

DeltaCare[®] USA Performance Guarantees

Client: Arizona State Retiree System

Effective: 1/1/2021

DeltaCare USA agrees to provide the following levels of service in the performance of its obligations under this contract. Should any of the following service levels not be met, any payment due will be issued in the form of a check based on the total administration at the end of each contract period. Measurement, reporting, and payment of each guarantee will be on an annual basis unless stated otherwise.

Account Management	Amount at Risk
a) 100% of calls/emails to ASRS will be responded to within 24 business hours <i>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</i>	0.2%
b) Average calendar days to resolve items on account issue tracking log is 30 calendar days. <i>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</i>	0.2%
c) 100% of Open Enrollment events will be attended by Contractor representative. <i>Measurement will be completed annually on a group specific basis and reported annually. Payments will be made on an annual basis.</i>	0.2%
The client will monitor and evaluate Delta Dental's Account Management performance and provide feedback via a Delta Dental Client Satisfaction Survey. Pertinent questions for this guarantee are in the Account Management section of the survey. Client satisfaction for each of the criteria above will be deemed as being met given a rating of Good, Very Good or Excellent.	
Eligibility	Amount at Risk
100% of electronic eligibility will be loaded within two (2) business days from receipt of data. Guarantee is contingent upon receipt of data in a mutually agreed upon format. Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.	0.1%
98% eligibility determinations processed accurately Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.	0.1%

Claims Turnaround	Amount at Risk
<p>94% claims processed within fourteen (14) calendar days (paid, denied, or pended) of receipt.</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%
<p>99% claims processed within thirty (30) calendar days (paid, denied, or pended) of receipt.</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%
<p>98% claims processed or coded with no errors.</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%
<p>98% of claim dollars submitted for payment calculated correctly (random sample audit of 2% of approved claims for the period).</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%
Customer Service	Amount at Risk
<p>Call abandonment rate will be 2.5% or less.</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%
<p>Average seconds for a customer service representative to answer a call is 30 seconds</p> <p>Measurement will be completed quarterly on a group specific basis and reported quarterly. Payments will be made on an annual basis.</p>	0.1%

Enrollee Satisfaction	Amount at Risk
90% of participants that respond to the Enrollee Satisfaction Survey will be Satisfied or Very Satisfied. Overall enrollee satisfaction is measured by a survey distributed to a random sampling of enrollees. Measurement will be completed annually on a group specific basis and reported annually. Payments will be made on an annual basis.	0.2%
Network Access	Amount at Risk
99% access to Participants on plan(s) based on GeoAccess criteria Measurement will be completed annually on a group specific basis and reported annually. Payments will be made on an annual basis.	0.2%
Client Reporting	Amount at Risk
100% time meets the date for delivering renewals. Contractor shall provide ASRS with a preliminary renewal on or before April 15 for the applicable renewal period and a firm offer no later than May 15, for a January 1 effective date. Any request shall be accompanied by supporting documentation. Measurement will be completed annually on a group specific basis and reported annually. Payments will be made on an annual basis.	0.2%
TOTAL PREMIUM AT RISK	2%

Measurements of performance guarantees will not begin until the month after all aspects of the onboarding process have been completed including:

- 1) A completed and signed client application
- 2) All eligibility specifications for reformatting (if reformatting is necessary)
- 3) Full file history tape prior to processing of claims (if history load is required)

Unless specified above, the length of the Performance Guarantee period will follow the term of the sold contract period.

* Performance Guarantees apply to the Prepaid plans only; excludes assessments, taxes and commission, if applicable. DeltaCare USA will not incur penalties for its failure to meet the terms of these guarantees if this failure is caused by fires, acts of public enemies, acts of God, civil disturbances, labor disputes or by any similar act or event beyond the reasonable control of the client or DeltaCare USA.