

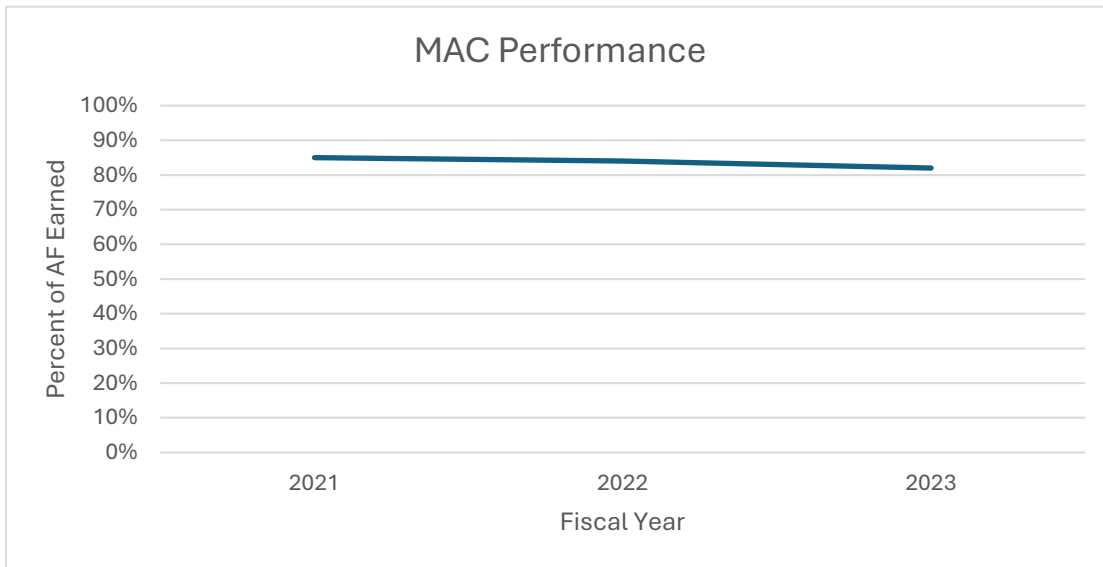
Award Fee Average MAC Earned Overall

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
2021	85%	73%	84%	100%
2022	84%	64%	84%	100%
2023	82%	60%	85%	96%



Trends and Observations

An overall steady trend can be observed from Fiscal Year 2021 – 2023. Specifically, there has been a slight decrease in average scores of 3 percentage points since 2021. In two of the past 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.