



Department of Health

ASSISTANT SECRETARIAT FOR THE COORDINATION OF SERVICES AND HEALTH ASSISTANCE
Division of Medical Assistance (Medicaid)

ATTACHMENT A SERVICE LEVEL AGREEMENTS 2024-PRMP-NNPS-SOC-001

SLA subject	Definition	Performance Standard	Contract Remedy
Production	The production service level is defined as a daily recertification quota that the vendor must reach and maintain daily.	The vendor must reach the daily production quota 400 recertified cases per day.	Once the training period for the recertification specialists is over, the vendor will maintain the daily production quota with up to .5% of the monthly invoice being deducted per day if the vendor fails to maintain the production quota.
Reporting	The reporting Service level is defined Reports required from the vendor to ensure program compliance and quality of service.	<p>The vendor must provide a report weekly. The report must include the following parts:</p> <ol style="list-style-type: none">1. Weekly executive status report- Must include performance metrics, and progress updates in program areas.2. Production report- encompasses data related to production volumes, quality control metrics and production issues or incidents.3. Attendance report- These reports systematically record attendance and absence	The weekly report must be delivered by Monday of each coming week. If the report is late, \$1,000 will be withheld from payment per day the weekly report is not received.

data, tracking adherence to attendance policies.
4. Invoicing report- Financial transaction records that document transactions between the vendor and PR DoH.

Staffing	The Staffing Service Level is defined as the vendor’s business and technical resources that will be provided to support the SOC services to be provided as defined in this NNPS.	<ol style="list-style-type: none">1. Key staff should be fully in place before initiation of services within the time frame stipulated by this NNPS.2. The vendor shall help ensure that key staff are available from 8:00 a.m. – 5:00 p.m. AST every business day of the contract term or as otherwise agreed upon by the Commonwealth and the vendor3. The vendor should notify the Commonwealth of any known key staff vacancy within one business day, with every effort made to provide advanced notice of at least 15 days.4. The vendor should provide a temporary replacement or strategy to resolve a staffing issue required to help ensure that contract activities are supported that is acceptable to the Commonwealth within five business days of the vacancy.	The vendor shall maintain appropriate staffing levels with up to 2% of the monthly invoice withheld in the case the vendor does not maintain the staffing levels.
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5. Work to ensure a permanent replacement is working on the project within 30 business days of the date a key staff position becomes vacant. This period can be extended depending on the demonstrated level of effort to retain full-time replacement.

Communication	The communication service level is defined as the open, well-defined, and agreed upon lines of communication between PRMP and key vendor staff.	The vendor shall identify key staff that will be available and within reach of communications from PRMP. The agreed upon lines of communication must be available from 8:00 a.m. – 5:00 p.m. AST every business day of the contract term or as otherwise agreed upon by the Commonwealth and the vendor.	If the key staff fails to respond or to receive communications within the business day, \$500 dollars shall be deducted from the monthly invoice.
		Moreover, all communication must be replied to or addressed before the end of the business day. Should key staff be unavailable the vendor must identify who PRMP will communicate with.	