

Administrative Vendor – Performance Report September 2009

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.9%	19,968 applications processed in 4 days out of 19,972 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 93,581 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	.9%	950 out of 93,581 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	388 returned in 2 days out of 388 voice mails

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

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	99%	100%	9,731 out of 9,731 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%	27 out of 27 appeals
		99.6%	11,204 out of 11,250 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.5%	614 out of 617 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	0 blocked out of 167,461 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	.5%	979 abandoned calls out of 167,461 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	93.1%	108,702 calls answered in 25 seconds out of 118,062 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	98 returned in 2 days out of 98 total voice mails

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

Administrative Vendor - Quality and Accuracy Performance Report August 2009

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	99.5%	398 applications screened correctly out of 400 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	99.5%	398 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99%	396 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	35 appeals with correct appeal determinations out of 35 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,310 correct and successful 834 transactions generated out of 1,310 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	98.5%	1,151 correct generated and successfully posted plan files out of 1,168 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	100%	400 correct determinations and successfully generated plan files out of 400 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.