Administrative Vendor – Performance Report
April 2013

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	**99%**	100% 100%	22 out of 22 appeals 7,717 out of 7,717 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	**99%**	100%	36 out of 36 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	**3%**	0%	0 blocked out of 100,761 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	**3%**	1.1%	1,736 abandoned calls out of 100,761 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	**85% in 25 seconds**	87.6%	51,468 calls answered in 25 seconds out of 62,578 Incoming Calls *average daily**
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	**100%**	100%	402 returned in 2 days out of 402 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 2013

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
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%	28 appeals with correct appeal determinations out of 28 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	**98%**	100%	1,200 correct and successful 834 transactions generated out of 1,200 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%	450 correct determinations and successfully generated plan files out of 450 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.