

**Iowa Core Standardized Assessments for Home and Community-Based Services
Telligen Contract # MED-20-004
Monthly Performance Reporting Tool**

Reporting Period: October 2025

Business Area	Contract Reference	Performance Standard/Deliverable	Due Date/Deadline	Result Definition	Actual timeliness Results	Reasons for untimeliness See Exceptions to 95% Report for Details	Telligen timeliness	Reasons for untimeliness	Standard Met 95% Y/N
Assessments	1.3.2.C.1, 1.3.2.C.1.b 1.3.2.C.1.c 1.3.2.C.1.d, 1.3.2.C.2, 1.3.2.C.3	Conduct and submit face-to-face and telephonic assessments for persons newly entering services and persons that have been previously assessed entering services, QA review may not have been completed by end of month	As identified in contract	Total # of timely assessments/ Total # assessments	1943/3767	* 23 Member/CM request * 37 rescheduled due to member or CM * 16 Late response from member * 8 Member in Hospital/SNF * 4 Unable to reach member * 4 Waiting on Full Scale IQ * 2 Other: MCO/IoWANS issue * 1730 Telligen responsibility	2055/3767	* Delayed scheduling due to volume * First availability on calendars due to volume	Y (53%)
Business Area	Contract Reference	Performance Standard/Deliverable	Due Date/Deadline	Result Definition	Result	Standard Met 95% Y/N	Notes		
Assessments	1.3.2.C.4	Upload assessments to IMPA, all assessments have been through QA and are billable	Within 5 b days from assessment completion date	Total # assessments uploaded within 5 days/Total assessments uploaded	3690/3767	Y (98%)			
General	1.3.2.A.1	Respond to email or telephone inquiries from members, authorized reps, providers and/or facilities	Within two business days of receipt	Total responses within 2 b days/Total # of responses to email/telephone inquires	Voicemail: 111/112 = 99.11% Email: 569/725 = 78.5%	N (53%)			
Business Area	Contract Reference	Reporting due during month	Due Date/Time	Result Definition	Result	Standard Met Y/N	Notes		
General	1.3.1.1.F	Provide subject matter expertise	As identified	Date requested	Ongoing	Y			
General	1.3.1.1.C.2	Ongoing Member and stakeholder feedback	Ongoing	Likert scale scoring of survey responses	4.71/5	Y			
General	1.3.1.1.D.3	Notify Agency of problems/ concerns	2 b day of discovery	Total notifications within 2 b days of discovery/Total # of discoveries	0/0	Y			
General	1.3.1.2.B.2	Submit SOP changes to the Agency	Within 30 c days of the change	N/A	9/4/2025	Y			
General	1.3.1.2.B.3	Update SOPs annually	Annually, due October 1	Date requested	9/4/2025	Y			
General	1.3.2.A.2	Participate in 100% of assigned appeal hearing	Upon request	Total # of hearings participated/ Total # hearings	No appeal requests this month	Y			
Inter-rater Reliability	1.3.2.D.1	Achieve 85% IRQR on SIS interview scores	Each assessor is measured annually. Completed IRQR scores reported each month	Assessor receives score of greater than, less than or equal to 85%	N/A	Y	N/A - SIS is no longer completed in Iowa		
Inter-rater Reliability	1.3.2.D.2	Achieve 80% IRR on interRAI scores	Each assessor is measured annually, due July 31, 2026	Assessor receives score of greater than or equal to 80%	14/14	Y			
Quality Assurance	1.3.2.E	Meet reliability and quality standards for specific CSA	Monthly	Scoring	3681/4086	Y (90%)	* This score is based on errors discovered in assessments in our internal QA process. Therefore, they were corrected prior to submission to the State and the Reliability and quality standards were met on the finalized assessment. This process is described in our CSA Quarterly report of QA activities.		
Contract	1.3.1.1.G.1.f	Submit SOC2 Compliance documentation and Vendor Questionnaire	Annually	Date requested	10/1/2025	Y			
Contract	1.3.2.H	Attend all Agency meetings	As identified	3/31/2020	Attended	Y			
Business Area	Contract Reference	Reporting due during month	Due Date/Time	Result Definition	Accepted by Agency (Y/N)	Standard Met Y/N			
Reporting	1.3.2.F	Submit Monthly Performance Report	15th c day of the following month	11/14/2025	Completed	Y			
Reporting	1.3.1.6.B.4	MCO Ride-Along and Quality Oversight Report	15th c day of the following month	11/14/2025	Completed	Y			