

Attachment 6: Standard Reports: Claims Processing and Customer Service Module

Standard Reports			
Report Number	Performance Indicator	Requirement	Frequency of Measure
Safety Monitoring			
TBD	Safety and Monitoring Activity	Activity report that demonstrates the number of Members affected by the program, number of physicians and Member letters sent, physician responses, and case referrals	Monthly (10 th day of the month)
TBD	Retrospective Safety Review	Detailed look at the number of interventions and types of communications occurring within the population during a define period of time. Shows intervention activity by program and provides member-level detail. Also includes: a. Age appropriate management b. Drug interaction management c. Duration of therapy management d. High utilization e. Therapeutic duplication management	Quarterly (25th day of month after quarter ends) and Annual (25th day of month after year ends)
Operations			
TBD	Pharmacy Audit Reports	Detailed Audit Findings	Quarterly (25th day of month after quarter ends) and Annual (25th day of month after year ends)
TBD	Paper Claims Report	Number of paper claims received and process in the quarter	Quarterly (15th day of month after quarter ends) and Annual (15th day of month after year ends)
Member Services			
TBD	Change Impact Report	List of Members impacted by an upcoming Formulary, UM or Plan Design Change (Members will receive notification of the change prior to the change effective date)	At least 30 days prior to the change effective date

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		<p>Detailed report that shows the savings as a percentage of contracted ingredient costs. Reports should include analysis of the following, split by Plan type and contract:</p> <ol style="list-style-type: none"> 1) Quantity of drugs dispensed 2) Number of days supply 3) Total AWP (brand, generic, specialty, retail, 90-day retail, mail and specialty pharmacy) 4) Total ingredient costs (brand, generic, specialty, retail, 90-day retail, mail and specialty pharmacy) 5) Discounts (brand, generic, specialty, retail, 90-day retail, mail and specialty pharmacy) 6) Total dispensing fees (brand, generic, specialty, retail, 90-day retail, mail and specialty pharmacy) 7) Member cost share 8) Net paid amount 9) Formulary versus non-formulary 10) Single-source versus multi-source 11) Brand versus generic 12) Retail, 90-day retail, mail order and specialty 13) Specialty drug utilization 14) Top 25 drugs by claim spend 15) Top 25 drugs by total number of prescriptions 	
CPS	Drug Pipeline	<p>Pharmaceutical pending approval by the FDA FDA Purple Book Evaluations of bio-similar & inter-changeable evaluations Important new indications for existing products Estimates the cost of the drug Proposed drug tier Cost of administration for each new product Column indicating date the drug hits the market</p>	Quarterly (15th day of month after quarter ends) and Annual (15th day of month after year ends)
NETWORK			
NTW001	Retail Broad Pharmacy Network	<p>Mapped presentation of analyses (Geo-Access Reporting) Segmented by State Additional geographic/provider factors</p>	1st Day of Contract, Quarterly (15th day of month after quarter ends) and Annual (15th day of month after year ends)
NTW002	90-Day Network Access	<p>Mapped presentation of analyses (Geo-Access Reporting) Segmented by State Additional geographic/provider factors</p>	1st Day of Contract After 1st Day, Upon Request
GUARANTEE			
GNT001	Performance Guarantee (PG) Report	Performance Guarantee (PG) Report that includes specific result for each PG	To be determined during the implementation of the Contract.
GNT002	Financial Guarantee (FG) Report	Financial Guarantee (FG) report with specific results and an assessment of whether the guarantee has or has not been met for the period.	Quarterly and annually within 10 State Business Days following end of period.