



CIGNA HealthCare

**Performance Guarantees**  
**City of Rockville**  
 Effective Date Start: 1/1/2012

**IMPLEMENTATION**Identification Card DeliveryAmount At Risk

Implementation ID Card Timeliness. 98% of the ID cards will be mailed by the agreed upon commitment date in the Implementation Calendar. Results measured at Account Level.

\$2,500.00

Claim ReadinessAmount At Risk

Implementation Claim Readiness. Benefit Profile and eligibility information loaded on claims processing system as of the Commitment Date set forth in the approved Implementation Calendar. Results measured at Account Level.

\$2,500.00

Call ReadinessAmount At Risk

Implementation Call Readiness. Service Center(s) ready to respond to customer inquiries as of the Commitment Date set forth in the approved Implementation Calendar. Results measured at Account Level.

\$2,500.00

Implementation SatisfactionAmount At Risk

Implementation Satisfaction. Score of no less than three (3) on Statement 1 of the CIGNA HealthCare Implementation Survey. Results measured at Account Level.

\$2,500.00

**SERVICE**Claim Time-to-ProcessAmount At Risk

Medical Time to Process. Measured for the Term of the Agreement, results will meet or exceed: 90% of Claims processed w/in 14 Calendar Days. Results measured at Account Level.

\$2,500.00

Financial AccuracyAmount At Risk

Medical Financial Accuracy. Measured for the Term of the Agreement, results will meet or exceed: 99% of total audited claim dollars are correctly paid. Results measured at Office Level.

\$2,500.00

Payment AccuracyAmount At Risk

Medical Payment Accuracy. Measured for the Term of the Agreement, results will meet or exceed: 97% of total audited claims are correctly paid. Results measured at Office Level.

\$2,500.00

Average Speed of AnswerAmount At Risk

Medical ASA. Measured for the Term of the Agreement, results will not exceed: 45 seconds to answer a phone call. Results measured at Special Account Queue.

\$2,500.00

Call Abandonment RateAmount At Risk

Medical Call Abandonment Rate. Measured for the Term of the Agreement, results will not exceed: 3% of calls received by Call Center(s) terminated. Results measured at Special Account Queue.

\$2,500.00

Account ManagementAmount At Risk

Medical Account Management. Composite Score (all categories) of 3.0 or better on the Account Management Report Card based on four (4) quarterly scorecards. Results measured at Account Level.

\$2,500.00

**"BETTER HEALTH, GUARANTEED"**Undefined SubcategoryAmount At Risk

Better Health - 20% Risk Shift

30.00%

*This document represents a proposal and is not a legal contract.*