

Attachment H – Humana Performance Guarantees

Time Period	PGs Met or Exceeded	Total PG Count	PG Results Pending	Percentage of PGs Met	Penalties Paid
2024	20	20	0	100%	N/A
2025	20	20	0	100%	N/A

Performance Guarantee (PG)		Goal		2024 Met?	Estimated Penalty
Member Services					
1	Average speed to answer	30 seconds	Yes – 21 seconds	\$0	
2	Telephone call abandonment rate	≤ 3.0%	Yes—1.1%	\$0	
3	Call Quality	85%	Yes—93%	\$0	
4	First Contact Resolution (includes emails, same member/same issue call back within 30 days)	85%	Yes—91%	\$0	
5	Eligibility information available to medical groups within eight business days (% of PG accounts)	95%	Yes—99%	\$0	
6	Kp.org web site availability (excluding scheduled maintenance and downtime)	98.5%	Yes—100%	\$0	
Claims					
7	Financial Accuracy	98.5%	Yes—100%	\$0	
8	Claims Processing (Financial Incident) Accuracy	97%	Yes—100%	\$0	
Member Satisfaction					
9	NCQA: CAHPS Overall satisfaction with health plan (8-10)	70%	Yes—73%	\$0	
10	Satisfaction of registered users of kp.org who access secure features	80%	Yes—80%	\$0	

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Performance Guarantee (PG)		Goal	2024 Met?	Estimated Penalty
Account Management				
11	Satisfaction with account management team	3.0 or better	Yes—3.7	\$0
Quality of Care (<i>Penalty threshold based on National Average</i>)				
12	Colorectal Cancer Screening	$\geq 59\%$	Yes—72%	\$0
13	Appropriate Treatment with Upper Respiratory Infection (3mos -17yrs)	$\geq 91\%$	Yes—97%	\$0
14	Statin Therapy for Patients with Cardiovascular Disease (Total)	$\geq 81\%$	Yes—89%	\$0
15	Weight Assessment & Counseling for Nutrition and Physical Activity for	$\geq 74\%$	Yes—98%	\$0
16	Chlamydia Screening in Women (all age categories combined)	$\geq 50\%$	Yes—67%	\$0
17	Eye Exam for Patients with Diabetes	$\geq 53\%$	Yes—76%	\$0
18	Blood Pressure Control for Patients with Diabetes	$\geq 71\%$	Yes—81%	\$0
19	Follow-up After Hospitalization for Mental Illness (7 days)	$\geq 51\%$	Yes—83%	\$0
20	Mammography Screening Rate	$\geq 75\%$	Yes—83%	\$0