







Employee Insurance Program
Performance Measures Scorecard
3/12/2012

| Category/Measure | Schedule | Standard Or Goal | Previous Measure Value | Current Measure Value | Trend | Current Measure Date |
|--|------------------------------------|-----------------------------------|-------------------------|-------------------------|-------|----------------------|
| Financial Stability | | | | | | |
| 2010 Cumulative cash balance of self-funded health plan reserves compared to the estimated outstanding liability. | Quarterly | > 1.0 | 2.7 | 2.1 | | Dec-11 |
| 2011 Cumulative cash balance of self-funded dental plan reserve compared to the estimated outstanding liability. | Quarterly | > 1.0 | 2.0 | 3.0 | | Dec-11 |
| 2011 Expenditure growth per subscriber in SHP compared to published benchmarks. | Monthly | ≤ mean growth rate | 3.3% | 5.9% | | Jan-12 |
| Average Employee Share of the 2011 Total composite premium for the SHP Standard option compared to southern regional states. | Annual | ≤ mean | 105.8% | 102.0% | | Dec-11 |
| Average Employer Share of the 2011 Total composite premium for the SHP Standard option compared to southern regional states. | Annual | ≤ mean | 62.8% | 69.4% | | Dec-11 |
| Average 2011 Total (Employee & Employer) composite premium for the SHP Standard option compared to southern regional states. | Annual | ≤ mean | 71.8% | 76.3% | | Dec-11 |
| Customer Satisfaction | | | | | | |
| Overall Satisfaction: Index of In-person visitor survey results and Field Audit survey. | Quarterly | >7 on a 10 point scale | 9.91 | 9.79 | | Dec-11 |
| Quality of Product | | | | | | |
| Access to Hospital Services (% of claims paid in Network) | Annual | 95% | 99.8% | 99.1% | | Dec-11 |
| Access to Physician Services (% of claims paid in Network) | Annual | 95% | 99.0% | 99.7% | | Dec-11 |
| Actuarial Valuation (Plan payout/plan payout + patient liability) | Annual | 75% | 78.50% | 79.3% | | Dec-11 |
| 2011 Enrollment in Optional Life Voluntary Program (% of Active Health Enrollment Based on Industry Benchmark) | Annual | 60% | 84.1% | 83.9% | | Dec-11 |
| 2011 Enrollment in Dependent Life (Spouse & Child) Voluntary Program (% of Active Health Enrollment Based on Industry Benchmark) | Annual | 60% | 75.6% | 74.4% | | Dec-11 |
| 2011 Enrollment in Long Term Care Voluntary Program (% of Active Health Enrollment Based on Industry Benchmark) | Annual | 6% | 5.0% | 4.9% | | Dec-11 |
| 2011 Enrollment in Supplement Long Term Disability Voluntary Program (% of Active Health Enrollment Based on Industry Benchmark) | Annual | 25% | 52.6% | 54.1% | | Dec-11 |
| 2011 Enrollment in Dental Plus Voluntary Program (% of Active Dental Enrollment Based on Industry Benchmark) | Annual | 35% | 37.9% | 38.4% | | Dec-11 |
| 2011 Enrollment in State Vision Voluntary Program (% of Active Health Enrollment Based on Industry Benchmark) | Annual | 35% | 31.6% | 41.9% | | Dec-11 |
| Key Process Measures | | | | | | |
| Subscriber Services | | | | | | |
| Percentage of Electronic vs. Paper enrollments and updates | Monthly (12 mths. Rolling Avg.) | Paper: < 75% Electronic: > 25% | Paper: 55% Elec: 45% | Paper: 58% Elec: 42% | | Jan-12 |
| Call Center | | | | | | |
| Average Waiting Time | Monthly | 2 min 15 sec | 1 min 33 sec | 1 min 26 sec | | Jan-12 |
| Call Abandonment Rate | Monthly | 10% | 7.8% | 8.8% | | Jan-12 |

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| Customer Service Visitor Services | | | | | | |
| Customer Waiting Time (average number of minutes) | Monthly | 15 minutes | 8 min | 10 min |  | Dec-11 |
| Written Customer Correspondence Cycle Time (% at standard 10 day turnaround) | Monthly | 85% | 100.0% | 89.1% |  | Jan-12 |
| Electronic Customer Correspondence Cycle Time-5% sampled monthly (% at standard 48 hour turnaround) | Monthly | 95% | 95.0% | 100.0% |  | Oct-11 |

-  = met goal
-  = within 95% of goal
-  = did not meet goal