

ATTACHMENT 6



Department of
Civil Service

Performance Guarantees

RFP entitled: "Pharmacy Benefit Services for The Empire Plan, Excelsior Plan, Student Employee Health Plan, and NYS Insurance Fund Workers' Compensation Prescription Drug Programs"

Offeror Name: _____

Implementation and Start-Up Guarantee: The Offeror proposes a credit of _____ percent (%) of the 2025 Claims Administration Fee (prorated on a daily basis) for the DCS Program and _____ percent (%) of the 2025 Claims Administration Fee (prorated on a daily basis) for the NYSIF Program for each Day that all Implementation and Start-up requirements are not met. The Standard Credit Amount for each Day that all Implementation and Start-Up requirements for the DCS or NYSIF Program are not met is fifty percent (50%) of the 2025 Claims Administration Fee (prorated on a daily basis). However, Offerors may propose higher or lower percentages.

Customer Service/Call Center Telephone Guarantees

Call Center Telephone Response Time Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS and \$_____ per quarter for NYSIF against the Claims Administration Fee for each .01 to 1.0% of incoming calls to the Offeror's telephone line below the standard of ninety percent (90%) (or the Offeror's proposed guarantee) that is not answered by a customer service representative within sixty (60) seconds, calculated on a quarterly basis. The Standard Credit Amount for each .01 to 1.0% below the standard of ninety percent (90%) of incoming calls to the Offeror's telephone line that is not answered by a customer service representative within sixty (60) seconds is \$25,000 per each quarter for DCS and \$7,500 for NYSIF, respectively. However, Offerors may propose higher or lower amounts.

Call Center Availability Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS and \$_____ per quarter for NYSIF against the Claims Administration Fee for each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) (or the Offeror's proposed guarantee) that the Offeror's telephone line is not operational and available to Enrollees, Claimants, Dependents, and Pharmacies during the Offeror's Call Center Hours calculated on a quarterly basis. The Standard Credit Amount for each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the Offeror's telephone is not operational and available to Enrollees, Claimants, Dependents and Pharmacies during the Offeror's Call Center Hours calculated on a quarterly basis, is \$100,000 per quarter for DCS and \$7,500 for NYSIF, respectively. However, Offerors may propose higher or lower amounts.

Telephone Abandonment Rate Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS and \$_____ per quarter for NYSIF against the Claims Administration Fee for each .01 to 1.0% of incoming calls to the Offeror's telephone line in which the caller disconnects prior to the call being answered by a customer service representative in excess of the standard of three percent (3%) (or the Offeror's proposed guarantee), calculated on a quarterly basis. The Standard Credit Amount for each .01 to 1.0% of incoming calls to the Offeror's telephone line in



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which the caller disconnects prior to the call being answered by a customer service representative in excess of the standard of three percent (3%) is \$25,000 per each quarter for DCS and \$7,500 for NYSIF, respectively. However, Offerors may propose higher or lower amounts.

Telephone Blockage Rate Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS and \$_____ per quarter for NYSIF against the Claims Administration Fee for each .01 to 1.0% of incoming calls to the Offeror's telephone line that is blocked by a busy signal, in excess of the standard of three percent (3%) (or the Offeror's proposed guarantee), calculated on a quarterly basis. The Standard Credit Amount for each .01 to 1.0% of incoming calls to the Offeror's telephone line that are blocked by a busy signal, in excess of the standard of three percent (3%) is \$25,000 per each quarter for DCS and \$7,500 for NYSIF, respectively. However, Offerors may propose higher or lower amounts.

Secure Online Customized Website Guarantees (Exclusive to DCS)

Website Accuracy Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS against the Claims Administration Fee for each Business Day in excess of the standard of 3 Business Days (or the Offeror's proposed guarantee), calculated on a quarterly basis. The Standard Credit Amount for each 1 Business Day in excess of the standard of 3 Business Days is \$25,000 per each quarter for DCS. However, Offerors may propose higher or lower amounts.

Website Update Timeliness Guarantee: The Offeror proposes a credit of \$_____ per quarter for DCS against the Claims Administration Fee for each Business Day in excess of the standard of 5 Business Days (or the Offeror's proposed guarantee), calculated on a quarterly basis. The Standard Credit Amount for each 1 Business Day in excess of the standard of 5 Business Days is \$25,000 per each quarter for DCS. However, Offerors may propose higher or lower amounts.

Member Communication Support Guarantee (Exclusive to DCS): The Offeror proposes a credit of \$_____ per quarter for DCS against the Claims Administration Fee for each occurrence beyond thirty Days from approval by the Department of a form or letter mailing, including but not limited to, notification of drug recalls or withdrawals, notification of mid-year formulary changes. The Standard Credit Amount for each occurrence beyond thirty Days of a form or letter mailing after approval by the Procuring Agencies is \$1,000 per occurrence. However, Offerors may propose higher or lower amounts.

Formulary Coding Accuracy Guarantee (Exclusive to DCS): The Offeror proposes a credit of \$_____ per quarter for DCS against the Claims Administration Fee for incorrect coding being applied to the Plan, such as coding not updating to reflect formulary decisions for the start of the Plan Year, or the Offeror applying Book changes to the Plan without DCS approval. The Standard Credit Amount for each occurrence of incorrect coding being applied to the Plan is



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\$1,000 per occurrence. However, Offerors may propose higher or lower amounts. This amount is separate, and not part of any amount the Contractor may owe the Department due to incorrect coding.

Enrollment Management Guarantee: The Offeror proposes a credit of \$_____ for DCS and \$_____ for NYSIF against the Claims Administration Fee for each 24-hour period beyond twenty-four (24) hours from release by the Department, and for each 24-hour period beyond twelve (12) hours from release by the NYSIF, that one hundred percent (100%) of the Program enrollment records that meet the quality standards for loading is not loaded into the Offeror's enrollment system. The Standard Credit Amount for each 24-hour period beyond twenty-four (24) hours from release by the Department that one hundred percent (100%) of the Commercial Program enrollment records that meet the quality standards for loading is not loaded into the Offeror's enrollment system is \$5,000. However, Offerors may propose higher or lower amounts. The Standard Credit Amount for each 24-hour period beyond twelve (12) hours from release by the NYSIF that one hundred percent (100%) of the Program enrollment records that meet the quality standards for loading is not loaded into the Offeror's enrollment system is \$375. However, Offerors may propose higher or lower amounts.

Reporting Services and Claim File Guarantees (Exclusive to DCS): The Offeror proposes a credit of \$_____, for DCS against the Claims Administration Fee, for each management report or claim file that is not received by its respective due date, per report for each Business Day between the due date and the date the accurate management report or claims file is received by the Department, inclusive of the date of receipt. The Standard Credit Amount for each management report or claim file that is not accurate or is not received by its respective due date is \$1,000 per report per each Business Day between the due date and the date the accurate management report or claims file is received by the Department inclusive of the date of receipt. However, Offerors may propose higher or lower amounts.

Reporting Services and Claim File Guarantees (Exclusive to NYSIF): The Offeror must propose a forfeiture amount (Standard Credit Amount) for each Calendar Day the Department has not received the NYSIF Program management report and claims file by their respective due date. The forfeited amount (Standard Credit Amount) for each management report or claim file that is not received by its respective due date is \$100 per Calendar Day per report. However, an Offeror may propose a higher amount.

Transition and Termination Guarantee: The Offeror proposes to forfeit \$_____ for DCS and \$_____ for NYSIF for each Day or part thereof that the Transition Plan requirements are not met. The forfeited amount (Standard Credit Amount) is \$1,000.00 for each Day this guarantee is not met for each Program. However, an Offeror may propose higher amounts.

Network Management Guarantees



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Retail Network Pharmacy Access Guarantees: The Offeror proposes a credit of \$_____ for DCS Commercial, \$_____ for DCS EGWP, and \$_____ for NYSIF against the Claims Administration Fee for each .01 to 1.0% below the ninety percent (90%) minimum access guarantee (or the Offeror's proposed guarantee) for any quarter in which the Retail Network Pharmacy Access for Urban Areas Guarantee, is not met by the Offeror. The Standard Credit Amount for each .01 to 1.0% below the ninety percent (90%) minimum access guarantee, for any quarter, in which the Retail Network Pharmacy Access for Urban Areas is not met by the Offeror, is \$100,000 per each quarter for DCS and \$7,500 for NYSIF. However, Offerors may propose higher or lower amounts.

The Offeror proposes a credit of \$_____ for DCS Commercial, \$_____ for DCS EGWP, and \$_____ for NYSIF against the Claims Administration Fee for each .01 to 1.0% below the ninety percent (90%) minimum access guarantee (or the Offeror's proposed guarantee) for any quarter in which the Retail Network Pharmacy Access for Suburban Areas Guarantee, is not met by the Offeror. The Standard Credit Amount for each .01 to 1.0% below the ninety percent (90%) minimum access guarantee for any quarter in which the Retail Network Pharmacy Access for Suburban Areas is not met by the Offeror, is \$100,000 per each quarter for DCS and \$7,500 for NYSIF. However, Offerors may propose higher or lower amounts.

The Offeror proposes a credit of \$_____ for DCS Commercial, \$_____ for DCS EGWP, and \$_____ for NYSIF against the Claims Administration Fee for each .01 to 1.0% below the seventy percent (70%) minimum access guarantee (or the Offeror's proposed guarantee) for any quarter in which the Retail Network Pharmacy Access for Rural Areas Guarantee, is not met by the Offeror. The Standard Credit Amount for each .01 to 1.0% below the seventy percent (70%) minimum access guarantee for any quarter in which the Retail Network Pharmacy Access for Rural Areas is not met by the Offeror, is \$100,000 per each quarter for DCS and \$7,500 for NYSIF. However, Offerors may propose higher or lower amounts.

Mail Service Pharmacy Process

Turnaround Time for Nonintervention Mail Service Prescriptions Guarantee: The Offeror proposes a credit of \$_____ for DCS and \$_____ for NYSIF against the Claims Administration Fee for each .01 to 1.0% below ninety-five percent (95%) (or the Offeror's proposed guarantee) of all non-intervention mail service Prescriptions not turned around within two (2) Business Days, calculated on a quarterly basis. The Standard Credit Amount for each .01 to 1.0% below the ninety-five percent (95%) of all nonintervention mail service Prescriptions not turned around within two (2) Business Days, is \$25,000 per each quarter for DCS and \$375 for NYSIF. However, Offerors may propose higher or lower amounts.



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Turnaround Time for Intervention Mail Service Prescriptions Guarantee: The Offeror proposes a credit of \$_____ for DCS and \$_____ for NYSIF against the Claims Administration Fee for each .01 to 1.0% below ninety-eight percent (98%) (or the Offeror's proposed guarantee) of all intervention mail service Prescriptions not turned around within five (5) Business Days, calculated on a quarterly basis. The Standard Credit Amount for each .01 to 1.0% below the ninety-eight percent (98%) of all intervention mail service Prescriptions not turned around within five (5) Business Days is \$25,000 per each quarter for DCS and \$375 for NYSIF. However, Offerors may propose higher or lower amounts.

Claims Processing Guarantees

Programs' Claims Processing System Availability Guarantee: The Offeror proposes a credit of \$_____ for DCS and \$_____ for NYSIF against the Claims Administration Fee for each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) (or the Offeror's proposed guarantee) that the Offeror's online claims processing system for the Programs, based on a 24 hours a Day, 7 Days a week availability excluding periods of scheduled down time, which shall be reported in advance to the Department and kept to a minimum, is not available, as calculated on a quarterly basis. The Standard Credit Amount for each .01 to .25% below the ninety-nine and five-tenths percent (99.5%) that the Offeror's online claims processing system for the Programs are not available, is \$100,000 per each quarter for DCS and \$7,500 for NYSIF. However, the Offeror may propose higher or lower amounts.

Programs' Claims Processing System Accuracy Guarantee: The Offeror proposes a credit of \$_____ for DCS and \$_____ for NYSIF against the Claims Administration Fee for each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) (or the Offeror's proposed guarantee) that the Offeror's online claims processing system for the Programs, based on a 24-hours a Day, 7 Days a week availability excluding periods of scheduled down time, does not accurately process claims at the point of service in accordance with the Program's benefits design, as calculated on a quarterly basis. The Standard Credit Amount for each .01 to .25% below the ninety-nine and five-tenths percent (99.5%) that the Offeror's online claims processing system does not accurately process claims at the point of service in accordance with the Programs Benefit design, is \$100,000 per each quarter for DCS and \$7,500 for NYSIF. However, the Offeror may propose higher or lower amounts.

Turnaround Time for Claims Adjudication Guarantee (Exclusive to DCS): The Offeror proposes a credit of \$_____ for DCS against the Claims Administration Fee for each .01 to .25% of Enrollee-submitted claims that require no additional information in order to be properly adjudicated that are received by the Offeror and not turned around within ten (10) Business Days from the date the claim is received in the Department designated Post Office Box to the date the Explanation of Benefits is received by the mailing agent, below the standard of ninety-nine and five-tenths percent (99.5%) as calculated on a quarterly basis. The Standard Credit



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Amount for each .01 to .25% of the DCS Program's Enrollee- submitted claims that require no additional information in order to be properly adjudicated that are received by the Offeror and not turned around within ten (10) Business Days from the date the claim is received in the Department designated Post Office Box to the date the Explanation of Benefits is received by the mailing agent below the standard of ninety-nine and five-tenths (99.5%) is \$5,000 per each quarter for DCS. However, the Offeror may propose higher or lower amounts.

Turnaround Time for Claims Adjudication Guarantee (Exclusive to NYSIF): The Offeror proposes a credit of \$_____ for NYSIF against the Claims Administration Fee for each .01 to .25% of Non-Network Pharmacy submitted claims that require no additional information in order to be properly adjudicated that are received by the Offeror and not turned around within thirty (30) Calendar Days from the date the claim is received in NYSIF's designated Post Office Box to the date the Explanation of Benefits is received by the mailing agent, below the standard of ninety-nine and five-tenths percent (99.5%) as calculated on a quarterly basis. The Standard Credit Amount for each .01 to .25% of the NYSIF Program's Non-Network Pharmacy submitted claims that require no additional information in order to be properly adjudicated that are received by the Offeror and not turned around within thirty (30) Calendar Days from the date the claim is received in the FUND's designated Post Office Box to the date the Explanation of Benefits is received by the mailing agent below the standard of ninety-nine and five-tenths (99.5%) is \$375 per each quarter for NYSIF. However, the Offeror may propose higher or lower amounts.

Prior Authorization

Turnaround Time for Prior Authorizations Guarantee (Exclusive to DCS): The Offeror proposes a credit of \$_____ for DCS against the Claims Administration Fee for each .01 to .25% of Prior Authorization requests that are received by the Offeror not turned around within two (2) Business Days from the date received in the Department designated Post Office Box to the date the Offeror's response is received by the mailing agent, below the standard of ninety-five percent (95%) as calculated on a quarterly basis. The Standard Credit Amount for each .01 to .25% of the Prior Authorizations received by the Offeror not turned around within two (2) Business Days from the date the Prior Authorization request is received by the Offeror in the Programs designated Post Office Box to the date the Offerors response letter is received by the mailing agent below the standard of ninety-five percent (95%) is \$25,000 per each quarter for DCS. However, the Offeror may propose higher or lower amounts.