

Exhibit A

Medical ASO

Implementation
and
Year One ASO Performance Targets

DEPARTMENT OF SOCIAL SERVICES

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Contractor Reimbursement – Start-up Period

The Contractor shall be paid 1/5 of the start-up budget, less the profit, upon the Contractor's completion and the department's acceptance of each of the following milestones:

- Contract execution;
- Successful loading of a complete eligibility file with Contractor assigned local area field;
- Successful loading of a complete provider file with all CMAP medical providers;
- Successful authorization test file with the DSS MMIS contractor; and
- Successful pre-implementation readiness review.

Within forty-five (45) days of the date the Implementation Team is released by the department, the Contractor shall submit to the department a reconciliation of the actual expenditures incurred and paid by the Contractor during the start-up period against the payments received from the department. The department may require the return of any under expenditures or the reinvestment of the under expenditure into the Contract's scope of work.

One half (1/2) of the profit to the Contractor earned during the start-up period as identified in Exhibit A shall be invoiced by and paid to the Contractor if the Contractor successfully meets the implementation target of January 1, 2012 or such later date as agreed to by the department.

One half (1/2) of the profit to the Contractor earned during the start-up period as identified in Exhibit A shall be invoiced by and paid to the Contractor at such time as the department has determined that the implementation has been successfully completed in accordance with the terms of the Contract based on the department's post-implementation review, and the department has approved the release of the Contractor's implementation team and transition of on-going operations to the Contractor's Connecticut Service Center staff.

Target 1: Data Management Related to Authorization and Payment

Value: 1.5%

The ASO will have to perform a variety of functions prior to and during the first year in order to ensure the transmission of reliable authorization data to the department's claims vendor. One fifth of the applicable withhold assigned for each domain shall be returned for each domain in which the Contractor achieves the target level of performance. Fifty percent (50%) of the amount of the applicable withhold assigned for each domain shall be returned if the Contractor's performance falls within 95% to 99.99% of the target level of performance. All target percentages shall be calculated annually.

Table 1

Domain	Description	Target
Eligibility file	Contractor shall build and update an eligibility file.	See Note 1 below.
Provider file	Contractor shall build and maintain a comprehensive provider file.	See Note 2 below.
Authorization file timeliness	The Contractor shall provide to the DSS MMIS contractor a daily Prior Authorization (PA) Transaction batch file of all authorized services and authorization updates.	98% shall occur timely which means prior to start of business the day following production of the authorization file.
Authorization file accuracy	(same)	The error rate shall be less than 2% as a percentage of total authorization records transmitted.
Authorization file error correction	(same)	98% of errors shall be corrected within two (2) business days of date identified.

Note 1:**Eligibility File**

The contractor will upload 98% of all monthly full files within 2 business days, and all daily update files within 1 business day provided the preprocessing validation results in a client-driven (i.e. file format, missing or invalid data elements) error rate of 2% or less. The turn-around time calculation is based on the results for all files submitted and processed annually. Files received after 2:00pm will be considered received on the following business day.

Files where the client-driven error rate exceeds 2% will not be uploaded and will be reported to the applicable State agency to determine corrective action within the following 2 business days; all subsequent eligibility file processing will be suspended if appropriate, and all related files will be excluded from the calculation of the timely turn around time target.

The percent of errors resulting from conditions solely within the Contractor's control will not preclude a file from being uploaded to our system.

Records that failed to upload from each file will be processed as follows:

- Records that failed to upload due to a condition that is solely within the Contractor's ability to correct will be re-processed within the TAT requirement. If this action does not result in an error rate of less than 2% the file will not be considered processed within the required time frame. Remaining errors from full files will be resolved within 5 business days, and those from daily files will be resolved within 3 business days.
- Records that failed to upload due to a condition that is not solely within the Contractor's ability to correct will be reported to the appropriate State agency within the following 2 business days
 - records that require correction on the part of the appropriate State agency or its representative are expected to be included in a subsequent eligibility file.
 - records that require updated information to be passed from a State agency to the Contractor for updating of the Contractor's processing system will be reprocessed by the Contractor within 4 business days of receipt of the updated information.

Sample method of tracking and calculation of TAT:

	File date	File Type	Actual TAT	TAT requirement met	Comments
Starting file	1/1/2011	Full	2	Yes	
Mon	1/2/2011	Incr	1	Yes	
Tue	1/3/2011	Incr	1	Yes	
Wed	1/4/2011	Incr	1	Yes	
Thu	1/5/2011	Incr	1	Yes	
Fri	1/6/2011	Incr	1	Yes	
Mon	1/9/2011	Incr	4		
Tue	1/10/2011	Incr	1	Yes	
Wed	1/11/2011	Incr	1	Yes	
Thu	1/12/2011	Incr	1	Yes	
Fri	1/13/2011	Incr	1	Yes	
Mon	1/16/2011	Incr	4		
Tue	1/17/2011	Incr	1	Yes	
Wed	1/18/2011	Incr	1	Yes	
Thu	1/19/2011	Incr	1	Yes	
Fri	1/20/2011	Incr	1	Yes	
Mon	1/23/2011	Incr	1	Yes	
Tue	1/24/2011	Incr	1	Yes	
Wed	1/25/2011	Incr	1	Yes	
Thu	1/26/2011	Incr	1	Yes	
Fri	1/27/2011	Incr	1	Yes	
Mon	1/30/2011	Incr	1	Yes	
Tue	1/31/2011	Incr	1	Yes	
Wed	2/1/2011	Full	1	Yes	
Thu	2/2/2011	Incr	1	Yes	
Fri	2/3/2011	Incr	1	Yes	
Total # of Files	26				
# of files excluded from TAT	1	1/16 file			
# of files met TAT	24				
% met TAT	96.00%	24 of 25 files were processed within the agreed upon TAT			

Note 2:**Provider File**

The Contractor will receive and upload from the DSS MMIS contractor an initial provider file load of information into the Contractor's MIS within 48 business hours of receipt of a clean file. The Contractor will receive subsequent weekly and monthly changes and updates files and/or reports. The Contractor will update 98% of the provider file weekly adds or changes within three business days upon receipt of clean data, and within five business days for monthly updates upon receipt of clean data, to their MIS. Files/reports received after 2:00 pm ET will be considered received on the following business day. The turn-around time calculation is based on the results for all clean data elements submitted and processed annually.

The Contractor will perform random quarterly quality audits on data elements processed from the weekly and monthly provider file/reports. The Contractor will have a 98% accuracy rate on data element (any single field in the provider file/report) processed from the monthly and weekly provider file/reports. The accuracy rate is calculated on the results for all quarterly random quality audits on an annual basis. A sample size for 95% confidence level will be determined by the number of changes sent, per quarter by the State's MMIS contractor. Quarterly random sample with 95% confidence level will be pulled from Contractor's MIS provider file and compared to monthly provider change files sent by the State's MMIS. Error analysis report will be sent to the State quarterly.

Summary

a) Initial Provider File Load - The contractor will receive and upload from the DSS MMIS contractor a load of information into the Contractor's MIS within 48 hours of receipt of a clean file.

b) Monthly and Weekly network update files - The Contractor will update 98% of the provider file weekly adds or changes within three business days and five business days for monthly updates to their MIS.

c) Quality Audits - 98% accuracy rate of monthly and weekly network update files. Quarterly random audits with a sample size having a 95% confidence level of the Contractor's MIS provider file to the States MMIS provider file data provided.

Target 2: Provider Satisfaction

Value: 1%

An annual provider satisfaction survey shall be conducted. The survey shall assess ASO specific performance. The Contractor's staff will provide input on the design of the survey process and the questions included in the survey. ASO specific performance measurement shall include the domains listed in the table below. The ASO must achieve a favorable average rating from 90% of providers surveyed in order to earn a return of 100% of the withhold. Seventy five percent (75%) of the amount of the withhold shall be returned if the Contractor achieves a favorable average rating of 85% of providers surveyed. A provider's average rating is calculated by computing each provider's average score including all valid responses. A provider would have a favorable average rating if the computed average is >2.5 on a 4-point Likert scale or >3 on a 5-point Likert scale.

Table 2

Domain	Description
Provider relations/call management	<ul style="list-style-type: none"> - courteous, professional - knowledgeable - helpful with issue resolution
Clinical management processes	<ul style="list-style-type: none"> - authorization procedures are easy to use and understand - authorization and registration processes are simple/efficient/low administrative burden - WEB interface is easy to use, convenient - information requested for review is necessary and sufficient - absence of mystery - care managers are courteous, professional, responsive - follow-up with provider is timely - process fair and reasonable - decisions are consistent with guidelines - peer reviews are scheduled at a convenient time - peer advisors are polite and professional - peer advisors are clinically knowledgeable
Authorization information	<ul style="list-style-type: none"> - ease of confirming authorization status - authorization status information appears to be accurate and reliable
Denials/appeals	<ul style="list-style-type: none"> - satisfaction with clinical denial appeals process, fair, timely, efficient, user-friendly
Complaints	<ul style="list-style-type: none"> - satisfaction with complaint resolution process

Target 3: Member Satisfaction

Value: 1%

Members will be surveyed with respect to satisfaction with ASO performance in the domains noted below. The Contractor’s staff will provide input on the design of the survey process and the questions included in the survey. The ASO must achieve a favorable average rating from at least 90% of members surveyed in each of the domains listed in order to earn a return of the withhold. Seventy five percent (75%) of the amount of the withhold shall be returned if the Contractor achieves a favorable average rating from at least 85% of members surveyed.

A member’s average rating is calculated by computing each member’s average score including all valid responses. A member would have a favorable average rating if the computed average is >2.5 on a 4-point Likert scale or >3 on a 5-point Likert scale.

Table 3

Domain	Description
Member services	<ul style="list-style-type: none"> - Courtesy, professional - Knowledgeable - Helpful, provided timely appropriate assistance
Member materials	<ul style="list-style-type: none"> - Handbook clearly written and helpful.
Peer specialists	<ul style="list-style-type: none"> - Courtesy, professional - Knowledgeable - Helpful, provided timely appropriate assistance
Complaints	<ul style="list-style-type: none"> - Satisfaction with complaint resolution process

Targets 4 through X to be negotiated

Value: 4%

Additional targets related to quality, access, savings and other areas of ASO performance will be negotiated prior to implementation. Collectively, these targets will account for the distribution of the remaining four withhold percentage points.