Empire Plan Prescription Drug Program Quarterly Performance Guarantee Report

																		Year to
PERFORMANCE GUARANTEE	PERFORMANCE GUARANTEE	Jan	Feb	Mar	1st QTR	Apr	May	Jun	2nd QTR	Jul	Aug	Sep	3rd QTR	Oct	Nov	Dec	4th QTR	Date
CATEGORY	STANDARD	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016
	The Contractor guarantees that one hundred																	
Enrollment Management Guarantee	percent (100%) of all Program enrollment																	i '
	records that meet the quality standards for																	i '
Emonnent Management Gadrantee	loading shall be loaded into the Contractor's												l I					l
	enrollment system within twenty-four (24)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	hours of release by DCS.																	
	For each management report or claim file listed																	
Management Reports and Claim File	in Section IV of this RFP, the Contractor																	
Guarantees	guarantees that accurate management reports and claims files shall be delivered to the DCS no																	
Guarantees	later than their respective due dates inclusive																	
	of the date of receipt.																	
	Due no later than seventy-five (75) Days after																	
Annual Financial Summary Report	the end of each Calendar Year.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Assessed Beds Beauty 2	Due no later than September 1st of each																	
Annual Rate Renewal Report	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 on May 1st of the year following the																	
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
	Due each August after the end of each						·							-				
Annual Summary Reporting	complete Calendar Year.	\$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	Due thirty (30) Days after the end of the																	i .
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												
Annual Rebate True-Up File	Due one hundred-fifty (150) Days after the end	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
·	of the Calendar Year.	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞÜ	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU	ŞU
Annual Catastrophe Reinsurance	Due December 31st of the year following year	ćo	ćo	\$0	ćo	\$0	\$0	\$0	ćo	\$0	ćo	ćo	ćo	ćo	ćo	ćo	ćo	\$0
Reconciliation Report	of incurral.	\$0	\$0	\$0	\$0	\$0	ŞU	\$U	\$0	ŞU	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Semi-Annual Top 100 Brand and	Due sixty (60) Days after the end of the second																	i '
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	ćo	ćo	ćo	ćo	ćo												
Report	and fourth quarter	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Semi-Annual Top 100 Brand Name and	Due sixty (60) Days after the end of the second																	i '
Generic Drugs - Mail Service 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 100 Specialty Drugs -	Due sixty (60) Days after the end of the second																	
Specialty Pharmacy Report	and fourth quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Due fifteen (15) Days after the end of the												i i					
Quarterly Financial Summary Reports	quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Performance Guarantee Report	Due thirty (30) Days after the end of the	ćo	ćo	ćo	ćo	ćo												
quarterly i errormance duarantee report	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
	quarter. Due thirty (30) Days after the end of the	Ţ.	γo	ΨÜ	ΨÜ	ΨÜ	ΨÜ	70	ΨÜ	ΨÜ	ΨÜ	ΨÜ	Ψ.			ΨÜ	- 0	
Quarterly Audit Report	quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Due thirty (30) Days after the end of the																	
Quarterly Coordination of Benefit Report	quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Due one hundred-fifty (150) Days from the end																	i
Quarterly Rebate and Other Pharma	of the quarter in which the initial claims were																	i
Revenue Report	processed. This report is due at the time the																	i
nevenue neport	rebates and other Pharma Revenue are paid to	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	the Program.																	
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.	ŞU	ŞU	ŞU	ŞU	ŞU												

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PERFORMANCE GUARANTEE CATEGORY	PERFORMANCE GUARANTEE STANDARD	Jan 2016	Feb 2016	Mar 2016	1st QTR 2016	Apr 2016	May 2016	Jun 2016	QTR 2016	Jul 2016	Aug 2016	Sep 2016	3rd QTR 2016	Oct 2016	Nov 2016	Dec 2016	4th QTR 2016	Date 2016
Quarterly Generic Appeals and Prior	Due thirty (30) Days after the end of the	2016	2016	2016	2016	2016	2016	2016	2016	Jul 2016	2016	2016	2016	2016	2016	2016	2016	2016
Authorization and Medical Exception Report	quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Rebate File	Due one hundred-fifty (150) Days after the end of the quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Website Analytics 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
Quarterly EEO Workforce Utilization Compliance Report	Due ten (10) Days after the end of the quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly MWBE Compliance Report	Due ten (10) Days after the end of the quarter.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Quarterly Medicare D 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
Monthly Report of Generic and Brand Effective Rate, Specialty and Mail Service Performance	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 MAC Savings Report	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.	\$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
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Network Pharmacv Access Guarantee	At least ninety percent (90%) of Enrollees in																	
Urban	urban areas will have at least one (1) Network Pharmacy within two (2) miles of an Enrollee's	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Suburban	home. At least ninety percent (90%) of Enrollees in suburban areas will have at least one (1)																	
Suburban	Network Pharmacy within two (2) miles of an Enrollee's home.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Rural	At least seventy percent (70%) of Enrollees in rural areas will have at least one (1) Network Pharmacy within fifteen (15) miles of an	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Enrollee's home. The Contractor guarantees that at least ninety- nine and five-tenths percent (99.5%) of Enrollee																	
Turnaround Time for Claims Adjudication Guarantee	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	\$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

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									2nd									Year to
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	2016	2016	2016	2016	2016	2016	2016	2016	Jul 2016	2016	2016	2016	2016	2016	2016	2016	2016
	The Contractor guarantees that at least ninety-																	
Towns and Time for late would a Admit	five percent (95%) of all intervention mail service																	
Turnaround Time for Intervention Mail	Prescriptions shall be turned around in five (5)																	
	Business Days (not including the date of	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Prescription receipt).	**	**	**	**	**	-		**	***	7-	**	**	**	**		7.0	**
Program Customer Service Telephone	The Contractor must provide a guarantee for the																	
Guarantees	following four(4) levels of service on the toll- free																	
Guarantees	customer service number.																	
	The Contractor guarantees that the Insurer's																	
	telephone line shall be operational and available																	
Call Center Availability	to Enrollees, Dependents and Pharmacies at																	
can center Availability	least ninety-nine and five-tenths percent (99.5%)																	
	of the Contractor's Call Center Hours calculated	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	on a quarterly basis.																	
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																	
	thirty (30) seconds, calculated on a quarterly	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	basis.																	
	The Contractor guarantees that the percentage																	
	of incoming calls to the Insurer's telephone line																	
Telephone Abandonment Rate	in which the caller disconnects prior to the call																	
	being answered by a customer service																	
	representative will not exceed three percent	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	(3%), calculated on a quarterly basis. The Contractor guarantees that not more than																	
	three percent (3%) of incoming calls to the																	
	customer service telephone line shall be blocked																	
Telephone Blockage Rate	by a busy signal, calculated on a quarterly basis.																	
	The telephone blockage rate shall be reported	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
	monthly and calculated quarterly.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	The Contractor guarantees that the Program's									1								
Program Claims Processing System	online claims processing system be available at														ĺ			
	least ninety-nine and five tenths percent (99.5%)																	
Availability Guarantee	of the time excluding periods of scheduled down														ĺ			
,,	time which shall be reported in advance to DCS	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	and kept to a minimum.	'			'	• •				'					'			