

**Third Party Administrator – Performance Report
December 2011**

Agenda Item 9.c.
01/18/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.2%	8,329 of 8,398 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	8,398 of 8,398 total claims
Financial accuracy of claims paid.	99%	100%	\$251,755.03 of \$251,755.03 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	733 of 733 claims audited
Procedural accuracy rate for processing of claims.	97%	99.6%	730 of 733 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	36 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	5 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.5%	3,516 of 4,020 calls answered in 30 seconds; avg. of 20 seconds
Subscriber issues resolved within the same business day.	90%	96.3%	2,684 of 2,786 issue calls
Maximum call abandonment rate.	5%	1.4%	58 of 4,020 calls
Maximum line busy rate.	3%	0%	0 busy out of 4,020 calls
Voicemails answered within two business days.	90%	100%	9 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.5%	3,471 of 3,835 calls answered in 30 seconds; avg. of 19 seconds
Provider issues resolved within the same business day.	90%	97.7%	3,968 of 4,062 issue calls
Maximum call abandonment rate.	5%	0.6%	25 of 3,835 calls
Maximum line busy rate.	3%	0%	0 of 3,835 calls
Voicemails answered within two business days.	90%	100%	4 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	1 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,021 of 1,021 ID cards; average of 1.33 days
ID card accuracy.	100%	100%	1,021 of 1,021 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,021 of 1,021 packets; average of 1.33 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests