

Exhibit Three Performance Targets

In accordance with the section entitled “Contract Compliance, Performance Targets, Standards, and Sanctions,” the Broker will be able to earn the withhold of 7.5% by achieving the performance targets listed below in addition to the specific Implementation Plan requirements as agreed by the Broker and the Department for the transition and implementation period. Thereafter the Broker may earn its 7.5% withhold by achieving cost and quality objectives that the Broker and the Department develop for each successive 12 month period. The quality targets will be established from the categories listed below or some other combination agreed to by the Department and the Broker. The cost targets will be established by examining utilization data for all modes of transportation per 1000 member month or other metric that reasonably and accurately describes the cost of various modes of transportation.

1. Staffing:

- a. All Key Staff are employed and are successfully performing their assigned tasks;
- b. Sufficient staff are employed to meet the call center standards at 95%; and
- c. All client calls are recorded.

2. Operations – Network Maintenance and Transportation Provider enrollment management: The Broker shall provide evidence that it has established agreements with Transportation Providers who will be enrolled with HP and evidence that Transportation Providers have signed provider agreements and electronic funds transfer agreements. No Transportation Provider will be enrolled without a documented agreement, provider enrollment agreement and electronic funds transfer agreement.

3. Claims Management and Payments to Transportation Providers - The Broker will provide evidence that it:

- a. Adjudicates claims within thirty days from the receipt of the claims;
- b. Denys and returns claims with sufficient reasons to the Transportation Providers within thirty days from the receipt of the claims;
- c. Authorizes timely payments to its Transportation Providers for services provided to “eligible” clients and that it has made timely payments to its Transportation Providers for clients who are “otherwise not eligible” and has made timely purchases for public transport;
- d. Transmits HIPAA compliant “Clean Claim” data to HP within thirty days from the receipt of such “clean claims;”
- e. Reviews HP “error” reports and corrects errors within two weeks from the date the Broker receives the “error” report: from HP; and
- f. Purchases bus tickets and passes in the required denomination and has documented need for the types of passes issued.

4. **Staff training** - The Broker will provide evidence that all staff have been trained to perform the functions for which they have been employed including policies and procedures.
5. **Prior Authorization** - The Broker will provide evidence that it:
 - a. Prior authorizes all NEMT except in instances of retro grants, in which case the Broker shall provide authorization, facilitate Transportation Provider reimbursement of any client paid NEMT, pay the Transportation Provider at the Department authorized rates and invoice the Department for the cost of the Transportation Provider payment;
 - b. Provides Prior Authorization process for ambulance services within three hours from the time the Broker receives the request;
 - c. Verifies client status for all requests and authorizes transportation for only eligible and clients who are “otherwise not eligible” and denies trips for individuals for appropriate status reasons;
 - d. Accepts data transfers and maintains client history so that staff are able to make appropriate eligibility decisions; and
 - e. Verifies appointments and least expensive mode of transportation.
6. **Quality Management, Utilization Review and Audit** - The Broker will have submitted a comprehensive Quality Assurance Plan and will provide evidence that The Broker’s authorizations for payment are for actual services provided to eligible and clients who are “otherwise not eligible”.(Refer to NEMT Client definition)
7. **Complaint Resolution and Grievance Procedures** - The Broker will demonstrate that it has responded to and investigated significant incidents within the appropriate time frames and that its recommendations for improvement are evidence based. Furthermore, the Broker will demonstrate its analytical capability to examine data and outline corrective action for complaints, grievances and incidents.
8. **Data systems** - The Broker will provide evidence that its data systems have accepted daily and monthly data downloads without over-writing needed existing data; that staff are able to utilize the data to make appropriate verification decisions; that the data system provides six months worth of base utilization data.
9. **Medical review** - The Broker will provide sufficient medical evidence for not utilizing the least expensive mode of transportation.
10. **Task Related Policies and Procedures** - The Broker shall provide a complete set of current policies and procedures for all functions accessible by Department staff and employees of the Broker via the Broker’s web site.

11. On -Time Transportation Provider Performance

The Broker shall provide evidence that it monitors the Transportation Provider “on-time” performance and that it has implemented mechanisms to achieve “on-time” performance within the following standards:

- a. Pickup Delay Pattern - Transportation Providers must pick up clients within 15 minutes from arranged and scheduled pickup and drop off times; and
- b. Late pickups in excess of one hour and missed pickups - Transportation Providers shall not miss scheduled trips.

12. Client Reimbursement - The Broker shall facilitate NEMT reimbursement of clients who have been retroactively granted Medicaid.

13. Reporting Requirements and Exhibit Seven - NEMT Reports - The Broker shall provide reports according to scheduled dues dates.

14. The Broker shall provide evidence that its staff is performing according to the approved performance targets.