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**AMENDMENT #4**  
**To the**  
**ADMINISTRATIVE SERVICES AGREEMENT**  
**Between**  
**HIGHMARK BLUE CROSS BLUE SHIELD DELAWARE**  
**And The**  
**STATE OF DELAWARE, OFFICE OF MANAGEMENT AND BUDGET (OMB)**

Effective July 1, 2016, the Administrative Service Agreement (State – Administrative Services Agreement – 07/01/12) is amended as follows:

**I. EXHIBIT A – QUALIFIED GROUP HEALTH PLAN**

Section I, The Qualified Group Health Plan is modified as follows:

**A. The Qualified Group Health Plan**

1. "A Guide to Your Health Care Benefits" State of Delaware First State Basic Plan (Print date 07/01/16)
2. "A Guide to Your Health Care Benefits" State of Delaware Comprehensive PPO Plan (Print date 07/01/16)
3. "A Guide to Your Health Care Benefits" State of Delaware Blue Care<sup>®</sup> HMO Plan (Print date 07/01/16)
4. "A Guide to Your Health Care Benefits" State of Delaware Consumer-Directed HealthGold Plan with Health Reimbursement Arrangement (HRA) Fund (Print date 07/01/16)
5. "A Guide to Your Health Care Benefits" State of Delaware Diamond State Port Corporation Blue Select<sup>®</sup> POS Plan (Print date 07/01/16)
6. "A Guide to Your Health Care Benefits" State of Delaware Group Special Medicfill Plan (Print date 07/01/16)

**II. EXHIBIT B – FINANCIAL INFORMATION**

**A. Financial Exhibit**

The Financial Exhibit for the State of Delaware (State – Self Funded Fin. Exh. – 07/01/12), is replaced with the Financial Exhibit for the State of Delaware (State – Self Funded Fin. Exh. – 05/05/16). The replacement is attached to this Amendment.

**B. Performance Guarantees**

Performance Guarantees for the State of Delaware (State – Perf. Guar. – 07/01/12), is replaced with the Performance Guarantees for the State of Delaware (State – Perf. Guar. – 05/05/16). The replacement is attached to this Amendment.

Performance Guarantee Amendment Letter

State of Delaware  
July 01, 2016 through June 30, 2017

Aetna Life Insurance Company  
Customer Number – 863728

Alan Paschke  
Public & Labor, RW1T  
151 Farmington Avenue  
Hartford, CT 06156  
(860) 273-3262

January 29, 2016

Ms. Faith Rentz  
State of Delaware  
500 W. Lookerman Street, Suite 320  
Dover, DE 19904

MASTER SERVICES AGREEMENT NO. MSA – 863728

Dear Ms. Faith Rentz.:

The attached Performance Guarantee agreement describes in detail all the performance guarantees for your medical products for the guarantee period of July 1, 2016 through June 30, 2017.

<u>Guarantee Measure</u> <u>Penalty</u>	<u>Minimum Standard</u>	<u>Maximum</u>
Overall Account Management	Satisfactory	
Management Reports	Accurate and Timely Submissions	
Eligibility / Transfer Accuracy	97% of updates within 4 days	
Enrollment Reporting	Accurate and Timely Submissions	
Data Submission to Data Warehouse	Per Master Reports Schedule	
Customer Service	Available from 8:30 AM to 7:00 PM	
Turnaround Time for Claims	92% claims process within 12 days	
Financial Accuracy	99.0%	
Payment Incidence Accuracy	97.5%	
Total Overall Claim Accuracy	97.0%	
Data Security	Compliance with Federal & State Laws	
First Call Resolution	90.0%	
Telephone Call Response Time	80.0% within 30 seconds	
Call Abandonment Rate	1.5%	
Call Quality	95%	
ID Card Distribution	OE 99% mailed within 10 days	
ID Card Distribution	Maintenance 99% mailed within 10 days	
Member Satisfaction Survey	85.0%	
<u>Credentialing</u>	<u>Re-credential every three years</u>	
Total		
Discount Guarantee	[REDACTED] or higher Illustrative	[REDACTED]
Demonstrating Value Scorecard	Please refer to DVS Section below	[REDACTED] PEPM