

Performance Area	Metric	Definition	LOB	Cadence
Quality	Quality Score Avg Rate	Quality HEDIS® priority measures as compared to the existing, most available QC benchmarks by PPG. A score is attributed to each measure's performance against the benchmark, then an average of all scores is provided as the "Quality Score". To determine ranking of scores that can fall into each of the 5 performance categories; the Quality scores were ranked across all eligible PPGs by population of interest.	Commercial (Comm)/ Medi-Cal (MCL)/ Medicare (MCR)	Monthly
	CAHPS	CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. It is a measure of member experience for Medicare providers.	MCR	Annual
Delegation Oversight - UM	Overall Compliance Rate	The utilization management PPG scorecard embodies an overall measurement of the PPG compliance rate based on their annual audit score and their turn around timeliness scores for authorization during the previous quarter.	Comm/MCL/MCR	Quarterly
Delegation Oversight - Claims	% Claims paid within 30 Calendar days	Total count of all claims paid within reporting quarter and number of those claims processed timely.	MCL/MCR	Quarterly
	% Provider Dispute Resolution (PDR) Resolved within 45 Working days	Total count of all provider disputes processed within reporting quarter and number of those provider disputes processed timely.	Comm/MCL	Quarterly
	% Claims paid within 45 Working days	Total count of all claims paid within reporting quarter and number of those claims processed timely.	Comm	Quarterly
	% PDR Resolved within 30 Calendar days	Total count of all provider disputes processed within reporting quarter and number of those provider disputes processed timely.	MCR	Quarterly
Risk Adjustment	Build-up Risk Adjustment Factor (RAF)	Raw Risk Adjustment score based on all Encounters and Alternative Submission Method (ASM) received as of the data refresh date.	Comm/MCR	Monthly
	MWOV	Represents members without visits as of the data refresh date.	Comm/MCR	Monthly
	Recapture Rate	Represents the percent of suspected conditions captured by the data refresh date.	Comm/MCR	Monthly
Financial	Financial Solvency (blue book rating)	A solvency ratio is a key metric used to measure an PPG's ability to meet its debt and other obligations.	Comm/MCL/MCR	Monthly
Network	Access – Provider Appointment Availability Survey (PAAS)	Survey data collected to indicate the % availability of timely access to provider appointments.	Comm/MCL/MCR	Annual
	PTMPY Grievances	PTMPY (Per Thousand Members Per Year) rates are calculated using the total number of grievances, divided by total member months and multiplied by 12,000 (1,000 x 12 months).	Comm/MCL/MCR	Quarterly
	Annual Network Adequacy	Annual Subnetwork Certification for Medi-Cal. The Plan certifies delegated at-risk subnetworks to provide adequate access to members assigned to them based on a set of criteria required by DHCS for services they are at-risk for. Pass/Fail metric.	MCL	Annual
Encounters	Total PMPY	This is a measurement of the Per Member Per Year Visits received in Encounters.	Comm/MCL/MCR	Annual
	Timeliness 0-60 Days	Shows the percent of Encounters received up to 60 Days from the date of service.	Comm/MCL/MCR	Quarterly