

**370074 State of Nevada Public Employees' Benefits Program**

**Life Performance Guarantees 2025 Q2 – (10/01/2024-12/31/2024)**

Service	Metric	Measurement	How Measured	Fee at Risk	Results Details	Guarantee Achieved?
Claim Processing	Life Insurance - Complete Life Claim Decision	A. <u>Basic Life Claim Determination</u> 97% of claims processed within 10 days of receipt of complete information	Claim Turn Around Reports	.3% of quarterly Basic Life Insurance Premium	100%	Yes
	Life Insurance - Timeliness of Claim Payments	A. <u>Timeliness of Claim Payment</u> 97% of claims approved and payment issued, 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 quarterly Basic Life Insurance Premium	95%	No
	Life Insurance - Accuracy of claim payment	98% of claims processed accurately	Internal Claims Audit	.3% of quarterly Basic Life Insurance Premium	96%	No
Claim Customer Service	Average Speed of Answer	80% of Calls will be answered in less than 30 seconds	Call Center Statistics	.3% of quarterly Basic Life Insurance Premium	80.33%	No
	Abandonment Rate	Less than 5% of calls will be abandoned	Call Center Statistics	.3% of quarterly Basic Life Insurance Premium	2.32%	Yes

V. Life Insurance• Complete Life Claim Decision	97%	A. <u>Basic Life Claim Determination</u> 97% of claims processed within 10 days of receipt of complete information.	A. 0.3%of quarterly Basic Life Insurance Premium.
VI. Life Insurance• Timeliness of Claim Payments	97%	A. <u>Timeliness of Claim Payment</u> 97% of claims Approved and payment issued, or claims denied, and letter mailed in five (5) business days following receipt of all information necessary to make a claim decision.	A. 0.3%of quarterly Basic Life Insurance Premium.
VII. Life Insurance - Accuracy of Claim Payment	98%	A. <u>Basic Life Claim Accuracy</u> 98% of payments processed accurately.	A. 0.3%of quarterly Basic Life Insurance Premium.
III. Life Insurance - Claim Customer Service	80% in less than 30 seconds <5%	A. <u>Average Speed of Answer</u> 80% of calls will be answered in less than 30 seconds reported on a book of business level measured by the Call Center Statistics. B. <u>Abandonment Rate</u> Less than 5% of calls will be abandoned reported on a book of business level. Measured by the Call Center Statistics.	A. 0.3%of quarterly Basic Life Insurance Premium. B. 0.3% of quarterly Basic Life Insurance Premium.