

Attachment B – Overall Administration Performance Standards

Performance Standard	Criteria	Damages
Web Sites/Member Portals/Consumer Reporting		
Web-site availability – Employee Assistance Program	100%	\$0.10/PM per occurrence up to eight (8) hours of continual downtime \$0.10/PM for each additional occurrence past the initial eight (8) hours
Web-site available – Medical Management	100%	\$0.10/PM for every hour website unavailable for each occurrence of website down
HIPAA/Compliance		
Advertent or inadvertent unlawful disclosure of Protected Health Information on ASE or PSE members	“0” occurrences	\$0.30/PM per occurrence
Use of EBD’s Secure Task System	100%	\$0.10/PM for each occurrence not used
Use of Secure File Transfer Protocol	100%	\$0.10/PM for each occurrence not used
Documentation required in the BAA (in the event of any PII/PHI disclosure) completed within specified dates	100%	\$0.10/PM for minor occurrence (PII only, less than 10 unique occurrences) \$0.15/PM for moderate occurrence (>10 PII or >0 PHI) \$0.20/PM for major occurrence (>50 either/or PII/PHI)
Communication		
Education, enrollment or general communication material	Must be reviewed and approved by the EBD Communication Manager	\$0.10/PM for each communication not approved
Provider quality of care issues and documentation	Provided within five (5) business days from request of information	\$0.10/PM per request after five (5) business days

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Performance Standard	Criteria	Damages
<i>Audit</i>		
Failure to comply with a reasonable request to inspect facilities, equipment, and system support operations	Within three (3) business days of request	\$0.30/PM for each day late over three (3) business days per each request
Failure to respond to an initial finding from an inspection	Within 30 calendar days of request	\$0.30/PM for each day late past 30 calendar days per each request
Failure to respond to a finding from an inspection in the form of a corrective action plan	Within 20 calendar days of EBD's notification of the finding to the Contractor	\$0.30/PM for each day late past 30 calendar days per each request
Failure to produce the records requested in a timely fashion	Within three (3) business days of request	\$0.10/PM per request per workday
Failure to correct the records if the records do not comply with terms and conditions	Within 14 calendar days of request	\$0.10/PM for each day late past 14 calendar days per each request
<i>Accounting/Reporting</i>		
Ad hoc reporting	Meet proposed deadline	\$0.10/PM for each day late
Required Reports and documentation	Completed Monthly by deadlines	\$0.10/PM for each day late
Required Reports and documentation	Completed Quarterly by deadlines	\$0.10/PM for each day late
Required Reports and documentation	Completed Annually by deadlines	\$0.10/PM for each day late
Damage Payment	Within 30 calendar days of damage(s) invoice date	\$0.30/PM for each day late
<i>Operations, Systems and Security</i>		
Process enrollment and demographic additions, changes, and deletions	Within three (3) calendar days of the creation date of the file provided by EBD	\$0.10/PM for each day late
	99%	\$0.10/PM for each day late

Additions, changes, and deletions not processed correctly		
Correction process	No charge to EBD	\$0.10/PM for each day late
Exempt from performance damage	Within one (1) calendar day	\$0.10/PM for each day late
Report to EBD, incomplete or unreadable information	Within one (1) calendar day	\$0.10/PM for each day late