

2023 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 - <i>reporting only</i>	N/A	600	580	611	532	535	475	426	497	533	604	612	1,546	7,551	
Number of Calls Abandoned - <i>reporting only</i>	N/A	0	2	2	1	1	2	2	1	2	1	0	0	14	
1.1 Abandonment Rate	≤ 3%	0.0%	0.3%	0.3%	0.2%	0.2%	0.4%	0.5%	0.2%	0.4%	0.2%	0.0%	0.0%	0.2%	Met
1.2 Service Level	≥ 80%	94.5%	96.4%	96.6%	97.6%	92.9%	97.7%	97.9%	88.5%	97.6%	98.8%	99.5%	96.2%	96.2%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%	66.7%	100.0%	96.0%	Not Met
Number of Grievances Resolved	N/A	0	1	1	3	3	7	5	6	9	6	3	6	50	
Email or Written Inquires - <i>reporting only</i>	N/A	10	6	9	9	23	9	22	22	26	31	36	32	235	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	95.5%	68.2%	100.0%	96.8%	100.0%	100.0%	95.8%	Met
1.5 ID Card Processing Time	≥ 99%	99.6%	99.4%	96.1%	100.0%	100.0%	71.7%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	98.6%	Not Met
Number of ID Cards issued	N/A	261	154	77	49	74	60	74	84	77	111	330	333	1,684	
		Covered California Data Reported												Issuer Performance	Expectation Met or Not Met
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.6 Implementation of Appeals Decisions - Within 10 days	≥ 90%	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	
Measure	Expectation	CalHEERS Cumulative Reporting - Annual Score Plan Year - Year To Date												Issuer Performance	Expectation Met or Not Met
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.7 834 Processing - Plan Year 2023, Calendar Year 2022	≥ 95%										70.0%	98.6%	96.7%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	100.0%	99.3%	N/A	N/A	99.5%	99.5%	97.0%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		96.7%	96.7%	N/A	N/A	96.9%	96.9%	96.9%	96.9%	96.9%				96.9%	Met
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2023, Calendar Year 2022	≥ 95%										N/A	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2023		100.0%	100.0%	100.0%	100.0%	100.0%	N/A	N/A	99.9%	99.9%	99.9%	99.8%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		99.8%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A	N/A
1.9 834 Generation - Terminations - Plan Year 2023, Calendar Year 2022	≥ 95%										N/A	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	100.0%	100.0%	N/A	N/A	85.7%	78.9%	82.1%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		80.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A	N/A
Measure	Expectation	Cycle Scores												Carrier 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		
1.10 Reconciliation Process	≥ 90%	99.85%	99.26%	97.91%	97.91%	97.78%	98.04%	98.12%	98.26%	97.45%	99.66%	99.68%	99.72%	98.63%	Met
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not Met
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.11 Provider Directory Data Submissions	12 timely and usable submissions	met	met	met	met	met	met	met	met	met	met	met	met	12 of 12 met	Met