

## Administrative Vendor - Performance Report July 2011

<b>Major Risk Medical Insurance Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	<b>100%</b>	100%	213 out of 213 applications
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	<b>3%</b>	0%	0 blocked out of 4,077 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	<b>3%</b>	1.2%	48 abandoned calls out of 4,077 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	<b>85%</b>	87.3%	4,026 calls answered in 25 seconds out of 4,077 calls received*

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.