



Primary Care Services – Prescription Pricing

PRODUCTION QUALITY STATUS

Net Cash Value - Accuracy Rates

Pricing Month	Actual - %	SLA - %	Difference - %
April 2014	99.81	99.80	0.01
May 2014	99.87	99.80	0.07
June 2014	99.94	99.80	0.14
July 2014	99.78	99.80	-0.02
Aug 2014	99.60	99.8	-0.20
Sept 2014	99.96	99.80	0.16
Oct 2014	99.94	99.80	0.14
Nov 2014	99.86	99.80	0.06
Dec 2014	99.82	99.80	0.02
Jan 2015	99.75	99.80	-0.05
Feb 2015	99.7	99.80	-0.1
Mar 2015	99.93	99.80	0.13
AVERAGE	99.83	99.80	0.03

Keying - Accuracy Rates

Pricing Month	Actual	SLA	Variance
April 2014	99.68	99.00	0.68
May 2014	99.40	99.00	0.40
June 2014	99.57	99.00	0.57
July 2014	99.68	99.00	0.68
Aug 2014	99.43	99.00	0.43
Sept 2014	99.45	99.00	0.45
Oct 2014	99.44	99.00	0.44
Nov 2014	99.69	99.00	0.69
Dec 2014	99.47	99.00	0.47
Jan 2015	99.56	99.00	0.56
Feb 2015	99.38	99.00	0.38
Mar 2015	98.71	99.00	-0.29
AVERAGE	99.46	99.00	0.45