

### Administrative Vendor - Performance Report May 2009

Access for Infants and Mothers Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	<b>99%</b>	99.8%	1,212 out of 1,214 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	<b>99%</b>	100%	1,053 out of 1,053 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	<b>3%</b>	0%	0 blocked out of 12,998 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	<b>3%</b>	1.3%	163 abandoned calls out of 12,998 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	89%	8,943 calls answered in 25 seconds out of 10,134 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	<b>100%</b>	100%	20 returned in 2 days out of 20 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

Access for Infants and Mothers Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications.	<b>98%</b>	99.4%	348 applications with correct eligibility determinations out of 350 AIM applications

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.