## Empire Plan Prescription Drug Program Quarterly Performance Guarantee Report

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PERFORMANCE GUARANTEE	PERFORMANCE GUARANTEE	Jan	Feb	Mar	1st QTR	Apr	May	Jun	QTR		Aug	Sep	3rd QTR	Oct	Nov	Dec	4th QTR	Date
CATEGORY	STANDARD	2012	2012	2012	2012	2012	2012	2012	2012	Jul 2012		2012	2012	2012	2012	2012	2012	2012
Enrollment Management Guarantee	The Contractor guarantees that one hundred	2012	2012	2012	2012	2012	2012	2012	2012	Jul 2012	2012	2012	2012	2012	2012	2012	2012	2012
Emoliment Wanagement Guarantee	percent (100%)of all Program enrollment																	1
	records that meet the quality standards for																	l
	loading shall be loaded into the Contractor's	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	enrollment system within twenty-four (24)																	l
	hours of release by DCS.																	l
Management Reports and Claim File	For each management report or claim file listed																	
Guarantees	in Section IV of this RFP, the Contractor																	l
	guarantees that accurate	40	40	40	40	40	40	40	do	40	40	40	d o	40	40	40	40	do
	management reports and claims files shall be	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	delivered to the DCS no later than their respective due dates inclusive of the date of																	l
	receipt																	
Annual Financial Summary Report	Due no later than seventy-five (75) Days after	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Annual Mail Service Pharmacy Process	the end of each Calendar Year.  Due on May 1st of the year following the		1	1	1		<del>                                     </del>	<del>                                     </del>	1	-			<b>-</b>					<b>—</b>
Satisfaction Survey Summary Report	Calendar Year being surveyed	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Annual Summary Reporting	Due each August after the end of each	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Annual Report of Claims and Credits Paid by	complete Calendar Year  Due thirty (30) Days after the end of the		+	<del> </del>	1		<u> </u>	<u> </u>					<u> </u>					<u> </u>
Agency	Calendar Year	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Annual Mail Service Pharmacy Process	Due thirty (30) Days after the end of the	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Accuracy Report	Calendar Year	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU
Semi Annual Top 100 Brand Name and	Due sixty (60) Days after the end of the second	40	40	40	40	40	40	40	40	40	40	40	d o	40	40	40	40	do.
Generic Drugs - Retail Pharmacy Report	and fourth quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Semi Annual Top 20 Therapeutic Categories	Due sixty (60) Days after the end of the second	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Report	and fourth quarter	ÇÜ	90	90	<b>30</b>	ÇÜ	, o	90	Ç	<b>30</b>	90	<b>90</b>	, o	<b>30</b>	<b>30</b>	<b>30</b>	ĢŪ	<del></del>
Semi Annual Top 100 Brand Name and	Due sixty (60) Days after the end of the second and fourth quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Generic Drugs - Mail Service Pharmacy Report	and rourth quarter	ŞÜ	ŞU	<b>3</b> 0	30	<b>3</b> 0	ŞÜ	ŞÜ	ŞU	<b>3</b> 0	<b>3</b> 0	<b>3</b> 0	ŞÜ	<b>3</b> 0	<b>3</b> 0	50	<b>3</b> 0	ŞÜ
Semi Annual Top 100 Specialty Drugs -	Due sixty (60) Days after the end of the second	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Specialty Pharmacy Report	and fourth quarter	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU
Quarterly Financial Summary Reports	Due fifteen (15) Days after the end of the	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Performance Guarantee Report	quarter Due thirty (30) Days after the end of the	1.	1.	1.	1.	1.	t	<del> </del>	1.				l					l
	quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Network Access Report	Due thirty (30) Days after the end of the	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Overstands Avidit Descript	quarter	-	+	177	+**	-	-	1	1	-	-	**	-	**	**	,,,	**	<del></del>
Quarterly Audit Report	Due thirty (30) Days after the end of the guarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Coordination of Benefit Report	Due thirty (30) Days after the end of the	\$0	\$0	\$0	\$0	ćo	\$0	ćo	\$0	ćo.	\$0	\$0	ćo	\$0	\$0	\$0	\$0	\$0
· · · · · · · · · · · · · · · · · · ·	quarter	ŞU	ŞÜ	ŞÜ	ŞÜ	\$0	ŞÜ	\$0	ŞU	\$0	\$U	ŞU	\$0	ŞU	ŞU	ŞU	ŞU	ŞU
Quarterly Rebate and Other Pharma	Due 150 Days from the end of the quarter in																	1
Revenue Report	which the initial claims were processed. This	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	report is due at the time the rebates and other Pharma Revenue are paid to the Program.	Ju	٥٠	30	30	J0	J-0	٥٩	JU	30	ا ا	JU	٥٠	J0	J0	30	J.0	Ų.
	marma Revenue are paid to the Program.						<u></u>	<u> </u>		<u> </u>	<u> </u>		<u></u>		<u></u>	<u> </u>	L	<u> </u>
Quarterly Participating Agency Claims	Due thirty (30) Days after the end of the	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	quarter	Ç.	, , , , , , , , , , , , , , , , , , ,	, o	, o	Ç.	, o	, , , , , , , , , , , , , , , , , , ,	, ·	, · ·	70	, o	ŸÜ	, o	<b>70</b>	,	Ç.	<b>-</b>
Quarterly Generic Appeals and Prior Authorization Report	Due thirty (30) Days after the end of the quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
минопианон керогі	quarter			1					<u> </u>									

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PERFORMANCE GUARANTEE CATEGORY	PERFORMANCE GUARANTEE STANDARD	Jan 2012	Feb 2012	Mar 2012	1st QTR 2012	Apr 2012	May 2012	Jun 2012	2nd QTR 2012	Jul 2012	Aug 2012	Sep 2012	3rd QTR 2012	Oct 2012	Nov 2012	Dec 2012	4th QTR 2012	Year to Date 2012
Medicare D Quarterly Subsidy File	Due no later than the last Business Day of the month following the end of the quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Report of Paid Claims by Month of Incurral	Due thirty (30) Days after the end of the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Report of Paid Claims by Pharmacy and Rx Type	Due thirty (30) Days after the end of the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Report of Empire Plan MAC List	Due thirty (30) Days after the end of the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Montly Report of MAC Savings	Due thirty (30) Days after the end of the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Monthly Program Customer Service Reports	Due fifteen (15) Days after the end of the month	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bi-weekly Detailed Claim File Data Custom State Feed & Cycle Summary	Due fifteen (15) Days after the end of each claims processing cycle Due no later than 14 Calendar Days after the	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Mac Alert Notice	Due no later than 14 Calendar Days after the first date of shipment (from manufacturer to wholesaler or retailer)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Network Pharmacy Access Guarantee																		
Urban	Ninety-seven (97%) of Enrollees in urban areas will have atleast one (1) Network Pharmacy within three (3) miles of an Enrollee's home	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Suburban	Ninety-five percent (95%) of Enrollees in suburban areas will have at least one (1) Network Pharmacy within five (5) miles of an Enrollee's home	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Rural	Ninety-five percent (95%) of Enrollees in rural areas will have at least one (1) Network Pharmacy within fifteen (15) miles of an Enrollee's home	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Turnaround Time for Claims Adjudication Guarantee	The Contractor guarantees that at least ninety- nine and five-tenths percent (99.5%) of Enrollee submitted claims that require no additional information in order to be properly adjudicated that are received by the Contractor shall be turned around within ten (10) business days		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Turnaround Time for Non- Intervention Mail Service Prescriptions Guarantee	The Contractor guarantees that at least ninety- five percent (95%) of all non-intervention mail service Prescriptions shall be turned around in two (2) Business Days (not including the date of Prescription receipt).	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Turnaround Time for Intervention Mail Service Prescriptions Guarantee	The Contractor guarantees that at least ninety- five percent(95%) of all intervention mail service Prescriptions shall be turned around in five (5) Business Days (not including the date of Prescription receipt).	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

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PERFORMANCE GUARANTEE	PERFORMANCE GUARANTEE	Jan	Feb	Mar	1st QTR	Apr	May	Jun	2nd QTR		Aug	Sep	3rd QTR	Oct	Nov	Dec	4th QTR	Year to Date
CATEGORY	STANDARD	2012	2012	2012	2012	2012	2012	2012	2012	Jul 2012	2012	2012	2012	2012	2012	2012	2012	2012
Program Customer Service Telephone Guarantees	The Contractor must provide a guarantee for the following four(4) levels of service on the toll free customer service number																	
Customer Service Availability	The Contractor guarantees that the Insurer's telephone line shall be operational and available to Enrollees, Dependents and Pharmacies at least ninety-nine and five-tenths percent (99.5%) of the Contractor's Call Center Hours calculated on a quarterly basis.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Customer Service Telephone Response Time	The Contractor guarantees that at least ninety percent (90%) of the incoming calls to the Contractor's telephone line shall be answered by a customer service Representative within sixty (60) seconds, calculated on a quarterly basis.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Telephone Abandonment Rate	The Contractor guarantees that the percentage of incoming calls to the Insurer's telephone line in which the caller disconnects prior to the call being answered by a customer service representative will not exceed three percent (3%), calculated on a quarterly basis		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Telephone Blockage Rate	The Contractor guarantees that not more than three percent (3%) of incoming calls to the customer service telephone line shall be blocked by a busy signal, calculated on a quarterly basis. The telephone blockage rate shall be reported monthly and calculated quarterly	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Program Claims Processing System Availability Guarantee	The Contractor guarantees that the Program's online claims processing system be available at least ninety-nine and five tenths percent (99.5%) of the time excluding periods of scheduled down time which shall be reported in advance to DCS and kept to a minimum	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0