

Administrative Vendor - Performance Report September 2009

Access for Infants and Mothers Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	99%	100%	1,207 out of 1,207 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	99%	99.4%	839 out of 844 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	3%	0%	0 blocked out of 10,693 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	3%	1.6%	99 abandoned calls out of 10,693 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	85% in 25 seconds	94.7%	9,235 calls answered in 25 seconds out of 10,192 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	100%	100%	10 returned in 2 days out of 10 total voice mails

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

Administrative Vendor - Quality and Accuracy Performance Report August 2009

Access for Infants and Mothers Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications.	98%	100%	350 applications with correct eligibility determinations out of 350 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.