



2021 Optum Financial Performance Standards Scorecard



Performance Standards	Description	Quarter 1 2021	Quarter 2 2021	Quarter 3 2021	Quarter 4 2021
Claims Process					
Processing Accuracy	At least ninety-nine percent (99%) level of processing accuracy. Processing accuracy means all claims are processed correctly in every respect, financial and technical (e.g., according to federal and STATE regulations, proper substantiation, coverage period, system, procedural, etc.), divided by total claims processed.	99.23% Pass	99.21% Pass	99.48% Pass	99.61% Pass
Financial Accuracy	At least ninety-nine (99%) percent level of financial accuracy. Financial accuracy means the claim dollars paid in the correct amount divided by the total claim dollars paid.	99.33% Pass	99.08% Pass	99.28% Pass	99.24% Pass
Claims Processing Time	At least ninety-nine percent (99%) of all claims received must be processed within three (3) BUSINESS DAYS of receipt of all necessary information.	99.08% Pass	99.33% Pass	99.68% Pass	99.68% Pass
Claims Processing System Availability	At least ninety-nine percent (99%) of the time the claims processing system is available for adjudication of DEBIT CARD claims and online claims submitted by PARTICIPANTS and MERCHANTS. This includes downtime for system maintenance.	100% Pass	99.98% Pass	100% Pass	99.83% Pass
Participant Reimbursement	At least ninety-nine percent (99%) of PARTICIPANT reimbursement will be released via check or direct deposit within two (2) BUSINESS DAYS from the claims processing date.	100% Pass	100% Pass	100% Pass	100% Pass



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Customer Service					
Answer Timeliness Service-Level Agreement (SLA)	At least eighty-five percent (85%) of calls received by the CONTRACTOR'S customer service (during operating hours) during the measurement period were answered by a live voice within thirty (30) seconds.	87.75% Pass	88.12% Pass	67.44% Not Pass	76.09% Not Pass
Call Abandonment Rate	Less than five percent (5%) of calls abandoned, measured by the number of total calls that are not answered by customer service (caller hangs up before answer) divided by the number of total calls received.	1.87% Pass	1.93% Pass	2.28% Pass	7.81% Not Pass
Call Resolution Turn-Around-Time (TAT)	At least ninety percent (90%) of customer service calls that require follow-up or research will be resolved within two (2) BUSINESS DAYS of initial call. Measured by the number of issues initiated by a call and resolved (completed without need for referral or follow-up action) within two (2) BUSINESS DAYS, divided by the total number of issues initiated by a call.	94.85% Pass	99.38% Pass	99.39% Pass	99.89% Pass
Electronic Written Inquiry Response	At least ninety-eight percent (98%) of customer service issues submitted by email, website, and mail are responded to within two (2) BUSINESS DAYS.	100% Pass	100% Pass	100% Pass	100% Pass
Data Management					
Notification of Data Breach	The CONTRACTOR shall notify the DEPARTMENT Program Manager and Privacy Officer within one (1) BUSINESS DAY of discovering that the PHI and/or PII of one (1) or more PARTICIPANTS may have been breached or has been breached. The CONTRACTOR shall provide the DEPARTMENT with the information required in the Department Terms and Conditions related to all such suspected or actual breaches.	None Pass	None Pass	None Pass	None Pass



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Enrollment					
Eligibility File	The CONTRACTOR must accept an eligibility file update on a schedule agreed upon by the DEPARTMENT, PAYROLL CENTER, and the CONTRACTOR and accurately process the enrollment file additions, changes, and deletions within two (2) BUSINESS DAYS of the file receipt. Delays in processing the eligibility file must be communicated to the DEPARTMENT Program Manager or designee within one (1) BUSINESS DAY.	100.00% Pass	100.00% Pass	100.00% Pass	100.00% Pass
Enrollment File	The CONTRACTOR must accept an enrollment file update on a schedule agreed upon by the DEPARTMENT, PAYROLL CENTER, and the CONTRACTOR and accurately process the enrollment file additions, changes, and deletions within two (2) BUSINESS DAYS of the file receipt. Delays in processing the enrollment file must be communicated to the DEPARTMENT Program Manager or designee within one (1) BUSINESS DAY.	100.00% Pass	100.00% Pass	100.00% Pass	100.00% Pass
Eligibility Discrepancies	The CONTRACTOR must resolve all eligibility discrepancies (any difference of values between the DEPARTMENT'S and the PAYROLL CENTER's database and the CONTRACTOR'S database) as identified within one (1) BUSINESS DAY of notification by the DEPARTMENT, PAYROLL CENTER, or identification by the CONTRACTOR.	100.00% Pass	100.00% Pass	100.00% Pass	100.00% Pass
Enrollment Discrepancies	The CONTRACTOR must resolve all enrollment discrepancies (any difference of values between the DEPARTMENT'S and the PAYROLL CENTER's database and the CONTRACTOR'S database) as identified within one (1) BUSINESS DAY of notification by the DEPARTMENT, PAYROLL CENTER, or identification by the CONTRACTOR.	100.00% Pass	100.00% Pass	100.00% Pass	100.00% Pass



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Other Performance Standards					
Audit	The CONTRACTOR shall address any areas of improvement as identified in any audit in the timeframe as determined by the DEPARTMENT.	Pass	Pass	Pass	Pass
Web-Portal Availability	The CONTRACTOR'S web-portal must be available at least ninety-nine percent (99%) of the time, including scheduled maintenance. In the event of downtime, the Contractor shall immediately notify the DEPARTMENT Program Manager of the expected duration of the downtime, post a notice on the website and web-portal (if possible) and provide a 24-hour "hotline" number.	Pass	Pass	Pass	Pass
Non-Disclosure	The CONTRACTOR shall not use or disclose names, addresses, or other data for any purpose other than specifically provided for in the CONTRACT.	n/a	n/a	n/a	n/a
Reporting Requirements					
Quarterly Performance Standards Report	The CONTRACTOR will submit a report summarizing the CONTRACTOR'S performance under the performance standards specified in Section 315 within twenty (20) DAYS following the last DAY of each QUARTER.	Pass	Pass	Pass	Pass
Annual Performance Standards Summary	The CONTRACTOR will submit a report summarizing the CONTRACTOR'S performance under the performance standards specified in Section 315 within thirty (30) DAYS following the end of each PLAN YEAR	Pass	n/a	n/a	n/a



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Reporting Requirements					
Customer Service Inquiry Report	The CONTRACTOR must submit a report by month for a rolling twelve (12) month period showing the volume and type of inquiry with a break-down by topic within twenty (20) DAYS following the last DAY of the month. The report must include a comparison of the same month of the previous calendar year and illustrate trends.	Pass	Pass	Pass	Pass
Business Recovery Plan and Simulation Report	The CONTRACTOR submits to the DEPARTMENT a business recovery plan that is documented and tested annually, at a minimum, within sixty (60) DAYS following end of each calendar year.	Pass	n/a	n/a	n/a
Fraud and Abuse Review Results	The CONTRACTOR performs QUARTERLY (unless another timeframe is agreed upon by the DEPARTMENT) fraud and abuse reviews and provides results of material findings to the DEPARTMENT. QUARTERLY reports are due within thirty (30) DAYS following the last DAY of each QUARTER.	None Pass	None Pass	None Pass	None Pass
SOC 1 Report	The CONTRACTOR agrees to an audit conducted by an independent CPA firm at the CONTRACTOR'S expense that is in accordance with the SSAE 18 and provides a copy of the CPA's SOC 1 report to the DEPARTMENT.	n/a	Pass	n/a	n/a
Non-discrimination Testing Results Report	The CONTRACTOR performs annual non-discrimination testing and submits the results to the DEPARTMENT no later than ninety (90) DAYS following the end of each calendar year.	n/a	Pass	n/a	n/a
Financial and Utilization Data Submission	The CONTRACTOR submits to the DEPARTMENT or its designee, as required by the DEPARTMENT, statistical report(s) showing financial and utilization data that includes claims and enrollment information, within thirty (30) DAYS following the end of each calendar year.	Pass	n/a	n/a	n/a