

**Third Party Administrator – Performance Report  
July 2011**

Agenda Item 8.c.  
8/17/11 Meeting

<b>Medical and Pharmacy Claims Processing</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	99.9%	7,274 of 7,277 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	7,277 of 7,277 total claims
Financial accuracy of claims paid.	99%	100%	\$2,862,079.17 of \$2,862,079.17 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	396 of 396 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	396 of 396 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	14 disputed claims
Disputed claims resolved within 60 calendar days	100%	100%	14 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	1 appeal, 1 complaint
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

<b>Customer Service - Subscribers</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	82.4%	1,605 of 1,947 calls answered in 30 seconds; avg. of 28 seconds
Subscriber issues resolved within the same business day.	90%	95.4%	1,190 of 1,247 issue calls
Maximum call abandonment rate.	5%	4%	79 of 1,947 calls
Maximum line busy rate.	3%	0%	0 busy out of 1,947 calls
Voicemails answered within two business days.	90%	100%	14 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	82.8%	1,649 of 1,991 calls answered in 30 seconds; avg. of 28 seconds
Provider issues resolved within the same business day.	90%	94.9%	2,162 of 2,279 issue calls
Maximum call abandonment rate.	5%	1.4%	27 of 1,991 calls
Maximum line busy rate.	3%	0%	0 of 1,991 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	459 of 459 ID cards; average of 1.68 days
ID card accuracy.	100%	100%	459 of 459 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	459 of 459 packets; average of 1.68 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
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%	N/A	0 requests

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests