



Primary Care Services – Prescription Pricing Production Quality Status

Net Cash Value – Accuracy Rates:

Pricing Month	Actual - %	SLA - %	Difference - %
April 2016	99.9	99.8	0.1
May 2016	99.98	99.8	0.18
June 2016	99.98	99.8	0.18
July 2016	99.68	99.8	-0.12
Aug 2016	99.89	99.8	0.09
Sept 2016	99.81	99.8	0.01
Oct 2016	99.93	99.8	0.13
Nov 2016	99.67	99.8	-0.13
Dec 2016	99.64	99.8	-0.16
Jan 2017	99.87	99.8	0.07
Feb 2017	99.92	99.8	0.12
Mar 2017	99.86	99.8	0.06
AVERAGE	99.84	99.8	0.04

Keying - Accuracy:

Pricing Month	Actual	SLA	Variance
April 2016	99.47	99	0.47
May 2016	99.67	99	0.67
June 2016	99.73	99	0.73
July 2016	99.49	99	0.49
Aug 2016	99.48	99	0.48
Sept 2016	99.59	99	0.59
Oct 2016	99.74	99	0.74
Nov 2016	99.59	99	0.59
Dec 2016	99.61	99	0.61
Jan 2017	99.46	99	0.46
Feb 2017	99.52	99	0.52
Mar 2017	99.72	99	0.72
AVERAGE	99.59	99	0.59