

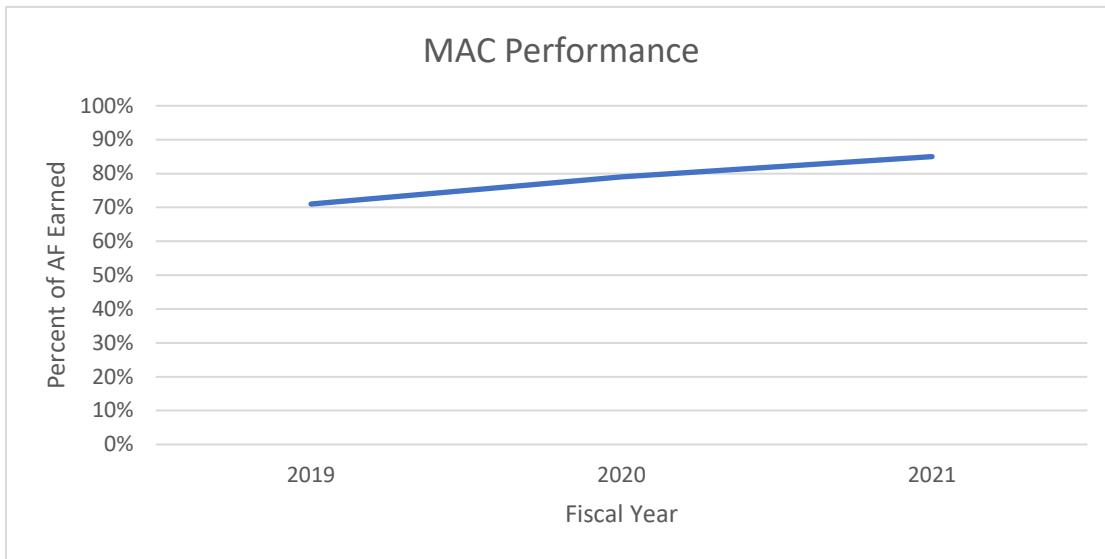
Award Fee Average MAC Earned Overall

What is measured?

The Award Fee (AF) Program’s purpose 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, Provider Enrollment, and Audit and Reopening Quality.

Performance Data

Fiscal Year	Avg	Low	Median	High
2019	71%	54%	69%	85%
2020	79%	47%	80%	100%
2021	85%	73%	84%	100%



Trends and Observations

An overall positive trend can be observed from Fiscal Year 2019 – 2021. Specifically, there has been an overall increase in average scores of 14 percentage points (20% increase) since 2019. There has also been an increase in the lowest score. Specifically, there was a 19 percentage point increase (35% increase) in the lowest score from Fiscal Year 2019 – 2021. Additionally, in 2020 and 2021 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.