

	Start Date	End Date
Current Period:	1/1/2013	12/31/2013
YTD Period:	1/1/2013	12/31/2013

FELRA & UFCW Health and Welfare Fund - Service Level Agreement Dashboard																Quarterly Results Summary			
	Goal	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	YTD	Over 24 months	Q1 2013	Q2 2013	Q3 2013	Q4 2013
1. Call Center Management																			
Average Speed Answered (ASA)	0:00:30	0:00:13	0:00:08	0:00:10	0:00:10	0:00:11	0:00:14	0:00:15	0:00:19	0:00:23	0:00:14	0:00:13	0:00:13	0:00:14		0:00:10	0:00:12	0:00:19	0:00:13
Abandonment Rate	3.0%	0.1%	0.4%	0.3%	0.4%	0.1%	0.1%	0.3%	0.6%	0.3%	0.0%	0.3%	0.3%	0.3%		0.3%	0.2%	0.40%	0.18%
% Calls Answered within 30 Seconds	85.0%	89.9%	95.4%	92.7%	92.6%	91.9%	89.3%	88.9%	85.1%	81.9%	87.5%	90.5%	91.7%	89.8%		92.7%	91.27%	85.30%	89.91%
2. Client Satisfaction																			
Overall Program Satisfaction	90.0%	Reported Annually (Have not received satisfaction survey back from client)													n/a	90.00%	90.00%	90.00%	90.00%
Implementation Satisfaction	90.0%														n/a	--	--	--	--
3. Participant Satisfaction																			
Overall Program Satisfaction	90.0%	100.00%				98.31%				100.00%				99.58%		100.00%	98.31%	100.00%	100.00%
4. Data Management																			
Eligibility Data Loaded within 5 Days of Receipt	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0		5.0	5.0	5.00	5.00
Accuracy of Records Upload	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.00%	100.00%	100.00%
5. Reporting																			
Availability of Operational Reports																			
Available via secure URL	95.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.00%	99.00%	99.00%	99.00%	99.00%	99.5%		99.9%	99.9%	99.00%	99.00%
Annual Report																			
5 Business Days Prior to Presentation of Results	5.0	Reported Annually													100%				
6. Program Performance																			
Case Management Participation (as % of Members)	0.85%	0.18%	0.33%	0.48%	0.58%	0.69%	0.80%	0.94%	1.05%	1.16%	1.28%	1.39%	1.51%	1.51%		0.98%	0.69%	1.02%	1.39%
Program Savings - 3:1 ROI (over 24 months)	3.0	2.88				1.78		2.72				2.29			2.42	2.88	1.78	2.72	2.29

Quarterly Results Summary			
Q1 2013	Q2 2013	Q3 2013	Q4 2013
0:00:10	0:00:12	0:00:19	0:00:13
0.3%	0.2%	0.40%	0.18%
92.7%	91.27%	85.30%	89.91%
90.00%	90.00%	90.00%	90.00%
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100.00%	98.31%	100.00%	100.00%
5.0	5.0	5.00	5.00
100.0%	100.00%	100.00%	100.00%
99.9%	99.9%	99.00%	99.00%
0.98%	0.69%	1.02%	1.39%
2.88	1.78	2.72	2.29

Metrics Grid for Each SLA Item		Green		Yellow		Red	
	Goal	Low	High	Low	High	Low	High
1. Call Center Management							
Average Speed Answered (ASA)	0:00:30	0:00:00	0:00:30	0:00:31	0:00:59	0:01:00	
Abandonment Rate	3.0%	0%	3.00%	2.99%	4.99%	5.00%	
% Calls Answered within 30 Seconds	85.0%	0.00%	85.00%	80.00%	84.99%	79.99%	
2. Client Satisfaction							
Overall Program Satisfaction	90.0%	100.00%	90.00%	89.99%	85.00%	84.99%	
Implementation Satisfaction	90.0%	100.00%	90.00%	89.99%	85.00%	84.99%	
3. Participant Satisfaction							
Overall Program Satisfaction	90.0%	100.00%	90.00%	89.99%	85.00%	84.99%	
4. Data Management							
Eligibility Data Loaded within 5 Days of Receipt	5.0	0.00	5.00	5.01	6.00	6.01	
Accuracy of Records Upload	95.0%	100.00%	95.00%	94.99%	90.00%	89.99%	
5. Reporting							
Availability of Operational Reports via secure URL	95.0%	100.00%	95.00%	94.99%	90.00%	89.99%	
Annual Report Delivered 5 days prior to presentation	5.0	5.00	5.00	4.99	4.00	3.99	
6. Program Performance							
Case Management Participation (as % of Members)	0.85%	0.8500%	0.8500%	0.8499%	0.8000%	0.7999%	
Program Savings - 3:1 ROI (over 24 months)	3.0	3.00	3.00	2.99	2.00	1.99	

FELRA & UFCW Health and Welfare Fund

Performance Guarantee Report

Client Satisfaction	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Overall Program Satisfaction	2.0%	Survey sent to Client on annual basis, one month after each anniversary period.	Achieve an overall satisfaction rating of 90%; satisfied is defined as satisfied or very satisfied using a Client- approved 5-point survey tool. Overall Program Satisfaction to be reported to Client annually. If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization and Case Management services for the previous 12 months.	Annually	Annually
Implementation Satisfaction		Survey sent to Client 30 days after implementation ("go-live").	Achieve an overall satisfaction rating of 90%; satisfied is defined as satisfied or very satisfied using a Client- approved 5-point survey tool. Implementation Satisfaction to be reported once, following "go live". If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization and Case Management services for the previous 12 months.	Once	Annually
Participant Satisfaction	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Overall program satisfaction	1.0%	Survey offered to providers and participants after each prior authorization call. Survey is administered via Interactive Voice Response.	Achieve an overall satisfaction rating of 90%; satisfied is defined as satisfied or very satisfied using a Client- approved 5-point survey tool. To be reported to Client quarterly. If applicable, performance penalty of 1% to be applied to the PEPM fees billed for Utilization Management services for the previous 12 months.	Quarterly	Annually

FELRA & UFCW Health and Welfare Fund Performance Guarantee Report

Call Center Management	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Service Level	2.0%	85% of inbound calls will be answered in 30 seconds or less.	To be reported to Client quarterly. If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization Management services for the previous 12 months.	Quarterly	Annually
Abandonment Rate		3% or less of inbound calls will abandon while holding in call queue.	To be reported to Client quarterly. If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization Management services for the previous 12 months.	Quarterly	Annually
Data Management	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Eligibility Data Collection:	1.0%	Company will accept a monthly electronic eligibility file from Associated Administrators in a format agreed upon per Article 3.1 of this Agreement. Company will be responsible for formatting eligibility data into Company's specific format.	- Data will be loaded within five working days of receipt. - Achieve 95% accuracy of records upload of data set provided by Associated Administrators. To be reported to Client quarterly. If applicable, performance penalty of 1% to be applied to the PEPM fees billed for Utilization Management services for the previous 12 months.	Quarterly	Annually
Reporting	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Availability of Operational Reports	2.0%	Standard reports will be made available via a secured URL address. Data available for reports will be current as midnight ET of the previous business day. Reports can be segregated for all unique reporting groups as requested by Client.	To be reported to Client quarterly. If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization and Case Management services for the previous 12 months.	Quarterly	Annually
Annual Report		Report will be prepared and received by Client at least five business days prior to presentation of results to allow for review.	To be reported to Client quarterly. If applicable, performance penalty of 2% to be applied to the PEPM fees billed for Utilization and Case Management services for the previous 12 months.	Quarterly	Annually

FELRA & UFCW Health and Welfare Fund

Performance Guarantee Report

Program Performance	% at Risk	Provision	Measurement	Reporting Frequency	PG Applied
Case Management Participation	2.0%	Over a 12 month period, Company will demonstrate active case management in no less than .85% of Members.	Case Management Participation will be evaluated on an annual basis. If applicable, performance penalty of 1% to be applied to the PEPM fees billed for Case Management services for the previous 12 months.	Quarterly	Annually
Program Savings		Hard savings is documented by Company's Utilization and Case Management RNs and is captured in our Cognos reporting package. Hard dollar savings is defined as: - o UM Savings: Inpatient Days Saved, Outpatient Surgeries/Procedures/Visits Deferred, DME > \$500 Deferred - o Avoided days resulting from early release from inpatient confinement, skilled nursing facility confinement, or other areas of alternative care - o Additional savings resulting from negotiations with non-network providers and - o Network steerage.	To be reported to Client quarterly. Overall Program Savings and ROI will be reported as a part of the annual report. Company will guarantee a 3:1 ROI in savings, as defined above over a 24-month period. If applicable, performance penalty of 1% to be applied to the PEPM fees billed for Utilization and Case Management services for the previous 24 months.	Quarterly	Annually
Total At Risk:		10.0%			

2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Covered Lives (YTD Avg)	24,323	24,423	24,645	24,407	23,996	24,309	24,153	23,961	24,131	24,082
Savings	\$ 117,980	\$ 189,680	\$ 72,070	\$ 89,770	\$ 43,050	\$ 56,890	\$ 195,060	\$ 53,920	\$ 162,180	\$ 93,290
CM Program Savings	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PEPM Billings	\$ 33,624	\$ 33,760	\$ 34,070	\$ 33,739	\$ 33,168	\$ 33,603	\$ 33,389	\$ 33,123	\$ 33,356	\$33,295
ROI	3.51	5.62	2.12	2.66	1.30	1.69	5.84	1.63	4.86	2.80
New CM Cases by Month	25	26	25	32	25	25	25	25	26	25
2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Covered Lives (YTD Avg)	23,558	23,684	23,885	23,861	23,773	23,662	22,715	22,688	22,749	22,561
Savings	\$ 56,330	\$ 64,680	\$ 74,480	\$ 51,730	\$ 61,900	\$ 50,430	\$ 17,850	\$ 32,470	\$ 74,890	\$ 56,000
CM Program Savings										
PEPM Billings	\$ 32,564	\$ 32,740	\$ 33,015	\$ 32,985	\$ 32,862	\$ 32,707	\$ 32,590	\$ 32,449	\$ 32,491	\$32,303
ROI	1.73	1.98	2.26	1.57	1.88	1.54	0.55	1.00	2.30	1.73
New CM Cases by Month	42	36	36	25	25	25	25	25	25	25
2012										
Total Savings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ 379,730	\$ 189,710	\$ 411,160	\$ 151,400	\$ 1,132,000					
Total CM Program Savings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ -	\$ -	\$ -	\$ -	\$ -					
Total PEPM Billings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ 101,454	\$ 100,510	\$ 99,868	\$99,478	\$ 401,310					
Total New CM Cases Opened Quarterly	Q1	Q2	Q3	Q4	Total		2012 ROI			
	76	82	76	76	310		Q1	Q2	Q3	Q4
							3.74	1.89	4.12	1.52
2013							2013 ROI			
Total Savings Quarterly	Q1	Q2	Q3	Q4	Total		Q1	Q2	Q3	Q4
	\$ 195,490	\$ 164,060	\$ 125,210	\$ 297,230	\$ 781,990		1.99	1.66	1.28	3.08
Total CM Program Savings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ -	\$ -	\$ -	\$ -	\$ -					
Total PEPM Billings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ 98,319	\$ 98,554	\$ 97,529	\$ 96,460	\$ 390,863					
Total New CM Cases Opened Quarterly	Q1	Q2	Q3	Q4	Total					
	114	75	75	76	340					

Program Savings - 3:1 ROI (over 24 months) 2012 & 2013										
Total Savings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ 575,220	\$ 353,770	\$ 536,370	\$ 448,630	\$ 1,913,990					
Total PEPM Billings Quarterly	Q1	Q2	Q3	Q4	Total					
	\$ 199,774	\$ 199,064	\$ 197,397	\$195,938	\$ 792,173					
Program Savings - 3:1 ROI (over 24 months)	\$2.88	\$1.78	\$2.72	\$2.29	\$2.42					

