

Exhibit B - Performance Guarantees

1. Performance Objectives

The TPA provides health benefits administration and other services for GovGuam's Self Insured medical plan. The services set forth in this document will be provided by the TPA.

The TPA, in measuring the activities described below, feel they are important Indicators of how it services GovGuam participants. To reinforce confidence in the TPA's ability to administer the Plan, the TPA is subject to the following performance guarantees in the following areas:

- A. Claims Adjudication
 - 1. Turnaround Time
 - 2. Financial Accuracy
 - 3. Payment Incidence Accuracy
- B. Member Services
 - 1. Average Speed to Answer
 - 2. Ongoing ID Cards Issuance
 - 3. Call Abandonment Rate
 - 4. First Call Resolution Rate
 - 5. Participant Email Response Performance
 - 6. Member Satisfaction
- C. Administration and Account Management
 - 1. Processing of Ongoing Eligibility Information
 - 2. Account Management Reporting
 - 3. Overall Account Management Issues Resolution /Client Satisfaction

2. Guarantee Period

The guarantees described herein will be effective for a period of 12 months and will run from **October 1, 2025 through September 30, 2026** (hereinafter "guarantee period").

The performance guarantees shown below will apply to the Self Insured medical plan administered under the Self Insured contract. These guarantees do not apply to non-TPA benefits or networks.

If the TPA processes runoff claims from a prior carrier or administrator, the performance guarantees described herein (other than Account Management Guarantees) will begin 3 months after the guarantee period effective date.

If the TPA processes runoff claims upon termination, performance guarantees of Turnaround Time, Financial Accuracy, Payment Incidence Accuracy, and/or Total Claim Accuracy will not apply to such claims. Further, performance guarantees described herein will not apply to the guarantee period claims if termination is prior to the end of the guarantee period. In addition, performance guarantees will not be reconciled, and payouts will not occur until the full guarantee period premium has been paid. Failure to remit applicable premium within the grace period may invalidate certain guarantees listed below.

3. Aggregate Maximum

In total, TPA agrees to place \$75,000.00 (seventy-five thousand) of its applicable guarantee period administrative fees at risk through the Performance Guarantees outlined in this document. The guarantee period administrative fees will be calculated at the end of the guarantee period and will be based on the total number of employees actually enrolled in the Self Insured medical plan throughout the guarantee period.

4. Termination Provisions

Termination of the guarantee obligations shall become effective upon written notice by the TPA in the event of the occurrence of (1), (2) or (3) below:

- A. a material change in the plan initiated by GovGuam or by legislative action that impacts the claim adjudication process, member service functions, or network management;
- B. failure of GovGuam to meet its obligations to remit premium;
- C. failure of GovGuam to meet its administrative responsibilities (e.g., a submission of incorrect or incomplete eligibility information).

No guarantees shall apply for a guarantee period during which the contract is terminated by GovGuam or by the TPA.

5. Refund Process

At the end of each guarantee period, the TPA will compile its Performance Guarantees results. If necessary, it will provide a "lump sum" refund for any penalties it has incurred. Any penalty payments as a result of a missed performance guarantee will be paid or credited to GovGuam within ninety (90) days at the end of the reporting year.

6. Measurement Criteria

Results for the processing of Government of Guam's claims will be used to determine guarantee compliance for any Financial Accuracy, Payment Incidence Accuracy, and/or Total Claim Accuracy Guarantees. The results for these guarantees will be calculated using industry accepted stratified audit methodologies. A performance guarantee report, with supporting documentation including detailed calculation methodology, will be provided to GovGuam within ninety (90) days from the end of the reported quarter and ninety (90) days from the end of the reporting year.

7. Performance Guarantee Details

A. Turnaround Time

Guarantee: The TPA will guarantee that the claim turnaround time during the guarantee period will not exceed forty-five (45) calendar days for 99% of the processed claims.

Definition: We measure turnaround time from the claimant's viewpoint; that is, from the date the claim is received in the service center to the date that it is processed (paid, denied, or pending). Weekends and holidays are included in turnaround time.

Penalty and Measurement Criteria: If the cumulative guarantee period turnaround time (TAT) exceeds the day guarantee as stated above, the TPA will reduce its compensation by an amount equal to \$10,000.00 (ten-thousand).

B. Financial Accuracy

Guarantee: The TPA will guarantee that the guarantee period dollar accuracy of the claim payment dollars will be 98.0% or higher.

Definition: Financial accuracy is measured using industry accepted stratified audit methodology. The results are calculated by calculating the financial accuracy for a subset of claims (a stratum) and then extrapolating the results based on the size of the population and combining with the extrapolated results of the other strata. Each overpayment and underpayment is considered an error; they do not offset each other. Includes both manual and auto adjudicated claims.

Penalty and Measurement Criteria: The TPA will reduce its compensation by an amount equal to \$10,000.00 (ten-thousand).

The TPA's overall audit results for the units processing GovGuam's claims will be used. Those results include the performance in processing all customers' claims handled by the units in question during the Guarantee period, not just the Plan's claims. The results for these guarantees will be calculated using industry accepted stratified audit methodologies.

C. Payment Incidence Accuracy

Guarantee: The TPA will guarantee that the guarantee period payment incidence accuracy will be 97.0% or higher.

Definition: Payment incidence accuracy is measured by industry accepted stratified audit methodology. Accuracy in each stratum (a subset of the claim population) is calculated by dividing the number of claims paid correctly by the total number of claims audited and then extrapolating the results based on the size of the population and combining with the extrapolated results of the other strata.

Penalty and Measurement Criteria: The TPA will reduce its compensation by \$10,000.00 (ten-thousand). The results include the TPA's performance in processing all customers' claims in question during the Guarantee period, and the results for these guarantees will be calculated using industry accepted stratified audit methodologies.

D. Average Speed to Answer

Guarantee: We will guarantee that the average speed of answer results for the units that will be handling Government of Guam's member services will not exceed 30 seconds. Those results include our performance for all customers' calls handled by the units in question during the Guarantee period, not just your plans'.

Definition: On an ongoing basis, we measure telephone response time through monitoring equipment that produces a report on the average speed of answer. Average speed of answer is defined as the amount of time that elapses between the time a call is received into the telephone system and the time a representative responds to the call. The result expresses the sum of all waiting times for all calls answered by the queue divided by the number of incoming calls answered.

Penalty and Measurement Criteria: We will reduce our compensation by \$5,000.00 (five-thousand).

E. Ongoing ID Cards Issuance

Guarantee: We will guarantee that we ship ID cards to ninety (90) percent of plan participants within 15 days of notification of new member coverage or a valid Enrollment Form. Cards will be also made available electronically to members within the aforementioned notification of enrollment. The electronic cards issuance will qualify as meeting the requirement.

Definition: For all complete enrollment/eligibility data provided by Government of Guam and accepted by the eligibility system, we agree to ship ID cards to plan participants within 15 days of new member coverage or a valid Enrollment Form.

Penalty and Measurement Criteria: We will reduce our compensation by an amount equal to \$5,000.00 (five-thousand).

F. Call Abandonment Rate

Guarantee: We will guarantee that the average rate of telephone abandonment results for the units that will be handling Government of Guam's member services will not exceed 2.0%. Those results include our performance for all customers' calls handled by the units in question during the Guarantee period, not just your plans'.

Definition; On an ongoing basis, we measure telephone response time through monitoring equipment that produces a report on the average abandonment rate. The abandonment rate measures the total number of calls abandoned greater than 10 seconds and divided by the number of calls offered into the member service phone queue.

Penalty and Measurement Criteria: We will reduce our compensation by \$5,000 (five-thousand).

G. First Call Resolution Rate

Guarantee: the TPA will guarantee that the First Call Resolution rate will be 90.0% or higher.

Definition: On an annual basis, the TPA will share with Government of Guam the First Call Resolution results from the accountable unit that services Government of Guam. We define the first call resolution rate as the percentage of telephone calls resolved at the time of initial contact of the member. The rate will be calculated based upon first calls where the issue was within the TPA's control to resolve.

Penalty and Measurement Criteria: the TPA will reduce its compensation by \$5,000.00 (five-thousand). The first call resolution rate is defined as the percentage of calls resolved without the need for follow-up. The rate will be calculated based upon first calls where the issue was within the TPA control to resolve

H. Participant Email Response Performance

Guarantee: the TPA will guarantee that 90.0% of member emails will be responded to within 3 business days.

Definition: On an ongoing basis, we monitor email responses and measure email response time through monitoring equipment that produces a report on the average abandonment rate. The abandonment rate measures the total number of calls abandoned divided by the number of calls accepted into the skill.

Penalty and Measurement Criteria: We will reduce our compensation by an amount equal to \$5,000.00 (five-thousand).

I. Member Satisfaction

Guarantee: We will guarantee member satisfaction is 85.0% with a minimum participation rate of 15.0%

Definition: We measure member satisfaction within our customer service units via a short survey offered at the end of every phone call. 15% of Government of Guam members must participate in this survey for valid satisfaction scores.

Penalty and Measurement Criteria: We will reduce our compensation by an amount equal to \$10,000.00 (ten-thousand).

J. Processing of Ongoing Eligibility Information

Guarantee: We guarantee to process 90.0% of eligibility updates within three (3) business days of receiving a clean submission.

Definition: For online and email enrollment requests, "clean" is defined as: All required fields entered and in format acceptable to the TPA.

Penalty and Measurement Criteria: We will reduce our compensation by an amount equal to \$5,000.00 (five-thousand).

K. Account Management Reporting

Guarantee: We will guarantee that a standard report including customer premium and plan enrollment data will be provided on a monthly basis. More detailed customer specific plan experience and utilization reports will be provided on a quarterly basis.

Definition: On an ongoing basis, a report detailing premium received and plan enrollment will be provided by the 25th day following the end of the prior month. A more detailed report including plan experience and member utilization data will also be provided on a quarterly basis by the 25th day following the end of each quarterly period.

Penalty and Measurement Criteria: Monthly and quarterly reports not delivered by the 25th day following the reporting period will be subject to \$5,000 (five-thousand).

L. Overall Account Management Issues Resolution /Client Satisfaction

Guarantee: We will guarantee that the services (i.e., on-going financial, eligibility, drafting, and benefit administration, acknowledgement and resolution of plan management issues and overall continued customer support) provided by the Account Management Staff during the guarantee period will be satisfactory to Government of Guam.