



**San Bernardino County - 8/1/2023 - Fully Insured**  
**Performance Guarantee**  
**Reporting Period: 08/01/2023 - 07/31/2028**

**Fully Insured Quote:**

<b>Fees At Risk:</b>	5.5% of Premiums**
<b>Results Reported:</b>	Quarterly
<b>Fees Measured and Paid:</b>	Annually

Performance Guarantee		Performance Results	Definition/Calculation	Amount At Risk
Account Management	Wellness Initiatives	<p>The vendor shall, in collaboration with the County, develop a wellness strategy that:</p> <ul style="list-style-type: none"> <li>-Provides the County with a formal wellness strategy that collaborates and supports the County's wellness program</li> <li>-Provides financial resources that demonstrate the vendor's commitment to wellness</li> <li>-Provides Vendor Staff resources in support of the County's wellness strategy</li> <li>-Provides other vendor tools, communication and marketing resources that support the County's commitment to wellness</li> <li>-Provides ad-hoc reporting (EyeMed Wellness Report) in a mutually agreeable timeframe</li> </ul>	Self-explanatory	.25%
Account Management	Contracting	Final contract draft to be provided to San Bernardino County by April 1st of each renewal year.	Self-explanatory.	.25%
Account Management	Account Management	<p>With a minimum notice of fourteen (14) calendar days notice, Account Management team will be available for 100% of the following:</p> <ul style="list-style-type: none"> <li>-Monthly client wellness meetings</li> <li>-Annual open enrollment meetings</li> </ul> <p>100% of enrollment materials will be provided within 3 days of need-by date for all requests received at least 10 days prior to need-by date.</p>	Self-explanatory	.32%
Account Management Satisfaction	Client Satisfaction - Account Management Report Card	<ul style="list-style-type: none"> <li>-Satisfaction determined by achieving a score of &gt; A- on semi-annual client scorecard (single scorecard will be used to measure all products).</li> <li>-Mutually agreed upon, reported semi-annually and measured annually. A single scorecard will be used to measure performance across all products.</li> <li>-If a completed response is not received within one (1) month from the date the survey is delivered to the County, vendor will assume performance has been satisfactory, and the performance guarantee has been</li> </ul>	Self-explanatory.	.32%

		met.		
Claim Processing	Processing Accuracy	EyeMed will process clean and valid claims with at least 99% accuracy	Based on daily audit of a statistically significant sample of all claims. Calculation: (Total # of accurate claims sampled / Total # of claims sampled)	.25%
Claim Processing	Financial Accuracy	EyeMed will pay the correct amount on clean and valid claims with at least 99.5% accuracy.	Based on daily audit of a statistically significant sample of all claims. Calculation: (Total \$ correctly paid in sample / Total \$ in sample)	.25%
Claim Processing	Claim Turnaround Time - Paid	99% of Clean and Valid Claims processed and paid within 30 calendar days.	Measurement: Claim Received Date to Claim Paid Date (This includes both In-Network and Out-of-Network claims)	.5%
Client Reporting	Data Reporting	Provide ad-hoc reporting in a mutually agreeable timeframe.	Self-explanatory.	.32%
Customer Service (Member Calls)	Member Calls	98.5% First Call Resolution	Calculation: Total calls with issues resolved on the first call divided by total calls received 98.5% First Call Resolution	.29%
Implementation and On-Going Administration	Member ID Cards	100% of Member ID Cards will be distributed within 10 business days of loading clean membership data file (excludes packets requiring translation).	Measured from the date the Membership file is received by EyeMed to the date ID Cards delivered to USPS (Membership files after 4:00pm ET will count as the next business day).	.25%
Implementation and On-Going Administration	Eligibility Reporting	98% of membership post-processing reports will be forwarded within 2 business day of processing of eligibility files	Measured from the date membership files are processed to the date post-processing reports are forwarded to client	.25%
Implementation and On-Going Administration	Eligibility Updating	98% of electronic eligibility files will be processed within two (2) business days of receipt of clean data delivered via SFTP (Paper, email delivery, other = 3 business days)	Measured from the date the eligibility file is received by EyeMed to the date eligibility files are loaded to EyeMed's system (Files after 4:00pm ET will count as the next business day)	.25%
Member Services	Call Abandonment Rate	No more than 2.5% of calls received.	The Abandonment Rate represents the % of all callers who hang up prior to being answered (calls abandoned within 8 seconds or less are excluded from calculation). Calculation equals all abandoned calls divided by the total numbers of calls received.	.25%
Member Services	Average Speed of Answer	Will not exceed 25 seconds.	The Average Speed of Answer equals the average length of time a caller waits in queue prior to being answered. Calculation equals total calls and their avg time on hold - inclusive of all calls.	.25%
Provider Relations		Provider locator available 99% of the time during normal hours of operation.	Self-explanatory.	.25%
Provider Relations	Complaints / Appeals / Grievance Resolution	98% of all written complaints will be acknowledged in writing within 3 business days of mail/fax receipt by the EyeMed Provider Relations Department, plus 98% complaint resolution in 30 days.	Self Explanatory	.5%
Surveys	Member Survey (National Results)	95% member satisfaction	95% (top 3 box)	.25%
Utilization Reporting	Standard Utilization Reporting Package	Producing standard Utilization Reporting Package within 30 days of the end of the reporting period	Self Explanatory	.25%
Customer Service	Customer Care - Email Responsiveness	Responding to 95% of emails within 24 hours, excluding holidays.	Self Explanatory	.25%
<b>Total:</b>				<b>5.5%</b>

\*\*Fees at risk represent administrative funds equivalent to the percent of premium noted above. Results are based on our book of business and payments, if any, are assessed and paid annually. Results are reported and issued on standard calendar quarters.