

**Attachment C-4
February 13, 2008**

**COMMONWEALTH OF PENNSYLVANIA
LONG TERM CARE
PERFORMANCE STANDARDS AND GUARANTEES**

QUALITY INDICATOR	GUARANTEE	LIQUIDATED DAMAGE	REPORT NAME
Task Plan #1	Develop and present a detailed implementation project plan identifying all tasks, completion dates, and responsible party(ies) no later than 10 business days after the effective date of the Agreement.	\$100,000	Implementation Project Plan
Help Desk #1 #2	<p>85% of telephone calls will be answered within 20 seconds or less with an average speed of answer 20 seconds or less.</p> <p>The telephone abandonment rate will be less than 2%.</p> <p>NOTE: Prudential's Help Desk calls are answered on the first ring. An automated teller will answer with a list of prompts that the caller can select that directs the call to the appropriate customer service team. Once a prompt is selected, that call will either be answered in the first or second ring or it will be put into the queue where the measurement noted above will apply. Prudential believes that this is a better level of service than what was proposed in IV-4. Agreement Standards.</p> <p>#1 and #2 to be measured quarterly on a Commonwealth specific basis.</p>	<p>\$1,500 per quarter</p> <p>\$667 per quarter</p>	<p>Customer Service Report</p> <p>Customer Service Report</p>

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	<p>We are agreeable to this performance guarantee, however we will need to review with the Commonwealth's Office of Administration to agree on how to measure. To be measured quarterly on a Commonwealth specific basis.</p>		<p>Each issue will be logged into a Response Report.</p>
<p>Claim Resolution #1</p>	<p>95% of LTC decisions will be made within 12 business days of receipt of a clean claim.</p> <p>To be measured quarterly on a Commonwealth-specific basis.</p>	<p>\$2,000 per quarter</p>	<p>Claim Service Report</p>
<p>Timeliness & Accuracy #1</p> <p>#2</p>	<p>Take a first action (approve, reject, or request additional information) on 95% of underwriting applications within 15 calendar days of receipt.</p> <p>Take a final action (approve or reject) on 95% of underwriting applications within 15 calendar days of receipt of required information.</p> <p>Although this can be reported quarterly, Prudential will measure annually on a Commonwealth specific basis. There is too much fluctuation of activity in this area as applications are very high at annual enrollment time and low at other times (new hire activity). This could skew the results if measured quarterly.</p> <p>98% of insurance certificates will be issued to plan participants within 10 business days of an application being processed and accepted by the Contractor/Insurance Company.</p> <p>To be measured quarterly on a Commonwealth-specific basis.</p>	<p>\$1,332 per year</p> <p>\$333 per quarter</p>	<p>Evidence of Insurability Report</p> <p>Insurance Certificate Mailing Report</p>
<p>Stewardship #1</p>	<p>Prudential will agree to provide all quarterly activity and performance reports on a quarterly</p>	<p>\$333 per quarter</p>	

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	<p>basis within 30 days of the close of the quarter.</p> <p>Account Management will meet with the Commonwealth to discuss the results no later than one month following the end of the quarter.</p> <p>To be measured quarterly.</p>		

Liquidated Damages:

- \$33,332 is at risk each year, as allocated to the items listed above except Task Plan #1.
- Any liquidated damages due from employee-paid coverages will be remitted to the client after the close of the year.