

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

Carrier Name: Blue Shield 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	11,852	8,783	7,051	7,739	6,557	6,334	6,792	6,366	6,787	7,042	6,045	7,271	88,619		
Number of Calls Abandoned - reporting only	N/A	876	246	175	110	150	123	307	149	358	153	48	23	2,718		
1.1 Abandonment Rate	≤3%	7.4%	2.8%	2.5%	1.4%	2.3%	1.9%	4.5%	2.3%	5.3%	2.2%	0.8%	0.3%	3.1%	Not Met	
1.2 Service Level	≥ 80%	92.0%	81.9%	88.3%	90.4%	97.7%	94.3%	76.3%	82.5%	48.4%	88.9%	96.8%	95.9%	86.3%	Met	
1.3 Grievance Resolution - 30 days	≥ 99%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Met	
Number of Grievances resolved - reporting only	N/A	67	58	55	57	59	36	61	50	68	55	71	55	692		
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%	99.8%	99.7%	99.8%	99.8%	99.6%	99.8%	99.8%	83.0%	99.7%	99.7%	99.9%	99.9%	98.5%	Not Met	
Number of ID Cards Processed - reporting only	N/A	9,002	6,561	5,049	2,990	2,036	3,801	3,280	4,455	4,407	5,278	6,674	3,570	57,103		
1.6 Initial Call Resolution	≥ 85%	98.2%	99.1%	99.0%	99.0%	99.9%	100.0%	97.8%	99.2%	93.3%	95.6%	92.2%	94.3%	97.4%	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%										100.0%	N/A	N/A			
2.1 834 Processing - Plan Year 2024, Calendar Year 2024		99.6%	99.2%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%			
2.1 834 Processing - Plan Year 2024, Calendar Year 2025		99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%	99.8%			99.8%	Met	
2.2 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023	≥ 95%										100.0%	100.0%	N/A			
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	99.8%	N/A	N/A	99.7%	99.7%	99.7%	99.7%	99.8%			
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		99.8%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%	99.7%			99.7%	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		100.0%	N/A	N/A	N/A	99.7%	N/A	N/A	99.8%	99.8%	99.8%	99.8%	99.8%			
2.3 Terminations - Plan Year 2024, Calendar Year 2025		99.8%	N/A	N/A	N/A	99.7%	99.7%	99.7%	99.7%	99.8%				99.8%	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%	99.97%	99.95%	99.96%	99.97%	99.97%	99.96%	99.97%	99.98%	99.97%	99.94%	99.97%	99.97%	99.97%	Met

2.4 Reconciliation Process: 3/5/2025 Cycle 12 score updated due to processing error.