

Administrative Vendor – Performance Report May 2009

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.9%	29,468 applications processed in 4 days out of 29,478 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 135,603 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	3.4%	5,099 out of 135,603 Incoming Calls <i>average daily*</i>
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	1,680 returned in 2 days out of 1,680 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	13,938 out of 13,941 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%	22 out of 22 appeals
		99.8%	14,971 out of 14,996 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.8%	106,131 out of 106,297 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0.1%	263 blocked out of 270,933 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	0.7%	2,014 abandoned calls out of 270,933 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	86.8%	141,791 calls answered in 25 seconds out of 166,964 Incoming Calls <i>average daily*</i>
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	162 returned in 2 days out of 162 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

**Administrative Vendor - Quality and Accuracy Performance Report
April 2009**

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98%	392 applications screened correctly out of 400 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	99%	396 applications with correct eligibility determinations out of 400 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99.8%	399 applications with correct eligibility determinations out of 400 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	40 appeals with correct appeal determinations out of 40 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	100%	1,348 correct and successful 834 transactions generated out of 1,348 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	98.7%	1,153 correct generated and successfully posted plan files out of 1,168 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	100%	400 correct determinations and successfully generated plan files out of 400 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.