

RFP 20065 ATTACHMENT E: PERFORMANCE GUARANTEES EXHIBIT

Effective Date: January 1, 2021

Name of Offeror: _____ Performance Guarantees Apply to the Following Plan Option(s):
 (Provide separate Exhibits if guarantees vary by plan option or funding arrangement).

For each performance area, please insert a financial penalty in the “Financial Penalty” column or insert “N/A” in that column if you cannot guarantee performance in that area. Please also indicate if frequency of reporting and/or payment of penalties will be other than specified below or if you have made modifications to minimum standards, performance measures, or performance reporting criteria specified below. Indicate which performance standards will be measured based on “book of business” and which will be measured specific to the City of Suffolk.

Service Description	Minimum Standards	Performance Reporting	Frequency of Reports (Reporting Period)	Client Specific or Book of Business	Financial Penalty
Claim Timeliness			Quarterly*		
Claim Processing Accuracy			Quarterly*		
Claims Financial Accuracy			Quarterly*		
Average Speed to Answer			Quarterly*		
Call Abandonment Rate			Quarterly*		
Account Management Satisfaction			Quarterly*		
Discount Guarantees			Quarterly*		
Technology Guarantees			Quarterly*		
Enrollment Processing Guarantees			Quarterly*		
Wellness and Disease Management Program Guarantees			Quarterly*		
Total \$ Risk					

SUBMIT THIS FORM WITH PROPOSAL