

Performance Goals for Rite Care

Area	Goal	Standard
Administration and Management	Temporary identification cards distributed within 10 days of enrollment, permanent ones within 45 days of enrollment	98%
	Member handbooks distributed within 10 business days of being notified of enrollment	98%
	Members without primary care providers (PCP) at enrollment are assigned a PCP within 20 days of enrollment, after being given the opportunity to select	95%
	Average speed of answer of calls is 30 seconds or less	100%
	Call abandonment rate is 5% or less	100%
	Grievances and appeals are resolved within state statutory time frames	97%
	Payment of "clean" claims is made within 30 days	95%
	Payment of claims for medical screening examinations in a hospital emergency room to determine if a medical emergency exists	100%
	Contractor notifies DHS of any potential source of third-party liability within 15 days of such source becoming known to contractor	90%
Access	Members seeking treatment of an emergency medical condition are offered and receive services immediately	100%
	Members seeking treatment of an urgent medical condition receive services within 24 hours	95%
	Members seeking treatment of a non-emergent, non-urgent behavioral health condition receive treatment within 5 business days	75%
	New adult members receive a first visit with a PCP within 90 days of enrollment	50%
	New members under age 18 receive a first visit with a PCP within 90 days of enrollment	65%
Clinical Care	Percentage of Rite Care children who turned 2 years old during the reporting year who were continuously enrolled for 12 months immediately preceding their second birthday (including members who have had no more than one gap of enrollment of up to 45 days during the 12 months immediately preceding their second birthday) and who have received appropriate immunizations	85%
	Members between 6 and 20 years old are provided early and periodic screening, diagnostic, and treatment age-appropriate screening	85%
	Pregnant members receive adequate or adequate-plus prenatal care services as measured by the Kotelchuk Index	85%
	Average length of maternity stay is two days for a vaginal delivery and four days for a caesarian delivery	100%
	Readmission rates within 90 days for members hospitalized for behavioral health condition	20%
	Members who reach 18 months of age during the reference period who have had an initial lead screen within the preceding nine months	85%
	Female enrollees aged 16 to 20 continuously enrolled for a year have had one or more PAP tests during the past year	40%
	Female enrollees aged 21 to 64 continuously enrolled for a year have had one or more PAP tests within the past three years	80%

Source: Neighborhood Health Plan of Rhode Island, Providence, RI.