

**Performance Measures Template**

**Contractor:**

**Reporting Period:**

	Performance Metric	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	Current M/Y
<b>Member Calls</b>	ASOA - (45 seconds or less)												
	MAAR – (5% or less)												
	MFCCR – (70% or more)												
	MASL – (75% or more)												
	# Days any standard not met												

	Performance Metric	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	Current M/Y
<b>Provider Calls</b>	ASOA - (45 seconds or less)												
	MAAR – (5% or less)												
	MFCCR – (70% or more)												
	MASL – (75% or more)												
	# Days any standard not met												

## Downtime Template

**Contractor:**

**Reporting Period:**

Event Description	Date (MM/DD/YY)	Duration (HH:MM)