# Attachment I: Sample Monthly Performance Reporting Tool

Note: this sample is for illustrative purposes only. Bidders may propose a Monthly Performance Reporting template for Agency review and approval.

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| **Business Area** | **Contract Section** | **Performance Standard** | **Frequency** | **Total Completed within timeframes** | **Standard Met (Y/N)** |
| Appeals and Hearings |  | Participate in 100% of assigned appeal hearings. |  |  |  |
| Transition |  | Submit transition and operations plans to the Agency for approval within 15 business days after Contract execution. |  |  |  |
| Claims Inquiries |  | Send the final determination letter on a claims inquiry to the provider within 10 business days of receipt of complete documentation. |  |  |  |
| Exceptions to Policy |  | Complete 95 percent of Exception to Policy Determinations within 10 business days of receipt of complete information. Complete 100 percent within 20 business days. |  |  |  |
| Prior Authorizations |  | Complete 95 percent of PA requests not requiring physician review, enter into system, and send appropriate notice within 10 business days of initial receipt.Complete 100 percent within 15 business days of initial receipt. |  |  |  |
|  Prior Authorizations |  | Complete 95 percent of PA requests requiring physician review, enter into system and send appropriate notice within 15 business days of initial receipt. Complete 100 percent within 20 business days of initial receipt. |  |  |  |
| LOC and NBA Reviews |  | Complete 95 percent of initial LOC and NBA determinations within two business days of receipt of complete information. Complete 100 percent within five business days. |  |  |  |
| Utilization Reviews |  | Conduct annual on-site UR visits between months 10 and 12 following the prior year visit to ICF/ID, NF/MI, PMIC and MHI facilities. |  |  |  |