

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

Agenda Item 9.c.
07/18/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
“Clean” claims processed within 10 business days.	90%	97.7%	25,821 of 26,421 total claims
“Clean” claims processed within 30 calendar days.	100%	100%	26,421 of 26,421 total claims
Financial accuracy of claims paid.	99%	99.9%	\$19,806,440.24 of \$19,814,036.73 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.9%	2,002 of 2,004 claims audited
Procedural accuracy rate for processing of claims.	97%	99.4%	1,991 of 2,004 claims audited
Disputed claims resolved within 30 calendar days.	95%	100%	15 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%	88.9%	5,585 of 6,282 calls answered within 30 seconds; average of 12 seconds
Subscriber issues resolved within the same business day.	90%	95.8%	3,805 of 3,973 issue calls
Maximum call abandonment rate.	5%	1.1%	69 of 6,282 calls
Maximum line busy rate.	3%	0%	0 busy out of 6,282 calls
Voicemails answered within two business days.	90%	100%	11 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%	89.3%	5,285 of 5,918 calls answered within 30 seconds; average of 12 seconds
Provider issues resolved within the same business day.	90%	97.7%	7,569 of 7,744 issue calls
Maximum call abandonment rate.	5%	0.4%	26 of 5,918 calls
Maximum line busy rate.	3%	0%	0 of 5,918 calls
Voicemails answered within two business days.	90%	100%	6 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	4 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%	1,233 of 1,233 ID cards; average of 1.46 days
ID card accuracy.	100%	100%	1,233 of 1,233 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,233 of 1,233 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%	100%	4 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