

Hometown Health Providers & Sierra Healthcare Options

Q1 PY2020

July 1st, 2019 – Sept 30, 2019

*Hometown
Health* 



SIERRA HEALTH-CARE OPTIONS, INC.SM

N e v a d a PUBLIC EMPLOYEES' BENEFITS PROGRAM



November 15, 2019

Service Performance Standard(Metric)	Guarantee Measurement	Actual	Pass/Fail
I. EDI claims repricing	95%- Turnaround time frame for repricing of medical claims within 3 business days of receipt from PEBP's TPA	93.0%	Fail
	97%- Accuracy of claims repriced by the PPONetwork must be accurate and must not cause a claim adjustment by PEBP's TPA	99.45%	Pass
II. A.Hometown Health Provider DataChanges*	100%- Data changes must be provided to PEBP's TPA within 30 calendar days following the effective date of the change	100%	Pass
	100%- Provider fee schedule revisions must be provided to PEBP's TPA within 30 calendar days following the effective date of the change	100%	Pass
II. B. Sierra Healthcare Options(SHO) Provider DataChanges*	100%- Data changes must be provided to PEBP's TPA within 30 calendar days following the effective date of the change	100%	Pass
	100%- Provider fee schedule revisions must be provided to PEBP's TPA within 30 calendar following the effective date of the change (100% of the ACT's are routed to the State of Nevada within 30 days of notification of the add, change or term. Please note: the effective date of add, change or term can be greater than 30 days based on the date SHO receives the notification or signed document from the provider)	100%	Pass
III. Data Reporting	A. Standard reports must be delivered within 10 days of end of reporting period or event as determined by PEBP.	100%	Pass
	B. Special reports requested by PEBP and/or PEBP's Consultant/Actuary must be delivered within 10 days of agreed response date. .	100%	Pass
IV. Subcontractor disclosure	100%- of all subcontractors utilized by vendor are disclosed prior to any work being done on behalf of PEBP. Business Associate Agreements completed by all subcontractors.	100%	Pass
V. Website	100%- Network website must be updated within 30 calendar days as provider information changes take effect	100%	Pass

11/15/2019

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