



# Alliance Alert

## 2. Sample Documentation Chart

Employer	Caremark Contact	Date and Time of Call	Brief Definition of Problem	Date & time of resolution or request for resolution extension	Completion Date of Problem Resolution
TML IEBP	Eric	06/14/06: 12:56	City of Somewhere Rx plan is not taking increased copay of \$35 for brand. Last plan year copay is still being used.	6/15/06 1:00 Plan set up will occur and plan will be adjusted by 6/18/06.	Completion 6/18/06

**Account Management Responsiveness.** Caremark guarantees that account service representative will acknowledge receipt of 95% of calls/emails from Client staff within one business day of receipt. Participating groups will be responsible for reporting any failure to meet the above stated guarantee to Caremark. This is measured on a Client specific basis. Should Caremark fail to meet the above-stated for any given contract quarter, Caremark shall credit Client as follows:

- Above 95% - no penalty
- 94%-93% - \$2,500
- <93% - \$5,000.00
- No response at all - \$1,000 per occurrence.

The total penalty amount in any contract quarter is limited to \$10,000.00.

**Account Management Satisfaction.** A satisfaction survey shall be conducted annually among Client's management team Overall satisfaction ratings of at least 3 on a 5-point scale (5 is best rating) shall be guaranteed. Caremark shall be responsible for survey design, data collection, analysis and all costs associated with conducting the surveys. Upon receipt of written request by the Client, Caremark shall provide details of Account Management Satisfaction performance.

**Account Management Client Meetings.** During first quarter after the Effective Date, Caremark will be available to meet via conference call with Participating Groups on a minimum of a monthly basis and thereafter on a minimum of a quarterly basis as requested. Upon receipt of written request by the Client, Caremark will provide a report of the client meetings held each quarter.

**Mail Service Prescription Accuracy.** Caremark's accuracy in dispensing Prescriptions from its assigned mail service pharmacy (correct drug, correct strength, correct dosage form and correct participant) shall be at least 99.90%, as measured on a contract year basis. Upon receipt of written request by the Client, Caremark shall provide details of Mail Service Accuracy performance.

**Mail Turnaround Time.** Within an average of two (2) working days of receipt, Caremark shall dispense and ship at least 95% of all clean (not requiring intervention or clarification) mail service pharmacy Prescriptions from its assigned mail service pharmacy, as measured on a contract year basis. The average calculation is determined by taking the total number of prescriptions shipped (as recorded by Caremark's systems) multiplied by the number of days these prescriptions took to ship divided by the total number of shipped prescriptions. Upon receipt of written request by the Client, Caremark shall provide details of Mail Turnaround Time performance.

**Generic Mail Substitution.** At least 90% of total mail service Prescriptions with qualifying generics shall be dispensed with a generic product, where substitution is permitted by applicable law, the plan participant consents, and Caremark is unrestricted in its ability to promote the dispensing of generic drugs as measured on a contract year and Client specific basis. Upon receipt of written request by the Client, Caremark shall provide details of Generic Mail Substitution performance.

**Generic Retail Substitution.** At least 84% of all Prescriptions with qualifying generics that are dispensed to participants by retail pharmacies in Caremark's network shall be dispensed with a generic product, when the applicable law indicates that therapeutic substitution is appropriate, the plan participant consents and Caremark is unrestricted in its ability to promote the dispensing of generic drugs, as measured on a contract year and client specific basis. Upon receipt of written request by the Client, Caremark shall provide details of Generic Retail Substitution performance.

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**Plan Participant Satisfaction.** Satisfaction surveys shall be conducted during the plan year among Caremark’s base of prescription drug benefit plan participants. Survey respondents shall be selected at random from plan participants who have recent experiences with one or more of the following Caremark services: 1) Retail Pharmacy benefits; 2) Mail Service Pharmacy benefits; 3) Customer Care.

Based upon a statistically valid sample, overall satisfaction ratings of at least 90% shall be guaranteed. Caremark shall be responsible for survey design, data collection, analysis and all costs associated with conducting the surveys. Upon receipt of written request by the Client, Caremark shall provide details of Plan Participant Satisfaction performance.

**Eligibility Updates.** Caremark guarantees 98% of ongoing eligibility updates shall be processed within two (2) working days of receipt of a clean and complete eligibility file. This is measured on a Client specific basis.

**Phone Abandonment Rate.** Inbound calls to Caremark’s toll-free customer service lines shall be answered with an abandonment rate of 4% or less, as measured on a quarterly and Client specific basis. Measurement excludes calls routed to an IVR and excludes calls abandoned by the participant within the first thirty (30) seconds. Upon receipt of written request by the Client, Caremark shall provide details of Phone Abandonment Rate performance.

**Phone Average Speed of Answer.** Inbound calls to Caremark’s toll-free customer service lines shall be answered within an average time of thirty (30) seconds or less. Measurement excludes calls routed to an IVR. This is measured on a Client specific basis. Upon receipt of written request by the Client, Caremark shall provide details of Phone Average Speed of Answer performance.

**Electronic Claims Processing Accuracy.** Electronic claims processing accuracy for both retail and mail service pharmacies will be at least 99.5% in any contract year for which Client conducts a claims audit as provided in the Audit Rights section of this Agreement. Upon a final and conclusive determination of any discrepancies discovered by such a claims audit, the electronic claims processing accuracy rate shall be calculated based upon the following formula: ((total number of electronic retail and mail service paid claims processed in sample) - (number of electronic retail and mail service paid claims processed incorrectly in sample)) / (total number of electronic retail and mail service paid claims processed in sample). This is measured on a Client specific basis.

**Participating Retail Pharmacy Access.** Subject to the availability of any active retail pharmacy within the specified area, Caremark’s retail national network shall include a pharmacy within ten (10) miles of the residence of at least 90% of Participants, when Participants have an active retail pharmacy within ten (10) miles of their residences, as measured on a contract year and client specific basis. Upon receipt of written request by the Client, Caremark shall provide details of Participating Retail Pharmacy Access performance.

**Plan Administration Accuracy.** With written Client sign-off of the accuracy of Client plan design and/or requested changes and testing, Caremark guarantees that Client’s Plan Design will be implemented with 100% accuracy. Client will be responsible for reporting any failure to meet the above stated guarantee to Caremark on an annual basis. This is measured on a Client specific basis.

Fund Contact Tracking	Caremark Tracking/ Quarterly	Caremark Tracking Annually	Deletions
Account Management Resolution Log	System Availability	Account Management Satisfaction	On-Line Claim Processing
Account Management Responsiveness tracked on Resolution Log/Include Plan Set-Up Issues	ID card TAT	Mail Service TAT	Management of Report Timeliness – due to Resolve and Quarterly Meeting schedule
Group Changes/Termination maintained on Resolution	Quarterly PEBA Employer Meeting Report	Mail Service Quality (PEBA stats Only)	

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Fund Contact Tracking	Caremark Tracking/ Quarterly	Caremark Tracking Annually	Deletions
log if TAT not met			
	Management Report Timeliness	Generic Substitution Report: Mail and Retail (PEBA stats Only)	
		Satisfaction Survey Stats Employer and Plan Participant	
		Phone Abandonment Rate Stats	
		Phone Average Speed of Answer	
		Electronic Claim Processing Accuracy	
		Network Zip code Coverage Analysis	

**For more information Please contact PEBA directly: (800) 348-2879 ext. 6768**