

**Empire Plan Mental Health / Substance Abuse Program
Abbreviated Sample of a Quarterly Performance Guarantee Report**

Exhibit II.F3

PERFORMANCE GUARANTEE CATEGORY	PERFORMANCE GUARANTEE STANDARD	1st QTR	2nd QTR	3rd QTR	4th QTR
Network Access Facility	NYS Urban: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in urban areas will have access to a Network Facility. The minimum access guarantee for Enrollees in urban areas is at least one (1) Network Facility within five (5) miles of an Enrollee's home.				
	NYS Suburban: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in suburban areas will have access to a Network Facility. The minimum access guarantee for Enrollees in suburban areas is at least one (1) Network Facility within fifteen (15) miles of an Enrollee's home.				
	NYS Rural: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in rural areas will have access to a Network Facility. The minimum access guarantee for Enrollees in rural areas is at least one (1) Network Facility within forty (40) miles of an Enrollee's home.				
Network Access Practitioner	NYS Urban: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in urban areas will have access to a Network Practitioner. The minimum access guarantee for Enrollees in urban areas is at least one (1) Network Practitioner within three (3) miles of an Enrollee's home.				
	NYS Suburban: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in suburban areas will have access to a Network Practitioner. The minimum access guarantee for Enrollees in suburban areas is at least one (1) Network Practitioner within fifteen (15) miles of an Enrollee's home.				
	NYS Rural: The Contractor guarantees at least ninety-five percent (95%) of Enrollees in rural areas will have access to a Network Practitioner. The minimum access guarantee for Enrollees in rural areas is at least one (1) Network Practitioner within forty (40) miles of an Enrollee's home.				
Provider Credentialing	The Contractor guarantees that within sixty (60) Days of receipt of a complete Provider application to join the Empire Plan Network, the review, including credentialing, will be completed and the Practitioner, program or facility notified of the determination.				