

## Sample Performance Reporting Tool

Note: this sample is for illustrative purposes only.

<b>Business Area</b>	<b>Contract Section</b>	<b>Performance Standard</b>	<b>Total Completed within timeframes</b>	<b>Standard Met (Y/N)</b>
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.		
Call Center General Requirements		The Contractor shall maintain a service level (SL) percentage of at least 80 percent for incoming calls.		
Managed Healthcare Enrollment Broker		The Contractor shall distribute enrollment packets to eligible managed health care participants within two business days from receipt of eligibility alert from Title XIX system.		
Response to Inquiries (Member and DHS Contact Center)		The Contractor shall provide final resolution of 100 percent of inquiries within five (5) business days.		
Communications Support		The Contractor shall submit the annual external communications plan to the Agency for approval within 60 calendar days of the start of each state fiscal year.		
Medicare Part A & B Buy-in		The Contractor shall complete work on monthly buy-in error reports within 30 days of issuance.		

### REPORTING

<b>Report due during the month</b>	<b>Due Date</b>	<b>Accepted by the Agency (Y/N)</b>	<b>Standard Met (Y/N)</b>