

# Empyrean Standard Objective Performance Measures



Objective Performance Area	Description	Calculation	Target
<b>Channel Availability/Responsiveness</b>			
System Availability (Employee / Employer Portal)	Percent of time the system is available excluding planned maintenance windows	(Total Scheduled Hours Available minus Unplanned Hours Unavailable) divided by Total Scheduled Hours Available	99%
Service Center Availability (Telephony)	Percent of time the Service Center is available during the agreed upon operating hours	(Total Scheduled Hours Available minus Unplanned Hours Unavailable) divided by Total Scheduled Hours Available	99%
<b>Service Center</b>			<b>Target</b>
Average Speed to Answer	Percentage of total calls that are answered in a specified timeframe	(Total Calls Answered minus Calls Answered beyond 30 Seconds) divided by Total Calls Answered	80% in 30 Secs (Jan - Sep) 70% in 30 Secs (Oct - Dec)
First Call Resolution	Percentage of calls that require no follow-up.	(Total Calls Answered minus Calls Requiring a follow-up) divided by Total Calls Answered	90%
Call Back Timeliness	Percentage of outbound calls made according to agreed upon timeframe	(Total Call Backs Required minus Call Backs Made According to agreed upon timeframe) divided by Total Call Backs Required.	95%
Call Quality Score	Average quality score of the calls that were monitored for the representatives on the team.	Sum of all Quality Scores for all members of the Pod divided by the number of representatives	90%
<b>Data Processing</b>			<b>Target</b>
Data Interface Timeliness	Percentage of data files applied to the system or delivered to a third party within one (1) day of the agreed upon schedule (excluding processing or delivery issues that were beyond Empyrean's control)	(Total Interfaces Processed minus Interfaces Processed more than 1 day Beyond the Agreed Schedule) divided by Total Number of Interfaces Processed	95%
Data Interface Accuracy	Percentage of data files delivered accurately. Inaccurate files will be measured as files identified with errors that would require resubmission of the file	Number of files not requiring resubmission divided by Total number of interfaces sent	95%
<b>Case Management</b>			<b>Target</b>

Timely Case Resolution	Percentage of cases closed within 5 business days, for those cases that are within Empyrean's control	Total number of Cases closed within 5 business days divided by Total Number of Cases Requiring Follow-up	90%
Timely Case Resolution	Percentage of cases closed within 10 business days, for those cases that are within Empyrean's control	Total number of Cases closed within 10 business days divided by Total Number of Cases Requiring Follow-up	95%
Timely Case Resolution	Percentage of cases closed within 20 business days, for those cases that are within Empyrean's control	Total number of Cases closed within 20 business days divided by Total Number of Cases Requiring Follow-up	98%

# Executive Summary

On behalf of Empyrean Benefits and our Government and Education Division, I would like to thank Sourcewell for the opportunity to help you serve our nation's public servants and educators and the institutions that provide them healthcare coverage. We are confident that Empyrean is the best partner to help Sourcewell achieve its goals of providing the highest-quality benefits technology and services to its participating entities as detailed in RFP# 111623.

At Empyrean, we believe that member benefits are the most tangible expression of an organization's culture. Our goal is to help your participating agencies build a great culture by providing them with **corporate-style, modern technology** that connects **every member** to the **life-enriching benefits** GovEd groups offer while reducing plan-sponsor cost and risk. We strive to connect members to the rich, but often misunderstood and thus unappreciated benefit programs offered by GovEd organizations in an engaging and meaningful way through personalized experiences and messaging. We do this by providing organizations with modern benefit accounting and transparency, compliance, and employee engagement tools that will help them compete and win in a tightening labor market.

Considerate delivery of innovative services, solutions, and technology is a defining principle of our culture and mirrors Sourcewell's culture of public service to its approximately 40,000 participating entities that educate, serve, and protect millions of Americans. We believe these shared cultural values are key in creating long-term client success and satisfaction based on the following parameters:

- Empyrean's **reputation** and the reputation of our services. Empyrean is owned by Securian Financial (6,000 employees nationally and **2,800** in our **Minnesota** headquarters), an A+ rated company by AM Best. As a privately held organization, Empyrean can take a long view of the GovEd Market. We don't have the short-term pressures that venture capital and publicly traded organizations face. Like Sourcewell, we are financially positioned to back the promises we make, respected by the organizations that we serve, and invested in the success of The State of Minnesota.
- Empyrean's focus on the GovEd (State, Local, and Education) market. This is one of the **fastest growing segments** of our business and has grown organically as the result of our strategic **investment** in the infrastructure to operationally support GovEd. Our **service-first approach** and continued investment in our platform to meet the unique needs of GovEd organizations has resulted in referenceable and excited GovEd clients.
- Empyrean's focus on **security and compliance for your participating entities**. Empyrean leverages a **U.S. based** technology platform and service center—participating entity data will be housed in the U.S., their members serviced in the U.S., and their member data will not be co-mingled with other groups.
- Empyrean, much like Sourcewell, is **solely focused** on our core mission (benefits administration). We continue to heavily invest in the core capabilities of the Empyrean platform to introduce efficiencies and new features/functionality that drive a better experience for participants, ensure high quality service delivery to our clients, and help our clients achieve their strategic objectives. All our investments in our capabilities are thoughtfully made in support of our clients with our mission in mind, connecting benefits and enriching lives.

- Empyrean's **extensive carrier-partner** network. The Empyrean platform is so flexible, we can integrate with any carrier or vendor our clients choose, but we can also amplify benefits engagement strategies with our strategic carrier partnerships. Through the deeper integrations developed with vendors within our partner network, we can bring forward enhanced participant experiences and significant cost savings to participating entities.

Thank you again for the opportunity to participate in this process. If we are fortunate enough to earn an award from Sourcewell, our intention is to make Sourcewell a **cornerstone of our GovEd go-to-market strategy**. If you require additional information or clarification of any element of our proposal, please contact me. I am authorized to submit this proposal on behalf of Empyrean.

Sincerely,

*J. Matt Absher*

J. Matt Absher  
Central Region Practice Leader, Government and Education