

# PEBP - UMR Performance Guarantees

As of 1/23/2025

Ref. #	Performance Guarantee Medical Dental Claims Administration	Target	2024								2025		
			Result				Variance				Target	Result	Variance
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	Q1	Q1
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%	-1.9%
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%	9.4%
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%	2.5%
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%	2.5%
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%	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%	0.9%
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%	1.1%
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%	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%	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%	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
1.13	Account Management - Satisfactory To PEBP	AGREE	MET	Met	Met	Met	Met	Met	N/A	N/A	AGREE	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%	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%	0.0%
1.16	Implementation Satisfation	MET	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%	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	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	N/A
	<b>Network Administration</b>												
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%	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%	0.5%
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%	1.9%
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%	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	N/A
2.5	Provider Directory (Resolve 100% Of Complaints 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	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%	1.0%
	<b>UM/CM Management</b>												
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%	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%	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%	1.9%
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%	1.7%
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%	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
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
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%	0.7%
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%	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%	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%	100.0%	0.0%
3.12	Dicslosure 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	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	N/A