

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

Issuer Name: Blue Shield Health															
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	135,356	88,572	74,117	74,155	65,349	55,091	62,325	61,959	56,623	65,051	58,772	84,249	881,619	
Number of Calls Abandoned - reporting only	N/A	13,671	2,444	1,533	1,172	1,036	1,100	3,462	1,797	3,755	1,743	972	2,300	34,985	
<b>1.1 Abandonment Rate</b>	≤ 3%	10.1%	2.8%	2.1%	1.6%	1.6%	2.0%	5.6%	2.9%	6.6%	2.7%	1.7%	2.7%	4.0%	Not Met
<b>1.2 Service Level</b>	≥ 80%	56.9%	76.9%	85.5%	86.3%	77.9%	85.3%	62.0%	72.3%	57.9%	84.0%	85.9%	80.3%	74.8%	Not Met
<b>1.3 Grievance Resolution - Within 30 days</b>	≥ 99%	99.8%	99.9%	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.5%	100.0%	100.0%	99.8%	Met
Number of Grievances Resolved	N/A	1,592	1,701	1,686	1,539	1,978	1,917	1,966	1,964	1,547	2,038	1,692	1,759	21,379	
Email or Written Inquires - reporting only	N/A	5,111	4,217	3,970	3,984	2,862	4,134	2,671	3,747	3,681	3,720	3,322	4,103	45,522	
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	≥ 90%	87.9%	94.1%	94.5%	92.9%	92.9%	69.6%	96.1%	71.2%	98.6%	98.6%	98.9%	99.5%	90.8%	Met
<b>1.5 ID Card Processing Time</b>	≥ 99%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	99.8%	Met
Number of ID Cards issued	N/A	20,405	10,658	9,371	7,015	6,745	7,014	6,831	7,314	5,940	7,562	12,867	17,028	118,750	
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%	2	5	4	10	8	9	8	10	8	6	4	5	97.5%	Met
Total Number of Appeals Decisions Implemented	N/A	3	6	4	10	8	9	8	10	8	6	4	5	81	
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%										100.0%	N/A	N/A		
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		99.7%	99.1%	N/A	N/A	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%		
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%				99.9%	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	99.5%	N/A	N/A	99.2%	99.3%	99.3%	99.3%	99.3%		
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		99.3%	99.3%	99.2%	99.2%	99.2%	99.2%	99.2%	99.2%	99.3%				99.3%	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		100.0%	N/A	N/A	N/A	98.2%	N/A	N/A	98.1%	98.0%	97.9%	97.9%	97.9%		
1.9 Terminations - Plan Year 2024, Calendar Year 2025		97.9%	N/A	N/A	N/A	97.9%	97.9%	97.9%	97.9%	97.6%				97.6%	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%	99.92%	99.92%	99.93%	99.93%	99.94%	99.95%	99.95%	99.95%	99.96%	99.94%	99.95%	99.97%	99.94%	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