

## Performance Standards and Guarantees Results – First Quarter, 2010

Reporting Period: January 1, 2010 through March 31, 2010

<b>COBRA</b>		<b>% Fees At Risk</b>	<b>CONEXIS Result</b>
<b>Performance Standard</b>	<b>Target</b>		
Client Statement & Premium Remittance	98% within 7 business days after the 1st of the month	1.5%	<b>Met</b>
Payment Posting	98% posted within 3 business days of date received	2.0%	<b>Met</b>
Inbound File Processing	98% within 2 business days	1.5%	<b>Met</b>
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	1.5%	<b>Met</b>
Abandonment Rate	less than or equal to 5%	1.5%	<b>Met</b>
Participant Inquiries 1 business day (excluding Eligibility)	90% within 1 business day	1.0%	<b>Met</b>
Participant Inquiries 5 business days (including Eligibility)	98% within 5 business day	1.0%	<b>Met</b>
<b>Total Maximum Fees at Risk</b>		<b>10.0%</b>	

<b>DIRECT BILL</b>		<b>% Fees At Risk</b>	<b>CONEXIS Result</b>
<b>Performance Standard</b>	<b>Target</b>		
Client Statement & Premium Remittance	98% within 7 business days after the 1st of the month	1.5%	<b>Met</b>
Payment Posting	98% posted within 3 business days of date received	2.0%	<b>Met</b>
Inbound File Processing	98% within 2 business days	1.5%	<b>Met</b>
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	1.5%	<b>Met</b>
Abandonment Rate	less than or equal to 5%	1.5%	<b>Met</b>
Participant Inquiries 1 business day (excluding Eligibility)	90% within 1 business day	1.0%	<b>Met</b>
Participant Inquiries 5 business days (including Eligibility)	98% within 5 business day	1.0%	<b>Met</b>
<b>Total Maximum Fees at Risk</b>		<b>10.0%</b>	

<b>RAS</b>		<b>% Fees At Risk</b>	<b>CONEXIS Result</b>
<b>Performance Standard</b>	<b>Target</b>		
Client Statement	98% within 7 business days after the 1st of the month	1.5%	<b>Met</b>
Inbound File Processing	98% within 2 business days	1.5%	<b>Met</b>
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	1.5%	<b>Not Met</b>
Abandonment Rate	less than or equal to 5%	1.5%	<b>Not Met</b>
Participant Inquiries 1 business day	90% within 1 business day	1.0%	<b>Met</b>
Participant Inquiries 5 business days	98% within 5 business day	1.0%	<b>Met</b>
Claims Turnaround Time	98% within 3 business days	1.0%	<b>Met</b>
Claims Financial Accuracy	98%	1.0%	<b>Met</b>
<b>Total Maximum Fees at Risk</b>		<b>10.0%</b>	