

Administrative Vendor – Performance Report April 2011

Pre-Existing Condition Insurance Plan Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within four (4) business days after receipt at PCIP.	99%	99.9%	709 out of 710 applications
When applications are incomplete, notification postmarked within two (2) business days of completeness determination.	99%	100%	477 out of 477 applications
PCIP eligibility determinations within ten (10) calendar days of receipt at PCIP of complete applications or made complete applications.	99%	100%	434 out of 434 applications
Forward complete applications screened to MRMIP within ten (10) calendar days after receipt at PCIP.	98%	99.3%	278 out of 280 applications
PCIP Appeals processed within fifteen (15) business days of receipt of applicant's Request.	99%	100%	6 out of 6 appeals
Data transmissions to the Third Party Administrator (TPA) ten (10) calendar days prior to effective date of coverage.	99%	100%	333 out of 333 data transmissions
PCIP telephone line abandonment rate.	3%	.6%	17 out of 6,563 Incoming Calls <i>average daily*</i>
PCIP telephone line busy rate.	3%	0%	0 out of 6,563 Incoming Calls <i>average daily*</i>
PCIP seconds to live voice.	85% in 25 seconds	95.2%	5,537 out of 5,831 Answered Calls <i>average daily*</i>
Voice mail calls returned within two (2) business days.	100%	100%	40 out of 40 total voicemails

* 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

Pre-Existing Condition Insurance Plan Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for PCIP applications received.	98%	99.6%	249 applications with correct eligibility determinations out of 250 PCIP applications
Accuracy of complete application screening to correct program (PCIP or MRMIP).	98%	100%	250 applications screened to correct program out of 250 applications
Accuracy of adjudications of PCIP eligibility appeals received.	98%	100%	6 eligibility appeals with correct appeal determinations out of 6 PCIP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual PCIP subscribers for all triggering events.	98%	100%	180 correct and successful 834 transactions generated out of 180 triggering events
Accuracy in generating and posting TPA daily electronic enrollment files (834s) containing individual PCIP subscriber transactions for the previous day's triggering events.	98%	100%	397 correct generated and successfully posted plan files out of 397 PCIP TPA files
Accuracy of monthly premium payments for all PCIP subscribers and accuracy of the monthly generated electronic premium payment files (820 transactions) to the TPA.	98%	100%	400 correct generated and successfully posted plan files out of 400 PCIP TPA 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 – Quality and Accuracy Performance Report

Benefit Appeals March 2011

Pre-Existing Condition Insurance Plan Quality and Accuracy Standard for Benefit Appeals	Contracted Level	Level Met	Data Descriptions (of random sample)
Notify MRMIB, TPA and subscriber of whether an Independent External Review (IER) has been accepted or rejected within seven (7) calendar days after receipt at PCIP of a routine request.	99%	N/A	0 timely acceptance out of 0 routine IER
Notify MRMIB, TPA and subscriber of whether an Independent External Review (IER) has been accepted or denied within forty-eight (48) hours after receipt at PCIP of an expedited request.	99%	N/A	0 timely acceptance out of 0 expedited IER
Issue routine IER determination written notifications within thirty (30) calendar days of receipt.	98%	N/A	0 timely determination out of 0 routine IER
Issue the expedited IER determination written notifications within three (3) business days of receipt.	99%	N/A	0 timely determination out of 0 expedited IER
Transmit subscriber case files to the MRMIB within five (5) business days of MRMIB's request.	98%	N/A	0 timely case files out of 0 case files
Provide MRMIB written confirmation of the Administrative Vendor's availability to provide medical consulting services within two (2) business days of the MRMIB's request.	98%	N/A	0 timely confirmation of services out of 0 requests for services
Complete and provide written evaluation of routine case reviews to the TPA within ten (10) business days of MRMIB's request.	98%	N/A	0 timely evaluation out of 0 routine case reviews
Complete and provide Administrative Vendor's written evaluation of urgent case reviews to the TPA within three (3) business days of MRMIB's request.	99%	N/A	0 timely evaluation out of 0 urgent case reviews
Review and return case reviews to MRMIB within ten (10) business days of the date the Administrative Vendor receives MRMIB's request.	98%	N/A	0 timely evaluation out of 0 case reviews

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Administrative Vendor – Performance Report March 2011

Pre-Existing Condition Insurance Plan Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within four (4) business days after receipt at PCIP.	99%	100%	724 out of 724 applications
When applications are incomplete, notification postmarked within two (2) business days of completeness determination.	99%	100%	510 out of 510 applications
PCIP eligibility determinations within ten (10) calendar days of receipt at PCIP of complete applications or made complete applications.	99%	99.8%	400 out of 401 applications
Forward complete applications screened to MRMIP within ten (10) calendar days after receipt at PCIP.	98%	100%	240 out of 240 applications
PCIP Appeals processed within fifteen (15) business days of receipt of applicant's Request.	99%	100%	18 out of 18 appeals
Data transmissions to the Third Party Administrator (TPA) ten (10) calendar days prior to effective date of coverage.	99%	100%	383 out of 383 data transmissions
PCIP telephone line abandonment rate.	3%	.6%	13 out of 5,736 Incoming Calls <i>average daily*</i>
PCIP telephone line busy rate.	3%	0%	0 out of 5,736 Incoming Calls <i>average daily*</i>
PCIP seconds to live voice.	85% in 25 seconds	94.8%	4,975 out of 5,089 Answered Calls <i>average daily*</i>
Voice mail calls returned within two (2) business days.	100%	100%	29 out of 29 total voicemails

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Pre-Existing Condition Insurance Plan Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for PCIP applications received.	98%	99.6%	249 applications with correct eligibility determinations out of 250 PCIP applications
Accuracy of complete application screening to correct program (PCIP or MRMIP).	98%	100%	250 applications screened to correct program out of 250 applications
Accuracy of adjudications of PCIP eligibility appeals received.	98%	100%	12 eligibility appeals with correct appeal determinations out of 12 PCIP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual PCIP subscribers for all triggering events.	98%	100%	182 correct and successful 834 transactions generated out of 182 triggering events
Accuracy in generating and posting TPA daily electronic enrollment files (834s) containing individual PCIP subscriber transactions for the previous day's triggering events.	98%	100%	400 correct generated and successfully posted plan files out of 400 PCIP TPA files
Accuracy of monthly premium payments for all PCIP subscribers and accuracy of the monthly generated electronic premium payment files (820 transactions) to the TPA.	98%	100%	400 correct generated and successfully posted plan files out of 400 PCIP TPA files

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Notify MRMIB, TPA and subscriber of whether an Independent External Review (IER) has been accepted or denied within forty-eight (48) hours after receipt at PCIP of an expedited request.	99%	N/A	0 timely acceptance out of 0 expedited IER
Issue routine IER determination written notifications within thirty (30) calendar days of receipt.	98%	N/A	0 timely determination out of 0 routine IER
Issue the expedited IER determination written notifications within three (3) business days of receipt.	99%	N/A	0 timely determination out of 0 expedited IER
Transmit subscriber case files to the MRMIB within five (5) business days of MRMIB's request.	98%	N/A	0 timely case files out of 0 case files
Provide MRMIB written confirmation of the Administrative Vendor's availability to provide medical consulting services within two (2) business days of the MRMIB's request.	98%	N/A	0 timely confirmation of services out of 0 requests for services
Complete and provide written evaluation of routine case reviews to the TPA within ten (10) business days of MRMIB's request.	98%	N/A	0 timely evaluation out of 0 routine case reviews
Complete and provide Administrative Vendor's written evaluation of urgent case reviews to the TPA within three (3) business days of MRMIB's request.	99%	N/A	0 timely evaluation out of 0 urgent case reviews
Review and return case reviews to MRMIB within ten (10) business days of the date the Administrative Vendor receives MRMIB's request.	98%	N/A	0 timely evaluation out of 0 case reviews

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