

**Third Party Administrator – Performance Report
August 2013**

Agenda Item 9.c.
09/18/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	100%	23,154 of 23,154 total claims
"Clean" claims processed within 30 calendar days.	100%	N/A	0 claims
Financial accuracy of claims paid.	99%	99.3%	\$14,093,890.70 of \$14,199,641.61 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.6%	887 of 891 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	891 of 891 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	10 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, 5 complaints
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%	86.7%	1,911 of 2,204 calls answered in 30 seconds; avg. of 21 seconds
Subscriber issues resolved within the same business day.	90%	94.1%	1,078 of 1,146 issue calls
Maximum call abandonment rate.	5%	1.4%	31 of 2,204 calls
Maximum line busy rate.	3%	0%	0 busy out of 2,292 calls
Voicemails answered within two business days.	90%	100%	7 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	5 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85.6%	3,446 of 4,026 calls answered in 30 seconds; avg. of 22 seconds
Provider issues resolved within the same business day.	90%	96.3%	4,140 of 4,298 issue calls
Maximum call abandonment rate.	5%	0.9%	35 of 4,026 calls
Maximum line busy rate.	3%	0%	0 of 4,067 calls
Voicemails answered within two business days.	90%	100%	12 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 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%	N/A	0 ID cards
ID card accuracy.	100%	N/A	0 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	N/A	0 packets

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%	N/A	0 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