

Attachment I: Performance Guarantees Exhibit

RFP #2010/AB

Effective Date: 10/01/2010

Name of Offeror: _____ Performance Guarantees for the following plans: _____

For each performance area, please insert a financial penalty in the “Financial Penalty” column or insert “N/A” in that column if you cannot guarantee performance in that area.

Performance Area	Minimum Standards	Performance Measure	Performance Reporting	Frequency of Reports (Reporting Period)	Financial Penalty
Claim Turnaround Time	85% of all claims processed in 15 calendar days, 99% in 30 calendar days	100% of all claims will be reported	Report the percentage of claims processed within 15 and 30-day goals, the total number of claims reviewed, and the number of claims processed within each goal for the reporting period, plan-year-to-date, and rolling 12-months.	Quarterly*	
Claim Accuracy (Claims with no data entry or payment errors and Financial Accuracy (Based on absolute dollar value of errors – over plus under payments))	97% of claims processed correctly with 99% of dollars paid accurately	Statistically valid sample of claims for reporting period based on 95% confidence interval, 3% precision level and an expected error rate of 5%	Report the percentage accuracy, the total number of claims reviewed, and the number of claims paid accurately for the reporting period. Also provide a summary analysis of the errors found during the reporting period	Quarterly*	
Telephone Inquiries	All customer service calls will average less than 45 second wait time and experience less than a 5% lost call rate	100% of all calls will be measured	Report the average wait time on all calls received and the number of calls answered for the reporting period	Quarterly*	
Account Management	To be determined by Offeror and New Horizons				

Performance Area	Minimum Standards	Performance Measure	Performance Reporting	Frequency of Reports (Reporting Period)	Financial Penalty
Customer Satisfaction Survey (Specific to Newport News Public Schools)	90% of all survey responses will be satisfactory or better	To be proposed by the offeror	Report the number of surveys mailed, the number of surveys returned, a summary of responses, and an average rating of the surveys for the reporting period.	Semi-Annually	
Member Satisfaction	Offeror to propose standard measures			Quarterly*	
ID Card Turnaround Time (Upon Takeover, New Members, Ongoing)	7 Business Days			Quarterly*	
Total \$ at Risk					
<p>*Unless otherwise indicated, all performance guarantees will be reported as a quarterly average. If the guarantee is not met for the quarter, a penalty will apply for each month in that quarter for the guarantee that was not met. All guarantees, with the exception of claim turnaround time, will be measured using the offeror's complete book of business.</p>					