

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

Agenda Item 9.c.
08/21/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	96%	33,325 of 34,714 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	34,714 of 34,714 total claims
Financial accuracy of claims paid.	99%	99.3%	\$25,554,011.15 of \$25,732,356.56 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.6%	1,496 of 1,502 claims audited
Procedural accuracy rate for processing of claims.	97%	99.8%	1,499 of 1,502 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	7 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, 7 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%	93.7%	2,536 of 2,707 calls answered in 30 seconds; avg. of 13 seconds
Subscriber issues resolved within the same business day.	90%	97.5%	1,368 of 1,403 issue calls
Maximum call abandonment rate.	5%	1.0%	28 of 2,707 calls
Maximum line busy rate.	3%	0%	0 busy out of 2,767 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	7 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	94.5%	4,533 of 4,797 calls answered in 30 seconds; avg. of 12 seconds
Provider issues resolved within the same business day.	90%	97.1%	5,037 of 5,186 issue calls
Maximum call abandonment rate.	5%	0.5%	23 of 4,797 calls
Maximum line busy rate.	3%	0%	0 of 4,824 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 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%	N/A	0 ID cards
ID card accuracy.	100%	N/A	0 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	N/A	0 packets

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%	N/A	0 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