

Attachment E – Medical Management Performance Standards

Performance Standard	Criteria	Damages
<i>Notification of change in Contractor Representative</i>		
Notify EBD, in writing of change in Contractor representative, management or ownership	Notify EBD in writing of change in Contractor representative at least 72 business hours in advance	\$0.20/PM for each day late
<i>Timely Implementation</i>		
Comply with deadlines, benchmarks and timelines dealing with the Implementation of the Plan	The State of Arkansas will work with the selected Contractor to set appropriate criteria and dates for Implementation	\$25,000 (one-time, TBD by EBD when criteria and dates are set during Implementation meeting)
<i>Administrative Requirements</i>		
Account Manager	Provide an Account Manager	\$0.20/PM for each day late
<i>Medical Management Guidelines</i>		
Utilizing Trigger List	Utilize 99%	\$0.20/PM for each error in trigger list utilization
Pre-Admission reviews and outpatient diagnostic testing reviews	Completed within two (2) business days of initial request to Contractor	\$0.20/PM for each day late per occurrence
<i>Utilization Management</i>		
Pre-certifications	Completed within two (2) business days of identification	\$0.20/PM for each day late per occurrence

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Customer Service		
Nurse Line	100%	\$0.10/PM for every hour unavailable for each occurrence of Nurse Line down
Customer Service/Communication		
Toll-free telephone service, from 8:00 a.m. to 5:00 p.m., CT	Five (5) days per week, excluding State holidays	\$0.10/PM for every hour phone service is unavailable for each occurrence of telephone service downtime
Calls answered timely five (5) days per week, excluding State holidays	95% of calls answered within 30 seconds	\$0.10/PM for each month that over 95% of calls are not answered within 30 seconds
Percent of calls abandoned	< or = to 6%	\$0.20/PM for each month that call abandonment rate is over 6%
Requests for Information (EBD)		
EBD's requests for information	Met no later than 24 business hours from the date and time of the request for information, unless an extension has been requested and approved PRIOR to the due date.	\$0.20/PM per day for each occurrence over 24 hours
Requests for Information (Member)		
Member's requests for information	All requests for documentation must be met no later than five (5) calendar days from the date of the request for information, unless an extension has been requested and approved PRIOR to the due date.	\$0.20/PM per day for each occurrence over five (5) calendar days without approved extension
Reporting (Member)		
Cost savings reports	Provided within 30 days of Medical Management case closure or upon request of EBD	\$0.20/PM for each day late for each request

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Reporting (EBD)		
Cost and Case Management Report	Completed monthly within three (3) business days of the end of the previous month	\$0.10/PM for each day late per report
High Cost Claims	Completed monthly within three (3) business days of the end of the previous month	\$0.10/PM for each day late per report
Performance Report	Within 45 days from the end of the previous quarter	\$0.10/PM for each day late per report
Case Management Plan Performance Report	Completed annually by 30 days after the end of each plan year	\$0.10/PM for each day late per report
Access to analytics/predictive modeling software OR provides reports to EBD	Provided weekly or as requested	\$0.20/PM for each day late per report or request
File Processing		
Enrollment additions, changes, and deletions	Process clean file within 24 hours of receipt	\$0.10/PM for each day late and/or per error
File errors reported to EBD	Within 72 hours of receipt of file containing errors	\$0.10/PM for each day over 72 hours that the error is not reported
Audit		
Legislative Audit	EBD, Legislative Audit and/or any company chosen by EBD will be allowed to audit 100% of member case files per RFP requirements	\$10.00/PM for each time 100% access is not accommodated per request
PM = Per Member		