

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

Agenda Item 8.d.
06/12/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	93.8%	41,933 of 44,706 total claims
"Clean" claims processed within 30 calendar days.	100%	99.99%*	44,702 of 44,706 total claims
Financial accuracy of claims paid.	99%	99%	\$32,797,686 of \$33,116,462 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.4%	2,286 of 2,299 claims audited
Procedural accuracy rate for processing of claims.	97%	99.8%	2,295 of 2,299 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	9 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%	3 appeals, 11 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%	89.2%	6,334 of 7,101 calls answered in 30 seconds; avg. of 19 seconds
Subscriber issues resolved within the same business day.	90%	97.1%	4,337 of 4,466 issue calls
Maximum call abandonment rate.	5%	1.7%	124 of 7,101 calls
Maximum line busy rate.	3%	0%	0 busy out of 7,393 calls
Voicemails answered within two business days.	90%	100%	22 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	11 complaints

*4 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%	90.5%	6,989 of 7,723 calls answered in 30 seconds; avg. of 17 seconds
Provider issues resolved within the same business day.	90%	97.3%	9,384 of 9,642 issue calls
Maximum call abandonment rate.	5%	0.7%	57 of 7,723 calls
Maximum line busy rate.	3%	0%	0 of 7,785 calls
Voicemails answered within two business days.	90%	100%	10 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	9 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%	118 of 118 ID cards; average of .13 days
ID card accuracy.	100%	100%	118 of 118 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	118 of 118 packets; average of .13 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