

**Third Party Administrator – Performance Report
August 2012**

Agenda Item 10.c.
09/19/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	93.1%	32,222 of 34,626 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	34,626 of 34,626 total claims
Financial accuracy of claims paid.	99%	99.9%	\$22,070,591.60 of \$22,095,633.72 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.9%	1,810 of 1,812 claims audited
Procedural accuracy rate for processing of claims.	97%	99.7%	1,806 of 1,812 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	13 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, 1 complaint
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%	6,450 of 7,231 calls answered in 30 seconds; avg. of 17 seconds
Subscriber issues resolved within the same business day.	90%	96.5%	4,195 of 4,349 issue calls
Maximum call abandonment rate.	5%	1.4%	101 of 7,231 calls
Maximum line busy rate.	3%	0%	0 busy out of 7,460 calls
Voicemails answered within two business days.	90%	100%	19 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.5%	6,380 of 7,050 calls answered in 30 seconds; avg. of 15 seconds
Provider issues resolved within the same business day.	90%	97.9%	8,922 of 9,110 issue calls
Maximum call abandonment rate.	5%	0.6%	44 of 7,050 calls
Maximum line busy rate.	3%	0%	0 of 7,097 calls
Voicemails answered within two business days.	90%	100%	14 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	5 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%	1,264 of 1,264 ID cards; average of 1.46 days
ID card accuracy.	100%	100%	1,264 of 1,264 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,264 of 1,264 packets; average of 1.46 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%	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