

Attachment B – Overall Administration Performance Standards

| Criteria | Performance Standard | Damages Per Member (PM) for that monthly timeframe |
|--|--|---|
| Web Sites/Member Portals/Consumer Reporting | | |
| 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 |
| HIPAA/Compliance | | |
| 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 |
| Communication | | |
| 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 |

Attachment B – Overall Administration Performance Standards

| Criteria | Performance Standard | Damages Per Member (PM) for that monthly timeframe |
|---|--|---|
| Audit | | |
| 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 |
| Accounting/Reporting | | |
| 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 |

Attachment B – Overall Administration Performance Standards

| Criteria | Performance Standard | Damages Per Member (PM) for that monthly timeframe |
|--|---|---|
| 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 |
| Operations, Systems and Security | | |
| 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 rd) 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 |

Attachment B – Overall Administration Performance Standards

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