

## Administrative Vendor - Performance Report February 2015

<b>The Medi-Cal Access Program Performance Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	<b>99%</b>	100%	686 out of 686 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	<b>99%</b>	99.8%	393 out of 394 data transmissions
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Line busy rate.	<b>3%</b>	0%	0 blocked out of 5,823 calls attempted*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	<b>3%</b>	1.3%	73 abandoned calls out of 5,823 incoming calls*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	87.5%	4,476 calls answered in 25 seconds out of 5,116 calls answered*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	<b>100%</b>	100%	7 returned in 2 days out of 7 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

## Administrative Vendor - Quality and Accuracy Performance Report January 2015

<b>The Medi-Cal Access Program Quality and Accuracy Standard</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions (of random sample)</b>
Accuracy of eligibility determinations for the Medi-Cal Access Program applications.	<b>98%</b>	99.4%	304 applications with correct eligibility determinations out of 306 Medi-Cal Access Program applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.