

Administrative Vendor - Performance Report February 2011

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	199 out of 199 applications
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3%	0%	0 blocked out of 5,097 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3%	1.5%	75 abandoned calls out of 5,097 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85%	85.3%	5,021 calls answered in 25 seconds out of 5,097 calls received*

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