Delegate Name

Shared Delegate – (Y or N)

Financial Results

Month/Quarter/YE ●

Performance Deficiencies

Current ●

# of Open CAPs: 5

# of CAP Implementations Overdue for Closure: 5

# of Repeat CAPs: 17

Performance Expectations (Monthly)

KPIs/SLAs % Met:

- Claim Administration ●
- Customer Service ●
- CG&A (except Medicare) ●
- Credentialing/Recredentialing ●
- Utilization Management ●

Overall ●

Performance Painpoints

Issues	Status	RYG

Comments:
1. Financial Results -
2. Performance Deficiencies -
3. Performance Metrics -
4. Performance Painpoints -

Dashboard Guidance

- **Financial Results**
  - Indicate if monthly, quarterly or year-end
  - Show results in Red-Yellow-Green (R-Y-G)
  - Explain Y or R results in the **Comments**

- **Performance Deficiencies**
  - Enter number of open CAPs, overdue CAPs, and recurring CAP issues
  - R-Y-G: Zero overdue CAPs = G; 1+ overdue CAPs = R (Extenuating circumstances impacting remediation = Y)
  - Explain Y or R results in the **Comments**

- **Performance Metrics**
  - Report percentage of KPIs/SLAs met for the reported period
  - G = 100% met; Y = < 100% met; R = < 100% met for 3+ reporting periods
  - Explain Y or R results in the **Comments**

- **Performance Painpoints**
  - Add each identified Painpoint in the Issues column
  - Indicate Status: 1) Root cause analysis; 2) Remediation plan finalized; 3) Monitoring remediation; 4) Closed
  - Indicate R-Y-G for each Issue and explain Y or R (including risks to the organization) in the **Comments**

- Formatting
  - Shared Delegates = performance expectation differ under EH or CCI contract
  - Add pages if the reported information does not fit on one page
  - Submit all Dashboards presentation ready (i.e. proper formatting, accurate information, timely)