

370074 State of Nevada Public Employees' Benefits Program

Life Performance Guarantees

Service	Metric	Measurement	How Measured	Fee at Risk	Owner	Due to internal account management team by	Results Details (Q1)	Guarantee Achieved?
Client Implementation	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
	System Readiness	Systems ready for claims/customer service within the following days from receipt of complete set up information: 45 days list billed groups (excludes EDI) 30 days for self billed groups	Implementation Tracking	.3% of premium	Emily Doehr	8/1/2022	N/A	Yes
Claim Processing	Life Claims - Timeliness of claim payment	97% of claims processed within 10 days of receipt of complete information	Claim Turn Around Reports	.3% of premium	Geoff Crain	12/15/2023	99.0%	Yes
	Complete Life Claim – Decision	97% of claims approved and payment issues, or claims denied and letter mailed in five business days following receipt of all information necessary to make a claim decision.	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
Employer Reporting	Accurate reporting provided 45 days after the end of the quarter	Claim reporting sent out to employer	Reporting Send Date	.3% of premium	Account management			
Claim Customer Service	Average speed of answer	80% in less than 30 seconds	Call Center Statistics	.3% of premium		12/15/2023	85.0%	Yes
	Abandonment Rate	<5% abandonment rate	Call Center Statistics	.3% of premium		12/15/2023	1.7%	Yes
Account Management	Client Satisfaction	UHCSB performs satisfactory ongoing, day-to-day account management in the opinion of the client's HR and/or benefits staff.	Based on average score of 5 out of 10 on the standard client loyalty survey.	.3% of premium	Account management			
Total at Risk				The lesser of 3% or \$50,000				