

### Administrative Vendor – Performance Report December 2011

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	<b>98%</b>	100%	22,977 applications processed in 4 days out of 22,977 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	<b>5%</b>	0%	0 blocked out of 86,089 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	<b>5%</b>	1.7%	1,623 out of 86,089 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	705 returned in 2 days out of 705 voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.9%	18,813 out of 18,820 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	<b>99%</b>	100%	46 out of 46 appeals
		100%	12,954 out of 12,954 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	<b>99%</b>	99.9%	73,272 out of 73,321 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	<b>3%</b>	0%	0 blocked out of 191,331 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	<b>3%</b>	.6%	1,244 abandoned calls out of 191,331 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	<b>85% in 25 seconds</b>	87.4%	89,786 calls answered in 25 seconds out of 104,660 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	<b>100%</b>	100%	136 returned in 2 days out of 136 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report November 2011

<b>Single Point of Entry Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	<b>98%</b>	100%	400 applications screened correctly out of 400 applications

<b>Healthy Families Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	<b>98%</b>	98.3%	393 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	<b>98%</b>	99.5%	398 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	<b>98%</b>	100%	48 appeals with correct appeal determinations out of 48 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	<b>98%</b>	99.7%	1,062 correct and successful 834 transactions generated out of 1,065 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	<b>98%</b>	99.8%	399 correctly generated and successfully posted plan files out of 400 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	<b>98%</b>	100%	400 correct determinations and successfully generated plan files out of 400 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.