

# EVV MCO Quarterly Performance Measures Report

## EVV Complaints & Appeals

MCO: Aetna Better Health of Texas

Program or Service: STAR Kids

Quarter: Q3

Creation Date: 10/23/23

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
EVV Complaints received from MCCO that were closed.	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
EVV Complaints received from HHSC EVV Operations that were closed.	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
EVV Complaints received from Providers that were closed.	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
EVV Complaints received from Members that were closed.	0	0	0	0	0	0	0	0	0				0
<b>Total EVV Complaints</b>	0	0	0	0	0	0	0	0	0				
<b>Total EVV Complaints Q1:</b>			0										
<b>Total EVV Complaints Q2:</b>						0							
<b>Total EVV Complaints Q3:</b>									0				
<b>Total EVV Complaints Q4:</b>													
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

