

Administrative Vendor – Performance Report April 2011

| 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% | 100% | 27,960 applications processed in 4 days out of 27,960 applications |
| Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate. | 5% | 0% | 0 blocked out of 116,734 Incoming Calls <i>average daily*</i> |
| Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate. | 5% | 2.9% | 4,222 out of 116,734 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% | 2,196 returned in 2 days out of 2,196 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% | 20,754 out of 20,759 applications |
| Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request. | 99% | 100% | 38 out of 38 appeals |
| | | 100% | 13,317 out of 13,317 program reviews |
| Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage. | 99% | 99.9% | 79,530 out of 79,618 data transmissions |
| HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate. | 3% | 0% | 0 blocked out of 234,289 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate. | 3% | .5% | 1,354 abandoned calls out of 234,289 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice. | 85% in 25 seconds | 85.9% | 89,528 calls answered in 25 seconds out of 108,155 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% | 290 returned in 2 days out of 290 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
March 2011**

| 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% | 99.8% | 399 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% | 98.5% | 394 applications with correct eligibility determinations out of 400 HFP applications |
| Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received. | 98% | 99% | 396 applications with correct eligibility determinations out of 400 HFP AER applications |
| Accuracy of adjudications of HFP appeals received. | 98% | 100% | 44 appeals with correct appeal determinations out of 44 HFP appeals |
| Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events. | 98% | 100% | 1,173 correct and successful 834 transactions generated out of 1,173 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% | 99.8% | 399 correctly 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.

Administrative Vendor – Performance Report March 2011

| 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% | 99.9% | 29,121 applications processed in 4 days out of 29,123 applications |
| Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate. | 5% | 0% | 0 blocked out of 125,353 Incoming Calls <i>average daily*</i> |
| Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate. | 5% | 3% | 4,174 out of 125,353 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% | 2,206 returned in 2 days out of 2,206 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% | 20,873 out of 20,882 applications |
| Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request. | 99% | 100% | 44 out of 44 appeals |
| | | 100% | 13,348 out of 13,348 program reviews |
| Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage. | 99% | 99.9% | 76,080 out of 76,163 data transmissions |
| HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate. | 3% | 0% | 0 blocked out of 262,705 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate. | 3% | .4% | 1,367 abandoned calls out of 262,705 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice. | 85% in 25 seconds | 86.7% | 99,889 calls answered in 25 seconds out of 119,212 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% | 324 returned in 2 days out of 324 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
February 2011**

| 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% | 99.8% | 399 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% | 98.8% | 395 applications with correct eligibility determinations out of 400 HFP applications |
| Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received. | 98% | 98.8% | 395 applications with correct eligibility determinations out of 400 HFP AER applications |
| Accuracy of adjudications of HFP appeals received. | 98% | 100% | 46 appeals with correct appeal determinations out of 46 HFP appeals |
| Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events. | 98% | 99.7% | 1,161 correct and successful 834 transactions generated out of 1,164 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% | 100% | 400 correctly 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.