

ATTACHMENT 6



Department of
Civil Service

Performance Guarantees
RFP entitled:
“Healthcare Program Administrative
Services Only (ASO)”

Offeror Name: _____

For purposes of these Performance Guarantees, the first quarter is January through March of the first year of the Contract. Please note that the narrative stated below with regard to each Guarantee is provided as a convenience to the Offeror and the guarantee requirement(s) identified in the RFP referenced section is the controlling language.

Implementation Guarantee: The Offeror proposes to forfeit \$_____ for each Calendar Day or part thereof, after the December 31 prior to the Full ASO Services Start Date that all tasks identified in the Department approved Implementation Plan identified in Section 3.2 are not completed. This guarantee is not subject to the limitation of liability provisions of the Contract. (Section 3.2(1)(f))

Call Center Response Time Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which the number of phone calls answered by a customer service representative within sixty seconds falls below ninety percent (90%) of all incoming calls to the Offeror’s telephone line. The quarter will begin in January of the first year of the Contract. (Section 3.5(1)(d)(i))

Availability Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which the Consolidated Toll-Free Number is not operational and available to members and providers equal to or better than ninety-nine and five-tenths (99.5%) percent of the time. (Section 3.5(1)(d)(ii))

First Call Resolution Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-five percent (95%) of all customer service calls received are not resolved with the Member’s initial call. (Section 3.5(1)(d)(iii))

Open Inquiry Closure Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which at least ninety percent (90%) of open inquiries are not resolved within two (2) Business Days, and for each quarter in which at least ninety-eight percent (98%) of open inquiries are not resolved within five (5) Business Days. (Section 3.5(1)(d)(iv))

Telephone Abandonment Rate Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which more than three percent (3%) of callers disconnect a call prior to the call being answered by a customer service representative. (Section 3.5(1)(d)(v))

Telephone Blockage Rate Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which more than three percent (3%) of incoming calls to the Offeror’s telephone line are blocked by a busy signal. (Section 3.5(1)(d)(vi))

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Non-Network CRL Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of cases where Members are referred to Non-Network Providers within two (2) Business Days (in non-emergency or non-urgent situations) because a Network Provider is not available. (Section 3.5(1)(f)(ix)(1))

Emergency CRL Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than one hundred percent (100%) of Members who call the CRL in need of emergency care are contacted by either the Network Provider or the clinicians within 30 minutes of the Member's call to the CRL. (Section 3.5(1)(f)(ix)(2))

Urgent Care CRL Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-nine percent (99%) of cases when a Member calls the CRL and requires urgent care, contact is made by the Offeror to ensure that the Network Provider contacted the Member within forty-eight (48) hours of the call to the CRL. (Section 3.5(1)(f)(ix)(3))

Enrollment Management Guarantee: The Offeror proposes to forfeit \$_____ for each twenty-four-hour period or part thereof in which enrollment records that meet the quality standards for loading are not loaded into the Offeror's enrollment system within twenty-four hours after such enrollment records have been released by the Department. (Section 3.6(1)(c))

Claims Payment Accuracy Guarantee: The Offeror proposes to forfeit \$_____ for each calendar year in which the standard of ninety-seven percent (97%) of claims payment accuracy is not achieved. (Section 3.7(1)(b)(i))

Claims Processing Guarantee – 14 Day Turnaround Time: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-two percent (92%) of claims that require no additional information are processed within fourteen (14) Calendar Days from the date the claim is received electronically, or in the Offeror's designated post office box, to the date the payment is transmitted to the Provider or mailed to the Member. (Section 3.7(1)(b)(ii))

Claims Processing Guarantee – 30 Day Turnaround Time: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety-nine percent (99%) of claims that require no additional information are correctly processed within thirty (30) Days from the date the claim is received electronically, or in the Offeror's designated post office box, to the date the payment is transmitted to the Provider or mailed to the Member, calculated on a quarterly basis. (Section 3.7(1)(b)(iii))

Claims Data Submission Guarantee: The Offeror proposes to forfeit \$_____ for each day, after twelve (12) calendar Days following the end of each calendar month that the file, including all processed claims, is not submitted to the Department's DSS vendor, calculated on a quarterly basis. (Section 3.7(1)(b)(iv))

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Network Access Urban Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of Enrollees do not have provider access that meets the Network Access-Urban Areas requirement for any provider type listed in Section 3.11(1)(c)(i) of the RFP. (Section 5.11(2)(a))

Network Access Suburban Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of Enrollees do not have provider access that meets the Network Access-Suburban Areas requirement for any provider type listed in Section 3.11(1)(c)(ii) of the RFP. (Section 5.11(2)(b))

Network Access Rural Areas Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of Enrollees do not have provider access that meets the Network Access-Rural Areas requirement for any provider type listed in Section 3.11(1)(c)(iii) of the RFP. (Section 5.11(2)(c))

Quality Assurance Guarantee: The Offeror proposes to forfeit \$_____ for each calendar year in which any two out of the three utilization measures applicable to Empire Plan primary members fall below the established benchmark. The three measures are Inpatient Hospital Utilization, Avoidable Emergency Room Visits, and Inpatient Readmissions (All-Cause). The thresholds that the Offeror will be expected to maintain on an annual basis will be established by the Department, in consultation with the NYS Department of Health and the Department’s Decision Support System vendor. This guarantee will be effective starting the second year of the Contract. (Section 3.11(1)(k))

Value-Based Contracting Guarantee: The Offeror proposes to forfeit \$_____ for each year, starting with the end of the second year of the Contract, that the Offeror does not meet the following value-based contracting goals (Section 3.11(1)(l)):

1. Forty percent (40%) of Plan primary members, defined as those members that can be attributed to a primary care provider, must receive care from a provider that has a value-based contract by the end of the second year of the Contract.
2. Forty-five percent (45%) of Plan primary members, defined as those members that can be attributed to a primary care provider, must receive care from a provider that has a value-based contract by the end of the third year of the Contract.
3. Fifty percent (50%) of Plan primary members, defined as those members that can be attributed to a primary care provider, must receive care from a provider that has a value-based contract by the end of the fourth year and for all subsequent years of the Contract.

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Predetermination of Benefits Notification Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of predetermination of benefits requests are not processed within ten (10) calendar Days of receipt. (Section 3.16(1)(i))

Inpatient Treatment UR Guarantee: The Offeror proposes to forfeit \$_____ for each quarter in which less than ninety percent (90%) of requests for Pre-certification of inpatient MHSA care that are reviewed within twenty-four (24) hours from the receipt of the request and/or the Member and Provider are not notified within one (1) Business Day of the determination. (Section 5.17(2))

Transition and Termination Guarantee: The Offeror proposes to forfeit \$_____ for each day or part thereof, that all Transition Plan requirements listed in Section 3.22 of this RFP are not met in the time frame stated. (Section 3.22(8))