

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

Attachment B – Overall Administration Performance Standards

Performance Standard	Criteria	Damages
Audit		
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
Accounting/Reporting		
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
Operations, Systems and Security		
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