32185

AMENDMENT TO THE MEDICARE ADVANTAGE WITH PRESCRIPTION DRUG BENEFIT ("MA-PD") GROUP AGREEMENT

This Amendment (this "Amendment") to the Medicare Advantage with Prescription Drug Benefit ("MA-PD") Group Agreement between UnitedHealthcare Insurance Company and its affiliates ("United") and City of Long Beach ("Group") dated January 1, 2009 (the "Agreement") is made and entered into by UnitedHealthcare and Group effective on January 1, 2017.

WHEREAS, United and Group desire to amend the Agreement in accordance with the terms and conditions of the Agreement.

NOW, THEREFORE, United and Group hereby amend the Agreement as follows:

1. A new Section 3.14, Implementation Credit, is hereby added to the Agreement as follows, to provide for such implementation credit.

"3.10 <u>Implementation Credit</u>. UnitedHealthcare will provide an implementation credit to help Group mitigate costs associated with an administrative service provider change, in the amount of \$5.00 per Eligible Retiree or Eligible Dependent enrolled in the MA-PD Plan. The implementation credit will be paid after the total actual expense, including a detailed description of charges, has been documented by Group and submitted to UnitedHealthcare. This is a one-time credit. If Group terminates the Agreement prior to the complete Com

MSCA Decombo 07,2017, Group will pay United a prorated portion of this credit."

- 2. Exhibit A. Perionnance Guarantees, attached hereto, is hereby added to the Agreement to provide for such guarantees.
- 3. Any capitalized term used but not defined in this Amendment shall have the definition assigned to it in the Agreement.
- 4. Except as amended by this Amendment, all provisions of the Agreement shall remain in full force and effect.
- 5. This Amendment may be executed in two (2) or more counterparts each of which shall be deemed an original and all of which taken together shall constitute one and the same Amendment.

((Signature page follows.)

IN WITNESS WHEREOF, United and Group hereto have executed this Amendment effective January 1, 2017.

UnitedHealthcare Insurance Company	City of Long Beach	United to some
By Jula Rednon	By TBU	EXECUTED PURSUAL TO SECTION 301 (THE CITY CHARTE)
Authorized Signature		istant City Manager
Print Name Greta Redmond FSAMAA		
Print Title VP. Underwriter/Actuaria	Print Title City Ma	nager
Date November (4, 20/6	Date 12/22/16	0

Dec 6 20

CHARLES PARKIN, City Attorney

GARY ! ANDERSON
PRINCIPAL DEPUTY CITY ATTORNEY

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Exhibit A Performance Guarantees

These performance guarantees will apply when enrollment in the MA-PD Plan reaches five hundred (500) Members.

The below performance guarantees (these "Performance Guarantees") are effective for the term of this Agreement provided, however, United may specify to Group new Performance Guarantees upon a subsequent anniversary of the Effective Date. Any new Performance Guarantees must be in writing between the parties and shall supersede and replace these Performance Guarantees. With respect to the aspects of United's performance addressed in this exhibit, these fee adjustments are Group's exclusive financial remedies.

These Performance Guarantees will become effective upon the later of (1) the Effective Date of this Agreement; or (2) the date this Agreement is signed by both parties. In the event these Performance Guarantees become effective later than the Effective Date of this Agreement: (1) quarterly guarantees will become effective beginning with the next calendar quarter following signature of this Agreement by both parties and (2) annual guarantees will become effective dominencing with the next anniversary of the Effective Date following the date this Agreement is signed by both parties.

These Performance Guarantees can be modified to the degree necessary to carry out the intent of the parties. United shall not be required to meet any of these Performance Guarantees or amendments thereto to the extent United's failure to meet these Performance Guarantees is due to fire, emburgo, strike, war, accident, act of God, acts of terrorism; or United's required compliance with any law, regulation, or governmental agency mandate; or anything beyond United's reasonable control.

Total Fees at Risk for	all Medicare Advantage Medical Performance Guarantees	2% of total employer paid premium annuall
Product		National PPO plan
	Member Phone Service	
Phone service guarantees and standa	rds apply to Member calls made to the customer care center that primarily services Group, members.	
	Abandonment Rate	
Definition	The percentage of calls quoued that abgudon (hang up) will be no greater than the percentage set 15rth.	
Measurement	The percentage of calls queued that abandon (hang up) before being answered by a representative.	57/4
Criteria	Standard system tracking reports.	
• Level	Group Retiree Medicare Advantage book of business.	
Period	Reported quarterly.	
Payment Period	Annually (aggregated results).	
Tees at Risk	Percentage of fees at risk for this metric.	Potal at risk divided equally between all measures
	Customer Service Service Level	
Definition	The percentage of answered member calls that are answered within the parameters set forth.	
deusurement	Percentage of culls answered.	80%
	Time answered in seconds, on average	seconds 30
Criteria	Standard system tracking reports.	
Level	Group Retiree Medicure Advantage book of business.	
Period	Reported quarterly.	1
Payment Period	Annually (aggregated results),	
ees ni Risk	Percentage of fees at risk for this metric.	Total at risk divided equally fetween all measures
	Claims Operations Dollar Accuracy	
Delignition	Claims dollars paid accurately will not be less than the designated percent	
deusurement	Percentage of claims dollars paid accurately.	99%
Criteria	Standard Chims Operations Report.	94%
	Statistically significant random sample of claims processed is reviewed to determine the percentage of claims processed without payment errors. Measurement: (Sample Claim Dollars Pakl - Mispakl) / Sample Claim Dollars Pakl - Mispakl	
Level	Cosmos Platform - Medicare and Retirement PPO Book of Business.	
Period	Responsed quarterly,	
ayment Period	Amually (aggregated results).	
ices in Risk	Percentage of fees at risk for this metric,	Total at risk divided equally between all measures
	Procedural Accuracy	
De Clarifican	Procedural accuracy rate of not less than the designated percent.	
feasurement Criteria	Percentage of oldins processed without procedural (i.e. non-financial) errors, Standard Claims Operations Report	97%
	Statistically significant random sample of claims processed it reviewed to determine the percentage of claims processed without payment errors.	airzi İ
Level	Cosmos Platform - Medicare and Retirement PPO Book of Business	
Period	Reported quantry	5
ayment Period	Annually (aggregated results).	
	Percentage of fees at risk for this metric.	Total at risk divided equally
ees at Risk		hetween all measures

	Payment Accuracy	
De Maition	Claims Payment Accuracy Percentage will not be less than the designated percent.	V-111 - 12 - 12 - 14 DOMAN
leasurement	Percentage of sampled claims paid without errors.	97%
Criteria	Standard Claims Operations Report.	4
Cracia	(Number of Sampled Claims - Number of Sampled Claims with Financial Defects) / Number of Sampled Claims.	
	CARRIED OF SHIPPED CHAIRS - LATINGE OF BUILDING CHAIRS IN IN LIMITED SECTION OF A SHIPPED CHAIRS	
	Town Distance Machine and Bathaman DDO Rault of Romany	
Level	Cosmos Platform - Medicare and Retirement PPO Book of Business.	
Period	Reported quarterly,	
ayment Period	Annually (aggregated results)	
ees at Risk		Total at risk divided equally
		herween all measures
	Claims Time to Process in 40 culternar days	
eJinition	The percentage of all ctrims United receives will be processed within the designated number of calendar days of	
	recept.	
leasurement	Percentage of clean claims processed (Par and Non Par Providers, including paid and un paid claims).	<u>95</u> %
	Calenchir days after receipt.	30
Criteria	Standard Chims Operations Report	
Level	Cosmos Platform Medicare and Retirement PPO Book of Business.	
Period	Reported guartedy.	
ayment Period	Annually (aggregated results).	
	Percentage of fees at risk for this metric.	Total at risk divided equally
ees at Risk		between all measures
Children Children	Eligibility File	11 11 10 2 2 1 1 1 1 1
	Enrollment/Eligibility Processing Turnamund Time	PAIST TO THE
THE RESIDENCE	Member Applications processed within the designated number of calendar days of receipt of properly completed	
efination	applications	000
	Percentage of member applications or enrollment files processed within seven (7) calendar days of receipt (must	*
leasurement	be received by 12:00 moon EST atherwise they are considered received on the following calendar day)	
THE RESERVE OF CASE	(BUSINESS decision to identify when the clock starts ticking).	95%
	Standard system tracking reports: the guarantee is waived for member applications that cannot be processed	
Criteria	because they have been not properly completed.	
Level	Customer specific	
Period	Reported quarterly,	
ayment Period	Annually (aggregated results)	
		Total at risk divided equally
ees at Risk		between all measures
		AND THE REAL PROPERTY OF THE PARTY OF THE PA
	Fulfillment - ID Cards	
	Initial ID Card Distribution	
Octinities	ID Cards will be postmarked within the parameters set forth.	
deasurement	Percentage of ID cards mailed within seven (7) calendar days of receiving CMS approval.	99%
Crieria	Calculated on the actual number of cards mailed within seven (7) calendar days divided by the total number of	
Cinera	member applications.	
Level	Customer specific	
Period	Annual enrollment period.	
ayment Period	Amuaty.	
	Percentage of fees at risk for this metric.	Total at risk divided equally
ees at Risk		between all measures
	Claim Operations - Pharmacy	
AND DESCRIPTION OF THE PERSON		
	Electronic Claim Turnamund Time	THE RESIDENCE
) a Finition	Electronic Claim Turnamund Time The number of seconds taken to process all clean electronic pharmacy claims received.	WATER ASSESSED.
- Finition		
	The number of seconds taken to process all clean electronic pharmacy claims received.	
	The number of seconds taken to process all clean electronic pharmacy claims received. Percentage of claims processed: As measured by the total clapsed time from the point a transaction is received.	
	The number of seconds taken to process all clean electronic pharmacy claims received. Percentage of claims processed: As measured by the total clapsed time from the point a transaction is received by United's pharmacy system from the dispensing pharmacy until the submitted transaction is adjudicated and	903
deasurement	The number of seconds taken to process all clean electronic pharmacy claims received. Percentage of claims processed: As measured by the total clapsed time from the point a transaction is received by Undeed's pharmacy system from the dispensing pharmacy until the submitted transaction is adjudicated and appropriate claim pagment information is issued.	99%
feasurement Criteria Level	The number of seconds taken to process all clean electronic pharmacy claims received. Percentage of claims processed: As measured by the total clapsed line from the point a transaction is received by Unged's pharmacy system from the dispensing pharmacy until the submitted transaction is adjudicated and appropriate claim pagment information is issued. Time to process, not to exceed.	903
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feasurement Criteria Level Period	The number of seconds taken to process all clean electronic pharmacy claims received. Percentage of claims processed: As measured by the total clapsed time from the point a transaction is received by United's pharmacy system from the dispensing pharmacy until the submitted transaction is adjudented and appropriate claim pagnet information is issued. Time to process, rat to exceed. Book of Business (UHCMR). Reported quarterly. Annually (aegregated results).	995 3 sec.and
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	Mail Order Average Dispensing Time - Intervention Required	A PARTY OF THE PAR
Definition	Average dispensing time, for all mail order prescriptions that require administrative or clinical intervention, no	
	greater than as set forth.	
leasurement	Percentage of mail order prescriptions dispensed.	100%
Criteria	Average dispensing time in business days.	5
	Average dispensing time is derived by dividing the total whole days to dispense all prescriptions by the total	
	pumber of prescriptions dispensed, based on the date a prescription order is received and the date the order is	1
	shipped. Orders where the prescriber or Participants fails to respond will be excluded.	-
• Level	Book of Business (UHCMR).	
• Period	Reported quarterly.	
ayment Perfod	Annadly (aggregated results).	
čes at Risk	Percentage of fees at risk for this metric.	Total at risk divided equally herween all measures
	Mail Order Average Dispensing Time No Intervention	The state of the s
21.64	Average dispensing time for all mail order prescriptions that require no administrative or clinical intervention, no	
Delimition	greater than as set forth.	
deasurement	Percentage of mail order prescriptions discensed.	100%
• Criteria	Average dispensing time in bosiness days	3
	Average dispensing time is derived by dividing the total whole days to dispense all prescriptions by the total	
	number of prescriptions dispensed, based on the date a prescription order is received and the date the order is	
	stipped.	
Level	Book of Business (UHCMR)	
Period	Reported quarterly.	1
ayment Period	Annually (aggregated results).	-
	Percentage of fees at risk for this metric.	Total at risk divided equally
ees at Risk		between El measures
Kalina in the Living	Mail Order Dispersing Accurses	il oliginate i jurgi
Definition	Mail order dispensing accuracy rating of the guaranteed percentage	
Measurement	Percentage of prescriptions dispensed accurately.	99,90%
	External feedback will be collected and tracked from individuals receiving prescriptions for home delivery. This	
Criteria	gurantee is conditional upon utilization of United's standard pharmacy management claim processing protocols.	
Level	Book of Business (UHCMR),	
Period	Reported guarterly,	
ayment Perkd	Annually (aggregated results).	
fees at Risk	Percentage of fees at risk for this metric.	Total at risk divided equally between all measures
ACTOR SHARE	POS System Availability	
	United guarantees that the pharmacy point of service system will be available a minimum of the displayed	
Definition	percentage of the time, not including scheduled downtime for maintenance, system updates, and	
Principal High Figure	telecommunication failures.	
deasurement	Percentage of time the system is available.	99%
Criteria	United's internal systems measures.	
Level	Book of Business (UHCMR).	
Perkul	Reported quarterly.	
TETRAL	Annually (aggregated results).	
Internet Region		
ayment Period	Percentage of fees at risk for this metric.	Total at risk divided equally