95%</b>	<b>45,137</b>	<b>42,649</b>	<b>94%</b>	<b>45,224</b>	<b>42,775</b>	<b>95%</b>
Amerigroup	8,838	7,614	86%	8,915	8,050	90%	8,889	8,222	92%
Molina Healthcare of Texas	5,097	5,076	100%	5,155	5,072	98%	5,102	5,012	98%
Superior Health Plan	17,434	16,813	96%	17,917	17,187	96%	17,928	17,168	96%
UnitedHealthcare Community Plan	12,804	12,422	97%	13,150	12,340	94%	13,305	12,373	93%
<b>Orthopedist Grand Total</b>	<b>4,951,528</b>	<b>4,816,184</b>	<b>97%</b>	<b>5,144,543</b>	<b>5,052,038</b>	<b>98%</b>	<b>5,244,568</b>	<b>5,144,756</b>	<b>98%</b>
<b>Pediatric Sub-specialty</b>									
<b>STAR Total</b>	<b>3,345,642</b>	<b>3,337,409</b>	<b>100%</b>	<b>3,417,515</b>	<b>3,408,635</b>	<b>100%</b>	<b>3,450,088</b>	<b>3,439,140</b>	<b>100%</b>
<b>Metro Total</b>	<b>2,879,487</b>	<b>2,877,638</b>	<b>100%</b>	<b>2,936,032</b>	<b>2,934,032</b>	<b>100%</b>	<b>2,963,557</b>	<b>2,960,414</b>	<b>100%</b>
Aetna Better Health	91,261	91,260	100%	95,179	95,179	100%	97,307	97,307	100%
Amerigroup	539,419	538,538	100%	548,687	547,765	100%	553,401	552,399	100%
Blue Cross and Blue Shield of Texas	34,786	34,772	100%	35,547	35,533	100%	36,023	35,928	100%
Community First Healthplan	116,595	116,499	100%	118,832	118,719	100%	119,958	119,820	100%
Community Health Choice	272,655	272,653	100%	276,966	276,962	100%	279,433	279,429	100%
Cook Children's Health Plan	125,478	125,436	100%	127,567	127,528	100%	128,666	127,741	99%
Dell Children's Health Plan	30,337	30,334	100%	30,935	30,928	100%	31,458	31,450	100%
Driscoll Children's Health Plan	142,413	142,407	100%	145,882	145,880	100%	147,651	147,649	100%
El Paso First	69,667	69,667	100%	71,020	71,020	100%	71,638	71,638	100%
Firstcare	46,792	46,781	100%	48,834	48,824	100%	49,712	49,702	100%
Molina Healthcare of Texas	90,034	89,959	100%	92,072	91,965	100%	93,040	92,912	100%
Parkland	176,639	176,631	100%	178,815	178,804	100%	179,649	179,641	100%
Right Care from Scott and White Health Plan	33,723	33,719	100%	34,581	34,577	100%	34,934	34,929	100%
Superior Health Plan	552,306	551,609	100%	561,573	560,821	100%	565,347	564,544	100%
Texas Children's Health Plan	407,676	407,673	100%	415,368	415,360	100%	418,961	418,955	100%
UnitedHealthcare Community Plan	149,706	149,700	100%	154,174	154,167	100%	156,379	156,370	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Micro Total</b>	207,280	206,531	100%	213,451	212,693	100%	217,057	215,246	99%
Aetna Better Health	1,480	1,480	100%	1,568	1,568	100%	1,602	1,602	100%
Amerigroup	36,970	36,707	99%	38,108	37,834	99%	38,674	37,349	97%
Blue Cross and Blue Shield of Texas	4,953	4,953	100%	5,177	5,177	100%	5,373	5,373	100%
Community First Healthplan	2,289	2,289	100%	2,372	2,372	100%	2,321	2,319	100%
Community Health Choice	10,036	10,036	100%	10,390	10,390	100%	10,679	10,679	100%
Cook Children's Health Plan	3,609	3,609	100%	3,735	3,735	100%	3,790	3,790	100%
Dell Children's Health Plan	3,307	3,307	100%	3,476	3,476	100%	3,594	3,594	100%
Driscoll Children's Health Plan	14,237	14,237	100%	14,508	14,508	100%	14,628	14,628	100%
Firstcare	3,183	3,170	100%	3,254	3,243	100%	3,343	3,329	100%
Molina Healthcare of Texas	2,841	2,841	100%	2,861	2,861	100%	2,870	2,870	100%
Right Care from Scott and White Health Plan	3,891	3,869	99%	4,074	4,074	100%	4,166	4,166	100%
Superior Health Plan	93,747	93,296	100%	96,287	95,814	100%	97,820	97,350	100%
Texas Children's Health Plan	15,806	15,806	100%	16,515	16,515	100%	16,931	16,931	100%
UnitedHealthcare Community Plan	10,931	10,931	100%	11,126	11,126	100%	11,266	11,266	100%
<b>Rural Total</b>	258,875	253,240	98%	268,032	261,910	98%	269,474	263,480	98%
Aetna Better Health	1,272	1,272	100%	1,321	1,321	100%	1,299	1,299	100%
Amerigroup	49,594	48,409	98%	52,168	50,987	98%	52,355	51,014	97%
Blue Cross and Blue Shield of Texas	1,610	1,610	100%	1,684	1,684	100%	1,702	1,702	100%
Community First Healthplan	5,492	5,492	100%	5,673	5,673	100%	5,778	5,778	100%
Community Health Choice	8,476	8,443	100%	8,587	8,550	100%	8,705	8,705	100%
Dell Children's Health Plan	765	765	100%	780	780	100%	785	785	100%
Driscoll Children's Health Plan	16,765	16,765	100%	17,363	17,363	100%	17,162	17,162	100%
El Paso First	61	61	100%	67	67	100%	57	57	100%
Firstcare	27,950	25,958	93%	28,981	26,620	92%	28,996	26,921	93%
Molina Healthcare of Texas	2,950	2,950	100%	3,108	3,108	100%	3,150	3,150	100%
Parkland	791	791	100%	1,104	1,104	100%	1,128	1,128	100%
Right Care from Scott and White Health Plan	8,695	8,695	100%	8,962	8,962	100%	9,062	9,062	100%
Superior Health Plan	117,126	114,701	98%	120,347	117,804	98%	121,144	118,566	98%
Texas Children's Health Plan	10,901	10,901	100%	11,212	11,212	100%	11,388	11,388	100%
UnitedHealthcare Community Plan	6,427	6,427	100%	6,675	6,675	100%	6,763	6,763	100%
<b>STAR Kids Total</b>	<b>123,489</b>	<b>123,212</b>	<b>100%</b>	<b>123,490</b>	<b>123,303</b>	<b>100%</b>	<b>123,099</b>	<b>122,647</b>	<b>100%</b>
<b>Metro Total</b>	108,414	108,253	100%	108,233	108,163	100%	107,900	107,681	100%
Aetna Better Health	9,224	9,212	100%	9,250	9,241	100%	9,259	9,251	100%
Amerigroup	19,300	19,284	100%	19,195	19,175	100%	19,050	19,030	100%
Blue Cross and Blue Shield of Texas	5,076	5,076	100%	5,121	5,120	100%	5,107	5,101	100%
Community First Healthplan	5,537	5,531	100%	5,526	5,521	100%	5,440	5,435	100%
Cook Children's Health Plan	7,296	7,294	100%	7,299	7,296	100%	7,263	7,117	98%
Driscoll Children's Health Plan	6,392	6,392	100%	6,382	6,382	100%	6,412	6,412	100%
Superior Health Plan	19,083	19,080	100%	19,180	19,176	100%	19,197	19,194	100%
Texas Children's Health Plan	19,843	19,829	100%	19,787	19,772	100%	19,713	19,695	100%
UnitedHealthcare Community Plan	16,663	16,555	99%	16,493	16,480	100%	16,459	16,446	100%
<b>Micro Total</b>	6,952	6,932	100%	7,023	7,004	100%	7,043	7,006	99%
Aetna Better Health	25	25	100%	27	27	100%	27	27	100%
Amerigroup	215	204	95%	214	203	95%	217	201	93%
Blue Cross and Blue Shield of Texas	531	531	100%	537	537	100%	540	540	100%
Community First Healthplan	73	73	100%	73	73	100%	70	70	100%
Cook Children's Health Plan	88	88	100%	88	88	100%	88	88	100%
Driscoll Children's Health Plan	406	406	100%	405	405	100%	416	416	100%
Superior Health Plan	1,307	1,307	100%	1,332	1,332	100%	1,344	1,344	100%
Texas Children's Health Plan	2,136	2,136	100%	2,156	2,156	100%	2,168	2,158	100%
UnitedHealthcare Community Plan	2,171	2,162	100%	2,191	2,183	100%	2,173	2,162	99%
<b>Rural Total</b>	8,123	8,027	99%	8,234	8,136	99%	8,156	7,960	98%
Aetna Better Health	48	48	100%	46	46	100%	41	41	100%
Amerigroup	1,446	1,396	97%	1,470	1,418	96%	1,437	1,375	96%
Blue Cross and Blue Shield of Texas	783	782	100%	798	797	100%	798	766	96%
Community First Healthplan	191	191	100%	198	198	100%	196	196	100%
Driscoll Children's Health Plan	673	673	100%	697	697	100%	692	692	100%
Superior Health Plan	2,005	1,960	98%	2,028	1,983	98%	2,029	1,981	98%
Texas Children's Health Plan	1,191	1,191	100%	1,208	1,208	100%	1,219	1,219	100%
UnitedHealthcare Community Plan	1,786	1,786	100%	1,789	1,789	100%	1,744	1,690	97%
<b>Pediatric Sub-specialty Grand Total</b>	<b>3,469,131</b>	<b>3,460,621</b>	<b>100%</b>	<b>3,541,005</b>	<b>3,531,938</b>	<b>100%</b>	<b>3,573,187</b>	<b>3,561,787</b>	<b>100%</b>
<b>Pharmacy</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>3,582,177</b>	<b>83%</b>	<b>4,516,725</b>	<b>3,743,399</b>	<b>83%</b>	<b>4,611,804</b>	<b>3,971,526</b>	<b>86%</b>
<b>Metro Total</b>	3,723,085	3,098,711	83%	3,873,665	3,231,910	83%	3,955,258	3,385,776	86%
Aetna Better Health	125,893	112,209	89%	133,867	119,247	89%	138,449	122,991	89%
Amerigroup	692,350	613,262	89%	718,849	634,905	88%	734,022	646,585	88%
Blue Cross and Blue Shield of Texas	46,196	37,092	80%	48,063	38,528	80%	49,198	39,718	81%
Community First Healthplan	152,815	135,842	89%	159,015	141,012	89%	162,358	143,350	88%
Community Health Choice	354,383	318,779	90%	365,975	333,606	91%	373,254	340,377	91%
Cook Children's Health Plan	154,438	138,978	90%	159,730	143,601	90%	162,644	145,890	90%
Dell Children's Health Plan	37,114	29,102	78%	38,581	30,849	80%	39,678	31,811	80%
Driscoll Children's Health Plan	184,280	148,429	81%	192,714	155,250	81%	197,334	158,665	80%
El Paso First	91,865	76,104	83%	95,758	80,965	85%	97,791	82,511	84%
Firstcare	62,725	0	0%	66,855	0	0%	68,917	59,288	86%
Molina Healthcare of Texas	119,377	81,224	68%	125,052	85,225	68%	127,985	86,966	68%
Parkland	225,728	198,453	88%	232,887	205,222	88%	236,673	207,964	88%
Right Care from Scott and White Health Plan	45,234	0	0%	47,350	0	0%	48,376	38,108	79%
Superior Health Plan	725,944	579,232	80%	754,289	601,172	80%	767,875	609,300	79%
Texas Children's Health Plan	496,724	451,253	91%	515,818	473,739	92%	525,906	483,196	92%
UnitedHealthcare Community Plan	208,019	178,752	86%	218,862	188,589	86%	224,798	189,056	84%
<b>Micro Total</b>	269,240	194,265	72%	283,138	205,512	73%	290,684	223,128	77%
Aetna Better Health	2,072	1,461	71%	2,233	1,601	72%	2,319	1,640	71%
Amerigroup	47,946	38,119	80%	50,600	40,448	80%	51,927	41,147	79%
Blue Cross and Blue Shield of Texas	6,325	3,453	55%	6,736	3,768	56%	7,038	4,026	57%
Community First Healthplan	2,975	1,858	62%	3,128	2,282	73%	3,089	2,237	72%
Community Health Choice	12,764	6,846	54%	13,452	7,269	54%	13,963	8,741	63%
Cook Children's Health Plan	4,429	3,039	69%	4,636	3,220	69%	4,765	3,275	69%
Dell Children's Health Plan	3,977	1,752	44%	4,251	2,142	50%	4,405	2,339	53%
Driscoll Children's Health Plan	18,434	16,590	90%	19,290	17,332	90%	19,693	18,607	94%
Firstcare	4,275	0	0%	4,492	0	0%	4,661	4,250	91%

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Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Molina Healthcare of Texas	3,818	2,542	67%	3,949	2,608	66%	4,020	2,646	66%
Right Care from Scott and White Health Plan	5,281	0	0%	5,639	0	0%	5,812	5,148	89%
Superior Health Plan	122,777	96,559	79%	128,707	101,264	79%	131,896	103,438	78%
Texas Children's Health Plan	19,063	10,752	56%	20,339	11,804	58%	21,028	12,243	63%
UnitedHealthcare Community Plan	15,094	11,294	75%	15,686	11,774	75%	16,068	12,391	77%
<b>Rural Total</b>	<b>340,103</b>	<b>289,201</b>	<b>85%</b>	<b>359,922</b>	<b>305,977</b>	<b>85%</b>	<b>365,862</b>	<b>362,622</b>	<b>99%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	64,459	99%	69,622	69,280	100%	70,593	70,245	100%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,263	100%	7,685	7,684	100%	7,884	7,884	100%
Community Health Choice	11,031	10,976	100%	11,387	11,328	99%	11,686	11,625	99%
Dell Children's Health Plan	985	978	99%	1,038	1,032	99%	1,065	1,058	99%
Driscoll Children's Health Plan	21,788	21,528	99%	23,141	22,852	99%	23,118	23,019	100%
El Paso First	75	22	29%	82	35	43%	71	30	42%
Firstcare	36,467	0	0%	38,726	0	0%	39,202	38,887	99%
Molina Healthcare of Texas	3,926	3,168	81%	4,270	3,517	82%	4,392	3,607	82%
Parkland	1,041	1,037	100%	1,462	1,459	100%	1,503	1,499	100%
Right Care from Scott and White Health Plan	11,636	0	0%	12,320	0	0%	12,569	12,501	99%
Superior Health Plan	154,125	153,127	99%	161,598	160,558	99%	164,506	163,422	99%
Texas Children's Health Plan	13,563	13,502	100%	14,265	14,198	100%	14,620	14,549	100%
UnitedHealthcare Community Plan	9,555	9,280	97%	10,186	9,894	97%	10,435	10,078	97%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>136,042</b>	<b>88%</b>	<b>156,314</b>	<b>137,279</b>	<b>88%</b>	<b>156,159</b>	<b>136,455</b>	<b>87%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>118,918</b>	<b>87%</b>	<b>137,033</b>	<b>119,791</b>	<b>87%</b>	<b>136,916</b>	<b>118,980</b>	<b>87%</b>
Aetna Better Health	11,877	10,680	90%	11,995	10,761	90%	12,000	10,764	90%
Amerigroup	24,299	21,840	90%	24,323	21,823	90%	24,212	21,688	90%
Blue Cross and Blue Shield of Texas	6,371	5,355	84%	6,478	5,435	84%	6,486	5,266	81%
Community First Healthplan	6,960	6,314	91%	7,011	6,325	90%	6,998	6,305	90%
Cook Children's Health Plan	9,046	8,253	91%	9,094	8,271	91%	9,067	8,236	91%
Driscoll Children's Health Plan	8,140	6,642	82%	8,224	6,736	82%	8,278	6,755	82%
Superior Health Plan	24,080	19,999	83%	24,416	20,274	83%	24,466	20,263	83%
Texas Children's Health Plan	24,339	21,866	90%	24,409	22,176	91%	24,362	22,192	91%
UnitedHealthcare Community Plan	21,112	17,969	85%	21,083	17,990	85%	21,047	17,511	83%
<b>Micro Total</b>	<b>8,740</b>	<b>6,999</b>	<b>80%</b>	<b>8,867</b>	<b>7,141</b>	<b>81%</b>	<b>8,903</b>	<b>7,209</b>	<b>81%</b>
Aetna Better Health	37	28	76%	39	28	72%	38	27	71%
Amerigroup	286	257	90%	290	262	90%	297	266	90%
Blue Cross and Blue Shield of Texas	660	518	78%	688	538	78%	697	557	80%
Community First Healthplan	104	67	64%	103	73	71%	97	67	69%
Cook Children's Health Plan	117	81	69%	112	79	71%	112	77	69%
Driscoll Children's Health Plan	517	458	89%	523	458	88%	533	512	96%
Superior Health Plan	1,636	1,315	80%	1,660	1,333	80%	1,662	1,340	81%
Texas Children's Health Plan	2,554	1,955	77%	2,583	2,025	78%	2,602	2,071	80%
UnitedHealthcare Community Plan	2,829	2,320	82%	2,869	2,345	82%	2,865	2,292	80%
<b>Rural Total</b>	<b>10,190</b>	<b>10,125</b>	<b>99%</b>	<b>10,414</b>	<b>10,347</b>	<b>99%</b>	<b>10,340</b>	<b>10,266</b>	<b>99%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,811	99%	1,875	1,863	99%	1,828	1,817	99%
Blue Cross and Blue Shield of Texas	955	954	100%	988	987	100%	985	983	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	831	99%	877	866	99%	866	856	99%
Superior Health Plan	2,543	2,525	99%	2,585	2,567	99%	2,589	2,573	99%
Texas Children's Health Plan	1,424	1,413	99%	1,449	1,439	99%	1,476	1,464	99%
UnitedHealthcare Community Plan	2,299	2,285	99%	2,327	2,312	99%	2,289	2,266	99%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>381,961</b>	<b>82%</b>	<b>471,504</b>	<b>388,289</b>	<b>82%</b>	<b>476,605</b>	<b>389,748</b>	<b>82%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>319,257</b>	<b>83%</b>	<b>392,619</b>	<b>324,123</b>	<b>83%</b>	<b>397,292</b>	<b>325,565</b>	<b>82%</b>
Amerigroup	100,648	90,624	90%	101,958	91,765	90%	102,812	92,348	90%
Molina Healthcare of Texas	95,568	60,526	63%	96,320	60,975	63%	96,926	61,233	63%
Superior Health Plan	97,237	84,812	87%	99,230	86,365	87%	100,781	87,516	87%
UnitedHealthcare Community Plan	93,059	83,295	90%	95,111	85,018	89%	96,773	84,468	87%
<b>Micro Total</b>	<b>33,261</b>	<b>22,015</b>	<b>66%</b>	<b>33,748</b>	<b>22,518</b>	<b>67%</b>	<b>34,089</b>	<b>22,551</b>	<b>66%</b>
Amerigroup	3,630	2,792	77%	3,678	2,834	77%	3,680	2,850	77%
Molina Healthcare of Texas	8,468	2,140	25%	8,427	2,145	25%	8,367	2,145	26%
Superior Health Plan	7,096	6,227	88%	7,174	6,295	88%	7,259	6,476	89%
UnitedHealthcare Community Plan	14,067	10,856	77%	14,469	11,244	78%	14,783	11,080	75%
<b>Rural Total</b>	<b>44,173</b>	<b>40,689</b>	<b>92%</b>	<b>45,137</b>	<b>41,648</b>	<b>92%</b>	<b>45,224</b>	<b>41,632</b>	<b>92%</b>
Amerigroup	8,838	8,766	99%	8,915	8,840	99%	8,899	8,815	99%
Molina Healthcare of Texas	5,097	2,306	45%	5,155	2,383	46%	5,102	2,343	46%
Superior Health Plan	17,434	17,334	99%	17,917	17,811	99%	17,928	17,819	99%
UnitedHealthcare Community Plan	12,804	12,283	96%	13,150	12,614	96%	13,305	12,655	95%
<b>Pharmacy Grand Total</b>	<b>4,951,528</b>	<b>4,100,180</b>	<b>83%</b>	<b>5,144,543</b>	<b>4,268,967</b>	<b>83%</b>	<b>5,244,568</b>	<b>4,497,729</b>	<b>86%</b>
<b>Prenatal</b>									
<b>STAR Total</b>	<b>984,469</b>	<b>979,472</b>	<b>99%</b>	<b>1,058,134</b>	<b>1,052,566</b>	<b>99%</b>	<b>1,104,304</b>	<b>1,096,759</b>	<b>99%</b>
<b>Metro Total</b>	<b>842,293</b>	<b>837,374</b>	<b>99%</b>	<b>903,720</b>	<b>898,252</b>	<b>99%</b>	<b>943,461</b>	<b>936,006</b>	<b>99%</b>
Aetna Better Health	32,934	32,639	99%	35,881	35,637	99%	37,875	37,330	99%
Amerigroup	153,605	152,749	99%	164,443	163,565	99%	171,869	170,902	99%
Blue Cross and Blue Shield of Texas	10,917	10,833	99%	11,719	11,615	99%	12,214	11,995	98%
Community First Healthplan	35,683	35,248	99%	38,245	37,669	98%	39,825	39,361	99%
Community Health Choice	81,382	81,200	100%	86,331	86,155	100%	89,939	89,751	100%
Cook Children's Health Plan	30,539	30,190	99%	32,732	32,354	99%	34,174	33,303	97%
Dell Children's Health Plan	6,687	6,585	98%	7,295	7,181	98%	7,707	7,572	98%
Driscoll Children's Health Plan	42,322	42,206	100%	45,500	45,379	100%	47,589	47,484	100%
El Paso First	22,067	22,060	100%	23,577	23,577	100%	24,575	24,575	100%
Firstcare	16,023	15,932	99%	17,556	17,488	100%	18,523	18,238	98%
Molina Healthcare of Texas	27,770	27,689	100%	30,047	29,959	100%	31,450	31,366	100%
Parkland	50,759	49,942	98%	54,040	52,883	98%	56,132	54,464	97%
Right Care from Scott and White Health Plan	11,328	11,142	98%	12,158	11,975	98%	12,656	12,428	98%
Superior Health Plan	172,550	171,545	99%	184,597	183,502	99%	191,821	190,455	99%
Texas Children's Health Plan	93,935	93,751	100%	101,541	101,395	100%	106,313	106,117	100%
UnitedHealthcare Community Plan	53,792	53,663	100%	58,058	57,918	100%	60,799	60,665	100%
<b>Micro Total</b>	<b>61,889</b>	<b>61,876</b>	<b>100%</b>	<b>67,071</b>	<b>67,037</b>	<b>100%</b>	<b>70,182</b>	<b>70,156</b>	<b>100%</b>
Aetna Better Health	570	570	100%	612	612	100%	672	672	100%
Amerigroup	10,829	10,828	100%	11,846	11,845	100%	12,496	12,494	100%
Blue Cross and Blue Shield of Texas	1,407	1,407	100%	1,520	1,520	100%	1,618	1,618	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Community First Healthplan	642	642	100%	679	679	100%	687	686	100%
Community Health Choice	2,790	2,790	100%	3,052	3,052	100%	3,232	3,230	100%
Cook Children's Health Plan	847	847	100%	921	921	100%	975	975	100%
Dell Children's Health Plan	673	673	100%	756	756	100%	778	778	100%
Driscoll Children's Health Plan	4,268	4,264	100%	4,624	4,621	100%	4,857	4,854	100%
Firstcare	1,096	1,096	100%	1,196	1,178	98%	1,263	1,263	100%
Molina Healthcare of Texas	937	937	100%	1,023	1,023	100%	1,052	1,049	100%
Right Care from Scott and White Health Plan	1,301	1,301	100%	1,428	1,428	100%	1,502	1,502	100%
Superior Health Plan	29,112	29,107	100%	31,335	31,330	100%	32,576	32,570	100%
Texas Children's Health Plan	3,558	3,558	100%	3,984	3,980	100%	4,194	4,189	100%
UnitedHealthcare Community Plan	3,859	3,856	100%	4,095	4,092	100%	4,280	4,276	100%
<b>Rural Total</b>	<b>80,287</b>	<b>80,222</b>	<b>100%</b>	<b>87,343</b>	<b>87,277</b>	<b>100%</b>	<b>90,661</b>	<b>90,597</b>	<b>100%</b>
Aetna Better Health	409	409	100%	452	452	100%	480	480	100%
Amerigroup	14,830	14,821	100%	16,386	16,377	100%	16,937	16,929	100%
Blue Cross and Blue Shield of Texas	497	497	100%	562	562	100%	587	587	100%
Community First Healthplan	1,727	1,726	100%	1,856	1,855	100%	1,939	1,936	100%
Community Health Choice	2,567	2,567	100%	2,712	2,712	100%	2,857	2,857	100%
Dell Children's Health Plan	206	206	100%	225	225	100%	247	247	100%
Driscoll Children's Health Plan	5,053	5,053	100%	5,582	5,582	100%	5,700	5,700	100%
El Paso First	16	13	81%	17	16	94%	18	17	94%
Firstcare	8,579	8,548	100%	9,374	9,342	100%	9,726	9,712	100%
Molina Healthcare of Texas	957	957	100%	1,078	1,078	100%	1,135	1,135	100%
Parkland	237	237	100%	332	331	100%	336	335	100%
Right Care from Scott and White Health Plan	2,813	2,811	100%	3,104	3,104	100%	3,195	3,195	100%
Superior Health Plan	36,801	36,782	100%	39,581	39,559	100%	41,136	41,099	100%
Texas Children's Health Plan	2,735	2,735	100%	2,992	2,992	100%	3,139	3,139	100%
UnitedHealthcare Community Plan	2,860	2,860	100%	3,090	3,090	100%	3,229	3,229	100%
<b>STAR Kids Total</b>	<b>21,836</b>	<b>21,747</b>	<b>100%</b>	<b>22,259</b>	<b>22,150</b>	<b>100%</b>	<b>22,373</b>	<b>22,227</b>	<b>99%</b>
<b>Metro Total</b>	<b>19,190</b>	<b>19,101</b>	<b>100%</b>	<b>19,542</b>	<b>19,433</b>	<b>99%</b>	<b>19,646</b>	<b>19,500</b>	<b>99%</b>
Aetna Better Health	1,804	1,794	99%	1,848	1,842	100%	1,860	1,848	99%
Amerigroup	3,474	3,470	100%	3,513	3,509	100%	3,533	3,527	100%
Blue Cross and Blue Shield of Texas	874	852	97%	898	876	98%	890	863	97%
Community First Healthplan	1,006	995	99%	1,042	1,025	98%	1,045	1,032	99%
Cook Children's Health Plan	1,265	1,260	100%	1,271	1,264	99%	1,272	1,241	98%
Driscoll Children's Health Plan	1,127	1,125	100%	1,155	1,153	100%	1,164	1,162	100%
Superior Health Plan	3,558	3,553	100%	3,641	3,631	100%	3,700	3,689	100%
Texas Children's Health Plan	3,156	3,142	100%	3,215	3,203	100%	3,220	3,207	100%
UnitedHealthcare Community Plan	2,926	2,910	99%	2,959	2,930	99%	2,962	2,931	99%
<b>Micro Total</b>	<b>1,271</b>	<b>1,271</b>	<b>100%</b>	<b>1,306</b>	<b>1,306</b>	<b>100%</b>	<b>1,288</b>	<b>1,288</b>	<b>100%</b>
Aetna Better Health	7	7	100%	7	7	100%	5	5	100%
Amerigroup	51	51	100%	53	53	100%	55	55	100%
Blue Cross and Blue Shield of Texas	99	99	100%	110	110	100%	108	108	100%
Community First Healthplan	20	20	100%	21	21	100%	18	18	100%
Cook Children's Health Plan	24	24	100%	21	21	100%	20	20	100%
Driscoll Children's Health Plan	81	81	100%	82	82	100%	81	81	100%
Superior Health Plan	233	233	100%	242	242	100%	239	239	100%
Texas Children's Health Plan	322	322	100%	321	321	100%	318	318	100%
UnitedHealthcare Community Plan	434	434	100%	449	449	100%	444	444	100%
<b>Rural Total</b>	<b>1,375</b>	<b>1,375</b>	<b>100%</b>	<b>1,411</b>	<b>1,411</b>	<b>100%</b>	<b>1,439</b>	<b>1,439</b>	<b>100%</b>
Aetna Better Health	12	12	100%	11	11	100%	11	11	100%
Amerigroup	245	245	100%	259	259	100%	267	267	100%
Blue Cross and Blue Shield of Texas	121	121	100%	133	133	100%	134	134	100%
Community First Healthplan	21	21	100%	28	28	100%	28	28	100%
Driscoll Children's Health Plan	107	107	100%	101	101	100%	108	108	100%
Superior Health Plan	340	340	100%	347	347	100%	352	352	100%
Texas Children's Health Plan	181	181	100%	181	181	100%	185	185	100%
UnitedHealthcare Community Plan	348	348	100%	351	351	100%	354	354	100%
<b>STAR Plus Total</b>	<b>61,271</b>	<b>60,989</b>	<b>100%</b>	<b>62,386</b>	<b>62,073</b>	<b>99%</b>	<b>62,977</b>	<b>62,622</b>	<b>99%</b>
<b>Metro Total</b>	<b>51,503</b>	<b>51,227</b>	<b>99%</b>	<b>52,428</b>	<b>52,123</b>	<b>99%</b>	<b>52,894</b>	<b>52,547</b>	<b>99%</b>
Amerigroup	12,867	12,803	100%	13,080	13,014	99%	13,186	13,110	99%
Molina Healthcare of Texas	10,874	10,827	100%	10,917	10,871	100%	10,909	10,846	99%
Superior Health Plan	14,351	14,295	100%	14,637	14,569	100%	14,795	14,730	100%
UnitedHealthcare Community Plan	13,411	13,302	99%	13,794	13,669	99%	14,004	13,861	99%
<b>Micro Total</b>	<b>4,323</b>	<b>4,320</b>	<b>100%</b>	<b>4,394</b>	<b>4,391</b>	<b>100%</b>	<b>4,482</b>	<b>4,479</b>	<b>100%</b>
Amerigroup	419	419	100%	428	428	100%	430	430	100%
Molina Healthcare of Texas	986	986	100%	975	975	100%	966	966	100%
Superior Health Plan	847	844	100%	859	856	100%	883	880	100%
UnitedHealthcare Community Plan	2,071	2,071	100%	2,132	2,132	100%	2,203	2,203	100%
<b>Rural Total</b>	<b>5,445</b>	<b>5,442</b>	<b>100%</b>	<b>5,564</b>	<b>5,559</b>	<b>100%</b>	<b>5,601</b>	<b>5,596</b>	<b>100%</b>
Amerigroup	934	933	100%	951	950	100%	951	949	100%
Molina Healthcare of Texas	551	550	100%	559	558	100%	546	545	100%
Superior Health Plan	2,275	2,274	100%	2,339	2,336	100%	2,348	2,346	100%
UnitedHealthcare Community Plan	1,685	1,685	100%	1,715	1,715	100%	1,756	1,756	100%
<b>Prenatal Grand Total</b>	<b>1,067,576</b>	<b>1,062,208</b>	<b>99%</b>	<b>1,142,779</b>	<b>1,136,789</b>	<b>99%</b>	<b>1,189,654</b>	<b>1,181,608</b>	<b>99%</b>
<b>Psychiatrist</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,195,397</b>	<b>97%</b>	<b>4,516,725</b>	<b>4,373,810</b>	<b>97%</b>	<b>4,611,804</b>	<b>4,458,292</b>	<b>97%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,651,335</b>	<b>98%</b>	<b>3,873,665</b>	<b>3,797,091</b>	<b>98%</b>	<b>3,955,258</b>	<b>3,874,477</b>	<b>98%</b>
Aetna Better Health	125,893	125,847	100%	133,867	133,820	100%	138,449	138,395	100%
Amerigroup	692,350	692,186	100%	718,849	718,678	100%	734,022	733,752	100%
Blue Cross and Blue Shield of Texas	46,196	46,195	100%	48,063	48,063	100%	49,198	49,198	100%
Community First Healthplan	152,815	152,815	100%	159,015	159,015	100%	162,358	162,071	100%
Community Health Choice	354,383	353,879	100%	365,975	365,515	100%	373,254	371,538	100%
Cook Children's Health Plan	154,438	153,948	100%	159,730	159,230	100%	162,644	162,004	100%
Dell Children's Health Plan	37,114	37,114	100%	38,581	38,581	100%	39,678	39,678	100%
Driscoll Children's Health Plan	184,280	155,784	85%	192,714	162,980	85%	197,334	166,978	85%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	62,725	100%	66,855	66,855	100%	68,917	68,917	100%
Molina Healthcare of Texas	119,377	119,375	100%	125,052	125,050	100%	127,985	127,983	100%
Parkland	225,728	225,728	100%	232,887	230,402	99%	236,673	233,032	98%
Right Care from Scott and White Health Plan	45,234	45,234	100%	47,350	47,350	100%	48,376	48,376	100%
Superior Health Plan	725,944	684,175	94%	754,289	711,114	94%	767,875	724,060	94%

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Specialist Network Access Analysis  
SFY23 Q2 Report  
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Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Texas Children's Health Plan	496,724	496,724	100%	515,818	515,818	100%	525,906	525,906	100%
UnitedHealthcare Community Plan	208,019	207,741	100%	218,862	218,862	100%	224,798	224,798	100%
<b>Micro Total</b>	<b>269,240</b>	<b>240,136</b>	<b>89%</b>	<b>283,138</b>	<b>252,965</b>	<b>89%</b>	<b>290,684</b>	<b>258,144</b>	<b>89%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,946	100%	50,600	50,600	100%	51,927	51,927	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,963	100%
Cook Children's Health Plan	4,429	4,156	94%	4,636	4,382	95%	4,765	4,536	95%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	14,160	77%	19,290	14,835	77%	19,693	14,966	76%
Firstcare	4,275	4,275	100%	4,492	4,492	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	2,620	69%	3,949	2,748	70%	4,020	2,782	69%
Right Care from Scott and White Health Plan	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior Health Plan	122,777	101,549	83%	128,707	106,595	83%	131,896	107,639	82%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,028	100%
UnitedHealthcare Community Plan	15,094	12,963	86%	15,686	13,535	86%	16,068	13,979	87%
<b>Rural Total</b>	<b>340,103</b>	<b>303,926</b>	<b>89%</b>	<b>359,922</b>	<b>323,754</b>	<b>90%</b>	<b>365,862</b>	<b>325,711</b>	<b>89%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	63,194	98%	69,622	67,954	98%	70,593	68,401	97%
Blue Cross and Blue Shield of Texas	2,136	1,994	93%	2,298	2,169	94%	2,351	2,221	94%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	10,939	99%	11,387	11,288	99%	11,686	11,591	99%
Dell Children's Health Plan	985	948	96%	1,038	995	96%	1,065	1,062	100%
Driscoll Children's Health Plan	21,788	20,245	93%	23,141	21,556	93%	23,118	21,519	93%
El Paso First	75	72	96%	82	79	96%	71	70	99%
Firstcare	36,467	31,936	88%	38,726	33,911	88%	39,202	34,273	87%
Molina Healthcare of Texas	3,926	3,891	99%	4,270	4,238	99%	4,392	4,363	99%
Parkland	1,041	1,041	100%	1,462	1,447	99%	1,503	1,487	99%
Right Care from Scott and White Health Plan	11,636	11,636	100%	12,320	12,320	100%	12,569	12,566	100%
Superior Health Plan	154,125	126,023	82%	161,598	133,974	83%	164,506	133,379	81%
Texas Children's Health Plan	13,563	13,511	100%	14,265	14,172	99%	14,620	14,611	100%
UnitedHealthcare Community Plan	9,555	9,507	99%	10,186	10,124	99%	10,435	10,377	99%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>147,114</b>	<b>95%</b>	<b>156,314</b>	<b>146,739</b>	<b>94%</b>	<b>156,159</b>	<b>151,202</b>	<b>97%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>130,254</b>	<b>96%</b>	<b>137,033</b>	<b>129,633</b>	<b>95%</b>	<b>136,916</b>	<b>133,663</b>	<b>98%</b>
Aetna Better Health	11,877	11,875	100%	11,995	11,993	100%	12,000	11,999	100%
Amerigroup	24,299	24,291	100%	24,323	24,315	100%	24,212	24,200	100%
Blue Cross and Blue Shield of Texas	6,371	3,341	52%	6,478	2,080	32%	6,486	6,486	100%
Community First Healthplan	6,960	6,955	100%	7,011	7,006	100%	6,998	6,985	100%
Cook Children's Health Plan	9,046	9,033	100%	9,094	9,077	100%	9,067	9,045	100%
Driscoll Children's Health Plan	8,140	6,926	85%	8,224	6,989	85%	8,278	7,021	85%
Superior Health Plan	24,080	22,426	93%	24,416	22,744	93%	24,466	22,785	93%
Texas Children's Health Plan	24,339	24,312	100%	24,409	24,381	100%	24,362	24,362	100%
UnitedHealthcare Community Plan	21,112	21,095	100%	21,083	21,048	100%	21,047	20,780	99%
<b>Micro Total</b>	<b>8,740</b>	<b>7,759</b>	<b>89%</b>	<b>8,867</b>	<b>7,704</b>	<b>87%</b>	<b>8,903</b>	<b>8,225</b>	<b>92%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	354	54%	688	190	28%	697	697	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	111	95%	112	108	96%	112	108	96%
Driscoll Children's Health Plan	517	446	86%	523	453	87%	533	461	86%
Superior Health Plan	1,636	1,186	72%	1,660	1,216	73%	1,662	1,212	73%
Texas Children's Health Plan	2,554	2,488	97%	2,583	2,516	97%	2,602	2,530	97%
UnitedHealthcare Community Plan	2,829	2,747	97%	2,869	2,789	97%	2,865	2,785	97%
<b>Rural Total</b>	<b>10,190</b>	<b>9,101</b>	<b>89%</b>	<b>10,414</b>	<b>9,402</b>	<b>90%</b>	<b>10,340</b>	<b>9,314</b>	<b>90%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,722	94%	1,875	1,778	95%	1,828	1,701	93%
Blue Cross and Blue Shield of Texas	955	679	71%	988	805	81%	985	966	98%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	773	92%	877	804	92%	866	794	92%
Superior Health Plan	2,543	1,941	76%	2,585	1,979	77%	2,589	1,861	72%
Texas Children's Health Plan	1,424	1,416	99%	1,449	1,436	99%	1,476	1,461	99%
UnitedHealthcare Community Plan	2,299	2,264	98%	2,327	2,287	98%	2,289	2,224	97%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>451,036</b>	<b>97%</b>	<b>471,504</b>	<b>458,563</b>	<b>97%</b>	<b>476,605</b>	<b>461,763</b>	<b>97%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>380,652</b>	<b>98%</b>	<b>392,619</b>	<b>386,858</b>	<b>99%</b>	<b>397,292</b>	<b>390,496</b>	<b>98%</b>
Amerigroup	100,648	100,600	100%	101,958	101,914	100%	102,812	102,747	100%
Molina Healthcare of Texas	95,568	95,526	100%	96,320	96,273	100%	96,926	95,832	99%
Superior Health Plan	97,237	91,705	94%	99,230	93,643	94%	100,781	95,189	94%
UnitedHealthcare Community Plan	93,059	92,821	100%	95,111	95,028	100%	96,773	96,728	100%
<b>Micro Total</b>	<b>33,261</b>	<b>30,199</b>	<b>91%</b>	<b>33,748</b>	<b>30,504</b>	<b>90%</b>	<b>34,089</b>	<b>30,743</b>	<b>90%</b>
Amerigroup	3,630	3,630	100%	3,678	3,678	100%	3,680	3,680	100%
Molina Healthcare of Texas	8,468	7,200	85%	8,427	6,995	83%	8,367	6,859	82%
Superior Health Plan	7,096	5,466	77%	7,174	5,532	77%	7,259	5,560	77%
UnitedHealthcare Community Plan	14,067	13,903	99%	14,469	14,299	99%	14,783	14,644	99%
<b>Rural Total</b>	<b>44,173</b>	<b>40,185</b>	<b>91%</b>	<b>45,137</b>	<b>41,201</b>	<b>91%</b>	<b>45,224</b>	<b>40,524</b>	<b>90%</b>
Amerigroup	8,838	8,444	96%	8,915	8,521	96%	8,889	8,378	94%
Molina Healthcare of Texas	5,097	5,087	100%	5,155	5,043	98%	5,102	4,967	97%
Superior Health Plan	17,434	14,275	82%	17,917	14,937	83%	17,928	14,361	80%
UnitedHealthcare Community Plan	12,804	12,379	97%	13,150	12,700	97%	13,305	12,818	96%
<b>Psychiatrist Grand Total</b>	<b>4,951,528</b>	<b>4,793,547</b>	<b>97%</b>	<b>5,144,543</b>	<b>4,979,112</b>	<b>97%</b>	<b>5,244,568</b>	<b>5,071,257</b>	<b>97%</b>
<b>SUD Chemical Dependency Treatment</b>									
<b>STAR Total</b>	<b>2,015,819</b>	<b>1,829,742</b>	<b>91%</b>	<b>2,155,509</b>	<b>1,901,704</b>	<b>88%</b>	<b>2,230,208</b>	<b>2,024,305</b>	<b>91%</b>
<b>Metro Total</b>	<b>1,729,052</b>	<b>1,610,627</b>	<b>93%</b>	<b>1,844,746</b>	<b>1,663,999</b>	<b>90%</b>	<b>1,909,166</b>	<b>1,778,591</b>	<b>93%</b>
Aetna Better Health	58,889	58,648	100%	64,160	63,902	100%	67,240	66,954	100%
Amerigroup	327,068	309,007	94%	347,883	325,729	94%	360,067	336,581	93%
Blue Cross and Blue Shield of Texas	20,814	19,805	95%	22,136	21,999	99%	22,903	22,700	99%
Community First Healthplan	74,474	74,060	99%	79,247	79,032	100%	81,794	81,575	100%
Community Health Choice	156,989	156,194	99%	166,063	158,880	96%	171,874	164,190	96%
Cook Children's Health Plan	68,310	58,081	85%	72,505	20,460	28%	74,903	63,506	85%
Dell Children's Health Plan	15,965	574	4%	17,079	600	4%	17,771	17,771	100%
Driscoll Children's Health Plan	82,545	82,545	100%	88,889	88,889	100%	92,248	92,248	100%



**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
El Paso First	44,596	44,596	100%	47,676	47,676	100%	49,243	49,243	100%
Firstcare	29,142	20,424	70%	31,838	22,757	71%	33,199	23,534	71%
Molina Healthcare of Texas	58,331	57,601	99%	62,600	61,710	99%	64,776	63,792	98%
Parkland	103,187	102,211	99%	109,156	106,557	98%	112,634	109,258	97%
Right Care from Scott and White Health Plan	21,278	17,910	84%	22,914	19,289	84%	23,729	19,911	84%
Superior Health Plan	344,722	297,115	86%	367,541	316,039	86%	378,986	326,086	86%
Texas Children's Health Plan	222,765	218,373	98%	237,391	230,063	97%	245,745	237,961	97%
UnitedHealthcare Community Plan	99,977	93,483	94%	107,668	100,417	93%	112,054	103,281	92%
<b>Micro Total</b>	<b>125,486</b>	<b>76,927</b>	<b>61%</b>	<b>135,619</b>	<b>83,132</b>	<b>61%</b>	<b>140,876</b>	<b>87,071</b>	<b>62%</b>
Aetna Better Health	1,024	864	84%	1,111	943	85%	1,169	974	83%
Amerigroup	22,792	12,061	53%	24,770	12,593	51%	25,761	11,913	46%
Blue Cross and Blue Shield of Texas	2,827	1,661	59%	3,085	2,885	94%	3,237	2,997	93%
Community First Healthplan	1,431	1,365	95%	1,516	1,486	98%	1,512	1,480	98%
Community Health Choice	5,650	4,201	74%	6,123	4,533	74%	6,445	4,963	77%
Cook Children's Health Plan	1,922	0	0%	2,080	0	0%	2,168	0	0%
Dell Children's Health Plan	1,704	0	0%	1,884	0	0%	1,939	1,851	95%
Driscoll Children's Health Plan	8,507	5,610	66%	9,177	6,101	66%	9,542	5,980	63%
Firstcare	2,114	2,114	100%	2,285	2,285	100%	2,369	2,369	100%
Molina Healthcare of Texas	1,986	577	29%	2,113	602	28%	2,160	617	29%
Right Care from Scott and White Health Plan	2,475	1,783	72%	2,731	1,958	72%	2,866	2,054	72%
Superior Health Plan	57,430	36,922	64%	61,784	39,642	64%	63,952	41,176	64%
Texas Children's Health Plan	8,305	6,456	78%	9,146	7,023	77%	9,639	7,579	79%
UnitedHealthcare Community Plan	7,319	3,313	45%	7,814	3,081	39%	8,117	3,118	38%
<b>Rural Total</b>	<b>161,281</b>	<b>142,188</b>	<b>88%</b>	<b>175,144</b>	<b>154,573</b>	<b>88%</b>	<b>180,166</b>	<b>158,643</b>	<b>88%</b>
Aetna Better Health	903	903	100%	982	982	100%	1,030	1,030	100%
Amerigroup	30,456	21,835	72%	33,598	24,422	73%	34,439	24,198	70%
Blue Cross and Blue Shield of Texas	1,049	1,049	100%	1,162	1,162	100%	1,203	1,203	100%
Community First Healthplan	3,624	3,624	100%	3,937	3,937	100%	4,073	4,073	100%
Community Health Choice	5,069	5,063	100%	5,360	5,243	98%	5,565	5,443	98%
Dell Children's Health Plan	492	290	59%	532	315	59%	556	556	100%
Driscoll Children's Health Plan	10,266	10,266	100%	11,241	11,241	100%	11,399	11,399	100%
El Paso First	34	33	97%	37	36	97%	32	31	97%
Firstcare	17,319	14,583	84%	18,915	15,955	84%	19,380	16,618	86%
Molina Healthcare of Texas	1,949	1,949	100%	2,170	2,170	100%	2,248	2,248	100%
Parkland	488	488	100%	706	706	100%	724	724	100%
Right Care from Scott and White Health Plan	5,641	5,570	99%	6,169	6,062	98%	6,348	6,257	99%
Superior Health Plan	72,621	65,565	90%	77,986	70,415	90%	80,361	72,555	90%
Texas Children's Health Plan	6,376	6,256	98%	6,902	6,776	98%	7,170	7,038	98%
UnitedHealthcare Community Plan	4,994	4,714	94%	5,447	5,151	95%	5,638	5,270	93%
<b>STAR Kids Total</b>	<b>95,007</b>	<b>76,896</b>	<b>81%</b>	<b>96,548</b>	<b>75,574</b>	<b>78%</b>	<b>96,528</b>	<b>79,553</b>	<b>82%</b>
<b>Metro Total</b>	<b>83,487</b>	<b>70,502</b>	<b>84%</b>	<b>84,752</b>	<b>68,804</b>	<b>81%</b>	<b>84,788</b>	<b>73,020</b>	<b>86%</b>
Aetna Better Health	7,432	7,376	99%	7,564	7,505	99%	7,541	7,458	99%
Amerigroup	14,983	13,745	92%	15,131	13,843	91%	15,104	13,584	90%
Blue Cross and Blue Shield of Texas	3,781	815	22%	3,883	686	18%	3,911	2,822	72%
Community First Healthplan	4,414	4,393	100%	4,499	4,494	100%	4,503	4,498	100%
Cook Children's Health Plan	5,475	4,696	86%	5,565	1,683	30%	5,559	4,419	79%
Driscoll Children's Health Plan	5,220	5,220	100%	5,303	5,303	100%	5,309	5,309	100%
Superior Health Plan	14,774	13,234	90%	15,080	13,479	89%	15,109	13,601	90%
Texas Children's Health Plan	14,322	13,203	92%	14,513	13,545	93%	14,530	13,557	93%
UnitedHealthcare Community Plan	13,086	7,820	60%	13,214	8,266	63%	13,222	7,772	59%
<b>Micro Total</b>	<b>5,335</b>	<b>2,008</b>	<b>38%</b>	<b>5,436</b>	<b>2,091</b>	<b>38%</b>	<b>5,429</b>	<b>2,194</b>	<b>40%</b>
Aetna Better Health	26	17	65%	28	18	64%	27	16	59%
Amerigroup	191	165	86%	194	163	84%	198	169	85%
Blue Cross and Blue Shield of Texas	422	23	5%	447	89	20%	445	216	49%
Community First Healthplan	73	68	93%	75	73	97%	71	70	99%
Cook Children's Health Plan	67	0	0%	63	0	0%	64	0	0%
Driscoll Children's Health Plan	317	237	75%	330	249	75%	324	236	73%
Superior Health Plan	972	673	69%	994	686	69%	985	653	66%
Texas Children's Health Plan	1,445	663	46%	1,465	686	47%	1,482	719	49%
UnitedHealthcare Community Plan	1,822	162	9%	1,840	127	7%	1,833	115	6%
<b>Rural Total</b>	<b>6,185</b>	<b>4,386</b>	<b>71%</b>	<b>6,360</b>	<b>4,679</b>	<b>74%</b>	<b>6,311</b>	<b>4,339</b>	<b>69%</b>
Aetna Better Health	46	46	100%	45	45	100%	45	45	100%
Amerigroup	1,107	615	56%	1,147	650	57%	1,123	551	49%
Blue Cross and Blue Shield of Texas	570	317	56%	595	444	75%	591	521	88%
Community First Healthplan	146	146	100%	154	154	100%	155	155	100%
Driscoll Children's Health Plan	496	496	100%	509	509	100%	497	497	100%
Superior Health Plan	1,519	1,303	86%	1,554	1,337	86%	1,548	1,342	87%
Texas Children's Health Plan	788	757	96%	822	788	96%	846	810	96%
UnitedHealthcare Community Plan	1,513	706	47%	1,534	752	49%	1,506	418	28%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>378,183</b>	<b>82%</b>	<b>471,504</b>	<b>379,602</b>	<b>81%</b>	<b>476,605</b>	<b>395,248</b>	<b>83%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>332,413</b>	<b>86%</b>	<b>392,619</b>	<b>335,103</b>	<b>85%</b>	<b>397,292</b>	<b>349,538</b>	<b>88%</b>
Amerigroup	100,648	93,699	93%	101,958	93,598	92%	102,812	94,126	92%
Molina Healthcare of Texas	95,568	89,417	94%	96,320	89,180	93%	96,926	89,708	93%
Superior Health Plan	97,237	84,202	87%	99,230	85,974	87%	100,781	87,369	87%
UnitedHealthcare Community Plan	93,095	65,095	70%	95,111	66,351	70%	96,773	78,335	81%
<b>Micro Total</b>	<b>33,261</b>	<b>12,298</b>	<b>37%</b>	<b>33,748</b>	<b>12,156</b>	<b>36%</b>	<b>34,089</b>	<b>13,332</b>	<b>39%</b>
Amerigroup	3,630	2,325	64%	3,678	2,197	60%	3,680	2,285	62%
Molina Healthcare of Texas	8,468	2,359	28%	8,427	2,320	28%	8,367	2,292	27%
Superior Health Plan	7,096	4,116	58%	7,174	4,227	59%	7,259	4,118	57%
UnitedHealthcare Community Plan	14,067	3,498	25%	14,469	3,412	24%	14,783	4,637	31%
<b>Rural Total</b>	<b>44,173</b>	<b>33,472</b>	<b>76%</b>	<b>45,137</b>	<b>32,343</b>	<b>72%</b>	<b>45,224</b>	<b>32,378</b>	<b>72%</b>
Amerigroup	8,838	5,260	60%	8,915	5,314	60%	8,889	4,731	53%
Molina Healthcare of Texas	5,097	4,644	91%	5,155	4,703	91%	5,102	4,643	91%
Superior Health Plan	17,434	15,542	89%	17,917	16,001	89%	17,928	15,984	89%
UnitedHealthcare Community Plan	12,804	8,026	63%	13,150	6,325	48%	13,305	7,020	53%
<b>SUD Chemical Dependency Treatment Grand Total</b>	<b>2,574,772</b>	<b>2,284,821</b>	<b>89%</b>	<b>2,723,561</b>	<b>2,356,880</b>	<b>87%</b>	<b>2,803,341</b>	<b>2,499,106</b>	<b>89%</b>
<b>SUD Opioid Treatment</b>									
<b>STAR Total</b>	<b>2,015,819</b>	<b>509,721</b>	<b>25%</b>	<b>2,155,509</b>	<b>650,923</b>	<b>30%</b>	<b>2,230,208</b>	<b>418,432</b>	<b>19%</b>
<b>Metro Total</b>	<b>1,729,052</b>	<b>481,115</b>	<b>28%</b>	<b>1,844,746</b>	<b>620,364</b>	<b>34%</b>	<b>1,909,166</b>	<b>384,815</b>	<b>20%</b>
Aetna Better Health	58,889	58,648	100%	64,160	26,375	41%	67,240	25,915	39%
Amerigroup	327,068	309,007	94%	347,883	0	0%	360,067	0	0%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
Blue Cross and Blue Shield of Texas	20,814	19,805	95%	22,136	0	0%	22,903	0	0%
Community First Healthplan	74,474	74,060	99%	79,247	77,893	98%	81,794	79,614	97%
Community Health Choice	156,989	156,194	99%	166,063	64,161	39%	171,874	64,148	37%
Cook Children's Health Plan	68,310	58,081	85%	72,505	0	0%	74,903	0	0%
Dell Children's Health Plan	15,965	574	4%	17,079	0	0%	17,771	0	0%
Driscoll Children's Health Plan	82,545	82,545	100%	88,889	8,017	9%	92,248	7,951	9%
El Paso First	44,596	44,596	100%	47,676	0	0%	49,243	0	0%
Firstcare	29,142	20,424	70%	31,838	0	0%	33,199	0	0%
Molina Healthcare of Texas	58,331	57,601	99%	62,600	0	0%	64,776	3,826	6%
Parkland	103,187	102,211	99%	109,156	109,094	100%	112,634	112,567	100%
Right Care from Scott and White Health Plan	21,278	17,910	84%	22,914	0	0%	23,729	0	0%
Superior Health Plan	344,722	297,115	86%	367,541	78,387	21%	378,986	90,794	24%
Texas Children's Health Plan	222,765	218,373	98%	237,391	199,385	84%	245,745	0	0%
UnitedHealthcare Community Plan	99,977	93,483	94%	107,668	57,052	53%	112,054	0	0%
<b>Micro Total</b>	<b>125,486</b>	<b>76,927</b>	<b>61%</b>	<b>135,619</b>	<b>3,587</b>	<b>3%</b>	<b>140,876</b>	<b>2,798</b>	<b>2%</b>
Aetna Better Health	1,024	864	84%	1,111	0	0%	1,169	0	0%
Amerigroup	22,792	12,061	53%	24,770	0	0%	25,761	0	0%
Blue Cross and Blue Shield of Texas	2,827	1,661	59%	3,085	0	0%	3,237	0	0%
Community First Healthplan	1,431	1,365	95%	1,516	1,365	90%	1,512	1,213	80%
Community Health Choice	5,650	4,201	74%	6,123	71	1%	6,445	0	0%
Cook Children's Health Plan	1,922	0	0%	2,080	0	0%	2,168	0	0%
Dell Children's Health Plan	1,704	0	0%	1,884	0	0%	1,939	0	0%
Driscoll Children's Health Plan	8,507	5,610	66%	9,177	0	0%	9,542	0	0%
Firstcare	2,114	2,114	100%	2,285	0	0%	2,369	0	0%
Molina Healthcare of Texas	1,986	577	29%	2,113	0	0%	2,160	0	0%
Right Care from Scott and White Health Plan	2,475	1,783	72%	2,731	0	0%	2,866	0	0%
Superior Health Plan	57,430	36,922	64%	61,784	1,564	3%	63,952	1,585	2%
Texas Children's Health Plan	8,305	6,456	78%	9,146	444	5%	9,639	0	0%
UnitedHealthcare Community Plan	7,319	3,313	45%	7,814	143	2%	8,117	0	0%
<b>Rural Total</b>	<b>161,281</b>	<b>142,188</b>	<b>88%</b>	<b>175,144</b>	<b>26,972</b>	<b>15%</b>	<b>180,166</b>	<b>30,819</b>	<b>17%</b>
Aetna Better Health	903	903	100%	982	0	0%	1,030	0	0%
Amerigroup	30,456	21,835	72%	33,598	0	0%	34,439	0	0%
Blue Cross and Blue Shield of Texas	1,049	1,049	100%	1,162	0	0%	1,203	0	0%
Community First Healthplan	3,624	3,624	100%	3,937	3,937	100%	4,073	4,073	100%
Community Health Choice	5,069	5,063	100%	5,360	3,374	63%	5,565	1,801	32%
Dell Children's Health Plan	492	290	59%	532	0	0%	556	0	0%
Driscoll Children's Health Plan	10,266	10,266	100%	11,241	1,282	11%	11,399	1,154	10%
El Paso First	34	33	97%	37	0	0%	32	0	0%
Firstcare	17,319	14,583	84%	18,915	308	2%	19,380	632	3%
Molina Healthcare of Texas	1,949	1,949	100%	2,170	0	0%	2,248	114	5%
Parkland	488	488	100%	706	706	100%	724	724	100%
Right Care from Scott and White Health Plan	5,641	5,570	99%	6,169	200	3%	6,348	939	15%
Superior Health Plan	72,621	65,565	90%	77,986	10,693	14%	80,361	21,382	27%
Texas Children's Health Plan	6,376	6,256	98%	6,902	4,110	60%	7,170	0	0%
UnitedHealthcare Community Plan	4,994	4,714	94%	5,447	2,362	43%	5,638	0	0%
<b>STAR Kids Total</b>	<b>95,007</b>	<b>20,582</b>	<b>22%</b>	<b>96,548</b>	<b>26,908</b>	<b>28%</b>	<b>96,528</b>	<b>8,978</b>	<b>9%</b>
<b>Metro</b>	<b>83,487</b>	<b>70,502</b>	<b>84%</b>	<b>84,752</b>	<b>26,071</b>	<b>31%</b>	<b>84,788</b>	<b>8,513</b>	<b>10%</b>
Aetna Better Health	7,432	7,376	99%	7,564	5,943	79%	7,541	3,630	48%
Amerigroup	14,983	13,745	92%	15,131	0	0%	15,104	0	0%
Blue Cross and Blue Shield of Texas	3,781	815	22%	3,883	0	0%	3,911	0	0%
Community First Healthplan	4,414	4,393	100%	4,499	0	0%	4,503	0	0%
Cook Children's Health Plan	5,475	4,696	86%	5,565	0	0%	5,559	0	0%
Driscoll Children's Health Plan	5,220	5,220	100%	5,303	555	10%	5,309	537	10%
Superior Health Plan	14,774	13,234	90%	15,080	3,752	25%	15,109	4,346	29%
Texas Children's Health Plan	14,322	13,203	92%	14,513	10,770	74%	14,530	0	0%
UnitedHealthcare Community Plan	13,086	7,820	60%	13,214	5,051	38%	13,222	0	0%
<b>Micro</b>	<b>5,335</b>	<b>2,008</b>	<b>38%</b>	<b>5,436</b>	<b>86</b>	<b>2%</b>	<b>5,429</b>	<b>55</b>	<b>1%</b>
Aetna Better Health	26	17	65%	28	0	0%	27	0	0%
Amerigroup	191	165	86%	194	0	0%	198	0	0%
Blue Cross and Blue Shield of Texas	422	23	5%	447	0	0%	445	0	0%
Community First Healthplan	73	68	93%	75	0	0%	71	0	0%
Cook Children's Health Plan	67	0	0%	63	0	0%	64	0	0%
Driscoll Children's Health Plan	317	237	75%	330	0	0%	324	0	0%
Superior Health Plan	972	673	69%	994	55	6%	985	55	6%
Texas Children's Health Plan	1,445	663	46%	1,465	25	2%	1,482	0	0%
UnitedHealthcare Community Plan	1,822	162	9%	1,840	6	0%	1,833	0	0%
<b>Rural</b>	<b>6,185</b>	<b>4,386</b>	<b>71%</b>	<b>6,360</b>	<b>751</b>	<b>12%</b>	<b>6,311</b>	<b>410</b>	<b>6%</b>
Aetna Better Health	46	46	100%	45	45	100%	45	44	98%
Amerigroup	1,107	615	56%	1,147	0	0%	1,123	0	0%
Blue Cross and Blue Shield of Texas	570	317	56%	595	0	0%	591	0	0%
Community First Healthplan	146	146	100%	154	0	0%	155	0	0%
Driscoll Children's Health Plan	496	496	100%	509	58	11%	497	50	10%
Superior Health Plan	1,519	1,303	86%	1,554	243	16%	1,548	316	20%
Texas Children's Health Plan	788	757	96%	822	246	30%	846	0	0%
UnitedHealthcare Community Plan	1,513	706	47%	1,534	159	10%	1,506	0	0%
<b>STAR Plus</b>	<b>463,946</b>	<b>77,088</b>	<b>17%</b>	<b>471,504</b>	<b>78,893</b>	<b>17%</b>	<b>476,605</b>	<b>54,521</b>	<b>11%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>332,413</b>	<b>86%</b>	<b>392,619</b>	<b>73,726</b>	<b>19%</b>	<b>397,292</b>	<b>48,688</b>	<b>12%</b>
Amerigroup	100,648	93,699	93%	101,958	0	0%	102,812	0	0%
Molina Healthcare of Texas	95,568	89,417	94%	96,320	0	0%	96,926	4,550	5%
Superior Health Plan	97,237	84,202	87%	99,230	24,583	25%	100,781	44,138	44%
UnitedHealthcare Community Plan	93,059	65,095	70%	95,110	49,143	52%	96,773	0	0%
<b>Micro Total</b>	<b>33,261</b>	<b>12,298</b>	<b>37%</b>	<b>33,748</b>	<b>545</b>	<b>2%</b>	<b>34,089</b>	<b>446</b>	<b>1%</b>
Amerigroup	3,630	2,325	64%	3,678	0	0%	3,680	0	0%
Molina Healthcare of Texas	8,468	2,359	28%	8,427	0	0%	8,367	0	0%
Superior Health Plan	7,096	4,116	58%	7,174	439	6%	7,259	446	6%
UnitedHealthcare Community Plan	14,067	3,498	25%	14,469	106	1%	14,783	0	0%
<b>Rural Total</b>	<b>44,173</b>	<b>33,472</b>	<b>76%</b>	<b>45,137</b>	<b>4,622</b>	<b>10%</b>	<b>45,224</b>	<b>5,387</b>	<b>12%</b>
Amerigroup	8,838	5,260	60%	8,915	0	0%	8,889	0	0%
Molina Healthcare of Texas	5,097	4,644	91%	5,155	0	0%	5,102	193	4%
Superior Health Plan	17,434	15,542	89%	17,917	3,181	18%	17,928	5,194	29%
UnitedHealthcare Community Plan	12,804	8,026	63%	13,150	1,441	11%	13,305	0	0%
<b>SUD Opioid Treatment Grand Total</b>	<b>2,574,772</b>	<b>607,391</b>	<b>24%</b>	<b>2,723,561</b>	<b>756,724</b>	<b>28%</b>	<b>2,803,341</b>	<b>481,931</b>	<b>17%</b>

**Attachment H2**  
**Specialist Network Access Analysis**  
**SFY23 Q2 Report**  
**(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Therapies - OT PT ST</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,327,657</b>	<b>100%</b>	<b>4,516,725</b>	<b>4,509,798</b>	<b>100%</b>	<b>4,611,804</b>	<b>4,602,721</b>	<b>100%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,721,868</b>	<b>100%</b>	<b>3,873,665</b>	<b>3,870,742</b>	<b>100%</b>	<b>3,955,258</b>	<b>3,952,341</b>	<b>100%</b>
Aetna Better Health	125,893	125,893	100%	133,867	133,867	100%	138,449	138,449	100%
Amerigroup	692,350	692,204	100%	718,849	718,725	100%	734,022	734,019	100%
Blue Cross and Blue Shield of Texas	46,196	46,196	100%	48,063	48,063	100%	49,198	49,198	100%
Community First Healthplan	152,815	152,815	100%	159,015	159,015	100%	162,358	162,358	100%
Community Health Choice	354,383	354,383	100%	365,975	365,975	100%	373,254	373,254	100%
Cook Children's Health Plan	154,438	154,438	100%	159,730	159,730	100%	162,644	162,644	100%
Dell Children's Health Plan	37,114	37,114	100%	38,581	38,581	100%	39,678	39,678	100%
Driscoll Children's Health Plan	184,280	184,280	100%	192,714	192,714	100%	197,334	197,334	100%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,791	100%
Firstcare	62,725	62,725	100%	66,855	66,855	100%	68,917	68,917	100%
Molina Healthcare of Texas	119,377	119,375	100%	125,052	125,050	100%	127,985	127,983	100%
Parkland	225,728	224,661	100%	232,887	230,092	99%	236,673	233,764	99%
Right Care from Scott and White Health Plan	45,234	45,234	100%	47,350	47,350	100%	48,376	48,376	100%
Superior Health Plan	725,944	725,942	100%	754,289	754,287	100%	767,875	767,872	100%
Texas Children's Health Plan	496,724	496,724	100%	515,818	515,818	100%	525,906	525,906	100%
UnitedHealthcare Community Plan	208,019	208,019	100%	218,862	218,862	100%	224,798	224,798	100%
<b>Micro Total</b>	<b>269,240</b>	<b>269,240</b>	<b>100%</b>	<b>283,138</b>	<b>283,138</b>	<b>100%</b>	<b>290,684</b>	<b>290,684</b>	<b>100%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,946	100%	50,600	50,600	100%	51,927	51,927	100%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	12,764	100%	13,452	13,452	100%	13,963	13,963	100%
Cook Children's Health Plan	4,429	4,429	100%	4,636	4,636	100%	4,765	4,765	100%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	18,434	100%	19,290	19,290	100%	19,693	19,693	100%
Firstcare	4,275	4,275	100%	4,492	4,492	100%	4,661	4,661	100%
Molina Healthcare of Texas	3,818	3,818	100%	3,949	3,949	100%	4,020	4,020	100%
Right Care from Scott and White Health Plan	5,281	5,281	100%	5,639	5,639	100%	5,812	5,812	100%
Superior Health Plan	122,777	122,777	100%	128,707	128,707	100%	131,896	131,896	100%
Texas Children's Health Plan	19,063	19,063	100%	20,339	20,339	100%	21,028	21,028	100%
UnitedHealthcare Community Plan	15,094	15,094	100%	15,686	15,686	100%	16,068	16,068	100%
<b>Rural Total</b>	<b>340,103</b>	<b>336,549</b>	<b>99%</b>	<b>359,922</b>	<b>355,918</b>	<b>99%</b>	<b>365,862</b>	<b>359,696</b>	<b>98%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	63,603	98%	69,622	68,434	98%	70,593	68,895	98%
Blue Cross and Blue Shield of Texas	2,136	2,136	100%	2,298	2,298	100%	2,351	2,351	100%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	11,031	100%	11,387	11,387	100%	11,686	11,686	100%
Dell Children's Health Plan	985	985	100%	1,038	1,038	100%	1,065	1,065	100%
Driscoll Children's Health Plan	21,788	21,788	100%	23,141	23,141	100%	23,118	23,118	100%
El Paso First	75	74	99%	82	81	99%	71	70	99%
Firstcare	36,467	35,340	97%	38,726	37,294	96%	39,202	37,205	95%
Molina Healthcare of Texas	3,926	3,907	100%	4,270	4,251	100%	4,392	4,365	99%
Parkland	1,041	1,041	100%	1,462	1,462	100%	1,503	1,503	100%
Right Care from Scott and White Health Plan	11,636	11,636	100%	12,320	12,320	100%	12,569	12,569	100%
Superior Health Plan	154,125	152,935	99%	161,598	160,364	99%	164,506	162,106	99%
Texas Children's Health Plan	13,563	13,563	100%	14,265	14,265	100%	14,620	14,620	100%
UnitedHealthcare Community Plan	9,555	9,521	100%	10,186	10,056	99%	10,435	10,392	100%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>155,036</b>	<b>100%</b>	<b>156,314</b>	<b>156,200</b>	<b>100%</b>	<b>156,159</b>	<b>156,006</b>	<b>100%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>136,224</b>	<b>100%</b>	<b>137,033</b>	<b>137,033</b>	<b>100%</b>	<b>136,916</b>	<b>136,916</b>	<b>100%</b>
Aetna Better Health	11,877	11,877	100%	11,995	11,995	100%	12,000	12,000	100%
Amerigroup	24,299	24,299	100%	24,323	24,323	100%	24,212	24,212	100%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,478	100%	6,486	6,486	100%
Community First Healthplan	6,960	6,960	100%	7,011	7,011	100%	6,998	6,998	100%
Cook Children's Health Plan	9,046	9,046	100%	9,094	9,094	100%	9,067	9,067	100%
Driscoll Children's Health Plan	8,140	8,140	100%	8,224	8,224	100%	8,278	8,278	100%
Superior Health Plan	24,080	24,080	100%	24,416	24,416	100%	24,466	24,466	100%
Texas Children's Health Plan	24,339	24,339	100%	24,409	24,409	100%	24,362	24,362	100%
UnitedHealthcare Community Plan	21,112	21,112	100%	21,083	21,083	100%	21,047	21,047	100%
<b>Micro Total</b>	<b>8,740</b>	<b>8,740</b>	<b>100%</b>	<b>8,867</b>	<b>8,867</b>	<b>100%</b>	<b>8,903</b>	<b>8,903</b>	<b>100%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	38	100%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	697	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	117	100%	112	112	100%	112	112	100%
Driscoll Children's Health Plan	517	517	100%	523	523	100%	533	533	100%
Superior Health Plan	1,636	1,636	100%	1,660	1,660	100%	1,662	1,662	100%
Texas Children's Health Plan	2,554	2,554	100%	2,583	2,583	100%	2,602	2,602	100%
UnitedHealthcare Community Plan	2,829	2,829	100%	2,869	2,869	100%	2,865	2,865	100%
<b>Rural Total</b>	<b>10,190</b>	<b>10,072</b>	<b>99%</b>	<b>10,414</b>	<b>10,300</b>	<b>99%</b>	<b>10,340</b>	<b>10,187</b>	<b>99%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,761	97%	1,875	1,816	97%	1,828	1,751	96%
Blue Cross and Blue Shield of Texas	955	955	100%	988	988	100%	985	985	100%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	840	100%	877	877	100%	866	866	100%
Superior Health Plan	2,543	2,519	99%	2,585	2,562	99%	2,589	2,545	98%
Texas Children's Health Plan	1,424	1,424	100%	1,449	1,449	100%	1,476	1,476	100%
UnitedHealthcare Community Plan	2,299	2,267	99%	2,327	2,295	99%	2,289	2,257	99%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>463,255</b>	<b>100%</b>	<b>471,504</b>	<b>470,620</b>	<b>100%</b>	<b>476,605</b>	<b>475,546</b>	<b>100%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>386,470</b>	<b>100%</b>	<b>392,619</b>	<b>392,577</b>	<b>100%</b>	<b>397,292</b>	<b>397,274</b>	<b>100%</b>
Amerigroup	100,648	100,621	100%	101,958	101,934	100%	102,812	102,811	100%
Molina Healthcare of Texas	95,568	95,553	100%	96,320	96,302	100%	96,926	96,909	100%
Superior Health Plan	97,237	97,237	100%	99,230	99,230	100%	100,781	100,781	100%
UnitedHealthcare Community Plan	93,059	93,059	100%	95,111	95,111	100%	96,773	96,773	100%
<b>Micro Total</b>	<b>33,261</b>	<b>33,261</b>	<b>100%</b>	<b>33,748</b>	<b>33,748</b>	<b>100%</b>	<b>34,089</b>	<b>34,089</b>	<b>100%</b>
Amerigroup	3,630	3,630	100%	3,678	3,678	100%	3,680	3,680	100%
Molina Healthcare of Texas	8,468	8,468	100%	8,427	8,427	100%	8,367	8,367	100%
Superior Health Plan	7,096	7,096	100%	7,174	7,174	100%	7,259	7,259	100%
UnitedHealthcare Community Plan	14,067	14,067	100%	14,469	14,469	100%	14,783	14,783	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Rural Total</b>	44,173	43,524	99%	45,137	44,295	98%	45,224	44,183	98%
Amerigroup	8,838	8,616	97%	8,915	8,690	97%	8,889	8,518	96%
Molina Healthcare of Texas	5,097	5,091	100%	5,155	5,082	99%	5,102	5,024	98%
Superior Health Plan	17,434	17,251	99%	17,917	17,732	99%	17,928	17,578	98%
UnitedHealthcare Community Plan	12,804	12,566	98%	13,150	12,791	97%	13,305	13,063	98%
<b>Therapies - OT PT ST Grand Total</b>	<b>4,951,528</b>	<b>4,945,948</b>	<b>100%</b>	<b>5,144,543</b>	<b>5,136,618</b>	<b>100%</b>	<b>5,244,568</b>	<b>5,234,273</b>	<b>100%</b>
<b>Urologist</b>									
<b>STAR Total</b>	<b>4,332,428</b>	<b>4,186,380</b>	<b>97%</b>	<b>4,516,725</b>	<b>4,364,842</b>	<b>97%</b>	<b>4,611,804</b>	<b>4,440,596</b>	<b>96%</b>
<b>Metro Total</b>	<b>3,723,085</b>	<b>3,626,506</b>	<b>97%</b>	<b>3,873,665</b>	<b>3,776,121</b>	<b>97%</b>	<b>3,955,258</b>	<b>3,840,979</b>	<b>97%</b>
Aetna Better Health	125,893	125,797	100%	133,867	133,855	100%	138,449	138,427	100%
Amerigroup	692,350	673,569	97%	718,849	701,661	98%	734,022	711,963	97%
Blue Cross and Blue Shield of Texas	46,196	46,196	100%	48,063	48,056	100%	49,198	49,174	100%
Community First Healthplan	152,815	152,815	100%	159,015	159,015	100%	162,358	162,358	100%
Community Health Choice	354,383	333,706	94%	365,975	344,625	94%	373,254	351,491	94%
Cook Children's Health Plan	154,438	152,227	99%	159,730	157,371	99%	162,644	159,950	98%
Dell Children's Health Plan	37,114	37,114	100%	38,581	38,562	100%	39,678	39,650	100%
Driscoll Children's Health Plan	184,280	184,271	100%	192,714	192,709	100%	197,334	197,329	100%
El Paso First	91,865	91,865	100%	95,758	95,758	100%	97,791	97,787	100%
Firstcare	62,725	57,999	92%	66,855	66,855	100%	68,917	63,791	93%
Molina Healthcare of Texas	119,377	116,924	98%	125,052	122,452	98%	127,985	124,713	97%
Parkland	225,728	216,640	96%	232,887	220,977	95%	236,673	224,262	95%
Right Care from Scott and White Health Plan	45,234	45,231	100%	47,350	47,339	100%	48,376	48,363	100%
Superior Health Plan	725,944	725,918	100%	754,289	752,264	100%	767,875	766,035	100%
Texas Children's Health Plan	496,724	473,238	95%	515,818	491,364	95%	525,906	497,842	95%
UnitedHealthcare Community Plan	208,019	192,996	93%	218,862	203,258	93%	224,798	207,844	92%
<b>Micro Total</b>	<b>269,240</b>	<b>251,452</b>	<b>93%</b>	<b>283,138</b>	<b>259,747</b>	<b>92%</b>	<b>290,684</b>	<b>265,415</b>	<b>91%</b>
Aetna Better Health	2,072	2,072	100%	2,233	2,233	100%	2,319	2,319	100%
Amerigroup	47,946	47,939	100%	50,600	48,703	96%	51,927	49,970	96%
Blue Cross and Blue Shield of Texas	6,335	6,335	100%	6,736	6,736	100%	7,038	7,038	100%
Community First Healthplan	2,975	2,975	100%	3,128	3,128	100%	3,089	3,089	100%
Community Health Choice	12,764	11,591	91%	13,452	12,236	91%	13,963	12,854	92%
Cook Children's Health Plan	4,429	4,189	95%	4,636	4,400	95%	4,765	4,527	95%
Dell Children's Health Plan	3,977	3,977	100%	4,251	4,251	100%	4,405	4,405	100%
Driscoll Children's Health Plan	18,434	15,283	83%	19,290	16,016	83%	19,639	16,370	83%
Firstcare	4,275	4,246	99%	4,492	4,466	99%	4,661	4,629	99%
Molina Healthcare of Texas	3,818	2,883	76%	3,949	3,023	77%	4,020	3,018	75%
Right Care from Scott and White Health Plan	5,281	5,267	100%	5,639	5,625	100%	5,812	5,795	100%
Superior Health Plan	122,777	117,629	96%	128,707	120,339	93%	131,896	123,168	93%
Texas Children's Health Plan	19,063	15,769	83%	20,339	16,903	83%	21,028	16,125	77%
UnitedHealthcare Community Plan	15,094	11,297	75%	15,686	11,688	75%	16,068	12,108	75%
<b>Rural Total</b>	<b>340,103</b>	<b>308,422</b>	<b>91%</b>	<b>359,922</b>	<b>328,974</b>	<b>91%</b>	<b>365,862</b>	<b>334,202</b>	<b>91%</b>
Aetna Better Health	1,725	1,725	100%	1,842	1,842	100%	1,867	1,867	100%
Amerigroup	64,786	54,843	85%	69,622	58,423	84%	70,593	59,139	84%
Blue Cross and Blue Shield of Texas	2,136	2,127	100%	2,298	2,288	100%	2,351	2,339	99%
Community First Healthplan	7,264	7,264	100%	7,685	7,685	100%	7,884	7,884	100%
Community Health Choice	11,031	8,982	81%	11,387	9,270	81%	11,686	10,512	90%
Dell Children's Health Plan	985	956	97%	1,038	1,006	97%	1,065	1,026	96%
Driscoll Children's Health Plan	21,788	21,767	100%	23,141	23,120	100%	23,118	23,095	100%
El Paso First	75	72	96%	82	79	96%	71	66	93%
Firstcare	36,467	29,693	81%	38,726	34,235	88%	39,202	31,904	81%
Molina Healthcare of Texas	3,926	3,269	83%	4,270	3,589	84%	4,392	3,309	75%
Parkland	1,041	1,038	100%	1,462	1,435	98%	1,503	1,496	100%
Right Care from Scott and White Health Plan	11,636	10,519	90%	12,320	11,825	96%	12,569	11,868	94%
Superior Health Plan	154,125	148,430	96%	161,598	156,112	97%	164,506	157,629	96%
Texas Children's Health Plan	13,563	10,678	79%	14,265	10,207	72%	14,620	12,967	89%
UnitedHealthcare Community Plan	9,555	7,059	74%	10,186	7,858	77%	10,435	9,101	87%
<b>STAR Kids Total</b>	<b>155,154</b>	<b>149,021</b>	<b>96%</b>	<b>156,314</b>	<b>149,862</b>	<b>96%</b>	<b>156,159</b>	<b>150,466</b>	<b>96%</b>
<b>Metro Total</b>	<b>136,224</b>	<b>132,226</b>	<b>97%</b>	<b>137,033</b>	<b>132,818</b>	<b>97%</b>	<b>136,916</b>	<b>133,131</b>	<b>97%</b>
Aetna Better Health	11,877	11,849	100%	11,995	11,849	99%	12,000	11,959	100%
Amerigroup	24,299	23,521	97%	24,323	23,531	97%	24,212	23,470	97%
Blue Cross and Blue Shield of Texas	6,371	6,371	100%	6,478	6,478	100%	6,486	6,486	100%
Community First Healthplan	6,960	6,960	100%	7,011	7,011	100%	6,998	6,998	100%
Cook Children's Health Plan	9,046	8,938	99%	9,094	8,984	99%	9,067	8,940	99%
Driscoll Children's Health Plan	8,140	8,140	100%	8,224	8,224	100%	8,278	8,278	100%
Superior Health Plan	24,080	24,080	100%	24,416	24,416	100%	24,466	24,466	100%
Texas Children's Health Plan	24,339	22,412	92%	24,409	22,472	92%	24,362	22,835	94%
UnitedHealthcare Community Plan	21,112	19,955	95%	21,083	19,862	94%	21,047	19,699	94%
<b>Micro Total</b>	<b>8,740</b>	<b>7,851</b>	<b>90%</b>	<b>8,867</b>	<b>7,991</b>	<b>90%</b>	<b>8,903</b>	<b>8,007</b>	<b>90%</b>
Aetna Better Health	37	37	100%	39	39	100%	38	37	97%
Amerigroup	286	286	100%	290	290	100%	297	297	100%
Blue Cross and Blue Shield of Texas	660	660	100%	688	688	100%	697	695	100%
Community First Healthplan	104	104	100%	103	103	100%	97	97	100%
Cook Children's Health Plan	117	111	94.9%	112	108	96%	112	108	96%
Driscoll Children's Health Plan	517	462	89%	523	470	90%	533	481	90%
Superior Health Plan	1,636	1,417	87%	1,660	1,441	87%	1,662	1,436	86%
Texas Children's Health Plan	2,554	2,146	84%	2,583	2,179	84%	2,602	2,368	91%
UnitedHealthcare Community Plan	2,829	2,628	93%	2,869	2,673	93%	2,865	2,488	87%
<b>Rural Total</b>	<b>10,190</b>	<b>8,944</b>	<b>88%</b>	<b>10,414</b>	<b>9,053</b>	<b>87%</b>	<b>10,340</b>	<b>9,328</b>	<b>90%</b>
Aetna Better Health	68	68	100%	64	64	100%	62	62	100%
Amerigroup	1,823	1,500	82%	1,875	1,527	81%	1,828	1,479	81%
Blue Cross and Blue Shield of Texas	955	855	90%	988	872	88%	985	865	88%
Community First Healthplan	238	238	100%	249	249	100%	245	245	100%
Driscoll Children's Health Plan	840	839	100%	877	876	100%	866	865	100%
Superior Health Plan	2,543	2,425	95%	2,585	2,467	95%	2,589	2,467	95%
Texas Children's Health Plan	1,424	1,191	84%	1,449	1,161	80%	1,476	1,406	95%
UnitedHealthcare Community Plan	2,299	1,828	80%	2,327	1,837	79%	2,289	1,939	85%
<b>STAR Plus Total</b>	<b>463,946</b>	<b>446,330</b>	<b>96%</b>	<b>471,504</b>	<b>455,439</b>	<b>97%</b>	<b>476,605</b>	<b>458,510</b>	<b>96%</b>
<b>Metro Total</b>	<b>386,512</b>	<b>376,196</b>	<b>97%</b>	<b>392,619</b>	<b>382,985</b>	<b>98%</b>	<b>397,292</b>	<b>386,434</b>	<b>97%</b>
Amerigroup	100,648	99,090	98%	101,958	100,377	98%	102,812	100,407	98%
Molina Healthcare of Texas	95,568	91,192	95%	96,320	92,774	96%	96,926	93,101	96%
Superior Health Plan	97,237	97,186	100%	99,230	98,863	100%	100,781	100,686	100%

**Attachment H2  
Specialist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

Program County Type MCO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
UnitedHealthcare Community Plan	93,059	88,728	95%	95,111	90,971	96%	96,773	92,240	95%
<b>Micro Total</b>	<b>33,261</b>	<b>30,864</b>	<b>93%</b>	<b>33,748</b>	<b>31,895</b>	<b>95%</b>	<b>34,089</b>	<b>31,396</b>	<b>92%</b>
Amerigroup	3,630	3,629	100%	3,678	3,677	100%	3,680	3,680	100%
Molina Healthcare of Texas	8,468	7,066	83%	8,427	7,579	90%	8,367	6,843	82%
Superior Health Plan	7,096	6,515	92%	7,174	6,588	92%	7,259	6,640	91%
UnitedHealthcare Community Plan	14,067	13,654	97%	14,469	14,051	97%	14,783	14,233	96%
<b>Rural Total</b>	<b>44,173</b>	<b>39,270</b>	<b>89%</b>	<b>45,137</b>	<b>40,559</b>	<b>90%</b>	<b>45,224</b>	<b>40,680</b>	<b>90%</b>
Amerigroup	8,838	7,354	83%	8,915	7,265	81%	8,889	7,164	81%
Molina Healthcare of Texas	5,097	4,433	87%	5,155	4,753	92%	5,102	4,400	86%
Superior Health Plan	17,434	16,783	96%	17,917	17,329	97%	17,928	17,198	96%
UnitedHealthcare Community Plan	12,804	10,700	84%	13,150	11,212	85%	13,305	11,918	90%
<b>Urologist Grand Total</b>	<b>4,951,528</b>	<b>4,781,731</b>	<b>97%</b>	<b>5,144,543</b>	<b>4,970,143</b>	<b>97%</b>	<b>5,244,568</b>	<b>5,049,572</b>	<b>96%</b>

**Attachment H3  
Main Dentist Network Access Analysis  
SFY23 Q2 Report  
(Blanks = No Data Available)**

County Type DMO	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (95%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (95%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (95%)
<b>Metro</b>	<b>3,321,074</b>	<b>3,321,073</b>	100%	<b>3,417,681</b>	<b>3,417,678</b>	100%	<b>3,455,026</b>	<b>3,455,024</b>	100%
DentaQuest	1,785,123	1,785,123	100%	1,818,887	1,818,887	100%	1,828,364	1,828,364	100%
MCNA Dental	1,184,306	1,184,305	100%	1,206,752	1,206,751	100%	1,210,418	1,210,416	100%
United HealthCare Dental	351,645	351,645	100%	392,042	392,040	100%	416,244	416,244	100%
<b>Micro</b>	<b>237,408</b>	<b>237,408</b>	100%	<b>247,020</b>	<b>247,020</b>	100%	<b>251,473</b>	<b>251,473</b>	100%
DentaQuest	131,323	131,323	100%	135,628	135,628	100%	137,476	137,476	100%
MCNA Dental	82,771	82,771	100%	85,182	85,182	100%	86,203	86,203	100%
United HealthCare Dental	23,314	23,314	100%	26,210	26,210	100%	27,794	27,794	100%
<b>Rural</b>	<b>296,714</b>	<b>296,673</b>	100%	<b>310,803</b>	<b>310,766</b>	100%	<b>312,816</b>	<b>312,787</b>	100%
DentaQuest	162,774	162,757	100%	169,081	169,064	100%	169,637	169,626	100%
MCNA Dental	106,130	106,109	100%	110,076	110,059	100%	109,813	109,798	100%
United HealthCare Dental	27,810	27,807	100%	31,646	31,643	100%	33,366	33,363	100%
<b>Grand Total</b>	<b>3,855,196</b>	<b>3,855,154</b>	100%	<b>3,975,504</b>	<b>3,975,464</b>	100%	<b>4,019,315</b>	<b>4,019,284</b>	100%

**Attachment H4**  
**Dental Specialty Network Access Analysis**  
**SFY22 Q2 Report**  
(Blanks = No Data Available)

Provider Type DMO County Type	Quarter 1			Quarter 2			Quarter 3		
	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)	Member Count	Members Within Distance Standard of Two Providers	% Within Time or Distance Standard (90%)
<b>Endodontist</b>									
DentaQuest	2,079,220	1,913,358	92%	2,123,596	1,901,796	90%	3,455,026	3,264,881	94%
Metro	1,785,123	1,712,788	96%	1,818,887	1,709,557	94%	1,828,364	1,753,390	96%
Micro	131,323	83,468	64%	135,628	75,253	55%	1,210,418	1,138,862	94%
Rural	162,774	117,102	72%	169,081	116,986	69%	416,244	372,629	90%
MCNA Dental	1,373,207	1,218,878	89%	1,402,010	1,264,226	90%	251,473	157,743	63%
Metro	1,184,306	1,102,772	93%	1,206,752	1,135,427	94%	137,476	87,651	64%
Micro	82,771	50,227	61%	85,182	51,964	61%	86,203	52,449	61%
Rural	106,130	65,879	62%	110,076	76,835	70%	27,794	17,643	63%
United HealthCare	402,769	355,614	88%	449,898	386,725	86%	312,816	220,220	70%
Metro	351,645	321,749	91%	392,042	350,762	89%	169,637	122,871	72%
Micro	23,314	14,727	63%	26,210	16,450	63%	109,813	76,714	70%
Rural	27,810	19,138	69%	31,646	19,513	62%	33,366	20,635	62%
<b>Subtotal</b>	<b>3,855,196</b>	<b>3,487,850</b>	<b>90%</b>	<b>3,975,504</b>	<b>3,552,747</b>	<b>89%</b>	<b>4,019,315</b>	<b>3,642,844</b>	<b>91%</b>
<b>Orthodontist</b>									
DentaQuest	2,079,220	1,994,923	96%	2,123,596	2,036,891	96%	3,455,026	3,341,490	97%
Metro	1,785,123	1,751,069	98%	1,818,887	1,784,028	98%	1,828,364	1,793,153	98%
Micro	131,323	106,294	81%	135,628	109,759	81%	1,210,418	1,160,907	96%
Rural	162,774	137,560	85%	169,081	143,104	85%	416,244	387,430	93%
MCNA Dental	1,373,207	1,277,842	93%	1,402,010	1,305,700	93%	251,473	196,318	78%
Metro	1,184,306	1,135,937	96%	1,206,752	1,157,368	96%	137,476	111,359	81%
Micro	82,771	56,605	68%	85,182	59,046	69%	86,203	60,231	70%
Rural	106,130	85,299	80%	110,076	89,286	81%	27,794	24,728	89%
United HealthCare	402,769	370,927	92%	449,898	415,253	92%	312,816	258,602	83%
Metro	351,645	327,585	93%	392,042	364,833	93%	169,637	143,448	85%
Micro	23,314	22,183	95%	26,210	24,965	95%	109,813	88,973	81%
Rural	27,810	21,159	76%	31,646	25,455	80%	33,366	26,181	78%
<b>Subtotal</b>	<b>3,855,196</b>	<b>3,643,692</b>	<b>95%</b>	<b>3,975,504</b>	<b>3,757,844</b>	<b>95%</b>	<b>4,019,315</b>	<b>3,796,410</b>	<b>94%</b>
<b>Pediatric Dental</b>									
DentaQuest	2,079,220	2,074,830	100%	2,123,596	2,119,076	100%	3,455,026	3,453,584	100%
Metro	1,785,123	1,784,665	100%	1,818,887	1,818,377	100%	1,828,364	1,827,805	100%
Micro	131,323	129,055	98%	135,628	133,330	98%	1,210,418	1,209,880	100%
Rural	162,774	161,110	99%	169,081	167,369	99%	416,244	415,899	100%
MCNA Dental	1,373,207	1,369,307	100%	1,402,010	1,398,004	100%	251,473	242,228	96%
Metro	1,184,306	1,183,273	100%	1,206,752	1,205,751	100%	137,476	134,956	98%
Micro	82,771	80,877	98%	85,182	83,182	98%	86,203	84,295	98%
Rural	106,130	105,157	99%	110,076	109,071	99%	27,794	22,977	83%
United HealthCare	402,769	392,877	98%	449,898	438,799	98%	312,816	309,313	99%
Metro	351,645	348,424	99%	392,042	388,439	99%	169,637	167,755	99%
Micro	23,314	17,372	75%	26,210	19,499	74%	109,813	108,737	99%
Rural	27,810	27,081	97%	31,646	30,861	98%	33,366	32,821	98%
<b>Subtotal</b>	<b>3,855,196</b>	<b>3,837,014</b>	<b>100%</b>	<b>3,975,504</b>	<b>3,955,879</b>	<b>100%</b>	<b>4,019,315</b>	<b>4,005,125</b>	<b>100%</b>
<b>Oral Surgeon</b>									
DentaQuest	2,079,220	2,033,337	98%	2,123,596	2,075,232	98%	3,455,026	3,429,626	99%
Metro	1,785,123	1,772,958	99%	1,818,887	1,806,069	99%	1,828,364	1,815,084	99%
Micro	131,323	116,084	88%	135,628	120,103	89%	1,210,418	1,201,971	99%
Rural	162,774	144,295	89%	169,081	149,060	88%	416,244	412,571	99%
MCNA Dental	1,373,207	1,345,450	98%	1,402,010	1,373,668	98%	251,473	224,050	89%
Metro	1,184,306	1,176,412	99%	1,206,752	1,198,672	99%	137,476	121,824	89%
Micro	82,771	74,149	90%	85,182	76,475	90%	86,203	77,363	90%
Rural	106,130	94,889	89%	110,076	98,521	90%	27,794	24,863	89%
United HealthCare	402,769	393,930	98%	449,898	440,024	98%	312,816	276,903	89%
Metro	351,645	348,583	99%	392,042	388,609	99%	169,637	149,260	88%
Micro	23,314	20,817	89%	26,210	23,436	89%	109,813	98,264	89%
Rural	27,810	24,530	88%	31,646	27,979	88%	33,366	29,379	88%
<b>Subtotal</b>	<b>3,855,196</b>	<b>3,772,717</b>	<b>98%</b>	<b>3,975,504</b>	<b>3,888,924</b>	<b>98%</b>	<b>4,019,315</b>	<b>3,930,579</b>	<b>98%</b>

## D-047 CMS NARRATIVE SUMMARY REPORT



Helping Government Serve the People.®



*December 2022 – May 2023*



## The Texas Enrollment Broker Services Project

### 1.1 MAIL SUMMARY

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

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

Monthly Ongoing Mailings								
Mail Type	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Bi-Annual Totals	Average per Month
STAR	27,601	20,181	16,714	18,875	17,899	19,795	<b>121,065</b>	<b>20,178</b>
STAR Kids	909	1,027	937	1,063	911	1,061	<b>5,908</b>	<b>985</b>
STAR+PLUS	7,947	7,739	5,675	8,775	6,085	7,061	<b>43,282</b>	<b>7,214</b>
MMC Dental	25,341	14,914	12,608	15,330	13,110	13,877	<b>95,180</b>	<b>15,863</b>

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

### 1.2 COMMUNITY OUTREACH SUMMARY

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

Outbound Activity – MMC								
Program	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Bi-Annual Totals	Average per Month
Medicaid Managed Care Outbound Attempts	36,680	39,443	34,693	36,687	32,909	36,930	<b>217,342</b>	<b>36,224</b>

*(Table 1.2A) MMC Outbound Call Activity*

Throughout the reporting period, outreach staff members completed a total of 12,590 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	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Bi-Annual Totals	Average per Month
MMC Home Visit Attempts	6,200	5,846	5,530	6,797	5,928	6,562	<b>36,863</b>	<b>6,144</b>
MMC Home Visit Requests	10	5	16	12	7	12	<b>62</b>	<b>10</b>
MMC Enrollment Events	90	66	139	226	278	194	<b>993</b>	<b>166</b>
MMC Presentations (non-enrollment event)	52	44	73	112	62	79	<b>422</b>	<b>70</b>
MMC Community Meetings (non-enrollment event)	1,950	1,836	1,853	2,002	1,600	1,798	<b>11,039</b>	<b>1,840</b>
MMC Health Fairs (non-enrollment event)	11	10	21	30	46	18	<b>136</b>	<b>23</b>

(Table 1.2B) MMC Community Outreach Activities

### 1.3 ENROLLMENTS SUMMARY

Tables 1.3A, 1.3B and 1.3C give an overview of the enrollment activity in the Enrollment Broker Medicaid Managed Care and Dental Programs reported for December 1<sup>st</sup> through May 1<sup>st</sup> effective dates. The STAR, STAR+PLUS, and STAR Kids Programs reported an average of 5,544,715 total enrollments per month.

Total Enrollments by Program				
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total Enrollments
Dec-22	4,779,746	574,009	169,774	<b>5,523,529</b>
Jan-23	4,818,775	577,219	169,799	<b>5,565,793</b>
Feb-23	4,852,046	579,283	169,856	<b>5,601,185</b>
Mar-23	4,894,185	580,498	170,067	<b>5,644,750</b>
Apr-23	4,909,670	582,786	170,031	<b>5,662,487</b>
May-23	4,519,626	581,149	169,769	<b>5,270,544</b>
Avg/Month	<b>4,795,675</b>	<b>579,157</b>	<b>169,883</b>	<b>5,544,715</b>

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

Total New Monthly Enrollments by Program				
State Cutoff Month	STAR	STAR+PLUS	STAR Kids	Total New Monthly Enrollments
Dec-22	72,056	9,807	1,976	<b>83,839</b>
Jan-23	77,004	10,497	2,159	<b>89,660</b>
Feb-23	70,581	9,190	2,267	<b>82,038</b>
Mar-23	77,775	8,720	2,369	<b>88,864</b>
Apr-23	69,303	9,109	2,160	<b>80,572</b>
May-23	92,821	11,291	2,727	<b>106,839</b>
Avg/Month	<b>76,590</b>	<b>9,769</b>	<b>2,276</b>	<b>88,635</b>

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

The Dental Program reported an average of 4,182,504 total enrollments in the reporting period.

Dental Enrollments		
State Cutoff Month	New Monthly Enrollment	Total Enrollment
Dec-22	41,186	4,198,058
Jan-23	46,419	4,218,310
Feb-23	41,694	4,235,078
Mar-23	47,647	4,258,593
Apr-23	41,020	4,264,254
May-23	52,092	3,920,729
Avg/Month	<b>45,010</b>	<b>4,182,504</b>

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

## 1.4 CALL CENTER

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

The AB rate for the reporting period was 3.6 percent, and the ASA was 66 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 656 seconds.

EB Call Center Inbound Production									
Month	Year	Forecast Calls	Calls Offered	Calls Handled	Sys Out Calls	Average Handle Time	Average Speed of Answer	Abandon	% Abandon
December	2022	77,469	73,642	70,042	1,085	696	82	2,555	3.5%
January	2023	90,801	89,312	84,655	1,179	680	105	3,497	3.9%
February	2023	81,605	78,159	75,994	734	641	40	1,430	1.8%
*March	2023	61,637	59,022	57,870	427	631	29	734	1.2%
**March	2023	N/A	38,194	30,056	N/A	572	330	8,138	21.3%
**April	2023	75,360	77,452	76,673	N/A	643	11	777	1.0%
**May	2023	72,304	67,162	66,776	N/A	675	6	386	0.6%
AVG		76,529	68,992	66,009	856	656	66	2,502	3.6%
Totals		459,176	482,943	462,066	3,425			17,517	
KPR							< 140		≤ 10%

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

**\*Due to the CISCO telephony issue HHSC reported on March 23, 2023, the Call Center data is from March 1 to 21 from the CISCO telephony system, which is no longer available.**

**\*\* Due to the CISCO telephony issue, HHSC reported on March 23, 2023, the Call Center data is from the Genesys telephony system. The March 2023 data is from March 24 to 31.**

**Attachment M1**  
**Member Hotline Performance**  
**STAR and STAR+PLUS**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
	Quarter				Quarter			
	1				2			
Aetna	33,805	1%	88%	18	32,119	1%	91%	13
Amerigroup	122,880	2%	77%	33	130,980	1%	98%	5
Blue Cross Blue Shield	8,975	1%	91%	11	9,394	1%	94%	9
Community First	20,110	3%	96%	19	18,465	4%	90%	34
Community Health Choice	54,908	3%	91%	19	57,310	3%	88%	31
Cook Children's	33,613	3%	89%	19	30,505	3%	90%	17
Dell Children's	5,652	1%	90%	20	5,061	1%	87%	24
Driscoll Children's	25,072	1%	93%	13	19,984	1%	93%	14
El Paso Health	9,679	4%	98%	41	9,680	2%	99%	38
FirstCare	8,330	1%	95%	7	7,786	2%	83%	27
Molina	124,034	1%	93%	14	117,814	1%	90%	20
Parkland	28,324	1%	88%	1	28,992	1%	92%	1
Scott & White	6,525	3%	92%	14	6,410	2%	83%	26
Superior	111,011	1%	89%	14	110,285	1%	88%	17
Texas Children's	66,021	3%	69%	26	58,699	2%	82%	17
United	181,594	1%	87%	84	177,588	0%	97%	70
<b>Total</b>	<b>840,533</b>				<b>821,072</b>			

Attachment M1  
Member Hotline Performance  
STAR Kids  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter 1				Quarter 2			
		1				2			
STAR Kids	Aetna	9,768	4%	88%	26	9,434	3%	88%	19
	Amerigroup	4,324	2%	97%	9	4,675	0%	98%	6
	BCBS	2,514	1%	96%	14	2,505	0%	98%	10
	Community First	4,004	1%	92%	40	4,255	1%	87%	35
	Cook Children's	4,385	3%	91%	18	3,925	2%	92%	12
	Driscoll Health Plan	4,261	2%	90%	18	4,358	6%	77%	77
	Superior	8,493	1%	98%	7	8,424	2%	94%	14
	Texas Children's	14,746	2%	81%	24	12,249	1%	86%	11
	United	9,565	1%	94%	50	11,700	0%	98%	30
	<b>Total</b>	<b>62,060</b>				<b>61,525</b>			

Attachment M2  
Behavioral Health Hotline Performance  
STAR and STAR+PLUS  
SFY23 Q1  
SFY23 Q2 Report  
(Blanks = No Data Available)

Program	MCO	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
		Quarter				Quarter			
		1				2			
STAR & STAR+PLUS	Aetna	814	1%	95%	9	730	1%	97%	6
	Amerigroup	1,539	2%	94%	13	1,424	1%	95%	13
	Blue Cross Blue Shield	536	0%	97%	73	576	1%	95%	5
	Community First	330	3%	97%	8	302	2%	98%	7
	Community Health Choice	1,780	5%	98%	11	1,696	3%	97%	12
	Cook Children's	243	21%	39%	296	96	11%	48%	133
	Dell Children's	152	1%	85%	73	239	0%	95%	6
	Driscoll Children's	219	7%	68%	49	132	0%	95%	79
	El Paso Health	52	0%	100%	11	35	3%	100%	12
	FirstCare	129	0%	98%	4	161	2%	93%	9
	Molina	431	1%	89%	15	438	1%	89%	15
	Parkland	500	0%	96%	5	425	0%	93%	8
	Scott & White	75	1%	95%	7	62	3%	90%	12
	Superior	3,674	2%	94%	11	3,574	3%	88%	14
	Texas Children's	1,079	3%	92%	10	987	2%	87%	15
United	166	0%	100%	41	247	0%	96%	37	
	<b>Total</b>	<b>11,719</b>				<b>11,124</b>			

Attachment M2  
Behavioral Health Hotline Performance  
STAR Kids  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)

MCO	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Call Hold Rate (80% within 30 seconds)	Average Hold Time (120 Seconds)
	Quarter				Quarter			
	1				2			
Aetna	195	2%	95%	9	189	2%	99%	5
Amerigroup	44	0%	91%	14	45	7%	88%	14
BCBS	183	0%	96%	21	181	1%	98%	8
Community First	23	0%	96%	1	18	0%	94%	4
Cook Children's	47	17%	41%	332	10	20%	38%	193
Driscoll Health Plan	69	20%	65%	39	44	2%	93%	36
Superior	323	3%	96%	6	290	6%	93%	10
Texas Children's	126	5%	91%	8	133	4%	92%	8
United	49	0%	100%	68	38	0%	95%	27
<b>Total</b>	<b>1,059</b>				<b>948</b>			



**Attachment M3  
 Provider Hotline Performance  
 STAR and STAR+PLUS  
 SFY23 Q2  
 SFY23 Q3 Report  
 (Blanks = No Data Available)**

MCO	Total Calls	Abandoned Calls (≤7%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Average Hold Time (120 Seconds)
	Quarter			Quarter		
	1			2		
Aetna	42,614	2%	31	41,802	3%	33
Amerigroup	86,777	3%	57	86,389	1%	16
Blue Cross Blue Shield	8,299	1%	16	7,820	1%	9
Community First	4,546	1%	18	4,260	1%	17
Community Health Choice	55,933	5%	81	54,939	7%	138
Cook Children's	35,145	3%	17	32,428	4%	26
Dell Children's	4,364	0%	23	7,814	1%	37
Driscoll Children's	18,162	0%	10	17,076	0%	8
El Paso Health	37,446	5%	78	35,194	6%	57
FirstCare	35,851	2%	17	35,598	4%	25
Molina	100,750	10%	275	91,778	5%	128
Parkland	47,414	3%	9	45,834	3%	14
Scott & White	30,818	3%	20	29,917	6%	34
Superior	102,601	4%	76	117,787	2%	34
Texas Children's	96,126	3%	20	85,470	3%	21
United	88,738	1%	33	82,526	1%	50
<b>Total</b>	<b>795,584</b>			<b>776,632</b>		

Attachment M3  
 Provider Hotline Performance  
 STAR Kids  
 SFY23 Q2  
 SFY23 Q3 Report  
 (Blanks = No Data Available)

Program	MCOs	Total Calls	Abandoned Calls (<7%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (<7%)	Average Hold Time (120 Seconds)
		Quarter			Quarter		
		1			2		
STAR Kids	Aetna	27,144	3%	20	26,584	6%	35
	Amerigroup	86,777	3%	57	86,389	1%	16
	BCBS	2,306	1%	14	2,585	1%	8
	Community First	970	0%	8	1,081	2%	8
	Cook Children's	26,129	3%	17	25,180	6%	34
	Driscoll Health Plan	2,559	1%	14	2,371	2%	14
	Superior	14,290	1%	11	18,638	2%	18
	Texas Children's	93,344	3%	19	82,894	3%	21
	United	17,694	1%	36	5,129	0%	62
	<b>Total</b>	<b>271,213</b>			<b>250,851</b>		

Attachment M4  
Dental Hotline Performance  
Dental Maintenance Organization  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)

Program	DMO	Hotline	Program	Total Calls	Abandoned Calls (≤7%)	Hold Rate (80%)	Average Hold Time (120 Seconds)	Total Calls	Abandoned Calls (≤7%)	Hold Rate (80%)	Average Hold Time (120 Seconds)	
				Quarter				Quarter				
				1				2				
STAR & STAR+PLUS	DentaQuest	Member	Medicaid Dental	54,040	1%	88%	17	60,266	1%	91%	17	
		Provider		17,720	2%		39	19,951	1%		23	
	MCNA	Member	Medicaid Dental	52,657	15%	77%	45	49,185	12%	79%	29	
		Provider		19,378	2%		23	17,106	2%		15	
	United Dental	Member	Medicaid Dental	27,160	1%	97%	22	26,434	1%	91%	22	
		Provider		20,139	1%		19	20,504	1%		18	
	<b>Total</b>				<b>191,094</b>				<b>193,446</b>			

Attachment N  
MCO Member Appeals  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)

MCO	Q1			Q2		
	30 Day Appeals Resolved	30 Day Appeals Resolved Timely	% 30 Day Appeals resolved Timely	30 Day Appeals Resolved	30 Day Appeals Resolved Timely	% 30 Day Appeals resolved Timely
<b>Medicaid Dental</b>						
DentaQuest	434	434	100%	461	459	99.6%
MCNA	58	58	100%	56	56	100%
United Dental	31	31	100%	28	28	100%
<b>Dental Total</b>	<b>523</b>	<b>523</b>	<b>100%</b>	<b>545</b>	<b>543</b>	<b>100%</b>
<b>STAR</b>						
Aetna	70	70	100%	71	71	100%
Amerigroup	103	103	100%	87	86	98.9%
BCBS	85	85	100%	74	74	100%
CHC	182	182	100%	142	142	100%
Community First	78	78	100%	63	63	100%
Cook Children's	54	54	100%	38	38	100%
Dell Children's	17	17	100%	31	29	93.5%
Driscoll	37	37	100%	36	36	100%
El Paso First	73	71	97.3%	123	123	100.0%
FirstCare	43	43	100%	36	35	97.2%
Molina	129	129	100%	95	95	100%
Parkland	40	39	97.5%	32	31	96.9%
Scott & White	47	47	100%	45	45	100%
Superior	1446	1446	100%	1285	1284	99.9%
Texas Children's	356	354	99.4%	285	284	99.6%
United	110	110	100%	132	132	100%
<b>STAR Total</b>	<b>2,870</b>	<b>2,865</b>	<b>99.8%</b>	<b>2,575</b>	<b>2,568</b>	<b>99.7%</b>
<b>STAR+PLUS</b>						
Amerigroup	110	109	99.1%	148	144	97.3%
Molina	384	384	100%	341	341	100%
Superior	1449	1448	99.9%	1245	1240	99.6%
United	423	422	99.8%	389	389	100%
<b>STAR+PLUS Total</b>	<b>2,366</b>	<b>2,363</b>	<b>99.9%</b>	<b>2,123</b>	<b>2,114</b>	<b>99.6%</b>
<b>STAR Kids</b>						
Aetna	69	69	100%	47	46	97.9%
Amerigroup	86	86	100%	71	71	100%
BCBS	39	39	100%	46	46	100%
Community First	77	77	100%	67	67	100%
Cook Children's	39	39	100%	33	33	100%
Driscoll Children's	34	34	100%	33	33	100%
Superior	333	333	100%	327	327	100%
Texas Children's	298	293	98.3%	228	227	99.6%
United	192	192	100%	182	182	100%
<b>STAR Kids Total</b>	<b>1,167</b>	<b>1,162</b>	<b>99.6%</b>	<b>1,034</b>	<b>1,032</b>	<b>99.8%</b>
<b>Grand Total</b>	<b>6,926</b>	<b>6,913</b>	<b>99.8%</b>	<b>6,277</b>	<b>6,257</b>	<b>99.7%</b>

**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

<u>Demonstration Reporting Start DY</u>	10
<u>Demonstration Reporting End DY</u>	19

<u>Reporting Net Variance</u>	
\$	(4,350,076,932)

**Attachment Q**  
**Service Coordination Report Q2 SFY23**  
(Blanks = No Data Available)

Quarter 2																										
STAR																										
SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
Bexar	Aetna	STAR/CHIP Service Management	7511	126	1.68%	7385	98.32%	381	5.16%	4	0.05%	0	0.00%	0	0.00%	0	0.00%	7382	99.96%	2802	37.31%	0	988	0	4711	
	Amerigroup	STAR/CHIP Service Management	1572	151	9.61%	1421	90.39%	226	15.90%	0	0.00%	1198	84.31%	0	0.00%	0	0.00%	0	0.00%	416	26.46%	0	107	5	1170	
	Community First	STAR/CHIP Service Management	413	42	10.17%	371	89.83%	310	83.56%	53	14.29%	13	3.50%	0	0.00%	0	0.00%	0	0.00%	404	97.82%	0	640	0	411	
	Superior	STAR/CHIP Service Management	1479	902	60.99%	577	39.01%	262	45.41%	24	4.16%	298	51.65%	0	0.00%	0	0.00%	0	0.00%	1282	86.68%	0	1437	61	1359	
	<b>SDA Total</b>			<b>10,975</b>	<b>1,221</b>	<b>11.13%</b>	<b>9,754</b>	<b>88.87%</b>	<b>1,179</b>	<b>12.09%</b>	<b>81</b>	<b>0.83%</b>	<b>1,509</b>	<b>15.47%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>7,382</b>	<b>75.68%</b>	<b>4,904</b>	<b>44.68%</b>	<b>0</b>	<b>3,172</b>	<b>66</b>	<b>7,651</b>
Dallas	Amerigroup	STAR/CHIP Service Management	20155	2873	14.25%	17282	85.75%	3602	20.84%	0	0.00%	13804	79.88%	0	0.00%	0	0.00%	0	0.00%	4434	22.00%	0	1983	152	13679	
	Molina	STAR/CHIP Service Management	2041	576	28.22%	1465	71.78%	42	2.87%	0	0.00%	1171	79.93%	1	0.07%	0	0.00%	247	16.86%	759	37.19%	0	475	41	1852	
	Parkland	STAR Health Service Management	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	0	0	0	0
		STAR/CHIP Service Management	3524	45	1.28%	3479	98.72%	840	24.14%	0	0.00%	156	4.48%	0	0.00%	0	0.00%	13	0.37%	3474	98.58%	0	1447	0	3467	
		Service Coordination Level 1	258	70	27.13%	188	72.87%	35	18.62%	0	0.00%	3	1.60%	1	0.53%	1	0.53%	1	0.53%	228	88.37%	0	93	0	225	
		Service Coordination Level 2	149	85	57.05%	64	42.95%	5	7.81%	0	0.00%	3	4.69%	0	0.00%	0	0.00%	2	3.13%	139	93.29%	0	99	0	136	
		Service Coordination Level 3	83	66	79.52%	17	20.48%	2	11.76%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	76	91.57%	0	45	0	75	
	<b>SDA Total</b>			<b>26,211</b>	<b>3,716</b>	<b>14.18%</b>	<b>22,495</b>	<b>85.82%</b>	<b>4,526</b>	<b>20.12%</b>	<b>0</b>	<b>0.00%</b>	<b>15,137</b>	<b>67.29%</b>	<b>2</b>	<b>0.01%</b>	<b>1</b>	<b>0.01%</b>	<b>263</b>	<b>1.17%</b>	<b>9,110</b>	<b>34.76%</b>	<b>0</b>	<b>4,142</b>	<b>193</b>	<b>19,434</b>
El Paso	El Paso Health	STAR/CHIP Service Management	845	147	17.40%	698	82.60%	165	23.64%	0	0.00%	540	77.36%	0	0.00%	0	0.00%	0	0.00%	844	99.88%	0	1282	74	834	
	Molina	STAR/CHIP Service Management	203	66	32.51%	137	67.49%	2	1.46%	0	0.00%	116	84.67%	0	0.00%	0	0.00%	23	16.79%	78	38.42%	0	40	5	188	
	Superior	STAR/CHIP Service Management	440	219	49.77%	221	50.23%	116	52.49%	6	2.71%	99	44.80%	0	0.00%	0	0.00%	0	0.00%	375	85.23%	0	360	22	391	
	<b>SDA Total</b>			<b>1,488</b>	<b>432</b>	<b>29.03%</b>	<b>1,056</b>	<b>70.97%</b>	<b>283</b>	<b>26.80%</b>	<b>6</b>	<b>0.57%</b>	<b>755</b>	<b>71.50%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>23</b>	<b>2.18%</b>	<b>1,297</b>	<b>87.16%</b>	<b>0</b>	<b>1,682</b>	<b>101</b>	<b>1,413</b>
Harris	Amerigroup	STAR/CHIP Service Management	6129	905	14.77%	5224	85.23%	1116	21.36%	0	0.00%	4131	79.08%	0	0.00%	0	0.00%	0	0.00%	1498	24.44%	8	729	47	4134	
	CHC	Member in Outreach Process	1297	667	51.43%	630	48.57%	40	6.35%	2	0.32%	322	51.11%	0	0.00%	1	0.16%	269	42.70%	509	39.24%	0	168	24	944	
		Service Coordination Level 1	66	58	87.88%	8	12.12%	1	12.50%	0	0.00%	2	25.00%	0	0.00%	0	0.00%	6	75.00%	28	42.42%	0	15	4	36	
		Service Coordination Level 2	389	371	95.37%	18	4.63%	1	5.56%	0	0.00%	10	55.56%	0	0.00%	0	0.00%	8	44.44%	223	57.33%	0	160	7	265	
		Service Coordination Level 3	681	630	92.51%	51	7.49%	4	7.84%	1	1.96%	31	60.78%	0	0.00%	0	0.00%	15	29.41%	298	43.76%	0	205	4	339	
	Molina	STAR/CHIP Service Management	1004	242	24.10%	762	75.90%	14	1.84%	0	0.00%	638	83.73%	0	0.00%	0	0.00%	124	16.27%	381	37.95%	0	218	17	906	
	Texas Children's	Member in Outreach Process	36459	39	0.11%	36420	99.89%	1258	3.45%	33235	91.25%	2773	7.61%	1	0.00%	1	0.00%	2295	6.30%	2823	7.74%	14	1833	0	11117	
STAR/CHIP Service Management		2816	696	24.72%	2120	75.28%	79	3.73%	1677	79.10%	274	12.92%	2	0.09%	0	0.00%	366	17.26%	1471	52.24%	13	2765	0	1417		

**Attachment Q**  
**Service Coordination Report Q2 SFY23**  
(Blanks = No Data Available)

SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
		Service Coordination Level 2	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	1
	United	STAR/CHIP Service Management	10819	687	6.35%	10132	93.65%	2228	21.99%	2196	21.67%	5452	53.81%	0	0.00%	0	0.00%	682	6.73%	3478	32.15%	0	1698	12	7986
		<b>SDA Total</b>	<b>59,661</b>	<b>4,295</b>	<b>7.20%</b>	<b>55,366</b>	<b>92.80%</b>	<b>4,741</b>	<b>8.56%</b>	<b>37,112</b>	<b>67.03%</b>	<b>13,633</b>	<b>24.62%</b>	<b>3</b>	<b>0.01%</b>	<b>2</b>	<b>0.00%</b>	<b>3,765</b>	<b>6.80%</b>	<b>10,709</b>	<b>17.95%</b>	<b>35</b>	<b>7,791</b>	<b>115</b>	<b>27,145</b>
Hidalgo	Driscoll Children's	STAR/CHIP Service Management	4464	1076	24.10%	3388	75.90%	379	11.19%	1439	42.47%	1338	39.49%	2	0.06%	6	0.18%	955	28.19%	1373	30.76%	0	3209	90	2112
	Molina	STAR/CHIP Service Management	2578	777	30.14%	1801	69.86%	36	2.00%	0	0.00%	1478	82.07%	1	0.06%	0	0.00%	274	15.21%	858	33.28%	0	481	51	2392
	Superior	STAR/CHIP Service Management	1027	551	53.65%	476	46.35%	242	50.84%	12	2.52%	227	47.69%	0	0.00%	0	0.00%	0	0.00%	874	85.10%	0	893	60	933
	United	STAR/CHIP Service Management	5144	265	5.15%	4879	94.85%	979	20.07%	587	12.03%	3137	64.30%	0	0.00%	0	0.00%	342	7.01%	1425	27.70%	0	461	7	3724
			<b>SDA Total</b>	<b>13,213</b>	<b>2,669</b>	<b>20.20%</b>	<b>10,544</b>	<b>79.80%</b>	<b>1,636</b>	<b>15.52%</b>	<b>2,038</b>	<b>19.33%</b>	<b>6,180</b>	<b>58.61%</b>	<b>3</b>	<b>0.03%</b>	<b>6</b>	<b>0.06%</b>	<b>1,571</b>	<b>14.90%</b>	<b>4,530</b>	<b>34.28%</b>	<b>0</b>	<b>5,044</b>	<b>208</b>
Jefferson	Amerigroup	STAR/CHIP Service Management	722	91	12.60%	631	87.40%	126	19.97%	0	0.00%	512	81.14%	0	0.00%	0	0.00%	0	0.00%	172	23.82%	0	43	7	481
	CHC	Member in Outreach Process	110	57	51.82%	53	48.18%	5	9.43%	0	0.00%	21	39.62%	0	0.00%	0	0.00%	28	52.83%	39	35.45%	0	13	5	83
		Service Coordination Level 1	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	85.71%	0	3	0	6
		Service Coordination Level 2	29	28	96.55%	1	3.45%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%	19	65.52%	0	11	0	24
		Service Coordination Level 3	64	58	90.63%	6	9.38%	0	0.00%	0	0.00%	4	66.67%	0	0.00%	0	0.00%	2	33.33%	22	34.38%	0	19	2	27
	Molina	STAR/CHIP Service Management	288	79	27.43%	209	72.57%	5	2.39%	0	0.00%	166	79.43%	0	0.00%	0	0.00%	46	22.01%	95	32.99%	0	61	4	258
	Texas Childrens	Member in Outreach Process	4943	3	0.06%	4940	99.94%	137	2.77%	4523	91.56%	333	6.74%	0	0.00%	0	0.00%	288	5.83%	323	6.53%	1	188	0	1406
		STAR/CHIP Service Management	313	72	23.00%	241	77.00%	14	5.81%	185	76.76%	37	15.35%	0	0.00%	0	0.00%	34	14.11%	158	50.48%	1	284	0	159
	United	STAR/CHIP Service Management	2458	121	4.92%	2337	95.08%	493	21.10%	485	20.75%	1317	56.35%	0	0.00%	0	0.00%	142	6.08%	718	29.21%	0	337	2	1720
			<b>SDA Total</b>	<b>8,934</b>	<b>516</b>	<b>5.78%</b>	<b>8,418</b>	<b>94.22%</b>	<b>780</b>	<b>9.27%</b>	<b>5,193</b>	<b>61.69%</b>	<b>2,390</b>	<b>28.39%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>541</b>	<b>6.43%</b>	<b>1,552</b>	<b>17.37%</b>	<b>2</b>	<b>959</b>	<b>20</b>
Lubbock	Amerigroup	STAR/CHIP Service Management	1299	137	10.55%	1162	89.45%	220	18.93%	0	0.00%	949	81.67%	0	0.00%	0	0.00%	0	0.00%	268	20.63%	0	59	4	880
	FirstCare	Member in Outreach Process	1879	0	0.00%	1879	100.00%	144	7.66%	260	13.84%	1491	79.35%	0	0.00%	0	0.00%	6	0.32%	154	8.20%	0	388	0	225
		STAR/CHIP Service Management	230	230	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	46	20.00%	0	100	0	88
	Superior	STAR/CHIP Service Management	355	204	57.46%	151	42.54%	58	38.41%	4	2.65%	90	59.60%	0	0.00%	0	0.00%	0	0.00%	292	82.25%	0	280	18	306
			<b>SDA Total</b>	<b>3,763</b>	<b>571</b>	<b>15.17%</b>	<b>3,192</b>	<b>84.83%</b>	<b>422</b>	<b>13.22%</b>	<b>264</b>	<b>8.27%</b>	<b>2,530</b>	<b>79.26%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>6</b>	<b>0.19%</b>	<b>760</b>	<b>20.20%</b>	<b>0</b>	<b>827</b>	<b>22</b>
MRSA Central	Amerigroup	STAR/CHIP Service Management	1983	227	11.45%	1756	88.55%	345	19.65%	0	0.00%	1418	80.75%	0	0.00%	0	0.00%	0	0.00%	456	23.00%	0	124	12	1386
	Scott & White	Member in Outreach Process	2285	0	0.00%	2285	100.00%	226	9.89%	167	7.31%	1906	83.41%	0	0.00%	0	0.00%	12	0.53%	272	11.90%	0	733	0	344
		STAR/CHIP Service Management	367	367	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	63	17.17%	0	125	0	132
	Superior	STAR/CHIP Service Management	839	569	67.82%	270	32.18%	121	44.81%	12	4.44%	140	51.85%	0	0.00%	0	0.00%	0	0.00%	769	91.66%	0	1056	41	791
		<b>SDA Total</b>	<b>5,474</b>	<b>1,163</b>	<b>21.25%</b>	<b>4,311</b>	<b>78.75%</b>	<b>692</b>	<b>16.05%</b>	<b>179</b>	<b>4.15%</b>	<b>3,464</b>	<b>80.35%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>12</b>	<b>0.28%</b>	<b>1,560</b>	<b>28.50%</b>	<b>0</b>	<b>2,038</b>	<b>53</b>	<b>2,653</b>
MCA	Amerigroup	STAR/CHIP Service Management	6911	793	11.47%	6118	88.53%	1335	21.82%	0	0.00%	4826	78.88%	0	0.00%	0	0.00%	0	0.00%	1530	22.14%	0	537	30	4675



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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months		
MIRSA Northeast	Superior	STAR/CHIP Service Management	933	595	63.77%	338	36.23%	153	45.27%	6	1.78%	182	53.85%	0	0.00%	0	0.00%	0	0.00%	854	91.53%	0	1044	46	872		
	<b>SDA Total</b>			<b>7,844</b>	<b>1,388</b>	<b>17.70%</b>	<b>6,456</b>	<b>82.30%</b>	<b>1,488</b>	<b>23.05%</b>	<b>6</b>	<b>0.09%</b>	<b>5,008</b>	<b>77.57%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>2,384</b>	<b>30.39%</b>	<b>0</b>	<b>1,581</b>	<b>76</b>	<b>5,547</b>	
MIRSA West	Amerigroup	STAR/CHIP Service Management	3585	444	12.38%	3141	87.62%	603	19.20%	0	0.00%	2555	81.34%	0	0.00%	0	0.00%	0	0.00%	808	22.54%	0	293	24	2542		
	FirstCare	Member in Outreach Process	2529	0	0.00%	2529	100.00%	174	6.88%	264	10.44%	2104	83.19%	0	0.00%	0	0.00%	13	0.51%	229	9.05%	0	584	0	315		
		STAR/CHIP Service Management	266	266	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	38	14.29%	0	109	0	79		
	Superior	STAR/CHIP Service Management	782	463	59.21%	319	40.79%	132	41.38%	16	5.02%	175	54.86%	0	0.00%	0	0.00%	0	0.00%	663	84.78%	0	734	29	703		
	<b>SDA Total</b>			<b>7,162</b>	<b>1,173</b>	<b>16.38%</b>	<b>5,989</b>	<b>83.62%</b>	<b>909</b>	<b>15.18%</b>	<b>280</b>	<b>4.68%</b>	<b>4,834</b>	<b>80.71%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>13</b>	<b>0.22%</b>	<b>1,738</b>	<b>24.27%</b>	<b>0</b>	<b>1,720</b>	<b>53</b>	<b>3,639</b>	
Nueces	Driscoll Children's	STAR/CHIP Service Management	4776	1586	33.21%	3190	66.79%	610	19.12%	795	24.92%	1517	47.55%	1	0.03%	17	0.53%	750	23.51%	1515	31.72%	0	3509	246	2612		
	Superior	STAR/CHIP Service Management	267	107	40.07%	160	59.93%	77	48.13%	0	0.00%	85	53.13%	0	0.00%	0	0.00%	0	0.00%	246	92.13%	0	183	11	252		
	United	STAR/CHIP Service Management	360	20	5.56%	340	94.44%	54	15.88%	74	21.76%	210	61.76%	0	0.00%	0	0.00%	20	5.88%	134	37.22%	0	65	0	273		
	<b>SDA Total</b>			<b>5,403</b>	<b>1,713</b>	<b>31.70%</b>	<b>3,690</b>	<b>68.30%</b>	<b>741</b>	<b>20.08%</b>	<b>869</b>	<b>23.55%</b>	<b>1,812</b>	<b>49.11%</b>	<b>1</b>	<b>0.03%</b>	<b>17</b>	<b>0.46%</b>	<b>770</b>	<b>20.87%</b>	<b>1,895</b>	<b>35.07%</b>	<b>0</b>	<b>3,757</b>	<b>257</b>	<b>3,137</b>	
Tarrant	Aetna	STAR/CHIP Service Management	19029	464	2.44%	18565	97.56%	898	4.84%	21	0.11%	0	0.00%	0	0.00%	0	0.00%	18554	99.94%	7642	40.16%	0	3103	1	10784		
	Amerigroup	STAR/CHIP Service Management	10863	1538	14.16%	9325	85.84%	2115	22.68%	0	0.00%	7270	77.96%	0	0.00%	0	0.00%	0	0.00%	2254	20.75%	1	1039	101	7218		
	Cook Children's	STAR/CHIP Service Management	11237	2186	19.45%	9051	80.55%	6166	68.13%	611	6.75%	1944	21.48%	1	0.01%	1	0.01%	493	5.45%	2122	18.88%	0	2919	1265	5703		
	<b>SDA Total</b>			<b>41,129</b>	<b>4,188</b>	<b>10.18%</b>	<b>36,941</b>	<b>89.82%</b>	<b>9,179</b>	<b>24.85%</b>	<b>632</b>	<b>1.71%</b>	<b>9,214</b>	<b>24.94%</b>	<b>1</b>	<b>0.00%</b>	<b>1</b>	<b>0.00%</b>	<b>19,047</b>	<b>51.56%</b>	<b>12,018</b>	<b>29.22%</b>	<b>1</b>	<b>7,061</b>	<b>1,367</b>	<b>23,705</b>	
Travis	BCBS	STAR/CHIP Service Management	634	269	42.43%	365	57.57%	140	38.36%	37	10.14%	178	48.77%	0	0.00%	1	0.27%	40	10.96%	634	100.00%	0	868	3	632		
	Dell	STAR/CHIP Service Management	3072	784	25.52%	2288	74.48%	7	0.31%	2276	99.48%	9	0.39%	0	0.00%	0	0.00%	0	0.00%	115	3.74%	0	347	0	1607		
	Superior	STAR/CHIP Service Management	873	609	69.76%	264	30.24%	129	48.86%	12	4.55%	127	48.11%	0	0.00%	0	0.00%	0	0.00%	712	81.56%	0	893	58	790		
	<b>SDA Total</b>			<b>4,579</b>	<b>1,662</b>	<b>36.30%</b>	<b>2,917</b>	<b>63.70%</b>	<b>276</b>	<b>9.46%</b>	<b>2,325</b>	<b>79.71%</b>	<b>314</b>	<b>10.76%</b>	<b>0</b>	<b>0.00%</b>	<b>1</b>	<b>0.03%</b>	<b>40</b>	<b>1.37%</b>	<b>1,461</b>	<b>31.91%</b>	<b>0</b>	<b>2,108</b>	<b>61</b>	<b>3,029</b>	
<b>STAR SDA Total</b>																											
<b>STAR+PLUS</b>																											
Bexar	Amerigroup	Service Coordination Level 1	2757	2091	75.84%	666	24.16%	1	0.15%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1748	63.40%	646	591	22	2115		
		Service Coordination Level 2	1999	1738	86.94%	261	13.06%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	913	45.67%	85	298	83	1653		
		Service Coordination Level 3	7116	0	0.00%	7116	100.00%	57	0.80%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7116	100.00%	828	11.64%	0	82	0	1877		
	Molina	Service Coordination Level 1	2031	1979	97.44%	52	2.56%	1	1.92%	0	0.00%	11	21.15%	0	0.00%	0	0.00%	39	75.00%	1399	68.88%	580	1714	3	1806		
		Service Coordination Level 2	4573	2084	45.57%	2489	54.43%	1	0.04%	0	0.00%	205	8.24%	0	0.00%	0	0.00%	2290	92.00%	897	19.62%	494	1310	48	2028		
		Service Coordination Level 3	2036	330	16.21%	1706	83.79%	2	0.12%	0	0.00%	185	10.84%	0	0.00%	0	0.00%	1532	89.80%	177	8.69%	47	239	13	495		

**Attachment Q**  
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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
	Superior	Service Coordination Level 1	9087	3813	41.96%	5274	58.04%	0	0.00%	5274	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7549	83.07%	5379	10436	84	8496
		Service Coordination Level 2	8246	664	8.05%	7582	91.95%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7582	100.00%	7382	89.52%	3341	7953	88	7882
		Service Coordination Level 3	16035	565	3.52%	15470	96.48%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	15470	100.00%	10163	63.38%	208	5535	226	14998
	<b>SDA Total</b>			<b>53,880</b>	<b>13,264</b>	<b>24.62%</b>	<b>40,616</b>	<b>75.38%</b>	<b>62</b>	<b>0.15%</b>	<b>5,274</b>	<b>12.99%</b>	<b>401</b>	<b>0.99%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>34,029</b>	<b>83.78%</b>	<b>31,056</b>	<b>57.64%</b>	<b>10,780</b>	<b>28,158</b>	<b>567</b>
Dallas	Molina	Service Coordination Level 1	9508	9294	97.75%	214	2.25%	0	0.00%	0	0.00%	35	16.36%	1	0.47%	0	0.00%	177	82.71%	6525	68.63%	2485	9429	15	8647
		Service Coordination Level 2	19635	9619	48.99%	10016	51.01%	24	0.24%	0	0.00%	790	7.89%	6	0.06%	0	0.00%	9266	92.51%	4267	21.73%	2055	6202	138	9533
		Service Coordination Level 3	11638	1353	11.63%	10285	88.37%	12	0.12%	0	0.00%	1286	12.50%	3	0.03%	0	0.00%	9122	88.69%	884	7.60%	162	1177	56	2717
	Superior	Service Coordination Level 1	9479	3516	37.09%	5963	62.91%	0	0.00%	5963	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7903	83.37%	4870	9801	75	8838
		Service Coordination Level 2	6452	517	8.01%	5935	91.99%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5935	100.00%	5971	92.54%	2294	5869	73	6192
		Service Coordination Level 3	17615	592	3.36%	17023	96.64%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	17023	100.00%	13165	74.74%	248	9688	286	16534
	<b>SDA Total</b>			<b>74,327</b>	<b>24,891</b>	<b>33.49%</b>	<b>49,436</b>	<b>66.51%</b>	<b>36</b>	<b>0.07%</b>	<b>5,963</b>	<b>12.06%</b>	<b>2,111</b>	<b>4.27%</b>	<b>10</b>	<b>0.02%</b>	<b>0</b>	<b>0.00%</b>	<b>41,523</b>	<b>83.99%</b>	<b>38,715</b>	<b>52.09%</b>	<b>12,114</b>	<b>42,166</b>	<b>643</b>
El Paso	Amerigroup	Service Coordination Level 1	2159	1588	73.55%	571	26.45%	2	0.35%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1339	62.02%	532	281	9	1630
		Service Coordination Level 2	3671	3318	90.38%	353	9.62%	5	1.42%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1721	46.88%	281	515	69	3212
		Service Coordination Level 3	6810	0	0.00%	6810	100.00%	68	1.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6810	100.00%	672	9.87%	0	37	0	1488
	Molina	Service Coordination Level 1	1731	1695	97.92%	36	2.08%	0	0.00%	0	0.00%	7	19.44%	1	2.78%	0	0.00%	30	83.33%	1303	75.27%	505	1806	5	1607
		Service Coordination Level 2	7472	4118	55.11%	3354	44.89%	7	0.21%	0	0.00%	174	5.19%	0	0.00%	0	0.00%	3182	94.87%	1693	22.66%	975	2834	63	4147
		Service Coordination Level 3	1969	247	12.54%	1722	87.46%	3	0.17%	0	0.00%	196	11.38%	0	0.00%	0	0.00%	1546	89.78%	136	6.91%	16	162	16	474
	<b>SDA Total</b>			<b>23,812</b>	<b>10,966</b>	<b>46.05%</b>	<b>12,846</b>	<b>53.95%</b>	<b>85</b>	<b>0.66%</b>	<b>0</b>	<b>0.00%</b>	<b>377</b>	<b>2.93%</b>	<b>1</b>	<b>0.01%</b>	<b>0</b>	<b>0.00%</b>	<b>11,568</b>	<b>90.05%</b>	<b>6,864</b>	<b>28.83%</b>	<b>2,309</b>	<b>5,635</b>	<b>162</b>
	Amerigroup	Service Coordination Level 1	7756	5810	74.91%	1946	25.09%	2	0.10%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4996	64.41%	1811	1430	67	5940
		Service Coordination Level 2	7927	6810	85.91%	1117	14.09%	4	0.36%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3885	49.01%	237	1245	200	6679
		Service Coordination Level 3	25882	0	0.00%	25882	100.00%	139	0.54%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	25882	100.00%	2403	9.28%	0	252	0	5472
		Service Coordination Level 1	2653	2630	99.13%	23	0.87%	0	0.00%	0	0.00%	5	21.74%	1	4.35%	0	0.00%	16	69.57%	2069	77.99%	824	2779	4	2456

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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
Harris	Molina	Service Coordination Level 2	7508	3379	45.01%	4129	54.99%	7	0.17%	0	0.00%	344	8.33%	7	0.17%	0	0.00%	3783	91.62%	1524	20.30%	727	2426	62	3483	
		Service Coordination Level 3	3900	539	13.82%	3361	86.18%	6	0.18%	0	0.00%	511	15.20%	1	0.03%	0	0.00%	2879	85.66%	371	9.51%	58	473	20	1031	
	United	Service Coordination Level 1	7418	7064	95.23%	354	4.77%	83	23.45%	0	0.00%	66	18.64%	65	18.36%	0	0.00%	252	71.19%	7337	98.91%	11246	11725	524	6748	
		Service Coordination Level 2	24959	16960	67.95%	7999	32.05%	234	2.93%	0	0.00%	531	6.64%	183	2.29%	1	0.01%	7779	97.25%	24757	99.19%	4230	17240	7681	23953	
		Service Coordination Level 3	25517	15068	59.05%	10449	40.95%	231	2.21%	0	0.00%	1279	12.24%	161	1.54%	4	0.04%	10182	97.44%	25338	99.30%	1462	16569	9247	24308	
	<b>SDA Total</b>			<b>113,520</b>	<b>58,260</b>	<b>51.32%</b>	<b>55,260</b>	<b>48.68%</b>	<b>706</b>	<b>1.28%</b>	<b>0</b>	<b>0.00%</b>	<b>2,736</b>	<b>4.95%</b>	<b>418</b>	<b>0.76%</b>	<b>5</b>	<b>0.01%</b>	<b>50,773</b>	<b>91.88%</b>	<b>72,680</b>	<b>64.02%</b>	<b>20,595</b>	<b>54,139</b>	<b>17,805</b>	<b>80,070</b>
	Hidalgo	Molina	Service Coordination Level 1	6591	6484	98.38%	107	1.62%	0	0.00%	0	0.00%	10	9.35%	1	0.93%	0	0.00%	97	90.65%	5049	76.60%	1578	7419	3	6287
Service Coordination Level 2			20461	14246	69.63%	6215	30.37%	14	0.23%	0	0.00%	342	5.50%	5	0.08%	0	0.00%	5882	94.64%	5902	28.85%	3568	9180	90	14245	
Service Coordination Level 3			3302	321	9.72%	2981	90.28%	5	0.17%	0	0.00%	224	7.51%	1	0.03%	0	0.00%	2775	93.09%	233	7.06%	55	315	11	580	
Superior		Service Coordination Level 1	10861	8013	73.78%	2848	26.22%	0	0.00%	2848	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10294	94.78%	9871	17770	34	10477	
		Service Coordination Level 2	18207	1740	9.56%	16467	90.44%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	16467	100.00%	17272	94.86%	9833	14756	87	17661	
		Service Coordination Level 3	8348	325	3.89%	8023	96.11%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	8023	100.00%	5567	66.69%	105	2749	85	7652	
<b>SDA Total</b>			<b>67,770</b>	<b>31,129</b>	<b>45.93%</b>	<b>36,641</b>	<b>54.07%</b>	<b>19</b>	<b>0.05%</b>	<b>2,848</b>	<b>7.77%</b>	<b>576</b>	<b>1.57%</b>	<b>7</b>	<b>0.02%</b>	<b>0</b>	<b>0.00%</b>	<b>33,244</b>	<b>90.73%</b>	<b>44,317</b>	<b>65.39%</b>	<b>25,010</b>	<b>52,189</b>	<b>310</b>	<b>56,902</b>	
Jefferson	Amerigroup	Service Coordination Level 1	1595	1174	73.61%	421	26.39%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1019	63.89%	516	332	11	1190	
		Service Coordination Level 2	736	641	87.09%	95	12.91%	1	1.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	341	46.33%	26	138	8	572	
		Service Coordination Level 3	3959	0	0.00%	3959	100.00%	16	0.40%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3959	100.00%	390	9.85%	0	54	0	814	
	Molina	Service Coordination Level 1	1324	1312	99.09%	12	0.91%	0	0.00%	0	0.00%	5	41.67%	0	0.00%	0	0.00%	7	58.33%	1095	82.70%	488	1590	1	1254	
		Service Coordination Level 2	2847	1083	38.04%	1764	61.96%	3	0.17%	0	0.00%	83	4.71%	1	0.06%	0	0.00%	1692	95.92%	538	18.90%	260	823	15	1069	
		Service Coordination Level 3	1357	137	10.10%	1220	89.90%	0	0.00%	0	0.00%	124	10.16%	0	0.00%	0	0.00%	1108	90.82%	82	6.04%	17	82	5	256	
	United	Service Coordination Level 1	1271	1210	95.20%	61	4.80%	12	19.67%	0	0.00%	8	13.11%	8	13.11%	0	0.00%	43	70.49%	1259	99.06%	2134	1693	33	1131	
		Service Coordination Level 2	3042	1787	58.74%	1255	41.26%	75	5.98%	0	0.00%	93	7.41%	36	2.87%	0	0.00%	1180	94.02%	2973	97.73%	422	1940	914	2845	
		Service Coordination Level 3	4532	2509	55.36%	2023	44.64%	79	3.91%	0	0.00%	262	12.95%	35	1.73%	0	0.00%	1942	96.00%	4469	98.61%	189	2783	1775	4274	

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		<b>SDA Total</b>	<b>20,663</b>	<b>9,853</b>	<b>47.68%</b>	<b>10,810</b>	<b>52.32%</b>	<b>186</b>	<b>1.72%</b>	<b>0</b>	<b>0.00%</b>	<b>575</b>	<b>5.32%</b>	<b>80</b>	<b>0.74%</b>	<b>0</b>	<b>0.00%</b>	<b>9,931</b>	<b>91.87%</b>	<b>12,166</b>	<b>58.88%</b>	<b>4,052</b>	<b>9,435</b>	<b>2,762</b>	<b>13,405</b>	
Lubbock	Amerigroup	Service Coordination Level 1	1693	1317	77.79%	376	22.21%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1167	68.93%	916	177	8	1326	
		Service Coordination Level 2	399	297	74.44%	102	25.56%	1	0.98%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	164	41.10%	16	36	10	283	
		Service Coordination Level 3	4864	0	0.00%	4864	100.00%	28	0.58%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4864	100.00%	476	9.79%	0	13	0	1123	
	Superior	Service Coordination Level 1	2180	667	30.60%	1513	69.40%	0	0.00%	1513	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1736	79.63%	1339	1709	32	2054	
		Service Coordination Level 2	970	64	6.60%	906	93.40%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	906	100.00%	806	83.09%	322	931	8	894	
		Service Coordination Level 3	4735	131	2.77%	4604	97.23%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4604	100.00%	2750	58.08%	74	1314	47	4084	
			<b>SDA Total</b>	<b>14,841</b>	<b>2,476</b>	<b>16.68%</b>	<b>12,365</b>	<b>83.32%</b>	<b>29</b>	<b>0.23%</b>	<b>1,513</b>	<b>12.24%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>10,374</b>	<b>83.90%</b>	<b>7,099</b>	<b>47.83%</b>	<b>2,667</b>	<b>4,180</b>	<b>105</b>	<b>9,764</b>
	MRSA Central	Superior	Service Coordination Level 1	5202	1309	25.16%	3893	74.84%	0	0.00%	3893	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4571	87.87%	3159	4177	44	4879
			Service Coordination Level 2	2335	152	6.51%	2183	93.49%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2183	100.00%	2140	91.65%	872	2279	34	2213
Service Coordination Level 3			10487	280	2.67%	10207	97.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	10207	100.00%	8225	78.43%	174	6265	118	9768	
United		Service Coordination Level 1	2921	2844	97.36%	77	2.64%	20	25.97%	0	0.00%	6	7.79%	17	22.08%	0	0.00%	56	72.73%	2904	99.42%	4937	3994	83	2625	
		Service Coordination Level 2	5020	2985	59.46%	2035	40.54%	107	5.26%	0	0.00%	133	6.54%	85	4.18%	1	0.05%	1937	95.18%	4927	98.15%	775	2431	1407	4593	
		Service Coordination Level 3	5988	3310	55.28%	2678	44.72%	65	2.43%	0	0.00%	329	12.29%	41	1.53%	0	0.00%	2608	97.39%	5933	99.08%	170	3015	2280	5718	
			<b>SDA Total</b>	<b>31,953</b>	<b>10,880</b>	<b>34.05%</b>	<b>21,073</b>	<b>65.95%</b>	<b>192</b>	<b>0.91%</b>	<b>3,893</b>	<b>18.47%</b>	<b>468</b>	<b>2.22%</b>	<b>143</b>	<b>0.68%</b>	<b>1</b>	<b>0.00%</b>	<b>16,991</b>	<b>80.63%</b>	<b>28,700</b>	<b>89.82%</b>	<b>10,087</b>	<b>22,161</b>	<b>3,966</b>	<b>29,796</b>
MRSA Northeast		Molina	Service Coordination Level 1	3737	3694	98.85%	43	1.15%	1	2.33%	0	0.00%	9	20.93%	0	0.00%	0	0.00%	35	81.40%	2795	74.79%	904	3775	5	3395
			Service Coordination Level 2	9031	3169	35.09%	5862	64.91%	6	0.10%	0	0.00%	269	4.59%	2	0.03%	0	0.00%	5636	96.14%	1430	15.83%	504	2002	34	3069
	Service Coordination Level 3		5503	375	6.81%	5128	93.19%	5	0.10%	0	0.00%	303	5.91%	0	0.00%	0	0.00%	4851	94.60%	286	5.20%	37	355	24	760	
	United	Service Coordination Level 1	5836	5594	95.85%	242	4.15%	89	36.78%	0	0.00%	9	3.72%	79	32.64%	0	0.00%	150	61.98%	5749	98.51%	11053	8438	150	5360	
		Service Coordination Level 2	9306	5682	61.06%	3624	38.94%	173	4.77%	0	0.00%	236	6.51%	135	3.73%	1	0.03%	3466	95.64%	9159	98.42%	2100	5682	2055	8618	
		Service Coordination Level 3	12323	6541	53.08%	5782	46.92%	159	2.75%	0	0.00%	746	12.90%	103	1.78%	2	0.03%	5622	97.23%	12208	99.07%	480	6469	4112	11729	
			<b>SDA Total</b>	<b>45,736</b>	<b>25,055</b>	<b>54.78%</b>	<b>20,681</b>	<b>45.22%</b>	<b>433</b>	<b>2.09%</b>	<b>0</b>	<b>0.00%</b>	<b>1,572</b>	<b>7.60%</b>	<b>319</b>	<b>1.54%</b>	<b>3</b>	<b>0.01%</b>	<b>19,760</b>	<b>95.55%</b>	<b>31,627</b>	<b>69.15%</b>	<b>15,078</b>	<b>26,721</b>	<b>6,380</b>	<b>32,931</b>

**Attachment Q**  
**Service Coordination Report Q2 SFY23**  
(Blanks = No Data Available)

SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
MRSA West	Amerigroup	Service Coordination Level 1	4440	3681	82.91%	759	17.09%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3274	73.74%	1605	708	22	3718	
		Service Coordination Level 2	1842	1584	85.99%	258	14.01%	3	1.16%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	800	43.43%	115	219	24	1407	
		Service Coordination Level 3	9916	0	0.00%	9916	100.00%	39	0.39%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	9915	99.99%	854	8.61%	0	78	0	2005	
	Superior	Service Coordination Level 1	6658	2099	31.53%	4559	68.47%	0	0.00%	4559	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5229	78.54%	3982	4554	63	6266	
		Service Coordination Level 2	3512	179	5.10%	3333	94.90%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3333	100.00%	2926	83.31%	1318	2948	29	3287	
		Service Coordination Level 3	12936	275	2.13%	12661	97.87%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	12661	100.00%	7085	54.77%	238	3402	114	10909	
	<b>SDA Total</b>			<b>39,304</b>	<b>7,818</b>	<b>19.89%</b>	<b>31,486</b>	<b>80.11%</b>	<b>42</b>	<b>0.13%</b>	<b>4,559</b>	<b>14.48%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>25,909</b>	<b>82.29%</b>	<b>20,168</b>	<b>51.31%</b>	<b>7,258</b>	<b>11,909</b>	<b>252</b>	<b>27,592</b>
	Nueces	Superior	Service Coordination Level 1	3677	2051	55.78%	1626	44.22%	0	0.00%	1626	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3396	92.36%	2928	6433	18	3524
			Service Coordination Level 2	3261	198	6.07%	3063	93.93%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3063	100.00%	2888	88.56%	1442	2569	18	3113
Service Coordination Level 3			4542	128	2.82%	4414	97.18%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4414	100.00%	2617	57.62%	103	1424	31	4025	
United		Service Coordination Level 1	2183	2141	98.08%	42	1.92%	12	28.57%	0	0.00%	6	14.29%	12	28.57%	0	0.00%	31	73.81%	2173	99.54%	4369	4574	74	2066	
		Service Coordination Level 2	5826	4364	74.91%	1462	25.09%	60	4.10%	0	0.00%	75	5.13%	38	2.60%	0	0.00%	1414	96.72%	5771	99.06%	2759	5248	1378	5616	
		Service Coordination Level 3	3151	1765	56.01%	1386	43.99%	38	2.74%	0	0.00%	180	12.99%	32	2.31%	0	0.00%	1347	97.19%	3123	99.11%	249	1708	1180	2995	
<b>SDA Total</b>			<b>22,640</b>	<b>10,647</b>	<b>47.03%</b>	<b>11,993</b>	<b>52.97%</b>	<b>110</b>	<b>0.92%</b>	<b>1,626</b>	<b>13.56%</b>	<b>261</b>	<b>2.18%</b>	<b>82</b>	<b>0.68%</b>	<b>0</b>	<b>0.00%</b>	<b>10,269</b>	<b>85.62%</b>	<b>19,968</b>	<b>88.20%</b>	<b>11,850</b>	<b>21,956</b>	<b>2,699</b>	<b>21,339</b>	
Tarrant	Amerigroup	Service Coordination Level 1	9781	6988	71.44%	2793	28.56%	2	0.07%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6104	62.41%	3451	1033	82	7338	
		Service Coordination Level 2	4225	3181	75.29%	1044	24.71%	12	1.15%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1979	46.84%	178	415	100	3506	
		Service Coordination Level 3	21700	0	0.00%	21700	100.00%	175	0.81%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	21700	100.00%	2273	10.47%	0	76	0	5621	
	Molina	Service Coordination Level 1	2579	2512	97.40%	67	2.60%	0	0.00%	0	0.00%	20	29.85%	0	0.00%	0	0.00%	51	76.12%	1907	73.94%	443	2579	5	2251	
		Service Coordination Level 2	6540	2304	35.23%	4236	64.77%	7	0.17%	0	0.00%	313	7.39%	0	0.00%	0	0.00%	3962	93.53%	1128	17.25%	306	1648	29	2301	
		Service Coordination Level 3	4351	424	9.74%	3927	90.26%	7	0.18%	0	0.00%	485	12.35%	0	0.00%	0	0.00%	3503	89.20%	424	9.74%	65	498	12	1008	
	<b>SDA Total</b>			<b>49,176</b>	<b>15,409</b>	<b>31.33%</b>	<b>33,767</b>	<b>68.67%</b>	<b>203</b>	<b>0.60%</b>	<b>0</b>	<b>0.00%</b>	<b>818</b>	<b>2.42%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>29,216</b>	<b>86.52%</b>	<b>13,815</b>	<b>28.09%</b>	<b>4,443</b>	<b>6,249</b>	<b>228</b>	<b>22,025</b>
		Service Coordination Level 1	3081	2515	81.63%	566	18.37%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2237	72.61%	1450	434	15	2525	

**Attachment Q**  
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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
Travis	Amerigroup	Service Coordination Level 2	1392	1288	92.53%	104	7.47%	4	3.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	496	35.63%	77	145	33	1249	
		Service Coordination Level 3	6385	0	0.00%	6385	100.00%	30	0.47%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6385	100.00%	447	7.00%	0	26	0	1060	
	United	Service Coordination Level 1	3099	2987	96.39%	112	3.61%	36	32.14%	0	0.00%	14	12.50%	30	26.79%	0	0.00%	72	64.29%	3064	98.87%	6243	3909	153	2819	
		Service Coordination Level 2	5725	3235	56.51%	2490	43.49%	101	4.06%	0	0.00%	184	7.39%	67	2.69%	1	0.04%	2395	96.18%	5637	98.46%	871	2668	1530	5312	
		Service Coordination Level 3	7256	4196	57.83%	3060	42.17%	76	2.48%	0	0.00%	424	13.86%	38	1.24%	2	0.07%	2977	97.29%	7194	99.15%	320	4013	2642	6976	
	<b>SDA Total</b>			<b>26,938</b>	<b>14,221</b>	<b>52.79%</b>	<b>12,717</b>	<b>47.21%</b>	<b>247</b>	<b>1.94%</b>	<b>0</b>	<b>0.00%</b>	<b>622</b>	<b>4.89%</b>	<b>135</b>	<b>1.06%</b>	<b>3</b>	<b>0.02%</b>	<b>11,829</b>	<b>93.02%</b>	<b>19,075</b>	<b>70.81%</b>	<b>8,961</b>	<b>11,195</b>	<b>4,373</b>	<b>19,941</b>
	<b>STAR+PLUS SDA Total</b>			<b>584,560</b>	<b>234,869</b>	<b>40.18%</b>	<b>349,691</b>	<b>59.82%</b>	<b>2,350</b>	<b>0.67%</b>	<b>25,676</b>	<b>7.34%</b>	<b>10,517</b>	<b>3.01%</b>	<b>1,195</b>	<b>0.34%</b>	<b>12</b>	<b>0.00%</b>	<b>305,416</b>	<b>87.34%</b>	<b>346,250</b>	<b>99.02%</b>	<b>135,204</b>	<b>296,093</b>	<b>40,252</b>	<b>420,134</b>
<b>STAR Kids</b>																										
Bexar	Community First	Member in Outreach Process	162	1	0.62%	161	99.38%	6	3.73%	22	13.66%	85	52.80%	0	0.00%	0	0.00%	51	31.68%	93	57.41%	2	79	0	66	
		Service Coordination Level 1	928	733	78.99%	195	21.01%	9	4.62%	34	17.44%	144	73.85%	0	0.00%	0	0.00%	12	6.15%	897	96.66%	477	1545	25	881	
		Service Coordination Level 2	4317	2065	47.83%	2252	52.17%	188	8.35%	262	11.63%	1744	77.44%	0	0.00%	10	0.44%	236	10.48%	3972	92.01%	756	2593	245	4199	
		Service Coordination Level 3	2750	166	6.04%	2584	93.96%	297	11.49%	57	2.21%	2169	83.94%	0	0.00%	6	0.23%	157	6.08%	2280	82.91%	22	468	16	2580	
	Superior	Service Coordination Level 1	1054	774	73.43%	280	26.57%	0	0.00%	22	7.86%	269	96.07%	0	0.00%	0	0.00%	0	0.00%	1051	99.72%	393	6153	49	1022	
		Service Coordination Level 2	1106	891	80.56%	215	19.44%	0	0.00%	16	7.44%	206	95.81%	0	0.00%	0	0.00%	0	0.00%	1101	99.55%	516	4543	64	1048	
		Service Coordination Level 3	5284	1085	20.53%	4199	79.47%	0	0.00%	3328	79.26%	1153	27.46%	0	0.00%	0	0.00%	0	0.00%	5210	98.60%	646	7804	109	5113	
<b>SDA Total</b>			<b>15,601</b>	<b>5,715</b>	<b>36.63%</b>	<b>9,886</b>	<b>63.37%</b>	<b>500</b>	<b>5.06%</b>	<b>3,741</b>	<b>37.84%</b>	<b>5,770</b>	<b>58.37%</b>	<b>0</b>	<b>0.00%</b>	<b>16</b>	<b>0.16%</b>	<b>456</b>	<b>4.61%</b>	<b>14,604</b>	<b>93.61%</b>	<b>2,812</b>	<b>23,185</b>	<b>508</b>	<b>14,909</b>	
Dallas	Aetna	Service Coordination Level 1	770	710	92.21%	60	7.79%	6	10.00%	4	6.67%	0	0.00%	0	0.00%	0	0.00%	59	98.33%	669	86.88%	214	1050	7	753	
		Service Coordination Level 2	3984	1035	25.98%	2949	74.02%	993	33.67%	4	0.14%	0	0.00%	0	0.00%	0	0.00%	2945	99.86%	2389	59.96%	459	1897	30	3848	
		Service Coordination Level 3	2453	1449	59.07%	1004	40.93%	57	5.68%	16	1.59%	0	0.00%	0	0.00%	0	0.00%	992	98.80%	1679	68.45%	351	1671	51	2392	
	Amerigroup	Service Coordination Level 1	681	656	96.33%	25	3.67%	1	4.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	25	100.00%	668	98.09%	375	2276	15	658	
		Service Coordination Level 2	1364	1277	93.62%	87	6.38%	8	9.20%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	87	100.00%	1309	95.97%	462	2266	70	1242	
		Service Coordination Level 3	13998	10501	75.02%	3497	24.98%	115	3.29%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3497	100.00%	13562	96.89%	2717	9499	1396	13655	
<b>SDA Total</b>			<b>23,250</b>	<b>15,628</b>	<b>67.22%</b>	<b>7,622</b>	<b>32.78%</b>	<b>1,180</b>	<b>15.48%</b>	<b>24</b>	<b>0.31%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>7,605</b>	<b>99.78%</b>	<b>20,276</b>	<b>87.21%</b>	<b>4,578</b>	<b>18,659</b>	<b>1,569</b>	<b>22,548</b>	

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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
El Paso	Amerigroup	Service Coordination Level 1	66	63	95.45%	3	4.55%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	100.00%	66	100.00%	43	241	3	64	
		Service Coordination Level 2	200	194	97.00%	6	3.00%	1	16.67%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	6	100.00%	196	98.00%	103	418	4	193	
		Service Coordination Level 3	1220	1029	84.34%	191	15.66%	6	3.14%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	191	100.00%	1191	97.62%	284	984	90	1180	
	Superior	Service Coordination Level 1	743	546	73.49%	197	26.51%	0	0.00%	10	5.08%	195	98.98%	0	0.00%	0	0.00%	0	0.00%	743	100.00%	230	3683	34	727	
		Service Coordination Level 2	702	601	85.61%	101	14.39%	0	0.00%	7	6.93%	96	95.05%	0	0.00%	0	0.00%	0	0.00%	698	99.43%	367	3048	36	686	
		Service Coordination Level 3	2241	654	29.18%	1587	70.82%	0	0.00%	1214	76.50%	472	29.74%	0	0.00%	0	0.00%	0	0.00%	2222	99.15%	386	4452	35	2191	
	<b>SDA Total</b>			<b>5,172</b>	<b>3,087</b>	<b>59.69%</b>	<b>2,085</b>	<b>40.31%</b>	<b>7</b>	<b>0.34%</b>	<b>1,231</b>	<b>59.04%</b>	<b>763</b>	<b>36.59%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>200</b>	<b>9.59%</b>	<b>5,116</b>	<b>98.92%</b>	<b>1,413</b>	<b>12,826</b>	<b>202</b>	<b>5,041</b>
	Harris	Amerigroup	Service Coordination Level 1	222	209	94.14%	13	5.86%	3	23.08%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	13	100.00%	220	99.10%	216	738	8	212
			Service Coordination Level 2	646	584	90.40%	62	9.60%	4	6.45%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	62	100.00%	611	94.58%	244	1062	35	582
Service Coordination Level 3			6413	4362	68.02%	2051	31.98%	60	2.93%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2051	100.00%	6056	94.43%	1091	4263	565	6198	
Texas Childrens		Member in Outreach Process	12538	103	0.82%	12435	99.18%	272	2.19%	2937	23.62%	9997	80.39%	5	0.04%	16	0.13%	212	1.70%	3570	28.47%	328	2105	0	6188	
		Service Coordination Level 1	368	82	22.28%	286	77.72%	3	1.05%	229	80.07%	45	15.73%	0	0.00%	0	0.00%	40	13.99%	312	84.78%	61	499	0	243	
		Service Coordination Level 2	6791	2278	33.54%	4513	66.46%	60	1.33%	3480	77.11%	977	21.65%	3	0.07%	6	0.13%	275	6.09%	5467	80.50%	1457	5838	0	5219	
		Service Coordination Level 3	6533	2303	35.25%	4230	64.75%	97	2.29%	3179	75.15%	989	23.38%	0	0.00%	5	0.12%	71	1.68%	4784	73.23%	1291	3623	0	5180	
United		Service Coordination Level 1	777	291	37.45%	486	62.55%	376	77.37%	1	0.21%	17	3.50%	1	0.21%	0	0.00%	120	24.69%	391	50.32%	121	1738	54	593	
		Service Coordination Level 2	287	197	68.64%	90	31.36%	54	60.00%	0	0.00%	2	2.22%	0	0.00%	0	0.00%	43	47.78%	234	81.53%	169	830	38	261	
		Service Coordination Level 3	9425	846	8.98%	8579	91.02%	3287	38.31%	1	0.01%	1550	18.07%	1	0.01%	0	0.00%	4425	51.58%	3470	36.82%	303	1902	228	6911	
<b>SDA Total</b>			<b>44,000</b>	<b>11,255</b>	<b>25.58%</b>	<b>32,745</b>	<b>74.42%</b>	<b>4,216</b>	<b>12.88%</b>	<b>9,827</b>	<b>30.01%</b>	<b>13,577</b>	<b>41.46%</b>	<b>10</b>	<b>0.03%</b>	<b>27</b>	<b>0.08%</b>	<b>7,312</b>	<b>22.33%</b>	<b>25,115</b>	<b>57.08%</b>	<b>5,281</b>	<b>22,598</b>	<b>928</b>	<b>31,587</b>	
Hidalgo		Driscoll	Service Coordination Level 1	351	237	67.52%	114	32.48%	19	16.67%	6	5.26%	52	45.61%	0	0.00%	0	0.00%	36	31.58%	151	43.02%	79	206	17	183
	Service Coordination Level 2		515	426	82.72%	89	17.28%	4	4.49%	12	13.48%	27	30.34%	0	0.00%	0	0.00%	37	41.57%	204	39.61%	108	138	34	138	
	Service Coordination Level 3		6558	3751	57.20%	2807	42.80%	680	24.23%	17	0.61%	1622	57.78%	1	0.04%	0	0.00%	391	13.93%	2287	34.87%	969	2781	334	3996	
	Superior	Service Coordination Level 1	1682	1319	78.42%	363	21.58%	0	0.00%	62	17.08%	342	94.21%	0	0.00%	0	0.00%	0	0.00%	1675	99.58%	755	9171	59	1646	
		Service Coordination Level 2	3204	2844	88.76%	360	11.24%	0	0.00%	62	17.22%	336	93.33%	0	0.00%	0	0.00%	0	0.00%	3192	99.63%	1572	13247	146	3126	
		Service Coordination Level 3	5217	1511	28.96%	3706	71.04%	0	0.00%	2803	75.63%	1133	30.57%	0	0.00%	0	0.00%	0	0.00%	5198	99.64%	1028	9735	105	5061	

**Attachment Q**  
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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months	
	United	Service Coordination Level 1	286	129	45.10%	157	54.90%	109	69.43%	0	0.00%	8	5.10%	0	0.00%	0	0.00%	58	36.94%	187	65.38%	96	754	39	232	
		Service Coordination Level 2	559	329	58.86%	230	41.14%	137	59.57%	0	0.00%	12	5.22%	0	0.00%	0	0.00%	107	46.52%	424	75.85%	250	1571	90	519	
		Service Coordination Level 3	5537	700	12.64%	4837	87.36%	1761	36.41%	0	0.00%	642	13.27%	1	0.02%	0	0.00%	2822	58.34%	2103	37.98%	552	1420	198	4302	
	<b>SDA Total</b>			<b>23,909</b>	<b>11,246</b>	<b>47.04%</b>	<b>12,663</b>	<b>52.96%</b>	<b>2,710</b>	<b>21.40%</b>	<b>2,962</b>	<b>23.39%</b>	<b>4,174</b>	<b>32.96%</b>	<b>2</b>	<b>0.02%</b>	<b>0</b>	<b>0.00%</b>	<b>3,451</b>	<b>27.25%</b>	<b>15,421</b>	<b>64.50%</b>	<b>5,409</b>	<b>39,023</b>	<b>1,022</b>	<b>19,203</b>
Jefferson	Texas Childrens	Member in Outreach Process	1762	7	0.40%	1755	99.60%	25	1.42%	428	24.39%	1368	77.95%	0	0.00%	1	0.06%	31	1.77%	507	28.77%	26	253	0	918	
		Service Coordination Level 1	86	23	26.74%	63	73.26%	0	0.00%	59	93.65%	4	6.35%	0	0.00%	0	0.00%	4	6.35%	80	93.02%	23	99	0	68	
		Service Coordination Level 2	1038	353	34.01%	685	65.99%	9	1.31%	490	71.53%	185	27.01%	0	0.00%	2	0.29%	22	3.21%	787	75.82%	226	783	0	768	
		Service Coordination Level 3	714	176	24.65%	538	75.35%	0	0.00%	391	72.68%	146	27.14%	0	0.00%	0	0.00%	10	1.86%	483	67.65%	99	297	0	529	
	United	Service Coordination Level 1	142	41	28.87%	101	71.13%	68	67.33%	0	0.00%	5	4.95%	0	0.00%	0	0.00%	38	37.62%	76	53.52%	27	203	10	109	
		Service Coordination Level 2	25	16	64.00%	9	36.00%	6	66.67%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	33.33%	19	76.00%	11	64	0	24	
		Service Coordination Level 3	2215	128	5.78%	2087	94.22%	705	33.78%	0	0.00%	387	18.54%	2	0.10%	0	0.00%	1111	53.23%	788	35.58%	72	327	40	1591	
	<b>SDA Total</b>			<b>5,982</b>	<b>744</b>	<b>12.44%</b>	<b>5,238</b>	<b>87.56%</b>	<b>813</b>	<b>15.52%</b>	<b>1,368</b>	<b>26.12%</b>	<b>2,095</b>	<b>40.00%</b>	<b>2</b>	<b>0.04%</b>	<b>3</b>	<b>0.06%</b>	<b>1,219</b>	<b>23.27%</b>	<b>2,740</b>	<b>45.80%</b>	<b>484</b>	<b>2,026</b>	<b>50</b>	<b>4,007</b>
	Lubbock	Amerigroup	Service Coordination Level 1	95	91	95.79%	4	4.21%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	100.00%	95	100.00%	73	425	0	90
			Service Coordination Level 2	104	100	96.15%	4	3.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	100.00%	104	100.00%	55	188	3	93
Service Coordination Level 3			1273	1010	79.34%	263	20.66%	7	2.66%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	263	100.00%	1240	97.41%	238	929	115	1238	
Superior		Service Coordination Level 1	334	199	59.58%	135	40.42%	0	0.00%	9	6.67%	131	97.04%	0	0.00%	0	0.00%	0	0.00%	334	100.00%	150	1571	15	327	
		Service Coordination Level 2	293	187	63.82%	106	36.18%	0	0.00%	9	8.49%	100	94.34%	0	0.00%	0	0.00%	0	0.00%	291	99.32%	114	871	15	286	
		Service Coordination Level 3	1581	281	17.77%	1300	82.23%	0	0.00%	838	64.46%	539	41.46%	0	0.00%	0	0.00%	0	0.00%	1568	99.18%	159	1926	32	1533	
<b>SDA Total</b>			<b>3,680</b>	<b>1,868</b>	<b>50.76%</b>	<b>1,812</b>	<b>49.24%</b>	<b>7</b>	<b>0.39%</b>	<b>856</b>	<b>47.24%</b>	<b>770</b>	<b>42.49%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>271</b>	<b>14.96%</b>	<b>3,632</b>	<b>98.70%</b>	<b>789</b>	<b>5,910</b>	<b>180</b>	<b>3,567</b>	
MRSA Central	BCBS	Member in Outreach Process	1073	1	0.09%	1072	99.91%	21	1.96%	0	0.00%	1042	97.20%	0	0.00%	4	0.37%	6	0.56%	1069	99.63%	0	271	0	18	
		Service Coordination Level 1	1725	664	38.49%	1061	61.51%	39	3.68%	0	0.00%	1003	94.53%	0	0.00%	3	0.28%	7	0.66%	1725	100.00%	1	1283	60	1156	
		Service Coordination Level 2	1852	1532	82.72%	320	17.28%	81	25.31%	0	0.00%	230	71.88%	0	0.00%	2	0.63%	3	0.94%	1852	100.00%	19	1774	197	1549	
		Service Coordination Level 3	2353	1873	79.60%	480	20.40%	115	23.96%	0	0.00%	346	72.08%	0	0.00%	9	1.88%	18	3.75%	2351	99.92%	95	2291	263	2307	
	Service Coordination Level 1	232	78	33.62%	154	66.38%	108	70.13%	1	0.65%	3	1.95%	0	0.00%	0	0.00%	52	33.77%	114	49.14%	38	512	18	179		



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SDA	MCO	Service Coordination / Management Level	Total Members	Members with a Service Plan		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	# Telephonic Visits	# Members with Service Plan Updated > 1 Year Ago	# Members Contacted in Last 12 Months
	United	Service Coordination Level 2	80	57	71.25%	23	28.75%	10	43.48%	0	0.00%	1	4.35%	0	0.00%	0	0.00%	13	56.52%	68	85.00%	36	348	11	71
		Service Coordination Level 3	4369	328	7.51%	4041	92.49%	1299	32.15%	0	0.00%	870	21.53%	1	0.02%	0	0.00%	2170	53.70%	1600	36.62%	205	884	83	3271
	<b>SDA Total</b>			<b>11,684</b>	<b>4,533</b>	<b>38.80%</b>	<b>7,151</b>	<b>61.20%</b>	<b>1,673</b>	<b>23.40%</b>	<b>1</b>	<b>0.01%</b>	<b>3,495</b>	<b>48.87%</b>	<b>1</b>	<b>0.01%</b>	<b>18</b>	<b>0.25%</b>	<b>2,269</b>	<b>31.73%</b>	<b>8,779</b>	<b>75.14%</b>	<b>394</b>	<b>7,363</b>	<b>632</b>
MRSA Northeast	Texas Childrens	Member in Outreach Process	3545	51	1.44%	3494	98.56%	74	2.12%	768	21.98%	2801	80.17%	1	0.03%	1	0.03%	65	1.86%	1071	30.21%	108	675	0	1879
		Service Coordination Level 1	411	93	22.63%	318	77.37%	3	0.94%	234	73.58%	79	24.84%	1	0.31%	0	0.00%	28	8.81%	326	79.32%	76	525	0	280
		Service Coordination Level 2	2387	714	29.91%	1673	70.09%	19	1.14%	1225	73.22%	437	26.12%	1	0.06%	1	0.06%	44	2.63%	1838	77.00%	501	1878	0	1834
		Service Coordination Level 3	461	114	24.73%	347	75.27%	2	0.58%	265	76.37%	85	24.50%	0	0.00%	0	0.00%	1	0.29%	330	71.58%	113	274	0	334
	United	Service Coordination Level 1	368	152	41.30%	216	58.70%	125	57.87%	0	0.00%	2	0.93%	0	0.00%	0	0.00%	107	49.54%	252	68.48%	71	1045	35	299
		Service Coordination Level 2	104	56	53.85%	48	46.15%	23	47.92%	0	0.00%	2	4.17%	0	0.00%	0	0.00%	27	56.25%	82	78.85%	57	241	11	96
		Service Coordination Level 3	5365	633	11.80%	4732	88.20%	1615	34.13%	0	0.00%	208	4.40%	1	0.02%	0	0.00%	3171	67.01%	2300	42.87%	385	1617	127	4360
<b>SDA Total</b>			<b>12,641</b>	<b>1,813</b>	<b>14.34%</b>	<b>10,828</b>	<b>85.66%</b>	<b>1,861</b>	<b>17.19%</b>	<b>2,492</b>	<b>23.01%</b>	<b>3,614</b>	<b>33.38%</b>	<b>4</b>	<b>0.04%</b>	<b>2</b>	<b>0.02%</b>	<b>3,443</b>	<b>31.80%</b>	<b>6,199</b>	<b>49.04%</b>	<b>1,311</b>	<b>6,255</b>	<b>173</b>	<b>9,082</b>
MRSA West	Amerigroup	Service Coordination Level 1	193	186	96.37%	7	3.63%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	7	100.00%	190	98.45%	128	645	5	177
		Service Coordination Level 2	261	239	91.57%	22	8.43%	2	9.09%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	22	100.00%	247	94.64%	83	433	18	235
		Service Coordination Level 3	2905	2125	73.15%	780	26.85%	25	3.21%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	780	100.00%	2840	97.76%	513	1942	300	2801
	Superior	Service Coordination Level 1	590	347	58.81%	243	41.19%	0	0.00%	14	5.76%	241	99.18%	0	0.00%	0	0.00%	0	0.00%	589	99.83%	274	2464	26	582
		Service Coordination Level 2	551	395	71.69%	156	28.31%	0	0.00%	7	4.49%	152	97.44%	0	0.00%	0	0.00%	0	0.00%	549	99.64%	178	1660	30	533
		Service Coordination Level 3	3066	605	19.73%	2461	80.27%	0	0.00%	1951	79.28%	625	25.40%	0	0.00%	0	0.00%	0	0.00%	3030	98.83%	393	3872	61	2983
	<b>SDA Total</b>			<b>7,566</b>	<b>3,897</b>	<b>51.51%</b>	<b>3,669</b>	<b>48.49%</b>	<b>27</b>	<b>0.74%</b>	<b>1,972</b>	<b>53.75%</b>	<b>1,018</b>	<b>27.75%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>809</b>	<b>22.05%</b>	<b>7,445</b>	<b>98.40%</b>	<b>1,569</b>	<b>11,016</b>	<b>440</b>
Nueces	Driscoll	Service Coordination Level 1	186	125	67.20%	61	32.80%	11	18.03%	4	6.56%	27	44.26%	0	0.00%	0	0.00%	20	32.79%	94	50.54%	57	141	14	114
		Service Coordination Level 2	219	160	73.06%	59	26.94%	2	3.39%	15	25.42%	19	32.20%	0	0.00%	1	1.69%	20	33.90%	50	22.83%	23	37	24	59
		Service Coordination Level 3	4017	2022	50.34%	1995	49.66%	378	18.95%	42	2.11%	1403	70.33%	1	0.05%	3	0.15%	213	10.68%	1155	28.75%	472	1354	215	2340
	Superior	Service Coordination Level 1	218	140	64.22%	78	35.78%	0	0.00%	4	5.13%	75	96.15%	0	0.00%	0	0.00%	0	0.00%	217	99.54%	80	1264	11	205
		Service Coordination Level 2	310	239	77.10%	71	22.90%	0	0.00%	3	4.23%	69	97.18%	0	0.00%	0	0.00%	0	0.00%	310	100.00%	148	1365	12	302
		Service Coordination Level 3	795	149	18.74%	646	81.26%	0	0.00%	422	65.33%	263	40.71%	0	0.00%	0	0.00%	0	0.00%	785	98.74%	77	1139	16	763

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		<b>SDA Total</b>	<b>5,745</b>	<b>2,835</b>	<b>49.35%</b>	<b>2,910</b>	<b>50.65%</b>	<b>391</b>	<b>13.44%</b>	<b>490</b>	<b>16.84%</b>	<b>1,856</b>	<b>63.78%</b>	<b>1</b>	<b>0.03%</b>	<b>4</b>	<b>0.14%</b>	<b>253</b>	<b>8.69%</b>	<b>2,611</b>	<b>45.45%</b>	<b>857</b>	<b>5,300</b>	<b>292</b>	<b>3,783</b>
Tarrant	Aetna	Service Coordination Level 1	510	419	82.16%	91	17.84%	17	18.68%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	91	100.00%	440	86.27%	152	543	1	492
		Service Coordination Level 2	4140	615	14.86%	3525	85.14%	1413	40.09%	5	0.14%	0	0.00%	0	0.00%	0	0.00%	3521	99.89%	2027	48.96%	187	1044	14	3967
		Service Coordination Level 3	1536	1186	77.21%	350	22.79%	40	11.43%	6	1.71%	0	0.00%	0	0.00%	0	0.00%	345	98.57%	1076	70.05%	303	835	37	1504
	Cook Childrens	Member in Outreach Process	4680	2384	50.94%	2296	49.06%	167	7.27%	45	1.96%	2112	91.99%	0	0.00%	0	0.00%	2	0.09%	4287	91.60%	180	3657	1363	4288
		Service Coordination Level 1	854	854	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	851	99.65%	228	3468	2	835
		Service Coordination Level 2	1059	1059	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1038	98.02%	309	2804	14	993
		Service Coordination Level 3	4079	4079	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3213	78.77%	625	5179	81	3679
			<b>SDA Total</b>	<b>16,858</b>	<b>10,596</b>	<b>62.85%</b>	<b>6,262</b>	<b>37.15%</b>	<b>1,637</b>	<b>26.14%</b>	<b>56</b>	<b>0.89%</b>	<b>2,112</b>	<b>33.73%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>3,959</b>	<b>63.22%</b>	<b>12,932</b>	<b>76.71%</b>	<b>1,984</b>	<b>17,530</b>	<b>1,512</b>
Travis	BCBS	Member in Outreach Process	771	0	0.00%	771	100.00%	30	3.89%	0	0.00%	742	96.24%	0	0.00%	0	0.00%	4	0.52%	770	99.87%	0	138	0	22
		Service Coordination Level 1	1546	812	52.52%	734	47.48%	35	4.77%	0	0.00%	683	93.05%	0	0.00%	3	0.41%	7	0.95%	1546	100.00%	4	1704	38	777
		Service Coordination Level 2	1622	1419	87.48%	203	12.52%	61	30.05%	0	0.00%	132	65.02%	0	0.00%	1	0.49%	3	1.48%	1622	100.00%	2	1998	100	1223
		Service Coordination Level 3	2061	1761	85.44%	300	14.56%	65	21.67%	0	0.00%	218	72.67%	0	0.00%	1	0.33%	14	4.67%	2061	100.00%	137	1768	134	2011
	Superior	Service Coordination Level 1	499	344	68.94%	155	31.06%	0	0.00%	7	4.52%	151	97.42%	0	0.00%	0	0.00%	0	0.00%	496	99.40%	174	2839	17	485
		Service Coordination Level 2	707	510	72.14%	197	27.86%	0	0.00%	15	7.61%	188	95.43%	0	0.00%	0	0.00%	0	0.00%	705	99.72%	264	2442	35	689
		Service Coordination Level 3	2695	536	19.89%	2159	80.11%	0	0.00%	1484	68.74%	816	37.80%	0	0.00%	0	0.00%	0	0.00%	2665	98.89%	306	4097	44	2595
			<b>SDA Total</b>	<b>9,901</b>	<b>5,382</b>	<b>54.36%</b>	<b>4,519</b>	<b>45.64%</b>	<b>191</b>	<b>4.23%</b>	<b>1,506</b>	<b>33.33%</b>	<b>2,930</b>	<b>64.84%</b>	<b>0</b>	<b>0.00%</b>	<b>5</b>	<b>0.11%</b>	<b>28</b>	<b>0.62%</b>	<b>9,865</b>	<b>99.64%</b>	<b>887</b>	<b>14,986</b>	<b>368</b>
		<b>STAR Kids SDA Total</b>	<b>185,989</b>	<b>78,599</b>	<b>42.26%</b>	<b>107,390</b>	<b>57.74%</b>	<b>15,213</b>	<b>14.17%</b>	<b>26,526</b>	<b>24.70%</b>	<b>42,174</b>	<b>39.27%</b>	<b>20</b>	<b>0.02%</b>	<b>75</b>	<b>0.07%</b>	<b>31,275</b>	<b>29.12%</b>	<b>134,735</b>	<b>72.44%</b>	<b>27,768</b>	<b>186,677</b>	<b>7,876</b>	<b>153,149</b>

\* 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.

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**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Q1				Q2				Q3			
	Sep-22	Oct-22	Nov-22	Total	Dec-22	Jan-23	Feb-23	Total	Mar-23	Apr-23	May-23	Total
<b>Investigation Category</b>												
Program non-compliance	4	1		5	1	4	1	6	4	4	2	10
Non-appropriate billing	33	24	33	90	46	21	38	105	36	31	40	107
Billing for Services not Rendered												
Quality of Care	2											
Solicitation												
Upcoding												
Billing for Services After Death												
Billing unnecessary services												
Failure to disclose required info												
Attendant Care FWA					1			1				
Physical /Sexual Abuse of an Individual												
Forged or altered documents												
Fraud, Kickbacks and other Prohibited Activities						1		1				
<b>Total Referrals Received</b>	<b>39</b>	<b>25</b>	<b>33</b>	<b>97</b>	<b>48</b>	<b>26</b>	<b>39</b>	<b>113</b>	<b>40</b>	<b>35</b>	<b>42</b>	<b>117</b>

**Attachment R2**  
**Dental Plan Referrals to OIG**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Q1				Q2				Q3			
	Sep-22	Oct-22	Nov-22	Total	Dec-22	Jan-23	Feb-23	Total	Mar-23	Apr-23	May-23	Total
<b>Investigation Category</b>												
Program non-compliance										3		3
Non-appropriate billing	8	1	7	16	1	3	4	8	6	4	2	12
Billing for Services not Rendered												
Billing unnecessary services												
Solicitation	1	1		2								
Quality of Care												

DMO = Dental Maintenance Organization  
MFCU = Medicaid Fraud Control Unit  
OIG = Office of Inspector General













**Attachment V1**  
**STAR Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Behavioral Health Services Claims					
	% Clean Adjudicated within 90 Days (99% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	99%	100%
Molina	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%
Scott & White	100%	99%	98%	100%	99%	100%
Superior	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%
United				100%	100%	100%

Attachment V1  
 STAR Claims Adjudication  
 SFY23 Q2  
 SFY23 Q3 Report  
 (Blanks = No Data Available)

MCO	Vision Services Claims					
	% Appealed Adjusted within 30 Days (98% SDT)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
CHC	100%	100%				100%
Community First			100%		100%	
Driscoll Childrens			100%			
FirstCare	75%	100%	88%	60%	86%	99%
Molina	100%	100%	100%	100%	100%	100%
Parkland					100%	100%
Scott & White		33%	83%	100%	67%	33%
Superior	100%	100%	100%	100%	100%	100%
Texas Childrens	100%		100%			100%
United				100%	100%	100%

**Attachment V1**  
**STAR Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Vision Services Claims					
	% Clean Adjudicated within 30 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%
FirstCare	99%	100%	100%	98%	98%	100%
Molina	99%	100%	99%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	99%	100%	100%
Superior	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%
United				100%	100%	100%

**Attachment V1**  
**STAR Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Vision Services Claims					
	% Clean Adjudicated within 90 Days (99% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%
FirstCare	99%	100%	100%	100%	98%	100%
Molina	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%
United				100%	100%	100%

**Attachment V1**  
**STAR Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Pharmacy Benefit Manager's Claims					
	% Clean Electronic Claims Adjudicated within 18 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna	100%	100%	100%	100%	100%	100%
Amerigroup	100%	100%	100%	100%	100%	100%
BCBS	100%	100%	100%	100%	100%	100%
CHC	100%	100%	100%	100%	100%	100%
Community First	100%	100%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%
Dell	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%
El Paso Health	100%	100%	100%	100%	100%	100%
FirstCare	100%	100%	100%	100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%
Parkland	100%	100%	100%	100%	100%	100%
Scott & White	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%
Texas Childrens	100%	100%	100%	100%	100%	100%
United				100%	100%	100%

**Attachment V1  
STAR Claims Adjudication  
SFY23 Q2  
SFY23 Q3 Report  
(Blanks = No Data Available)**

MCO	Pharmacy Benefit Manager's Claims					
	% Clean Non-Electronic Claims Adjudicated within 21 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna			100%			
Amerigroup	100%	100%	100%	100%	100%	100%
BCBS	100%		100%			100%
CHC			100%	100%	100%	100%
Community First	100%	100%		100%		
Cook Childrens		100%	100%			
Dell			100%			
Driscoll Childrens		100%				
El Paso Health	100%				100%	100%
Molina			100%	100%	100%	100%
Parkland						100%
Scott & White						100%
Texas Childrens	100%	100%	100%	100%		















**Attachment V2**  
**STAR+PLUS Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Vision Services Claims					
	% Appealed Adjusted within 30 Days (98% SDT)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Molina	100%	100%	100%	100%	100%	100%
Superior			100%			100%
United		100%			100%	



**Attachment V2**  
**STAR+PLUS Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Vision Services Claims					
	% Clean Adjudicated within 90 Days (99% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Amerigroup	100%	100%	100%	100%	100%	100%
Cigna-HealthSpring	100%	100%		100%	100%	100%
Molina	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	100%	100%	100%
United				100%	100%	100%





**Attachment V2**  
**STAR+PLUS Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Pharmacy Benefit Manager's Claims					
	% Clean Non-Electronic Claims Adjudicated within 21 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Amerigroup	100%	100%	100%	100%	100%	100%
Molina	100%	100%		100%	100%	100%























**Attachment V4**  
**STAR Kids Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Vision Services Claims					
	% Appealed Adjusted within 30 Days (98% SDT)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Superior			100%			
Texas Childrens	100%		100%	100%		
United	100%	100%		100%	100%	









**Attachment V4**  
**STAR Kids Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Pharmacy Benefit Manager's Claims					
	% Clean Non-Electronic Claims Adjudicated within 21 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna						100.0%
Amerigroup				100.0%		
BCBS		100.0%			100.0%	
Community First				100.0%		100.0%
Driscoll Childrens					100.0%	
Texas Childrens		100.0%				



**Attachment V4**  
**STAR Kids Claims Adjudication**  
**SFY23 Q2**  
**SFY23 Q3 Report**  
**(Blanks = No Data Available)**

MCO	Long-term Services and Supports					
	% Clean Adjudicated within 30 Days (98% STD)					
	Quarter 1			Quarter 2		
	Sept	Oct	Nov	Dec	Jan	Feb
Aetna	100%	100%	100%	100%	100%	100%
Amerigroup	100%	98%	99%	98%	95%	92%
BCBS	100%	100%	100%	98%	100%	100%
Community First	100%	98%	100%	100%	100%	100%
Cook Childrens	100%	100%	100%	100%	100%	100%
Driscoll Childrens	100%	100%	100%	100%	100%	100%
Superior	100%	100%	100%	99%	99%	99%
Texas Childrens	100%	100%	100%	100%	100%	100%
United	100%	100%	100%	99%	100%	100%

