

Attachment D – Contract Performance Guarantees

Time Period	PGs Met or Exceeded	Total PG Count	PG Results Pending	Percentage of PGs Met	Penalties Paid
2015	8	8	0	100%	\$0
2016	8	8	0	100%	\$0
2017	8	8	0	87.5%	\$0
2018 YTD	0	8	8	0%	

Performance Guarantee (PG)	Goal	2017 Met?	Estimated Penalty
<b>National Account Management Team</b>			
1	Survey Results	Overall communication, consultation and responsiveness will be evaluated in an annual customer satisfaction survey. The "annual score" result for the Overall Satisfaction category will be at least "Satisfactory".	Yes \$0
<b>Medical Underwriting</b>			
2	Medical Underwriting TAT	90% of all evidence of insurability applications will be processed or have additional information requested within ten business days of initial receipt or receipt of additional information.	Yes 99.99% \$0
<b>Claims Processing-Life/ADD</b>			
3	Decision Turnaround Time (Life):	Process 95% of all claims from receipt of all necessary information within 5 business days for approved claims and, process 95% of all claim denial decisions from receipt of all necessary information, to include medical and/or legal reviews, within 10 business days. This Standard is based on the overall results of the Life Claim Department.	Yes 96.61% \$0
4	Transaction/Payment Accuracy (Life):	97% of Life claims benefit/principal sum payment accuracy, This Standard is based on the overall results of the Life Claim Department. (total number of claims with the benefit/principal amount paid accurately to the correct beneficiary divided by the total number of claims audited).	Yes 97.64 \$0

5	Decision Turnaround Time (ADD):	Achieve an overall Satisfaction rating of at least 90% for Contractor's online HRA on an annual basis, using Contractor's standard tool. Process 95% of all claims from receipt of all necessary information within 5 business days for approved claims and, process 95% of all claim denial decisions from receipt of all necessary information, to include medical and/or legal reviews, within 10 business days. This Standard is based on the overall results of the Life Claim Department.	Yes 96.61%	\$0
6	Transaction/Payment Accuracy (ADD):	97% of Life claims benefit/principal sum payment accuracy, This Standard is based on the overall results of the Life Claim Department. (total number of claims with the benefit/principal amount paid accurately to the correct beneficiary divided by the total number of claims audited).	Yes 97.64%	\$0
Call Center – Life				
7	Responsiveness Time:	Average speed of answer of 30 seconds or less. This Standard is based on all calls coming through the claim inquiry service queue.	Yes 21.41 seconds	\$0
8	Abandonment Rate	Less than three percent. This Standard is based on all calls coming through the claim inquiry service queue.	Yes 1.67%	\$0

Total Penalty \$2215

Comments for Pending PGs:

The contract performance guarantees are reported at the end of each fiscal year; based on previous performance, all goals are expected to reach identified benchmarks.