

State Health Benefits Program  
Surgical Center of Excellence (COE) RFQ  
Additional Administrative Fee Details

Bidder Name:	
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**Instructions:** Bidders are encouraged to offer more stringent Performance Standards and/or greater Liquidated Damage amounts if they choose to do so in the gold shaded cells. Please note that if a Bidder does not fill in the Performance Standards/Liquidated Damages, or leaves any of the fields blank, the Performance Standards and Liquidated Damage amounts listed below shall apply.

**Bidder is required to offer, in aggregate, 20% of their administrative fees at risk for these guarantees; the Bidder is encouraged to offer additional fees at risk if desired. The State of New Jersey will allocate the total amount at risk across the metrics on an annual basis.**

Bidder Proposed Liquidated Damage Amount	
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Category	RFQ Section Reference	Performance Requirement	Measurement Period	Minimum Percentage of Fees at Risk	Bidder's Proposed Liquidated Damage Amount (as a Percentage of Fees at Risk)
		<b>Financial Accuracy</b> – The Contractor shall guarantee that financial accuracy of invoices and pass-thru charges will be 99.3% or higher.	Measured and assessed quarterly	1.00%	
		<b>Performance Guarantee Reporting</b> – A report that captures performance guarantees must be provided to the State by the end of the first quarter of the following year.	Measured and assessed annually	1.00%	
		<b>Utilization Reporting - Frequency</b> - Monthly utilization reports are delivered by the 15th of the following month. Annual business review is completed by the end of the first quarter of the following year.	Measured and assessed annually	1.00%	
		<b>Utilization Reporting - Content</b> - Reporting must contain information on utilization by geography and clinical area, breakdown of current pipeline by stage of the member journey (e.g. initial inquiry, surgeon selection, procedure scheduled, procedure complete), avoidance of unnecessary procedures (volume and estimated financial impact), travel support and information on incentive awarded.	Measured and assessed annually	1.00%	
		<b>Provider Access</b> – The Contractor agrees to close any network gap identified within 180 days. A network gap is defined as the lack of qualified COE providers or facilities within a reasonable distance from a member's place of New Jersey residence. DPB and the Contractor will mutually agree upon what constitutes a reasonable distance.	Measured and assessed annually	3.00%	
		<b>Timely Implementation</b> – The Contractor will ensure the product is operational by the mutually agreed upon launch date. Operational is defined as full member access to the Contractor services, designated customer service unit in place and process for managing incentives in place.	One-time measurement	1.00%	
		<b>Ongoing Account Management</b> – The Contractor will develop a survey mechanism that is approved by the Division of Pensions and Benefits staff and their health care consultant. The survey should include, but not be limited to: (a) Knowledge/capabilities – Account executive demonstrates competence in getting issues and problems resolved. (b) Responsiveness – All calls returned within 24 hours; along with an alternate person identified who can assist with service issues when account representative is unavailable (alternate must also respond within 24 hours). (c) Ability to meet deadlines – Supplying all requested materials accurately and in a timely manner, along with all necessary documentation. (d) Professionalism – Demonstrates objectivity and empathy with customer problems. (e) Flexibility – Ability to meet unique DPB specific needs. (f) Participation in periodic meetings – Attendance at all requested DPB meetings or conference calls.	Measured and assessed annually	2.50%	
		<b>Overall Member Satisfaction of 85.0% or More</b> – The Contractor shall conduct and make available to DPB the results of annual statistically valid surveys of member satisfaction encompassing program participants. DPB shall review and approve the survey instrument prior to conduct of the annual survey.	Measured and assessed annually	2.50%	
		<b>Incentive Management</b> - Contract will assure incentives are processed in a timely & accurate manner. The Vendor (Contractor) will work with the Division of Pensions & Benefits to define mutually agreeable terms	Measured and assessed quarterly	2.00%	
		<b>At Program Launch</b> – A designated customer service unit shall be in place at the time of program launch. All members of this unit shall receive training prior to answering calls related to the DPB.	One-time measurement	1.00%	
		<b>Ongoing</b> - During the life of the contract, the customer service representative shall be able to accurately respond to inquiries about the program offering and assist members with obtaining medical records, making appointments and providing travel support (if needed). The type of travel support a member is eligible for will be defined in the terms of the contractual relationship between the Contractor and DPB.	Measured and assessed quarterly	1.00%	
		<b>Average Speed of Answer</b> – The Average speed of Answer ("ASA") (defined as the time from when the phone is answered until a "live" representative is on the phone) of the member service telephone line each Plan quarter will be sixty seconds (60.0) or less.	Measured and assessed quarterly	1.00%	
		<b>Call Abandonment Rate</b> – Must be 2.0% or less of all incoming calls received during each Plan quarter. "Telephone Abandonment Rate" means (i) the number of incoming telephone calls received by the customer service telephone line during a Plan quarter which are abandoned by the caller after a selection is made either to the IVRU (Interactive Voice Response Unit) system or a Customer Service Representative, divided by (ii) the total number of incoming calls received by the customer service telephone line during such Plan quarter.	Measured and assessed quarterly	1.00%	
		<b>Online Portal Availability</b> – Contractor's web portal will be available at least 99.0% of the time with the exception of scheduled maintenance times, catastrophic circumstances and any other times added for system needed improvement not yet scheduled.	Measured and assessed quarterly	1.00%	

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Bidder Proposed Liquidated Damage Amount					
Category	RFQ Section Reference	Performance Requirement	Measurement Period	Minimum Percentage of Fees at Risk	Bidder's Proposed Liquidated Damage Amount (as a Percentage of Fees at Risk)
Bariatric		The Contractor will guarantee the complication rate for bariatric surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
		The Contractor will guarantee the readmission/revision rate for bariatric surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
Hip		The Contractor will guarantee the complication rate for hip replacement surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
		The Contractor will guarantee the readmission/revision rate for hip replacement surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
Knee		TheContractor will guarantee the complication rate for knee replacement surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
		The Vendor (Contractor) will guarantee the readmission/revision rate for knee replacement surgeries will be at least 25% better than national average. The Vendor (Contractor) and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
Back		The Vendor (Contractor) will guarantee the complication rate for back (spine) surgeries will be at least 25% better than national average. The Vendor (Contractor) and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
		The Contractor will guarantee the readmission/revision rate forback (spine) surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
Heart		The Contractor will guarantee the complication rate fo cardiac surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	
		The Contractor will guarantee the readmission/revision rate for cardiac surgeries will be at least 25% better than national average. The Contractor and DPB will mutually agree on the source data for national average and any inclusions or exclusions for the calculation.	Annual	2%	

20%