

ALIGHT PERFORMANCE GUARANTEES

	2023	2024	2025
Total Met	76	88	87
Total Missed	18	6	4
Passing Rat	81%	94%	96%
Not Applicable	2	2	2
Total Penalties Paid	\$76,250	\$17,500	\$10,000

Performance Guarantee		Definition	Measurement Period	Performance Target	2023 Met?	2024 Met?	2025 Met?
2.1.1	Customer Care Center Availability	Contractor’s Customer Care Center is defined to be available if designated Customer Care Representatives are able to take Participant calls and chats, access the system and submit transactions.	Quarterly	99.5%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.1.2	UPoint Availability	Contractor’s website is defined to be available when Contractor’s website is able to service requests for Participants.	Quarterly	99.5%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.1.3	UPoint Responsiveness	The percent of Participant requested pages over the Contractor controlled portion of the Internet that are generated in five (5) seconds.	Quarterly	95.0%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.1.4	Participant Transaction Accuracy	The percent of opportunities completed by Contractor that are defect-free. An opportunity is defined as any individual Participant-level deliverable or transaction processed by Contractor. A defect is defined as any individual Participant-level deliverable or transaction that is either late or inaccurate.	Quarterly	99.5%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 No
2.2.1	Call Center Wait Time	The percent of callers who wait more than 30 seconds after the call is transferred to the ACD system to speak with a Customer Care Representative.	Quarterly	80%	Q1 No Q2 Yes Q3 Yes Q4 No	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.2.2	Call Center Abandonment Rate	The percent of callers who abandon a call before reaching a Customer Care Representative. An abandoned call is defined as a call disconnected by the caller after the call is transferred to the Automated Call Distribution (ACD) system.	Quarterly	3% Excludes calls that are abandoned within 30 seconds	Q1 No Q2 No Q3 No Q4 No	Q1 No Q2 Yes Q3 Yes Q4 No	Q1 Yes Q2 Yes Q3 Yes Q4 No

Attachment C - Alight Performance Guarantee Summary

Performance Guarantee		Definition	Measurement Period	Performance Target	2023 Met?	2024 Met?	2025 Met?
2.2.3	Call Center First Contact Resolution	The percent of callers whose interaction is resolved on their first call to the Call Center. A Participant’s interaction is considered resolved on the first attempt when the Participant is provided with information from a Customer Care Representative without the need for additional action at the end of the customer interaction. Includes: Interactions completed using assisted channels (call and chat). Excludes: Death Requests, Appointment requests, 3rd Party Partner requests, cancelled requests and requests created using the self-service portal channel.	Quarterly	93%	Q1 No Q2 No Q3 Yes Q4 No	Q1 No Q2 No Q3 Yes Q4 Yes	Q1 No Q2 No Q3 No Q4 Yes
2.2.4	Call Center Request Timeliness	The percent of Participant requests requiring follow-up which are closed within five (5) business days. Excludes: Death Requests, Appointment requests, 3rd Party Partner requests, cancelled requests and external requests which require input from a party outside of Contractor. Outside of Contractor refers to the County, the customer/contact or a third-party.	Quarterly	90%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.2.5	Call Center Request Timeliness	The percent of Participant requests requiring follow-up which are closed within twenty (20) business days.	Quarterly	90%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.2.6	Call Center Call Accuracy	The percentage of calls and chats to the Contractor Call Center that are responded to with accurate information by Customer Care Representatives. Contractor shall evaluate a minimum of 1 call per month from each designated Customer Care Representative using a standardized accuracy evaluation tool.	Quarterly	90%	Q1 No Q2 No Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.2.7	Response to Written Inquiries - Letters	Percent of written inquiries received from Participants (e.g. letters) responded to within three (3) business days	Quarterly	90%	None	None	None
2.2.8	Response to Written Inquiries - Electronic	Percent of electronic written inquiries received from Participants (e.g. email, online inquiries) responded to within one (1) business day	Quarterly	90%	N/A	N/A	N/A
2.2.9	Call Center Customer Satisfaction	Percent of Participants satisfied with the services received from Contractor’s Call Center on the most recent call or chat.	Quarterly	90%	Q1 No Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.3.1	Statement Timeliness	Percent of confirmation statements mailed within 1 week after the benefits election or default, or as otherwise agreed to by the Parties.	Quarterly	99%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes

Performance Guarantee		Definition	Measurement Period	Performance Target	2023 Met?	2024 Met?	2025 Met?
2.4.1	Third Party Interfaces	Percentage of outbound, electronic Third-Party Interface files sent by the agreed upon deadlines in the Requirements Document	Quarterly	98%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.4.2	Payroll and Pension Files	Percentage of payroll and pension files sent on time as defined in the Requirements Document.	Quarterly	100%	Q1 Yes Q2 No Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.4.3	Payroll and Pension Files	The percent of payroll and pension files that are defect free. A defect is defined as any field-level data element that is inaccurate.	Quarterly	98%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.5.1	Direct Billing	Percent of direct bills postmarked no later than 15 calendar days prior to the first of the month for which the bills are being issued. In February, bills will be mailed by the 15 th of the month.	Quarterly	100%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.6.1	Employer Mandate Eligibility Tracking (FTE Requirement) – Offers of Coverage	Percent of offers of medical coverage made to employees determined to be FTEs at conclusion of their Initial or Standard Measurement Period. Offers are made during subsequent Administration Period.	Quarterly	100%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.6.2	COBRA – Offers of Coverage	Percent of COBRA Enrollment Notices sent within statutory deadlines	Quarterly	100%	Q1 Yes Q2 Yes Q3 No Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.6.3	Affordable Care Act – Section 6055/6056 Employer Reporting Solutions	Percentage of forms submitted by the IRS deadline for the initial filing.	Annually	100%	Yes	Yes	On Track – Pending final review
2.7.1	HCRA/DCRA and Judges Claims Turnaround Time	Percentage of all claims processed within three (3) business days. Processing time is measured from the date the claim is received by Contractor to the date it is processed (i.e., paid, denied, or pending for external information)	Quarterly	95%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes

Attachment C - Alight Performance Guarantee Summary

Performance Guarantee		Definition	Measurement Period	Performance Target	2023 Met?	2024 Met?	2025 Met?
2.7.2	HCRA/DCRA and Judges Claims Processing Accuracy	Percentage of all claims paid accurately based on the applicable coverage and plan guidelines. If errors occur on multiple payments for the same claim, one error is charged for each incorrect check or Explanation of Benefits (EOB).	Quarterly	98%	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.8.1	Client Satisfaction	County’s overall rating of satisfaction as measured by Contractor’s standard Client Satisfaction Survey.	Quarterly	80%	Q1 No Q2 No Q3 No Q4 No	Q1 No Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes
2.9.1	Annual Open Enrollment – Project Plan	Contractor shall provide the Open Enrollment Project Plan for County review no later than May 1 each year	Annual	Meet Deadline	Yes	Yes	Yes
2.9.2	Annual Open Enrollment – Project Plan	Contractor shall finalize the Open Enrollment Project Plan by July 1.	Annual	Meet Deadline	Yes	Yes	Yes
2.9.3	Annual Open Enrollment – Business Requirements Documents	Final and complete requirements/ specifications will be sent to the County for signoff by date agreed upon in the Open Enrollment Project Plan.	Annual	Meet Deadline	Yes	Yes	Yes
2.9.4	Annual Open Enrollment – Business Requirements Documents	Contractor establishes and programs all test environments for Total Benefits Administration (“TBA”) System and website (“UPoint”), mobile app, and AI Virtual Chat (“Lisa”) according to the Requirements Documents and provides sufficient number and quality of test cases by the date agreed upon in the Open Enrollment Project Plan.	Annual	Meet Deadline	No	Yes	Yes
2.9.5	Annual Open Enrollment - UAT	All issues identified in UAT are resolved or a mitigation plan is mutually agreed upon by the date agreed upon in the Open Enrollment Project Plan.	Annual	Meet Deadline	Yes	Yes	Yes
2.9.6	Annual Open Enrollment – Go Live	All systems are functional by the agreed-upon Go Live date in the Open Enrollment Project Plan. Systems include but are not limited to: <ul style="list-style-type: none"> • UPoint • Mobile App • Customer Care Center 	Annual	Meet Deadline	No	Yes	Yes

Attachment C - Alight Performance Guarantee Summary

Performance Guarantee		Definition	Measurement Period	Performance Target	2023 Met?	2024 Met?	2025 Met?
2.9.7	Annual Open Enrollment - Files	The Open Enrollment third-party interface files are programmed correctly and accurately and delivered on time per the requirements signed off on by County and Third-Party Vendors and the Open Enrollment Project Plan.	Annual	Meet Deadline	Yes	Yes	Yes
2.9.8	Annual Open Enrollment - Files	Open Enrollment Payroll and Pension interface file(s) are functioning, accurate and delivered on time per the approved requirements by County by the date in the Open Enrollment Project Plan.	Annual	Meet Deadline	Yes	Yes	Yes
2.9.9	Annual Open Enrollment – Open Enrollment Packets	Percent of Open Enrollment Packets mailed at least five (5) days before Open Enrollment or as agreed upon in the Open Enrollment Project Plan	Annual	Meet Deadline	Yes	Yes	Yes

Comments For Unmet PGs:

Performance Guarantee		2023 Met?	2024 Met?	2025 Met?	Comments
2.2.1	Call Center Wait Time - ≥ 30 seconds	Q1 No Q2 Yes Q3 Yes Q4 No	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	<ul style="list-style-type: none"> Alight assigned a highly experienced leader to our account in March 2023 Adjusted training approach and implemented daily coaching during representatives first five days of taking calls. Cross trained the full team on Tier 1 and Tier 2 topics, broadening the knowledge of the team, resulting in reduced call transfers. Improvements to the digital enrollment experience have resulted in higher online utilization and fewer calls into the call center to process enrollments. Shift in County leadership to focus on improving the relationship helped reduce call center staff turnover
2.2.2	Call Center Abandonment Rate ≥ 3%	Q1 No Q2 No Q3 No Q4 No	Q1 No Q2 Yes Q3 Yes Q4 No	Q1 Yes Q2 Yes Q3 Yes Q4 No	<ul style="list-style-type: none"> Natural effect improvements made to the Call Center Wait times. Most abandoned calls occur during short term peak periods such as during open enrollment and after open enrollment benefits become effective (January and February and October and November). Alight is continuing to look at reasons for call abandonment. One of the causes of abandonment being researched is for individuals who place a phone call and also initiate on online chat. Individuals will abandon their call if they get their question answered via the chat function.
2.2.3	Call Center First Contact Resolution (FCR) ≥ 93%	Q1 No Q2 No Q3 Yes Q3 No	Q1 No Q2 No Q3 No Q4 Yes	Q1 No Q2 No Q3 No Q4 Yes	<ul style="list-style-type: none"> The approach of cross training Tier I reps on Tier II skills has helped improve the FCR result and depth of knowledge across the team. While the 93% target continues to be missed, the average results have improved from 91.27% in 2023 to 92.24% in 2025.
2.2.6	Call Center Call Accuracy ≥ 90%	Q1 No Q2 No Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	<ul style="list-style-type: none"> Revised approach to training plan resulted in call representatives getting up to speed quicker with an overall better understanding of our plan rules. Use of call evaluations and linking that to refresher trainings across the team. Increased coaching and feedback from management team resulting from call listening.
2.2.9	Call Center Customer Satisfaction ≥ 90%	Q1 No Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	<ul style="list-style-type: none"> Direct correlation of the quality assurance improvements noted above that improved call representatives' knowledge and reduced turnover in the call center, resulting in increased customer satisfaction.
2.4.2	Payroll and Pension Files = 100%	Q1 Yes Q2 No Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	<ul style="list-style-type: none"> Alight/County have a multi-step review process for each cycle. Q2 of 2023 was missed because the multi-step review was consolidated into one as a potential process improvement, gaps were identified, and a fix was implemented to improve efficiency.

Performance Guarantee		2023 Met?	2024 Met?	2025 Met?	Comments
2.8.1	Client Satisfaction ≥ 80%	Q1 No Q2 No Q3 No Q4 No	Q1 No Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	<ul style="list-style-type: none"> Historical approach was to average all surveys from the whole HRS/Benefits department, but not all responders had the same level of experience to comment on Alight’s processes and outcomes. Alight/County have agreed upon a different approach to identify the appropriate people to evaluate Alight’s performance and will educate responders on expectations and impact of their scores.
2.9.4	Annual Open Enrollment – Business Requirements Documents = Deadline Met	No	Yes	Yes	<ul style="list-style-type: none"> Alight provided test cases that were not set up properly and/or were incomplete due to delayed requirement sign-off and the large number of test cases requested by County. For 2024, County partnered with Alight to review requirements sign-off earlier and strategically reduce the number of test cases without compromising thorough testing.