

2024 Final Annual Report of Performance Standards and Expectations, Standards 1.1-1.11

Issuer Name: Aetna																
Attachment 3 - Performance Standards and Expectations			Issuer Data Reported												Issuer Performance	Expectation Met or Not Met
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Number of Calls offered to Phone Representatives - reporting only	N/A	4,558	4,160	3,643	3,978	3,567	3,202	3,833	3,330	3,357	4,067	3,492	3,913	45,100		
Number of Calls Abandoned - reporting only	N/A	1	5	4	3	5	1	1	2	3	4	2	4	35		
<b>1.1 Abandonment Rate</b>	≤ 3%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	Met	
<b>1.2 Service Level</b>	≥ 80%	95.5%	96.1%	95.6%	96.9%	98.9%	99.0%	99.5%	98.7%	98.5%	98.8%	99.3%	98.5%	97.9%	Met	
<b>1.3 Grievance Resolution - Within 30 days</b>	≥ 99%	100.0%	100.0%	100.0%	96.0%	95.0%	100.0%	96.7%	100.0%	97.3%	85.0%	100.0%	100.0%	97.4%	Not Met	
Number of Grievances Resolved	N/A	7	12	20	25	20	26	30	30	37	20	20	22	269		
Email or Written Inquires - reporting only	N/A	43	35	42	68	51	50	81	164	232	327	336	379	1,808		
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	≥ 90%	95.3%	100.0%	92.9%	98.5%	98.0%	100.0%	97.5%	98.8%	99.6%	99.4%	99.7%	99.5%	99.1%	Met	
<b>1.5 ID Card Processing Time</b>	≥ 99%	99.4%	99.8%	99.2%	99.5%	99.3%	99.3%	99.8%	99.9%	99.8%	99.9%	99.9%	99.9%	99.7%	Met	
Number of ID Cards issued	N/A	2,963	1,710	1,017	1,169	965	715	1,120	1,232	1,156	852	2,045	3,954	18,898		
Measure	Expectation	Covered California Data Reported												Issuer Performance	Expectation Met or Not Met	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
<b>1.6 Implementation of Appeals Decisions - Within 10 days</b>	≥ 90%	0	0	1	0	0	1	1	1	0	0	1	0	83.3%	Not Met	
Total Number of Appeals Decisions Implemented	N/A	0	0	1	0	0	1	1	1	0	0	2	0	6		
Measure	Expectation	Plan Year 2024 834 Metrics Reports - Cumulative Reporting Year To Date												Issuer Performance	Expectation Met or Not Met	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
<b>1.7 834 Processing - Plan Year 2024, Calendar Year 2023</b>	≥ 95%										71.3%	N/A	N/A			
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		96.6%	95.2%	N/A	N/A	95.2%	95.9%	96.4%	96.7%	97.1%	97.3%	97.6%	97.7%			
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		97.7%	97.7%	97.7%	97.7%	97.7%	97.7%	97.7%	97.7%	97.7%	97.7%			97.7%	Met	
<b>1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023</b>	≥ 95%										100.0%	100.0%	N/A			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	99.3%	N/A	N/A	99.0%	99.0%	98.8%	98.8%	98.8%			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		98.8%	98.8%	98.7%	98.7%	98.7%	98.6%	98.6%	98.6%	98.7%				98.7%	Met	
<b>1.9 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023</b>	≥ 95%										N/A	N/A	N/A			
1.9 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	70.8%	N/A	N/A	82.3%	82.6%	91.8%	91.0%	84.6%			
1.9 Terminations - Plan Year 2024, Calendar Year 2025		84.8%	N/A	N/A	N/A	88.6%	88.3%	88.3%	81.6%	83.6%				83.6%	Not Met	
Measure	Expectation	Cycle Scores												Issuer Performance	Expectation Met or Not Met	
		Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6	Cycle 7	Cycle 8	Cycle 9	Cycle 10	Cycle 11	Cycle 12			
<b>1.10 Reconciliation Process</b>	≥ 90%	99.73%	99.69%	99.72%	99.76%	99.75%	99.70%	99.66%	99.75%	99.71%	99.65%	99.72%	99.74%	99.72%	Met	
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not Met	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
<b>1.11 Provider Directory Data Submissions</b>	12 timely and usable submissions	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	12 of 12 Met	Met	