FINANCIAL RENEWAL AND TERMS AMENDMENT

This Amendment ("Amendment") is made to the Administrative Services Agreement ("Agreement") by and between United HealthCare Services, Inc. ("United") and Adams County Government ("Customer"), Contract No. 701043, and is effective on January 1, 2018 unless otherwise specified.

Any capitalized terms used in this Amendment have the meanings shown in the Agreement. These terms may or may not have been capitalized in prior contractual documents between the parties but will have the same meaning as if capitalized.

The agreements that are being amended include any and all amendments, if any, that are effective prior to the effective date of this Amendment.

Nothing shown in this Amendment alters, varies or affects any of the terms, provisions or conditions of the agreements other than as stated herein.

The parties, by signing below, agree to amend the agreements as contained herein.

Adams County Government

United HealthCare Services, Inc.

Ву	Ву
Authorized Signature	Authorized Signature
Print Name	Print Name
Print Title	Print Title
Date	Date

50145005 (12/2013) Renewal 3Q 2013

EXHIBIT A

THE AMENDED FINANCIAL TERMS ARE AS FOLLOWS:

This Exhibit A shall not alter, vary, or affect any previously agreed to financial terms that are not amended by this Exhibit A.

Contract Number: 701043

The following financial terms are effective for the period January 1, 2018 through December 31, 2018.

The Standard Medical Service Fees are the sum of the following:

The Standard Medical Service Fees are as stated below. These fees do not include state or Federal surcharges, assessments, or similar Taxes imposed by governmental entities or agencies on the Plan or United, including but not limited to those imposed pursuant to The Patient Protection and Affordable Care Act of 2010, as amended from time to time as these are the responsibility of the Plan.

The Standard Medical Fees are based upon an estimated 820 enrolled Employees.

\$51.44 per Employee per month.

Average Contract Size: 2.12

Pharmacy AWP Contract Rate

Customer's contract rate for prescription drugs obtained through the home delivery Network Pharmacy for generic drugs is AWP-57% excluding specialty drugs. United uses Medi-Span's national drug data file as the source for average wholesale price (AWP) information. United reserves the right to revise the pricing and adopt a new source or benchmark if there are material industry changes in pricing methodologies.

The optional and non-standard fees are the sum of the following

Service Description	Fee
Fraud and Abuse Management	Fee equal to thirty-two and five-tenths percent (32.5%) of
	the gross recovery amount
Hospital Audit Program Services	Fee not to exceed thirty-one percent (31%) of the gross
	recovery amount
Credit Balance Recovery Services	Fee not to exceed ten percent (10%) of the gross recovery
	amount.
Standardized Summary of Benefits and Coverage (SBC) as	United will provide, at no additional charge, standard
established under The Patient Protection and Affordable Care	format, electronic copies of the SBC documents (twice per
Act of 2010	year) for medical benefit plans administered by United.
	Customer logos can be included on the SBC at no
	additional charge. Additional fees will apply for other
	services. United will not create SBCs for medical plans
	United does not administer.
Third Party Liability Recovery (Subrogation) Services	Fee equal to thirty-three and one-third percent (33.3%) of
	the gross recovery amount
Shared Savings Program	Customer will pay a fee equal to thirty-five percent (35%)
	of the "Savings Obtained" as a result of the Shared Savings
	Program. The savings used to calculate the fee per
	individual claim for Shared Savings will not exceed
	\$50,000. Accordingly, the fee per individual claim will not
	exceed 35% of \$50,000. "Savings Obtained" means the
	amount that would have been payable to a health care
	provider, including amounts payable by both the
	Participant and the Plan, if no discount were available,
	minus the amount that is payable to the health care
	provider, again, including amounts payable by both the
	Participant and the Plan, after the discount is taken.
Advanced Analytics and Recovery Services	Fee equal to twenty four percent (24%) of the gross
	recovery amount

EXHIBIT B - PERFORMANCE GUARANTEES FOR HEALTH BENEFITS

The Standard Medical Service Fees (excluding Optional and Non-Standard Fees and that portion of the Standard Medical Service Fees attributable to Commission Funds, if applicable, as described in Exhibit B), (hereinafter referred to as "Fees") payable by Customer under this Agreement will be adjusted through a credit to its Service Fees in accordance with the performance guarantees set forth below unless otherwise defined in the guarantee. Unless otherwise specified, these guarantees apply to medical benefits and are effective for the period beginning January 1, 2018 through December 31, 2018 (each twelve month period is a "Guarantee Period"). With respect to the aspects of our performance addressed in this exhibit, these fee adjustments are Customer's exclusive financial remedies.

These guarantees will become effective upon the later of (1) the effective date of the Guarantee Period; or (2) the date this Agreement is signed by both parties. In the event these guarantees become effective later than the effective date of the Guarantee Period: (1) quarterly guarantees will become effective beginning with the next calendar quarter following signature of this Agreement by both parties and (2) annual guarantees will become effective commencing with the Agreement Period during which this Agreement is signed by both parties.

United reserves the right from time to time to replace any report or change the format of any report referenced in these guarantees. In such event, the guarantees will be modified to the degree necessary to carry out the intent of the parties. United shall not be required to meet any of the guarantees provided for in this Agreement or amendments thereto to the extent United's failure is due to Customer's actions or inactions or if United fails to meet these standards due to fire, embargo, strike, war, accident, act of God, acts of terrorism or United's required compliance with any law, regulation, or governmental agency mandate or anything beyond United's reasonable control.

Prior to the end of the Guarantee Period, and provided that this Agreement remains in force, United may specify to Customer in writing new performance guarantees for the subsequent Guarantee Period. If United specifies new performance guarantees, United will also provide Customer with a new Exhibit that will replace this Exhibit for that subsequent Guarantee Period.

Claim is defined as an initial and complete written request for payment of a Plan benefit made by an enrollee, physician, or other healthcare provider on an accepted format. Unless stated otherwise, the claims are limited to medical claims processed through the UNET claims systems. Claims processed and products administered through any other system, including claims for other products such as vision, dental, flexible spending accounts, health reimbursement accounts, health savings accounts, or pharmacy coverage, are not included in the calculation of the performance measurements. Also, services provided under capitated arrangements are not processed as a typical claim; therefore capitated payments are not included in the performance measurements.

	Claim Operations				
Time to Process in 10 Days					
Definition	The percentage of all claims United receives will be processed within the designal days of receipt.	ted number of b	usiness		
	Percentage of claims processed		94%		
Measurement	Time to process, in business days or less after receipt of claim	business days	10		
Criteria	Standard claim operations reports				
Level	Site Level				
Period	Annually				
Payment Period	Annually				
Fees at Risk	Total Dollars at Risk for this metric		\$6,429		
Payment Amount	Of the Fees at Risk for this metric, percentage at risk for each gradient		20%		
Gradients	11 business days				
	12 business days				
	13 business days				
	14 business days				
	15 business days or more				
Dollar Accuracy (DAR)					
Definition	Dollar accuracy rate of not less than the designated percent in any quarter.				

Measurement	Percentage of claims dollars processed accurately	99%
	Statistically significant random sample of claims processed is reviewed to determine the percenta	
Criteria	dollars processed correctly out of the total claim dollars paid.	.8
Level	Office Level	
Period	Annually	
Payment Period	Annually	
Fees at Risk	Total Dollars at Risk for this metric	\$6,429
Payment Amount	Of the Fees at Risk for this metric, percentage at risk for each gradient	20%
Gradients	98.99% - 98.50%	, .
	98.49% - 98.00%	
	97.99% - 97.50%	
	97.49% - 97.00	
	Below 97.00%	
	Procedural Accuracy	
Definition	Procedural accuracy rate of not less than the designated percent.	
Measurement	Percentage of claims processed without procedural (i.e. non-financial) errors	97%
Criteria	Statistically significant random sample of claims processed is reviewed to determine the percenta	age of clain
Criteria	dollars processed without procedural (i.e. non-financial) errors.	-
Level	Office Level	
Period	Annually	
Payment Period	Annually	
Fees at Risk	Total Dollars at Risk for this metric	\$6,429
Payment Amount	Of the Fees at Risk for this metric, percentage at risk for each gradient	20%
Gradients	96.99% - 96.50%	
	96.49% - 96.00%	
	95.99% - 95.50%	
	95.99% - 95.50% 95.49% - 95.00%	
Customer's Particip call center and/or le	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center	than one er for
Customer's Particip call center and/or le Medicare Participal pharmacy (except v	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more	than one er for ance abuse,
Customer's Particip call center and/or le Medicare Participat	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substar when United is Customer's pharmacy benefit services administrator), dental, vision, Health Savings	than one er for ance abuse,
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc.	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substat when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer	than one er for ance abuse, s Account,
Customer's Particip call center and/or le Medicare Participal pharmacy (except v	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centurnts, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p	than one er for ance abuse, s Account,
Customer's Particip call center and/or le Medicare Participa pharmacy (except v etc.	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centent nts, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth.	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition Measurement	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center that, nor do they include calls for services/products other than medical, such as mental health/substat when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition Measurement Criteria	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center that, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition Measurement Criteria Level	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centents, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Savings Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition Measurement Criteria Level Period	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centents, nor do they include calls for services/products other than medical, such as mental health/substawhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually	than one er for ance abuse, s Account, arameters
Customer's Particip call center and/or le Medicare Participar pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centents, nor do they include calls for services/products other than medical, such as mental health/substavhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually	than one er for ance abuse s Account, arameters 100% 30
Customer's Particip call center and/or le Medicare Participa: pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk	95.49% - 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serve pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center that, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participan pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily service pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center this, nor do they include calls for services/products other than medical, such as mental health/substate when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient Calls will for each gradient	than one er for ance abuse s Account, arameters 100% 30
Customer's Particip call center and/or le Medicare Participan pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily service parts. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substation when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered seconds Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc.	95.49% - 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily service pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substawhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered seconds Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 34 seconds or less	than one er for ance abuse, s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participar pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily servpants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centents, nor do they include calls for services/products other than medical, such as mental health/substawhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Total Dollars at Risk for this metric. Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participar pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily service pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior center nts, nor do they include calls for services/products other than medical, such as mental health/substawhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered seconds Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 34 seconds or less	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participas pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Below 95.00% antees and standards apply to Participant calls made to the customer care center that primarily servents. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centerns, nor do they include calls for services/products other than medical, such as mental health/substawhen United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 35 seconds or less 36 seconds or less 38 seconds or less	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participar pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount Gradients	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior cent nts, nor do they include calls for services/products other than medical, such as mental health/substa when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 33 seconds or less 34 seconds or less 35 seconds or less 36 seconds 37 seconds or less 38 seconds or less 39 seconds Abandonment Rate	than one er for ance abuse s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participa pharmacy (except w etc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount Gradients	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior centu nts, nor do they include calls for services/products other than medical, such as mental health/substa when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving: Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Total Dollars at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 35 seconds Greater than 38 seconds Abandonment Rate	than one er for ance abuse. s Account, arameters 100% 30 \$6,429 20%
Customer's Particip call center and/or le Medicare Participar pharmacy (except we etc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount Gradients Definition Measurement	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls made to care management personnel and/or calls to the senior cent nts, nor do they include calls for services/products other than medical, such as mental health/substa when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average seconds Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Total Dollars at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 36 seconds or less 38 seconds or less 38 seconds Chandonment Rate The average call abandonment rate will be no greater than the percentage set forth	than one er for ance abuse, s Account, arameters 100% 30 \$6,429
Customer's Particip call center and/or le Medicare Participar pharmacy (except v etc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount Gradients Definition Measurement Criteria	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls for services/products other than medical, such as mental health/substa when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Coll Delars at Risk for this metric Cof the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 33 seconds or less 34 seconds or less 35 account for this metric, percentage at risk for each gradient 32 seconds or less 33 seconds or less 34 seconds or less 35 accounts Abandonment Rate The average call abandonment rate will be no greater than the percentage set forth Percentage of total incoming calls to customer service abandoned, on average Standard tracking reports produced by the phone system for all calls	than one er for ance abuse. s Account, arameters 100% 30 \$6,429 20%
Customer's Particip call center and/or le Medicare Participar pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount Gradients Definition Measurement Criteria Level	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls for services/products other than medical, such as mental health/substs when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Total Dollars at Risk for this metric Of the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 34 seconds or less 35 seconds or less 36 seconds or less 36 seconds or less 37 seconds or less 38 seconds or less 39 seconds or less 39 seconds or less 30 seconds The average call abandonment rate will be no greater than the percentage set forth Percentage of total incoming calls to customer service abandoned, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account	than one er for ance abuse. s Account, arameters 100% 30 \$6,429 20%
Customer's Particip call center and/or le Medicare Participa: pharmacy (except wetc. Definition Measurement Criteria Level Period Payment Period Fees at Risk Payment Amount	95.49% - 95.00% Below 95.00% Member Phone Service antees and standards apply to Participant calls made to the customer care center that primarily serv pants. If Customer elects a specialized phone service model the results may be blended with more evel. They do not include calls for services/products other than medical, such as mental health/substa when United is Customer's pharmacy benefit services administrator), dental, vision, Health Saving Average Speed of Answer Calls will sequence through our phone system and be answered by customer service within the p set forth. Percentage of calls answered Time answered in seconds, on average Standard tracking reports produced by the phone system for all calls Team that services Customer's account Annually Annually Coll Delars at Risk for this metric Cof the Fees at Risk for this metric, percentage at risk for each gradient 32 seconds or less 33 seconds or less 34 seconds or less 35 account for this metric, percentage at risk for each gradient 32 seconds or less 33 seconds or less 34 seconds or less 35 accounts Abandonment Rate The average call abandonment rate will be no greater than the percentage set forth Percentage of total incoming calls to customer service abandoned, on average Standard tracking reports produced by the phone system for all calls	than one er for ance abuse s Account, arameters 100% 30 \$6,429 20%

Gradients 2.01% - 2.50% 2.51% - 3.00% 3.01% - 3.50% 3.51% - 4.00% Greater than 4.00% Call Quality Score Definition Maintain a call quality score of not less than the percent set forth Measurement Call quality assurance program. Level Office that services Customer's account Payment Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric. Payment Amount Of the Fees at Risk for this metric. 9.9.9% - 87.00% 88.99% - 87.00% 88.99% - 87.00% 86.99% - 87.00% 86.99% - 85.00% Below 85.00% Below 100 Criteria Operations standard survey, conducted over the course of the year; may be customer specific or an additional charge. Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Office that services Customer's account Period Annually	Payment Amount	Of the Fees at Risk for this metric, percentage at risk for each gradient	20%
2.51% + 3.00% 3.01% - 3.50% 3.51% - 4.00% Greater than 4.00% Greater than 4.00% Control Maintain a call quality score of not less than the percent set forth Measurement Call quality score to meet or exceed Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. Level Office that services Customer's account Payment Period Annually Payment Nonut Ofthe Ces at Risk for this metric. percentage at risk for each gradient 20 Gradients 92.99%, -91.00% 86.99%, -85.00% Below 85.00% Satisfaction 20 Gradients 92.99%, -87.00% 86.99%, -85.00% Below 85.00% Satisfaction 20 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 81.91 Level Office that services Customer's account 70 Period Annually 70 Payment Annout Of the fees at Risk for this metric. 83.2 Payment			2070
3.01% - 3.50% 3.51% - 4.00% Call Quality Score Definition Maintain a call quality score to not less than the percent set forth Measurement Call quality score to meet or exceed 93 Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. 93 Level Office that services Customer's account Annually Payment Period Annually 56,4 Payment Period Annually 20 Gradients 70,10% 86,9% 92.9% - 91.00% 90,9% 88,9% 86,9% 93.88.9% - 87.00% 86,9% 88,9% 87,0% 86 op% - 87.00% 86,9% 86,9% 87,0% Below 85.00% Below 85.00% Below 85.00% 86,9% Custofaction The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your molecule health insurance plan?" 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Office that services Customer's account Office that services Customer's account	Oradients		
3.51% - 4.00% Greater than 4.00% Call Quality Score of not less than the percent set forth Measurement Call quality score to meet or exceed 93 Criteria Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. 93 Level Office that services Customer's account 94 Period Annually 56,6 Payment Period Annually 56,6 Payment Amount Of the Fees at Risk for this metric 20 Gradients 92.99% - 91.00% 88,99% - 87.00% 86,99% - 85.00% Below 85.00% 86,99% - 85.00% Below 85.00% Satisfaction 80 Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you wit the way we administer your medical health insurance plan?" 80 Operations standard survey. conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 80 Period Annually 80 Period Annually 80 Period Annually 80 Operatio			
Call Quality Score Call Quality score of not less than the percent set forth Measurement Call quality score to meet or exceed 93 Criteria Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance, program. 93 Level Office that services Customer's account 94 Payment Period Annually 56,6 Payment Amount Of the Fees at Risk for this metric \$6,6 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients \$2,99% - 91.00% \$8,99% - 85.00% \$8,99% - 85.00% Below 85.00% Satisfaction \$6,6 \$90,99% - 89.00% Below 85.00% Satisfaction \$8 \$90 - 91.00% \$8 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. \$80 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. \$80 Level Office that services Customer's account \$80 \$80 Payment Amount Of the Fees at Risk for this metric \$3,2			
Call Quality Score Definition Maintain a call quality score of not less than the percent set forth Measurement Call quality score to meet or exceed 93 Criteria Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. 93 Level Office that services Customer's account 93 Payment Period Annually 56.4 Payment Amount Of the Fees at Risk for this metric 96.4 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients 92.99% - 81.00% 88.99% - 85.00% 88.99% - 85.00% Below 85.00% Below 85.00% 86.99% - 85.00% 86.99% - 85.00% Below 85.00% Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 81 Period Annually 83 Payment Amount Of the Fees at Risk for this			
Definition Maintain a call quality score of not less than the percent set forth Messurement Call quality score to meet or exceed 93 Criteria Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. 93 Level Office that services Customer's account 92 Payment Amount Of the Fees at Risk for this metric 86,6 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients 92,99% - 91.00% 90.99% - 88.00% 88.99% - 85.00% Below 85.00% Below 85.00% 88.99% - 87.00% 86.69% - 85.00% Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you wit the way we administer your medical health insurance plan?" 80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Office that services Customer's account 91 92 Payment Amount Off the respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's a			
Criteria Random sampling of calls are each assigned a customer service quality score, using our standard interna call quality assurance program. Level Office that services Customer's account Period Annually Payment Period Annually Payment Amount Of the Fees at Risk for this metric. \$6.9 Payment Amount Of the Fees at Risk for this metric. percentage at risk for each gradient 20 Gradients \$2.99% - \$10.00% \$8.99% - \$8.00% \$8.99% - \$8.00% 86.99% - \$8.00% Below 85.00% \$6.99% - \$8.00% \$8.99% - \$8.00% Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" \$80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher \$80 Office that services Customer's account \$81 \$81 Payment Period Annually \$82 Payment Period Annually \$81 Payment Period Annually \$80 Payment Period Annually \$82 Payment Period Annually \$83 Payment Period Annually	Definition		
Criteria call quality assurance program. Level Office that services Customer's account Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric. \$64 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients \$2,99% - 91.00% \$80.90% \$8,99% - 87.00% \$88.99% - 87.00% \$86.99% - 85.00% Below 85.00% Below 85.00% \$86.99% - 85.00% Below 85.00% Below 85.00% \$86.99% - 85.00% Below 85.00% Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" \$80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher \$80 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. \$80 Level Office that services Customer's account \$81 Period Annually \$3.2 Payment Amount Of the Fees at Risk for this metric. \$3.2 Payment Amount Of the Fee	Measurement		93%
Level Office that services Customer's account Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric \$6.4 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients 90.99% - 91.00% \$8.99% - 89.00% \$8.99% - 89.00% 88.99% - 87.00% \$8.99% - 85.00% \$8.99% - 85.00% Below 85.00% Below 85.00% \$8.99% - 80.00% Satisfaction Temployee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" \$80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher \$80 Criteria Annually \$80 Level Office that services Customer's account \$80 Period Annually \$32 Payment Amount Of the Fees at Risk for this metric. \$34 Payment Amount Of the Fees at Risk for this metric. \$35 Payment Amount Of the Fees at Risk for this metric. \$	Criteria		nternal
Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient 20 Gradients 92.99% - 91.00% 20 Gradients 92.99% - 87.00% 88.99% - 85.00% Below 85.00% 86.99% - 85.00% 86.99% - 85.00% Below 85.00% Below 85.00% 86.99% - 85.00% Employee (Member) Satisfaction Employee (Member) Satisfaction Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 81 Period Annually 83.2 Payment Period Annually 83.3 Payment Mount Of the Fees at Risk for this metric, percentage at risk for each gradient NV Gradients Not applicable 83.3.2 Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall will unitedHealthcare?" NV Gradients Not applicable 53.2	Laval		
Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient 20 Gradients 92.99% - 91.00% 90.99% - 89.00% 88.99% - 87.00% 88.99% - 85.00% 86.99% - 85.00% Below 85.00% Below 85.00% 86.99% - 85.00% Employee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" 80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 81 Period Annually 83,7 Payment Amount Of the Fees at Risk for this metric 83,7 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable 53,7 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable 53,7			
Fees at Risk Total Dollars at Risk for this metric \$6,4 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients 92,99% - 91.00% 90.99% - 89.00% 88.99% - 87.00% 88.99% - 87.00% 86.99% - 85.00% Below 85.00% Satisfaction Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Optrations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 92,93 Payment Period Annually 92 Payment Period Annually 83,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable \$3,2 Payment Period Monially \$20 Definition The overall satisfaction will be determined by the question that reads "How satisfie			
Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient 20 Gradients 92.99% - 91.00% 90.99% - 89.00% 90.99% - 85.00% 86.99% - 85.00% 86.99% - 85.00% Below 85.00% Below 85.00% Below 85.00% Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you wit the way we administer your medical health insurance plan?" 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 81 Period Annually 83.2 Payment Period Annually 83.2 Payment Amount Of the Fees at Risk for this metric 83.2 Payment Amount Of the Fees at Risk for this metric percentage at risk for each gradient NV Gradients Not applicable Score 53.2 Period The overall satisfaction will be determined by the question that reads "How satisfied are you overall will UnitedHealthcare?" NV Gradients Not applicable Score 53.2 Payment Amount Of the Fees at Risk for thi	•		\$6 120
Gradients 92.99% - 91.00% 90.99% - 89.00% 88.99% - 87.00% 88.99% - 87.00% 88.99% - 87.00% Below 85.00% Below 85.00% Employee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account Perestage of the services Customer's account Period Annually 90 Payment Period Annually \$3.2 Payment Amount Of the Fees at Risk for this metric \$3.2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable \$3.2 Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" N/ Measurement Minimum score on a 10 point scale \$. ,
90.99% - 89.00% 88.99% - 87.00% 88.99% - 85.00% Below 85.00% Below 85.00% Below 85.00% Below 85.00% Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you wit the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 81 Period Annually \$3,3 Payment Amount Of the Fees at Risk for this metric \$3,4 Payment Amount Of the fees at Risk for this metric, percentage at risk for each gradient \$3,4 Payment Amount Of the overall satisfaction will be determined by the question that reads "How satisfied are you overall will UnitedHealthcare?" \$3,2 Payment Amount Of the overall satisfaction will be determined by the question that reads "How satisfied are you overall will UnitedHealthcare?" \$3,2 Payment Amount Of the overall substified cols usup overall will UnitedHealthcare?" \$2 <td></td> <td></td> <td>20%</td>			20%
88.99% - 87.00% 86.99% - 85.00% Below 80.00% Criteria Payment Period Annually Peres at Risk 7 otal Dollars at Risk for this metric Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient Payment Period Measurement Minimum score on a 10 point scale Criteria </td <td>Gradients</td> <td></td> <td></td>	Gradients		
86.99% - 85.00% Below 85.00% Satisfaction Employee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 80 Period Annually 53,2 Payment Period Annually \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Ordiatits Not applicable \$3,2 Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale \$core Criteria Standard Customer Scorecard Survey \$core Level Customer specific \$core Period Annually \$core Payment Period Annually \$core <			
Below 85.00% Satisfaction Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 80 Payment Period Annually 83,2 Payment Amount Of the Fees at Risk for this metric 83,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Period Annually Eucorean at a staffaction will be determined by the question that reads "How satisfact are you over all will UnitedHealthcare?" Measurement Minimum score on a 10 point scale score Score Score Score Score Score Score Score Scor			
Satisfaction Employee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 9 Period Annually 9 Payment Period Annually 9 Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Ordients Not applicable 9 Customer Satisfaction UnitedHealthcare?" 10 point scale 5 Criteria Standard Customer Scorecard Survey 5 Level Customer specific 5 Period Annually 5 Payment Period Annually 5 Period Annually 5 Period <			
Employee (Member) Satisfaction Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you wit the way we administer your medical health insurance plan?" 800 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 800 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 800 Level Office that services Customer's account 800 Payment Period Annually 800 Peres at Risk Total Dollars at Risk for this metric \$3,2 Payment Provenall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" State St			
Definition The overall satisfaction will be determined by the question that reads "Overall, how satisfied are you with the way we administer your medical health insurance plan?" Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 80 Payment Period Annually 53.2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Officie that services Outomer Satisfaction Satisfaction Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Sacient Standard Customer Scorecard Survey Level Customer specific Score Score Period Annually Score Sacient Standard Customer Scorecard Survey Level Customer specific Annually Score Sacient Standard Customer Scorecard Survey Level Customer specific Annually Score Sacient Standard Customer Scorecard Survey Sacient Standard Customer Scorecard Survey Level Customer specific			
Definition the way we administer your medical health insurance plan?" 80 Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 80 Level Office that services Customer's account 80 Period Annually 80 Payment Period Annually 83,3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable \$3,2 Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale \$core 5 Criteria Standard Customer Scorecard Survey 5 Level Customer specific 5 Period Annually 5 Payment Period Annually 5 Period Annually 5 Period Standard Customer Scorecard Survey 5 Level Customer spec	D		ou with
Measurement Percentage of respondents, on average, indicating a grade of satisfied or higher 80 Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. 90 Level Office that services Customer's account 90 Period Annually 90 Payment Period Annually 90 Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable 100 Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey 100 100 100 Level Customer specific 100 100 100 100 Payment Period Annually 100 100 100 100 100 100 100 100 100 100 100 100 100 100 <td< td=""><td>Definition</td><td></td><td></td></td<>	Definition		
Criteria Operations standard survey, conducted over the course of the year; may be customer specific for an additional charge. Level Office that services Customer's account Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable V Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey V V Level Customer specific V V Payment Period Annually V Standard Customer Scorecard Survey V Level Customer specific V V Standard Survey V Payment Period Annually V V Standard Survey V Level Customer specific Standard Survey V V Standard Survey V	Measurement		80%
Chiefriaadditional charge.LevelOffice that services Customer's accountPeriodAnnuallyPayment PeriodAnnuallyFees at RiskTotal Dollars at Risk for this metric\$3,,Payment AmountOf the Fees at Risk for this metric, percentage at risk for each gradientN/GradientsNot applicableN/Tete overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?"MeasurementMinimum score on a 10 point scalescore5CriteriaStandard Customer Scorecard Surveyscore5LevelCustomer specificstandard Customer Scorecard Surveyscore5PeriodAnnuallystandard Customer Scorecard Surveystandard Customer Scorecard Surveystandard Customer Scorecard SurveyLevelCustomer specificstandard Customer Scorecard Surveystandard Customer Scorecard SurveyPayment PeriodAnnuallyStandard Customer Scorecard Surveystandard Standard Stand	a :		n
Level Office that services Customer's account Period Annually Payment Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable N/ Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey Level Customer specific Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient \$3,2	Criteria		
Payment Period Annually Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable N/ Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey 5 Level Customer specific 7 Payment Period Annually 5 Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Level	Office that services Customer's account	
Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable N/ Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey score 5 Level Customer specific Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient \$3,2	Period	Annually	
Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/ Gradients Not applicable N/ Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey Level Customer specific Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient \$N/	Payment Period	Annually	
Gradients Not applicable Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey score 5 Level Customer specific Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2	Fees at Risk	Total Dollars at Risk for this metric	\$3,214
Customer Satisfaction Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey score 5 Level Customer specific Payment Period Annually Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Payment Amount	Of the Fees at Risk for this metric, percentage at risk for each gradient	N/A
DefinitionThe overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?"Measurement CriteriaMinimum score on a 10 point scalescore5Standard Customer Scorecard Survey5LevelCustomer specificPeriodAnnuallyPayment PeriodAnnuallyFees at RiskTotal Dollars at Risk for this metricPayment AmountOf the Fees at Risk for this metric, percentage at risk for each gradientN/	Gradients	Not applicable	
Definition UnitedHealthcare?" Measurement Minimum score on a 10 point scale score 5 Criteria Standard Customer Scorecard Survey 5 Level Customer specific 5 Period Annually 5 Payment Period Annually 5 Fees at Risk Total Dollars at Risk for this metric, percentage at risk for each gradient \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/			
Criteria Standard Customer Scorecard Survey Level Customer specific Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Definition		all with
Criteria Standard Customer Scorecard Survey Level Customer specific Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Measurement	Minimum score on a 10 point scale score	5
Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Criteria		
Period Annually Payment Period Annually Fees at Risk Total Dollars at Risk for this metric Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Level		
Payment Period Annually Fees at Risk Total Dollars at Risk for this metric \$3,2 Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/	Period		
Fees at RiskTotal Dollars at Risk for this metric\$3,2Payment AmountOf the Fees at Risk for this metric, percentage at risk for each gradientN/			
Payment Amount Of the Fees at Risk for this metric, percentage at risk for each gradient N/			\$3,214
Gradients Not applicable	Payment Amount		N/A
The application of the applicati	Gradients	Not applicable	