



Health Action Council
Performance Guarantees
 Contract Period: 1/1/2017 - 12/31/2020

Fixed Fee Quote
Fees At Risk: 5% of Premiums
Results Reported: Quarterly
Fees Measured and Paid: Annually

Performance Guarantee	Performance Results	Definition/Calculation	Amount At Risk
Implementation and On-Going Administration			
• Member ID Cards	100% of Member ID cards will be mailed within 10 business days of receipt of clean membership data. (excludes cards requiring translation).	Measured from the date the Membership file is received by EyeMed to the date ID Cards delivered to USPS (Membership files after 4:00pm ET will count as the next business day)	0.45% of Premiums
• Eligibility Updating	98% of electronic eligibility files will be processed within two (2) business days of receipt of clean data delivered via SFTP (Paper, email delivery, other = 5 days)	Measured from the date the eligibility file is received by Eyemed to the date eligibility files are loaded to EyeMed's system (Files after 4:00pm ET will count as the next business day)	0.45% of Premiums
Claim Processing			
• Financial Accuracy	EyeMed will pay the correct amount on clean and valid claims with at least 99.5% accuracy	Based on daily audit of 3% of all claims. Calculation: (Total \$ correctly paid in sample / Total \$ in sample)	0.45% of Premiums
• Processing Accuracy	EyeMed will process clean and valid claims with at least 99% accuracy	Based on daily audit of 3% of all claims. Calculation: (Total # of accurate claims sampled / Total # of claims sampled)	0.45% of Premiums
• Claim Turnaround Time - Paid	99% of Clean and Valid Claims processed and paid within 10 business days	Measurement: Claim Received Date to Claim Paid Date (This includes both In-Network and Out-of-Network claims)	0.45% of Premiums
Member Services			
• Average Speed of Answer	Will not exceed 25 seconds	The Average Speed of Answer equals the average length of time a caller waits in queue prior to being answered. Calculation equals total calls and their avg time on hold - inclusive of all calls.	0.45% of Premiums
• Call Abandonment Rate	No more than 2.5% of calls received	The Abandonment Rate represents the % of all callers who hang up prior to being answered (calls abandoned within 8 seconds or less are excluded from calculation). Calculation equals all abandoned calls divided by the total numbers of calls received.	0.45% of Premiums
Provider Relations			
• Complaints / Appeals / Grievance Resolution	98% of all written complaints will be acknowledged in writing within 3 business days of mail/fax receipt by the EyeMed Provider Relations Department, 98% complaint resolution in 30 days.	Self Explanatory	0.45% of Premiums
Utilization Reporting			
• Standard Utilization Reporting Package	Producing standard Utilization Reporting Package within 30 days of the end of the reporting period	Self Explanatory	0.45% of Premiums
Account Management			
• Account Management Satisfaction	100% client satisfaction with their EyeMed Account Manager	Account Manager will score a '3' or higher on EyeMed's account management client report card. A '3' or higher is defined as "meets expectations" or higher.	0.45% of Premiums
Surveys			
• Member Survey (National Results)	95% member satisfaction	95% (top 3 box)	0.45% of Premiums
TOTAL			5% of Premiums

** Performance guarantee results are measured on our entire book of business on an averaged annual basis, and payments, if any, are made annually.



Health Action Council
Performance Guarantees
 Contract Period: 1/1/2017 - 12/31/2020

FFS Quote

Fees At Risk: 30% of Admin
 Results Reported: Quarterly
 Fees Measured and Paid: Annually

Performance Guarantee	Performance Results	Definition/Calculation	Amount At Risk
Implementation and On-Going Administration			
• Member ID Cards	100% of Member ID cards will be mailed within 10 business days of receipt of clean membership data. (excludes cards requiring translation).	Measured from the date the Membership file is received by EyeMed to the date ID Cards delivered to USPS (Membership files after 4:00pm ET will count as the next business day)	2.73% of Admin
• Eligibility Updating	98% of electronic eligibility files will be processed within two (2) business days of receipt of clean data delivered via SFTP (Paper, email delivery, other = 5 days)	Measured from the date the eligibility file is received by Eyemed to the date eligibility files are loaded to EyeMed's system (Files after 4:00pm ET will count as the next business day)	2.73% of Admin
Claim Processing			
• Financial Accuracy	EyeMed will pay the correct amount on clean and valid claims with at least 99.5% accuracy	Based on daily audit of 3% of all claims. Calculation: (Total \$ correctly paid in sample / Total \$ in sample)	2.73% of Admin
• Processing Accuracy	EyeMed will process clean and valid claims with at least 99% accuracy	Based on daily audit of 3% of all claims. Calculation: (Total # of accurate claims sampled / Total # of claims sampled)	2.73% of Admin
• Claim Turnaround Time - Paid	99% of Clean and Valid Claims processed and paid within 10 business days	Measurement: Claim Received Date to Claim Paid Date (This includes both In-Network and Out-of-Network claims)	2.73% of Admin
Member Services			
• Average Speed of Answer	Will not exceed 25 seconds	The Average Speed of Answer equals the average length of time a caller waits in queue prior to being answered. Calculation equals total calls and their avg time on hold - inclusive of all calls.	2.73% of Admin
• Call Abandonment Rate	No more than 2.5% of calls received	The Abandonment Rate represents the % of all callers who hang up prior to being answered (calls abandoned within 8 seconds or less are excluded from calculation). Calculation equals all abandoned calls divided by the total numbers of calls received.	2.73% of Admin
Provider Relations			
• Complaints / Appeals / Grievance Resolution	98% of all written complaints will be acknowledged in writing within 3 business days of mail/fax receipt by the EyeMed Provider Relations Department, 98% complaint resolution in 30 days.	Self Explanatory	2.73% of Admin
Utilization Reporting			
• Standard Utilization Reporting Package	Producing standard Utilization Reporting Package within 30 days of the end of the reporting period	Self Explanatory	2.73% of Admin
Account Management			
• Account Management Satisfaction	100% client satisfaction with their EyeMed Account Manager	Account Manager will score a '3' or higher on EyeMed's account management client report card. A '3' or higher is defined as "meets expectations" or higher.	2.73% of Admin
Surveys			
• Member Survey (National Results)	95% member satisfaction	95% (top 3 box)	2.73% of Admin
TOTAL			30% of Admin

Performance guarantee results are measured on our entire book of business on an averaged annual basis, and payments, if any, are made annually.