EVV MCO Quarterly Performance Measures Report EVV Complaints & Appeals MCO: Aetna Better Health of Texas

Program or Service: STAR Kids

Quarter: Q4

Creation Date: 4/22/24

EVV Complaints received from HHSC BV														
MCCO. Device the complaints received from MCCO that Device consider from HHSC EVV Operations. EVV Complaints received from HHSC EVV Operations. Device that were closed. Device that were closed.	Types of MCO EVV Complaints	September	October	November	December	January	February	March	April	May	June	July	August	Total
EVY Complaints received from HHSC EVY 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	EVV Complaints received from HHSC MCCO.	0	0	0										
Coperations. EVY Complaints received from Providers. O O O O O O O O O O O O O O O O O O O	EVV Complaints received from MCCO that were closed.	0	0	0										
Operations that were closed. EVV Complaints received from Providers. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	EVV Complaints received from HHSC EVV Operations.	0	0	0										
EVV Complaints received from Providers 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	EVV Complaints received from HHSC EVV Operations that were closed.	0	0	0										
EVV Complaints received from Members. 0 0 0 0 0	EVV Complaints received from Providers.	0	0	0										
EVV Complaints received from Members 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	EVV Complaints received from Providers that were closed.	0	0	0										
that were closed. Total EVV Complaints O O O O O O O O O O O O O O O O O O	EVV Complaints received from Members.	0	0	0										
Total EVV Complaints Q1: Total EVV Complaints Q2: Total EVV Complaints Q3: Total EVV Complaints Q4: Types of MCO EVV Appeals September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0	EVV Complaints received from Members that were closed.	0	0	0										
Total EVV Complaints Q2: Total EVV Complaints Q3: Total EVV Complaints Q4: Types of MCO EVV Appeals September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0	Total EVV Complaints	0	0	0										
Total EVV Complaints Q3: Total EVV Complaints Q4: Types of MCO EVV Appeals September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0	Total EVV Complaints Q1:			0										
Types of MCO EVV Appeals September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0	Total EVV Complaints Q2:													
Types of MCO EVV Appeals September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0	Total EVV Complaints Q3:													
September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total EVV Complaints Q4:													
September October November December January February March April May June July August Total Appeals upheld. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														
	Types of MCO EVV Appeals	September	October	November	December	January	February	March	April	Мау	June	July	August	Total
Appeals overturned. 0 0 0	Appeals upheld.	0	0	0										
	Appeals overturned.	0	0	0										

Appeals withdrawn.	0	0	0					
Total EVV Appeals	0	0	0					
Total EVV Appeals Q1:			0					
Total EVV Appeals Q2:								
Total EVV Appeals Q3:								
Total EVV Appeals Q4:								