


2003 Strategic Performance Management  
Part 1A

  
WELLPOINT

For period of: 01/01/03

to: 12/31/03

Name:

[REDACTED]

Job Title: Director, Group Underwriting

Salary Grade: 41

Prepared by:

[REDACTED]

Prepared by Job Title: General Manager, Individual Services

Date: 2/26/2004

## 2003 Business Objectives & Performance Assessment Part 2A

**Business Objectives:** List Business Objectives and Metrics. Rater enters weight for each objective ensuring total weight for all objectives equals 100%. At the end of the performance period, Rater reviews Business Objectives & Performance Assessment, determines ratings for each objective, and then calculates the Overall Weighted Rating for Business Objectives. After entering Ratings and Weights, use the instructions below to calculate column totals and the Overall Weighted Rating for Business Objectives.

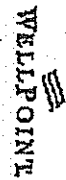
5=Exceptional Performance  
 4=Exceeds Performance Requirements  
 3=Meets Performance Requirements  
 2=Needs Development  
 1=Unsatisfactory Performance  
 (Use this scale for objective ratings)

No.	Objective	Metric	Weight (Number One to Hundred)	Results Achieved	Rating (Number One to Five)
1.	Meet financial and enrollment targets a) Maintain flat premium b) Evaluate and review underwriting guidelines, policies and procedures and workflows to meet operational metrics and maintain financial stability. c) Evaluate and refine underwriting audit process to improve quality and financial stability.		20	Reduced departmental premium from 7,871 to 7,480 while meeting/exceeding unit metrics.  [REDACTED] has streamlined the Underwriting workflows and processes to maximize production, improve service levels, while improving accuracy as evidenced by a reduction in inventory from 14,000 to 3,000, improved turn around times from 10 days to 24 hours, decreased FTE count from 101 to 90 resulting in a savings of \$900,000; reduced medical records requests from 42% to 28%, instituted electronic submission and retrieval of medical records which improved service levels from 15 days to 8 days, while reducing costs by \$1,400,000.  Enhanced process workflows, partnering with claims and MRU, enabling the IQR department to review 6039 claims that resulted in a Pre-Ex savings of \$1,366,503 and a Rebo savings of \$9,835,564.	5

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2003 Strategic Performance Management  
Section 1



For period of: 03/24/03 to: 12/31/03

Name:

[REDACTED]

Social Security Number:

[REDACTED]

Job Title:

Underwriting Supervisor

Salary Grade:

37

Prepared by:

[REDACTED]

Prepared by Job Title: Director of Underwriting &  
Individual Underwriting Policy

Date:

January 29, 2004

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## 2003 Objectives & Performance Assessment Section 2

**Business/Behavioral Objectives:** List Business/Behavioral Objectives. Manager enters weight for each objective ensuring total weight for all objectives equals 100%. At the end of the performance period, manager reviews 2003 Objectives & Performance Assessment, determines ratings for each objective, calculates the weight for each objective, then calculates the Overall Weighted Rating for Business/Behavioral Objectives. Space is provided for up to 15 objectives. Delete any unused row(s) using the directions at the bottom of this page.

No.	Objectives	Results Achieved	Rating (Number One to Five)	Weight (Number One to Hundred)	Weighted Rating (Press "Enter" key to calculate or recalculate if changes are made)
4.	Develop associate personnel to achieve desired levels of performance and leadership and increase member satisfaction.	effectively handles all the differing viewpoints within her IORX department. She has proven to be skillful in working through unreasonable demands. She has since developed a structure and department that is now her own. This team has achieved a high level of performance as evidenced by: <ul style="list-style-type: none"> <li>••••• Pro-ec claims savings of \$1,366,503</li> <li>••••• Retro savings of \$9,835,564</li> <li>••••• Reduction of claims inventory of 1200 down to 500.</li> </ul>	3	20	60.00
5.	Achieve budget goals regarding associate utilization and administrative costs.	has achieved budget goals by monitoring and reducing her FTE's, OT FTE's and office supplies.	3	5	15.00

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