



Run Date:

Run Time:

As of Date:

**SCO Performance Review :**

					FY - 2010						FY - 2010		State			
					Q1		Q2		Q3		Total		FY - 2010			
Functional Area	Business Groupings	Business Statement	Performance Metrics	Performance Metrics Details	#	%	#	%	#	%	#	%	#	%		
Administrative Authority:SCO Monitoring	Service Plans	Are ISPs approved and authorized within 365 days of the prior approved plan?	Number and percent of plans that were submitted for AE approval (benchmark - 90% plans are submitted 30 days or more prior to due date)													
			Number and percent of Consolidated plans submitted for AE approval (benchmark - 90% plans are submitted 30 days or more prior to due date)													
			Number and percent of P/FDS plans submitted for AE approval (benchmark - 90% plans are submitted 30 days or more prior to due date)													
			Number and percent of Base funded plans submitted for AE approval (benchmark - 90% plans are submitted 30 days or more prior to due date)													
		Are ISPs submitted according to ODP standards?	Number and percent of plans that are returned to the SCO for revision (benchmark - 10% plans are rejected)													
			Number and percent of Consolidated plans returned to the SCO for revision (benchmark - 10% plans are rejected)													





		Number and percent of SC monitorings for Consolidated waiver ISPs that were entered into HCSIS on the monitoring form within 14 calendar days of the date of the monitoring (benchmark - 90% monitorings are entered within 14 days of monitorings)																			
		Number and percent of SC monitorings for P/FDS waiver ISPs that were entered into HCSIS on the monitoring form within 14 calendar days of the date of the monitoring (benchmark - 90% monitorings are entered within 14 days of monitorings)																			
		Number and percent of SC monitorings for Base funded funded ISPs that were entered into HCSIS on the monitoring form within 14 calendar days of the date of the monitoring (benchmark - 90% monitorings are entered within 14 days of monitorings)																			
Service Delivery	Does the SCO manage its claims and claims resolution?	Number and percent of billed SC units that were denied (benchmark - 15% billed service notes are denied)	Denial Code #1																		
			Denial Code #2																		
			Denial Code #3																		
			Denial Code #4																		