

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

Agenda Item 8.d.
07/17/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	97.8%	35,429 of 36,210 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	36,210 of 36,210 total claims
Financial accuracy of claims paid.	99%	100%	\$30,439,058.98 of \$30,441,439.48 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	2,379 of 2,380 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	2,379 of 2,380 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, 12 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%	87.1%	6,106 of 7,010 calls answered in 30 seconds; avg. of 20 seconds
Subscriber issues resolved within the same business day.	90%	97.2%	3,707 of 3,812 issue calls
Maximum call abandonment rate.	5%	1.4%	95 of 7,010 calls
Maximum line busy rate.	3%	0%	0 busy out of 7,305 calls
Voicemails answered within two business days.	90%	100%	24 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	12 complaints

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

Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.4%	6,274 of 7,178 calls answered in 30 seconds; avg. of 19 seconds
Provider issues resolved within the same business day.	90%	97.4%	8,947 of 9,186 issue calls
Maximum call abandonment rate.	5%	1.1%	77 of 7,178 calls
Maximum line busy rate.	3%	0%	0 of 7,265 calls
Voicemails answered within two business days.	90%	100%	22 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	7 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%	36 of 36 ID cards; average of .04 days
ID card accuracy.	100%	100%	36 of 36 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	36 of 36 packets; average of .04 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