

EXHIBIT A
PERFORMANCE GUARANTEES

Performance Guarantee		Benchmark Measurements	Reporting Frequency	Penalty Assessment	Accept / Reject	If "Reject," Alternative Agreed Upon
Plan Sponsor Service						
Average Call Answering Time (excludes IVR)	100% of calls will be answered in an average of 30 seconds or less	The average wait time will be 30 seconds or less.	Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	
Calls Blocked	2% or less of incoming calls will be blocked	2% or less of incoming calls will be blocked	Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	
Call Abandonment Rate	3% or less of incoming calls will be abandoned (excludes calls terminated by member in < 30 seconds)	The call abandonment rate will be 3% or less.	Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	
Response to written inquiries	95% of written inquiries will be responded to within five (5) business days; 100% will be responded to within ten (10) business days	95% of written inquiries are responded to within fifteen (15) business days; 100% are responded to within thirty (30) calendar days	Quarterly within 30 days of the end of the calendar quarter.	Annually	Reject	95% of written inquiries will be responded to within fifteen (15) business days; 100% will be responded to within thirty (30) calendar days
Response to telephone inquiries	99% of telephone inquiries will be responded to within five (5) business days; 100% will be responded to within ten (10) business days	95% of telephone inquiries are responded to within five (5) business day.	Quarterly within 30 days of the end of the calendar quarter.	Annually	Reject	95% of telephone inquiries will be responded to within five (5) business day.
First-Call Resolution	95% of telephone inquiries to vendor's call center will be resolved at the first point of contact.	90% of telephone inquiries are resolved at the first point of contact.	Quarterly within 30 days of the end of the calendar quarter.	Annually	Reject	90% of telephone inquiries will be resolved at the first point of contact.
Member Call Tracking	A summary of the number of member service calls, by call category type, will be documented and analyzed for patterns or problems daily/weekly	NA	Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	

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ID Cards	100% of ID cards are mailed within three (3) days of receipt of eligibility posting	ID Cards are mailed within three (3) days average of receipt of eligibility posting. This standard does not apply to implementation or during the annual open enrollment period when additional steps and validation are in place for quality purposes.	Quarterly within 30 days of the end of the calendar quarter.	Annually	Reject	ID Cards are mailed within three (3) days average of receipt of eligibility posting. This guarantee does not apply to implementation or during the annual open enrollment period when additional steps and validation are in place for quality purposes.
Paper Claims Processing Time	At least 90% of claims will be reimbursed or responded to within 7 business days and 100% of claims will be reimbursed or responded to within 14 business days	NA	Quarterly within 30 days after the end of the quarter.	Annually	Reject	ODS guarantees that a minimum of 90% of clean claims will be processed within 15 calendar days, except during the 90 day start-up period following the effective date of the Plan, effective date of benefit changes to the plan and/or eligibility changes that may delay claims processing and impact this guarantee.
Member Satisfaction	At least 90% of members will be satisfied with TPA per annual survey results. Survey will be based on a statistically valid sample of members (actives and retirees) who have used the TPA's customer service and accessed information about claims and providers. One question will relate to member EOB satisfaction.	At least 80% of members will be satisfied per annual survey results.	Annually within 30 days after the end of the calendar year.	Annually	Reject	At least 80% of members will be satisfied with TPA per annual survey results. TPA will develop survey, which will be Client-specific and approved and based on a statistically valid sample of members (actives and retirees) who have used the TPA's customer service and accessed information about claims and providers. One question will relate to member EOB satisfaction.

Performance Guarantee

Benchmark Measurements

Enrollment Eligibility Updating

Eligibility Data/Posting

100% of eligibility updates (Includes electronic file transfer and manual updates) shall be loaded with 99.5% accuracy within 48 hours of receipt of eligibility data (unless "quality assurance testing" finds the number of errors significant and designated persons decides to not activate the file).

98% is accuracy goal.

New Group Additions

At least 99% of eligibility updates shall be updated with 99.5% accuracy within 48 hours of receipt of eligibility data or a later time agreed upon by both parties.

98% is accuracy goal.

Claims Processing

System Availability

Systems are available 99.9% of time (other than scheduled maintenance time) during normal service hours

NA

	Reporting Frequency	Penalty Assessment	Accept / Reject	If "Reject," Alternative Agreed Upon
	Guarantee will be measured on the 15th of every month. Measured as a percentage of all eligibility and dependent data transmitted to vendor for that period.	Annually	Reject	98% of eligibility updates (Includes electronic file transfer and manual updates) shall be loaded with 98% accuracy within three (3) business days of receipt of eligibility data (unless "quality assurance testing" finds the number of errors significant and designated persons decides to not activate the file). The turnaround piece of this guarantee would be set based on the file frequency.
	Guarantee will be measured within 30 days of end of calendar year	Annually	Reject	98% of eligibility updates (Includes electronic file transfer and manual updates) shall be loaded with 98% accuracy within three (3) business days of receipt of eligibility data (unless "quality assurance testing" finds the number of errors significant and designated persons decides to not activate the file). The turnaround piece of this guarantee would be set based on the file frequency.
	Quarterly within 30 days after the end of the quarter.	Annually	Accept	

Performance Guarantee		Benchmark Measurements
Claims Payment Objective	90% of claims submitted are to be processed within 14 calendar days.	90% of clean claims will be processed within 15 calendar days, except during the 90 day start-up period following the effective date of the Plan, effective date of benefit changes to the plan and/or eligibility changes that may delay claims processing and impact this guarantee.
Claims Payment Objective	The processing accuracy rate of all claims must be at or above 97%.	95% of claims will be coded correctly.
Claim Payment Objective	The financial accuracy rate of all claims must be at or above 99%. The financial accurate rate is defined as the measurement of the total dollar impact of processing errors on a claim.	95% of claims processed will be paid accurately.
Reporting / Payment Guarantees		
Report Distribution Timeliness	All Standard Management Reports will be available on-line within 15 days at the end of each month; electronic copies of quarterly reports will be available within 30 days of the end of the calendar quarter. All ad hoc reports will be sent according to the timeframes specified or at a mutually agreed upon time.	NA
Data Distribution Timeliness	All data submissions will be sent according the timeframes specified or at a different time if agreed upon during implementation.	NA
Reporting / Data Distribution Accuracy	All reports and data submissions will be accurate.	NA

Reporting Frequency	Penalty Assessment	Accept / Reject	If "Reject," Alternative Agreed Upon
Quarterly within 30 days of the end of the quarter.	Annually	Accept	
Quarterly within 30 days of the end of the quarter.	Annually	Accept	ODS internal audit department conducts audits on a statistically valid sample of claims.
		Accept	ODS internal claims audit department conducts audits of statistically valid sample of claims.
Quarterly within 30 days of the end of the quarter.	Annually	Reject	All financial reports delivered within 45 days of the end of the quarter.
Quarterly within 30 days of the end of the quarter.	Annually	Accept	
Annually within 30 days of the end of the calendar year.	Annually	Accept	All financial reports will accurately report the financial information as available at the close of the experience period.

Performance Guarantee		Benchmark Measurements
Payments from Reconciliation of Claims Pricing Guarantees	Any amounts owed based on completed reconciliation reports (actual claims costs versus guarantees) will be paid within five (5) business days after the reconciliation report has been accepted, which begins on the date each party agrees to the results presented.	NA

	Reporting Frequency	Penalty Assessment	Accept / Reject	If "Reject," Alternative Agreed Upon
	Annually	Annually	Accept	

Performance Guarantee		Benchmark Measurements
Account Service/Management		
Client / Consultant Responsiveness	At least 90% of all voice and/or e-mail messages sent by Client or consultant will receive a "response" within one (1) business day; 100% within three (3) business days. A "response" does not mean resolution is provided; instead it may include a simple acknowledgement of the inquiry or referral to another representative as long as the representative responds within the same timeframe, but it must provide a target completion/resolution date	NA
Issue Log	At least 98% of open issues will be captured and tracked accurately.	NA

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Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	
Quarterly within 30 days of the end of the calendar quarter.	Annually	Accept	<p>The ODS Account Executive will work with the State representatives to define parameters for formalizing a request/ Inquiry as an open issue. All open issues will be formally tracked on an account services tracking log. Updates will be tracked on each open issue until the task is resolved/ completed. The ODS Account Executive will facilitate conference call meetings to review open issues on a weekly basis or in alignment with a schedule that the State of Alaska requests or deems appropriate.</p>

Performance Guarantee		Benchmark Measurements	Reporting Frequency	Penalty Assessment	Accept / Reject	If "Reject," Alternative Agreed Upon
Quarterly Meetings	Meetings will occur at least quarterly (assuming Client does not reject the offer) to discuss the performance of the plan, opportunities, industry trends, etc., and to present Performance Standard/Guarantee statistics as appropriate.	Quarterly meetings	Within 30 days after the end of the calendar year	Annually	Accept	The quarterly meeting requirement will be lifted for the quarter being measured in the event that the State is not available to meet or cancels the scheduled meeting. Score of at least 8 out of 10 on mutually agreed upon survey tool.
Client Satisfaction Survey	A performance survey will be provided to the Client, and/or the Client's designee, semi-annually. The results will be satisfactory or better.	At least 80% of members will be satisfied per annual survey results.	Survey will be provided on or before January 15 of every year. The survey results will be compiled and presented on or before February 15 of each year.	Annually	Accept	
Additional Performance Guarantees						

Penalties for Failure to Meet Above Performance Guarantees:

\$500 per guarantee not fulfilled for the reporting frequency period January 1, 2014 through March 31, 2014.

\$1,000 per guarantee not fulfilled for reporting frequency periods beginning April 1, 2014 or thereafter.