

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.		100%	\$2,500* (one-time fee)
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			