

Attachment G

The following KPI’s have been extracted from Deloitte contract amendment 47.

Section A.6 Key Performance Indicators

Table A.6 – CA47 M&O Key Performance Indicators

No.	CA47 M&O KPI
1	<p>Disburse benefits in a timely, accurate manner.</p> <p>The Parties agree to the following measure of timeliness for DHS SNAP and Cash Benefits: The scheduled issuance cycles (e.g., daily, monthly, biweekly) must be complete within 24 hours of the scheduled run time. For each month, if the number of occurrences where the scheduled run cycle exceeds the 24 hour period is less than or equal to 2, then this element of the KPI will be met.</p> <p>The Parties agree to the following measure of timeliness for medical benefits: The scheduled MMIS interface daily cycles must be complete within 24 hours of the regularly scheduled run time. If the number of occurrences in the month where the scheduled run cycle exceeds the 24 hour period is less than or equal to 2 then this element of the KPI will be met.</p> <p>The Parties agree to the following measure of accuracy for DHS SNAP and Cash benefit amounts: The State or its designee will use a mutually agreed upon sampling approach for a sample of at least 200 cases of SNAP and Cash cases for purposes of reviewing the benefit amount only. The formula for this KPI will be (# of cases with accurate benefit amounts / # of cases sampled). This element of the KPI will be met when 95% of the benefit amounts are accurate. The measurement of this KPI shall be contingent upon the State completing the measurement as set forth in this paragraph within thirty (30) days of Contractor’s provision of the sample.</p> <p>The Parties agree to the following measure of accuracy for medical benefits: During the term of this Amendment, Contractor will perform a test to confirm that the Medicaid Cascade logic for all medical benefit categories are appropriately created. This element of the KPI will be met when the logic for 97% of the categories are successfully created.</p> <p>The parties agree to an additional measure of accuracy for medical benefits for the following benefits-related MMIS transactions, to be measured on a monthly basis: Demographics (1A), new eligibility (1B),</p>

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	<p>retroactive eligibility (2B), nursing home (1E, 3E, 4E), patient share (1F, 3F, 4F), and waiver (1G, 3G, 4G). If the success rate across these transactions (defined as total successful transactions / total sent transactions) is at least 95%, then this element of the KPI will be met.</p> <p>The Parties agree to the following measure of accuracy for QHP eligibility and enrollment: The State or its designee will at a minimum every other month use a mutually agreed upon sampling approach for a sample size between 300-1,000 QHP cases for purposes of reviewing eligibility and enrollment accuracy. The review will be limited to the accuracy of the eligibility begin and end dates, plan status, CSR calculation, APTC calculation and Premium calculation using data within the worker portal for the then-current enrollment year. The formula for this element of the KPI will be (# of cases with accurate eligibility and enrollment / # of cases sampled). This element of the KPI will be met when 97% of State reviewed cases are accurate. The measurement of this KPI shall be contingent upon the State completing the measurement as set forth in this paragraph within thirty (30) days of Contractor’s provision of the sample.</p>
2	<p>Users can process applications without interruption by system Deficiencies.</p> <p>The Parties agree to the following measure for Worker Portal application processing: A mutually agreed measurement time period will be identified in advance of each calendar quarter during the Amendment’s term to monitor applications processed thru the Worker Portal. The KPI will be measured on a minimum of 2,000 applications using the following formula:</p> $\text{KPI} = \frac{\text{Total WP Intake Applications Completed}}{(\text{Total WP Intake Applications Completed} + \text{Total Incidents for Blocking Defects})}$ <p>Total WP Intake Applications Completed equals the count of intake applications initiated and eligibility run during the defined time period. Total Incidents for Blocking Defects is equal to the number of applications blocked by a valid software Deficiency during the defined time period. This element of the KPI is met when 98% is achieved.</p> <p>The Parties agree to the following measure for Self Service Portal application processing: A mutually agreed measurement time period will be identified in advance of each quarter during the Amendment’s term to monitor applications processed through the Self Service Portal. The KPI will be measured on a minimum of 2,000 SSP applications using the following formula:</p> $\text{KPI} = \frac{\text{Total SSP Intake Applications Completed}}{(\text{Total SSP Intake Applications Completed} + \text{Total Incidents for Blocking Defects})}$

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	<p>Total SSP Intake Applications equals the count of applications initiated through the SSP and eligibility run during the defined time period. Total Incidents for Blocking Defects is equal to the number of applications blocked by a valid software Deficiency during the defined time period. This element of the KPI is met when 98% is achieved.</p>
3	<p>Generate and issue accurate client notices on time.</p> <p>The Parties agree to the following measure for accuracy and timeliness of client notices. A mutually agreed measurement period will be identified in advance of each calendar quarter during the Amendment’s term, but shall be no more frequent than weekly. The State performs QC on the notices during the agreed upon period to validate timeliness and accuracy. If the notice is either late or inaccurate, it shall be counted as a “miss”. A notice that is late due to the State’s pending QC review will not be counted as late. The KPI will be measured using the following formula:</p> <p>Accuracy and Timeliness = 1 - (Number of notices that are determined to be late or inaccurate / Total number of notices generated in the time period). This element of the KPI is met when 98% is achieved.</p> <p>For example: If the time period selected is a week and during that week 25000 notices were generated and pursuant to the QC process in that same week 100 notices are identified as late, 50 are identified as inaccurate, and another 50 are identified as both late and inaccurate, the result would be 99.2%. Accuracy = 1 - (200/25000) =.992.</p>
4	<p>All legal and regulatory requirements are satisfied. The Parties agree to bring to the other’s attention any changes to legal or regulatory requirements for the System of which they become aware, and to negotiate in good faith any Change Order and/or modification to requirements for a Release needed to address any such changes</p>