Anthem strives to provide excellent value by improving affordable access to quality healthcare for our customers.  We are confident that we will deliver outstanding service for State of Indiana. As such, we are placing administrative fees at risk to meet certain criteria as outlined below.

## A summary of our guarantees

This is a summary of the performance guarantees that Anthem offers for the U.S. population. The final terms and conditions of the Performance Guarantees contained herein are subject to finalization of the contract language in the Administrative Services Agreement. It is not a legal contract. If this summary conflicts with the Administrative Services Agreement, any Schedules or Attachments, the Administrative Services Agreement controls.

These guarantees apply to the State of Indiana EAP plan.

## More about the guarantees

All guarantees will be effective from 01/01/22 -12/31/25 unless otherwise noted. The guarantees are measured and settled annually, with exceptions specified.

These guarantees cover aspects of performance that are related to Anthem’s control. Listed below are potential reasons that may alter the terms of the guarantees:

* A change to the Plan benefits that result in a substantial change in the services to be performed by Anthem or the measurement of a Performance Guarantee.
* Your number of enrolled Subscribers changes by 10% or more over the course of the contract period.
* Changes in law.
* We don’t receive information or other support from you that would allow us to meet the Guarantee.
* There is no executed Administrative Services Agreement on file.
* Circumstances beyond our control including but not limited to any act of God, civil riot, floods, fire, acts of terrorists, acts of war or power outages that delay our performance or that of our vendors.
* You terminate the Agreement before the end of a Performance Period, or we terminate it due to non-payment.
* You terminate participation in particular programs tied to Performance Guarantees prior to completion of the Measurement Period.

## General Terms

* Performance Category. The term Performance Category describes the general type of Performance Guarantee.
* Reporting Period. The term reporting Period refers to how often Anthem will report on its performance under a Performance Guarantee.
* Measurement Period. The term Measurement Period is the period of time under which’s performance is measured, which may be the same as or differ from the period of time equal to the Performance Period.
* Penalty Calculation. The term Penalty Calculation generally refers to how [Anthem]’s payment will be calculated, in the event Anthem does not meet the target(s) specified under the Performance Guarantee.
* Amount at Risk. The term Amount at Risk means the amount Anthem may pay if it fails to meet the targets specified under the Performance Guarantees.
* Some Performance Guarantees measure and compare year to year performance. The term Baseline Period refers to the equivalent time period preceding the Measurement Period.
* Performance Guarantees may be measured using either aggregated data or Employer-specific Data. The term Employer-specific Data means the data associated with Employer’s Plan that has not been aggregated with other employer data. Performance Guarantees will specify if Employer-specific Data shall be used for purposes of measuring performance under the Performance Guarantee.
* Anthem has the right to offset any amounts owed to Employer under any of the Performance Guarantees contained in the Attachments to this Schedule C against any amounts owed by Employer to Anthem under: (1) any Performance Guarantees contained in the Attachments to this Schedule C; (2)  the Agreement; or, (3) any applicable Stop Loss Policy
* Identified Members are Members who are identified by Anthem as appropriate for inclusion in the measured population, the selection criteria for which may be modified from time to time.
* Employer shall provide the historical eligibility information and the historical medical and Prescription Drug Claims in the form and for the time frame required by Anthem followed by monthly refreshes of Claims and Prescription Drug data from third party payers other than Anthem.  All data must be materially complete and in the agreed upon format.  Failure by Employer to provide any data in the time frame and format required by Anthem will nullify the applicable Performance Guarantee.
* The terms of all PGs, including targets and fees at risk, are subject to change once more is known about the impact of COVID-19.

## Amount at Risk

The total amount at risk for the below performance guarantees between Anthem and State of Indiana shall not exceed the following:

* 16% of EAP fees annually

Confirmation of all applicable fees for the performance guarantees will be reflected in Employer’s Schedule C.

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| Performance Category - EAP | **Percentage at risk Annually** |
| EAP Average Speed of Answer | 2.0% |
| EAP Abandonment Rate | 2.0% |
| EAP Member Satisfaction | 2.0% |
| EAP Follow-up | 2.0% |
| EAP Network Access | 2.0% |
| EAP Management Reports | 2.0% |
| EAP Vendor Integration | 2.0% |
| EAP Critical Incident Response Satisfaction | 2.0% |
| **Total** | **16.0%** |

### Additional Terms and Conditions

* For purposes of imposing penalties, measurement shall not begin until the start of the fourth month of the initial Agreement period for the following measures: Average Speed of Answer and Call Abandonment Rate.
* Performance will be based on the results of a designated service team/business unit assigned to State of Indiana, unless the guarantee is noted as measured with Employer-specific Data.
* Unless otherwise provided in the description of a Performance Guarantee in this attachment, the Performance Guarantees herein require 30 or more of Employer’s Members being measured in order for Anthem to have an obligation to make a payment under such Performance Guarantee
* All Performance Guarantees in which Anthem will make outbound calls to Identified Members will exclude Identified Members whom Anthem cannot reach due to incorrect or invalid telephone numbers, including numbers where permission is required by law but not provided, or those Identified Members who have requested that Anthem not contact them.
* Anthem reserves the right to revise Performance Guarantees to reflect modifications and advances in medical standards and practices when such standards and practices become generally accepted.

## EAP Performance Guarantees

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| **EAP** | **Percent at risk** | **Description** | **Penalty** | **Measurement and Reporting** |
| EAP Average Speed to Answer | 2.0% annually | The average speed to answer (ASA) will be 30 seconds or less. ASA is defined as the average number of whole seconds members wait and/or are in the telephone system before receiving a response from a customer service representative (CSR). This Guarantee will be calculated based on the total number of calls answered by a CSR. This will be measured with Employer-specific Data. | 30 seconds or less: None  31-33 seconds: 25%  34-36 seconds: 50%  37-39 seconds: 75%  Greater than 40 second: 100% | Measured and reported annually |
| EAP Abandonment Rate | 2.0% annually | A maximum of 3% of member calls will be abandoned. Abandoned Calls are defined as member calls that are waiting for a customer service representative (CSR), but are abandoned before connecting with a CSR. This Guarantee will be calculated based on the number of calls abandoned divided by the total number of calls received in the customer service telephone system. This will be measured with Employer-specific Data. | 3% or Less: None 3.01% - 3.4%: 25%  3.41% – 3.7%: 50%  3.71% - 3.99% 75%  Greater than 4%: 100% | Measured and reported annually |
| EAP Member Satisfaction | 2.0% annually | A minimum average score of 90% will be attained on the EAP Member satisfaction survey. Members ages 18 and older will be asked to rate their satisfaction with EAP program using a 4 point scale. The response is scored by dividing (i) the total number of Members who respond positively by (ii) the total number of Members who respond to the EAP member satisfaction survey. The survey will be given to Members enrolled in an EAP service who agree to participate in the survey. This Guarantee requires a minimum of 100 of Member responses. This will be measured with Employer-specific Data. | 90% or Greater: None  87.5% - 89.9%: 25%  85.0% - 87.4%: 50%  83.0% - 84.9%: 75%  Less than 83.0%: 100% | Measured and reported annually |
| EAP Follow-up | 2.0% annually | A minimum of 95% of Identified Members will have at least 1 outreach call or email (follow-up) within 2 business days when the Member agrees to a follow-up call or email. This Guarantee will be calculated by dividing the number of Identified Members with at least 1 outreach call or email (follow-up) divided by the total number of urgent and emergent cases where the Identified Members agree to a follow-up call or email. This will be measured with Employer-specific Data. | 95% or Greater: None  92.5% - 94.9%: 25%  90.0% - 92.4%: 50%  88.0% - 89.9%: 75%  Less than 88.0%: 100% | Measured and reported annually |
| EAP Network Access | 2.0% annually | A minimum of 96% of Members will have Member access.  Member Access is defined as access to at least 2 Network Providers in the following geographic areas:  Urban:  10 miles  Suburban:  20 miles  Rural:  45 miles  Member Access will be established by running a Geoaccess Report based on criteria established by Anthem. This Guarantee will be calculated based on the number of Members with Member Access divided by the total number of Members.  This Guarantee will not include vision, dental or pharmacy Providers.  This will be measured with Employer-specific Data. | 96% or Greater: None  93.5% - 95.9%: 25%  91.0% - 93.4%: 50%  89.0% - 90.9%: 75%  Less than 89.0%: 100% | Measured and reported annually |
| EAP Management Reports | 2.0% annually | Standard EAP reports will be made available to Employer by no later than 45 calendar days following the end of the quarter. The reports will include utilization information. This will be measured with Employer-specific Data | By day 45: None  Over 45 days –once: 25%  Over 45 days –twice: 50%  Over 45 days -3 times: 75%  Over 45 days -4 times: 100% | Measured and reported annually |
| EAP Vendor Integration | 2.0% annually | We agree to the development of a performance guarantee related to integration and collaboration with State vendors based on mutually agreeable language. | To be determined | Measured and reported annually |
| EAP Critical Incident Response Satisfaction | 2.0% annually | We agree to the development of a performance guarantee related to critical incident response satisfaction based on mutually agreeable language. | To be determined | Measured and reported annually |