

## Attachment C – Health Insurance Performance Standards for RFP Section 4 Requirements

Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
Transparency	100%	\$0.30/PM per occurrence
Notify EBD, in writing, if a physician and/or facility are removed from your network	100%	\$0.30/PM per occurrence
Work cooperatively with any of EBD's contracted Contractor.	100%	\$0.30/PM per occurrence per determination of EBD
<b><i>Enrollment/Eligibility after Implementation</i></b>		
Timeliness of ongoing eligibility updates	99% within three (3) working days from date eligibility updates submitted	\$0.10/PM per each day late
Accuracy of ongoing eligibility file updates	99%	\$0.10/PM per each file with less than 99% accuracy
Claims paid after termination notification	No claims paid beyond three (3) working days of termination notification	\$0.10/PM per each claim paid after 3 working days
<b><i>Claims Processing Time</i></b>		
After receipt, percent of claims reimbursed or processed within 30 days	99%	\$0.15/PM per each day late
Pended Claims processed within 45 days	99%	\$0.10/PM per each day late
<b><i>Claims Processing Accuracy</i></b>		
Overall processing accuracy (financial and statistical)	99%	\$0.10/PM per each day late
Overall financial accuracy (based on dollars paid)	99%	\$0.10/PM per each day late

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<b>Claims to EBD</b>		
Provide EBD with a weekly claims file in an amended HIPAA compliant format	Provided weekly by the deadline	\$0.15/PM per each week late
<b>Remittance File</b>		
Provide EBD with a bi-weekly remittance file in an amended HIPAA compliant format to update the claims loaded into EBD's system	Provided by deadline	\$0.15/PM per each day late
<b>Network/Provider File</b>		
Provide EBD with a file containing provider information on a weekly basis.	Provided by weekly deadline	\$0.10/PM per each day late
<b>Quarterly Claims Files</b>		
Provide complete and accurate file of adjudicated claims in the specified format and location.	Provide quarterly by deadline	\$0.10/PM per each day late
<b>Audit</b>		
EBD, Legislative Audit and any company chosen by EBD allowed to audit 100% of member claims.	100%	\$0.15/PM per occurrence of non-allowance or less than 100%
Adhere to the EBD quarterly claims audit schedule for delivery of claims audit files, pickup of files, delivery of hard copy claims and preparation of responses.	Completed on specified schedule	\$0.15/PM per occurrence of any item not completed on schedule
<b>Requests for Information</b>		
EBD's request for documentation	Provided within three (3) business days from the request unless an extension has been approved prior to the due date.	\$0.20/PM per each day late

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Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
<b><i>Member/Transparency Reporting</i></b>		
Provider Status report	Provided by deadline	\$0.10/PM per each day late
Basic cost data report	Provided by deadline	\$0.10/PM per each day late
Basic quality data report	Provided by deadline	\$0.10/PM per each day late
MMSEA111 CMS Quarterly Reporting	Provided by deadline	\$0.30/PM per each day late
<b><i>Quality Performance Reporting</i></b>		
Production of data on requested Population Health/Custom Care Management targets	Provided by deadline	\$0.20/PM per each day late
Subsequent contract years, Population Health/Custom Care targets (reported on a quarterly basis)	99% of 100% of plan membership	\$0.15/PM per occurrence when less than 99%
<b><i>Compliance</i></b>		
Compliance with State and Federal Plan Mandates (EOB's, online Coverage Policies, etc.)	100%	\$0.15/PM per occurrence of non-compliance

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Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
<b>General Administration/Customer Service/Communication</b>		
Toll-free telephone access between 8 a.m. and 5 p.m. Monday-Friday (only State recognized holidays exempt)	100%	\$0.10/PM per occurrence
Percent of calls answered within 30-seconds	95%	\$0.10/PM per occurrence when less than 95% for the month
Percent of calls abandoned	< or = to 3%	\$0.10/PM per occurrence when above 3% for the month
Percent of written inquiries responded to	95% within three (3) business days	\$0.10/PM per each 1% below 95% for the month
Percent of written inquiries responded to	100% within five (5) business days	\$0.10/PM per each day late
<b>Network Management</b>		
Percent of network providers audited on-site each year	3%	\$0.15/PM when less than 3% for the year
<b>Physician Wait Time</b>		
Routine appointment scheduled	95% within seven (7) days	\$0.15/PM per each day late
Urgent appointment scheduled	95% within 24 hours	\$0.15/PM per each day late
<b>Satisfaction</b>		
Member with Contractor's role with Plan	95% satisfied or very satisfied	\$0.15/PM per each 1% below 95%
Member with PCP	90% satisfied or very satisfied	\$0.15/PM per each 1% below 95%
PCP with Plan	95% satisfied or very satisfied	\$0.15/PM per each 1% below 95%

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Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
<b>Accounting</b>		
Required Reports and documentation provided monthly	Provided by deadline	\$0.15/PM per each report late
Required Reports and documentation provided quarterly	Provided by deadline	\$0.15/PM per each report late
Required Reports and documentation provided annually	Provided by deadline	\$0.15/PM per each report late