

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

Agenda Item 8.c.
03/21/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	98.4%	15,917 of 16,174 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	16,174 of 16,174 total claims
Financial accuracy of claims paid.	99%	99.9%	\$13,530,320.34 of \$13,548,794.83 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.9%	800 of 801 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	800 of 801 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	25 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%	3 appeal, 1 complaint
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%	93%	4,644 of 4,994 calls answered in 30 seconds; avg. of 16 seconds
Subscriber issues resolved within the same business day.	90%	96.2%	3,100 of 3,224 issue calls
Maximum call abandonment rate.	5%	1.0%	51 of 4,994 calls
Maximum line busy rate.	3%	0%	0 busy out of 4,994 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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

Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	93.9%	4,292 of 4,571 calls answered in 30 seconds; avg. of 15 seconds
Provider issues resolved within the same business day.	90%	97.7%	5,342 of 5,468 issue calls
Maximum call abandonment rate.	5%	0.6%	28 of 4,571 calls
Maximum line busy rate.	3%	0%	0 of 4,571 calls
Voicemails answered within two business days.	90%	100%	6 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	1 provider appeal

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%	1,104 of 1,104 ID cards; average of 1.57 days
ID card accuracy.	100%	100%	1,104 of 1,104 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,104 of 1,104 packets; average of 1.57 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