



Primary Care Services – Prescription Pricing

PRODUCTION QUALITY STATUS

Net Cash Value - Accuracy Rates

Pricing Month	Actual - %	SLA - %	Difference - %
April 2015	99.91	99.80	0.11
May 2015	99.80	99.80	0
June 2015	99.93	99.80	0.13
July 2015	99.89	99.80	0.09
Aug 2015	99.87	99.8	0.07
Sept 2015	99.97	99.80	0.17
Oct 2015	99.81	99.80	0.01
Nov 2015	99.70	99.80	-0.10
Dec 2015	99.9	99.80	0.1
Jan 2016	99.55	99.80	-0.25
Feb 2016	99.79	99.80	-0.01
Mar 2016	100	99.80	0.2
AVERAGE	99.84	99.80	0.04

Keying - Accuracy Rates

Pricing Month	Actual	SLA	Variance
April 2015	99.41	99.00	0.41
May 2015	99.37	99.00	0.37
June 2015	99.62	99.00	0.62
July 2015	99.54	99.00	0.54
Aug 2015	99.61	99.00	0.61
Sept 2015	99.58	99.00	0.58
Oct 2015	99.43	99.00	0.43
Nov 2015	99.71	99.00	0.71
Dec 2015	99.57	99.00	0.57
Jan 2016	99.35	99.00	0.35
Feb 2016	99.71	99.00	0.71
Mar 2016	99.75	99.00	0.75
AVERAGE	99.55	99.00	0.75