

Attachment E- Reporting Example

New York American Indian Health Program (AIHP) Monthly Operations and Progress Report

May 2025

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1.0 AIHP Enrollment Statistics

Please note that a program year runs from October through September.

1.1 AIHP Applications

AIHP Applications	Month to Date
AIHP Applications Received	26
AIHP Applications Processed	26

1.2 AIHP Application Data Entry Accuracy Rate

AIHP Application Data Entry Accuracy Rate	
Data Entry Accuracy Rate	100%

1.3 AIHP Active Members by Nation

AIHP Active Members by Nation	Month to Date
Tuscarora	1,615
Tonawanda	1,113
Onondaga	2,120
Shinnecock	1,242
Unkechaug	974
Oneida	2,452
Number of Active Members	9,516

2.0 Call Center

2.1 Customer Service Call Statistics

	Month to Date	Year to Date
Total AIHP Calls Received	166	1,195

2.2 Provider Telephone Communication Activity

	Totals
AIHP Dual Bill	47
AIHP File Change	2
Total AIHP Provider Calls	49

2.3 Customer Service Monthly Statistics – Nation

May 2025

Date	Day of Week	Answered Calls	Abandoned Calls	Busy Signal	Total Attempted	Percent Calls Abandoned	Percent Calls Answered
5/1/2025	Thursday	5	0	0	5	0.00%	100.00%
5/2/2025	Friday	13	0	0	13	0.00%	100.00%
5/5/2025	Monday	4	0	0	4	0.00%	100.00%
5/6/2025	Tuesday	9	0	0	9	0.00%	100.00%
5/7/2025	Wednesday	7	0	0	7	0.00%	100.00%
5/8/2025	Thursday	7	0	0	7	0.00%	100.00%
5/9/2025	Friday	8	0	0	8	0.00%	100.00%
5/12/2025	Monday	4	0	0	4	0.00%	100.00%
5/13/2025	Tuesday	11	0	0	11	0.00%	100.00%
5/14/2025	Wednesday	4	0	0	4	0.00%	100.00%
5/15/2025	Thursday	7	0	0	7	0.00%	100.00%
5/16/2025	Friday	6	0	0	6	0.00%	100.00%
5/19/2025	Monday	8	0	0	8	0.00%	100.00%
5/20/2025	Tuesday	12	0	0	12	0.00%	100.00%
5/21/2025	Wednesday	6	0	0	6	0.00%	100.00%
5/22/2025	Thursday	8	0	0	8	0.00%	100.00%
5/23/2025	Friday	11	0	0	11	0.00%	100.00%
5/26/2025	Holiday						
5/27/2025	Tuesday	6	0	0	6	0.00%	100.00%
5/28/2025	Wednesday	6	0	0	6	0.00%	100.00%
5/29/2025	Thursday	10	0	0	10	0.00%	100.00%
5/30/2025	Friday	14	0	0	14	0.00%	100.00%
TOTAL		166	0	0	166	0.00%	100.00%

Performance Standard

Abandoned Total: 0

Percentage Answered: 100.00%

The Nation Customer Service line is closed on weekends and approved State holidays.

3.0 Provider Services

3.1 Claims Summary Statistics

AIHP	Month to Date	Year to Date
Processed	27,355	222,630
Paid (Approved)	14,201	115,068
Denied	3,729	28,781
Payments	\$2,447,658.04	\$18,920,961.24

**The claims summary statistics do not include voids.*

3.2 Claims Administration Statistics

AIHP	Month to Date	Year to Date
Paper Claims Received	165	1,390
Paper Claims Processed	165	1,390

**The paper claims resolved may include prior month inventory*

4.0 Mailroom Services

4.1 Monthly Data Report

AIHP Identification Cards	Totals
Total Number of AIHP Member Identification Cards Mailed	36



New York Elderly Pharmaceutical Insurance Coverage (EPIC)

Monthly Operations and Progress Report

May 2025

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1.0 EPIC Enrollment Statistics

Please note that a program year runs from October through September.

1.1 EPIC Applications

EPIC Applications	Month to Date
Total EPIC Applications for the month (Mailed and Electronic/Automated)	1,212
EPIC Applications Received by Mail	777
EPIC Applications Processed by Enrollment (Mailed and Expedited Applications)	801
Electronic/Automated EPIC Applications	411
Percentage of Applications Processed Electronically	34%

1.2 EPIC Application Data Entry Accuracy Rate

EPIC Application Data Entry Accuracy Rate	
Data Entry Accuracy Rate	99.30%

1.3 EPIC Research Requests

EPIC Research Requests	Month to Date
Non-payments	18
Income Adjustments	0
Miscellaneous	4

1.4 EPIC Correspondence Mailed

EPIC Correspondence Type	Month to Date
Change Highband to Lowband	2
Deductible to Fee	8
Denial	85
ID Card	370
Manual Billing Notice	4
Marital Status Letters	120
Medicare Savings Program	183

Medicare Savings Program Incomplete	59
Miscellaneous Letter	74
Need More Information	439
Proof Required Letter	176
Proof Requires Letter (SS Income Variance > \$1k)	434
Spouse CMS Death	259

1.5 EPIC Program Expansion Statistics

EPIC Program Expansion Statistics as of April 2014	Cumulative Total
Number of Active Members in the Higher Income Levels	119,554
Number of Claims Adjudicated	10,088,493
Payments	\$102,638,554.80

1.6 EPIC Member Enrollment Status

	Month to Date	Year to Date	Program Life
Number of Members in Billing Status	40	234	–
Number of Expedite Coverage	24	276	–
Number of Applications Denied	103	944	106,473
Number of Cancelled Members	2,184	7,331	833,017
Number of Incomplete Applications	539	4,572	–
Number of Applications Approved	982	10,942	–
Number of Active Members	285,468	–	–

1.7 EPIC Renewal Statistics

	Month to Date	Re-enroll Program Year to Date	Prior Re-enroll Year to Date
Renewal Forms Received	0	316	–
Renewal Forms Processed	0	430	1,317,071

2.0 EPIC Outreach

Outreach Events and Appearances		
Outreach Events	Number of Appearances	Total Attendees
Planning Meetings	7	93
Regional	1	85
Trainings	9	252
Conferences	2	530
Fairs	11	2,606
Workshops	1	15
Material Distribution	2	55
Provider Visits	1	2
Minority/Hard to Reach	3	246
Grand Total	37	3,884

3.0 Call Center

3.1 Customer Service Call Statistics

	Month to Date	Year to Date	Program Life
Member Calls Received	4,819	69,242	95,979,415
Provider Calls Received	614	9,412	1,608,825
Total Calls Received	5,433	78,654	97,588,240

3.2 Reconsideration Fair Hearing Summary

	Month to Date	Year to Date
Number of Fair Hearings Requested	0	0

3.3 Member Telephone Communication Activity

Call Type	Totals
Application Completion Assistance	363
Application Requests	427
Billing/Payment Verification	278
Cancel Request	130
Claim History Request	10
Deductible Plan Question	392
EPIC Additional Information	1,269
EPIC Guidelines	894
Expedites	18
File Income Change Information	43
Identification Cards	193
Medicare Savings Program Project General Project	237
Price Drug or Co-pay Question	153
Refund Check	29
Total Member Calls*	4,436

**Please note that the total number of call types recorded will not match the total number of calls answered as reported on the Customer Service Monthly Stats report on page 8.*

3.4 Provider Telephone Communication Activity

Call Type	Totals
Adjustments	31
Deductible Pricing	11
Dual Billing Question	14
Enroll Questions	26
Member Application Request	3
Member Eligibility	63
Other	194
Provider Bulletin	1
Point of Sale – Billing	134
Point of Sale – Re-bill	45
Point of Sale – Reversal	8
Total Provider Calls*	530

**Please note that the total number of call types recorded will not match the total number of calls answered as reported on the Customer Service Monthly Stats report on page 9.*

3.5 Written Correspondence

Written Correspondence Activity Summary	
Written Correspondence Inquiries Received	153

3.6 Customer Service Monthly Statistics – Member Line – May 2025

Date	Day of Week	Answered Calls	Abandoned Calls	Busy Signal	Total Attempted	Percent Calls Abandoned	Percent Calls Answered
5/1/2025	Thursday	257	0	0	257	0.00%	100.00%
5/2/2025	Friday	231	1	0	232	0.43%	99.57%
5/5/2025	Monday	358	0	0	358	0.00%	100.00%
5/6/2025	Tuesday	232	0	0	232	0.00%	100.00%
5/7/2025	Wednesday	232	5	0	237	2.11%	97.89%
5/8/2025	Thursday	198	1	0	199	0.50%	99.50%
5/9/2025	Friday	212	3	0	215	1.40%	98.60%
5/12/2025	Monday	248	2	0	250	0.80%	99.20%
5/13/2025	Tuesday	212	1	0	213	0.47%	99.53%
5/14/2025	Wednesday	201	2	0	203	0.99%	99.01%
5/15/2025	Thursday	160	0	0	160	0.00%	100.00%
5/16/2025	Friday	182	3	0	185	1.62%	98.38%
5/19/2025	Monday	264	2	0	266	0.75%	99.25%
5/20/2025	Tuesday	235	1	0	236	0.42%	99.58%
5/21/2025	Wednesday	173	1	0	174	0.57%	99.43%
5/22/2025	Thursday	203	3	0	206	1.46%	98.54%
5/23/2025	Friday	188	1	0	189	0.53%	99.47%
5/26/2025	Holiday						
5/27/2025	Tuesday	238	3	0	241	1.24%	98.76%
5/28/2025	Wednesday	262	0	0	262	0.00%	100.00%
5/29/2025	Thursday	236	2	0	238	0.84%	99.16%
5/30/2025	Friday	262	4	0	266	1.50%	98.50%
TOTAL		4,784	35	0	4,819	0.73%	99.27%

Performance Standard

Abandoned Total: **35**
 Percentage Answered: **99.27%**

The Member Customer Service Line is closed on weekends and approved State holidays.

3.7 Customer Service Monthly Statistics – Provider Line – May 2025

Date	Day of Week	Answered Calls	Abandoned Calls	Busy Signal	Total Attempted	Percent Calls Abandoned	Percent Calls Answered
5/1/2025	Thursday	31	0	0	31	0.00%	100.00%
5/2/2025	Friday	21	1	0	22	4.55%	95.45%
5/3/2025	Saturday	1	0	0	1	0.00%	100.00%
5/4/2025	Sunday	2	0	0	2	0.00%	100.00%
5/5/2025	Monday	31	0	0	31	0.00%	100.00%
5/6/2025	Tuesday	36	1	0	37	2.70%	97.30%
5/7/2025	Wednesday	39	1	0	40	2.50%	97.50%
5/8/2025	Thursday	40	0	0	40	0.00%	100.00%
5/9/2025	Friday	24	0	0	24	0.00%	100.00%
5/10/2025	Saturday	1	0	0	1	0.00%	100.00%
5/11/2025	Sunday	2	0	0	2	0.00%	100.00%
5/12/2025	Monday	31	0	0	31	0.00%	100.00%
5/13/2025	Tuesday	27	0	0	27	0.00%	100.00%
5/14/2025	Wednesday	21	0	0	21	0.00%	100.00%
5/15/2025	Thursday	20	1	0	21	4.76%	95.24%
5/16/2025	Friday	26	0	0	26	0.00%	100.00%
5/17/2025	Saturday	1	0	0	1	0.00%	100.00%
5/18/2025	Sunday	0	0	0	0	0.00%	0.00%
5/19/2025	Monday	24	0	0	24	0.00%	100.00%
5/20/2025	Tuesday	42	1	0	43	2.33%	97.67%
5/21/2025	Wednesday	25	2	0	27	7.41%	92.59%
5/22/2025	Thursday	21	0	0	21	0.00%	100.00%
5/23/2025	Friday	23	0	0	23	0.00%	100.00%
5/24/2025	Saturday	1	0	0	1	0.00%	100.00%
5/25/2025	Sunday	1	0	0	1	0.00%	100.00%
5/26/2025	Monday	1	0	0	1	0.00%	100.00%
5/27/2025	Tuesday	28	0	0	28	0.00%	100.00%
5/28/2025	Wednesday	33	0	0	33	0.00%	100.00%
5/29/2025	Thursday	21	0	0	21	0.00%	100.00%
5/30/2025	Friday	29	2	0	31	6.45%	93.55%
5/31/2025	Saturday	2	0	0	2	0.00%	100.00%
TOTAL		605	9	0	614	1.47%	98.53%

Performance Standard

Abandoned Total: **9**

Percentage Answered: **98.53%**

4.0 Provider Services

4.1 Claims Summary Statistics

EPIC	Month to Date	Year to Date
Processed	499,855	4,308,329
Paid (Approved)	285,692	2,508,742
Denied	139,809	1,146,487
Payments	\$1,508,197.96	\$19,142,652.16

**The claims summary statistics do not include voids.*

4.2 Claims Denied Statistics

Denial Type	Month to Date	Year to Date
Point of Sale	139,809	1,146,476
Paper	0	11

4.3 Claims Administration Statistics

	Month to Date	Year to Date
Paper Claims Received	118	2,004
Paper Claims Processed	118	2,004

**The claims processed may include prior month inventory.*

4.4 SMAC Statistics

	Month to Date	Year to Date
State Maximum Allowable Cost (SMAC) Researches Received	0	0

4.5 Provider Relations

	Year to Date
Total Providers Currently Active on NY EPIC Panel	4,849

4.6 Provider Enrollment

	Month to Date	Year to Date	Program Life
New Providers Enrolled	14	102	8,294
Total Provider Enrollment(s) from New York City	1	10	–

5.0 Mailroom Services

5.1 EPIC Identification Cards

EPIC Identification Cards	Totals
Total Number of EPIC Member Identification Cards Mailed	1,266

5.2 EPIC Brochures

EPIC Brochures	Totals
English Brochures Mailed	6,722
Spanish Brochures Mailed	638
Total Number of EPIC Brochures Distributed	7,360

5.3 Monthly Data Report

EPIC Brochures Inventory	Totals
English Brochure Inventory	13,328
Spanish Brochure Inventory	22,128

6.0 Pharmacy

6.1 Claim Monitoring

Clinical pharmacists provided assistance related to claims inquiries as needed.

7.0 Systems

EPIC System Development Group completed the following items.

Operations Printed	Daily Average
System Generated Letters	1,647
EPIC Identification Cards	1,278

7.1 Third Party Query Tracking

7.1.1 New York State Office of Temporary and Disability Assistance (OTDA) Statistics*

DATE SENT TO OTDA	Records	File Size:		STATE TO MAGELLAN (w/OTDA sent date)	Rec'd via Automated Process	Rec'd via manual process (email, manual ftp process, other)	No file sent on this day	Records	File Size	Req Date	
05/01/25	61	6405		Thursday	05/01/25	X		92	159068	29-Apr	
05/02/25	38	3990		Friday	05/02/25	X		60	103740	30-Apr	
05/03/25	N/A	N/A		Saturday	05/03/25	X		62	107198	1-May	
05/04/25	N/A	N/A		Sunday	05/04/25		X		0		
05/05/25	51	5355		Monday	05/05/25		X		0		
05/06/25	28	2940		Tuesday	05/06/25	X		40	69160	2-May	
05/07/25	51	5355		Wednesday	05/07/25	X		51	88179	5-May	
05/08/25	31	3255		Thursday	05/08/25	X		28	48412	6-May	
05/09/25	37	3885		Friday	05/09/25	X		52	89908	7-May	
05/10/25	N/A	N/A		Saturday	05/10/25	X		32	55328	8-May	
05/11/25	N/A	N/A		Sunday	05/11/25		X		0		
05/12/25	54	5670		Monday	05/12/25		X		0		
05/13/25	46	4830		Tuesday	05/13/25	X		38	65702	9-May	
05/14/25	41	4305		Wednesday	05/14/25	X		55	95095	12-May	
05/15/25	42	4410		Thursday	05/15/25	X		47	81263	13-May	
05/16/25	52	5460		Friday	05/16/25	X		41	70889	14-May	
05/17/25	N/A	N/A		Saturday	05/17/25		X		0		
05/18/25	N/A	N/A		Sunday	05/18/25	X		42	72618	15-May	
05/19/25	62	6510		Monday	05/19/25		X		0		
05/20/25	64	6720		Tuesday	05/20/25	X		52	89908	16-May	
05/21/25	54	5670		Wednesday	05/21/25	X		63	108927	19-May	
05/22/25	55	5775		Thursday	05/22/25		X		0		
05/23/25	43	4515		Friday	05/23/25	X		128	221312	20-May	21-May
05/24/25	N/A	N/A		Saturday	05/24/25	X		57	98553	22-May	
05/25/25	N/A	N/A		Sunday	05/25/25		X		0		
05/26/25	4	420		Monday	05/26/25		X		0		
05/27/25	83	8715		Tuesday	05/27/25		X		0		
05/28/25	73	7665		Wednesday	05/28/25	X		44	76076	23-May	
05/29/25	63	6615		Thursday	05/29/25	X		89	153881	26-May	27-May
05/30/25	46	4830		Friday	05/30/25	X		73	126217	28-May	
05/31/25	N/A	N/A		Saturday	05/31/25	X		63	108927	29-May	

data reported during the weekend.

Red block – denotes office closure/Network transmission not complete, if applicable.

New York Elderly Pharmaceutical Insurance Coverage (EPIC) & American Indian Health Program (AIHP) Monthly Audit Report

May 2025

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***Please note some reported screenshots are not shown in their entirety. Prime Therapeutics can provide detailed reporting separately upon request.**

1.0 Provider Claims Submission Types

Performance Standard

Process compound claims through paper Universal Claim Forms (UCF) or via National Council for Prescription Drug Programs (NCPDP) Point of Sale (POS) System. Point of Sale (POS) only for American Indian Health Program (AIHP).

Results of Monitoring by the Claims/Provider Administration

Paper and POS were the methods used to receive claims.

There were 234 compound claims processed for the month.

Weekly Compound Report	
Report Date	Count
5/10/25	39
5/17/25	68
5/24/25	79
5/31/25	48
Total	234

Report: 737171 – Weekly Compound Report

2.0 Paper Claim Adjudication Timeframe

Performance Standard

All paper claims shall be adjudicated within ten (10) workdays of receipt in the mailroom.

Results of Monitoring by the Claims/Provider Administration

All paper claims were adjudicated within 10 workdays of claims receipts.

EPIC

Date Received	Julian Date	Total Claims Received	Total Claims Proc.	Total Claims Pending	Oldest Date
5/1/2025	121	1	1	0	5/1/2025
5/2/2025	122	1	0	1	5/2/2025
5/3/2025	123	0	0	1	5/2/2025
5/4/2025	124	0	0	1	5/2/2025
5/5/2025	125	0	1	0	5/5/2025
5/6/2025	126	0	0	0	5/6/2025
5/7/2025	127	0	0	0	5/7/2025
5/8/2025	128	3	3	0	5/8/2025
5/9/2025	129	0	0	0	5/9/2025
5/10/2025	130	0	0	0	5/10/2025
5/11/2025	131	0	0	0	5/11/2025
5/12/2025	132	0	0	0	5/12/2025
5/13/2025	133	1	1	0	5/13/2025
5/14/2025	134	8	0	8	5/14/2025
5/15/2025	135	22	0	30	5/14/2025
5/16/2025	136	4	26	8	5/14/2025
5/17/2025	137	0	0	8	5/14/2025
5/18/2025	138	0	0	8	5/14/2025
5/19/2025	139	20	28	0	5/19/2025
5/20/2025	140	9	9	0	5/20/2025
5/21/2025	141	29	29	0	5/21/2025
5/22/2025	142	0	0	0	5/22/2025
5/23/2025	143	20	20	0	5/23/2025
5/24/2025	144	0	0	0	5/24/2025
5/25/2025	145	0	0	0	5/25/2025
5/26/2025	146	0	0	0	5/26/2025
5/27/2025	147	0	0	0	5/27/2025
5/28/2025	148	0	0	0	5/28/2025
5/29/2025	149	0	0	0	5/29/2025
5/30/2025	150	0	0	0	5/30/2025
5/31/2025	151	0	0	0	5/31/2025
Claim Totals		118	118	0	5/31/2025

AIHP

Date Received	Julian Date	Total Claims Received	Total Claims Proc.	Total Claims Pending	Oldest Date
5/1/2025	121	0	0	0	5/1/2025
5/2/2025	122	0	0	0	5/2/2025
5/3/2025	123	0	0	0	5/3/2025
5/4/2025	124	0	0	0	5/4/2025
5/5/2025	125	0	0	0	5/5/2025
5/6/2025	126	0	0	0	5/6/2025
5/7/2025	127	41	41	0	5/7/2025
5/8/2025	128	0	0	0	5/8/2025
5/9/2025	129	0	0	0	5/9/2025
5/10/2025	130	0	0	0	5/10/2025
5/11/2025	131	0	0	0	5/11/2025
5/12/2025	132	0	0	0	5/12/2025
5/13/2025	133	0	0	0	5/13/2025
5/14/2025	134	19	19	0	5/14/2025
5/15/2025	135	0	0	0	5/15/2025
5/16/2025	136	0	0	0	5/16/2025
5/17/2025	137	0	0	0	5/17/2025
5/18/2025	138	0	0	0	5/18/2025
5/19/2025	139	45	45	0	5/19/2025
5/20/2025	140	0	0	0	5/20/2025
5/21/2025	141	10	10	0	5/21/2025
5/22/2025	142	0	0	0	5/22/2025
5/23/2025	143	9	9	0	5/23/2025
5/24/2025	144	0	0	0	5/24/2025
5/25/2025	145	0	0	0	5/25/2025
5/26/2025	146	0	0	0	5/26/2025
5/27/2025	147	0	0	0	5/27/2025
5/28/2025	148	41	41	0	5/28/2025
5/29/2025	149	0	0	0	5/29/2025
5/30/2025	150	0	0	0	5/30/2025
5/31/2025	151	0	0	0	5/31/2025
Claim Totals		165	165	0	5/31/2025

References: Provider Services Log Sheets

3.0 Claim Payment Schedule for EPIC and AIHP

Performance Standard

EPIC and AIHP claim cycles are to be processed twice a month, LIS claim cycle once a month, or as needed, and submitted to the State and paid to the pharmacy providers in accordance with a pre-established schedule approved by the State. The current EPIC claim payment cycle is on or about the fifteenth (15th) day and the last day of each month and the AIHP claim payment cycle is on or about the seventh (7th) and twenty-first (21st) of each month.

Results of Monitoring by the Finance Department

The 04/30/2025 Cycle Checkwrite Balancing email was sent to the State on 05/01/2025.

The 05/15/2025 Cycle Checkwrite Balancing email was sent to the State on 05/19/2025.

References: Finance Department – Cycle Checkwrite Balancing Report

4.0 Prepayment Audit

Performance Standard

The Contractor shall complete a prepayment audit, in accordance with established procedures, as modified from time to time with State approval, of each semi-monthly check write within ten (10) workdays of the end of the check write computer processing (excluding print time). The receipt by the State of the official contractor memorandum containing the results of the check write and audit, for all check types, shall constitute completion of the prepayment audit. The Contractor shall deliver to the post office for mailing, or as applicable direct the bank to perform an electronic transfer of all checks approved by the State for release within one (1) workday of receipt of the State's official memorandum authorizing such release.

Results of Monitoring by the Finance Department

The 04/30/2025 NYEPIC Copay, Fee and Provider prepayment audits were submitted on 05/14/2025.

The 05/15/2025 NYEPIC Copay, Fee and Provider prepayment audits were submitted on 05/30/2025.

The 05/13/2025 April LIS Fee prepayment audit was submitted on 05/28/2025.

The 04/21/2025 NYAIHP prepayment audit was submitted on 05/05/2025.

The 05/07/2025 NYAIHP prepayment audit was submitted on 05/21/2025.

References: Prepayment Audit Reports

5.0 Helpline Hours of Availability and Bilingual Staff for Members

Performance Standard

Excluding State-approved holidays, the member helpline will be staffed and available between the hours of 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday. The helpline must be staffed with bilingual helpline representatives or have access to a language translation service capable of communicating program information in both English, Spanish, Chinese, Russian, Haitian Creole, Korean, and Bengali during all hours of operation. For those members with a speech and a hearing impairment and alternate electronic communication method will be provided.

The call center telephone lines will be operational and available to callers at least ninety-nine and five-tenths percent (99.5%) of the Call Center Hours. The call center availability shall be reported monthly and calculated quarterly. The State may assess liquidated damages in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter for each .01% to.25% below the standard of ninety-nine and five-tenths percent (99.5%) that the telephone line(s) are not operational and available to callers, during the Call Center Hours calculated on a quarterly basis.

Results of Monitoring by the Call Center Department

The Helpline was staffed and available 100% between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. Bilingual representatives were also staffed accordingly.

Call Center Hours of Availability – Member				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screenshot	Verified by
Thursday, May 1, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 2, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Monday, May 5, 2025	8:00 AM – 5:00 PM EST	yes		Rolando De Jesus
Tuesday, May 6, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 7, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 8, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 9, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Monday, May 12, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 13, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 14, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 15, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell

Call Center Hours of Availability – Member				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screenshot	Verified by
Friday, May 16, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Monday, May 19, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 20, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 21, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 22, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 23, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 27, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 28, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 29, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 30, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell

References: Genesys Cloud – Call Center spreadsheet

6.0 Helpline Hours of Operation and Pharmacist Availability for Providers

Performance Standard

Excluding State-approved holidays, the provider/POS helpline will be staffed and available twenty four (24) hours a day, seven (7) days a week. At least one pharmacist must be readily available during all hours of helpline operation to respond to pharmacy-related questions.

The call center telephone lines will be operational and available to callers at least ninety-nine and five-tenths percent (99.5%) of the Call Center Hours. The call center availability shall be reported monthly and calculated quarterly. The State may assess liquidated damages in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter for each .01% to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the telephone line(s) are not operational and available to callers, during the Call Center Hours calculated on a quarterly basis.

Results of Monitoring by the Call Center Department

The provider/POS Helpline was available 100% twenty-four (24) hours a day, seven (7) days a week. At least one pharmacist must be readily available during all hours of helpline operation to respond to pharmacy-related questions.

Call Center Hours of Availability – Provider				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screens hot	Verified by
Thursday, May 1, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Friday, May 2, 2025	24 hours a day/7 days a week	yes		Rolando De Jesus
Saturday, May 3, 2025	24 hours a day/7 days a week	yes		Rolando De Jesus
Sunday, May 4, 2025	24 hours a day/7 days a week	yes		Rolando De Jesus
Monday, May 5, 2025	24 hours a day/7 days a week	yes		Rolando De Jesus
Tuesday, May 6, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Wednesday, May 7, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Thursday, May 8, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Friday, May 9, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Saturday, May 10, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Sunday, May 11, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Monday, May 12, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell

Call Center Hours of Availability – Provider				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screens hot	Verified by
Tuesday, May 13, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Wednesday, May 14, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Thursday, May 15, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Friday, May 16, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Saturday, May 17, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Sunday, May 18, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Monday, May 19, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Tuesday, May 20, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Wednesday, May 21, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Thursday, May 22, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Friday, May 23, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Saturday, May 24, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Sunday, May 25, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Monday, May 26, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Tuesday, May 27, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Wednesday, May 28, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Thursday, May 29, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Friday, May 30, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell
Saturday, May 31, 2025	24 hours a day/7 days a week	yes		Latasha Burks Pannell

References: Genesys Cloud – Call Center spreadsheet

7.0 Helpline Hours of Availability for AIHP

Performance Standard

Excluding State-approved holidays, the member helpline will be staffed and available between the hours of 8:00 a.m. and 5:00 p.m. (EST) Monday through Friday. The helpline must be staffed with bilingual helpline representatives or have access to a language translation service capable of communicating program information in both English, Spanish, Chinese, Russian, Haitian Creole, Korean, and Bengali during all hours of operation. For those members with a speech and a hearing impairment and alternate electronic communication method will be provided.

The call center telephone lines will be operational and available to callers at least ninety-nine and five-tenths percent (99.5%) of the Call Center Hours. The call center availability shall be reported monthly and calculated quarterly. The State may assess liquidated damages in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter for each .01% to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the telephone line(s) are not operational and available to callers, during the Call Center Hours calculated on a quarterly basis.

Results of Monitoring by the Call Center Department

The Helpline was 100% available between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. Bilingual representatives were also staffed accordingly.

Call Center Hours of Availability – Nation				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screenshot	Verified by
Thursday, May 1, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 2, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Monday, May 5, 2025	8:00 AM – 5:00 PM EST	yes		Rolando De Jesus
Tuesday, May 6, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 7, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 8, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 9, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Monday, May 12, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 13, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 14, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 15, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 16, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell

Call Center Hours of Availability – Nation				
Date	Work Shift Schedule	Daily Report Verify Helpline Staff was Available	If No, Attach Screenshot	Verified by
Monday, May 19, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 20, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 21, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 22, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 23, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Tuesday, May 27, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Wednesday, May 28, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Thursday, May 29, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell
Friday, May 30, 2025	8:00 AM – 5:00 PM EST	yes		Latasha Burks Pannell

References: Genesys Cloud – Call Center

8.0 Call Center Telephone Response Time

Performance Standard

The Contractor shall answer at least ninety percent (90%) of all incoming call center calls will be answered by a customer service representative within sixty (60) seconds. The State may assess liquidated damages in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter for each .01% to 1.0% of incoming calls below the standard of 90%.

Results of Monitoring by the Call Center Department

Member Line Statistics	
Percent of Calls Answered	99.85%
Total of Calls Attempted	4,784
Total Calls Answered within Sixty (60) Seconds	4,777

Provider Line Statistics	
Percent of Calls Answered	99.01%
Total of Calls Attempted	605
Total Calls Answered within Sixty (60) Seconds	599

AIHP Line Statistics	
Percent of Calls Answered	100.00%
Total of Calls Attempted	166
Total Calls Answered within Sixty (60) Seconds	166

References: Genesys Cloud – Call Center spreadsheet

9.0 Telephone Blockage Rate

Performance Standard

The service level standard requires that not more than three percent (3%) of incoming call center calls will be blocked by a busy signal. The telephone blockage rate shall be reported monthly and calculated quarterly. The State may assess liquidated damages in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter for each .01 to 1.0% of incoming call center calls that is blocked by a busy signal in excess of three percent (3%).

Results of Monitoring by the Call Center Department

Member Line Statistics	
Total of Busy Signal	0
Total Monthly Busy Signal Percentage	0.00%

Provider Line Statistics	
Total of Busy Signal	0
Total Monthly Busy Signal Percentage	0.00%

References: Genesys Cloud – Call Center spreadsheet

10.0 Inquiry Attempts: Percentage of Calls Answered and Abandonment Rate – Member Line, Provider Line and AIHP Line

Performance Standard

The service level standard requires that the percentage of incoming call center calls in which the caller disconnects prior to the call being answered by a customer service representative will not exceed three percent (3%). The telephone abandonment rate shall be reported monthly and calculated quarterly. The State may assess liquidated damages for each .01% to 1.0% of incoming call center calls in which the caller disconnects prior to the call being answered by a customer service representative in excess of three percent (3%) calculated on a quarterly basis. The Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$50,000 per quarter.

Results of Monitoring by the Call Center Department

Member Line	
Percent of Calls Answered	99.27%
Total of Calls Attempted	4,819
Total Answered Calls	4,784
Total Calls Abandoned	35

Provider Line	
Percent of Calls Answered	98.53%
Total of Calls Attempted	614
Total Answered Calls	605
Total Calls Abandoned	9

AIHP Line	
Percent of Calls Answered	100.00%
Total of Calls Attempted	166
Total Answered Calls	166
Total Calls Abandoned	0

References: Genesys Cloud – Call Center spreadsheets are attached to the Operations and Progress reports.

11.0 Average Response Time for Written Inquiries

Performance Standard

The average response time for a substantive response to a written inquiry shall not exceed three (3) workdays from receipt and in no event should the response time exceed fifteen (15) workdays.

Results of Monitoring by the Call Center Department

The average response times for written inquiries were 1.16 workdays and 0 responses exceeded 15 workdays.

Total Sum of Days Between (1–14)	73
Total Sum of Days Between (15–31)	80
Pieces Total	153
Weighted Total	177
Pieces	153
Weighted	177
Weighted Total	177
Total Correspondence	153
Workdays	1.16

References: Written Correspondence Log

12.0 Requirements for Written Communication with External Parties

Performance Standard

Any written communication with external parties (e.g., applicant, member, provider, prescriber, legislator or other) contains accurate information and be free of grammatical and spelling errors 95% of the time.

Results of Monitoring by the Quality Assurance Department

All correspondence was reviewed and was 97.60% error free.

May	EPIC Letters	Reviewed	EPIC Letters Mailed	Errors	Percentage
5/1/2025	206	206	206	1	0.49%
5/2/2025	51	51	51	0	0.00%
5/5/2025	55	55	55	0	0.00%
5/6/2025	94	94	94	3	3.19%
5/7/2025	35	35	35	1	2.86%
5/8/2025	60	60	60	0	0.00%
5/9/2025	36	36	36	3	8.33%
5/12/2025	59	59	59	4	6.78%
5/13/2025	67	67	67	2	2.99%
5/14/2025	63	63	63	0	0.00%
5/15/2025	45	45	45	2	4.44%
5/16/2025	59	59	59	3	5.08%
5/19/2025	47	47	47	2	4.26%
5/20/2025	40	40	40	1	2.50%
5/21/2025	29	29	29	1	3.45%
5/22/2025	92	92	92	5	5.43%
5/23/2025	434	434	434	2	0.46%
5/27/2025	172	172	172	3	1.74%
5/28/2025	40	40	40	3	7.50%
5/29/2025	51	51	51	4	7.84%
5/30/2025	59	59	59	3	5.08%
Totals	1,794	1,794		43	2.40%

References: Written Correspondence/Mailroom Log

13.0 Average Response Time for Complaints

Performance Standard

The contractor shall establish and maintain procedures that ensure accurate, confidential, responses to providers and members questions and complaints with an average response time of three (3) workdays from receipt and in no event should a response time exceed fifteen (15) workdays.

Results of Monitoring by the Call Center Department

The average response times for handling complaints were 1.00 workdays and 0 responses exceeded 15 days.

References: FirstraxSM Reporting

14.0 Identification and Resolution of Provider Billing Problems

Performance Standard

The Contractor shall identify providers experiencing billing problems and resolve them to the extent possible through telephone calls, emails, or video conferencing. The Contractor will take applicable actions in accordance with established policies and procedures.

Results of Monitoring by the Provider Research

No providers experienced billing problems for the month.

References: Provider Denial Analysis Report

15.0 Returned Mail Resolution

Performance Standard

The Contractor shall monitor, triage, and route for resolution all returned undeliverable mail sent to providers, members and other entities as specified by the State. Resolution shall occur within fifteen (15) workdays of receipt of the undeliverable mail. Resolution is defined as receiving updated address and re-sending of correspondence.

Results of Monitoring by the Mailroom

The returned mail was resolved within fifteen (15) workdays of receipt.

References: Mailroom Log

16.0 Provider Manual and Bulletin Publication and Distribution Timeframe

Performance Standard

The Contractor shall develop and distribute pharmacy provider bulletins and e-mail communications that are used to disseminate information within thirty (30) days of the State's request. The contractor will assist the State in developing prescriber bulletins as applicable.

Results of Monitoring by the Claims/Provider Administration

No provider manual updates or bulletins published requests were received for the month.

References: Claims/Provider Administration

17.0 Annual Report of Provider Manual and Bulletin Updates

Performance Standard

The Contractor shall publish and distribute Provider manual updates and bulletins.

Results of Monitoring by the Claims/Provider Administration

No requests were received for the month.

References: Claims/Provider Administration

18.0 POS Claims Adjudication Systems

Performance Standard

The service level standard requires that the POS claims adjudication system be available at least ninety-nine and five-tenths percent (99.5%) of the time excluding periods of scheduled down time which shall be reported in advance to the State and kept to a minimum, based on a 24 hours a day, 7 days a week availability. The POS claims adjudication system availability shall be reported monthly and calculated quarterly. The State may assess liquidated damages for each .01% to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the Contractor’s online claims processing system, based on a 24 hours a day, 7 days a week availability, excluding periods of scheduled down time, which shall be reported in advance to the State and kept to a minimum, is not available, as calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter.

Results of Monitoring by the Systems Department

The system was available 100.00% of the time specified.

SLA Results		
Client	Response Time/Uptime SLA	SLA Result
New York AIHP	> = 99.5%	100.00%
New York EPIC	> = 99.5%	100.00%

References: System Availability Reports

19.0 Online Inquiries and Data Access Systems SLAs

Performance Standard

The Contractor shall provide all necessary resources to support the State’s use of the online inquiry and data access systems and be available at least ninety- nine and five-tenths percent (99.5%) of the time excluding periods of scheduled down time which shall be reported in advance to the State and kept to a minimum, based on a 10 hours a day (8:00 a.m. to 6:00 p.m.), 5 days a week (Monday– Friday) availability. The online inquiry and data access systems availability shall be reported monthly and calculated quarterly.

The State may assess liquidated damages for each .01% to .25% below the standard of ninety-nine and five-tenths percent (99.5%) that the Contractor’s online inquiry and data access systems, based on a 10 hours a Day (8:00 a.m.–6:00 p.m.), 5 days a week (Monday–Friday) availability, excluding periods of scheduled down time, which shall be reported in advance to the State and kept to a minimum, is not available, as calculated on a quarterly basis, the Contractor shall pay a penalty in the amount of \$5,000 per quarter with a maximum penalty of \$60,000 per quarter.

Results of Monitoring by the Systems Department

The system was available 100.00% of the time specified.

SLA Results		
Client	Response Time/Uptime SLA	SLA Result
New York AIHP	99.5% <= 5 secs	100.00%
New York EPIC	99.5% <= 5 secs	100.00%

References: System Availability Reports

20.0 Ad Hoc Reporting

Performance Standard

The Contractor shall provide the State with the ad hoc report as needed.

Results of Monitoring by the Systems Department

There were no ad hoc requests.

References: System report “Ad Hoc Reporting Performance Standard Analysis”

21.0 Enrollment Forms – Average Time Required for Mailing

Performance Standard

The time required to mail enrollment forms to members shall not exceed three (3) workdays, measured from the date the request was received to the date the form was delivered to the Post Office for mailing.

Results of Monitoring by the Mailroom Services Coordinator

Enrollment Forms were mailed within 1.00 workday of request.

Application Mailed Date	# of Days to Req.	DA English	DA Spanish	BML English	BML Spanish	Provider English	Provider Spanish	Outreach English	Outreach Spanish	Daily counts
5/1/2025	1	19	1	0	0	0	0	0	0	20
5/2/2025	1	21	0	0	0	0	0	0	0	21
5/5/2025	1	19	0	0	0	0	0	0	0	19
5/6/2025	1	18	0	1	0	0	0	0	0	19
5/7/2025	1	12	1	0	0	200	0	0	0	213
5/8/2025	1	24	0	0	0	0	0	0	0	24
5/9/2025	1	13	0	0	0	0	0	0	0	13
5/12/2025	1	12	0	0	0	0	0	600	0	612
5/13/2025	1	18	0	0	0	0	0	1,000	100	1,118
5/14/2025	1	21	1	0	0	0	0	0	0	22
5/15/2025	1	19	1	0	0	0	0	1,900	525	2,445
5/16/2025	1	14	0	0	0	0	0	1,500	0	1,514
5/19/2025	1	11	2	0	0	0	0	600	0	613
5/20/2025	1	22	0	0	0	0	0	0	0	22
5/21/2025	1	19	1	0	0	0	0	0	0	20
5/22/2025	1	12	0	0	0	350	0	0	0	362
5/23/2025	1	21	3	1	0	0	0	0	0	25
5/27/2025	1	27	0	0	0	0	0	0	0	27
5/28/2025	1	23	3	0	0	50	0	0	0	76
5/29/2025	1	14	0	0	0	150	0	0	0	164
5/30/2025	1	11	0	0	0	0	0	0	0	11
Totals	1.00	370	13	2	0	750	0	5,600	625	7,360

References: Mailroom Verification Log

22.0 New or Replacement Identification (ID) Cards – Average Generation Time

Performance Standard

The average time for generation of a new identification card or a replacement identification card is measured from the placement of the member on file as eligible, or receipt of the request for a replacement card, whichever is applicable to the delivery of the card to the post office for mailing.

Results of Monitoring by the Customer Care Team Lead, QA, and Mailroom Services Coordinator

Media/Card Type	Average Workdays
New/Replacement EPIC ID cards	
Enrollment/Re-enrollment – EPIC	1.00

EPIC ID Cards		
Date	Date Card, Mailed	Workdays
5/1/25	05/01/25	1
5/2/25	05/01/25	1
5/5/25	05/05/25	1
5/6/25	05/06/25	1
5/7/25	05/07/25	1
5/8/25	05/08/25	1
5/9/25	05/09/25	1
5/12/25	05/12/25	1
5/13/25	05/13/25	1
5/14/25	05/14/25	1
5/15/25	05/15/25	1
5/16/25	05/16/25	1
5/19/25	05/19/25	1
5/20/25	05/20/25	1
5/21/25	05/21/25	1
5/22/25	05/22/25	1
5/23/25	05/23/25	1
5/27/25	05/27/25	1
5/28/25	05/28/25	1
5/29/25	05/29/25	1
5/30/25	05/30/25	1

Media/Card Type	Average Workdays
New/Replacement AIHP ID cards	
Enrollment/Re-enrollment – AIHP	1.00

AIHP ID Cards		
Date	Date Card, Mailed	Workdays
5/1/25	5/1/25	1
5/7/25	5/7/25	1
5/9/25	5/9/25	1
5/12/25	5/12/25	1
5/13/25	5/13/25	1
5/13/25	5/13/25	1
5/15/25	5/15/25	1
5/16/25	5/16/25	1
5/19/25	5/19/25	1
5/19/25	5/19/25	1
5/21/25	5/21/25	1
5/30/25	5/30/25	1
5/30/25	5/30/25	1

References: AIHP ID Card Tracking Sheet

23.0 Members New Threshold (Accumulator) Upon Meeting/Exceeding Deductible

Performance Standard

The POS Claim Adjudication Online Inquiry system shall be updated to reflect members new threshold (accumulator) immediately upon meeting or exceeding their deductible or co-payment limit.

Results of Monitoring by the Systems Department

Member information is updated in real time.

References: FirstRxSM Claims Detail

24.0 Member’s Enrollment Application – Average Time to Process

Performance Standard

Process enrollment applications containing all required information and determine program eligibility within seven (7) calendar days. This is measured from the receipt of the enrollment application in the Contractor’s mailroom to the delivery of an EPIC identification card and/or billing statement or rejection notice to the Post Office for mailing.

Results of Monitoring by the Member Services Department

The average time to process the member’s enrollment applications for the month was 2.44 calendar days.

Average Days to Process New Apps	Total Days	Total Apps
2.44	1,532	628

References: Data from the system report ID number 162831 – Daily Member Master Total

25.0 Incomplete Member Enrollment Applications

Performance Standard

Respond to and request missing information for incomplete applications withing three (3) business days.

Results of Monitoring by the Member Service Department

Type	Business Days
Incomplete Applications	1.00

Date	Type of File	File Count (Letters / Bills)	Number Printed	Pulls	Manual Count	Ending Count	Initials	Insertor Count	Manual Count	1st Counted and Weighed (Yes/No)	Initials	2nd Count and Weight (Yes/No)	Initials	Postage	Total Mail Piece Count	Date Mailed	# Days to Complete	Initials	Supervisor Check
5/27/2025	L45-T3	1	1	0	1	1	PA	1	1	Yes	CS	Yes	CS	0.69	1	5/27/2025	1	PA	JC
5/27/2025	LDNL	1	1	0	1	1	PA	1	1	Yes	CS	Yes	CS	0.69	1	5/27/2025	1	PA	JC
5/27/2025	LMSS	16	16	3	13	13	PA	13	13	Yes	CS	Yes	CS	8.97	13	5/27/2025	1	PA	JC
5/27/2025	LPRF	9	9	1	8	8	PA	8	8	Yes	CS	Yes	CS	5.52	8	5/27/2025	1	PA	JC
5/27/2025	LPRFS	57	57	0	57	57	PA	57	57	Yes	CS	Yes	CS	39.33	57	5/27/2025	1	PA	JC
5/27/2025	MARS 2	2	2	0	2	2	PA	2	2	Yes	CS	Yes	CS	1.38	2	5/27/2025	1	PA	JC
5/27/2025	MSEP 2	1	1	1	0	0	PA	0	0	Yes	CS	Yes	CS	0	0	5/27/2025	1	PA	JC
5/27/2025	MSP45	85	85	0	85	85	PA	85	85	Yes	CS	Yes	CS	58.65	85	5/27/2025	1	PA	JC
5/28/2025	H2L	1	1	0	1	1	PA	1	1	Yes	PM	Yes	PM	0.69	1	5/28/2025	1	PA	JC
5/28/2025	LDNL	5	5	0	5	5	PA	5	5	Yes	PM	Yes	PM	3.45	5	5/28/2025	1	PA	JC
5/28/2025	LMSS	26	26	6	20	20	PA	20	20	Yes	PM	Yes	PM	13.8	20	5/28/2025	1	PA	JC
5/28/2025	LPRF	4	4	0	4	4	PA	4	4	Yes	PM	Yes	PM	2.76	4	5/28/2025	1	PA	JC
5/28/2025	MARS 2	3	3	0	3	3	PA	3	3	Yes	PM	Yes	PM	2.07	3	5/28/2025	1	PA	JC
5/28/2025	MSP	1	1	0	1	1	PA	1	1	Yes	PM	Yes	PM	0.69	1	5/28/2025	1	PA	JC
5/29/2025	BILLS	1	1	0	1	1	PA	1	1	Yes	CS	Yes	CS	0.69	1	5/29/2025	1	PA	JC
5/29/2025	LDNL	2	2	0	2	2	PA	2	2	Yes	CS	Yes	CS	1.38	2	5/29/2025	1	PA	JC
5/29/2025	LMSS	24	24	2	22	22	PA	22	22	Yes	CS	Yes	CS	15.18	22	5/29/2025	1	PA	JC
5/29/2025	LPRF	8	8	2	6	6	PA	6	6	Yes	CS	Yes	CS	4.14	6	5/29/2025	1	PA	JC
5/29/2025	LPRFS	16	16	0	16	16	PA	16	16	Yes	CS	Yes	CS	11.04	16	5/29/2025	1	PA	JC
5/30/2025	LDNL	2	2	0	2	2	PA	2	2	Yes	CS	Yes	CS	1.38	2	5/30/2025	1	PA	JC
5/30/2025	LMSS	15	15	3	12	12	PA	12	12	Yes	CS	Yes	CS	8.28	12	5/30/2025	1	PA	JC
5/30/2025	LPRF	6	6	1	5	5	PA	5	5	Yes	CS	Yes	CS	3.45	5	5/30/2025	1	PA	JC
5/30/2025	LPRFS	36	36	0	36	36	PA	36	36	Yes	CS	Yes	CS	24.84	36	5/30/2025	1	PA	JC

References: Mailroom Verification Log

26.0 Reimbursement of Co-payment Refund

Performance Standard

Reimbursement of a co-payment refund to a member shall be generated in the next regularly scheduled reimbursement cycle following adjudication of the claim(s) that caused the members co-payment limit for the coverage year to be reached. The refund(s) shall be mailed within 24 hours of receiving notification from the State. Not applicable for AIHP.

Results of Monitoring by the Finance Department

The 04/15/2025 NYEPIC Provider EFTS were released to the bank on 05/02/2025 with a payment date of 05/06/2025. The 04/15/2025 NYEPIC Copay and Fee checks were mailed on 05/02/2025.

The 04/30/2025 NYEPIC Provider EFTS were released to the bank on 05/16/2025 with a payment date of 05/20/2025. The 04/30/2025 NYEPIC Copay and Fee checks were mailed on 05/16/2025.

References: Cycle Balancing Reports

27.0 Pharmacy Provider Enrollment

Performance Standard

Distribute pharmacy provider enrollment packets to newly enrolled providers within seven (7) calendar days of the date on which the newly activated provider is placed on file.

Results of Monitoring by the Claims/Provider Administration

The average time to pharmacy provider enrollment packets for the month was **1.64** calendar days.

Date Entered (Panel)	Average Enroll Provider	Letter Request Sent To	Letter Mailed to Provider	Welcome Letter Mailed	Total Processing Time	NABP	Pharmacy Name	Town (Payment)	State (Payment)	Zip (Payment)	Phone Number (Payment)	Owner
5/6/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	3318424	Adee Pharmacy Inc dba Adee Pharmacy	Bronx	NY	10469	718-379-1954	Ali Tariq
5/6/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	5842566	Healthy Lex Pharmacy Corp	New York	NY	10035	646-869-0069	Scott Guisinger
5/6/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	3376933	Anchor Cove Apothecary LLC dba Gelo's Point Pharmacy	Lookout	NY	11569	516-889-3444	Scott Guisinger
5/7/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	5845156	Yellowstone Chemists Inc dba J&D Pharmacy	Forest Hills	NY	11375-4115	718-544-7182	Scott Guisinger
5/9/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5845752	PureCare Pharmacy Corp dba PureCare and Pharmacy Corp	Brooklyn	NY	11209	347-492-0211	Ali Tariq
5/9/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5835674	Capture Rx Pharmacy Inc dba Central Drugs	Glendale	NY	11385	347-844-9911	Joseph Zargarov

Date Entered (Panel)	Average Enroll Provider	Letter Request Sent To	Letter Mailed to Provider	Welcome Letter Mailed	Total Processing Time	NABP	Pharmacy Name	Town (Payment)	State (Payment)	Zip (Payment)	Phone Number (Payment)	Owner
5/12/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5844293	SVJP Corporation dba Madison Ave Pharmacy	Albany	NY	12208-3302	518-971-8999	Moysey Zaryanov
5/12/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5845524	D&A Apothecary Inc dba Levins Pharmacy	Oceanside	NY	11572	516-766-2288	Laura Pasco
5/13/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5839963	Ovington Pharma Corp dba Nile Ridge Pharmacy	Brooklyn	NY	11209	718-333-5746	Mikhail Heifita
5/20/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5845916	Zenith Pharmacy Inc	Farmingdale	NY	11735	631-249-6400	Jeffrey Niedelman
5/22/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5837325	SunshineRx Pharmacy Inc dba SunshineRx Pharmacy Inc	Flushing	NY	11355-4167	917-663-2891	Meng Meng
5/25/2025	1.00	5/27/2025	5/27/2025	1.00	3.00	5845891	Myrtle Wellness Pharmacy Corp dba Esmeralda Pharmacy	Glendale	NY	11385	347-763-0225	Elshan Hajiyev
5/28/2025	1.00	5/28/2025	5/29/2025	2.00	4.00	5840029	Fresh Meadow Pharmacy dba Fresh Meadow Pharmacy	Fresh Meadows	NY	11365	718-290-9353	Yun Hei Kevin Lin
5/28/2025	1.00	5/28/2025	5/29/2025	2.00	4.00	3968964	Grane Supply Inc	Pittsburgh	PA	15238	412-449-0680	Robert Funderlich
	1.00			1.64	3.60							

References: Claims/Provider Administration – Provider Maintenance spreadsheet

28.0 Provider Enrollment Packets Mailing Time

Performance Standard

Provider enrollment packets shall be mailed within two (2) workdays of the contractor receipt of request. The Contractor shall maintain a log, by date, of all requests made and enrollment packets sent by date.

Results of Monitoring by the Claims/Provider Administration

A total of 15 provider enrollment packets were mailed within 2 workdays of the request.

Client Name	Reply Fax Number	Fax Phone Number	Contact Detail ID	Create Date	Status History.Reply.TIME
NEW YORK EPIC	3474629499	FAX FORM	76735329	5/2/2025 2:25	5/2/2025 2:26
NEW YORK EPIC	5184352323	FAX FORM	76806046	5/7/2025 11:40	5/7/2025 12:20
NEW YORK EPIC	7183335749	FAX FORM	76852279	5/9/2025 11:08	5/9/2025 11:10
NEW YORK EPIC	5167660686	FAX FORM	76856934	5/9/2025 12:44	5/9/2025 1:28
NEW YORK EPIC	5167660687	FAX FORM	76863598	5/9/2025 4:05	5/9/2025 4:11
NEW YORK EPIC	2127865841	FAX FORM	76908261	5/13/2025 1:12	5/13/2025 1:27
NEW YORK EPIC	9735473306	FAX FORM	76910667	5/13/2025 2:23	5/13/2025 2:26
NEW YORK EPIC	4129685800	FAX FORM	76926814	5/14/2025 10:47	5/14/2025 10:51
NEW YORK EPIC	6312496401	FAX FORM	76989778	5/16/2025 4:47	5/16/2025 4:55
NEW YORK EPIC	7187990883	FAX FORM	77007944	5/19/2025 1:16	5/19/2025 1:18
NEW YORK EPIC	7325234084	FAX FORM	77035435	5/20/2025 2:05	5/20/2025 2:07
NEW YORK EPIC	7184702590	FAX FORM	77087985	5/22/2025 3:40	5/22/2025 3:44
NEW YORK EPIC	7182909354	FAX FORM	77102566	5/23/2025 11:52	5/23/2025 12:01
NEW YORK EPIC	8882901035	FAX FORM	77103349	5/23/2025 12:01	5/23/2025 12:12
NEW YORK EPIC	7184409032	FAX FORM	77128847	5/27/2025 10:19	5/27/2025 10:23

29.0 Enrollment of Providers – Average Time

Performance Standard

Enroll providers with signed agreements within fifteen (15) calendar days after receipt of Department of Health approval.

Results of Monitoring by the Claims/Provider Administration

A total of **14** providers were enrolled for the month, all within 15 calendar days.

Date Entered (Panel)	Average Enroll Provider	Letter Request Sent To	Letter Mailed to Provider	Welcome Letter Mailed	Total Processing Time	NABP	Pharmacy Name	Town (Payment)	State (Payment)	Zip (Payment)	Phone Number (Payment)	Owner
5/6/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	3318424	Adee Pharmacy Inc dba Adee Pharmacy	Bronx	NY	10469	718-379-1954	Ali Tariq
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5/6/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	3376933	Anchor Cove Apothecary LLC dba Gelo's Point Pharmacy	Lookout	NY	11569	516-889-3444	Scott Guisinger
5/7/2025	1.00	5/7/2025	5/7/2025	1.00	3.00	5845156	Yellowstone Chemists Inc dba J&D Pharmacy	Forest Hills	NY	11375-4115	718-544-7182	Scott Guisinger
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5/13/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5839963	Ovington Pharma Corp dba Nile Ridge Pharmacy	Brooklyn	NY	11209	718-333-5746	Mikhail Heifita
5/20/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5845916	Zenith Pharmacy Inc	Farmingdale	NY	11735	631-249-6400	Jeffrey Niedelman
5/22/2025	1.00	5/22/2025	5/23/2025	2.00	4.00	5837325	SunshineRx Pharmacy Inc dba SunshineRx Pharmacy Inc	Flushing	NY	11355-4167	917-663-2891	Meng Meng
5/25/2025	1.00	5/27/2025	5/27/2025	1.00	3.00	5845891	Myrtle Wellness Pharmacy Corp dba Esmeralda Pharmacy	Glendale	NY	11385	347-763-0225	Elshan Hajiyev
5/28/2025	1.00	5/28/2025	5/29/2025	2.00	4.00	5840029	Fresh Meadow Pharmacy dba Fresh Meadow Pharmacy	Fresh Meadows	NY	11365	718-290-9353	Yun Hei Kevin Lin
5/28/2025	1.00	5/28/2025	5/29/2025	2.00	4.00	3968964	Grane Supply Inc	Pittsburgh	PA	15238	412-449-0680	Robert Funderlich
	1.00			1.64	3.60							

References: Claims/Provider Administration – Provider Maintenance spreadsheet

30.0 Incomplete or Denied Provider Enrollment Applications – Average Return Time

Performance Standard

The return of incomplete or denied enrollment applications to pharmacies within three (3) workdays measured from the time the deficiency was detected to the delivery of the material at the Post Office for mailing.

Results of Monitoring by the Claims/Provider Administration

The average time to process incomplete or denied enrollment applications was 1.00 workdays. There were 4 denied/incomplete provider applications for May.

Pharmacy Name	NABP	Received Date	Denied Date from the State	Denied Letter Sent to Mailroom	Denied Letter Mailed	Total Processing Time	Comments
Yonkers Pharmacy Inc dba Yonkers Pharmacy	5844623	4/30/2025	5/6/2025	5/6/2025	5/6/2025	1.00	Denied by State due to not being enrolled in Medicaid
Southbridge Pharmacy Inc dba Southbridge Pharmacy Inc	5843304	5/14/2025	5/21/2025	5/22/2025	5/22/2025	1.00	Denied by State due to not being enrolled in Medicaid
3M Rx LLC dba 3M Remedies Pharmacy	3156925	5/27/2025	5/28/2025	5/28/2025	5/28/2025	1.00	Denied by State due to not being enrolled in Medicaid
Cambria Pharmacy dba Cambria Pharmacy LLC	5845536	5/27/2025	5/28/2025	5/28/2025	5/28/2025	1.00	Denied by State due to not being enrolled in Medicaid
						1.00	

References: Claims/Provider Administration Department – Provider Maintenance spreadsheet

31.0 Outreach Activities

Performance Standard

Develop, implement, and monitor a detailed and targeted, cost-effective annual outreach plan for the EPIC Program including all outreach and marketing materials.

Develop and revise, as appropriate, comprehensive, flexible and innovative approaches tailored to hard-to-reach, ethnically diverse and minority seniors.

Results of Monitoring by the Outreach Department

The Outreach activities performed during the month is reported on the Monthly Operations and Progress Report.

References: Outreach Tracker Spreadsheet

32.0 Staffing Levels Required for Outreach

Performance Standard

Maintain appropriate staffing levels required to perform all Outreach functions, including but not limited to delivering accurate, clear, and concise messages about the benefits of EPIC and effectively promote EPIC enrollment.

Organize, and hold sessions throughout NYS to train community-based partners to provide information and assistance to eligible seniors. Sessions include planning meetings, trainings, conferences, tabling workshops and provider visits.

Results of Monitoring by the Outreach Department

The Outreach was staffed accordingly and available to perform all Outreach functions.

References: Outreach Tracker spreadsheet

33.0 Evaluation of Outreach Initiatives

Performance Standard

Evaluate the outcome and effectiveness of Outreach initiatives and provide monthly reports and analysis to the State including, but not limited to Outreach activities that took place, numbers of people enrolled, and cost effectiveness.

Results of Monitoring by the Outreach Department

The Outreach monthly report was delivered.

References: Monthly Outreach Report