

Appendix M

IBAC Performance Guarantees Final

Instructions: It is the Plans expectation that you will provide multiple guarantees under each category. If there are any guarantees that make you unique, please highlight those in the spreadsheet below.

Guarantee Categories	Standard	Frequency of measurement (Monthly/Quarterly/Annual)	Amount at Risk per Time Period of Measurement
Account Management			
Call Center / Customer Service			
Claim Administration Accuracy (Electronic)			
Claim Administration Accuracy (Paper)			
Clinical Account Management			
Data Systems Integrity / System Response Time			
Eligibility			
Implementation Services			
Mail Service			
Medicare Part D /EGWP			
Member Services / Satisfaction			
Quarterly Meetings			
Prior Authorization			
Reporting			
Pharmacy Network			
Specialty Pharmacy			
Website (Client / Member)			

**ADD ANY ADDITIONAL
GUARANTEES BELOW**