

ADHS Performance Guarantees and Incentives for the Maricopa County RBHA Solicitation

Effective with the Contract Start Date, ADHS will use a Performance Guarantee and Incentive System to ensure adequate contract performance and encourage the Contractor to promote improved quality of care for behavioral health recipients. The Guarantees and Incentives are performance-based and financial penalties are administered or incentive reimbursements are issued based on the Contractor meeting or exceeding set performance targets. Performance Guarantees and Incentives are in addition to sanctions. In addition, satisfaction of the performance measures subject to Guarantees or Incentives does not relieve the Contractor from meeting requirements and standards on other QM and performance measures identified in this Contract for which no Guarantee or Incentive is available.

ADHS has selected metrics for Guarantees and Incentives based on the following:

- Performance Guarantees measure performance on key administrative or programmatic requirements that are considered standard managed care functions. Performance is measured against established minimum performance thresholds and penalties are applied for non-performance.
- Performance Incentives measure and reward performance in areas that go beyond standard managed care performance or Contract requirements and represent system or service enhancements. Performance is measured against established goals and incentives and is paid as performance meets or exceeds targets.

ADHS has determined which metrics are Performance Guarantees and which qualify for Performance Incentives. Some metrics may be determined to qualify as both Performance Guarantees and Incentives, in which case both a minimum performance threshold and a performance goal have been established.

Specific Contractor requirements are contained in the Maricopa County RBHA Solicitation document.