

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

Agenda Item 8.c.  
05/23/12 Meeting

<b>Medical and Pharmacy Claims Processing</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	91.5%	21,361 of 23,338 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	23,338 of 23,338 total claims
Financial accuracy of claims paid.	99%	99.9%	\$17,943,669.11 of \$17,956,241.30 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.8%	1,231 of 1,233 claims audited
Procedural accuracy rate for processing of claims.	97%	99.7%	1,229 of 1,233 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	32 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

<b>Customer Service - Subscribers</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	91.2%	5,317 of 5,830 calls answered in 30 seconds; avg. of 19 seconds
Subscriber issues resolved within the same business day.	90%	97.2%	3,348 of 3,444 issue calls
Maximum call abandonment rate.	5%	1.6%	91 of 5,830 calls
Maximum line busy rate.	3%	0%	0 busy out of 5,830 calls
Voicemails answered within two business days.	90%	100%	22 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

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<b>Provider Technical Support</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	92.1%	4,975 of 5,402 calls answered in 30 seconds; avg. of 17 seconds
Provider issues resolved within the same business day.	90%	98.5%	6,510 of 6,611 issue calls
Maximum call abandonment rate.	5%	0.8%	43 of 5,402 calls
Maximum line busy rate.	3%	0%	0 of 5,402 calls
Voicemails answered within two business days.	90%	100%	15 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

<b>Subscriber Material Production and Distribution</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,196 of 1,196 ID cards; average of 1.38 days
ID card accuracy.	100%	100%	1,196 of 1,196 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,196 of 1,196 packets; average of 1.38 days

<b>Independent External Review (IER)</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
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%	100%	1 request

<b>Administrative Hearings</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests