



**Quarterly Performance Guarantee Report -  
RFP entitled: “New York State Vision Plan  
Services”**

Performance Category	Performance Standard	Credit Amount	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	YTD 2022
<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							
<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						