

Health Plan of Nevada

Quarterly
Update for
January - March 2020



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



March 15th, 2020

Health Plan of Nevada HMO

Performance Standards and Guarantees- Self Reported

Quarterly Report for January - March 2020

Service Performance Standard (Metric)	Guarantee Measurement	Actual	Pass/Fail
I. Claims Processing	97% - Claims Financial Accuracy	100%	Pass
	95% - Claims Procedural Accuracy	100%	Pass
	95% in 30 working days - Clean claims turnaround for unaffiliated providers	100%	Pass
II. Participant Correspondence	ID Card Turnaround- Mailed within 10 working days of date of eligibility input	2.19 days	Pass
	Membership materials (electronic)- Available within 10 working days of date of eligibility input	6.75 days	Pass
III. Customer Service- Telephone	Speed to queue and answer by live voice- Within 60 seconds	152 sec	Fail
	5% or less - Telephone abandonment rate	14%	Fail
IV. Other Customer Service	98% - Resolved resolution within 30 days of receipt of written correspondence (i.e. complaint or appeal)	100%	Pass
	Notification to member regarding PCP disenrollment - within 30 working days	100%	Pass
	Primary Care Physician /Member Ratio - 1 to 2450	1 to 312	Pass

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