

Administrative Vendor - Performance Report May 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% | 252 out of 252 applications |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate. | 3% | 0% | 0 blocked out of 4,823 calls attempted* |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate. | 3% | 1.5% | 71 abandoned calls out of 4,823 incoming calls* |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice. | 85% | 85.9% | 4,606 calls answered in 25 seconds out of 4,823 calls received* |

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