



Primary Care Services – Prescription Pricing Production Quality Status

Net Cash Value – Accuracy Rates:

Pricing Month	Actual - %	SLA - %	Difference - %
April 2017	99.74	99.8	-0.06
May 2017	99.75	99.8	-0.05
June 2017	99.59	99.8	-0.21
July 2017	99.90	99.8	0.10
Aug 2017	99.90	99.8	0.10
Sept 2017	99.99	99.8	0.19
Oct 2017	99.88	99.8	0.08
Nov 2017	99.85	99.8	0.05
Dec 2017	99.97	99.8	0.17
Jan 2018	100	99.8	0.20
Feb 2018	99.93	99.8	0.13
Mar 2018	99.84	99.8	0.04
AVERAGE	99.86	99.8	0.06

Keying - Accuracy:

Pricing Month	Actual	SLA	Variance
April 2017	99.70	99.00	0.70
May 2017	99.64	99.00	0.64
June 2017	99.39	99.00	0.39
July 2017	99.77	99.00	0.77
Aug 2017	99.61	99.00	0.61
Sept 2017	99.79	99.00	0.79
Oct 2017	99.71	99.00	0.71
Nov 2017	99.26	99.00	0.26
Dec 2017	98.27	99.00	-0.73
Jan 2018	99.47	99.00	0.47
Feb 2018	99.65	99.00	0.64
Mar 2018	99.69	99.00	0.69
AVERAGE	99.50	99.00	0.50