



PERFORMANCE GUARANTEES			Response
1.		Please indicate your willingness to offer the following implementation service performance guarantees as stated below. If you cannot offer the guarantee as stated, please specify an alternate guarantee that would meet the CCP's needs for the specified area of service. Unless otherwise stated, all guarantees will be measured on a client-specific basis.	
	a	ID Cards & Welcome Packets: 100% of member ID cards and welcome packets will be received by members on or before the effective date of the plan, on the condition that CCP provides PBM with eligibility according to a mutually agreed upon schedule.	
	b	Client & Member Resource Information: 100% of CCP membership information provided via electronic data or print material by the PBM will be updated to reflect any/all changes agreed upon via this RFP effective the go live date (i.e. Print copies of formularies, Online formulary look up tool, member online account information, etc.).	
	c	Benefit Design Setup: CCP's benefit designs will be successfully and accurately loaded in PBM's claims system at least 15 calendar days prior to the effective date of coverage, on the condition that CCP provides PBM with benefit design sign-off according to a mutually agreed upon schedule.	
	d	Implementation Satisfaction Survey: PBM shall conduct a survey of CCP personnel designated by CCP to measure satisfaction associated with implementation of the plan. PBM guarantees a satisfaction rating of at least four (4) on a five (5) point scale. PBM will be responsible for data collection, analysis, distribution of final report to CCP and any costs associated with the conducting of the survey. Survey design will be the responsibility of PBM with approval by the CCP.	
2.		Please specify the total amount of penalty dollars PBM will put at risk for the implementation service performance guaranteed specified in the previous sections, as a total one-time dollar amount.	

3.		<p>Please indicate your willingness to offer the following ongoing service performance guarantees as stated below. If you cannot offer the guarantee as stated, please specify an alternate guarantee that would meet CCP's needs for the specified area of service. Unless otherwise stated, all guarantees will be measured on a client-specific basis.</p>	
	a	<p>Member Satisfaction: PBM will conduct a satisfaction survey at least annually involving CCP members who have recent interaction with any of the following services: Retail Pharmacy Services, Mail Order Pharmacy Services, and Customer Service. PBM will be responsible for data collection, analysis and any costs associated with the conducting of the survey. Survey design will be the responsibility of PBM with approval by CCP. Based upon performance areas for which PBM maintains a significant amount of control, survey results will demonstrate an overall satisfaction rate of 90% or greater.</p>	
	b	<p>Eligibility: PBM guarantees that 98% of eligibility updates will be processed the same day of receipt of a clean file from CCP and CCP will be notified immediately if any errors occur in loading files. A report of file errors will be forwarded to CCP following each file load. PBM will notify CCP of eligibility files not received based on established file processing schedules.</p>	
	c	<p>First Call Resolution: PBM guarantees that 95% of all member phone calls will be resolved upon the first contact by members.</p>	
	d	<p>Written Inquiries: PBM guarantees that 95% of written inquiries by members will be responded to within five (5) business days and 100% of written inquiries will be responded to within ten (10) business days.</p>	
	e	<p>Account Team Responsiveness: PBM guarantees that Account Team Members will respond to electronic, verbal, and written notices of issues by CCP within 24 hours. If the issue cannot be resolved within 48 hours, account team members will notify CCP of the expected time of resolution.</p>	
	f	<p>Client Satisfaction Survey: PBM shall conduct a mutually agreed upon survey of CCP management to measure satisfaction on at least an annual basis. PBM guarantees a satisfaction rating of at least four (4) on a five (5) point scale. PBM will be responsible for data collection, analysis and any costs associated with the conducting of the survey. Survey design will be the responsibility of PBM with approval by CCP.</p>	
	g	<p>Action Log: PBM guarantees that the Account Team will maintain and distribute on a bi-weekly basis an Action Log which documents and tracks any administrative, operational, clinical, and financial issues.</p>	

	h	Quarterly Meetings: PBM guarantees that the Account Team will schedule and participate in quarterly meetings at CCP offices to discuss quarterly utilization, financial, and clinical results. The account team will prepare and distribute agenda and meeting materials at least five (5) business days prior to the meeting date. Meeting notes and follow-up items will be distributed by the Account Team within five (5) business days following the meeting.	
	i	Report Distribution: PBM guarantees that CCP quarterly standard management reports shall be available within thirty (30) days after the end of each calendar quarter.	
	j	On-Line Reporting: PBM guarantees that data for on-line reporting will be available within fifteen (15) business days following the end of each month.	
	k	Benefit Design Error Resolution: PBM guarantees that any identified errors in benefit design set-up will be resolved within five (5) business days unless mutually agreed upon by CCP and PBM.	
	l	Mail Order Pharmacy Turnaround Time: PBM guarantees that 95% of "clean" claims (those not requiring intervention/correction) will be processed and shipped within two (2) days; that 100% of ALL claims will be processed and shipped within five (5) days.	
	m	Mail Order Pharmacy Accuracy: PBM guarantees a 99.9% percent accuracy rate in dispensing the correct drug, strength, and dosage, unless the error is due to the prescriber.	
4.		Please indicate your willingness to offer the following prior authorization accuracy performance guarantees as stated below. If you cannot offer the guarantee as stated, please specify an alternate guarantee that would meet the CCP's needs for the specified area of service. Unless otherwise stated, all guarantees will be measured on a client-specific basis.	
	a	Quarterly CCP Inter-Rater Reliability reports: PBM guarantees prior authorization accuracy with reviewer maintaining an 85% accuracy rate or higher.	
5.		Please specify the total amount of penalty dollars PBM will put at risk for the ongoing service performance guaranteed specified in the previous questions, as a total annual dollar amount.	
6.		Please confirm that the penalty dollars specified for the ongoing service performance guarantees can be allocated by CCP at their discretion across the guarantees, with a maximum allocation of 20% for any guarantee.	

7.		Confirm your willingness to make mutually agreeable modifications or additions to the contracted Performance Guarantees on an annual basis based on feedback from CCP?	
----	--	---	--