EVV MCO Quarterly Performance Measures Report

EVV Complaints & Appeals
MCO: Aetna Better Health of Texas
Program or Service: STAR Kids
Quarter: Q4
Creation Date: 1/24/2023

Types of MCO EVV Complaints	September	October	November	December	January	February	March	April	May	June	July	August	Total
EVV Complaints received from HHSC MCCO.	0	0	0	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from MCCO that were closed.	0	0	0	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from HHSC EVV Operations.	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	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from Providers.	0	0	0	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from Providers that were closed.	0	0	0	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from Members.	0	0	0	0	0	0	0	0	0	0	0	0	0
EVV Complaints received from Members that were closed.	0	0	0	0	0	0	0	0	0	0	0	0	0
Total EVV Complaints	0	0	0	0	0	0	0	0	0	0	0	0	
Total EVV Complaints Q1:			0										
Total EVV Complaints Q2:						0							
Total EVV Complaints Q3:									0				
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	0	0	0	0	0				0
Appeals overturned.	0	0	0	0	0	0	0	0	0				0

Appeals withdrawn.	0	0	0	0	0	0	0	0	0				0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