

2024 Final Annual Report of Performance Standards and Expectations Standards 1.1-2.4

Carrier Name: Anthem Blue Cross Dental

2024 Attachment 3 - Performance Standards and Expectations																
Attachment 3 - Performance Standards and Expectations		Carrier Data Reported												Carrier	Expectation Met or	
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met	
Number of Calls Offered to Phone Rep - reporting only	N/A	849	656	528	490	542	502	563	510	507	516	460	716	6,839		
Number of Calls Abandoned - reporting only	N/A	2	5	2	2	5	9	8	2	3	8	7	3	56		
Inbound - Abandoned		847	651	526	488	537	493	555	508	504	508	453	713	6,783		
1.1 Abandonment Rate	≤3%	0.2%	0.8%	0.4%	0.4%	0.9%	1.8%	1.4%	0.4%	0.6%	1.6%	1.5%	0.4%	0.8%	Met	
1.2 Service Level	≥ 80%	92.2%	93.1%	89.0%	86.3%	80.4%	78.7%	62.3%	80.8%	78.7%	59.7%	74.1%	89.4%	81.4%	Met	
1.3 Grievance Resolution - 30 days	≥ 99%	100.0%	99.4%	99.4%	100.0%	99.5%	99.4%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	99.8%	Met	
Number of Grievances resolved - reporting only	N/A	127	177	163	219	200	158	184	152	179	209	138	157	2,063		
Email or Written Inquiries - reporting only	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0		
1.4 Email or Written Inquiries Completed	≥ 90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
1.5 ID Card Processing Time	≥ 99%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	99.6%	99.5%	99.7%	Met	
Number of ID Cards Processed - reporting only	N/A	6,251	3,496	1,864	1,480	1,578	1,363	1,484	1,514	1,144	1,154	1,759	4,535	27,622		
1.6 Initial Call Resolution	≥ 85%	99.4%	100.0%	98.9%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	Met	

Attachment 3 - Performance Standards and Expectations		Plan Year 2024 834 Metrics Reports - Cumulative Reporting Year To Date												Carrier	Expectation Met or
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met
2.1 834 Processing - Plan Year 2024, Calendar Year 2023	≥ 95%										98.1%	N/A	N/A		
2.1 834 Processing - Plan Year 2024, Calendar Year 2024		99.6%	98.8%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	99.9%	99.9%	99.7%	99.7%		
2.1 834 Processing - Plan Year 2024, Calendar Year 2025		99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%			99.7%	Met
2.2 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023	≥ 95%										N/A	100.0%	N/A		
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	99.6%	N/A	N/A	99.5%	99.5%	99.5%	99.5%	99.5%		
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		99.4%	99.4%	99.3%	99.3%	99.3%	99.3%	99.3%	99.3%	99.3%	99.3%			99.3%	Met
2.3 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023	≥ 95%										N/A	N/A	N/A		
2.3 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	98.0%	N/A	N/A	98.4%	98.6%	98.7%	98.8%	98.8%		
2.3 Terminations - Plan Year 2024, Calendar Year 2025		98.5%	N/A	N/A	N/A	95.7%	95.7%	95.7%	95.7%	97.2%				97.2%	Met

Attachment 3 - Performance Standards and Expectations		Cycles Scores												Carrier	Expectation Met or
Measure	Expectation	Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6	Cycle 7	Cycle 8	Cycle 9	Cycle 10	Cycle 11	Cycle 12	Performance	Not Met
2.4 Reconciliation Process	≥ 90%	99.98%	99.85%	99.85%	99.84%	99.22%	99.77%	99.77%	99.79%	99.76%	99.80%	99.81%	99.79%	99.77%	Met