

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

Agenda Item 8.d.
05/29/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	95.1%	41,600 of 43,724 total claims
"Clean" claims processed within 30 calendar days.	100%	100%*	43,722 of 43,724 total claims
Financial accuracy of claims paid.	99%	99.4%	\$34,341,055 of \$34,490,171 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.6%	1,900 of 1,908 claims audited
Procedural accuracy rate for processing of claims.	97%	99.8%	1,904 of 1,908 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	15 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%	0 appeals, 13 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%	88.6%	6,906 of 7,795 calls answered in 30 seconds; avg. of 20 seconds
Subscriber issues resolved within the same business day.	90%	95.8%	4,877 of 5,092 issue calls
Maximum call abandonment rate.	5%	2%	159 of 7,795 calls
Maximum line busy rate.	3%	0%	0 busy out of 8,154 calls
Voicemails answered within two business days.	90%	100%	22 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	13 complaints

*2 claims were paid beyond 30 days due to Stratos-pricing review.

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.8%	7,668 of 8,734 calls answered in 30 seconds; avg. of 20 seconds
Provider issues resolved within the same business day.	90%	96.6%	10,409 of 10,776 issue calls
Maximum call abandonment rate.	5%	1%	84 of 8,734 calls
Maximum line busy rate.	3%	0%	0 of 8,823 calls
Voicemails answered within two business days.	90%	100%	18 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	25 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%	233 of 233 ID cards; average of .28 days
ID card accuracy.	100%	100%	233 of 233 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	233 of 233 packets; average of .28 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%	100%	2 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