

2023 Final Annual Report of Performance Standards and Expectations, Standards 1.1-1.11

Issuer Name: CCHP

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	4,398	3,673	4,067	3,059	3,077	2,909	2,731	2,919	2,662	2,868	2,827	2,699	37,889	
Number of Calls Abandoned - <i>reporting only</i>	N/A	124	98	128	98	65	104	75	63	70	239	176	120	1,360	
1.1 Abandonment Rate	≤ 3%	2.8%	2.7%	3.1%	3.2%	2.1%	3.6%	2.7%	2.2%	2.6%	8.3%	6.2%	4.4%	3.6%	Not Met
1.2 Service Level	≥ 80%	91.5%	89.9%	87.6%	88.8%	94.2%	88.9%	90.8%	91.4%	91.5%	71.8%	81.5%	79.8%	87.6%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	94.0%	100.0%	96.0%	98.4%	Not Met
Number of Grievances Resolved	N/A	5	11	16	11	22	17	8	12	18	17	21	21	179	
Email or Written Inquires - <i>reporting only</i>	N/A	158	116	215	186	228	198	149	201	124	104	143	150	1,972	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	Met
1.5 ID Card Processing Time	≥ 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 ID Cards issued	N/A	125	52	46	39	28	20	31	49	35	44	99	364	932	
		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%										91.1%	92.0%	99.1%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	99.5%	99.3%	N/A	N/A	95.3%	99.4%	96.6%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		99.3%	99.3%	N/A	N/A	99.3%	99.3%	99.3%	99.3%	99.3%				99.3%	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		99.8%	99.9%	99.2%	99.2%	99.2%	N/A	N/A	99.4%	99.4%	99.4%	99.4%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		99.4%	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	100.0%	100.0%	75.5%	75.5%	N/A	N/A	76.8%	78.9%	78.6%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		82.3%	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%	85.69%	99.77%	99.70%	99.73%	99.75%	99.79%	99.79%	99.80%	99.93%	99.93%	99.91%	99.77%	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