

**Kentucky Employees' Health Plan – Status Report**  
**4th Quarter, 2023**  
**Attachment F – Anthem Performance Guarantees**  
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# The Commonwealth of Kentucky (KEHP)

Contract Period: 1/1/2023 - 12/31/2023

	<i>Qtr 1</i>			<i>Qtr 2</i>			<i>Qtr 3</i>			<i>Qtr 4</i>			<i>Quarterly Contract Results</i>				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	<i>Qtr 1</i>	<i>Qtr 2</i>	<i>Qtr 3</i>	<i>Qtr 4</i>	<i>YTD</i>
<b>Claim Timeliness 14 Days</b>																	<b>Goal: 90.00%</b>
Performance	99.01%	99.30%	99.02%	99.43%	98.88%	98.60%	98.36%	99.01%	97.64%	98.22%	99.43%	98.92%	99.10%	98.96%	98.36%	98.86%	98.83%
Goal Var.	9.01%	9.30%	9.02%	9.43%	8.88%	8.60%	8.36%	9.01%	7.64%	8.22%	9.43%	8.92%	9.10%	8.96%	8.36%	8.86%	8.83%
PG Status													Met	Met	Met	Met	Met
<b>Claim Timeliness 30 Days</b>																	<b>Goal: 98.00%</b>
Performance	99.73%	99.88%	99.84%	99.85%	99.63%	99.30%	99.50%	99.59%	99.80%	99.79%	99.80%	99.69%	99.81%	99.58%	99.63%	99.76%	99.70%
Goal Var.	1.73%	1.88%	1.84%	1.85%	1.63%	1.30%	1.50%	1.59%	1.80%	1.79%	1.80%	1.69%	1.81%	1.58%	1.63%	1.76%	1.70%
PG Status													Met	Met	Met	Met	Met
<b>Claim Adjustment Inventory 30 Days</b>																	<b>Goal: 5.00%</b>
Performance	11.54%	3.00%	4.34%	1.85%	6.87%	2.75%	4.84%	6.71%	9.82%	4.44%	1.10%	2.56%	5.31%	3.57%	6.29%	2.54%	4.81%
Goal Var.	6.54%	-2.00%	-0.66%	-3.15%	1.87%	-2.25%	-0.16%	1.71%	4.82%	-0.56%	-3.90%	-2.44%	0.31%	-1.43%	1.29%	-2.46%	-0.19%
PG Status	Missed				Missed			Missed	Missed				Missed	Met	Missed	Met	Met
<b>Claim Financial Accuracy</b>																	<b>Goal: 99.00%</b>
Performance	100.00%	99.58%	97.28%	99.26%	99.99%	100.00%	98.75%	99.90%	99.06%	92.72%	100.00%	98.43%	98.88%	99.73%	99.22%	96.81%	98.77%
Goal Var.	1.00%	0.58%	-1.72%	0.26%	0.99%	1.00%	-0.25%	0.90%	0.06%	-6.28%	1.00%	-0.57%	-0.12%	0.73%	0.22%	-2.19%	-0.23%
PG Status			Missed				Missed			Missed		Missed	Missed	Met	Met	Missed	Missed
<b>Claim Payment Accuracy</b>																	<b>Goal: 97.00%</b>
Performance	100.00%	96.00%	97.58%	99.19%	96.72%	98.39%	96.00%	96.00%	97.56%	97.60%	100.00%	97.58%	97.85%	98.11%	96.51%	98.39%	97.72%
Goal Var.	3.00%	-1.00%	0.58%	2.19%	-0.28%	1.39%	-1.00%	-1.00%	0.56%	0.60%	3.00%	0.58%	0.85%	1.11%	-0.49%	1.39%	0.72%
PG Status		Missed			Missed		Missed	Missed					Met	Met	Missed	Met	Met
<b>First Call Resolution</b>																	<b>Goal: 85.00%</b>
Performance	97.46%	97.23%	96.89%	97.03%	97.40%	97.16%	97.05%	96.42%	96.50%	94.97%	95.49%	97.75%	97.22%	97.20%	96.65%	95.96%	96.76%
Goal Var.	12.46%	12.23%	11.89%	12.03%	12.40%	12.16%	12.05%	11.42%	11.50%	9.97%	10.49%	12.75%	12.22%	12.20%	11.65%	10.96%	11.76%
PG Status													Met	Met	Met	Met	Met



Kentucky Employees' Health Plan – Status Report  
 4th Quarter, 2023  
 Attachment G – CVS Performance Guarantees  
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**Performance Guarantees Tracking & Reporting**

Commonwealth of Kentucky

For period ending: 12/31/2023

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 c	Greater Than or Equal To 5.0 Mile(s)	95 Thr	F1	F1	F1	F1	100	15,000. Dollar Per PG	
02 . Paper Claims Turnaround Time - Clean w c	Less than or Equal to 5 Business Day(s)	95 Tgt	2	2	1	2	F2	11,250. Dollar Per PG	
03 . Mail Turnaround Time - Clean c	Greater Than or Equal To 2 Business Day(s)	95 Thr	98	97	96	94	F2	11,250. Dollar Per PG	11,250.00
04 . Mail TAT c			Met	Met	Met	Met	F2	11,250. Dollar Per PG	
04a . Mail Turnaround Time - Non Clean c	Greater Than or Equal To 5 Business Day(s)	97 Thr	99	99	99	98	F2	Dollar Per PG	
04b . Mail Turnaround Time - Non Clean - 2 w	Less than or Equal to 5 Business Day(s)	100 Tgt	1	1	1	1	F2	Dollar Per PG	
05 . Mail Service Accuracy - Non Std c	Greater Than or Equal To 99.99 %	Tgt	100	100	100	99.99	F2	11,250. Dollar Per PG	
06 . Electronic Claims Processing Accuracy (PBM) c	Greater Than or Equal To 99.95 %	Tgt	Met	Met	Met	Met	F2	11,250. Dollar Per PG	
07 . Telephone Speed of Answer c			Met	Met	Met	Met	F2	37,500. Dollar Per PG	
07a . Telephone Average Live Voice Answer w c	Less than or Equal to 25 Sec(s)	Tgt	2	4	4	6	F2	Dollar Per PG	
07b . Telephone Speed of Answer - TSF c	Greater Than or Equal To 30 Sec(s)	85 Thr	99	98	97	98	F2	Dollar Per PG	
08 . Telephone Abandonment Rate - Live Voice c	Less than or Equal to 3 %	15 Tgt	0	0	0	0	F2	18,750. Dollar Per PG	
09 . First Call Resolution c	Greater Than or Equal To 95 %	Tgt	99	99	99	99	F2	37,500. Dollar Per PG	
10a . Written Inquiry - 1 c	Greater Than or Equal To 5 Business Day(s)	97 Thr	100	100	100	100	F2	5,625. Dollar Per PG	



Commonwealth of Kentucky  
 For period ending: 12/31/2023

## Performance Guarantees Tracking & Reporting

Guarantees	Target	Thrsh	Q1: Jan - Mar	Q2: Apr - Jun	Q3: Jul - Sep	Q4: Oct - Dec	Year	Penalty Unit	Actual Penalty
10b . Written Inquiry - 2	Equal to	10 Business Day(s)	100	100	100	100	F2	5,625	
11 . Customer Satisfaction	Greater Than or Equal To	93 %	F1	F1	F1	F1	F1	94	150,000
12 . Plan Design Update	Equal to	100 %	F1	F1	F1	F1	Met	75,000	
13 . Annual Reviews	Equal to	100 %	F1	F1	F1	F1	Met	45,000	
14 . Account Management Satisfaction	Greater Than or Equal To	4 Rating	F1	F1	F1	F1	F1	4	150,000
15 . Standard Reporting	Less than or Equal to	30 Day(s)	Met	Met	Met	Met	F2	11,250	
16 . Eligibility Load Accuracy	Greater Than or Equal To	98 %	N/A	N/A	N/A	N/A	F2	37,500	
17 . Eligibility Updates	Equal to	2 Business Day(s)	N/A	N/A	N/A	N/A	F2	15,000	
18 . Account Management - Meetings	Equal to	100 %	Met	Met	Met	Met	F2	18,750	
19 . ID Cards - Ongoing	Greater Than or Equal To	4 Business Day(s)	100	100	100	100	F2	11,250	





## Performance Guarantees Tracking & Reporting

Commonwealth of Kentucky

For period ending: 12/31/2023

Guarantees	Target	Thrsh	Q1: Jan - Mar	Q2: Apr - Jun	Q3: Jul - Sep	Q4: Oct - Dec	Year	Penalty Unit	Actual Penalty
								<b>Penalty Sum:</b>	11,250.00
								<b>Paid Sum:</b>	0.00
								<b>Net Due:</b>	11,250.00

**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                      w = Weighted Average

Measurement Basis: Tgt = Target    Thr = Threshold

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.**

PG #	FSA/HRA/COBRA	Administrative Fees or Dollars at Risk	Total Administrative Fees or Dollars at Risk	PG/SLA Type	Population Measured	Category	Benchmark	Guarantee	Q4 2023 Data	Q4 2023 Met / Missed	Notes
1	FSA/HRA	1.50%	FSA: 1.6% HRA: 14.5%	Custom	Client-Specific	Service Center Performance	Abandonment	53%	1%	Met	Q2 & Q4 Client Relationship Survey
2	FSA/HRA	2.00%	FSA: 1.6% HRA: 14.5%	Standard	Book of Business	Claims Management	Claims Accuracy - Financial	99% payment (financial) accuracy	99.8%	Met	Card Package is mailed with actual card.
3	FSA/HRA	1.50%	16.00%	Custom	Client-Specific	File Management	File Report	Contribution File: Producing a contribution file report	Met	Met	
4	FSA/HRA	1.50%	FSA: 1.6% HRA: 14.5%	Custom	Business - Custom	Card Fulfillment	Card Fulfillment	100% of cards mailed within ten (10) business days of receipt of a clean enrollment file from Client. (15 during OIG)	100%	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 posting.
5	FSA/HRA	1.50%	FSA: 1.6% HRA: 14.5%	Custom	Client-Specific	File Management	File Processing	Eligibility File: Load 99% of eligibility files within two business days.	100%	Met	WageWorks provides on-demand contribution reports that can be downloaded via the WageWorks Employer website.
6	FSA/HRA	1.50%	FSA: 1.6% 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/HRA	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/HRA	1.50%	FSA: 1.6% 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	13	Met	
9	FSA/HRA	1.50%	FSA: 1.6% 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 KCHIP by members due to enrollment and/or funding error	Met	Met	
10	FSA	2.00%	2.00%	Custom	Client-Specific	Relationship Management	Client Satisfaction - Custom	FSA Account Management: Measuring satisfaction using a mutually agreeable scorecard.	N/A	N/A	
11	HRA	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/HRA	1.50%	FSA: 1.6% HRA: 14.5%	Custom	Client-Specific	Reporting	Data Reporting	Reporting: Producing standard quarterly reports with thirty days of the end of the quarter	N/A	N/A	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	100%	100.00%	
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.	100%	100.00%	
24	COBRA	1.50%	14.50%	Standard	Client Specific	Technology	File Processing (Eligibility)	Eligibility File: Load 99% of qualifying event files with two business days.	100%	100.00%	
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	

Kentucky Employees' Health Plan – Status Report  
4th Quarter, 2023

Attachment 1 – WebMD Performance Guarantees

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Category	SLA	Description	Fees 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% . Below 97.50%: 10%.	99.50%	Met, 100%
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	Met, less than 1 second
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).	Still calculating
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. The participants must identify themselves on the survey.  Scoring will be measured by the number of respondents who select a rating of Strongly Agree (5) or Agree (4). Responses of "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).	Still calculating
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 period.	By the 10th day after report is due to client.	Met
Call Center	Speed to Answer	The Performance Guarantee will be met if eighty percent (80%) of total calls annually are answered within the first thirty (30) seconds.	1% of the annual Portal Fees payable as liquidated damages if the total calls annually are not answered within the first thirty (30) seconds.	80%	Met (confirming final calculation)
Call Center	Abandonment Rate	The Performance Guarantee will be met if less than five percent (5%) of total inbound calls annually are abandoned before the phone is answered by the Customer Service Representative.	1% of the annual Portal Fees payable as liquidated damages if more than five percent (5) of the total inbound calls annually are abandoned before the phone is answered by the Customer Service Representative.	Less than 5%	Met (confirming final calculation)
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	Met
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%	Did not meet (does KY agree?)
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%	Met
Incentives Management	HA and Biometrics Incentives	98% of HRGs and biometric screenings will be captured and incentivized accurately.	0.5% of the annual Portal Fees payable as liquidated damages.	99%	Met



**Kentucky Employees' Health Plan – Status Report**  
**4th Quarter, 2023**  
**Attachment I – WebMD Performance Guarantees**  
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Category	SLA	Description	Fees 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%	Still calculating
Satisfaction	Lifestyle Participants	80% of responses from the Participants who take a satisfaction survey and who have completed at least two (2) coaching sessions will be Agree or Strongly Agree on the survey across all four questions: 1. Your Health Coach was knowledgeable. 2. The coaching session was a positive experience. 3. Your coaching session motivated you to make health changes in your life. 4. You learned something	If 70% or more but less than 80% of responses are Agree or Strongly Agree on the survey: 1.0% of the Annual Health Coaching Fees.  # If 60% or more but less than 70% of responses are Agree or Strongly Agree on the survey: 2.5% of Annual Health Coaching Fees.  # If less than 60 of responses are Agree or Strongly Agree on the survey: 4% of the Annual Health Coaching Fees.	80%	Met, result 90%
ROI	Lifestyle	WebMD will provide a 0.8:1 ROI in Contract Year 1; 1.25:1 in Contract Year 2; and 1.5:1 in Contract Year 3 and each subsequent Contract Year. In the event that the ROI for a particular Contract Year does not meet these standards, WebMD will provide a credit of 2% of the Annual Lifestyle Health Coaching fees for the year in which the ROI metric is not achieved.	Contract Year 1: # $\geq 0.7:1$ and $< 0.8:1 = 1.0\%$ ; # $\geq 0.6:1$ and $< 0.7:1 = 1.5\%$ ; # $< 0.6:1 = 2.0\%$  Contract Year 2: # $\geq 1.1:1$ and $< 1.25:1 = 1.0\%$ ; # $\geq 1.0:1$ and $< 1.1:1 = 1.5\%$ ; # $< 1.0:1 = 2.0\%$  Contract Year 3 and each subsequent Contract Year: # $\geq 0.125:1$ and $< 1.5:1 = 1.0\%$ ; # $\geq 1.0:1$ and $< 1.25:1 = 1.5\%$ ; # $< 1.0:1 = 2.0\%$	2% maximum of health coaching fees	Still calculating
HA Cohort Risk Change	Risk Change	Achieve a 1% net reduction in the average number of health risks in WebMD's twelve (12) standard modifiable risk factors set forth below as measured by comparing all HA completers in each Program Year. The twelve (12) standard modifiable risk factors are: (i) alcohol, (ii) blood pressure, (iii) blood sugar, (iv) cholesterol, (v) emotional health, (vi) exercise, (vii) tobacco use, (viii) weight, (ix) nutrition, (x) stress, (xi) sleep, and (xii) preventative screening.  Calculation of the Performance Guarantee ((follow-up # risks - baseline # risks) / baseline # risks) * 100 = -x.x%	One percent (1%) of the annual Portal Fees payable as liquidated damages if the percentage of net reduction has not been achieved.  If greater than or equal to 1.0% = 0.00% of annual Portal Fees payable as liquidated damages  if less than 1.0% = 1.0% of annual Portal Fees payable as liquidated damages	1% Net Reduction	Still calculating