

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
Enrollment/Eligibility after Implementation		
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
Claims Processing Time		
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
Claims Processing Accuracy		
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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Claims to EBD		
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
Remittance File		
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
Network/Provider File		
Provide EBD with a file containing provider information on a weekly basis.	Provided by weekly deadline	\$0.10/PM per each day late
Quarterly Claims Files		
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
Audit		
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
Requests for Information		
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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Member/Transparency Reporting		
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
Quality Performance Reporting		
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%
Compliance		
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
General Administration/Customer Service/Communication		
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
Network Management		
Percent of network providers audited on-site each year	3%	\$0.15/PM when less than 3% for the year
Physician Wait Time		
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
Satisfaction		
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
Accounting		
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