

Attachment J – SCAN Performance Guarantees

Time Period	PGs Met or Exceeded	Total PG Count	PG Results Pending	Percentage of PGs Met	Penalties Paid
2024	8	8	0	100%	N/A
2025***	8	8	0	100%	N/A

Performance Guarantee (PG)		Goal	2025 Met?	Estimated Penalty
Member Services				
1	Average speed to answer	30 seconds	Yes – 27.8 seconds	\$0
2	Telephone call abandonment rate	$\leq 5.0\%$	Yes—2.9%	\$0
3	Call Quality	90%	Yes—95%	\$0
Claims				
4	Financial Accuracy	99%	Yes—100%	\$0
5	Claims Processing Accuracy	95%	Yes—100%	\$0
Employer Services				
6	Ongoing Automated Eligibility Processing	100% files processed in 3 business days	Yes – 100%	\$0
7	Ongoing ID Card Processing	98.5% of ID cards mailed in 5 business days	Yes – 100%	\$0
8	Account Management	Account management composite score (all categories) of 3.0 or better on the Account Management Report Card based on the average of four (4) quarterly assessments.	Yes-4.0	\$0