

1.15 Service Level Agreement – Customer Relations Management

Customer Relations	
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<p>Performance Standard:</p> <p>The vendor is to provide customer relations management. The vendor is to maintain sufficient staff and systems to manage, track and report on Customer Services via multiple channels, including telephone, web portal, e-mail, and web chat. The vendor is to provide an integrated customer relations management system to be used in tracking and managing Customer contacts from all channels and can report on Customer contact metrics separately. Vendor support is to be available 100% of the time during Standard working hours, as specified by DOBI.</p> <p>The Vendor is to ensure customer relations management meets the following performance standards:</p>	
<p>Effective Date:</p> <p>The agreement effective date</p>	
Measurement Process	Failure & Nonexclusive Remedies
Achieve a monthly average first encounter resolution rate of a minimum of 75%. First encounter resolution is defined as encounter resolved by a Customer Service Representative rather than those routed to a supervisor or requiring a follow-up Customer contact.	\$5,000 when monthly average first Encounter resolution rate falls below 75%.
Maintain a maximum monthly average time-to-answer of 60 seconds.	\$5,000 for monthly average time-to-answer exceeding 60 seconds.
Maintain a monthly average percentage of calls answered in 30 seconds or less at seventy percent (70%) or higher.	\$2,500 when monthly percentage of calls answered in 30 seconds or less falls below 65%.

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Measurement Process	Failure & Nonexclusive Remedies
Maintain a maximum monthly average abandoned call rate of three (3) percent, excluding calls where a caller left a message and calls that were abandoned before 30 seconds.	\$2,500 for monthly average abandoned call rates exceeding 3% or \$5,000 for monthly average abandoned call rates exceeding 5%.
Maintain a maximum time-to-answer of 2 minutes.	\$2,500 if 10% or more of calls exceed given threshold over a period of a month on average. \$5,000 if 30% or more of calls exceed given threshold.
Respond to all chat messages within 30 seconds.	\$2,500 when monthly percentage of chats answered in 30 seconds or less falls below 85%
Respond to all emailed inquiries received to within one (1) Business Day.	\$5,000 for monthly average time-to-respond exceeding one (1) Business Day.
Receive a top two rating (assuming a five-point scale) in 85% of total Customer surveys for Customer satisfaction on the SCM-approved Customer surveys.	\$2,500 when quarterly average overall Customer satisfaction scores are less than 85%. \$5,000 for each instance when quarterly average overall Customer satisfaction scores are less than 75%.

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Measurement Process	Failure & Nonexclusive Remedies
Process at least 80% of all Eligibility documentation, Eligibility verifications for Individuals and Redeterminations within two (2) Business Days as measured from the time of receipt of application containing complete information. 100% of documentation related to Eligibility verifications and Redeterminations shall be processed within three (3) Business Days.	\$5,000 if 100% of Eligibility documentation, Eligibility verifications and Redeterminations are not processed within three (3) Business Days on average over a month
80% of all Enrollment forms must be processed within two (2) Business Days as measured from the time of receipt of the Enrollment forms containing complete information. 100% of Enrollment forms shall be processed within three (3) Business Days.	\$5,000 if 100% of Enrollment forms are not processed within three (3) Business Days.
Process completed Enrollment forms received with a minimum of 99% accuracy.	\$5,000 when monthly average falls below 99%.
Process Enrollment data provided to Exchange systems with a minimum of 98% accuracy.	\$5,000 when monthly average accuracy rate falls below 98%.
Send transfers / referrals to NJ FamilyCare from point of determination Process transfers / referrals from NJ FamilyCare from point of receipt	\$10,000 when monthly average rises over 5 business days
<p>Exceptions:</p> <p>None</p>	
<p>Reporting:</p> <p>Monthly status report</p>	