

Arkansas State Police

Dental Vision Insurance Administration

Performance Standards

Number	Service Criteria	Acceptable Performance	Damages applied to monthly invoice unless otherwise stated
1	Plans	Provide copy of emergency operations plan, disaster recovery plan and business continuity plan to Major Charles Hubbard, ASP, Charles.Hubbard@asp.arkansas.gov as stated in the IFB.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.
2	Implementation	Meet 100% of implementation deadlines by deadline and be ready to Go Live by September 1, 2019 as stated in the IFB.	25% off one-time Implementation Fee for each day late.
3	Customer Service Response	Answers ninety percent (90%) of calls in less than thirty (30) seconds.	Twenty cents (\$0.20) per member, per month from the Administrative Fee for each occurrence of inaccuracy.
4	Eligibility Reconciliation	100% accuracy in reporting of eligibility reconciliations as stated in the IFB.	Twenty cents (\$0.20) per member, per month from the Administrative Fee for each occurrence of inaccuracy.
5	Claims Processing	Ninety percent (90%) processed within fifteen (15) calendar days.	Twenty cents (\$0.20) per claim, per month from the Administrative Fee for each day late.
6	Data Conversion	100% accuracy for conversion of data to meet ASP system requirements.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each occurrence of inaccuracy.
7	Network of Providers	Comprehensive list of providers as defined by ASP in IFB.	Fifteen cents (\$0.15) per member, per month from the Administrative Fee for each day late.
8	Weekly Reports	Provides weekly claims activity reports to ASP by as determined by ASP.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.
9	Monthly Reports	Provides monthly coverage and claims reports by the fifth (5 th) working day of each month, as stated in the IFB.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.
10	Quarterly Reports	Provides quarterly performance of claims processing, customer service response and measurable administrative reports as determined by ASP by the last calendar day of each month, as stated in the IFB.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.
11	Yearly Reports	Provides yearly plan utilization report to ASP by deadline as determined by ASP.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.

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12	Transition at Beginning of Contract	Work with current ASP contractor to ensure 100% accuracy and transfer of member data by deadline as determined by ASP.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each occurrence of inaccuracy.
13	Transition at End of Contract	Provide consensus and annual claims report deadline as determined by ASP.	Ten cents (\$0.10) per member, per month from the Administrative Fee for each day late.