

Award Fee – Average MAC Earned Overall

What is Measured?

The Award Fee (AF) Program is designed to recognize and reward exceptional performance that exceeds the requirements outlined in the Statement of Work. This includes, but is not limited to, excellence in 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
2022	84%	64%	84%	100%
2023	82%	60%	85%	96%
2024	71%	51%	72%	93%

Trends and Observations

From FY2022 to FY2024, there was a 13-point decrease in average scores. Despite this trend, at least one MAC earned 100% of the available award fee in one of the three years. CMS continues to monitor performance closely, address conformance issues, and recalibrate award fee metrics annually to support continuous improvement.