

Attachment C – Service Level Agreements (SLA)

SLA Number	Category	RFP Section	SLA Description	Criteria	Liquidated Damages (LD)
1	Contact Center	§ 4.1.6	Contact Center Availability	Contact Center will be available Monday through Friday from 8:00 am to 7:00 pm Eastern time and from 9:00 AM (ET) to 1:00 PM (ET) on the weekend and State approved designated holidays except for Department - approved downtime.	\$20,000 per calendar day for any contact center downtime that exceeds five (5) minutes total on any day or part of a day. The vendor will be expected to provide a monthly report on system availability.
2	Contact Center	§ 4.1.6.4	First Call Resolution	First call resolution (FCR), or the measurement of the percentage of calls resolved on the first contact without requiring follow-up, shall be no less than 85%, measured monthly.	Penalties are established as follows based on monthly reporting: 84-84.9%: \$5,000 83-83.9%: \$6,000 82-82.9%: \$7,000 81-81.9%: \$8,000 80-80.9%: \$9,000 <80%: \$10,000 + \$1,000 for each percentage point (or part thereof) below 80%.
3	Contact Center	§ 4.1.6.1	Second Tier Completion	No less than 90% of second tier reviews (reconsiderations) are completed during the original	Penalties are established as follows based on monthly reporting for second-tier

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				reconsideration call by the prescriber.	review completion: 89.0-89.9%: \$5,000 88.0-88.9%: \$6,000 87.0-87.9%: \$7,000 86.0-86.9%: \$8,000 85.0-85.9%: \$9,000 < 85.0%: \$10,000 + \$1,000 for each percentage point (or part thereof) below 85%
4	Contact Center	§ 4.1.6.2	Scheduled Callback Response Time	98% of Scheduled Callbacks must be attempted with 15 minutes of the promised time frame provided to the caller at the time the callback option is selected by the caller.	Penalties are established as follows based on monthly reporting for scheduled callback response time: 97.0-97.9%: \$1,000 96.0-96.9%: \$2,000 95.0-95.9%: \$5,000 94.0-94.9%: \$10,000 + \$5,000 each percentage point (or part thereof) below 94%
5	Contact Center	§ 4.1.6.4	Answering Speed	80% of calls should be answered within twenty (20) seconds	Penalties are established as follows based on monthly reporting for ASA: 75.0-79.9%: \$5,000 ≤ 74.9%:

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					\$5,000 plus \$1,000 for each additional percentage point or part of a percentage point below 75%
6	Contact Center	§ 4.1.6.4	Answering Speed	The average speed of answer (ASA) should not exceed one (1) minute per calendar month.	Penalties are established as follows based on monthly reporting for ASA: 5,000 for any month in which the ASA exceeds one (1) minute.
7	Contact Center	§ 4.1.6.4	Abandonment Rate	The abandonment rate is 5% or less, excluding calls abandoned in the first 10 seconds or within an interactive voice response (IVR) system.	Penalties are established as follows based on monthly reporting for abandonment rate: 90.0 – 94.9%: \$5,000. ≤89.9%: \$5,000 plus \$1,000 for each additional percentage point or part of a percentage point in which the abandonment rate exceeds 90%.
8	Contact Center	§ 4.1.6.4	Hold Times	Total hold time used by a representative during a live call shall not exceed two (2) minutes per call per representative.	\$5,000 for any occurrence below this standard, measured monthly.
9	Contact Center	§ 4.1.6.6	Contact Center Interactions	All contact center interactions must be tracked, recorded and made available	\$1,000 for each failure.

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				upon request for state review within forty-eight (48) hours at a location and through a method of the Department's choosing.	
10	Contact Center	§ 4.1.6	PA Accuracy	ePA requests must be completed with 95% accuracy, measured monthly.	Penalties are established as follows based on monthly reporting: 94.0-94.9%: \$1,000 93.0-93.9%: \$2,000 92.0-92.9%: \$3,000 91.0-91.9%: \$4,000 90.0-90.9%: \$5,000 <90.0%: \$6,000 + \$1,000 for each percentage point (or part thereof) below 90%.
11	Program Requirements	§ 4.1.6.5	PA Request Completion	All Prior Authorization requests, regardless of source, must be responded to within twenty-four (24) hours of receipt	\$500 for each PA not responded to within twenty-four (24) hours of receipt
12	Program Requirements	§ 4.1.6.5	PA Request Completion	Prior Authorization requests, regardless of source, must be completed within twenty-four (24) hours of receipt of complete information	\$500 for each PA not completed within twenty-four (24) hours of receipt
13	Program Requirements	§ 4.1.6.1	Peer-to-Peer Requests	All peer-to-peer requests must be responded to within one (1) business day	\$500 for each day or part of a day past one business day that a peer-to-

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					peer request is not responded to; this is measured per request, monthly.
14	Program Requirements	§ 4.2.2	Required Staffing	Licensed clinical staff (i.e., pharmacists and physicians) shall be readily available for reconsiderations during one hundred percent (100%) of the call line operating hours.	\$10,000 per day or part of a day in which clinical staff is not available during operating hours or in which the provider must wait for more than five (5) minutes to be connected to a licensed professional.
15	Program Requirements	§ 4.2.2	Key Positions	Any personnel change in a key position must be approved by the Depa. Any opening in a key position must be filled with staff acceptable to Department within ninety (90) calendar days of the position coming open.	\$1,000 per day for every day past 90 days in which a key position remains unfilled.
16	Program Requirements	§ 4.1.3	Denial Notification Letters	Produce and send Department-approved denial letters by an approved mechanism to providers and members within forty-eight (48) business hours of determination.	\$250 per occurrence for any notification not produced and provided within 48 business hours.
17	Program Requirements	§ 4.1.6	PA Request Completion	PA requests adjudicated through the contact center must be completed with 95% accuracy, measured monthly.	\$1,000 for each percentage point or part of a percentage point below 95% accuracy.

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				Vendor must demonstrate compliance by performing accuracy validation testing sufficient to demonstrate 95% accuracy using a statistically valid random sample sufficient to generate a +/- 5% margin of error at a confidence level of 95%.	
18	Program Requirements	§ 4.1.6	PA Request Completion	PA requests processed automatically through a request and response to the eMedNY system must be completed with 95% accuracy, measured monthly. Vendor must demonstrate compliance by performing accuracy validation testing sufficient to demonstrate 95% accuracy using a statistically valid random sample sufficient to generate a +/- 5% margin of error at a confidence level of 95%.	\$1,000 for each percentage point or part of a percentage point below 95% accuracy.
19	Reporting	§ 4.3.1	Required Reports	Required reports will be provided to the Department within five (5) business days of the specific reporting period.	\$250 per report per day for reports not received as required.
20	Reporting	§ 4.3	Prior Authorization Dashboard	Dashboards for prior authorization statistics must be available to the state at any time, outside	\$1,000 for any day, or part of a day, in which the dashboard is not available.

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				of state-approved downtime.	
21	Reporting	§ 4.3	Contact Center Dashboard	Dashboards for contact center statistics must be available to the state at any time, outside of state-approved downtime.	\$1,000 for any day, or part of a day, in which the dashboard is not available.
22	Reporting	§ 4.1.6	Required Event Reporting	For adverse events relating to the PA program or system, such as call center rollover, call center downtime, or ePA system downtime, vendor must notify the Department contact immediately by phone and email.	\$1,000 for any event not reported to the Department within fifteen (15) minutes of the initial discovery by the vendor.
23	System Requirements	§ 4.1.4	System Availability	Prior Authorization website must be available twenty-four (24) hours per day, seven (7) days per week, except for DOH-approved scheduled downtime.	\$20,000 per day or part of a day in which the downtime exceeds five (5) minutes. The vendor will be expected to provide a monthly report of system availability.