

**Performance Measure Score**

Table 1

Claims Administration-50%		Grade Ranges				Scores		
Performance Measure	Weight	1	2	3	4	Result	Grade	Grade * Weight
PM1 - New Claims	15	>55	55-48	47-36	<36	19	4	60
PM2 - New Claims over 50 days	7	>30	30-21	20-10	<10	17.43	3	21
PM3 - New claims 14 days of last info	5	<65	65-79	80-90	>90	66	2	10
PM4 - RA paid 7 days of decision	5	<65	65-79	80-90	>90	93	4	20
PM5 - CIC's	12	>28	21-28	20-9	<9	31.75	1	12
PM6 - Accuracy	6	<96	96-97	98	>98	99.2	4	24
<b>Total</b>	<b>50</b>							<b>147</b>
<b>Score</b>								<b>2.94</b>

Overpayments PM's 7, 8 & 9 not scored

Table 2

Security-35%		Grade Ranges				Scores		
Performance Measure	Weight	1	2	3	4	Result	Grade	Grade * Weight
PM10 - Interventions	14	<81	81-90	91-99	100	100	4	56
PM11 - Data Matches	14	<81	81-90	91-99	100	100	4	56
PM12 - Visits	7	<81	81-90	91-99	100	100	4	28
<b>Total</b>	<b>35</b>							<b>140</b>
<b>Score</b>								<b>4</b>

Counter-fraud PM's 13,14, 15 & 16 not scored

Table 3

Use Focus (Appeals)-15%		Grade Ranges				Scores		
Performance Measure	Weight	1	2	3	4	Result	Grade	Grade * Weight
PM17 - Revision 4 weeks	4	<50	50-59	60-65	>65	54.9	2	8
PM18 - TAS 4 weeks	7	<50	50-59	60-65	>65	57.77	2	14
PM19 - TAS 3 months	4	<85	85-89	90-05	>95	86.66	2	8
<b>Total</b>	<b>15</b>							<b>30</b>
<b>Score</b>								<b>2</b>

Table 4

<b>Total Performance Measure Score</b>	<b>3.17</b>
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**Enabler Score**

Table 5

Theme	Weight	Number of Enablers in Theme	Number of Enablers Achieved	Percentage of Enablers Achieved	Theme Score	Contribution to Enabler Score
Claims Administration	35%	16	14	87.50%	4	30.63%
Security	35%	21	19	90.48%	4	31.67%
User Focus	15%	12	11	91.67%	4	13.75%
Resource Management	15%	16	16	100.00%	4	15.00%
<b>Total</b>	<b>100%</b>	<b>65</b>	<b>60</b>			<b>91.04%</b>


Table 7

<b>Total Enablers Score</b>	<b>4</b>
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**Overall Score**

Table 8

Enablers	Performance Measures				
	1	2	3	4	
1	1	1	2	2	
2	1	2	3	3	
3	1	2	3	4	
4	1	2	3	4	