



General Performance Guarantee Provisions

Aetna Life Insurance Company*, on behalf of itself and its affiliates (“Aetna”, “our” or “we”) provides health benefits administration and other services (set forth in this document) for the self-funded Medical and Behavioral Health plan(s) operated on behalf of City of Round Rock (also “you” or “your”).

Guarantee Period

The guarantees described herein will be effective for the 12-month period from January 1, 2019 through December 31, 2019 (hereinafter “guarantee period”).

The performance guarantees below will apply to the following self-funded medical plans serviced under the Administrative Services Only arrangement (through a ‘Services Agreement’ or ‘Master Services Agreement’, as the case may be, but each from this point on referred to as “Agreement”).

- Aetna Choice POS II (CPH)
- Open Access Aetna Select (OA-AS)

These guarantees **do not** apply to non-Aetna networks.

If we process runoff claims upon termination of the Agreement, the Turnaround Time, Financial Accuracy, Payment Incidence Accuracy, and/or Total Claim Accuracy performance guarantees will not apply to runoff claims.

Performance Objectives

We believe that measuring the activities described below is an important indicator of how well we service your account. We’re confident that the Claim Administration and Member Services provided to you will meet your high standards of performance. To reinforce your confidence in our ability to administer your program, we are offering guarantees in the following areas:

* Aetna is providing this renewal on behalf of itself and [Banner Health and Aetna Health Insurance Company](#), [Texas Health + Aetna Health Insurance Company](#), [Innovation Health Insurance Company](#), [Sutter Health and Aetna Administrative Services, LLC](#), [Allina Health and Aetna Insurance Company](#).

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Performance Category	Minimum Standard	Maximum Fees at Risk
Claim Administration		
• Turnaround Time	91.0% of claims processed within 14 <i>calendar days</i>	2.0%
• Financial Accuracy	99.0%	2.0%
• Payment Incidence Accuracy	96.0%	2.0%
Member Services		
• Average Speed of Answer	30 Seconds	2.0%
• Abandonment Rate	2.5%	2.0%
• First Call Resolution	90.0%	2.0%
• Telephone Call Quality	95.0%	1.0%
• E-mail Response Turnaround Time	80.0% within 24 hours and 95.0% within 4 calendar days	1.0%
• E-mail Response Quality Rate	95.0%	1.0%
Total		15.0%

Medical Service Guarantee Maximum

The maximum medical service performance guarantee penalty adjustment will be equal to **14.0 percent** of actual collected administrative service fees. Administrative service fees at risk exclude:

- Wellness Allowance
- Charges for services performed which are not included on the monthly administrative service fee bill

Aggregate Guarantee Maximum

In no event will total collected administrative service fees be adjusted by more than **15.0 percent** due to the results of this guarantee and all other guarantees combined. "Collected fees" means those fees collected for the guarantee period as of the time of the final reconciliation of the guarantee.

Termination Provisions

Termination of the guarantee obligations shall become effective upon written notice by us in the event of one of the following occurrences:

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- i. A material change in the plan initiated by you or by legislative action that impacts the claim adjudication process, member service functions or network management
- ii. Failure to meet your obligations to remit administrative service fees or fund claim payment wires under the Agreement
- iii. Failure to meet your administrative responsibilities (for example, a submission of incorrect or incomplete eligibility information)

These guarantees will not apply if you terminate your Aetna medical plan in whole or in part (defined as a 50 percent or greater membership reduction from the membership we assumed in this renewal) prior to the end of the guarantee period (December 31, 2019).

Refund Process

We will provide you with final results for the performance guarantees when reporting is available after the end of the respective guarantee period. If necessary, we will provide a "lump sum" refund for any penalties we incurred.

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Claim Administration

Turnaround Time (TAT)

Guarantee: We guarantee that the claim TAT during the guarantee period will not exceed 14 *calendar* days for 91.0 percent of the processed claims on a cumulative basis each year.

Definition: We measure TAT from the claimant's viewpoint; that is, from the date the claim is received in the service center to the date that it is processed (paid, denied or pended). TAT excludes those claims identified as rework. **Weekends and holidays are included in turnaround time.** This guarantee may not apply and a penalty may not be paid, if results are not achieved due to severe weather events which directly or indirectly impact performance during the guarantee period.

Penalty and Measurement Criteria: If the cumulative year TAT exceeds the day guarantee as stated above, we will reduce our compensation by an amount equal to 0.5 percent of the guarantee period administrative service fees for each full day that the TAT exceeds 14 calendar days for 91.0 percent. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees.

If you have more than 3,000 enrolled members, a computer generated TAT report for your specific claims will be provided on a quarterly basis. If you have less than 3,000 enrolled members, results will be reported at the site level.

Financial Accuracy

Guarantee: We guarantee that the financial accuracy will be 99.0 percent or higher.

Definition: Financial accuracy is measured using industry accepted stratified audit methodology. The results are determined by calculating the financial accuracy for a subset of claims (a stratum) and then extrapolating the results based on the size of the population and combining with the extrapolated results of the other strata. Each overpayment and underpayment is considered an error; they do not offset each other. Financial accuracy includes both manual and auto adjudicated claims.

$$\frac{\text{Dollars Paid Correctly}}{\text{Total Dollars Paid}}$$

We then extrapolate the results based on the size of the population and combine them with the extrapolated results of the other strata.

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Penalty and Measurement Criteria: We will reduce our compensation by an amount equal to 0.5 percent of the guarantee period administrative service fees for each full 1.0 percent that financial accuracy drops below 99.0 percent. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees.

Our audit results for the unit(s) processing your claims are used. Those results include our performance in processing ALL customers' claims handled by the unit(s) in question during the guarantee period, not just your plan's claims. The results for this guarantee are calculated using industry accepted stratified audit methodologies.

Payment Incidence Accuracy

Guarantee: We guarantee that the payment incidence accuracy will be 96.0 percent or higher.

Definition: Payment incidence accuracy is measured by industry accepted stratified audit methodology. Accuracy in each stratum (a subset of the claim population) is calculated by:

$$\frac{\text{Number of claims paid correctly}}{\text{Total number of claims audited}}$$

We then extrapolate the results based on the size of the population and combine them with the extrapolated results of the other strata.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent of the guarantee period administrative service fees for each full 1.00 percent that payment incidence accuracy drops below 96.0 percent. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees.

Our audit results for the unit(s) processing your claims are used. Those results include our performance in processing ALL customers' claims handled by the unit(s) in question during the Guarantee period, not just your plan's claims. The results for this guarantee are calculated using industry accepted stratified audit methodologies.

Member Services

Average Speed of Answer (ASA)

Guarantee: We guarantee that the ASA for the phone skill(s) providing your customer service will not exceed 30 seconds.

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Definition: ASA is the amount of time that elapses between the time a call is received into the telephone system and the time a Customer Service Professional (CSP) responds to the call. The result is calculated as follows:

$$\frac{\text{Sum of all waiting times for all calls answered by the queue}}{\text{Number of incoming calls answered}}$$

ASA measures the average speed of answer for all call answered. Interactive Voice Response (IVR) system calls are not included in the measurement of ASA. In the event there is an outage or when experiencing peak volumes, calls may be transferred to other Aetna call centers. This guarantee may not apply and a penalty may not be paid, if results are not achieved due to severe weather events which directly or indirectly impact performance during the guarantee period.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent of the guarantee period administrative service fees for each full second that the ASA exceeds 30 seconds. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees. The phone skill(s) providing your customer service are used.

Abandonment Rate

Guarantee: We guarantee that the average rate of telephone abandonment for the phone skill(s) providing your customer service will not exceed 2.5 percent.

Definition: The result is calculated as follows:

$$\frac{\text{Total number of calls abandoned}}{\text{Number of calls accepted into the skill}}$$

In the event there is an outage or when experiencing peak volumes, calls may be transferred to other Aetna call centers. This guarantee may not apply and a penalty may not be paid, if results are not achieved due to severe weather events which directly or indirectly impact performance during the guarantee period.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent of the guarantee period administrative service fees for each 1.0 percent that the average abandonment rate exceeds 2.5 percent. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees. The phone skill(s) providing your customer service are used.

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First Call Resolution Rate

Guarantee: We guarantee that the first call resolution rate will be 90.0 percent or higher.

Definition: We will share the first call resolution results with you annually from the accountable unit or the business segment level that services you. We define the first call resolution rate as the percentage of member calls resolved on the first call as reported by the member utilizing the Aetna member survey process in effect at the time of the member's call.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent of the guarantee period administrative service fees for each 1.0 percent that the first call resolution rate falls below 90.0 percent. The maximum reduction will be **2.0** percent of the guarantee period administrative service fees. Results of the Aetna member survey process in effect at the time of the member's call.

Telephone Call Quality

Guarantee: We guarantee that the telephone quality rate will be 95.0 percent or higher.

Definition: We monitor silently or randomly record selected calls to determine if the customer service professional handled the inquiry promptly, courteously, and accurately. This monitoring is used to audit and review the effectiveness and responsiveness of our customer service professionals based on a random sample of their work.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent of the guarantee period administrative service fees for every 1.0 percent that telephone call quality drops below 95.0 percent. The maximum reduction will be **1.0** percent of the guarantee period administrative service fees. Our records are used to determine if the terms of the guarantee have been met.

E-Mail Response Turnaround Time

Guarantee: We guarantee we will respond to 80.0 percent of all Internet inquiry e-mails within 24 hours and 95.0 percent within 4 calendar days.

Definition: We measure e-mail turnaround time from the time the e-mail is received in the service center to the time that the inquiry is responded to.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent for each full percentage point that the cumulative e-mail response rate falls below 80.0 percent

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of e-mails responded to within 24 hours and 95.0 percent within 4 calendar days. The maximum reduction will be **1.0** percent of the guarantee period administrative service fees. Results will be measured at the Internet Team Level.

E-Mail Response Quality Rate

Guarantees: We guarantee that the e-mail response quality rate will be 95.0 percent or higher.

Definition: The responses must meet our quality standards as determined by NCO quality analysts. It is based on a random sample from finalized e-mail exchanges between us and members/providers.

Penalty and Measurement Criteria: We will reduce our compensation by 0.5 percent for each full 0.5 percent that the quality rate drops below 95.0 per cent. The maximum reduction will be **1.0** percent of the guarantee period administrative service fees. Our records are used to determine if the terms of the guarantee have been met.