370074 State of Nevada Public Employees' Benefits Program

	Measurement	How Measured	Fee at Risk	Owner	Due to internal account management team by	Results Details (Q1)	Guarantee Achieved?
Enrollment materials	Enrollment materials completed/shipped within agreed upon timeframe	Implementation Tracking	.3% of premium	Emily Doehr	8/1/2022	N/A	Yes
Draft certificate issued	30 days from receipt of set up information	Implementation Tracking	.3% of premium	Emily Doehr	8/1/2022	N/A	Yes
Client Implementation System Readiness			.3% of premium	Emily Doehr	8/1/2022		
	 45 days list billed groups (excludes EDI) 30 days for self billed groups 					NA	Yes
Life Claims - Timeliness of claim payment Claim Processing Complete Life Claim – Decision		Claim Turn Around Reports	.3% of premium	Geoff Crain	12/15/2023	99.0%	Yes
	denied and letter mailed in five business days following	Quarterly claim decision report	.3% of premium	Geoff Crain	12/15/2023	87.0%	No
Life Claims - Accuracy of claim payment	98% of claims processed accurately	Internal Claims Audit	.3% of premium	Geoff Crain	12/15/2023	94.0%	No
Accurate reporting provided 45 days after the end of the quarter	Claim reporting sent out to employer	Reporting Send Date	.3% of premium	Account managment			
answer	80% in less than 30 seconds	Call Center Statistics	.3% of premium		12/15/2023	85.0%	Yes
Abandonment Rate	<5% abandonment rate		.3% of premium		12/15/2023	1.7%	Yes
Client Satisfaction	account management in the opinion of the client's HR	Based on average score of 5 out of 10 on the standard client loyalty survey.	.3% of premium	Account managment			
	System Readiness of claims - Timeliness of claim payment Complete Life Claim – Decision Decision Life Claims - Accuracy of claim payment Accurate reporting provided 45 days after the end of the quarter Average speed of answer Abandonment Rate Client Satisfaction	Draft certificate issued 30 days from receipt of set up information Systems ready for claims/customer service within the following days from receipt of complete set up information: Systems ready for claims/customer service within the following days from receipt of complete set up information: System Readiness - 45 days list billed groups (excludes EDI) - 30 days for self billed groups Life Claims - Timeliness 97% of claims processed within 10 days of receipt of or claim payment Complete Life Claim - decide and letter maleto in five business days following receipt of all information necessary to make a claim decision. Life Claims - Accuracy of claim payment 98% of claims processed accurately Accurate reporting provided 45 days after the end of the quarter Claim reporting sent out to employer Average speed of answer 80% in less than 30 seconds Abandonment Rate 5% abandonment rate	Draft certificate issued 30 days from receipt of set up information Implementation Tracking System readings Systems ready for claims/customer service within the following days from receipt of complete set up information: Implementation Tracking System Readiness - 45 days list billed groups (excludes EDI) Implementation Tracking Life Claims - Timeliness 97% of claims processed within 10 days of receipt of complete information Claim Turn Around Reports Complete Life Claim - denied and letter matter in free business days folowing receipt of all information necessary to make a claim report Quarterty claim decision receipt of all system stays folowing receipt of all information necessary to make a claim report Internal Claims Audit Accurate reporting 98% of claims patient ut to employer Reporting Send Date the decision can average speed of any any ment rate Call Center Statistics Abandonment Rate 65% abandonment rate Call Center Statistics Based on average score of S out of 10 on the around neares statistic top ongoing, day-to-day account management in the opinion of the clearts HR around statistics Based on average score of S out of 10 on the clearts HR	Draft certificate issued 30 days from receipt of set up information Implementation Tracking .3% of premium Systems ready for claims/customer service within the following days from receipt of complete set up information: Implementation Tracking .3% of premium System Readiness .45 days list billed groups (excludes EDI) .30 days for self billed groups (excludes EDI) Implementation Tracking .3% of premium Life Claims - Timeliness 97% of claims processed within 10 days of receipt of of claim payment Claim Turn Around Reports .3% of premium Complete Life Claim - Decision 97% of claims approved and payment issues, or claims denied and letter mailed in five business days following of claim payment Quaretry claim decision receipt of all information necessary to make a claim Quaretry claim decision report .3% of premium Life Claims - Accuracy of claim payment 98% of claims processed accurately Internal Claims Audit .3% of premium Accurate reporting provided 45 days after the end of the quarter Call Center Statistics .3% of premium Abandonment Rate 5% abandonment rate Call Center Statistics .3% of premium Abandonment Rate 6% of premium in the opinion of the client's Hit and/or benefits staff. .3% of premium	Draft certificate issued 30 days from receipt of set up information Implementation Tracking .3% of premium Emily Doehr System Readiness Systems ready for claims/customer service within the following days from receipt of complete set up information: Implementation Tracking .3% of premium Emily Doehr System Readiness - 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