

**Third Party Administrator – Performance Report
March 2013**

Agenda Item 8.f.
04/17/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	96.2%	38,130 of 39,633 total claims
"Clean" claims processed within 30 calendar days.	100%	99.99%	39,631 of 39,633 total claims
Financial accuracy of claims paid.	99%	99.6%	\$33,202,081.82 of \$33,350,014.01 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.6%	2,315 of 2,324 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	2,321 of 2,324 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	7 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%	2 appeals, 7 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%	86.8%	6,918 of 7,970 calls answered in 30 seconds; avg. of 22 seconds
Subscriber issues resolved within the same business day.	90%	96.2%	4,811 of 5,003 issue calls
Maximum call abandonment rate.	5%	1.9%	150 of 7,970 calls
Maximum line busy rate.	3%	0%	0 busy out of 8,320 calls
Voicemails answered within two business days.	90%	100%	29 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	7 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.2%	6,675 of 7,655 calls answered in 30 seconds; avg. of 20 seconds
Provider issues resolved within the same business day.	90%	97.2%	9,792 of 10,074 issue calls
Maximum call abandonment rate.	5%	0.9%	67 of 7,655 calls
Maximum line busy rate.	3%	0%	0 of 7,729 calls
Voicemails answered within two business days.	90%	100%	20 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	11 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%	1,034 of 1,034 ID cards; average of 1.33 days
ID card accuracy.	100%	100%	1,034 of 1,034 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,034 of 1,034 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