

**HEALTH SERVICE SYSTEM
Vendor Report Card**

DeltaCare USA
February 8, 2008
Period Evaluated: July 1, 2005 – June 30, 2007

COMPOSITE RATINGS

Criterion	Composite Rating	Rating Standards
<i>A. Quality and Value</i>		
1. Overall NCQA Rating	N/A	1. "Denied" or not accredited 2. "Provisional" 3. "Accredited" 4. "Commendable" 5. "Excellent"
2. Quality of written communication materials	4.2	1 - Consistently incomplete, confusing and unattractive. 2 - Significant problems in quality, but usually of a good quality of content, clarity, attractiveness and accessibility to diverse members. 3 - Rarely compelling, and some unevenness in quality, but usually of a good quality of content, clarity, attractiveness and accessibility to diverse members. 4 - Sometimes compelling, but always of a high quality of content, clarity, attractiveness and accessibility to diverse members. 5 - Consistently compelling; outstanding content, clarity, attractiveness and accessibility to diverse members.
3. Quality of website	4.5	Same as item 2 above.
4. Members' view of access to health care services	4.8	1 - Consistently long waits to see providers; most providers not accepting new patients; extremely difficult to access specialists. 2 - Often long waits to see providers, with some exceptions; many providers not accepting new patients; some difficulty in accessing specialists. 3 - Occasional long waits to see providers, but most waits are reasonable; some providers not accepting new patients; occasional difficulty accessing specialists. 4 - Almost all waits to see providers are reasonable, with infrequent exceptions; most providers are accepting new patients; infrequent difficulty accessing specialists. 5 - Waits to see providers are consistently short; rarely is a provider not accepting new patients; rarely any difficulty in accessing specialists.
5. Members' view of provider quality	4.5	Use any number from 1 to 5, where 1 is the worst provider quality and 5 is the best provider quality to rate the overall quality of the provider(s) accessed through the vendor's plan. Please include supporting comments for your rating.
6. Members' view of vendor's customer service	4.8	Use any number from 1 to 5, where 1 is the worst customer service and 5 is the best customer service to rate the overall quality of the

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		customer service received through the vendor's plan. Please include supporting comments for your rating.
7. Overall quality of service to members	4.5	Use any number from 1 to 5, where 1 is the worst quality of both care and service and 5 is the best quality of care and service to rate the overall quality of the care and service provided through the vendor's plan. Please include supporting comments for your rating.
8. Overall value delivered	4.5	Use any number from 1 to 5, where 1 is the worst ratio of cost to quality and 5 is the best ratio of cost to quality to rate the overall value provided by the vendor's plan. Please include supporting comments for your rating.
<i>B. Responsiveness to HSS Needs and Concerns</i>		
1. Attendance and level of participation at relevant Health Service Board meetings	4.5	Use any number from 1 to 5, where 1 is the worst level of attendance and participation and 5 is the best level of attendance and participation to rate the overall attendance and participation of the vendor's plan representative(s). Please include supporting comments for your rating.
2. Responsiveness and flexibility in interactions with Board	4.5	Use any number from 1 to 5, where 1 is the worst level of responsiveness and flexibility and 5 is the best level of responsiveness and flexibility to rate the overall responsiveness and flexibility of the vendor's plan representative(s). Please include supporting comments for your rating.
3. Responsiveness and flexibility in interactions with HSS Staff	4.3	Use any number from 1 to 5, where 1 is the worst level of responsiveness and flexibility and 5 is the best level of responsiveness and flexibility to rate the overall responsiveness and flexibility of the vendor's plan representative(s). Please include supporting comments for your rating.
<i>C. Contracting and Performance Guarantees</i>		
1. Written contract in place?	5	1 – Written contract executed and delivered more than 90 days after effective date. 2 – Written contract executed and delivered within 90 days after effective date. 3 – Written contract executed and delivered within 60 days after effective date. 4 – Written contract executed and delivered within 30 days after effective date. 5 – Written contract executed and delivered prior to effective date.

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2. Adherence to City's social policy legislation	5	1 – Contract omits more than two requested provisions. 2 – Contract omits two requested provisions. 3 – Contract omits one requested provision. 4 – Contract includes all requested provision with minor modifications. 5 – Contract includes all requested provisions without modification.
3. Inclusion of performance guarantees	5	1 – Contract contains no performance guarantees. 2 – Contract contains performance guarantees, but none includes monetary penalties. 3 – Contract contains performance guarantees, but more than one does not include monetary penalties. 4 – Contract contains performance guarantees, but one does not include monetary penalties. 5 – Contract contains performance guarantees with monetary penalties attached to each guarantee.
4. Comprehensiveness and sufficiency of performance guarantees	5	Use any number from 1 to 5, where 1 is the worst level of comprehensiveness (i.e., omits major components of vendor's contractual performance requirements) and 5 is the best level of comprehensiveness (i.e., includes all major components of vendor's contractual performance requirements).
5. Adherence to performance guarantees	5	1 – Failed to reach three or more of the guaranteed performance levels specified below. 2 – Failed to reach two of the guaranteed performance levels specified below. 3 – Failed to reach one of the guaranteed performance levels specified below. 4 – Exceeded or reached all guaranteed performance levels specified below. 5 – Exceeded all guaranteed performance levels specified below.
<ul style="list-style-type: none"> • 85% of customer calls to customer service will be answered within 30 seconds. 		Standard met.
<ul style="list-style-type: none"> • 95% of calls will be answered before abandonment. 		Standard met.

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<ul style="list-style-type: none"> • Patient satisfaction, as measured by a survey distributed to a random sampling of DeltaCare USA enrollees, will be 85%. 		Standard met.
<ul style="list-style-type: none"> • 95% of grievances filed will be provided a written response of acknowledgement within 5 calendar days. 		Standard met.
<ul style="list-style-type: none"> • 85% of all quality care grievances will be resolved within 30 days. 		Standard met.
<ul style="list-style-type: none"> • 95% of all quality care grievances will be resolved within 60 days. 		Standard met.
<ul style="list-style-type: none"> • 100% of all contract dentists will be credentialed upon application and will be re-credentialed once each 3 years, minimum. 		Standard met.
<ul style="list-style-type: none"> • 85% of all facilities open to new enrollees will have appointment access not to exceed four weeks for routine/initial visits and six weeks for hygiene appointments. 		Standard met.
<ul style="list-style-type: none"> • Contract dentist turnover will be less than 10%. 		Standard met.

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<ul style="list-style-type: none"> 85% of Providers, as measured by a survey distributed to a random sampling of DeltaCare USA providers, will be satisfied. 		Standard met.
<ul style="list-style-type: none"> 85% of specialty care pre-authorizations will be processed within 10 business days. 		Standard met.
<ul style="list-style-type: none"> 85% of specialty care and out-of-area emergency claims will be processed within 15 days. 		Standard met.
<ul style="list-style-type: none"> 95% of group submitted eligibility will be processed within 3 business days. 		Standard met.
<ul style="list-style-type: none"> 98% of ID cards will be issued within 10 business days after receipt of accurate eligibility data. 		Standard met.
<ul style="list-style-type: none"> Annual group-specific financial and service utilization reports will be provided within 60 business days of contract close. 		Standard met.

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6. Prompt reporting and payment for breaches of performance guarantees	4	1 – Vendor failed to report performance or pay any applicable penalties within 30 days of applicable due dates under contract. 2 – Vendor reported performance and paid any applicable penalties within 30 days of applicable due dates under contract. 3 – Vendor reported performance and paid any applicable penalties within 15 days of applicable due dates under contract. 4 – Vendor reported performance and paid any applicable penalties within five days of applicable due dates under contract. 5 – Vendor reported performance and paid any applicable penalties on or prior to applicable due dates under contract.

Rating Panel Participants (Individual Ratings and Comments Follow Below):

Vendor Self-Rating:	Lois Cannon, DeltaCare USA Account Manager
HSS Operations Staff:	Jeffrey Hildebrant, Assistant Director
HSS Finance Staff:	Tess Navarro, CFO
Active Member:	John Waite, DTIS
Retiree Member:	Beatrice Cardenas-Duncan
HSS Board Member	James Deignan, Commissioner

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INDIVIDUAL PANELIST RATINGS AND COMMENTS

Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
<i>A. Quality and Value</i>							
1. Overall NCQA Rating	N/A						N/A
2. Quality of written communication materials	4 Delta Dental provides City and County of San Francisco members with quality DeltaCare USA Evidence of Coverage booklets, solicitations, welcome letters as well as other member materials that are attractive and easy to understand.	4 Materials are well written and organized.	4 Documentation is clear and accessible.	4.5 They are well done, but I don't know if "compelling" would apply to any document of the subject.	4.5 Clear and to the point.	4 Willing to make changes.	4.2
3. Quality of website	4.5 Delta Dental recently developed a customized website for the City and County of San Francisco that is user friendly for	5 Website is easy to navigate. Registration process is easy. Available eligibility and claims data is very useful for	4 Website enhancements are very good. Would like to see the EOC document for DeltaCare USA on the website and	4.5 Very good. I like what you can find without signing in.	5.0 It is good to know that this information is now available through the Internet.	4 No comments.	4.5

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	both the actives and retirees which also includes information particular to the city and county plans. Wellness has recently become a focus for the city and county and you will see on the website much needed information pertaining to this area. Enrollees should have had access to this website beginning the week of October 15 th .	members.	easily accessible to members.				
4. Members' view of access to health care services				5 I have never had any problem getting appointments and service in a timely manner.	4.5 No comments.		4.8

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Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
5. Members' view of provider quality				4.5 I have been satisfied with my service provider.	4.5		4.5
6. Member's view of vendor's customer service				5 The plan works as it should – 'transparent to the user'.	4.5 The Customer Service Department is accessible to everyone.	N/A	4.8

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Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
7. Overall quality of service to members	<p>5</p> <p>The DeltaCare USA program offers comprehensive benefits at low member co-payments with most procedures covered at no cost. Additionally, we provide access to two dentist facilities within ten miles for 96% of the City's members. With the DeltaCare USA program, if a network specialist is not available, the enrollee will be authorized to receive services by an out-of-network specialist at the same co-payment.</p> <p>During the past two years DeltaCare USA has received 6 quality</p>	<p>4</p> <p>The high level of service provided to members is evident as shown by the small number of issues communicated by members to HSS staff.</p>	<p>4</p> <p>Very good. Only one quality of service complaint was brought to the attention of HSS during the period under review.</p>	<p>5</p> <p>My experience has been excellent. No complaints.</p>	<p>5</p> <p>I was very impressed with the level of contact that they continued to maintain in ensuring that member's received the best care.</p>	<p>4</p> <p>No comments.</p>	<p>4.5</p>

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	<p>of care grievances. We find this number to be minimal for a group of this size.</p> <p>Delta Dental took part in the City & County of San Francisco's first Wellness Fair last year making sure Delta Dental booth was well staffed and able to respond to all questions from all enrollees including those pertaining to the DeltaCare USA product.</p>						

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Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
8. Overall value delivered	5 Delta Dental has recently approved the 2008 renewal with a rate pass for two years. The renewal prior was well below industry trend at 3.5% for two years. The program utilized by the City's members ranks among the most comprehensive DeltaCare USA programs available.	4 I would like to see a larger provider network for this product to increase the overall value of this product.	4 Very good product offering. Members would benefit from a larger network.	5 Since my benefit is employer-paid the cost/quality is hard to judge, but my feeling is that it is well worth it.	5 I am glad to see that they are continually expanding their list of dentists and the contact that they keep with their offices.	4 In most cases.	4.5
<i>B. Responsiveness to HSS Needs and Concerns</i>							
1. Attendance and level of participation at relevant Health Service Board meetings	5 Delta Dental has had representation at all Health Service Board meetings. We are always sure to make personal contact with members of the Board when appropriate.					4 Responsive to the Board.	4.5

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Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
2. Responsiveness and flexibility in interactions with Board	5 Delta Dental representatives have always been prepared to respond to any questions presented by the Board. Delta has worked diligently with the Board represented attorney in creating and finalizing the City & County Contract Riders for the 2006 and 2007 plan year meeting the proposed deadline.					4 No comments.	4.5
3. Responsiveness and flexibility in interactions with HSS Staff	4.5 Delta Dental has worked with members of the HSS staff in putting together member communication Performance Guarantee and ways of promoting communication pieces to the	4 Account Manager consistently provides timely feedback to HSS requests.	4.5 Very responsive to requests.				4.3

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	enrollees this including the new website. Delta Dental's team is always available to respond to issues ranging from eligibility to claims. The team is always sure to keep the HSS staff in the loop of all results.						
<i>C. Contracting and Performance Guarantees</i>							
1. Written contract in place?		5 No comments.	5 DeltaCare USA and Delta Dental worked cooperatively with HSS to renew the Rider and include some new provisions. They were timely and completed contract execution as scheduled.				5
2. Adherence to City's social policy legislation		5 No comments.	5 No comments.				5
3. Inclusion of performance guarantees		5	5				5

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Criterion	Vendor's Self-Rating	HSS Operations Staff	HSS Finance Staff	Active Member	Retiree Member	Board Member	Overall Rating
		No comments.	Performance guarantees included.				
4. Comprehensiveness and sufficiency of performance guarantees	5 The performance guarantees are comprehensive and consists of every service category offered to DeltaCare USA clients. Service categories include Account Management, Customer Service Responsiveness, Customer Satisfaction, Quality Management, Network Access, Network Stability, Claims Processing, Eligibility Administration and Group Reports.	5 No comments.	5 Negotiated performance guarantees are appropriate and cover all major areas of importance to HSS and our members.				5
5. Adherence to performance guarantees	N/A	5 No comments.	5 Consistently met.				5

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6. Prompt reporting and payment for breaches of performance guarantees	N/A		4 No comments.				4

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ADDITIONAL COMMENTS OF INDIVIDUAL PANELISTS

The information that was obtained during this presentation was very helpful. At the next Retiree's meeting with my local Union, I will make a short presentation. More specifically on their new website access.

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ADDITIONAL COMMENTS OF FULL HEALTH SERVICE BOARD

A large, empty rectangular box with a thin black border, intended for additional comments from the Full Health Service Board. The box is currently blank.