

Administrative Vendor – Performance Report December 2009

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.	98%	99.8%	23,753 applications processed in 4 days out of 23,805 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 112,552 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	2%	2,896 out of 112,552 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.	100%	100%	1,226 returned in 2 days out of 1,226 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.	99%	99.9%	13,343 out of 13,348 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%	9 out of 9 appeals
		99.9%	16,079 out of 16,093 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.9%	93,353 out of 93,455 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	0 blocked out of 206,400 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	.5%	1,118 abandoned calls out of 206,400 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	90.2%	128,922 calls answered in 25 seconds out of 144,190 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.	100%	100%	113 returned in 2 days out of 113 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 2009**

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	99.3%	397 applications screened correctly out of 400 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	99.3%	397 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99.5%	398 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	8 appeals with correct appeal determinations out of 8 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	99.3%	397 correct and successful 834 transactions generated out of 400 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.	98%	99.5%	398 correct 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.	98%	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.