

EXHIBIT C

SAMPLE CLAIMS ADMINISTRATION PERFORMANCE CRITERIA

	PERFORMANCE CRITERIA–CLAIMS ADMINISTRATION	STANDARD
1.	Telephone contact with all injured workers, the medical provider, and the State Agency (Member) contact within three (3) working days of claim knowledge.	≥ 95% Compliance
2.	Detailed and completed reserve calculation worksheets on all lost time files over \$50,000 in incurred value. The worksheets are required for initial and subsequent reserve changes when the total incurred value is \$50,000 or more.	≥ 95% Compliance
3.	All (non-controverted) medical bills paid within thirty (30) days of receipt.	≥ 95% Compliance
4.	All indemnity (TTD) payments made in accordance with Mississippi Workers' Compensation Commission rules.	≥ 95% Compliance
5.	Documented review by the supervisor/manager of all new lost time files within 10 days from date claim is opened.	≥ 95% Compliance
6.	Document review by the supervisor/manager of all open lost time claim files over \$15,000 at least every 90 days.	≥ 95% Compliance
7.	All Mississippi Workers' Compensation Commission prescribed forms filed timely and accurately.	≥ 95% Compliance
8.	Files closed within sixty (60) days of last activity.	≥ 95% Compliance
9.	Limit the number of open lost time files to 150 per adjuster	≥ 95% Compliance

It is the intent of the Board to assess liquidated damages to any TPA vendor who fails to meet the minimum performance standards listed above. The final contract between the Board and the TPA vendor will incorporate the specific terms and conditions under which such damages may be assessed, including the measurement methodology, amounts, and recovery provisions. Unless otherwise agreed to in writing, an independent claim reviewer/performance auditor contracted with by the Board will evaluate the TPA vendor's compliance with these standards. Any objections, suggestions, or proposed conditions you have to these standards and this process should be included in your signed Statement of Compliance (Section 6).