

Kentucky Employees' Health Plan – Status Report
 2nd Quarter, 2022
 Attachment I – WebMD Performance Guarantees
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Category	SLA	Description	Dollars at Risk	Target	Result
Portal Participation	Activity Completion	30% employee participants on WebMD will complete at least two activities in each Program Year. Portal Participation will be measured annually within ninety (90) days after the end of the Program Year. WebMD ONE Portal Participation shall be defined as a registered Employee who has completed two Activities on the WebMD ONE Portal.	In the event WebMD does not meet the percentage set for each Program Year, WebMD will provide a credit of the annual Portal Fees as liquidated damages for the year in which the percentage is not achieved. • If greater than or equal to 30% = 0.00% of annual Portal Fees as liquidated damages; • If less than 30% = 2.0% of annual Portal Fees as liquidated damages.	30%	SLA not applicable this month
Incentives Management	HA and Biometrics Incentives	99% of HRQs and biometric screenings will be captured and incentivized accurately.	0.5% of the annual Portal Fees payable as liquidated damages.	99%	SLA not applicable this month
Incentives Management	Self-Reported Activities	99% of self-reported incentivized activity will be captured and awarded within 24 hours of the participant's online submission of the activity.	0.5% of the annual Portal Fees payable as liquidated damages.	99%	SLA not applicable this month

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Category	SLA	Description	Dollars at Risk	Target	Result
Availability	Availability Test	The Availability Test is designed to measure performance-adjusted availability. Overall response time is not considered during this test, unless the availability threshold is exceeded.	2% of the monthly Portal Fees as liquidated damages for each incremental 0.50% reduction in monthly Availability, as set forth below: . 99.00 - 99.49: 2% . 98.50 - 98.99: 4% . 98.00 - 98.49: 6% . 97.50 - 97.99: 8%	99.50%	Yes
Incentives Management	Incentives Fulfillment	Incentives and rewards provided to participants in the wellbeing program will be 100% accurate.	0.5% of the annual Portal Fees payable as liquidated damages.	100%	SLA not applicable this month
Response Time	Average Response Time Test	The Average Response Time test is designed to ensure that the site provided by WebMD is, on average, delivered to the Commonwealth in a timely manner. This test is measured from within the WebMD hosting sites and is calculated as being from when a webpage is requested until the first byte is returned.	1% of monthly Portal Fees as liquidated damages for each incremental second increase in monthly Average Response Time, as set forth below: . 5-6 seconds: 1% . 6-7 seconds: 2% . 7-8 seconds: 3% . 8-9 seconds: 4% . >9 seconds: 5%	5 seconds	Yes

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Category	SLA	Description	Dollars at Risk	Target	Result
Satisfaction - End User	Participant Satisfaction	The Performance Guarantee will be met if ninety percent (90%) or more of the responses across all questions and respondents equal a 4 (Agree) or a 5 (Strongly Agree). Participant satisfaction will be measured annually by the administration of the survey questions outlined in the Participant Satisfaction Evaluation attached hereto as Attachment A. The survey will be presented after an Eligible Employee has been registered for a minimum of one (1) month.	0.5% of annual Portal Fees payable as liquidated damages	90% or more of the responses across all questions and respondents equal a 4 (Agree) or a 5 (Strongly Agree).	SLA not applicable this month
Satisfaction - Client	Customer Satisfaction	The Performance Guarantee will be met if ninety percent (90%) or more of the total responses across all questions are "Strongly Agree" (5) or "Agree" (4). Commonwealth's satisfaction will be measured annually by the administration of the survey questions outlined in the Commonwealth Satisfaction Evaluation attached hereto as Attachment B. The survey will be administered within four (4) weeks after the end of the program year via an online survey tool. A minimum of five (5) participants who interacted directly with the WebMD Account Team (collectively the Strategic Account Executive and the Client Success Manager) on a regular basis. "Not Applicable" and responses left blank will not be included in the Performance Guarantee calculation.	0.5% of annual Portal Fees payable as liquidated damages	90% or more of the responses across all questions and respondents equal a 4 (Agree) or a 5 (Strongly Agree).	SLA not applicable this month

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Category	SLA	Description	Dollars at Risk	Target	Result
Reporting	On-Time Delivery of Reports	WebMD will make available the monthly, quarterly, annually CoreInsights reports available to the Commonwealth by the tenth (10th) day after such CoreInsights report is due.	1% of the monthly, quarterly, or annual Portal Fees payable as liquidated damages, as applicable, if the period in which the CoreInsight reports are available to the Commonwealth is greater than ten (10) days after the applicable	By the 10th day after report is due to client.	SLA not applicable this month
Eligibility File	Eligibility file processing	Upon receipt of a clean enrollment file from the Commonwealth, WebMD will process enrollment within 48 hours.	0.5% of the annual Portal Fees payable as liquidated damages if the enrollment file is processed within 48 hours.	Within 48 hours.	SLA not applicable this month