

# NYS Vision Plan

Quarterly Performance Guarantee's Report Format

Performance Category	Performance Standard	Credit Amount	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012	Oct-Dec 2012
<b>Customer Service</b>						
Call Center Availability	Available 99.5 % of the time					
Call Center Telephone Response Time	90% within 60 seconds					
Telephone Abandonment Rate	3% or less					
Telephone Blockage Rate	3% or less					
<b>Member Communication Support</b>						
Website Maintenance	changes made within 30 days					
<b>Enrollment Management</b>						
Enrollment Management	100% within 48 hours					
<b>Reporting</b>						
<b>Monthly:</b>						
Monthly Claims File	Due within 15 days after the end of the month					
Monthly Payment Summary	Due within 10-days after the end of the month					
<b>Quarterly:</b>						
Quarterly Performance Guarantee Report	Due with-in 30 days after the end of the quarter					
<b>Semi-annual:</b>						
Utilization Report	Provide semi-annual within 30 days of the end of the semi-annual period					
Enrollee Satisfaction Survey Summary Report	Provide semi-annual satisfaction survey within 90 days of the end of the semi-annual period					
<b>Network Management</b>						
Access of Urban providers	95% of employees will have access to 1 provider in 5 miles					
Access of Suburban providers	95% of employees will have access to 1 provider in 15 miles					
Access of Rural providers	95% of employees will have access to 1 provider in 30 miles					
<b>Turnaround Time for Receiving Eyewear</b>	95% within 7 Calendar days					

