

Attachment C – Health Insurance Performance Standards

Performance Standard	Criteria	Damages Per Contract Per Month
Account Management: <i>Listed below are examples of behavior that could elicit and Account Management damage. These are examples of and should not be construed as limiting EBD to only the below items.</i>		
Transparency	100%	\$0.30/PM per occurrence
Failure to notify EBD, in writing, if a physician and/or facility are removed from your network	100%	\$0.30/PM per occurrence
Failure to work cooperatively with any of EBD's contracted Contractor.	100%	\$0.30/PM per occurrence
Implementation		
Comply with mutually agreed upon deadlines, benchmarks, and timelines dealing with the implementation of the Plan including but not limited to such items as EBD employee training, education material production, receipt of fee schedules and claims processing codes, and open enrollment meeting attendance (this damage will be assessed in the first quarter of 2019)	100%	\$0.50/PM for not meeting implementation date
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 updates	99%	\$0.10/PM per each day late
No claims paid beyond three (3) working days of termination notification	100%	\$0.10/PM per each day late

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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
Claims to EBD		
The Contractor shall provide EBD with a daily claims file in a HIPAA compliant format to be reconciled with an eligibility file	100%	\$0.15/PM per each day late
Remittance File		
The Contractor shall provide EBD with a bi-weekly remittance file in a HIPAA compliant format to update the claims loaded into EBD's system	100%	\$0.15/PM per each day late
Daily Eligibility File		
The Contractor agrees to process enrollment additions, changes, and deletions correctly within three (3) calendar days of the generation date of the file. Additions, changes, and deletions sent correctly by the EBD but not processed correctly by the Contractor will be retroactively corrected back to the original date even if correction occurs more than 60 days following date of change. Contractor shall notify EBD immediately if information received is incomplete or unreadable to be exempt from damage.	99%	\$0.15/PM per each day late

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Weekly Eligibility Mismatch File		
The Contractor agrees to 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. EBD will work with the Contractor to provide information or make any necessary corrections in EBD's eligibility system. The Contractor shall make needed corrections within fourteen (14) calendar days of receipt of the necessary information.	99%	\$0.20/PM per each day late
Network/Provider File		
The Contractor agrees to provide EBD with a file containing provider information in a weekly basis. EBD will populate their system with this file. The format will be determined by EBD.	100%	\$0.10/PM per occurrence
Eligibility Reconciliation File		
The Contractor agrees to provide by the third (3 rd) business day of each month an eligibility reconciliation file that provides basic demographic and plan selection information for members.	100%	\$0.20/PM per each day late
Quarterly Claims Files		
The Contractor shall provide complete and accurate HIPAA compliant quarterly file of adjudicated in the specified format. Files must be placed on the designated SFTP site within thirty days of the close of the quarter.	100%	\$0.10/PM per each day late
Audit		
EBD, Legislative Audit and any company chosen by EBD will be allowed to audit 100% of member claims. Audit results will become public knowledge. Failure to meet this performance standard will also become public knowledge	100%	\$0.15/PM per occurrence
Contractor shall 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. EBD Compliance Audit staff must be notified immediately of any technical problems that may affect the audit schedule to be exempt from damage	100%	\$0.15/PM per occurrence

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<i>Requests for Information</i>		
All requests for documentation must be met no later than three (3) business days from the date of the request for information, unless an extension has been requested prior to the due date.	100%	\$0.20/PM per each day late
<i>Member/Transparency Reporting</i>		
Web-site/portal available	100%	\$0.10/PM per each day late
Provider Status	100%	\$0.10/PM per each day late
Basic cost data	100%	\$0.10/PM per each day late
Basic quality data	100%	\$0.10/PM per each day late
MMSEA111 CMS Quarterly Reporting	100%	\$0.30/PM per each day late
<i>Quality Performance/Medical Management Reporting</i>		
Production of data on requested Custom Care Management Performance Standards	100%	\$0.20/PM per each day late
Subsequent contract years, Contractor shall be at risk for specific Population Health/Custom Care measure targets (reported on a quarterly basis)	99% on 100% of plan membership	\$0.15/PM per occurrence

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HIPAA/Compliance		
No advertent or inadvertent disclosure of Protected Health Information on ASE or PSE members	100%	\$0.15/PM per occurrence
Use of EBD's Secure Task System (NIST)	100%	\$0.15/PM per occurrence
Use of Secure File Transfer Protocol (SFTP)	100%	\$0.15/PM per occurrence
Compliance with State and Federal Plan Mandates (EOB's, online Coverage Policies, etc.)	100%	\$0.15/PM per occurrence
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
Percent of calls abandoned	< or = to 3%	\$0.10/PM per occurrence
Percent of written inquiries responded to within three (3) business days	95%	\$0.10/PM per each day late
Percent of written inquiries responded to within five (5) business days	100%	\$0.10/PM per each day late
All education, enrollment or general communication material must be reviewed and approved by the EBD Communication Manager	100%	\$0.10/PM per occurrence
Network Management		
Percent of network providers audited on-site each year	3%	\$0.15/PM per occurrence

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Physician Wait Time		
Routine appointment	95% within seven (7) days	\$0.15/PM per each day late
Urgent appointment	95% within 24 hours	\$0.15/PM per occurrence
Satisfaction		
Member with Contractor's role with Plan	95% satisfied or very satisfied	\$0.15/PM per occurrence
Member with PCP	90% satisfied or very satisfied	\$0.15/PM per occurrence
PCP with Plan	95% satisfied or very satisfied	\$0.15/PM per occurrence
Accounting		
Required Reports and documentation provided monthly	95%	\$0.15/PM per occurrence
Required Reports and documentation provided quarterly	100%	\$0.15/PM per occurrence
Required Reports and documentation provided annually	100%	\$0.15/PM per occurrence
Performance Invoice for applicable damages – payment received by EBD within 30 calendar days of invoice	100%	\$0.30/PM per occurrence