

Performance Guarantees Tracking & Reporting



Commonwealth of Kentucky

For period ending: 6/30/2022

Guarantees	Target	Thrsh	Q1: Jan - Mar	Q2: Apr - Jun	Q3: Jul - Sep	Q4: Oct - Dec	Year	Penalty Unit	Actual Penalty
01 Retail Network Pharmacy Access - Nationwide	Greater Than or Equal To 5.0 Mile(s)	95	F1	F1	F1	F1	F1	15,000. Dollar Per PG	
02 Paper Claims Turnaround Time - Clean	Less than or Equal to 5 Business Day(s)	95	3	2			F2	11,250. Dollar Per PG	
03 Mail Turnaround Time - Clean	Greater Than or Equal To 2 Business Day(s)	95	99	99			F2	11,250. Dollar Per PG	
04 Mail TAT							F2	11,250. Dollar Per PG	
04a Mail Turnaround Time - Non Clean	Greater Than or Equal To 5 Business Day(s)	97	99	99			F2	Dollar Per PG	
04b Mail Turnaround Time - Non Clean - 2	Less than or Equal to 5 Business Day(s)	100	1	1			F2	Dollar Per PG	
05 Mail Service Accuracy - Non Std	Greater Than or Equal To 99.99 %		100.00	100.00			F2	11,250. Dollar Per PG	
06 Electronic Claims Processing Accuracy (PBM)	Greater Than or Equal To 99.95 %		100.00	100.00			F2	11,250. Dollar Per PG	
07 Telephone Speed of Answer							F2	37,500. Dollar Per PG	
07a Telephone Average Live Voice Answer	Less than or Equal to 25 Sec(s)		1	2			F2	Dollar Per PG	
07b Telephone Speed of Answer - TSF	Greater Than or Equal To 30 Sec(s)	85	99	99			F2	Dollar Per PG	
08 Telephone Abandonment Rate - Live Voice	Less than or Equal to 3 %	15	0	0			F2	18,750. Dollar Per PG	
09 First Call Resolution	Greater Than or Equal To 95 %		99	98			F2	37,500. Dollar Per PG	
10a Written Inquiry - 1	Greater Than or Equal To 5 Business Day(s)	97	100	100			F2	5,625. Dollar Per PG	

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10b c Written Inquiry - 2	Equal to 10 Business Day(s)	100	100	100			F2	5,625 Dollar Per PG	
11 c Customer Satisfaction	Greater Than or Equal To 93 %		F1	F1	F1	F1		150,000 Dollar Per PG	
12 c Plan Design Update	Equal to 100 %		F1	F1	F1	F1		75,000 Dollar Per PG	
13 c Annual Reviews	Equal to 100 %		F1	F1	F1	F1		45,000 Dollar Per PG	
14 c Account Management Satisfaction	Greater Than or Equal To 4 Rating		F1	F1	F1	F1		150,000 Dollar Per PG	
15 c Standard Reporting	Less than or Equal to 30 Day(s)		Met	Met			F2	11,250 Dollar Per PG	
16 c Eligibility Load Accuracy	Greater Than or Equal To 98 %		Met	Met			F2	37,500 Dollar Per PG	
17 c Eligibility Updates	Equal to 2 Business Day(s)	100	100	N/A			F2	15,000 Dollar Per PG	
18 c Account Management - Meetings	Equal to 100 %		Met	Met			F2	18,750 Dollar Per PG	
19 c ID Cards - Ongoing	Greater Than or Equal To 4 Business Day(s)	98	100	100			F2	11,250 Dollar Per PG	



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Penalty Sum:
 Paid Sum:
 Net Due:

Footnotes:

- F1: Quarterly stat not applicable to specific guarantee
- F2: Annual stat not applicable to specific guarantee
- F3: Stat not applicable to contract years 2 and beyond
- c = Client Specific Guarantee
- cl = Coalition Specific Guarantee (also indicates TPA or healthplan specific guarantee)
- L = Guarantee covers all lines of business
- t = Tiered Penalty

NOTE: Met = Performance Guarantee Achieved

NOTE: N/A = Results are reported as N/A when no activity occurred for that particular PG

NOTE: Payment due by Thirty (30) days after End of Cnt Yr Rpt Crd Sub

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 Monthly, Quarterly and Semi-annual data are unaudited statistics and are subject to change at year end.