AHCCCS Solicitation YH18-0020
Attachment D- PERFORMANCE GUARANTEES MATRIX
Part 1

Instructions: Offeror Shall Complete Column "F" of the "Operational Performance Measures" Matrix

Part 1 - Operational Performance Measures

Category of Service	Performance Services & Guarantees	Proof of Performance	Measurement	Penalty Assessment Timeframe	Offeror's Proposed Penalty for Performance Not Meeting or Exceeding the Measurement
Network Pharmacy Point-of-Sale Compliance	99% of time the on-line adjudication system is available to process POS claims.	Quarterly IT system down-time report including Date, Time, and Duration.	Quarterly within 30 days after the end of the quarter.	Annually	[redacted]
Network Pharmacy Management	3% of utilizing network pharmacies are audited, including both desk top and onsite, each year.	A report of audited pharmacies, including the date, findings and corrective actions.	Quarterly within 30 days after the end of the quarter.	Annually	
Enrollment Eligibility	99% of enrollment eligibility data is updated within 1 business day of receipt of the eligibility information. Includes electronic file transfer and manual updates.	Provide reports detailing the eligibility update scheduling with timeline from receipt of data to on-line availability.	Guarantee will be measured monthly on the 15th of the following month. Measurement is based the date eligibility file is sent to and uploaded by the Offeror.	Annually	
Enrollment Eligibility	99.9 of enrollment eligiblity is mapped correctly to each specific plan set-up.	Test claims are provided atleast 2 weeks prior to the go-live date and ongoing as if a new plan set-up is added.	Guarantee will be measured by the number of claims that reject as non-elligible due to incorrect mapping of the eligibility.	Dailly for the first 30 days from the go-live date. Weekly for 90 days after the first 30 days and then Quaterly	
Mail Order	98% of all new and refill prescriptions that do not require an intervention are shipped within 2 business days of receipt.	Quarterly report measuring the date the mail order request is received to the date the mail order is shipped.	Quarterly within 30 days of the end of the quarter.	Annually	
Mail Order	98% of all prescriptions requiring administrative and/or clinical intervention will be resolved in 5 business days.	Quarterly report measuring the date the mail order request is received to the date the mail order is shipped.	Quarterly within 30 days of the end of the quarter.	Annually	
Claims Processing Financial Accuracy	99.9% of all prescription claims will be processed and paid accurately.	Provide monthly internal quality reports (independent claim audit will periodically be utilized to validate reports).	Quarterly within 30 days of the end of the quarter.	Annually	
Mail Order Claims Processing	99.99% of all prescription claims are dispensed accurately- reported errors or discovered errors (i.e.; labels, counts, drug, address, etc.).	Provide monthly internal quality reports (independent claim audit will periodically be utilized to validate reports).	Quarterly within 30 days of the end of the quarter.	Annually	
Member Customer Service	90% of all calls will be answered by a live person within 60 seconds (excludes the IVR system).	Monthly phone statistic reports.	Quarterly within 30 days of the end of the quarter.	Annually	
Call Abandonment Rate	4% or fewer calls are dropped while place in the wait queue during normal call center business hours of operation.	Monthly phone statistic reports.	Quarterly within 30 days of the end of the quarter.	Annually	

AHCCCS Solicitation YH18-0020
Attachment D- PERFORMANCE GUARANTEES MATRIX
Part 1

Category of Service	Performance Services & Guarantees	Proof of Performance	Measurement	Penalty Assessment Timeframe	Offeror's Proposed Penalty for Performance Not Meeting or Exceeding the Measurement
Written Inquiry Timeliness	95% of all written inquiries from members are responded to within 2 business days and resolved in 15 business days.	Monthly written report of all written inquiries including the received and response date (must denote written or telephonic).	Quarterly within 30 days of the end of the quarter.	Annually	[redacted]
Telephone Inquiry Timeliness	98% of telephone inquiries are responded to and resolved within 5 business days.	Monthly report of all inquiries received including response date (must denote written or phone).	Quarterly within 30 days of the end of the quarter.	Annually	[redacted]
AHCCCS Account Services	95% of all calls are returned by an account service representative within 1 business day of receipt.	Monthly report of the client account service log noting the dates of initial contact and the response.	Quarterly within 30 days of the end of the quarter.	Quarterly	[redacted]
AHCCCS Account Services	85% of all calls are resolved within 2 business day of receipt.	Monthly report of the client account service log noting the time of initial contact and the response/outcome.	Quarterly within 30 days of the end of the quarter.	Quarterly	[redacted]
AHCCCS Account Services	All written inquiries will be responded to within 2 business days.	Monthly report of the client account service log noting the time of initial contact and the response/outcome.	Quarterly within 30 days of the end of the quarter.	Quarterly	[redacted]
AHCCCS Account Services	Ongoing change requests including programming changes requested by AHCCCS are completed within 20 business or 30 calendar days of receipt of the request.	Monthly report of the client account service log noting the time of initial contact and the response/outcome and completion date if applicable).	Quarterly within 30 days of the end of the quarter.	Quarterly	[redacted]
Offeror Legal Department Responses to AHCCCS/ Offeror Contract	The Offeror guarantees the timing of response to AHCCCS comments of the contract draft within 10 business days of receipt of the contract requested changes from AHCCCS.	Provide detailed client account service log noting receipt time of written comments and response date.	Guarantee measured from delivery of each contract draft to the Offeror.	Penalty assessed after each occurrence; to be paid at next annual assessment.	[redacted]
Management Reports	100% of the monthly and quarterly standard management reports shall be available and delivered to AHCCCS within 30 days after the end of each month or calendar quarter.	Self-reported by AHCCCS.	Quarterly within 30 days of the end of the quarter.	Annually	[redacted]
Account Management	Offeror guarantees a satisfaction rating of at least 100 for satisfied or very satisfied. The Offeror will survey AHCCCS staff and report results back to AHCCCS.	Offeror Survey to report results.	Guarantee will be measured on November 1 of every year.	Annually	[redacted]

AHCCCS Solicitation YH18-0020
Attachment D- PERFORMANCE GUARANTEES MATRIX
Part 2

	A	B	C	D	E	F	G	H
1	***Instructions: Offeror shall complete column G "Accept/Reject" indicating if the Offeror is in agreement or takes any exception to the performance guarantee. If the Offeror elects to Reject the proposed guarantee and penalty then a "Counter Proposal" shall be completed by the Offeror.***							
2	**Part 2 - Implementation Standards and Pricing Guarantees**							
3	**Category of Service**	**Performance Services & Guarantees**	**Proof of Performance**	**Measurement**	**Penalty Assessment Timeframe**	**Penalty**	**Accept / Reject**	**Counter Proposal to be Completed by the Offeror for a Rejection Indicated in Column G.**
4	Implementation-Benefit Plan Structure and Set-up	100% of the benefit plan and plan designs must be set-up, tested as accurate, and signed off by AHCCCS according to the Offeror's project plan deliverable and not less than 45 days prior to the go-live date.	Provide original implementation plan detailing expected milestone dates and completed implementation plan with actual execution dates.	Guarantee measured within 90 days following the go-live date and following any benefit plan design changes.	To be assesed in the 1st Quarter post the go-live date.	The Offeror will pay AHCCCS a one time penalty of $25,000 if the guarantee is not met.		
5	Implementation - Eligibility	Eligibility Load - AHCCCS eligibility will be loaded claims adjudication testing for all plan set-ups shall be completed 45 days prior to the go-live date.	Provide original implementation plan detailing expected milestone dates and completed implementation plan with actual execution dates.	Guarantee measured within 90 days following the go-live date.	To be assesed in the 1st Quarter post the go-live date.	The Offeror will pay AHCCCS a one time penalty of $50,000 if the guarantee is not met.		
6	Implementation - Toll Free Number	A single integrated and toll-free telephone number for both retail and mail service assistance will be established and maintained effective 30 days prior to the start date and communicated to members, pharmacy providers and prescribing clinicians.	Provide original implementation plan detailing expected milestone dates and completed implementation plan with actual execution dates.	Guarantee measured within 90 days following the go-live date.	To be assesed in the 1st Quarter post the go-live date.	The Offeror will pay AHCCCS a one time penalty of $7500 if the guarantee is not met 30 days prior to the implementation date.		
7	Implementation - Communication	The Offeror's Implementation Project Manager will provide regular weekly updates to AHCCCS and staff tracking the status of the implementation.	Provide original implementation plan detailing expected milestone dates and completed implementation plan with actual execution dates.	Guarantee measured within 90 days following the go-live date.	To be assesed in the 1st Quarter post the go-live date.	The Offeror will pay AHCCCS a one time penalty of $25,000 if the guarantee is not met.		
8	Post Implementation Review	The Offeror's Implementation Project Manager will conduct a post-implementation review meeting with AHCCCS within 30 calendar days after the effective date.	Provide original implementation plan detailing expected milestone dates and completed implementation plan with actual execution dates.	Guarantee measured within 90 days following the go-live date.	To be assesed in the 1st Quarter post the go-live date.	The Offeror will pay AHCCCS a one time penalty of $10,000 if the guarantee is not met.		

AHCCCS Solicitation YH18-0020
Attachment D- PERFORMANCE GUARANTEES MATRIX
Part 2

	A	B	C	D	E	F	G	H
3	**Category of Service**	**Performance Services & Guarantees**	**Proof of Performance**	**Measurement**	**Penalty Assessment Timeframe**	**Penalty**	**Accept / Reject**	**Counter Proposal to be Completed by the Offeror for a Rejection Indicated in Column G.**
9	Implementation Issues Turnaround Time.	The Offeror guarantees a turnaround time of 5 business days for resolution of implementation issues. Prior to implementation, the Offeror is responsible to define an issues resolution process that is acceptable to AHCCCS.	Provide documented and agreed upon resolution process and Implementation Project Manager's customer account log noting receipt date of implementation issues and client-confirmed resolution date.	Guarantee measured within 90 days following the go-live date.	To be assessed for the 1st Quarter	The Offeror will pay AHCCCS a one time penalty of $10,000 if the guarantee is not met.	[redacted]	
10	Generic Utilization	Guaranteed Generic Dispensing Rate as mutually agreed upon between AHCCCS and the Offeror	Provide quarterly reports for brand and generic drug utilization.	During RFP/Contracting process, this guarantee will be further refined with input from all parties.	Annually	The Offeror will pay AHCCCS $10,000 Annually if the guarantee is not met.		
11	Generic Drug Discount	Guaranteed overall effective percentage discount off of AWP for generic drugs on an annual basis and mutually agreed upon between AHCCCS and the Offeror	Provide quarterly reports for brand and generic drug utilization.	During RFP/Contracting process, this guarantee will be further refined with input from all parties.	Annually	The Offeror will pay AHCCCS $10,000 if the guarantee is not met. In addition, to the penalty, the Offeror will submit payment for the additional amount due to meet the guarantee.		
12	Brand Utilization	Guaranteed overall effective percentage discount off of AWP for brand name drugs on an annual basis as mutually agreed upon between AHCCCS and the Offeror.	Provide quarterly reports for brand and generic drug utilization.	During RFP/Contracting process, this guarantee will be further refined with input from all parties.	Annually	The Offeror will pay AHCCCS $10,000 if the guarantee is not met. In addition, to the penalty, the Offeror will submit payment for the additional amount due to meet the guarantee.		
13	Morphine Equivalent Daily Dose (MEDD) Monitoring through the Prescription Claims Adjudication Process.	The Offeror shall guarantee that the prescription claims adjudication process will evaluate a member's profile to calculate the member's MEDD of active opioid medication use and require prior authorization for continued use of a medication for member's whose MEDD exceeds the monitoring limit agreed upon by AHCCCS and the Offeror.	Provide monthly reports detailing a list of members and their prescription claims that were evaluated when the member's MEDD exceeded the MEDD monitorning limit.	The report shall detail each member, their opioid claims, the MEDD, if a PA was submitted and the coverage determination for the submitted PA.	Monthly	The Offeror will pay AHCCCS $25,000 if the guarantee is not met.		

AHCCCS Solicitation YH18-0020
Attachment D- PERFORMANCE GUARANTEES MATRIX
Part 2

	A	B	C	D	E	F	G	H
3	**Category of Service**	**Performance Services & Guarantees**	**Proof of Performance**	**Measurement**	**Penalty Assessment Timeframe**	**Penalty**	**Accept / Reject**	**Counter Proposal to be Completed by the Offeror for a Rejection Indicated in Column G.**
14	Dispensing Fee	Guaranteed overall effective average dispensing fee for all drugs dispensed on an annual basis as mutually agreed upon between AHCCCS and the Offeror.	Provide quarterly reports of the dispensing fee for brand and generic drug utilization.	During RFP/Contracting process, this guarantee will be further refined with input from all parties.	Annually	The Offeror will pay AHCCCS $10,000 if the guarantee is not met. In addition, to the penalty, the Offeror will submit payment for the additional amount due to meet the guarantee.		