

Kentucky Employees' Health Plan – Status Report  
 2nd Quarter, 2022  
 Attachment H – HealthEquity Performance Guarantees  
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PG #	Type	Administrative Fees or Dollars at Risk	Total Administrative Fees or Dollars at Risk	PG/SJA Type	Population Measured	Category	Benchmark	Guarantee	Q2 2022 DATA	Q2 2022 Met/ Missed	Notes
1	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	Service Center Performance	Abandonment	53%	0.01	Met	Q2 & Q4 Client Relationship Survey
2	FSA/HR A	2.00%	FSA: 16% HRA: 14.5%	LWW Standard	Book of Business	Claims Management	Claims Accuracy - Financial	99% payment (financial) accuracy	0.99	Met	Card Package is mailed with actual card.
3	FSA/HR A	1.50%	16.00%	Custom	Client-Specific	File Management	File Report	Contribution File: Producing a contribution file report	Met	Met	
4	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Book of Business - Custom	Card Fulfillment	Card Fulfillment	100% of cards mailed within <b>ten (10)</b> business days of receipt of a clean enrollment file from Client. <b>(15 during OI)</b>	1	Met	WageWorks sends an email notifying the Plan that a file has been processed and that it contains errors. The email provides a link to the WageWorks Employer website for the Plan to view the actual errors within 24 hours of the file posting.
5	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	File Management	File Processing	Eligibility File: Load 99% of eligibility files within two business days.	1	Met	WageWorks provides on-demand contribution reports that can be downloaded via the WageWorks Employer website.
6	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	File Management	Error Report	Eligibility Report: Send an email with error information on eligibility files or updates within two business days.	Met	Met	
7	FSA/HR A	1.50%	16.00%	Custom	Client-Specific	Reporting	Data Reporting	Reporting: Producing standard quarterly reports with thirty days of the end of the quarter	Met	Met	
8	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	Service Center Performance	Call Response Time	Average Speed to Answer: Answering calls to customer service line with an average time of 30 seconds or less	7	Met	
9	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	Relationship Management	Repayment File	Producing a repayment report at 45 days of quarter close showing current status of monies owed to KEHP by members due to enrollment and/or funding error.	Met	Met	
10	FSA/HR A	2.00%	16.00%	Custom	Client-Specific	Relationship Management	Client Satisfaction - Custom	FSA Account Management: Measuring satisfaction using a mutually agreeable scorecard.	N/A	N/A	
11	FSA/HR A	2.00%	14.50%	Custom	Client-Specific	Relationship Management	Client Satisfaction - Custom	HRA Account Management: Measuring satisfaction using a mutually agreeable scorecard.	N/A	N/A	Q2 & Q4 Client Relationship Survey
12	FSA/HR A	1.50%	FSA: 16% HRA: 14.5%	Custom	Client-Specific	Reporting	Data Reporting	Reporting: Producing standard quarterly reports with thirty days of the end of the quarter	Met	Met	Card Package is mailed with actual card.
20	COBRA	2.00%	14.50%	Standard	Book of Business	Client Services	Client Satisfaction	COBRA Account Management: Measuring satisfaction using a mutually agreeable scorecard.	N/A	N/A	Q2 & Q4 Client Relationship Survey
21	COBRA	3.00%	14.50%	Standard	Book of Business	Program Administration	Timely notification within regulatory requirements	Sending 98% of all applications and notices within seven business days.	Met	Met	
22	COBRA	2.00%	14.50%	Custom	Book of Business	Program Administration	Billing Turnaround	Billing Turnaround: Posting 90% of payments within seven business days	1	Met	
23	COBRA	1.50%	14.50%	Custom	Book of Business	Program Administration	Collection	Collection: Providing accurate premium distribution and reporting by the fifteenth of each month.	1	Met	
24	COBRA	1.50%	14.50%	Standard	Client-Specific	Technology	File Processing (Eligibility)	Eligibility File: Load 99% of qualifying event files within two business days.	1	Met	
25	COBRA	1.50%	14.50%	Custom	Client-Specific	Technology	Error Report (Eligibility)	Eligibility Report: Produce an error report on eligibility files or updates within two business days.	Met	Met	
26	COBRA	1.50%	14.50%	Standard	Book of Business	COBRA Operations	Election Packages	Mailing all COBRA election packages within seven business days.	Met	Met	
27	COBRA	1.50%	14.50%	Custom	Client-Specific	Reporting	Reporting	Reporting: Producing standard monthly reports within thirty days after the end of the month or quarter.	Met	Met	