

## Performance Standards

<i>RFP Ref.</i>	<i>Report</i>	<i>Description of Report</i>	<i>Performance Standard Expectation</i>
<b>Call Management</b>			
Call Mgmt.	1.B. Average Speed of Answer (ASA)	Average number of seconds to answer all calls with a live person coming into the call center including after hours calls and authorization lines, measured by the selection of a menu option (e.g. crisis queue).	30 seconds - clinical and customer service queues. 15 Seconds - Crisis queue.
Call Mgmt.	1.C. Call Abandonment Rate (CAR)	Percent of calls abandoned coming into the call center including after hours calls.	5%
Call Mgmt.	1. D. Calls Answered with in 30 Seconds	Percent of calls coming into the call center answered within 30 seconds.	90%
Call Mgmt.	1. F. Number and Percentage of calls placed on hold and average length of time on hold for Clinical Services.	Average length of time on hold for clinical calls.	5 minutes
Call Mgmt.	1. G. Number and Percentage of calls placed on hold and average length of time on hold for Customer Services.	Average length of time on hold for member calls (customer service and crisis).	3 minutes; 1 minute for crisis calls
<b>Utilization Management</b>			
UM	2.A. Higher Levels of Care Timeliness Summary for Initial Auths - With & Without Peer Review	Percent of cases that met the required timeframe broken out by approved, denied, partially denied, suspended or terminated. For those cases which did not meet the goal, the report shall include average time frame for completion. (Without Peer Review - 60 minutes: Psych IP, General IP, IP Detox, Resi Rehab, Intermediate, Obs Beds, Crisis Stabilization, PRTF, and PHP. With Peer Review - 120 minutes: Psych IP, General IP; 180 minutes: IP detox; 1 business day: Resi Rehab, Intermediate, Crisis Stabilization, Obs Beds, PRTF, and PHP)	95% of decisions communicated within designated timeframe
UM	2.B. Lower Levels of care Timeliness Summary for Initial Auths -With and Without peer Review.	Percent of cases that met the required timeframe broken out by approved, denied, partially denied, suspended or terminated. For those cases which did not meet the goal, the report shall include average time frame for completion. (Without Peer Review - 1business day. With Peer Review - 1 business day)	95% of decisions communicated within designated timeframe
UM	2.C. Higher levels of Care Timeliness Report for Concurrent Reviews - With and Without Peer Review	Percent of cases that met the required timeframe broken out by approved, denied, partially denied, suspended or terminated. For those cases which did not meet the goal, the report shall include average time frame for completion. (Without Peer Review - 60 minutes: Psych IP, General IP, IP Detox, Resi Rehab, Intermediate, Crisis Stabilization, PRTF, and PHP; With Peer Review - 120 minutes: Psych IP, General IP; 180 minutes: IP detox; 1 business day: Resi Rehab, Intermediate, Crisis Stabilization, PRTF, and PHP)	95% of decisions communicated within designated timeframe
UM	2.D. Lower levels of Care Timeliness Report for Concurrent Reviews - With and Without Peer Review	Percent of cases that met the required timeframe broken out by approved, denied, partially denied, suspended or terminated. For those cases which did not meet the goal, the report shall include average time frame for completion. (Without Peer Review - 2 business day. With Peer Review - 2 business day)	95% of decisions communicated within designated timeframe
UM	3.A Timeliness of UM Decision Written Notification - Authorization letter extract	Summary report that identifies the timeliness of UM Decision Written Notification. 3.A summarizes authorization notification extract validity and completeness, i.e., the percentage of authorization records that resulted in an appropriate notification record on the authorization notification extract.	98% of all authorization decisions result in an appropriate notification contained in an authorization notification extract
<b>Notice of Action/Denials and Denials</b>			
NOA/ Denials	17.A Percent and number of NOAs and Denials issued within 3 business days.	Percent of NOAs and denial letters that are sent out within 3 business days	98% within three (3) business day

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<i>RFP Ref.</i>	<i>Report</i>	<i>Description of Report</i>	<i>Performance Standard Expectation</i>
<b>Quality Management</b>			
	<b>20.C-D Complaints Meeting Turnaround Time (TAT) and Average Amount of Time to Resolve Complaints (in Days) by Quarter</b>	Percent of complaints resolved within 30 days or 45 days with an extension requested.	90%
<b>Appeals</b>			
<b>Appeals</b>	<b>23.A. Provider Appeals and Determination Timeliness</b>	<p><u>Level 1</u>: Total number of first level provider clinical appeals resolved by reason for appeal, during the reporting time period. Number and percentage resolved timely. Number and percentage overturned.</p> <p><u>Level 2</u>: Total number of second level provider clinical appeals resolved by reason for appeal, during the reporting time period. Number and percentage resolved timely. Number and percentage overturned.</p>	<p><u>Level 1</u>: Percentage of total child and adult appeals resolved timely; greater than or equal to 90%;</p> <p><u>Level 2</u>: Percentage of total child and adult appeals resolved timely; greater than or equal to 90%</p>
<b>Appeals</b>	<b>23.B. Member Appeals and Determination Timeliness</b>	Total number of member clinical appeals resolved by reason for appeal, during the reporting time period. Number and percentage of member appeal determinations that met the 30 calendar day timeframe for routine appeals and the 3 day (5 day with a member meeting) timeframe for expedited appeals. Number and percentage overturned. Report all of above separately for routine and expedited appeals and combined.	<p><u>Level 1</u>: Percentage of total child and adult routine and expedited (combined ) appeals resolved timely; greater than or equal to 90%;</p>