

The Department of Employee Trust Funds (ETF)
Service Guarantees for Uniform Dental Benefit
Plans July 1, 2024 – September 30, 2024

Standard	Performance Measure	Threshold	Actual	Definition	Delta Dental Fees at Risk
File Transfers, Enrollment/Disenrollment, and ID Cards, etc.					
Inquiry from ETF staff on behalf of another agency	Acknowledge within 1 business days	95%	99.5%	The average time it takes to acknowledge an ETF staff inquiry. Measured from time an inquiry is received until the inquiry is acknowledged. (Phone, email, chat, and written)	1% of quarterly admin fee at risk.
	Complete response within 5 business days	95%	99.5%	The average time it takes to respond to an ETF staff inquiry. Measured from time an inquiry is received until the inquiry is handled. (Phone, email, chat, and written)	
Telephone access for members	Available 7:30am-5pm Monday-Thursday, 7:30am-4:30pm Friday, except legal State holidays and mutually agreed upon yearly Contractor Holiday Schedule	98%	99.7%	Calculate the available scheduled hours minus the unscheduled outage hours per month.	1% of quarterly admin fee at risk.
Department Enrollment (File Transfer)	Upload enrollment files successfully, as scheduled	99%	100%	Track date file is received and the date the file is uploaded. Provide a summary of the averages to ETF.	1% of quarterly admin fee at risk.
Department Enrollment	Open enrollment – Complete enrollment by February 1 each year.	98%	100%	Track date enrollment is received, and the date entered. Provide a summary of the averages to ETF.	1% of quarterly admin fee at risk.
	New hire or change in eligibility – within 10 business days of receipt of completed paperwork	98%	100%		

Attachment A

Standard	Performance Measure	Threshold	Actual	Definition	Delta Dental Fees at Risk
Census file accuracy	Reconcile to Department payroll records within five (5) Business Days of receipt.	99%	100%	Track receipt date and response date. Provide a summary of the averages to ETF.	1% of quarterly admin fee at risk.

Penalties will be calculated by the Department and paid by the Contractor quarterly. The penalties assessed shall not exceed ten percent (10%) of the administrative fee paid by the Department to the Contractor in the same quarter.

Standard	Performance Measure	Threshold	Actual	Definition	Delta Dental Fees at Risk
ID cards to member	Open Enrollment: Provide ID cards to Members as soon as possible, preferably by January 1 of each year, but no later than February 1 of each year (the threshold applies to the February 1 date)	98%	100%	Provide a summary of averages from date file received to date ID cards mailed.	1% of quarterly admin fee at risk.
	New hire or life event changes: within 10 business days of processing enrollment or change	98%	100%		
Disenrollment	Processed within five (5) business days of receipt	98%	100%	Track the receipt date and upload date average.	1% of quarterly admin fee at risk.
Claims Quality					
Financial payment accuracy	Accuracy of paid benefit dollars.	>99%	99.9%	Calculated as the total amount of claim dollars paid correctly, divided by the total claim dollars paid, expressed as a percentage.	1% of quarterly admin fee at risk.
Claim processing accuracy	Incidence of claims processed without any error	>97%	99.9%	Calculated as the total number of claims processed correctly divided by the total number of claims processed. Processed is defined as the handling of a claim by paying, denying or closing it through a request for additional information. The claims processing accuracy measure recognizes all claim errors, not just errors that result in an under or over payment.	1% of quarterly admin fee at risk.
Claims Timeliness					
Claim Processing Timeliness or Turnaround Time (TAT)	The timeliness of claim processing.	>90% in 14 calendar days >99% in 30 calendar days	99.3% in 14 calendar days 100% in 30 calendar days	TAT is measured from the date a claim is received to the date it is adjudicated (paid, denied, or pended).	1% of quarterly admin fee at risk.

Standard	Performance Measure	Threshold	Actual	Definition	Delta Dental Fees at Risk
Customer Service					
Call answered rate	The timeliness of customer service call answer	<35 seconds	0:06	The average time for connection of a phone inquiry to a Customer Experience Specialist. The average speed of answer is calculated as the total elapsed seconds divided by the total number of calls	1% of quarterly admin fee at risk.
Call abandonment rate	Calls dropped while in queue	<3%	0.2%	Percentage of calls that reach Delta Dental and are placed in enrollee services queue, but are not answered because caller hangs up before a customer service representative becomes available. Any calls that abandon within 10 seconds of being placed in queue need not be counted. Calculated as the number of calls in enrollee services queue that are abandoned divided by the number of calls placed in queue. Note: Calls that are answered by automated responses (such as claim status and eligibility) are not to be included in the count of calls that reach the facility and are placed in queue.	1% quarterly admin fee at risk.
First call resolution		Service issues resolved on first phone call 98% of the time.	98.7%	First call resolution will be measured quarterly and is defined as a call that is resolved during or after the call is received and does not result in a follow-up call from the member or the contractor regarding the same issue within thirty (30) Calendar Days of the first call.	1% of quarterly admin fee at risk.
Response to Written Inquiry	Complete response within 3 business days	<3 business days	<1 business day	The average time it takes to respond to written inquiries. Measured from the time a written inquiry is received until the inquiry is handled.	1% of quarterly admin fee at risk.
Quality Assurance Review		At least 5% of calls are reviewed for accuracy and quality.	5%	The percentage of phone calls which are reviewed by leadership staff (lead worker, supervisor, manager, etc.) to ensure accurate information was given to State of Wisconsin members and appropriate coaching and training is given to any customer service representatives who fail to accurately respond to member inquiries or concerns. Calculated by taking # of calls monitored divided by total number of calls received for the State of Wisconsin queue. Completed on a quarterly basis and reported to ETF.	1% of quarterly admin fee at risk.

Standard	Performance Measure	Threshold	Actual	Definition	Delta Dental Fees at Risk
Member Satisfaction					
Member satisfaction		>80%	91.0%	The percent of responses to the member satisfaction survey indicating either satisfied or very satisfied.	1% of quarterly admin fee at risk.
Member Complaint Rate		<2% of members file complaints	No member complaints	Percent of incoming calls from members, or from others on behalf of a member, which are indicating unsatisfactory or unacceptable service or situations. Number of dissatisfied callers divided by the total number of calls received for the State of Wisconsin queue.	1% of quarterly admin fee at risk.
Response to Formal Complaint Rate	Average time to respond to complaints. Proposed resolution to be shared with ETF	<1 Business Day <3 Business Days	<1 Business Day 1 Business Day	The average time it takes to respond to complaints. If the complaint is written, phone or e-mail contact acknowledging receipt of the complaint must be attempted within one (1) Business Day of receipt of the complaint. Final resolution must be shared with ETF and complainant within three (3) Business Days of the initial complaint. Measured from the time a formal complaint is received until the inquiry is handled.	1% of quarterly admin fee at risk.
Web Portal Availability	Portal available to Members with minimal planned outages	< 6 non-peak hours per Month	September 5 Minutes	The amount of time that Delta Dental's website is unavailable in a given month must not exceed 6 non-peak hours. Total time in minutes that the website is unavailable.	1% of quarterly admin fees at risk.

Category	Measure	Target	Actual	Definition	Delta Dental Fees at Risk																					
Network Utilization																										
Network Utilization	Delta Dental will guarantee a minimal level of “In-Network” utilization. “In-Network” is defined as both the Delta Dental Premier and Delta Dental PPO networks.	94% or higher	96.6%	<p>Delta Dental is the only dental carrier that offers ETF a managed fee-for-service network that provides a “safety net” of protection for enrollees who do not go to PPO network dentists. As a result, ETF will realize far greater network utilization with Delta Dental than it would with any other dental carrier’s PPO-only solution.</p> <p>The guarantee will apply to all ETF participants. The measurement tool will be the ratio of in-network paid claim dollars over total paid claim dollars for each calendar year. Parameters will be as follows:</p>	<p>IN-NETWORK UTILIZATION (BASED ON PPO AND PREMIER)</p> <table border="0"> <tr> <td>Utilization Level</td> <td>Admin.</td> </tr> <tr> <td>In-Network</td> <td>At Risk</td> </tr> <tr> <td>94% or higher</td> <td>N/A</td> </tr> <tr> <td>92% to 93.9%</td> <td>\$10,000</td> </tr> <tr> <td>90% to 91.9%</td> <td>\$20,000</td> </tr> <tr> <td>88% to 89.9%</td> <td>\$30,000</td> </tr> <tr> <td>Below 88%</td> <td>\$40,000</td> </tr> </table>	Utilization Level	Admin.	In-Network	At Risk	94% or higher	N/A	92% to 93.9%	\$10,000	90% to 91.9%	\$20,000	88% to 89.9%	\$30,000	Below 88%	\$40,000							
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Claim Cost	Delta Dental is the only dental carrier that offers ETF a managed fee-for-service network that provides a “safety net” of protection for enrollees who do not go to PPO network dentists. As a result, ETF will realize far greater network utilization and savings with Delta Dental than it would with any other dental carrier’s PPO-only solution.	<p>Year 1: \$54.70</p> <p>Year 2: \$55.25</p>	\$53.67	<p>Claim cost guarantee assumes the benefit plan design outlined in the current Uniform Dental Benefits. The claim cost guarantee is in effect only if there have been no material changes in number of covered employees, location and enrollment mix of subscribers. Material change is defined as plus or minus 10% of covered employees, new locations added to the plan, or a change in enrollment mix of plus or minus 5%. Reported quarterly; assessed based on full calendar year experience.</p>	<p>CLAIMS COST PEPM</p> <p>YEAR 1: BEST ESTIMATE \$54.70</p> <p>3.1% MARGIN: \$56.40</p> <p>YEAR 2: BEST ESTIMATE: \$55.25</p> <p>4.1% MARGIN: \$57.50</p> <table border="0"> <tr> <td>Claims PEPM *</td> <td>Admin.</td> <td>At Risk</td> </tr> <tr> <td>YEAR 1</td> <td>YEAR 2</td> <td></td> </tr> <tr> <td>\$56.40 or less</td> <td>\$57.50 or less</td> <td>N/A</td> </tr> <tr> <td>\$56.40 - \$57.52</td> <td>\$57.51 - \$58.75</td> <td>\$10,000</td> </tr> <tr> <td>\$57.53 - \$58.68</td> <td>\$58.76 - \$59.82</td> <td>\$20,000</td> </tr> <tr> <td>\$58.69 - \$59.85</td> <td>\$59.83 - \$61.02</td> <td>\$30,000</td> </tr> <tr> <td>\$59.86 or higher</td> <td>\$61.03 or higher</td> <td>\$40,000</td> </tr> </table> <p>* Claim cost estimates include a margin over trended group claims.</p> <p>OR:</p> <p>Year 2 is 1% Trend and 4.1% Margin over Year 1 Actual</p>	Claims PEPM *	Admin.	At Risk	YEAR 1	YEAR 2		\$56.40 or less	\$57.50 or less	N/A	\$56.40 - \$57.52	\$57.51 - \$58.75	\$10,000	\$57.53 - \$58.68	\$58.76 - \$59.82	\$20,000	\$58.69 - \$59.85	\$59.83 - \$61.02	\$30,000	\$59.86 or higher	\$61.03 or higher	\$40,000
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