



## Quarterly Performance Report

TPA Contractor: Calvo's SelectCare Insurance (CSCI)

Client/Plan Sponsor: Government of Guam

Reporting Period: 2026

Report Date:

### 1. Executive Summary - Sample

During Q1 2026, CSCI (TPA) met \_\_\_ of \_\_\_ contractual performance guarantees. The missed guarantee (call center abandonment rate) triggered a financial penalty per contract terms. Corrective actions are in progress and detailed below.

### 2. Performance Guarantee Summary Table

Category	Metric	Target		Actual	Status	Penalty (if any)
Claims Adjudication	80 within 30 business days				Met	\$0
Financial Accuracy	Dollar accuracy in claims payments				Met	\$0
Payment Incidence Accuracy						
Call Center	Avg speed to answer ≤30 seconds				Met	\$0
Call Center	Abandonment rate ≤3%				Missed	\$5,000
Call Center	First Call Resolution Rate					
Ongoing ID Cards Issuance						
Participant Email Response Performance						
Eligibility Accuracy	File load success rate				Met	\$0
Appeals Timeliness	Respond to 95% of				Met	\$0

	appeals in 30 days					
Prior Auth Turnaround	95% within 48 hrs (standard requests)				Met	\$0
Reporting Timeliness	Deliver monthly reports on schedule				Met	\$0
Customer Satisfaction	Member satisfaction ≥85%				Met	\$0
Issue Resolution	90% resolved within 5 business days	≥90%		91.7%	Met	\$0

### 3. Detailed Performance Review

#### A. Claims Adjudication

Total claims processed: 45,000

Claims within SLA: 44,235

No major adjudication delays; enhancements implemented for automation.

#### B. Call Center Performance

Total calls received: 18,000

Abandonment spike noted during second week of February due to weather-related staffing disruptions. Contingency protocols are being updated.

#### C. Prior Authorizations

Total PA requests: 3,500

96.4% processed within 48 hours. No member escalations reported.

#### D. Issue Resolution

91.7% of member/provider issues resolved within SLA.

Root cause review showed delays mostly in complex eligibility disputes.

### 4. Corrective Action Plan (If Applicable)

Missed Guarantee: Call Center Abandonment Rate

Root Cause: Unexpected call volume spike + under-staffing

Corrective Actions:

- Increase FTE count by 10% during peak months
- Implement overflow routing to backup call center
- Expand IVR functionality to self-service options

Resolution Target: End of Q2 2026

## 5. Financial Reconciliation

Total Penalties Incurred: \$5,000

Credits Applied to Invoice: Yes

Dispute Status: None

## 6. Approvals

CSCI

Name:

Title: Chief Financial Officer

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

CSCI:

Name:

Title: President

Signature: \_\_\_\_\_

Date: \_\_\_\_\_