

Health Plan of Nevada

Quarterly
Update for
January-March 2021



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



May 14th, 2021

Health Plan of Nevada HMO

Performance Standards and Guarantees- Self Reported

Quarterly Report for January– March 2021

| 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 | 96% | Pass |
| II. Participant Correspondence | ID Card Turnaround- Mailed within 10 working days of date of eligibility input | 2.91 days | Pass |
| | Membership materials (electronic)- Available within 10 working days of date of eligibility input | 6.98 days | Pass |
| III. Customer Service- Telephone | Speed to queue and answer by live voice- Within 60 seconds | 4 sec | Pass |
| | 5% or less - Telephone abandonment rate | 1% | Pass |
| 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 228 | Pass |

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