

Attachment "C" Performance Standards for Population Health Management

Performance Standard	Guarantee	Damage Per Contract Per Month
Account Management: Listed below are examples of behavior that could elicit an Account Management damage. These are examples of and should not be construed as limiting EBD to only the below items.		
(a) Transparency. (b) Percent of issues addressed to EBD's satisfactions within 24-hours of receipt. (c) Management requests for information (final response within 3 days). (d) Any failure to comply with all requirements specified in this RFP for the duration of the contracted term, in addition to any other EBD requested/mandated requirements implemented after the contract is in effect.	EBD's Discretion	\$0.40
Implementation (The state of Arkansas will work with the selected vendor to set appropriate dates for these activities) (a) Implementation Meetings (b) Toll-free number for members before go live date (c) Comply with mutually agreed upon deadlines, benchmarks and timelines dealing with the implementation of the Plan. *Implementation damage will only be levied if vendor fails to meet the deadlines/timelines established during implementation period. This standard is not used after implementation period.		
Population Management Guidelines Follow Population Management Guidelines as outlined in the RFP		
(a) Utilizing Trigger List	99%	\$0.10
(b) Identify and educate members regarding alternative and/or supplemental treatment, funding sources, or community resources	99%	\$0.10
(c) Negotiate out-of-network services as necessary and appropriate	99%	\$0.10
(d) Pre-Admission Reviews - Pre-Admission Reviews and outpatient diagnostic testing reviews will be completed within 2 days of initial request to vendor	98%	\$0.10
On-Site Visits		
Visit members on site for initial evaluation within 48 hours of assignment when clinically prudent	98%	\$0.10
Communication		
All education, enrollment or general communication material must be reviewed and approved by the EBD Communication Manager	100%	\$0.10
Customer Service		
(a) Toll-free access 27/7/365	100%	\$0.10
(b) Percent of Written Inquiries (Member) responded to within:		
5 business days	98%	\$0.10
10 business days	100%	\$0.10
(c) Website available	100%	\$0.10
Customer Service/Communication		
Percent of calls answered within 30-seconds	95%	\$0.10
Percent of calls abandoned	< or = to 4%	\$0.10

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Requests for Information (Member)		
All requests for documentation must be met no later than 5 calendar days from the date of the request for information, unless an extension has been requested prior to the due date.	100%	\$0.20
Reporting (Member)		
(a) Progress Reports or closure report every 30 to 90 days as cases warrant or as required by EBD	98%	\$0.10
(b) Cost savings reports provided at case closure or upon request of EBD	100%	\$0.10
Reporting (EBD)		
(a) Provides Cost and Case Management Report Monthly	100%	\$0.10
(b) Provides Financial Reports Monthly	100%	\$0.10
(c) Provides Performance Reports Quarterly	100%	\$0.10
(d) Provides Case Management Plan Performance Report Annually	100%	\$0.10
(e) Must report number of times of on-site visits	100%	\$0.10
(f) Provides access to analytics/predictive modeling software OR provides reports to EBD on weekly or as requested basis	100%	\$0.25
File Processing		
(a) Data Conversion	99%	\$0.10
(b) Daily files from vendors must be loaded within 24 hours of receipt	99%	\$0.10
Accounting		
(a) Required Reports and documentation provided monthly	100%	\$0.10
(b) Required Reports and documentation provided quarterly	100%	\$0.10
(c) Required Reports and documentation provided annually	100%	\$0.10
(d) Damage Payment within 30 calendar days of invoice	100%	\$0.40
HIPAA Compliance		
(a) No advertent or inadvertent unlawful disclosure of Protected Health Information on ASE or PSE members	100%	\$0.15
(b) Use of EBD's Secure Task System	100%	\$0.10
(c) Use of Secure File Transfer Protocol	100%	\$0.10
Audit		
EBD, Legislative Audit and any company chosen by EBD will be allowed to audit 100% of member case files. Audit results will become public knowledge. Failure to meet this performance standard will also become public knowledge.	100%	\$0.15
PCPM = Per Contract Per Month		