

Administrative Vendor – Performance Report September 2012

| Single Point of Entry Performance Standard | Contracted Level | Level Met | Data Descriptions |
|---|---------------------|-----------|--|
| Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE. | 98% | 99.9% | 22,989 applications processed in 4 days out of 22,993 applications |
| Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate. | 5% | < .1% | 47 blocked out of 93,590 Incoming Calls <i>average daily*</i> |
| Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate. | 5% | 1.7% | 1,747 out of 93,590 Incoming Calls <i>average daily*</i> |
| Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days. | 100% | 100% | 847 returned in 2 days out of 847 voice mails |

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

| Healthy Families 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% | 19,617 out of 19,617 applications |
| Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request. | 99% | 100% | 41 out of 41 appeals |
| | | 99.2% | 10,019 out of 10,104 program reviews |
| Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage. | 99% | 99.9% | 68,630 out of 68,714 data transmissions |
| HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate. | 3% | < .1% | 135 blocked out of 210,917 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate. | 3% | .5% | 1,231 abandoned calls out of 210,917 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice. | 85% in 25 seconds | 88.1% | 96,655 calls answered in 25 seconds out of 113,043 Incoming Calls <i>average daily*</i> |
| HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days. | 100% | 100% | 127 returned in 2 days out of 127 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 2012

| Single Point of Entry Quality and Accuracy Standard | Contracted Level | Level Met | Data Descriptions (of random sample) |
|---|-----------------------------|------------------|---|
| Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both). | 98% | 100% | 400 applications screened correctly out of 400 applications |

| Healthy Families Program Quality and Accuracy Standard | Contracted Level | Level Met | Data Descriptions (of random sample) |
|---|-----------------------------|------------------|--|
| Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received. | 98% | 99.3% | 397 applications with correct eligibility determinations out of 400 HFP applications |
| Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received. | 98% | 99.3% | 397 applications with correct eligibility determinations out of 400 HFP AER applications |
| Accuracy of adjudications of HFP appeals received. | 98% | 100% | 41 appeals with correct appeal determinations out of 41 HFP appeals |
| Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events. | 98% | 100% | 1,371 correct and successful 834 transactions generated out of 1,371 triggering events |
| Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events. | 98% | 100% | 457 correctly generated and successfully posted plan files out of 457 HFP plan files |
| Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan. | 98% | 100% | 450 correct determinations and successfully generated plan files out of 450 HFP plan files |

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.