

ALIGHT PERFORMANCE GUARANTEES

	Period 1 05/01/2023 – 04/30/2024	Period 2 05/01/2024 – 04/30/2025	Period 3 05/01/2025 – 01/31/2026
Total Met	21	21	16
Total Missed	1	1	1
Passing Rate	95.45%	95.45%	94.12%
Void/Null¹	6	6	TBD

Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
Stakeholder Satisfaction	<p>(1) An annual survey will be sent to key County stakeholders. Formal performance will be assessed annually.</p> <p>(2) Satisfied is defined as “agree” or “strongly agree” using the Contractor’s standard client satisfaction 5-point survey tool.</p> <p>(3) The parties agree in principle with the measurement methodology as described. The parties further agree to refine such measurement methodology as mutually agreeable to the parties and to document the refined methodology in the contractual documents.</p>	Annually	Yes	Yes	TBD	\$0
Reporting	<p>(1) Quarterly reports on the program's progress will be produced within 45 business days after the close of each quarter and delivered to the Program Manager.</p> <p>(2) The County will be alerted of important trends in the reporting on a continuous basis.</p> <p>(3) All reports will include executive summaries.</p>	Quarterly	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 TBD	\$0

Attachment C – WebMD Performance Guarantee Summary

Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
Web Portal Availability	<p>(1) Web portal operational 99%, with the exception of scheduled maintenance</p> <p>(2) The County will be alerted of urgent updates to the web portal within 48 hours of when the change is scheduled to occur.</p> <p>(3) The County will be alerted of material scheduled updates to the web portal at least 30 days in advance of when the changes are scheduled to occur.</p> <p>The Availability Test is designed to measure performance-adjusted availability.</p> <p>Overall response time is not considered during this test, unless the availability threshold is exceeded.</p> <p>Definition: Monthly Availability Threshold</p> <p>Default Threshold: 99.00%</p> <p>The Availability Test will be measured as follows:</p> <p>The availability of webpages during a five-minute window in a calendar day will be tested. No fewer than 90% of all five-minute windows in a calendar day shall be tested. The availability is determined by loading webpages: if a webpage loads in greater than 45 seconds, the entire five-minute window is considered to be unavailable and the Tools are deemed “unavailable” for that five-minute window. If all webpages tested during the five-minute window are loaded within</p>	Quarterly	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 TBD	\$0

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Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
	<p>45 seconds, the Tools are deemed “available” during the five-minute window.</p> <p>The Monthly Average Availability is calculated by summing all five-minute windows that pass the availability test in a calendar month and dividing that by the sum of all five-minute windows that are tested in the calendar month.</p> <p>Contractor makes available a monthly report with the Monthly Average Availability.</p> <p>The Monthly Average Availability will then be compared to the Monthly Availability Threshold to determine if Contractor passes or fails the availability test for the month. (If the Monthly Average Availability is greater than or equal to the Monthly Availability Threshold then the month passes, if not, it fails.).</p>					
Call Center Availability	<p>(1) Call Center will be available during pre-agreed upon hours 100% of the time. 85% of callers will receive a live voice within the first 30 seconds.</p> <p>(2) The County will be alerted as soon as possible, but not less than 72 hours, in advance of any planned or anticipated reductions to access or extended wait times for the Call Center.</p>	Quarterly	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 Yes	Q1 Yes Q2 Yes Q3 Yes Q4 TBD	\$0
Participant Satisfaction	<p>Achieve an aggregate satisfaction score of at least 90% of participants.</p> <p>(1) Participant satisfaction will be measured annually by the administration of Contractor’s standard participant survey</p> <p>(2) The survey will be presented after an eligible participant has been registered for a minimum of one (1) month.</p>	Annual	Yes	No	TBD	\$3,875.04

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Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
	<p>(3) Scoring will be measured by the number of respondents who select a rating of Strongly Agree (5) or Agree (4). Responses of “Not Applicable”, neutral responses, and responses left blank will not be included in the Performance Guarantee calculation.</p> <p>(4) The parties agree in principle with the measurement methodology as described.</p>					
<p>Population Health Risk Improvement</p>	<p>Achieve a 1% net reduction in average number of health risks.</p> <p>This Performance Guarantee will be void if any of the following criteria are not met:</p> <ol style="list-style-type: none"> Contractor and the County agree that the HA Cohort Risk Change Performance Guarantee will have a Performance Guarantee Measurement Date 90 days after the close of the follow-up Program Year provided that the minimum HA cohort rate noted in 6 below has been achieved. If the minimum HA cohort rate noted in 6 below has not been met as of ninety (90) days after the close of the Program Year, then the Performance Guarantee Measurement Date will be the end of the month in which the minimum HA cohort rate is met. If minimum is not met by one hundred eighty (180) days after the close of the Program Year, the HA Cohort Risk Change Performance Guarantee will no longer be measured for that Program Year and will be deemed invalid. County’s implementation of a proposed and consistent comprehensive 	<p>Annual</p>	<p>Void/Null Did not achieve engagement level in coaching</p>	<p>Void/Null Did not achieve engagement level in coaching</p>	<p>TBD</p>	<p>N/A</p>

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Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
	<p>program model, including HA, targeted Lifestyle Health Coaching, and population-based health education opportunities in each Program Year. If the Lifestyle Health Coaching Engagement Performance Guarantee is not met or is invalid, the HA Cohort Risk Change Performance Guarantee will not be measured.</p> <p>3. The County must make the HA available to its population as part of an annual Program Year implementation and the previous Program Year HA responses must be cleared prior to the administration of each subsequent year’s HA.</p> <p>4. Implementation of same HA version in both baseline and follow-up periods; No substantive changes to the HA instrument are made between the baseline and follow-up program years.</p> <p>5. After applying exclusions listed in the HA Cohort Risk Change Listing of Exclusions below, at least fifty percent (50%) of participants who completed an HA in the Program Year for which the HA Cohort Risk Change Performance Guarantee is being measured return to complete a follow-up HA in the subsequent Program Year prior to the date on which such Performance Guarantee is calculated (i.e. defined as the HA cohort group).</p> <p>6. If, after applying exclusions listed in the HA Cohort Risk Change Listing of Exclusions below, the remaining denominator is less than 500 participants 180 days after the close of the Program Year, the HA Cohort Risk Change Performance Guarantee will not be measured.</p> <p>7. The County’s version of the WebMD ONE Portal and Daily Habits will be the latest version generally available.</p> <p>8. The County will implement a pre-launch and a launch campaign, delivered through a combination of modalities agreed upon by both Parties such as overview brochures, flyers, email, weblots, banners, Coming Soon posters and Splash pages.</p> <p>9. Contractor will be able to send at a minimum monthly communication via mailings, emails, or IVR outreach to the County’s Employee population.</p>					

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Performance Guarantee	Definition	Measurement Period	Period 1 Met?	Period 2 Met?	Period 3 Met?	Total Penalties Paid
	<p>10. The County will implement mutually-agreed upon promotion/ communication/ incentive strategy over the Program Year.</p> <p>11. The County implements Contractor’s standard engagement strategy for Lifestyle Health Coaching programs.</p> <p>12. The County’s Employees shall be required to provide accurate email addresses upon WebMD ONE Portal registration.</p> <p>13. The County shall be required to provide Contractor with an accurate mailing address, to the best of their knowledge, file for each printed communication mutually agreed upon.</p>					

Biometric Screening Performance Guarantees

Event Start Time	<p>All scheduled events shall begin at the scheduled event start time.</p> <p>The event start time will be shared with the County and confirmed prior to the scheduled event.</p> <p>The onsite event begins 15 or more minutes after the scheduled event start time due to the lack of staff and/or materials required to start the event.</p>	Annual	Yes	Yes	Yes	\$0
Supplies	<p>All scheduled events shall screen the number of expected participants.</p> <p>The expected number of participants will be shared with the County and confirmed prior to the scheduled event.</p> <p>The amount of supplies for each onsite event will be adequate based on the number of screenings ordered. Fees at risk will apply if the amount of supplies at the onsite event is not adequate to accommodate the number of registered participants or the number of screenings ordered for the onsite event, whichever is greater</p>	Annual	Yes	Yes	Yes	\$0
Staff	<p>All scheduled events shall be fully staffed according to the number of expected participants and amount of time designated to the event.</p> <p>The number of vendor staff will be confirmed by the vendor to the County prior to the scheduled event.</p>	Annual	Yes	Yes	Yes	\$0

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	The amount of staff for each onsite event will be adequate based on the number of screenings ordered. Fees at risk will apply if the number of staff present is not adequate to accommodate the number of participants registered in advance of the onsite event.					
Cancellations	No events shall be cancelled by Vendor.	Annual	Yes	Yes	Yes	\$0
Client Satisfaction	Client shall provide assessment of its overall satisfaction with the planning, delivery and follow-up of screening events. 5% of revenue if client is “not satisfied” based upon supporting documents with evidence of dissatisfaction.	Annual	Yes	Yes	Yes	\$0
Online Scheduler Availability	24/7 availability, not including Scheduled Maintenance (with “Scheduled Maintenance” being defined as: (i) scheduled network, hardware or service maintenance occurring during off-peak hours where peak hours are defined as 7:00 a.m. - 10:00 p.m.(PT) M-F or (ii) specific build outs as requested by the County)	Annual	Yes	Yes	No	\$500
Testing Equipment Quality Assurance	All screening equipment, including blood analyzer, shall be tested and within expected limits prior to each event.	Annual	Yes	Yes	Yes	\$0
Client Reports	Create and send accurate Employer aggregate report within 60 days of the program close.	Annual	Yes	Yes	Yes	

Coaching Services Performance Guarantees

Engagement	A Minimum of 30% of participants will complete a minimum of three coaching calls. (1) Assessment of engagement will be based on participants enrolled in the program year being assessed. (2) Performance will be monitored throughout the program year. The formal performance guarantee measurement date will occur during the 1st quarter following the close of activity for the previous program year. (3) Engagement will be evaluated quarterly; if prior to formal performance assessment it appears engagement will not meet the	Annual	Void/Null <500 employees enrolled	Void/Null <500 employees enrolled	TBD	N/A
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	<p>assumed levels, strategies to increase engagement will be discussed and implemented.</p> <p>(4) Identified enrolled end users with an enrollment period that is less than ninety (90) days as of the scheduled Performance Guarantee Measurement Date will be excluded from the calculation of the Lifestyle Health Coaching Performance Guarantee</p> <p>(5) Lifestyle Health Coaching includes at minimum 500 identified enrolled end users per Program Year.</p> <p>(6) Individuals to whom Contractor is unable to place outreach calls, due to the lack of valid contact information, medical exclusion status, or any mutually agreed custom criteria will be excluded from the calculation of the Lifestyle Health Coaching Performance Guarantee.</p>					
Participant Retention	<p>< 25% of program participants will become inactive (e.g., elect to discontinue participation, placed inactive due to UTC).</p> <p>(1) Assessment will be based on the number of participants who are placed inactive (i.e., drop out, unable to contact) compared to the number of participants who remain active for the entire program year.</p> <p>(2) Participants who have been made ineligible (due to employment termination, loss of eligibility for the Plan, or other mutually agreed custom criteria) by the County prior to the end of the participant’s twelve (12) month enrollment period will be excluded from the calculation</p> <p>(3) Performance will be monitored throughout the program year. The formal performance guarantee measurement date will occur during the 1st quarter following the close of activity for the previous program year.</p> <p>(4) Retention will be evaluated quarterly; if prior to formal performance assessment it appears retention will not meet the assumed levels, strategies to increase retention will be discussed and implemented.</p> <p>(5) Lifestyle Health Coaching includes at minimum 500 identified enrolled end users per Program Year.</p>	Annual	Void/Null <500 employees enrolled	Void/Null <500 employees enrolled	TBD	N/A
Participant Satisfaction	<p>An aggregate satisfaction score of at least 90% among participants’ experience with the Lifestyle Health Coaching program.</p> <p>(1) Satisfaction will be measured among participants who complete a satisfaction survey and who have completed at least two (2) coaching sessions.</p> <p>(2) The formal performance guarantee measurement date will occur during the 1st quarter following the close of activity for the</p>	Annual	Void/Null <500 employees enrolled	Void/Null <500 employees enrolled	TBD	N/A

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	<p>previous program year. (3) The Satisfaction Performance Guarantee requires that at least 300 participants complete the satisfaction survey by the applicable Performance Guarantee Measurement Date. (4) Scoring will be measured by the number of respondents who select a rating of Strongly Agree (5) or Agree (4). Neutral responses and responses left blank will not be included in the Performance Guarantee calculation.</p>					
<p>Lifestyle Health Coaching Cohort Risk Change</p>	<ol style="list-style-type: none"> 1. Contractor and the County agree that the Lifestyle Health Coaching Cohort Risk Change Performance Guarantee will have a Performance Guarantee Measurement Date 90 days after the close of the follow-up Program Year. 2. The County implementation of a proposed and consistent comprehensive program model, including HA, targeted Lifestyle Health Coaching, and population-based health education opportunities in each Program Year. 3. If the Lifestyle Health Coaching Performance Guarantee is not met or is invalid, the Lifestyle Health Coaching Cohort Risk Change Performance Guarantee will not be measured. 4. The County must make the HA available to its population as part of an annual Program Year implementation and the previous Program Year HA responses must be cleared prior to the administration of each subsequent year’s HA. 5. Implementation of same HA version in both baseline and follow-up periods; No substantive changes to the HA instrument are made between the baseline and follow-up program years. 6. After applying exclusions listed in the Lifestyle Health Coaching Cohort Risk Change Listing of Exclusions below, at least fifty percent (50%) of participants who completed an HA in the Program Year for which the Lifestyle Health Coaching Cohort Risk Change Performance Guarantee is being measured return to complete a follow-up HA in the subsequent Program Year prior to the date on which such Performance Guarantee is calculated (i.e. defined as the HA cohort group). 7. If, after applying exclusions listed in the Lifestyle Health Coaching Cohort Risk Change Listing of Exclusions below, the remaining denominator is less than 300 participants 180 days after the close of the Program Year, the Lifestyle Health Coaching Cohort Risk Change Performance Guarantee will not be measured. 8. The County’s version of the WebMD ONE Portal and Daily Habits will be the latest version generally available. 9. The County will implement a pre-launch and a launch 	<p>Annual</p>	<p>Void/Null <500 employees enrolled</p>	<p>Void/Null <500 employees enrolled</p>	<p>TBD</p>	<p>N/A</p>

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	<p>campaign, delivered through a combination of modalities agreed upon by both Parties such as overview brochures, flyers, email, weblets, banners, Coming Soon posters and Splash pages.</p> <p>10. Contractor will be able to send at a minimum monthly communication via mailings, emails, or IVR outreach to Customer’s Employee population.</p> <p>11. Contractor will implement mutually-agreed upon promotion/ communication/ incentive strategy over the Program Year.</p> <p>12. The County’s Employees shall be required to provide accurate email addresses upon WebMD ONE Portal registration.</p> <p>13. The County shall be required to provide Contractor with an accurate mailing address file, to the best of their knowledge, for each printed communication mutually agreed upon.</p>					
<p>Return on Investment (ROI)</p>	<p>Contractor will provide a 0.8:1 ROI in Contract Year 1; 1.25:1 in Contract Year 2; and 1.5:1 in Contract Year 3 and each subsequent Contract Year.</p> <p>In the event that the ROI for a particular Contract Year does not meet these standards, Contractor will provide a credit of 1% of the Annual Lifestyle Health Coaching fees for the year in which the ROI metric is not achieved.</p> <p>Contractor determines ROI on its Lifestyle Health Coaching programs using changes in year over year HA data for health risk prevalence, self-reported absenteeism and self-reported presenteeism to derive estimates of savings. That savings estimate is divided by coaching fees to generate an ROI.</p> <p>1. Contractor and the County agree that the ROI Performance Guarantee will have a Performance Guarantee Measurement Date 90 days after the close of the Program Year provided that the minimum HA cohort rate noted in #4 below has been achieved. If the minimum HA cohort rate noted in #4 below has not been met as of ninety (90) days after the close of the Program Year, then the ROI Performance Guarantee Measurement Date will be the end of the month in which the minimum HA cohort rate is met. If the minimum is not met by one hundred eighty (180) days after the close of the Program Year, the ROI Performance Guarantee will no longer be measured for that Program Year and will be deemed invalid.</p> <p>2. If the Lifestyle Health Coaching Engagement Performance Guarantee is not met, the ROI Performance Guarantee will not be measured.</p> <p>3. The County must make the HA available to its population as part of an annual Program Year implementation and the previous</p>	<p>Annual</p>	<p>Void/Null</p> <p><500 employees enrolled</p>	<p>Void/Null</p> <p><500 employees enrolled</p>	<p>TBD</p>	<p>N/A</p>

	<p>Program Year HA responses must be cleared prior to the administration of each subsequent year’s HA.</p> <p>4. After applying exclusions listed in the ROI Exclusions section below, at least sixty percent (60%) of participants who completed an HA in the Program Year for which the ROI Performance Guarantee is being measured return to complete a follow-up HA in the subsequent Program Year prior to the date on which such Performance Guarantee is calculated (i.e. defined as the HA cohort group).</p> <p>5. If, after applying exclusions listed in the ROI Exclusions section below, the remaining denominator is less than 300 participants 180 days after the close of the Program Year, the ROI Performance Guarantee will not be measured.</p> <p>Exclusions:</p> <ol style="list-style-type: none"> 1. Participants whose engagement period totals less than six (6) full months as of the applicable Performance Measurement Date will be excluded from the calculation of the ROI Performance Guarantee. 2. Participants who have been made ineligible (due to employment termination, loss of eligibility for the Plan, or other mutually agreed custom criteria) by the County prior to the end of the participant’s twelve (12) month enrollment period will be excluded from the calculation of the ROI Performance Guarantee. 3. Individuals who do not first complete the HA and thereby do not qualify for Contractor coaching per the standard Coaching Index stratification rules (e.g., self-referrals, Biometric Screening referrals, or claims referrals) will be excluded from the calculation of the ROI Performance Guarantee. 4. Individuals to whom Contractor is unable to place outreach calls, due to the lack of valid contact information, medical exclusion status, or any mutually agreed custom criteria will be excluded from the calculation of the ROI Performance Guarantee. 					
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Comments For Unmet PGs:

Biometric Screening

Performance Guarantee	Missed Period	Comments
Participant Satisfaction	05/01/2024 – 04/30/2025	<ul style="list-style-type: none"> 857 out of 13,334 surveys were completed - 8,264 questions answers / 7,333 answered as satisfied = 88.73% satisfaction score
Biometric Screening Online Scheduler Availability	05/05/2025-06/05/2025	<ul style="list-style-type: none"> The Online Scheduler was experience momentary outages on 5/23/25 resulting in a 99.04% uptime in May. Technical issues with the Online Scheduler were also noted on 6/2/25.

¹PG results were Void/Null due to

Health Coaching performance guarantees are void/null were due to the minimum number of participants not being met. For WebMD Health Services to guarantee engagement, participant retention, cohort risk change or a ROI, a minimum number of participants engaged in a program is needed. The minimum number of participants for the health coaching program was not met. Currently, we are chosen to offer the opt-in model. WebMD does not make outbound calls to participants to engage them in the health coaching. All participation is voluntary and requires the participant to opt-in to the program.