

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

Issuer Name: Anthem Health															
Attachment 3 - Performance Standards and Expectations		Issuer Data Reported												Issuer	Expectation Met or Not
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Met
Number of Calls offered to Phone Representatives - reporting only	N/A	56,982	42,114	38,032	37,550	34,308	29,453	33,214	31,742	28,668	32,905	28,450	39,760	433,178	
Number of Calls Abandoned - reporting only	N/A	847	53	52	65	62	55	86	58	75	116	101	256	1,826	
1.1 Abandonment Rate	≤ 3%	1.5%	0.1%	0.1%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.4%	0.4%	0.6%	0.4%	Met
1.2 Service Level	≥ 80%	89.4%	96.8%	95.6%	93.8%	94.9%	94.3%	93.4%	94.4%	90.9%	85.1%	88.4%	82.5%	91.6%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	99.2%	98.7%	98.5%	98.1%	98.0%	96.8%	96.3%	96.2%	94.4%	98.1%	97.9%	98.2%	97.5%	Not Met
Number of Grievances Resolved	N/A	1,725	2,015	2,131	2,128	2,221	2,146	2,221	2,187	2,115	2,535	2,251	2,287	25,962	
Email or Written Inquires - reporting only	N/A	10,872	9,994	9,910	10,671	9,564	8,223	8,974	8,848	8,098	10,200	10,093	9,336	114,783	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	99.9%	99.7%	99.8%	99.7%	99.6%	99.7%	99.6%	99.7%	99.6%	99.5%	98.7%	99.0%	99.5%	Met
1.5 ID Card Processing Time	≥ 99%	99.3%	99.6%	99.7%	99.6%	99.7%	98.9%	49.9%	99.7%	99.8%	99.8%	99.8%	99.6%	95.4%	Not Met
Number of ID Cards issued	N/A	34,828	21,886	18,087	14,746	16,284	3,897	22,227	14,929	12,459	13,415	32,773	57,830	263,361	
Measure	Expectation	Covered California Data Reported												Issuer Performance	Expectation Met or Not
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.6 Implementation of Appeals Decisions - Within 10 days	≥ 90%	1	1	4	4	9	4	8	2	6	5	2	4	98.0%	Met
Total Number of Appeals Decisions Implemented	N/A	1	2	4	4	9	4	8	2	6	5	2	4	51	
Measure	Expectation	Plan Year 2024 834 Metrics Reports - Cumulative Reporting Year To Date												Issuer Performance	Expectation Met or Not
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.7 834 Processing - Plan Year 2024, Calendar Year 2023	≥ 95%										98.4%	N/A	N/A		
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		99.6%	98.8%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	99.8%	99.8%	99.6%	99.6%		
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		99.6%	99.6%	99.6%	99.6%	99.6%	99.6%	99.6%	99.6%	99.6%					99.6%
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023	≥ 95%										N/A	100.0%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	97.8%	N/A	N/A	97.6%	97.7%	97.7%	97.7%	97.7%		
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.6%	97.6%	97.4%	97.4%	97.4%	97.4%	97.4%	97.4%	97.5%					97.5%
1.9 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023	≥ 95%										N/A	N/A	N/A		
1.9 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	96.0%	N/A	N/A	95.2%	94.7%	93.6%	92.6%	92.4%		
1.9 Terminations - Plan Year 2024, Calendar Year 2025		91.7%	N/A	N/A	N/A	89.9%	89.7%	89.7%	89.7%	90.2%					90.2%
Measure	Expectation	Cycle Scores												Issuer Performance	Expectation Met or Not
		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%	99.94%	99.67%	99.66%	99.63%	99.46%	99.50%	99.51%	99.59%	99.70%	99.74%	99.75%	99.70%	99.65%	Met
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not
		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