

Appendix H – Performance Standards and Guarantees

This section identifies the NDPERS performance standards and guarantees requested. Please confirm compliance with each guarantee. Some performance guarantees may not be applicable based on the services proposed. If the performance guarantee is not applicable, please note “N/A”.

#	Performance Guarantee	Requirement	Measurement	Performance guarantee reporting period (Monthly, Quarterly, Annual) & dollars at risk	Vendor Response: (Agree, Does Not Agree, N/A)	Requested Modification
1.	Implementation Team	Vendor will provide NDPERS with an implementation team to be responsible for accurate installation of all administrative, clinical, and financial parameters no later than 14 days after award of contract	14 days after award of contract by NDPERS Board	\$1,000 per day from day 15 forward for which a team has not been appointed		
2.	Project Plan	Vendor will provide an implementation project plan to be responsible for accurate installation of all administrative, clinical, and financial parameters no later than 20 days after contract award	20 days after award of contract by NDPERS Board	\$1,000 per day from day 20 forward for which a team has not been appointed		
3.	Identification Cards	For the initial implementation, accurate identification cards will be mailed	At least 10 days before the effective date	\$5,000 for each day less than 10 days before the effective date		
4.	Open Enrollment	Vendor shall provide representatives at employee	Compliance to be monitored and	\$5,000 for meetings not staffed as requested		

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	meetings and benefit fairs	educational meetings upon NDPERS request	assessed by NDPERS			
5.	Systems Training for NDPERS Staff	Vendor will provide training on the utilization of systems and reporting tools 60 days prior to implementation	Compliance to be monitored and assessed by NDPERS	\$1,000 for each day less than 60 days prior to implementation		
6.	Plan Performance Review	Within 10 calendar days following delivery of performance reviews to NDPERS, vendor shall develop and submit a corrective action plan (CAP) of issues identified for approval by NDPERS, and implement such plan within the time prescribed in the approved CAP	Measurement methodology shall be measured from date of delivery of the plan performance review in calendar days	Semi-annually \$1,000 per calendar day beyond the due date		
7.	Customer Satisfaction Surveys	Member satisfaction surveys will be designed by the vendor and approved by NDPERS. Vendor will invite a random sample of members to participate in the survey to collect a statistically valid of completed surveys.	Vendor will provide annual survey results to confirm compliance with performance standard	Annually Biannually (every 2 years) 8 of 10 @ 90% = \$5,000 7 of 10 @ 90% = \$10,000 <6 of 10 @ 90% = \$25,000		

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		<p>Using a 1-5 scale of Completely Satisfied, Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied. Vendor will meet or exceed a 90% satisfaction rate across all survey questions.</p> <p>Final survey questions and methodology will be agreed upon by vendor and NDPERS.</p>				
8.	Team Meetings	NDPERS requires monthly team meetings to address all planning / implementation, business, financial, clinical / formulary (including new drug review), and operational needs.	Compliance to be monitored and assessed by NDPERS	Monthly \$5,000 for each meeting missed		
9.	NDPERS Board Meetings	Vendor will participate in quarterly performance reviews to examine operational and financial performance. Any presentation materials will comply with Department of Labor's WCAG 2.1 Level AA requirements.	Compliance to be monitored and assessed by NDPERS	Quarterly \$5,000 for each quarter missed		

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10.	Account Management Satisfaction	Vendor will provide NDPERS with a satisfaction survey to assess account management support. The vendor will achieve an agreed-upon minimum average score based on survey results.	Vendor will be assessed based on agreed-upon account management survey	Annually TBD based on further discussions with vendor		
11.	Electronic Eligibility	Eligibility files will be uploaded within 8 hours when received before 1:00 PM CST. All transactions within the file will be completed by vendor within 18 business hours from the time the NDPERS file has been received, excluding errors requiring corrective action taken by NDPERS before the data can be uploaded and completed. Files received after 1:00 PM CST will be considered off-schedule and completed within 24 hours of receipt.	Vendor will provide quarterly reports to confirm compliance with performance standard	Quarterly \$500 for each missed file deadline		

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12.	Manual Eligibility	Manual eligibility will be loaded within 8 hours upon receipt or notification and must be applied and active in the vendor's system within 1 business day, excluding transactions requiring information or corrective action to be taken by NDPERS to complete eligibility.	Vendor will provide quarterly reports to confirm compliance with performance standard	Quarterly \$500 for each missed file deadline		
13.	Error Reports	The error report identifying critical errors will be completed by vendor within 18 business hours from the time the NDPERS file has been received when the file is received before 1:00 PM CST. Files received after 1:00 PM CST will be considered off-schedule and completed within 24 hours of receipt.	Vendor will provide quarterly reports to confirm compliance with performance standard	Quarterly \$500 for each missed file deadline		
14.	Data Files	Monthly data files (membership, medical, pharmacy) will be available by the 15 th of the following month.	Will be available to NDPERS on request	Monthly \$1,000 for each month not met		
15.	Health Risk Assessment	By June 30, 2028, at least 18% of eligible NDPERS members will have completed a Health Risk Assessment.	Vendor will provide a quarterly Executive Summary report to confirm compliance	Annually 17.99%-15% = \$2,500 14.99%-12.01% = \$5,000 12% or less = \$10,000		

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			with performance standard			
16.	Worksite Interventions	By June 30, 2028, at least 75% of participating employer-based wellness program agencies will have implemented a worksite intervention (i.e. wellness consultation, fruit program, break room assessment, wellness training, screening/prevention event, walking program, etc.).	Compliance to be monitored and assessed by NDPERS	Annually \$5,000 if not achieved		
17.	Diabetes Management	By December 31 of each year, vendor will have engaged at least 5% of diagnosed pre-diabetic and/or diabetic population of members in an intervention program that may include, but is not limited to: Diabetes Prevention Program, Exercise is Medicine, Positively Me, Daily Habits, or Better Choices Better Health. Vendor may include similar programs they may offer, if not these specific programs.	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$5,000 for each year of the biennium		

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18.	Fitness Center Reimbursement	<p>By Dec. 31, 2027, at least 5% of eligible members will receive the fitness center reimbursement in at least one month during the 2027 calendar year or will have tracked at least 150 minutes of exercise per week for three weeks in the wellness portal.</p> <p>By Dec. 31, 2028, at least 5% of eligible members will receive the fitness center reimbursement in at least one month during the 2028 calendar year or will have tracked at least 150 minutes of exercise per week for three weeks in the wellness portal.</p>	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>4.9-4% = \$2,500 3.9-3% = \$5,000 2.9 or less = \$10,000</p> <p>For each year of the biennium</p>		
19.	Silver & Fit Program (Retiree Medicare Supplement Plan Only)	<p>By Dec. 31, 2027, at least 5% of eligible members will utilize services included in the Silver & Fit Program in at least one month during the 2027 calendar year.</p> <p>By Dec. 31, 2028, at least 5% of eligible members will utilize services included in the Silver & Fit program in at least one</p>	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>4.9-4% = \$2,500 3.9-3% = \$5,000 2.9 or less = \$10,000</p> <p>For each year of the biennium</p>		

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		month during the 2028 calendar year.				
20.	Wellness Redemption Center (online and worksite activity only)	<p>By Dec. 31, 2027, \$850,000 will be paid out in the wellness redemption center for the 2027 calendar year.</p> <p>By Dec. 31, 2027, 9% of eligible members will have processed a redemption for wellness activity during the 2027 calendar year.</p> <p>By Dec. 31, 2028, \$850,000 will be paid out in the wellness redemption center for the 2028 calendar year.</p> <p>By Dec. 31, 2028, 9% of eligible members will have processed a redemption for wellness activity during the 2028 calendar year.</p>	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>\$849,999-700,000 = \$2,500 \$699,999-600,000 = \$5,000 \$599,000 or less= \$7,500</p> <p>For each year of the biennium</p> <p>8.99-7.01% = \$2,500 7-5% = \$5,000 4.9 or less = \$7,500</p>		

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21.	Healthy Pregnancy Program	<p>By June 30th, 2028, the percentage of eligible NDPERS members enrolled will increase by a growth rate of 3% over the percentage of eligible NDPERS members enrolled from July 1, 2026 – June 30, 2027.</p> <p>By June 30th, 2029, the percentage of eligible NDPERS members enrolled will increase by a growth rate of 3% over the percentage of eligible NDPERS members enrolled from July 1, 2027 – June 30, 2028.</p>	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>\$15,000 for each year of the biennium.</p>		
22.	HEDIS-like measures	Breast cancer screening rates will be at least 80%	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>\$15,000 for the 2-year biennium</p>		
23.	HEDIS-like measures	Cervical cancer screening rates will be at least 85%	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	<p>Annually</p> <p>\$15,000 for the 2-year biennium</p>		

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24.	HEDIS-like measures	Colorectal cancer screening rates will be at least 60%	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$15,000 for the 2-year biennium		
25.	NDPERS PPO network	Vendor shall maintain 92% or more of hospitals, practicing MD's and DO's of the proposed network	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$75,000 for the 2-year biennium		
26.	Claims Financial Accuracy	Claims Financial Accuracy will be 99% or greater, each year of the biennium. Measured as the absolute value of financial errors divided by the total paid value of audited dollars paid based on quarterly internal audit of statistically valid sample	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		

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27.	Claims Payment Accuracy	Claims Payment incidence Accuracy will be 98% or greater, each year of the biennium. Measured as the percent of Claims processed without financial payment error	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		
28.	Claims Processing Accuracy	Claims Procedural Accuracy will be 95% or greater, each year of the biennium. Measured as the percent of Claims processed without non-financial error	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		
29.	Claim Timeliness	Clean claims processing within 14 calendar days will be 95% or greater, each year of the biennium. Measured from the date the claim is received to the date claim is processed	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		

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30.	Average Speed of Answer	Average Speed of Answer will be 30 seconds or less, each year of the biennium. Vendor will have an established measurement process that shall be reviewed with NDPERS.	Vendor will provide a quarterly Executive Summary report to confirm compliance with the performance standard.	Semi-annually \$12,000 maximum for each year of the biennium \$1,000 per month if the average speed of answer is greater than 30 seconds.		
31.	Call Abandonment	Call Abandonment rate will be 5% or less, each year of the biennium	Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Annually \$10,000 for each year of the biennium		
32.	Accuracy and Timelines/First Call Resolution Written Inquiry Response Time	a.) 95% of inquiries must be resolved during the initial call, excluding appeals, billing errors, and escalations. b.) 95% of written inquiries must be responded to within 24 business hours of date stamp of receipt, excluding appeals, billing errors and escalations.	Vendor must evaluate a statistically valid sample of inquiries with reports provided.	Annually \$12,500 maximum for each year of the biennium.		

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33.	Overpayment Recovery	<p>100% of all confirmed overpayments identified from participating providers shall be recovered within 90 days when the overpayment can be deducted from the payment cycle. Refunds from nonparticipating providers will be deducted from future payments. A refund request will be submitted for nonpayment after 90 days.</p> <p>Measured as the number (count) of overpayments identified by monthly Overpaid Claims Report and paid to the State (not an offset of Claims) within 90 Calendar Days.</p>	Vendor will provide annual reports to confirm compliance with performance standard	<p>Annually</p> <p>\$12,500 for each year of the biennium</p>		

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34.	Access Rate to Primary Care Physicians	Vendor shall meet North Dakota Century Code (N.D.C.C.) 26.1-47-03, which defines appropriate access and availability for primary care providers as 50 miles for primary care physicians if eligible providers exist within 50 miles of the home ZIP Code.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$5,000 prorated for each full percentage point below for each year of the biennium.		
35.	Access Rate to Pediatricians	Vendor shall meet N.D.C.C. 26.1-47-03, which defines appropriate access and availability for primary care providers as 50 miles for Pediatricians if eligible providers exist within 50 miles of the home ZIP Code.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$5,000 for each full percentage point below for each year of the biennium.		
36.	Access Rate to Specialists and OB/GYNs	Vendor shall meet N.D.C.C. 26.1-47-03, which defines appropriate access and availability for Specialists and OB/GYNs if eligible providers exist within 50 miles of the home ZIP Code.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$5,000 for each full percentage point below for each year of the biennium.		

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37.	Access Rate to Hospitals	Vendor shall meet N.D.C.C. 26.1-47-03, which defines appropriate access and availability for hospital if eligible providers exist within 50 miles of the home ZIP Code.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$5,000 for each full percentage point below for each year of the biennium.		
38.	Payment to NDPSC for the About the Patient Program	A consensus on the accuracy of the files will be achieved within 10 business days of receiving the files from the Pharmacy Association. Payments will be made within 5 business days of consensus to NDPSC for the About the Patient program.	Compliance to be monitored and assessed by NDPERS	Annually \$10,000 per year		
39.	Interest rate on funds held by vendor under the fully-insured contract	Rate as determined by NDPERS and vendor	Corrected within 5 days of discovery Vendor will provide a quarterly Executive Summary report to confirm compliance with performance standard	Monthly \$5,000 per occurrence		

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40.	Prescription drug turnaround time – clean prescriptions	98% within 2 business days if no intervention required	Vendor will provide quarterly reports to confirm compliance with performance standard	Quarterly \$1,000 for each full percentage point below standard		
41.	Prescription drug mail dispensing accuracy	99.9% Mail service dispensing accuracy rate. Fields measured include member name, drug strength, directions, quantity, and prescriber name.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		
42.	Prescription drug home delivery member notifications	Vendor is required to notify a member within 30 days when a mail service prescription is changed or there is any expected shipping delay and provide reporting details to NDPERS capturing all occurrences by member/Date of Service/Issue	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		
43.	Prescription drug specialty pharmacy delivery	98% of prescriptions will be delivered and received by patients on the specified date of delivery	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		

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44.	Network Pharmacy Access	Pharmacy network composition will not be reduced by more than 5% in North Dakota compared to the network submitted in the RFP	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$12,500 for each year of the biennium		
45.	Medical Network Discount	Vendor will guarantee a minimum average provider discount from in-network providers of at least 40% be calculated as [1- (Allowed/Billed Charge)]	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$500,000		
46.	Pharmacy Network Discount	The pharmacy benefit manager (PBM) will guarantee an average discount of 50% below average wholesale price (AWP) for brand-name drugs. The PBM will guarantee an average discount of 40% below AWP for generic drugs across network pharmacies.	Vendor will provide annual reports to confirm compliance with performance standard	Annually \$500,000		