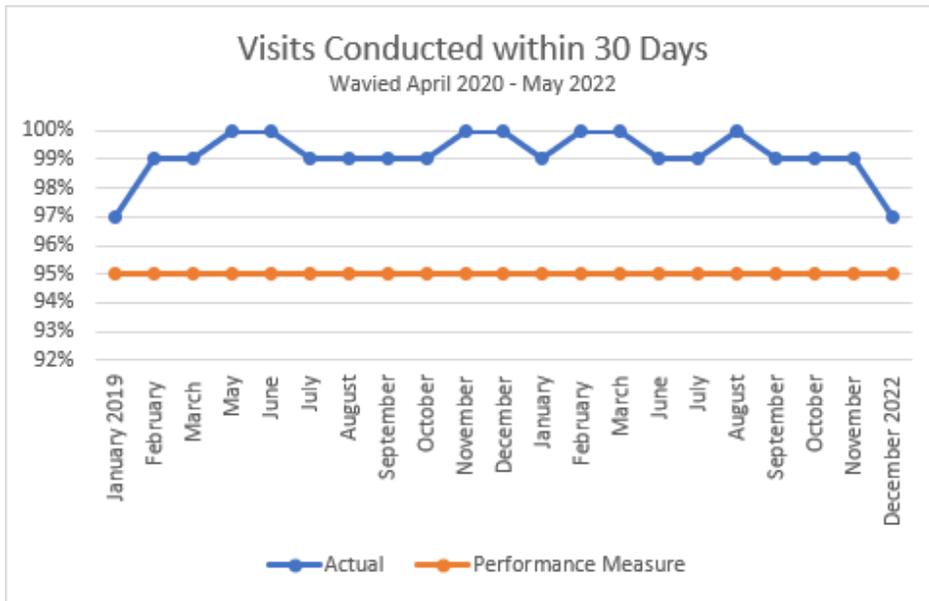
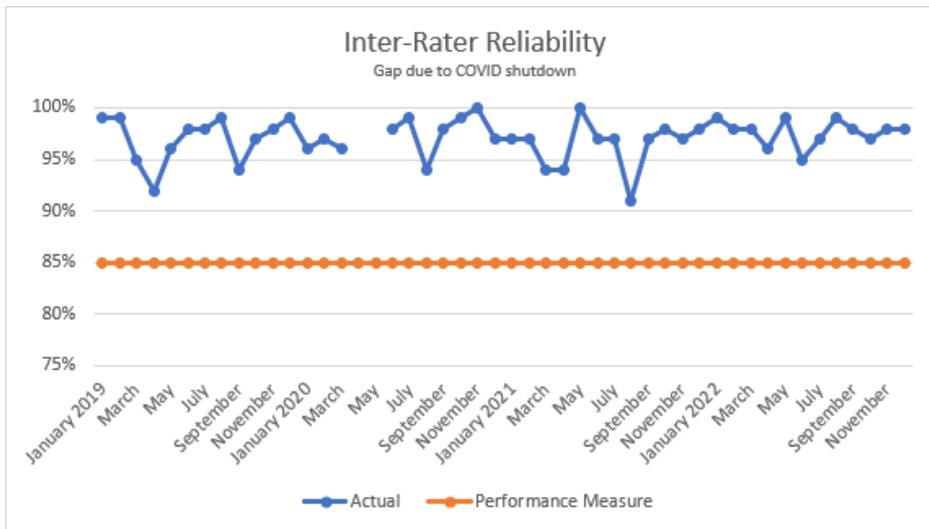


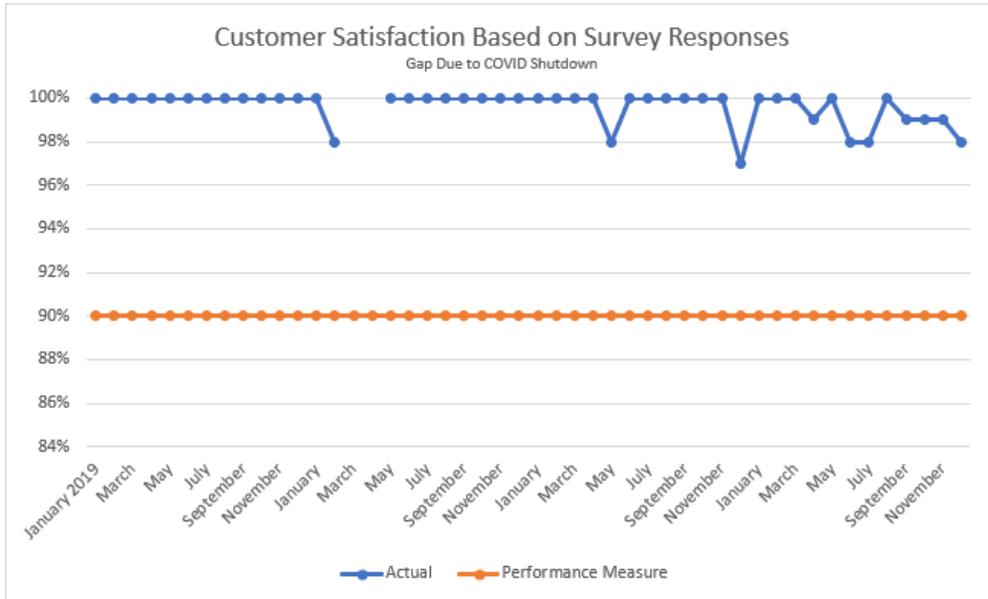
Performance Measure 1: At least 95% of PTQ Assessment visits must be conducted within 30 days of the visit request. TCC consistently exceeded this measure.



Performance Measure 2: Implement a Quality Assurance plan that results in at least 85% Inter-Rater Reliability. TCC consistently exceeded this objective.



Performance Measure 3: Distribute a post PTQ Assessment visit customer service survey and maintain at least 95% customer satisfaction level. The chart below highlights exceptional and consistent customer service outcomes.



Performance Level 4: Maintain a provider appeal overturned rate of not more than 95%. The chart below shows that PTQ Assessments that were appealed by a provider were consistently upheld, meaning that TCC consistently performed assessments with integrity and validity.

