

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 1	
Reporting Period	As required by HHSC
Service/Component	Official Correspondence State Action Request or Vendor Action Request
Performance Standard	The Grantee shall submit complete and accurate responses to any State Action Request (SAR) or Vendor Action Request (VAR) Response memos no later than ten Calendar Days after the Grantee’s receipt of the request or by the date specified in the memo.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; • Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.
Calculation/ Reporting Process	<p>HHSC determines the Grantee’s compliance with this KPR by comparing the submission date of the SAR or VAR Response via the formal communication process to the established due date.</p> <p>All correspondence shall be sent to HHSC SSPD SAR VAR at the email address SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 2	
Reporting Period	As required by HHSC
Service/Component	Official Correspondence SAR or VAR Extensions
Performance Standard	Grantee must submit a written request for extension of a SAR or VAR deadline that specifies the estimated date of completion and reasons for the extension no later than three (3) Business Days after Grantee receives the SAR or VAR.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, response being found incomplete or inaccurate by HHSC, or failure to provide requested response by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Contract; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>HHSC determines the Grantee’s compliance with this KPR by comparing the submission date of the SAR or VAR Response via the formal communication process to the established due date.</p> <p>All correspondence shall be sent to HHSC SSPD SAR VAR at the email address SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 3	
Reporting Period	Quarterly
Service/Component	Service Delivery Requirements
Performance Standard	Grantee shall begin to provide services no later than fourteen (14) Calendar Days after the begin date on the Form 2101 Authorization for Community Care Services, 95% of all begin dates for Community Care Services.
Measurement of Noncompliance	Each percentage point under 95%
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by HHSC on a quarterly basis by comparing the begin date on the Authorization for Community Care Services form to the date the Grantee began to provide services.</p> <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 4	
Reporting Period	Quarterly
Service/Component	Service Plan Changes
Performance Standard	Grantee shall complete all service plan changes no later than fourteen (14) Calendar Days after the Grantee becomes aware of the need or request for a service plan change, 95% of all service plan changes.
Measurement of Noncompliance	Each percentage point under 95%
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/Reporting Process	<p>Compliance with this KPR is determined by the following:</p> <ol style="list-style-type: none"> 1. Determination by HHSC on a quarterly basis by comparing the date the Grantee became aware of the need for a change or request for a change compared to the date of disposition of the change, per <u>Exhibit E, Deliverables, SSPD D-03</u>; and 2. Determination by HHSC’s quality assurance check on the service plan changes of consumers on a quarterly basis via random sample of the list. <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 5	
Reporting Period	As requested by HHSC
Service/Component	Financial information
Performance Standard	Grantee shall make all financial information requested by HHSC available no later than 24 hours after the request.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the financial information requested by HHSC via the formal communication process for the established due date.</p> <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 6	
Reporting Period	At least once and as required by HHSC
Service/Component	Plan of Operation
Performance Standard	The Grantee shall submit a final Plan of Operation to HHSC no later than thirty (30) Business Days after execution of the Grant Agreement. The Grantee shall submit changes to the Plan of Operation to HHSC for approval no later than thirty (30) Business Days before a change becomes effective.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the Plan of Operation via the formal communication process to the established due date.</p> <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 7	
Reporting Period	Each emergency incident
Service/Component	Emergency Incident
Performance Standard	Grantee shall report any emergency to HHSC no later than one (1) Business Day after the emergency incident.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the emergency incident via the formal communication process to the established due date. Grantee shall provide the following information in the notice of emergency incident:</p> <ul style="list-style-type: none"> • Date and type of emergency incident; • Description of the emergency incident; • The outcome or resolution of the emergency incident; • Name of any persons notified of the emergency incident and their relation to the consumer; • Date HHSC was notified of the emergency incident; and • Method of notice. <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 8	
Reporting Period	As requested by HHSC
Service/Component	Copies of individual complaint reports
Performance Standard	Grantee shall submit copies of complaint reports to HHSC no later than three (3) Business Days from the date of request by HHSC.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the requested compliant reports via the formal communication process to the established due date.</p> <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 9	
Reporting Period	One-time and as required by HHSC
Service/Component	Complaint Resolution Plan
Performance Standard	Grantee shall provide the final Complaint Resolution Plan no later than thirty (30) Business Days after execution of the Grant Agreement and shall submit changes to HHSC for approval no later than thirty (30) Business Days before a change becomes effective.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the Complaint Resolution Plan via the vendor formal communication process to the established due date.</p> <p>All correspondence must be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>

EXHIBIT F KEY PERFORMANCE REQUIREMENTS (KPR)

SSPD KPR 10	
Reporting Period	Monthly
Service/Component	Invoice
Performance Standard	Grantee shall submit requests for reimbursement monthly by the tenth (10th) Calendar Day of the month following the month in which expenses were incurred or services provided.
Measurement of Noncompliance	Each Calendar Day for each instance of a late submission, submission being found unacceptable by HHSC, or failure to provide requested information by the due date indicated by HHSC.
Non-compliance Remedies	<p>HHSC may take the following actions, including but not limited to any of the following, in the event of non-compliance or a missed KPR:</p> <ul style="list-style-type: none"> • Escalate to HHSC management and Procurement and Contracting Services (PCS); • Implement enhanced monitoring; • Reduce services or dollars associated with the Grant Agreement; • Collection of improper payments or disallowances; • Impose adverse actions: <ul style="list-style-type: none"> ○ Suspension of referrals or services; ○ Suspension of payments; ○ Terminate prior to Grant Agreement end date; <p>Report the contractor to the Vendor Performance Tracking System, as applicable, for unsatisfactory performance, to the appropriate licensing organization, the Office of Inspector General (OIG), or law enforcement.</p>
Calculation/ Reporting Process	<p>Compliance with this KPR is determined by comparing the submission date of the invoice via the formal communication process to the established due date.</p> <p>All correspondence shall be sent to the HHSC SSPD SAR VAR email address at SSPD_SAR_VAR@hhsc.state.tx.us.</p>