

Attachment E – Medical Management Performance Standards for RFP Section 6 Requirements

Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
Notification of change in Account Manager		
Notify EBD, in writing of change in Account Manager and/or ownership	Notify EBD in writing of change at least 72 business hours in advance	\$0.20/PM for each day late
Medical Management Guidelines		
Utilizing Trigger Lists	Utilize 99% Monthly	\$0.20/PM for each error in trigger list utilization
Pre-Admission reviews and outpatient diagnostic testing reviews	Completed within two (2) business days of initial request to Contractor	\$0.20/PM for each day late per occurrence
Utilization Management		
Pre-certifications	Completed within two (2) business days of identification	\$0.20/PM for each day late per occurrence
Customer Service		
Nurse Line Availability	100%	\$0.10/PM for every hour unavailable for each occurrence of Nurse Line down
Customer Service/Communication		
Toll-free telephone service	Available at specified hours	\$0.10/PM for every hour phone service is unavailable
Calls answered timely five (5) days per week, excluding State holidays	95% of calls answered within 30 seconds	\$0.10/PM for over 95% of calls are not answered within 30 seconds
Percent of calls abandoned	< or = to 6% monthly	\$0.20/PM when call abandonment rate is over 6%

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Requests for Information (EBD)		
EBD's requests for information	Met no later than 24 business hours from the date and time of the request for information, unless an extension has been requested and approved PRIOR to the due date.	\$0.20/PM per day for each occurrence over 24 hours
Requests for Information (Member)		
Member's requests for information	Met no later than five (5) business days from the date of the request for information, unless an extension has been requested and approved PRIOR to the due date.	\$0.20/PM per day for each occurrence over five (5) business days without approved extension
Reporting (Member)		
Cost savings reports	Provided within 30 days of Medical Management case closure or upon request of EBD	\$0.20/PM for each day late for each request
Reporting (EBD)		
Cost and Case Management Report	Completed monthly within three (3) business days of the end of the previous month	\$0.10/PM for each day late per report
High Cost Claims	Completed monthly within three (3) business days of the end of the previous month	\$0.10/PM for each day late per report
Performance Report	Within 45 days from the end of the previous quarter	\$0.10/PM for each day late per report
Case Management Plan Performance Report	Completed annually by 30 days after the end of each plan year	\$0.10/PM for each day late per report
Access to analytics/predictive modeling software OR provides reports to EBD	Software access or weekly reports provided by deadline	\$0.20/PM for each day late per report or for each day access not available

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Criteria	Performance Standard	Damages Per Member (PM) for that monthly timeframe
<i>File Processing</i>		
Enrollment additions, changes, and deletions	Process clean file within 24 hours of receipt	\$0.10/PM for each day late and/or per error
File errors reported to EBD	Within 72 hours of receipt of file containing errors	\$0.10/PM for each day over 72 hours that the error is not reported
<i>Audit</i>		
Legislative Audit	EBD, Legislative Audit and/or any company chosen by EBD will be allowed to audit 100% of member case files per RFP requirements	\$10.00/PM for each time 100% access is not accommodated per request