

EVV MCO Quarterly Performance Measures Report

EVV Complaints & Appeals

MCO: Aetna Better Health of Texas

Program or Service: STAR Kids

Quarter: Q2

Creation Date: 7/22/24

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							
EVV Complaints received from MCCO that were closed.	0	0	0	0	0	0							
EVV Complaints received from HHSC EVV Operations.	0	0	0	0	0	0							
EVV Complaints received from HHSC EVV Operations that were closed.	0	0	0	0	0	0							
EVV Complaints received from Providers.	0	0	0	0	0	0							
EVV Complaints received from Providers that were closed.	0	0	0	0	0	0							
EVV Complaints received from Members.	0	0	0	0	0	0							
EVV Complaints received from Members that were closed.	0	0	0	0	0	0							
Total EVV Complaints	0	0	0	0	0	0							
Total EVV Complaints Q1:			0										
Total EVV Complaints Q2:						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	0	0							
Appeals overturned.	0	0	0	0	0	0							

