

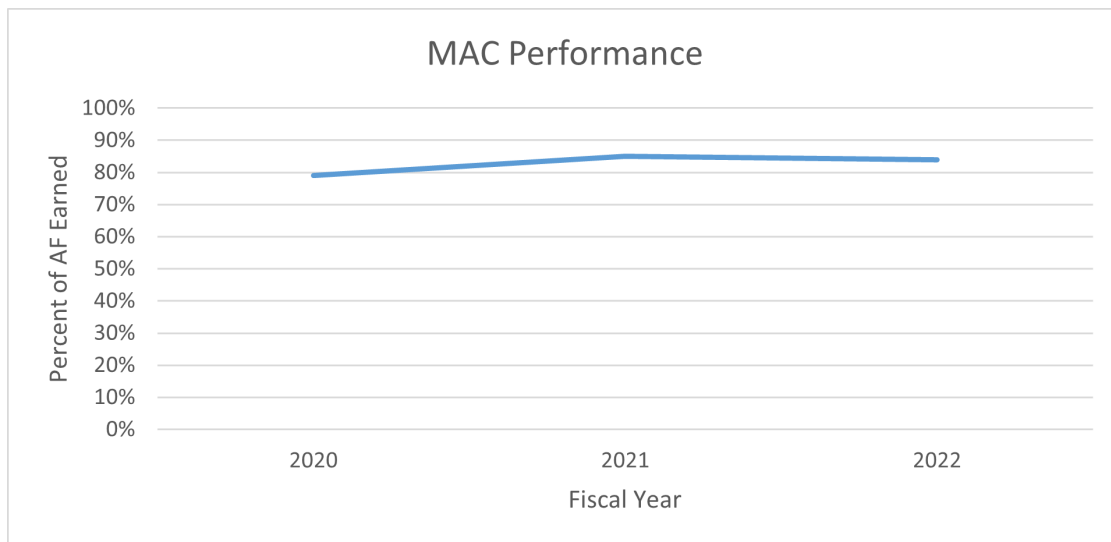
Award Fee Average MAC Earned Overall

What is measured?

The purpose of the Award Fee (AF) Program is to measure and reward exceptional performance above what is outlined in the Statement of Work including, but not limited to: Provider Customer Service, Appeals, System Security, Medical Review, Debt Management, Provider Enrollment, and Audit and Reopening Quality.

Performance Data

Fiscal Year	Avg	Low	Median	High
2020	79%	47%	80%	100%
2021	85%	73%	84%	100%
2022	84%	64%	84%	100%



Trends and Observations

An overall steady trend can be observed from Fiscal Year 2020 – 2022. Specifically, there has been an overall increase in average scores of five percentage points since 2020. Specifically, there was a 17 percentage point increase in the lowest score from Fiscal Year 2020 – 2022. There has also been an overall increase in the lowest score. Additionally, in all three years, at least one MAC earned 100% of the available award fee. CMS conducts regular analysis, addressing requirement conformance issues as warranted and annually calibrates the award fee performance metrics.