

PEBP Performance Guarantees

		2024										2025									
		Target	Result				Variance				Target	Result				Variance					
Ref. #	Performance Guarantee	Claims Administration	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4			
1.4	Claim Adjustment Time (7 cal or 5 bus days)		95.0%	93.1%	94.5%	94.3%	97.8%	-1.9%	-0.5%	-0.7%	2.8%	95.0%	93.1%	96.0%			-1.9%	1.0%			
1.5	Call Answer Time (30 Seconds)		85.0%	90.3%	97.8%	92.2%	92.8%	5.3%	12.8%	7.2%	7.8%	85.0%	94.4%	96.8%			9.4%	11.8%			
1.6	Call Abandonment		3.0%	1.1%	0.1%	0.5%	0.6%	1.9%	2.9%	2.5%	2.4%	3.0%	0.5%	0.3%			2.5%	2.7%			
1.7	First Call Resolution		95.0%	93.8%	91.0%	95.8%	96.3%	-1.2%	-4.0%	0.8%	1.3%	95.0%	97.5%	97.3%			2.5%	2.3%			
1.8	Time CSR To Close Open Inquiry (% Within 48 Hours)		90.0%	94.7%	95.2%	98.0%	98.4%	4.7%	5.2%	8.0%	8.4%	90.0%	98.5%	98.5%			8.5%	8.5%			
1.8	Time CSR To Close Open Inquiry (% Within 5 Days)		98.0%	95.5%	95.5%	99.2%	99.6%	-2.5%	-2.5%	1.2%	1.6%	98.0%	98.9%	99.3%			0.9%	1.3%			
1.9	CSR Audit or Quality Scores (Call Handling)		97.0%	95.5%	96.8%	97.0%	97.5%	-1.5%	-0.2%	0.0%	0.5%	97.0%	98.1%	98.6%			1.1%	1.6%			
1.1	CSR Call Back Performance (Within 24 Hours)		90.0%	85.0%	76.9%	100.0%	100.0%	-5.0%	-13.1%	10.0%	10.0%	90.0%	100.0%	100.0%			10.0%	10.0%			
1.11	Emails Return Time (% Within 8 Hours)		90.0%	100.0%	100.0%	100.0%	100.0%	10.0%	10.0%	10.0%	10.0%	90.0%	100.0%	100.0%			10.0%	10.0%			
1.11	Emails Return Time (% Within 24 Hours)		95.0%	100.0%	100.0%	100.0%	100.0%	5.0%	5.0%	5.0%	5.0%	95.0%	100.0%	100.0%			5.0%	5.0%			
1.12	Member Satisfaction Service Survey		95.0%	N/A	N/A	N/A	95.6%	N/A	N/A	N/A	0.6%	95.0%	N/A	N/A			N/A	N/A			
1.13	Account Management - Satisfactory To PEBP		AGREE	MET	Met	Met	Met	Met	Met	N/A	N/A	AGREE	Met	Met			Met	Met			
1.14	Eligibility Processing (2 Business Days)		98.0%	100.0%	100.0%	100.0%	94.2%	2.0%	2.0%	2.0%	-3.8%	98.0%	100.0%	100.0%			2.0%	2.0%			
1.15	Data Reporting (100% Within 10 Business Days)		MET	N/A	N/A	100.0%	100.0%	N/A	N/A	N/A	N/A	100.0%	100.0%	100.0%			0.0%	0.0%			
1.16	Implementation Satisfaction		MET	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A	N/A			
1.17	ID Card Production (10 Business Days)		100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%			0.0%	0.0%			
1.18	Subcontractors Disclosure (30 Calendar Days)		100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	Met	Met			N/A	N/A			
1.19	PHI		100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	Met	Met			N/A	N/A			
		Network Administration																			
2.1	EDI Claims Re-Pricing Turnaround Time (3 Business Days)		97.0%	98.0%	99.5%	99.0%	99.5%	1.0%	2.5%	2.0%	2.5%	97.0%	99.5%	99.5%			2.5%	2.5%			
2.1	EDI Claims Re-Pricing Turnaround Time (5 Business Days)		99.0%	100.0%	99.5%	99.5%	99.5%	1.0%	0.5%	0.5%	0.5%	99.0%	99.5%	99.8%			0.5%	0.8%			
2.2	EDI Claims Re-Pricing Accuracy		97.0%	98.3%	97.9%	97.8%	99.5%	1.3%	0.9%	0.8%	2.5%	97.0%	98.9%	99.5%			1.9%	2.5%			
2.3	Data Reporting (Within 10 Business Days)		MET	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	N/A	100.0%	100.0%	100.0%			0.0%	0.0%			
2.4	Subcontractors Disclosure		100.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	0.0%	100.0%	Met	Met			N/A	N/A			
2.5	Provider Directory (Within 10 Business Days)		100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	Met	Met			N/A	N/A			
2.6	Website 99% Of Time		99.0%	99.9%	100.0%	100.0%	100.0%	0.9%	1.0%	1.0%	1.0%	99.0%	100.0%	100.0%			1.0%	1.0%			
		UM/CM Management																			
3.1	Date Reporting (10 Calendar Days)		100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%			0.0%	0.0%			
3.2	Notification Of HCC (5 Business Days)		100.0%	100.0%	92.3%	100.0%	100.0%	0.0%	-7.7%	0.0%	0.0%	100.0%	100.0%	100.0%			0.0%	0.0%			
3.3	Pre-Cert Requests (5 Business Days)		98.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	2.0%	98.0%	99.9%	100.0%			1.9%	2.0%			
3.4	Concurrent Hospital Reviews (2 Business Days)		98.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	2.0%	98.0%	99.7%	100.0%			1.7%	2.0%			
3.5	Retrospective Hospital Reviews (5 Business Days)		98.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	2.0%	98.0%	100.0%	100.0%			2.0%	2.0%			
3.6	Implementation - Tasks		98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.0%	N/A	N/A			N/A	N/A			
3.7	Implementation - Problem Resolution		98.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	98.0%	N/A	N/A			N/A	N/A			
3.8	Hospital Discharge Planning (3 Business Days)		95.0%	N/A	N/A	N/A	98.1%	N/A	N/A	N/A	3.1%	95.0%	95.7%	95.8%			0.7%	0.8%			
3.9	Large Case Management		95.0%	N/A	N/A	N/A	95.0%	N/A	N/A	N/A	0.0%	95.0%	95.0%	95.0%			0.0%	0.0%			
3.1	Utilization Management Med Nec & COE Usage		98.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	2.0%	98.0%	100.0%	100.0%			2.0%	2.0%			
3.11	Return On Investment ROI UM/CM		100.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	0.0%	100.0%	N/A	N/A			N/A	N/A			
3.12	Disclosure Of Subcontractors (60 Calendar Days)		100.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	0.0%	100.0%	Met	Met			N/A	N/A			
3.13	Unauthorized Transfer of PEBP Data (60 Calendar Days)		100.0%	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	0.0%	100.0%	Met	Met			N/A	N/A			