

**Michigan Dental Association Health Plan - 2021- Performance Guarantee Settlement**  
**For plan years of service: 01/01/2021 through 12/31/2021**

Priority Health will put 17% of medical administrative fees at risk as described below. All Guarantees are for one policy and period only. Customer service and claims metrics are based on the performance book of business. Group-specific performance metrics are not reported on unless stated otherwise. Performance guarantees are settled and delivered within 120 days of the end of the policy period.



**Total Administrative Fee Paid in 2021 (24,434 x \$48.90)**

		Target	\$ of Service Guarantee	Final Metric	Amount of Payout
Discount guarantee	<p>Outcomes based of Facility and Professional claims incurred and paid through the Priority Health Network, net of large claims in excess of \$250,000 and Medicare COB claims. Measurement outcomes will be based on customer specific claims data.</p> <p>The amount of the dollars returned will be based on the difference between actual and guaranteed discount up to the maximum amount of the administrative fee at risk. The Final Performance Guarantees will be based on a PEPM for purposes of quoting guarantees and are illustrated as a % of administrative fees.</p> <p>The percentage of amount at risk will be based on the average number of contracts enrolled during the policy period:</p> <p>1.Less than 500 contracts : no guarantees  2.Between 500 and 1500 Contracts - 6% on Service and 5% on Discount Guarantees  3.Between 1500 and 3000 Contracts-12% on Service and 5% on Discount Guarantees  4.Greater than 3000 contracts - 12% on Service and 10% on Discount Guarantees</p> <p>The administrative risk percentages illustrated below are based on the assumption MDA Health Plan will continue to maintain an average enrollment between 1500 and 3000 contracts for the 2021 policy period.</p>	<p>East 1 - 47%  East 2 - 50%  East 3 - 38%  East 4 - 44%  East 5 - 32%  West - 39%  North - 39%</p>	\$59,741.13	50.16%	\$0
Abandoned call rate	The abandonment rate calculation begins when the caller makes the correct selection in the IVR and the call is placed in the queue for the next available agent and ends when the caller disconnects the call prior to speaking to an agent. The annual ASA will be reported.	< 4%	\$11,948.22	1.05%	\$0
Average speed to answer	The ASA calculation begins when the caller makes the correct selection in the IVR and the call is placed in queue for the next available agent and ends when the caller is connected to an agent.	w/in 45 sec	\$11,948.22	:24 sec	\$0
Clean claim turnaround	Turnaround time is measured from the date a paper claim or electronic claim submission is received by Priority Health to the date the claim is resolved by publishing a denial or approval for payment of said claim. Clean claim definition based upon: <a href="https://www.michigan.gov/difs/0,5269,7-303-12902_35510-263283--,00.html">https://www.michigan.gov/difs/0,5269,7-303-12902_35510-263283--,00.html</a>	Clean Claims processed in 10 business days = 85% Clean Claims processed in 30 business days = 95%	\$23,896.45	10 day: 89.5% 30 day: 99.1%	\$0
Claim financial accuracy	Financial accuracy is the dollar value of all claim payment errors subtracted from the total benefits paid in the same audit sample. The result is them divided by the total medical benefits paid in the audit sample.	Financial Accuracy = 99%	\$23,896.45	99.83%	\$0
Account management: Reporting accuracy and timeliness	* Standard ASO Reports will be delivered on or before the 15th of each month *Reports will be accurate	Timely and accurate reports will be delivered 93% of the policy period.	\$59,741.13	met	\$0
Document delivery	Documents (i.e. Summary benefits and coverage, schedule of benefits, and summary plan description documents) needed to be filed with the state should be delivered no later than 45 days before the due date as long as the due date is communicated 90 days before the due date.	Deliver noted 45 days before due date	\$11,948.22	met	\$0
Pharmacy AWP Discounts		18.6% for Retail Brand 84.5% for Retail Generic 23.25% for Specialty	PH to pay dollar for dollar for each guarantee.	21.88% - Retail Brand 85.59% - Retail Generic <b>20.48% - Specialty</b>	\$52,469.07

**Total Payout                      \$52,469.07**

**Due to MDA                      \$52,469.07**