

SHERLOCK EXPENSE EVALUATION REPORT

Independent / Provider-Sponsored Edition - 2016

Volume II: Operational Metrics



SHERLOCK COMPANY

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TABLE OF CONTENTS

Tab 1. Introduction and Background

Organization, conventions, applicability, and process of the Sherlock Benchmarks studies.

Tab 2. Operational Metrics Overview

Summary Analysis – This section presents summary analyses of factors of costs in each functional area.

Tab 3. Sales and Marketing

Includes analyses related to those functions of Rating and Underwriting, Marketing, Sales, Commissions (external) and Advertising and Promotion.

Tab 4. Provider Network Management and Services

Provider Network Management and Services includes analyses of activities such as Provider Relations Services (the initial point of contact (telephonic and written) for provider inquiries), Provider Contracting, Provider Audit / Billing Validation and Other Provider Network Management and Services (including the maintenance of the provider network, orientation, on-going education, and in-services with new and existing providers).

Tab 5. Enrollment / Membership / Billing

This section analyzes Enrollment / Membership / Billing. Enrollment is the processing of installation, recording and maintenance of the relationship between the plan and its members. Membership is the recording of and changes in demographic information. Billing is the process and the execution of the submission of invoices.

Tab 6. Customer Services

This section analyzes Customer Services. Customer Services responds to, processes, resolves or provides information for transactions or inquiries of customers based on eligibility, contract language, benefit interpretation, medical management activities, regulatory interpretation, claims process accuracy and historical member communications used to provide and authorize service or payment.

Tab 7. Claim and Encounter Capture and Adjudication

This section analyzes the Claims function. This function compares claim application and/or provider statement with policy file and other records to evaluate completeness and validity of claim, and settle claims with claimants in accordance with policy provisions and also performs COB functions.

Tab 8. Information Systems

This section analyzes the Information Systems function. Information Systems extends and supports the activities of other functional areas. Its own activities are divided into costs to keep it running, costs of software and support, costs to grow the business, costs to maintain security.

Tab 9. Corporate Services Cluster

This section includes metrics relating to Finance and Accounting, Corporate Services function and the subfunctions. Corporate Services subfunctions include Human Resources, Legal and Facilities.

Tab 2

Summary of Operational Metrics

This section summarizes analyses of key functional areas. If a quantifiable output is identifiable, per member per month (PMPM) costs are segmented into factors of primary demand, productivity, unit cost, cost per FTE and staffing ratios. In all cases of these functional areas, PMPM costs are segmented into staffing ratios and costs per FTE, which are divided into labor and non-labor components.

Metric	Page
Summary of Medians.....	3
Sales and Marketing.....	5
Provider Network Management & Services.....	6
Enrollment / Membership / Billing.....	7
Customer Services.....	8
Claim and Encounter Capture and Adjudication.....	9
Information Systems.....	10
Corporate Services.....	10
Human Resources.....	11
Facilities.....	12
Legal.....	12

Tab 3
Sales and Marketing

Metric	Page	Definition	Calculation
Product Mix			
Percentage Point Change in Mix of Membership.....	21		
Sum of Absolute Values of Percentage Point Changes in Product Mix.....	21		
Group and Membership Growth			
<u>Sources of Membership Growth</u>			
Total Membership Growth.....	22		
= Membership Increase Due to Group Members.....	22		
+ Membership Increase Due to Individual Members.....	23		
Note: Group Member Persistency Rate.....	23		
<u>Sources of Membership Growth</u>			
Percent Change in Number of Groups.....	24		
x Percent Change in Average Group Size.....	24		
= Change in Group Membership.....	25		
+ Percent Change in Number of Individual Members.....	25		
= Growth in Total Membership.....	26		
Note: Individual Membership Increase as Percent of Total Increase or Decrease.....	26		
<u>Sources of Group Membership Growth</u>			
Membership Increase due to New Groups.....	27		
+ Membership Decrease due to Lost Groups.....	27		
+ Net Membership Growth Within Retained Groups.....	28		
= Total Growth in Group Membership.....	28		
Note: Group Member Persistency Rate.....	29		
Note: Average Duration of Group Membership, Years.....	29		
Note: Growth Within Retained Groups.....	30		
<u>Sources of Group Growth</u>			
Percent Change due to New Groups.....	30		
Percent Change due to Groups Lost.....	31		
Percent Change in Groups.....	31		
+ Note: Group Persistency Rate.....	32		
= Note: Average Duration of Groups, Years.....	32		

Sales and Marketing

Metric	Page	Definition	Calculation
Quote Activity			
<u>All Distribution Systems</u>			
Internal and Broker Final Quotes, Per Group			
Small Group.....	33		
Middle Market.....	33		
Large Group.....	34		
Total.....	34		
Broker and Internal Quotes per 10,000 Members per Year.....	35		
Internal and Broker Final Quotes, Percent of Total, by Segment			
Small Group.....	35		
Middle Market.....	36		
Large Group.....	36		
<u>Broker Distribution System</u>			
Percent of Final Quotes that are Made by Brokers, by Segment			
Small Group.....	37		
Middle Market.....	37		
Large Group.....	38		
Total.....	38		
Broker Final Quotes, Per Broker Group			
Small Group.....	39		
Middle Market.....	39		
Large Group.....	40		
Total.....	40		
Broker Quotes per 10,000 Members Sold Through Brokers per Year.....	41		
Close to Quote Ratio, All Broker Business.....	41		
<u>Internal Distribution System</u>			
Percent of Final Quotes that Made by Internal Sales Reps, by Segment			
Small Group.....	42		
Middle Market.....	42		
Large Group.....	43		
Total.....	43		
Internal Final Quotes, Per Internal Group			
Small Group.....	44		
Middle Market.....	44		
Large Group.....	45		
Total.....	45		
Internal Quotes per 10,000 Internally Sold Members per Year.....	46		
Close to Quote Ratio, All Internal Business.....	46		
Internal Final Quotes per Sales FTE.....	47		

Sales and Marketing

Metric	Page	Definition	Calculation
Importance and Characteristics			
<u>All Distribution Systems</u>			
Percent of Total Membership by Segment			
Individual.....	48		
Small Group.....	48		
Middle Market.....	49		
Large Group.....	49		
Percent of Total Groups by Segment			
Individual Contracts.....	50		
Small Group.....	50		
Middle Market.....	51		
Large Group.....	51		
Average Group Size			
Individual Contracts.....	52		
Small Group.....	52		
Middle Market.....	53		
Large Group.....	53		
Large and Middle Group.....	54		
Total, Including Individual.....	54		
Note: Average Group Size This Year, Unsegmented, Excluding Individuals.....	55		
Note: Average Size Last Year, Unsegmented, Excluding Individuals.....	55		
<u>Broker Distribution System</u>			
Percent of Members Sold Through Brokers			
Individual.....	56		
Small Group.....	56		
Middle Market.....	57		
Large Group.....	57		
Total, Including Individual.....	58		
Percent of Groups Sold Through Brokers			
Individual.....	58		
Small Group.....	59		
Middle Market.....	59		
Large Group.....	60		
Total, Including Individual.....	60		

Sales and Marketing

Metric	Page	Definition	Calculation
Importance and Characteristics			
<u>Broker Distribution System (continued)</u>			
Average Size of Broker Groups			
Individual.....	61		
Small Group.....	61		
Middle Market.....	62		
Large Group.....	62		
Total, Including Individual.....	63		
Percent of Members Sold Through Brokers that are New			
Individual.....	63		
Small Group.....	64		
Middle Market.....	64		
Large Group.....	65		
Total, Including Individual.....	65		
Percent of Groups Sold Through Brokers that are New			
Individual.....	66		
Small Group.....	66		
Middle Market.....	67		
Large Group.....	67		
Total, Including Individual.....	68		
Average Duration of Broker Members, by Segment, in Years			
Individual.....	68		
Small Group.....	69		
Middle Market.....	69		
Large Group.....	70		
Total, Including Individual.....	70		
Average Size of New Broker Groups			
Individual.....	71		
Small Group.....	71		
Middle Market.....	72		
Large Group.....	72		
Total, Including Individual.....	73		
Percent of Broker Members, by Category of Group			
Individual.....	73		
Small Group.....	74		
Middle Market.....	74		
Large Group.....	75		
Total, Including Individual.....	75		

Sales and Marketing

Metric	Page	Definition	Calculation
Importance and Characteristics (continued)			
<u>Internal Distribution System</u>			
Percent of Members Sold Internally			
Individual.....	76		
Small Group.....	76		
Middle Market.....	77		
Large Group.....	77		
Total, Including Individual.....	78		
Percent of Groups Sold Internally			
Individual Contracts.....	78		
Small Group.....	79		
Middle Market.....	79		
Large Group.....	80		
Total, Including Individual.....	80		
Average Size of Groups Sold Internally			
Individual Contracts.....	81		
Small Group.....	81		
Middle Market.....	82		
Large Group.....	82		
Total, Including Individual.....	83		
Compensation			
<u>All Distribution Systems</u>			
Sales and Marketing Costs PMPM.....	83		
Sales and Marketing Costs per Quote.....	83		
<u>Broker Distribution System</u>			
Broker Commission Costs			
Broker Commissions per Broker Member per Month.....	84		
Broker Commissions as a Percent of Broker Premium Equivalents.....	84		
Broker Commissions Excluding Overrides and Bonuses as a Percent of Broker Premium Equivalents.....	85		
Broker Commissions Excluding Overrides and Bonuses per Broker Member per Month.....	85		
Broker Commissions per Broker Quote.....	86		
Broker Overrides and Bonuses			
Broker Overrides and Bonuses per Broker Member per Month.....	86		
Broker Overrides and Bonuses as a Percent of Total Commissions.....	87		

Sales and Marketing

Metric	Page	Definition	Calculation
Compensation (continued)			
<u>Internal Distribution System</u>			
		Sales and Marketing Costs, Excluding Commissions, per FTE.....	87
x		Sales and Marketing FTEs per 10,000 Internally Sold Members.....	87
=		Sales and Marketing Costs, Excluding Commissions, Per Internally Sold Member Per Month.....	87
		Internal Commissions per Member Sold by Internal Sales Rep per Month.....	87
		Internal Commissions per Quote Made by Internal Sales Rep.....	87
Sales and Marketing Cost Summary			
<u>Total Distribution System</u>			
		Final Quotes per Sales and Marketing FTE.....	88
x		Groups per Final Quote.....	88
=		Groups Sold Per Sales and Marketing FTE.....	88
x		Average Group Size.....	88
=		Group Members Sold per Total Sales FTE.....	88
x		Sales and Marketing Costs per Total Sales FTE.....	88
=		Sales and Marketing Costs per Group Member per Month.....	88
<u>Internal Sales Force</u>			
		Internally Sold Groups Per Sales FTE.....	88
x		Average Internally Sold Group Size.....	88
=		Internally Sold Group Members per Sales FTE.....	88
x		Sales Costs per Sales FTE.....	88
=		Sales Costs per Internally Sold Group Member per Month.....	88
<u>Rating and Underwriting</u>			
		Final Quotes per FTE	89
x		Groups per Final Quote.....	89
=		Groups per FTE	89
x		Cost per Group.....	89
=		Cost per FTE.....	89
x		FTEs per 10,000 Group Members.....	89
=		Cost per Group Member per Month.....	89
		Acquisition Cost per New Enrollment.....	89

Sales and Marketing

Metric	Page	Definition	Calculation
Sales and Marketing Cost Summary (continued)			
<u>Staffing vs. Non-Labor</u>			
Sales and Marketing Total Non-Labor Cost per Total FTE.....	90		
+ Sales and Marketing Total Staffing Costs per Total FTE.....	90		
= Sales and Marketing Total Costs per Total FTE.....	90		
x Sales and Marketing Total FTEs per 10,000 Members.....	90		
= Sales and Marketing Cost per Member per Month.....	90		
Percent of Sales and Marketing Costs that are Staffing.....	90		
Percent of Sales and Marketing Costs that are Non-Labor.....	90		
Percent of Sales and Marketing Costs that are Outsourced.....	90		
Percent of Sales and Marketing Staffing that is Outsourced.....	90		

Tab 4

Provider Network Management and Services

Provider Network Management & Services responds to inquiries from providers, contracts with providers for care delivered to members, is the liaison for provider appeals (whose coordinating responsibility resets with customer services), credentials providers for eligibility for contracts, issues report cards to provider and audits and validates provider activity.

Metric	Page	Definition	Calculation
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Provider Relations Service Metrics:

This sub-function responds to inquiries from providers.

Provider Relations Services Cost Summary

Per Member

Manual Inquiries

	Manual Inquiries per Member.....	95
x	Members per FTE.....	95
=	Manual Inquiries per FTE per Year.....	95
x	Provider Relations Services Cost per Manual Inquiry.....	95
=	Provider Relations Services Cost per FTE.....	95
x	FTEs per 10,000 Members.....	95
=	Provider Relations Services Costs PMPM.....	95

Total Inquiries

	Total Inquiries per Member.....	95
x	Members per FTE.....	95
=	Total Inquiries per FTE per Year.....	95
x	Provider Relations Services Cost per Total Inquiry.....	95
=	Provider Relations Services Cost per FTE.....	95
x	FTEs per 10,000 Members.....	95
=	Provider Relations Services Costs PMPM.....	95

Per Provider

Manual Inquiries

	Manual Inquiries per Provider.....	96
x	Providers per FTE.....	96
=	Manual Inquiries per FTE per Year.....	96
x	Provider Relations Services Cost per Manual Inquiry.....	96
=	Provider Relations Services Cost per FTE.....	96
x	FTEs per 10,000 Providers.....	96
=	Provider Relations Services Costs per Provider per Year.....	96

Total Inquiries

	Total Inquiries per Provider.....	96
	Providers per FTE.....	96
	Total Inquiries per FTE per Year.....	96
	Provider Relations Services Cost per Total Inquiry.....	96
	Provider Relations Services Cost per FTE.....	96
	FTEs per 10,000 Members.....	96
	Provider Relations Services Costs Per Provider per Year.....	96

Provider Network Management and Services

Metric	Page	Definition	Calculation
Provider Relations Services Cost Summary (continued)			
<u>Staffing vs. Non-Labor</u>			
	96		
Provider Relations Services Total Staffing Cost per Total FTE.....	96		
+ Provider Relations Services Total Non-Staffing Costs per Total FTE.....	96		
= Provider Relations Services Total Costs per Total FTE.....	96		
x Provider Relations Services Total FTEs per 10,000 Members.....	96		
= Provider Relations Services Cost per Member per Month.....	96		
Percent of Provider Relations Services Costs that are Staffing.....	96		
Percent of Provider Relations Services Costs that are Non-Labor.....	96		
Percent of Provider Relations Services Costs that are Outsourced.....	96		
Percent of Provider Relations Services Staffing that is Outsourced.....	96		
Inquiries			
<u>Inquiries per Member per Year, by Mode and Product</u>			
Manual			
Manual Calls.....	97		
Paper/Written Inquiries	97		
Manual Electronic Inquiries.....	98		
Total Manual Inquiries.....	98		
Automated Calls.....	99		
Total Provider Inquiries	99		
Provider Services Inquiries per 100 Claims.....	100		
<u>Inquiries per Provider per Year, by Mode</u>			
Manual			
Manual Calls.....	101		
Paper/Written Inquiries	101		
Manual Electronic Inquiries.....	101		
Total Manual Inquiries.....	101		
Automated Calls.....	101		
Total Provider Inquiries	101		

Provider Network Management and Services

Metric	Page	Definition	Calculation
Inquiries (continued)			
<u>Percent of Total Inquiries, by Mode and Product</u>			
Manual			
Manual Calls.....	102		
Paper/Written Inquiries	102		
Manual Electronic Inquiries.....	103		
Total Manual Inquiries.....	103		
Automated Calls.....	104		
Total Provider Inquiries	104		
Percent of Total Calls Received that are Manual.....	105		
<u>Product Mix of Inquiries</u>			
Manual			
Manual Calls.....	106		
Paper/Written Inquiries	106		
Manual Electronic Inquiries.....	107		
Total Manual Inquiries.....	107		
Automated Calls.....	108		
Total Provider Inquiries	108		
Provider Portal			
Number of Portal Sessions / Logins per Provider Per Month.....	109		
Name and Vendor of Portal Used.....	109		
Accessibility of Provider Services			
Average Speed of Answer (ASA), in Seconds.....	110		
ASA Service Level, at 30 seconds.....	110		
Abandonment Rate.....	111		
Handle Time, in Seconds.....	111		
Provider Appeals			
Percent of Appeals Overturned.....	112		
Percent of Appeals Upheld.....	112		
Appeals per 10,000 Members.....	113		

Provider Network Management and Services

Provider Contracting Metrics:

This sub-function recruits and credentials providers such as physicians and hospitals.

Metric	Page	Definition	Calculation
Provider Contracting Summary			
Providers per 1,000 Members.....	114		
x Members per Contracting FTE.....	114		
= Providers per Contracting FTE.....	114		
x Provider Contracting Cost per Provider.....	114		
= Provider Contracting Cost per Contracting FTE.....	114		
x Contracting FTE per 10,000 Members.....	114		
= Provider Contracting Costs PMPM.....	114		
 <u>Staffing vs. Non-Labor</u>			
Provider Contracting Total Non-Labor Cost per Total FTE.....	114		
+ Provider Contracting Total Staffing Costs per Total FTE.....	114		
= Provider Contracting Total Costs per Total FTE.....	114		
x Provider Contracting Total FTEs per 10,000 Members.....	114		
= Provider Contracting Cost per Member per Month.....	114		
 Percent of Provider Contracting Costs that are Staffing.....	114		
Percent of Provider Contracting Costs that are Non-Labor.....	114		
 Percent of Provider Contracting Costs that are Outsourced.....	114		
Percent of Provider Contracting Staffing that is Outsourced.....	114		
 Providers per 1,000 Members			
Primary Care Physicians.....	115		
Professional Specialists.....	115		
Facility.....	115		
Ancillary.....	115		
Total.....	115		
 Percent of Total Providers			
Primary Care Physicians.....	115		
Professional Specialists.....	115		
Facility.....	115		
Ancillary.....	115		
Total.....	115		
 Provider Credentialing Time.....	116		

Tab 5

Enrollment / Membership / Billing

Enrollment / Membership / Billing processes group and membership transactions, processes invoices and maintains population demographics.

Metric	Page	Definition	Calculation
Enrollment Cost Summary			
<u>Manual Transactions</u>			
		Manual Member Transactions per Member.....	121
x		Members per FTE.....	121
=		Manual Member Transactions per FTE per Year.....	121
x		Enrollment Cost per Manual Member Transaction.....	121
=		Costs per FTE.....	121
x		FTEs per 10,000 Members.....	121
=		Costs per Member per Month.....	121
<u>Total Transactions</u>			
		Total Transactions per Member.....	121
x		Members per FTE.....	121
=		Total Transactions per FTE per Year.....	121
x		Enrollment Cost per Total Transaction.....	121
=		Costs per FTE.....	121
x		FTEs per 10,000 Members.....	121
=		Costs per Member per Month.....	121
<u>Staffing vs. Non-Labor</u>			
		Enrollment Total Non-Labor Cost per Total FTE.....	121
+		Enrollment Total Staffing Costs per Total FTE.....	121
=		Enrollment Total Costs per Total FTE.....	121
x		Enrollment Total FTEs per 10,000 Members.....	121
=		Enrollment Cost per Member per Month.....	121
		Percent of Enrollment Costs that are Staffing.....	121
		Percent of Enrollment Costs that are Non-Labor.....	121
		Percent of Enrollment Costs that are Outsourced.....	121
		Percent of Enrollment Staffing that is Outsourced.....	121
Transaction Processing			
<u>Group Transactions per Member</u>			
		New Group.....	122
		Renewal / Maintenance.....	122
		Total Group.....	123
<u>Group Transactions per Group</u>			
		New Group Transactions per New Group.....	123
		Renewal/Maintenance Transactions per Renewal Group.....	124
		Total Group.....	124
		Note: Total Enrollment Transactions per Group per Year.....	125

Enrollment / Membership / Billing

Metric	Page	Definition	Calculation
Transaction Processing (continued)			
<u>Composition of Total Group Transactions</u>			
New Group.....	125		
Renewal/Maintenance.....	126		
Total Group.....	126		
<u>Member Transactions per Member</u>			
Manual			
Electronic Transactions Requiring Manual Intervention.....	127		
All Other Manual.....	127		
Total Manual Transactions.....	128		
Automated			
Direct to System.....	128		
Other.....	129		
Total Automated Electronic.....	129		
Total Member Transactions.....	130		
Note: Total Enrollment Transactions per Member per Year.....	130		
<u>Composition of Total Member Transactions</u>			
Manual			
Electronic Transactions Requiring Manual Intervention.....	131		
All Other Manual.....	131		
Total Manual Transactions.....	132		
Automated			
Direct to System.....	132		
Other.....	133		
Total Automated Electronic.....	133		
Total Member Transactions.....	134		
Note: Percent of Member Transactions Submitted Electronically that Require Manual Intervention.....	134		
Average Enrollment Processing Days			
Groups.....	135		
Members.....	135		
Enrollment Accuracy			
Groups.....	136		
Members.....	136		
ID Cards			
Percent of Members that Received Card Before Effective Date.....	137		
Percent of Members that Received Card Within 30 Days of Plan Receiving Paperwork.....	137		
Number of Cards Issued per Member.....	138		

Enrollment / Membership / Billing

Metric	Page	Definition	Calculation
Billing			
Percent of Bills Sent on Time.....	139		
Total Number of Bills Sent per Member.....	139		
Demographics			
Percent of Membership in the Following Age Categories			
< 19.....	140		
21 - 29.....	140		
30 - 34.....	140		
35 - 39.....	140		
40 - 44.....	140		
< 45 (sum of above).....	140		
45 - 49.....	140		
50 - 54.....	140		
55 - 59.....	140		
60 - 65.....	140		
> 65.....	140		
Total.....	140		
Average Age of Membership.....	141		
Group and Membership Characteristics Affecting Total Transactions			
Percent Change in Number of Groups.....	142		
Net Membership Growth Within Retained Groups.....	142		
Percent Change in Number of Individual Members.....	143		
Average Size of Group, Including Individuals.....	143		

Tab 6

Customer Services

The Customer Services function responds to customer inquiries and coordinates appeals.

Metric	Page	Definition	Calculation
Customer Services Cost Summary			
Manual Inquiries per Member.....	149		
x Members per FTE.....	149		
= Manual Inquiries per FTE per Year.....	149		
x Customer Service Cost per Manual Inquiry.....	149		
= Costs per FTE.....	149		
x FTEs per 10,000 Members.....	149		
= Costs per Member per Month.....	149		
<u>Staffing vs. Non-Labor</u>			
Customer Services Total Non-Labor Cost per Total FTE.....	149		
+ Customer Services Total Staffing Costs per Total FTE.....	149		
= Customer Services Total Costs per Total FTE.....	149		
x Customer Services Total FTEs per 10,000 Members.....	149		
= Customer Services Cost per Member per Month.....	149		
Percent of Customer Services Costs that are Staffing.....	149		
Percent of Customer Services Costs that are Non-Labor.....	149		
Percent of Customer Services Costs that are Outsourced.....	149		
Percent of Customer Services Staffing that is Outsourced.....	149		
Inquiries			
<u>Inquiries per Member per Year, by Mode and Product</u>			
Manual			
Manual Calls.....	150		
Paper/Written Inquiries.....	150		
Manual Electronic Inquiries.....	151		
Total Manual Inquiries.....	151		
Automated Calls.....	152		
Total Member Inquiries.....	152		
Customer Services Inquiries per 100 Claims.....	153		

Customer Services

Metric	Page	Definition	Calculation
Inquiries (continued)			
<u>Percent of Total Inquiries, by Mode and Product</u>			
Manual			
Manual Calls.....	154		
Paper/Written Inquiries	154		
Manual Electronic Inquiries.....	155		
Total Manual Inquiries.....	155		
Automated Calls.....	156		
Total Member Inquiries	156		
Percent of Total Calls Received that are Manual.....	157		
<u>Product Mix of Inquiries</u>			
Manual			
Manual Calls.....	158		
Paper/Written Inquiries	158		
Manual Electronic Inquiries.....	159		
Total Manual Inquiries.....	159		
Automated Calls.....	160		
Total Member Inquiries	160		
<u>Reasons for Inquiries Per Member Per Year, by Product</u>			
Benefit Lookup.....	161		
Eligibility.....	161		
Claims Status.....	162		
Provider Check.....	162		
Billing.....	163		
Other.....	163		
Total Inquiries.....	164		
<u>Reasons for Inquiries as a Percent of Total Inquiries</u>			
Benefit Lookup.....	165		
Eligibility.....	165		
Claims Status.....	166		
Provider Check.....	166		
Billing.....	167		
Other.....	167		
Total Inquiries.....	168		

Customer Services

Metric	Page	Definition	Calculation
Member Portal			
Name and Vendor of Portal Used.....	169		
Number of Portal Sessions / Logins per Member with an Account per Year.....	169		
Percent of Members with Registered Accounts.....	169		
Call Center			
Average Speed of Answer (ASA), in Seconds.....	170		
ASA Service Level, at 30 Seconds.....	170		
Abandonment Rate.....	171		
Percent Transfer.....	171		
Percent Hold.....	172		
Handle Time, in Seconds.....	172		
Timeliness of Customer Services Response			
Days to Resolve Inquiries.....	173		
First Call Resolution Rate.....	173		
Member Appeals			
Percent of Appeals Overturned.....	174		
Percent of Appeals Upheld.....	174		
Appeals per 10,000 Members.....	175		

Tab 7

Claim and Encounter Capture and Adjudication

Metric	Page	Definition	Calculation
Claims Cost Summary			
<u>Suspended Claims</u>			
Suspended Claims per Member.....	181		
x Members per FTE.....	181		
= Suspended Claims Processed per FTE per Year.....	181		
x Cost per Suspended Claim.....	181		
= Costs per FTE.....	181		
x FTEs Per 10,000 Members.....	181		
= Costs per Member Per Month.....	181		
<u>Total Claims</u>			
x Claims Processed Per Member.....	181		
= Members Per FTE.....	181		
x Claims Processed Per FTE Per Year.....	181		
= Cost per Claims Processed.....	181		
x Costs Per FTE.....	181		
= FTEs Per 10,000 Members.....	181		
Costs Per Member Per Month.....	181		
<u>Staffing vs. Non-Labor</u>			
Claims Processing Total Non-Labor Cost per Total FTE.....	181		
+ Claims Processing Staffing Costs per Total FTE.....	181		
= Claims Processing Total Costs per Total FTE.....	181		
x Claims Processing Total FTEs per 10,000 Members.....	181		
= Claims Processing Cost per Member per Month.....	181		
Percent of Claims Processing Costs that are Staffing.....	181		
Percent of Claims Processing Costs that are Non-Labor.....	181		
Percent of Claims Processing Costs that are Outsourced.....	181		
Percent of Claims Processing Staffing that is Outsourced.....	181		
Volume of Claims			
<u>Receipts</u>			
Paper Receipts Per Member Per Year.....	182		
Paper Receipts as a Percent of Total Receipts.....	182		
Electronic Receipts Per Member Per Year.....	183		
Electronic Receipts as a Percent of Total Receipts.....	183		
Total Receipts Per Member Per Year.....	184		

Claim and Encounter Capture and Adjudication

Metric	Page	Definition	Calculation
Volume of Claims (continued)			
<u>Receipts Rejected as Incomplete</u>			
Paper Rejected Receipts Per Member Per Year.....	185		
Paper Rejected Receipts as a Percent of Total Paper Receipts.....	185		
Electronic Rejected Receipts Per Member Per Year.....	186		
Electronic Rejected Receipts as a Percent of Total Electronic Receipts.....	186		
Total Receipts Rejected Per Member Per Year.....	187		
Total Rejected Receipts as a Percent of Total Receipts.....	187		
<u>Processed Claims</u>			
Paper Claims Processed Per Member Per Year.....	188		
Paper Claims Processed as a Percent of Total Claims.....	188		
Paper Claims Processed as a Percent of Paper Receipts.....	189		
Electronic Claims Processed Per Member Per Year.....	190		
Electronic Claims Processed as a Percent of Total Claims.....	190		
Electronic Claims Processed as a Percent of Electronic Receipts.....	191		
Total Claims Processed Per Member Per Year.....	192		
Total Claims Processed as a Percent of Total Receipts.....	192		
Cost per Processed Claim.....	193		
<u>Autoadjudicated Claims</u>			
Paper Claims Autoadjudicated Per Member Per Year.....	194		
Paper Auto-Adjudication Rate.....	194		
Paper Claims Autoadjudicated as Percent of Total Claims Autoadjudicated.....	195		
Electronic Claims Autoadjudicated Per Member Per Year.....	196		
Electronic Autoadjudication Rate.....	196		
Electronic Claims Autoadjudicated as Percent of Total Claims Autoadjudicated.....	197		
Total Claims Autoadjudicated Per Member Per Year.....	198		
Total Claims Auto-Adjudication Rate.....	198		
<u>Suspended Claims (Claims Requiring Manual Intervention)</u>			
Paper Claims Suspended Per Member Per Year.....	199		
Paper Suspension Rate.....	199		
Electronic Claims Suspended Per Member Per Year.....	200		
Electronic Suspension Rate.....	200		
Total Claims Suspended Per Member Per Year.....	201		
Total Suspension Rate.....	201		
Cost per Suspended Claim.....	202		

Claim and Encounter Capture and Adjudication

Metric	Page	Definition	Calculation
Volume of Claims (continued)			
<u>Adjusted Claims</u>			
Total Claims Adjusted Per Member Per Year.....	203		
Total Adjustment Rate.....	203		
<u>Denials</u>			
Denied Claims Per Member Per Year.....	204		
Denied Claims Rate.....	204		
Paid Claims Per Member Per Year.....	205		
Paid Claims Rate.....	205		
<u>Capitation</u>			
Encounters Paid via Capitation Per Member Per Year.....	206		
Encounters Paid via Capitation as a Percent of Total Claims.....	206		
Speed of Claims Processing			
Average Payment Period in Days.....	207		
Average Inventory in Days.....	207		
Average Claims Inventory as a Percent of Total Claims Processed.....	208		
<u>Percent of Claims Processed Within the Following Days of Receipt:</u>			
0 - 14 days.....	209		
15 - 30 days.....	209		
31 - 60 days.....	210		
> 60 days.....	210		
Total.....	211		
<u>Timing of Claims Payment</u>			
Average Days Incurred to Receipt of Claim.....	212		
Average Days Receipt of Claim to Payment Approved.....	212		
Average Days Payment Approved to Payment.....	213		
Average Days Incurred to Payment.....	213		
Claims Turn Around Time (TAT).....	214		
Quality of Claims Processing			
Dollar Accuracy Percent.....	215		
Frequency Accuracy Percent.....	215		
Interest Paid per Claim Processed.....	216		
Interest Paid as a Percent of Total Health Benefits.....	216		
COB and Subrogation			
COB and Subrogation Recoveries Per Dollar of COB Cost.....	217		
COB and Subrogation Recoveries as a Percent of Health Benefits, Plus Recoveries.....	217		
Net Recoveries as a Percent of Health Benefits, Plus Recoveries.....	218		

Tab 8
Information Systems

Metric	Page	Definition	Calculation
Information Systems Cost Summary			
Total FTEs per IS FTE.....	223		
x IS Costs per Total FTE.....	223		
= IS Costs per IS FTE.....	223		
x IS FTEs per 10,000 Members.....	223		
= Cost per Member per Month.....	223		
Effect of IS Allocated by Supported Functional Area			
IS After Allocation as a Percent of Total IS.....	223		
x Total IS PMPM.....	223		
= IS Costs PMPM, After Allocation.....	223		
x Non-IS Costs PMPM, After Allocation.....	223		
= Total Administrative Cost PMPM.....	223		
Internal vs. Outsourced FTE Costs			
Internal IS Expenses per Internal FTE.....	223		
Outsourced IS Expenses per Outsourced FTE.....	223		
Staffing vs. Non-Labor			
Information Systems Total Non-Labor Cost per Total FTE.....	224		
+ Information Systems Total Staffing Costs per Total FTE.....	224		
= Information Systems Total Costs per Total FTE.....	224		
x Information Systems Total FTEs per 10,000 Members.....	224		
= Information Systems Cost per Member per Month.....	224		
Percent of Information Systems Costs that are Non-Labor.....	224		
Percent of Information Systems Costs that are Staffing.....	224		
Percent of Information Systems Costs that are Outsourced.....	224		
Percent of Information Systems Staffing that is Outsourced.....	224		
Total Information Systems Costs, Natural Accounting Categories			
<u>Per Member Per Month</u>			
(a) Internal Personnel, Including Travel and Training.....	225		
(b) Consultants / Contractors.....	225		
(c) Hardware Depreciation and Maintenance.....	225		
(d) Software Amortization and Maintenance.....	225		
(e) All Other, Including Office Supplies.....	225		
Total Information Systems Expenses.....	225		
<u>Percent of Premium Equivalents</u>			
(a) Internal Personnel, Including Travel and Training.....	225		
(b) Consultants / Contractors.....	225		
(c) Hardware Depreciation and Maintenance.....	225		
(d) Software Amortization and Maintenance.....	225		
(e) All Other, Including Office Supplies.....	225		
Total Information Systems Expenses.....	225		

Information Systems

Metric	Page	Definition	Calculation
Total Information Systems Costs, Natural Accounting Categories (continued)			
<u>Percent of Total Information Systems Costs</u>			
(a) Internal Personnel, Including Travel and Training.....	225		
(b) Consultants / Contractors.....	225		
(c) Hardware Depreciation and Maintenance.....	225		
(d) Software Amortization and Maintenance.....	225		
(e) All Other, Including Office Supplies.....	225		
Total Information Systems Expenses.....	225		
Total Information Systems Costs, Functional Areas			
<u>Per Member Per Month</u>			
11 (a) Operations and Support.....	226		
(1) Voice and Data Network.....	226		
(2) Data Center.....	226		
(3) Engineering.....	226		
(4) Desktop Services.....	226		
(5) Help Desk.....	226		
(6) Storage and Capacity Management.....	226		
(7) Business Continuity Planning (BCP) and Disaster Recovery (DR).....	226		
(8) Other.....	226		
11 (b) Applications Maintenance.....	226		
11 (c) Applications Acquisition and Development.....	226		
(1) Project Management Office and Support (PMO).....	226		
(2) Other.....	226		
11 (d) Security Administration and Enforcement.....	226		
Total Information Systems Expenses.....	226		
<u>Percent of Premium Equivalents</u>			
11 (a) Operations and Support.....	226		
(1) Voice and Data Network.....	226		
(2) Data Center.....	226		
(3) Engineering.....	226		
(4) Desktop Services.....	226		
(5) Help Desk.....	226		
(6) Storage and Capacity Management.....	226		
(7) Business Continuity Planning (BCP) and Disaster Recovery (DR).....	226		
(8) Other.....	226		
11 (b) Applications Maintenance.....	226		
11 (c) Applications Acquisition and Development.....	226		
(1) Project Management Office and Support (PMO).....	226		
(2) Other.....	226		
11 (d) Security Administration and Enforcement.....	226		
Total Information Systems Expenses.....	226		

Information Systems

Metric	Page	Definition	Calculation
Total Information Systems Costs, Functional Areas (continued)			
<u>Percent of Total Information Systems Costs</u>			
11 (a) Operations and Support.....	227		
(1) Voice and Data Network.....	227		
(2) Data Center.....	227		
(3) Engineering.....	227		
(4) Desktop Services.....	227		
(5) Help Desk.....	227		
(6) Storage and Capacity Management.....	227		
(7) Business Continuity Planning (BCP) and Disaster Recovery (DR).....	227		
(8) Other.....	227		
11 (b) Applications Maintenance.....	227		
11 (c) Applications Acquisition and Development.....	227		
(1) Project Management Office and Support (PMO).....	227		
(2) Other.....	227		
11 (d) Security Administration and Enforcement.....	227		
Total Information Systems Expenses.....	227		
Capabilities of Hardware			
<u>Utilization</u>			
Average Utilization for Processors, 24/7 Capacity.....	227		
Average Utilization for Processors, Prime Shift.....	227		
Peak Utilization for Processors, Prime Shift.....	227		
<u>Data Center Storage Capacity</u>			
Total Terabytes.....	227		
Terabytes per 10,000 Members.....	227		
Internal Help Desk			
Average Speed to Answer, Seconds.....	228		
Call Abandonment Rate.....	228		
Average Handle Time, Seconds.....	228		
First Call Resolution Rate.....	228		
Satisfaction, Scale of 1 to 10.....	228		
Number of Calls per Helpdesk FTE per Year.....	228		
Number of Calls per Total FTE per Year.....	228		
Number of Calls as a Percent of All Inquiries (Calls plus Online).....	228		
Total FTEs per Helpdesk FTE.....	228		
Number of Tickets Opened Online per Helpdesk FTE per Year.....	228		
Number of Tickets Opened Online per Total FTE per Year.....	228		
Number of Tickets Opened Online as a Percent of All Inquiries (Calls plus Online).....	228		
Desktop Management Software and Vendors.....	228		

Information Systems

Metric	Page	Definition	Calculation
Core Systems			
<u>Availability</u>			
System Availability - 24 / 7 Average.....	229		
Time to Resolve Critical Outage, Hours.....	229		
Production Job Cost Summary			
Production Jobs per 1,000 Members.....	230		
x Members per IS FTE.....	230		
= Daily Production Jobs per IS FTE.....	230		
x IS Cost per Production Job.....	230		
= IS Cost per IS FTE.....	230		
x IS FTEs per 10,000 Members.....	230		
= IS Costs per Member per Month.....	230		
<u>Production and Test Jobs</u>			
Daily Production Jobs per 10,000 Members.....	231		
Yearly Claims Processed per Daily Production Job.....			
Yearly Enrollment Transactions Processed per Daily Production Job.....	231		
Yearly Member and Provider Inquiries Processed per Daily Production Job.....	231		
Percent of Total Production Jobs Run Daily.....			
Production Jobs as a Percent of Total Jobs.....	232		
Daily Test Jobs per 10,000 members.....			
Percent of Total Test Jobs Run Daily.....	233		
Test Jobs as a Percent of Total Jobs.....	234		
Projects			
Percent of Number of Total Projects.....	235		
Percent of Total Project Dollars Spent.....	235		
Percent of Total Project Hours.....	236		
Projects per FTE.....	236		
Spend per Project.....	237		
Spend per FTE.....	237		
FTEs per 10,000 Members.....	238		
Spend PMPM.....	238		
<i>Each of the above metrics are provided for the following types of projects.</i>			
Strategic Projects			
Infrastructure Projects			
Process Improvement Projects			
Support Projects			
Other Projects			
Total			

Tab 9

Corporate Services Cluster

The Corporate Services Cluster is comprised of the functions of Finance and Accounting, Actuarial, Corporate Executive and Governance and the Corporate Services function. The Corporate Services function includes subfunctions like Facilities, Legal and Human Resources. This tab includes metrics of those subfunctions.

Metric	Page	Definition	Calculation
Corporate Services Function			
<u>Corporate Services Function Cost Summary</u>			
			243
			243
x			243
=			243
x			243
=			243
<u>Staffing vs. Non-Labor</u>			
			243
+			243
=			243
x			243
=			243
			243
			243
			243
			243

Corporate Services Cluster

Metric	Page	Definition	Calculation
Human Resources			
<u>Span of Control</u>			
Middle Management to Top Management.....	244		
Managers to Middle Management.....	244		
Supervisors to Managers.....	244		
Staff to Supervisors.....	244		
Total Employees to Top Management.....	244		
Employees Other than Top Management to Top Management.....	244		
Middle Management, Managers and Supervisors to Top.....	244		
Staff to Middle Management, Managers and Supervisors.....	244		
<u>EEO-1 Job Categories as a Percent of Total Employees</u>			
Managerial.....	244		
Professional.....	244		
Clerical.....	244		
Technical.....	244		
Sales Worker.....	244		
Service Worker.....	244		
Laborer.....	244		
Craft Worker.....	244		
Operatives Worker.....	244		
Total Employees.....	244		
<u>Human Resources Cost Summary</u>			
HR Costs per Total FTE.....	245		
x Total FTEs per HR FTE.....	245		
= HR Costs per HR FTE.....	245		
x HR FTEs per 10,000 Members.....	245		
= HR Cost per Member per Month.....	245		
<u>Staffing vs. Non-Labor</u>			
Human Resources Non-Labor Costs per Human Resources FTE.....	245		
+ Human Resources Staffing Costs per Human Resources FTE.....	245		
= Human Resources Costs per Human Resources FTE.....	245		
x Human Resources FTEs per 10,000 Members.....	245		
= Cost per Member per Month.....	245		
Percent of Human Resources Costs that are Non-Labor.....	245		
Percent of Human Resources Costs that are Staffing.....	245		
Percent of Human Resources Costs that are Outsourced.....	245		
Percent of Staff that is Outsourced.....	245		

Corporate Services Cluster

Metric	Page	Definition	Calculation
Facilities			
<u>Facilities Cost Summary</u>			
			246
x			246
=			246
x			246
=			246
			246
x			246
=			246
x			246
=			246
x			246
=			246
<u>Staffing vs. Non-Labor</u>			
			246
+			246
=			246
x			246
=			246
			246
			246
			246
			246
<u>Square Footage of Facilities</u>			
			247
			247
			247
<u>Usable Square Footage</u>			
			247
			247
			247
<u>Gross Square Footage</u>			
			247
			247
			247

Corporate Services Cluster

Metric	Page	Definition	Calculation
Legal			
<u>Normal Business Legal Costs vs. Litigation Legal Costs</u>			
PMPM			
Normal Business Legal Costs.....	248		
Litigation Legal Costs.....	248		
Total Legal costs.....	248		
Percent of Total Legal Costs			
Normal Business Legal Costs.....	248		
Litigation Legal Costs.....	248		
Total Legal costs.....	248		
<u>Staffing vs. Non-Labor</u>			
Legal Non-Labor Cost per Legal FTE.....	248		
+ Legal Staffing Costs per Legal FTE.....	248		
= Legal Costs per Legal FTE.....	248		
x Legal FTEs per 10,000 Members.....	248		
= Cost per Member per Month.....	248		
Percent of Legal Costs that are Non-Labor.....	248		
Percent of Legal Costs that are Staffing.....	248		
Percent of Legal Costs that are Outsourced.....	248		
Percent of Staff that is Outsourced.....	248		