

**Attachment C- Service Level Agreements**

<u>Number</u>	<u>Topic</u>	<u>SLA</u>	<u>Program</u>	<u>Penalty</u>	<u>Penalty amount</u>	<u>Cap per quarter</u>	Example - calculated quarterly amount reported	Example - penalty calculation	Example - Penalty
1	Call Center Availability	The call center telephone lines will be operational and available to callers at least ninety-nine and five-tenths percent (99.5%) of the Call Center Hours. The call center availability shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the telephone line(s) are not operational and available to callers, during the Call Center Hours calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter.	\$ 5,000.00	\$ 60,000.00		99.5% - 96.5% = 3% 3% / .25 = 12 12 * \$5,000 = \$60,000	\$ 60,000.00
2	Call Center Telephone Response Time	The service level standard requires that at least ninety percent (90%) of the incoming call center calls will be answered by a customer service representative within sixty (60) seconds. Response time is defined as the time it takes for incoming calls to be answered by a customer service representative. The call center telephone response time shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to 1.0% of incoming calls to the call center below the standard of ninety percent (90%) that is not answered by a customer service representative within sixty (60) seconds, calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter.	\$ 5,000.00	\$ 50,000.00	85%	90% - 85% = 5% 5% / 1% = 5 5 * \$5,000 = \$25,000	\$ 25,000.00
3	Telephone Abandonment Rate	The service level standard requires that the percentage of incoming call center calls in which the caller disconnects prior to the call being answered by a customer service representative will not exceed three percent (3%). The telephone abandonment rate shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to 1.0% of incoming call center calls in which the caller disconnects prior to the call being answered by a customer service representative in excess of three percent (3%) calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter.	\$ 5,000.00	\$ 50,000.00		5% - 3% = 2% 2% / 1% = 2 2 * \$5,000 = \$10,000	\$ 10,000.00
4	Telephone Blockage Rate	The service level standard requires that not more than three percent (3%) of incoming call center calls will be blocked by a busy signal. The telephone blockage rate shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to 1.0% of incoming call center calls that is blocked by a busy signal, in excess of three percent (3%), calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter.	\$ 5,000.00	\$ 50,000.00		6% - 3% = 3% 3% / 1% = 3 3 * \$5,000 = \$15,000	\$ 15,000.00
5	Claims Adjudication System Availability	The service level standard requires that the POS claims adjudication system be available at least ninety-nine and five-tenths percent (99.5%) of the time excluding periods of scheduled down time which shall be reported in advance to the Department and kept to a minimum, based on a 24hours a day, 7 Days a week availability. The POS claims adjudication system availability shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the Contractor's online claims processing system, based on a 24 hours a Day, 7 Days a week availability, excluding periods of scheduled down time, which shall be reported in advance to the Department and kept to a minimum, is not available, as calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter.	\$ 5,000.00	\$ 60,000.00	96%	99.5% - 96% = 3.5% 3.5% / .25 = 14 14 * \$5,000 = \$70,000	\$ 60,000

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6	Online Inquiry and Data Access Systems Availability	The service level standard requires that the Contractor shall provide all necessary resources to support the State's use of the online inquiry and data access systems and be available at least ninety-nine and five-tenths percent (99.5%) of the time excluding periods of scheduled down time which shall be reported in advance to the Department and kept to a minimum, based on a 10 hours a day (8:00am to 6:00pm), 5 days a week (Monday-Friday) availability. The online inquiry and data access systems availability shall be reported monthly and calculated quarterly.	EPIC/AIH	For each .01 to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the Contractor's online inquiry and data access systems, based on a 10 hours a Day(8:00am-6:00pm), 5 Days a week (Monday-Friday) availability, excluding periods of scheduled down time, which shall be reported in advance to the Department and kept to a minimum, is not available, as calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter.	\$ 5,000.00	\$ 60,000.00		99.5% - 96% = 3.5% 3.5% / .25 = 14 96%	\$60,000
7	Claims Payment Accuracy	The service level standard requires that claims pay accurately in accordance with the applicable benefit design, program provisions and contracted reimbursement rates with pharmacies.	EPIC/AIH	The Contractor shall notify the State within 48 hours of discovering incorrect claims payments and shall reprocess and/or adjust such claims. In cases of overpayments that were in the control of the contractor, but could not be corrected by reprocessing and/or adjusting, the State shall be reimbursed by the Contractor for the amount of the overpayments, which may be deducted by the Department from future monthly operational payments.					