Administrative Vendor – Performance Report
January 2013

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	**99%**	100% 100%	51 out of 51 appeals 9,359 out of 9,359 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	**99%**	99.7%	17,994 out of 18,048 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	**3%**	0%	0 blocked out of 194,194 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	**3%**	1%	2,387 abandoned calls out of 194,194 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	**85% in 25 seconds**	87.2%	92,178 calls answered in 25 seconds out of 109,127 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	**100%**	100%	372 returned in 2 days out of 372 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
December 2012

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%	100%	300 applications screened correctly out of 300 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%	99.5%	398 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99.8%	399 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	59 appeals with correct appeal determinations out of 59 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	99%	309 correct and successful 834 transactions generated out of 312 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%	103 correctly generated and successfully posted plan files out of 104 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%	450 correct determinations and successfully generated plan files out of 450 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.