

## Attachment B – Overall Administration Performance Standards

Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
<b>Web Sites/Member Portals/Consumer Reporting</b>		
Web-site availability	100% Except for routine maintenance	\$0.10/PM per occurrence up to eight (8) hours of continual downtime  \$0.10/PM for each additional occurrence past the initial eight (8) hours
<b>HIPAA/Compliance</b>		
The disclosure of Personal Health Information and/or Protected Health Information for ASE or PSE members	"0" occurrences	\$0.30/PM per occurrence
Documentation required in the BAA (in the event of notification of any security incident as defined in the BAA) completed within specified dates	100%	\$0.10/PM for minor incidents (PII only, less than 10 unique incidents)  \$0.15/PM for moderate incidents (>10 PII or >0 PHI)  \$0.20/PM for major incidents (>50 either/or PII/PHI)  Minor, moderate, or major designation will be determined by EBD per incident.
Use of EBD's Secure Task System	100%	\$0.10/PM for each occurrence not used
Use of Secure File Transfer Protocol	100%	\$0.10/PM for each occurrence not used
<b>Communication</b>		
Education, enrollment or general communication material	100% reviewed and approved by the EBD Communication Manager	\$0.10/PM for each communication not approved
Provider quality of care issues and documentation	Provided within five (5) business days from request of information	\$0.10/PM per request after five (5) business days

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<b>Audit</b>		
Comply with a reasonable request to inspect facilities, equipment, and system support operations (if not specified in other Performance Standards)	Within three (3) business days of request	\$0.30/PM for each day late over three (3) business days per each request
Respond to an initial finding from an inspection (if not specified in other Performance Standards)	Within 30 calendar days of request	\$0.30/PM for each day late past 30 calendar days per each request
Respond to a finding from an inspection in the form of a corrective action plan (if not specified in other Performance Standards)	Within 20 calendar days of EBD's notification of the finding to the Contractor	\$0.30/PM for each day late past 20 calendar days per each request
Produce the records requested in a timely fashion (if not specified in other Performance Standards)	Within three (3) business days of request	\$0.10/PM per request per workday
Correct the records if the records do not comply with terms and conditions (if not specified in other Performance Standards)	Within 14 calendar days of request	\$0.10/PM for each day late past 14 calendar days per each request
<b>Accounting/Reporting</b>		
Ad hoc reporting	Provided by EBD's determined deadline	\$0.10/PM for each day late
Monthly Reports and documentation not specified in other Performance Standards	Provided by deadlines	\$0.10/PM for each day late
Quarterly Reports and documentation not specified in other Performance Standards	Provided by deadlines	\$0.10/PM for each day late

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Annual Reports and documentation not specified in other Performance Standards	Provided by deadlines	\$0.10/PM for each day late
Damage Payment from Contractor	Received by EBD 30 calendar days of damage(s) invoice date	\$0.30/PM for each day late
<b>Operations, Systems and Security</b>		
Accurately process enrollment additions, changes, and deletions	Within three (3) calendar days of the creation date of the file provided by EBD	\$0.15/PM for each day late
Compare the weekly file provided by EBD and generate an enrollment mismatch report to EBD.	Within fourteen (14) calendar days of the creation date of the full file	\$0.20/PM per each day late
Provide an eligibility reconciliation file that provides basic demographic and plan selection information for members.	Provided by the third (3 <sup>rd</sup> ) business day of each month	\$0.20/PM per each day late
Additions, changes, and deletions processed correctly (if not specified in other Performance Standards)	99% Accuracy	\$0.10/PM for each error over 99%
Correction process for enrollment and demographic additions, changes, and deletions	Completed by deadline	\$0.10/PM for each day late
Report incomplete or unreadable information to EBD (if not specified in other Performance Standards)	Within one (1) calendar day of receipt of information	\$0.10/PM for each day late

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<b>Implementation</b>		
<p>Comply with mutually agreed upon deadlines for Implementation</p> <p>(this damage will be assessed in the first quarter of 2019 )</p>	100%	<p>\$0.50/PM for not meeting a deadline during implementation</p> <p>\$25,000 (one-time, TBD by EBD when criteria and dates are set during Implementation meeting)</p>
<b>Administrative</b>		
Account Manager	In Place by deadline	\$0.20/PM for each day late
Transparent administration	100% transparency	\$0.10/PM per occurrence