

Administrative Vendor - Performance Report April 2011

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	255 out of 255 applications
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3%	0%	0 blocked out of 5,097 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3%	1.5%	75 abandoned calls out of 5,097 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85%	85.3%	5,021 calls answered in 25 seconds out of 5,097 calls received*

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

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Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	100%	100%	263 out of 263 applications
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	3%	0%	0 blocked out of 5,301 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	3%	1.3%	67 abandoned calls out of 5,301 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	85%	86.6%	5,233 calls answered in 25 seconds out of 5,301 calls received*

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