

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

Carrier Name: California Dental Network

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	4,360	3,391	2,756	2,506	2,206	1,971	2,258	2,123	1,955	1,882	1,740	2,526	29,674		
Number of Calls Abandoned - reporting only	N/A	108	129	70	71	37	39	68	39	46	53	30	35	725		
<b>1.1 Abandonment Rate</b>	<b>≤3%</b>	2.5%	3.8%	2.5%	2.8%	1.7%	2.0%	3.0%	1.8%	2.4%	2.8%	1.7%	1.4%	2.4%	<b>Met</b>	
<b>1.2 Service Level</b>	<b>≥ 80%</b>	63.6%	54.5%	65.8%	66.2%	73.0%	69.0%	52.7%	71.1%	63.8%	54.1%	67.2%	80.3%	64.8%	<b>Not Met</b>	
<b>1.3 Grievance Resolution - 30 days</b>	<b>≥ 99%</b>	57.1%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	92.1%	<b>Not Met</b>	
Number of Grievances resolved - reporting only	N/A	7	2	10	4	6	8	7	7	13	4	3	5	76		
Email or Written Inquiries - reporting only	N/A	15	15	15	15	15	15	15	15	15	15	15	15	180		
<b>1.4 Email or Written Inquiries Completed</b>	<b>≥ 90%</b>	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%	<b>Met</b>	
<b>1.5 ID Card Processing Time</b>	<b>≥ 99%</b>	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%	<b>Met</b>	
Number of ID Cards Processed - reporting only	N/A	2,614	2,544	2,005	1,777	9,309	1,631	2,164	1,758	1,438	1,656	1,134	12,632	40,662		
<b>1.6 Initial Call Resolution</b>	<b>≥ 85%</b>	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%	<b>Met</b>	

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
<b>2.1 834 Processing - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										100.0%	N/A	N/A		
2.1 834 Processing - Plan Year 2024, Calendar Year 2024		99.9%	99.9%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
2.1 834 Processing - Plan Year 2024, Calendar Year 2025		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%	<b>Met</b>
<b>2.2 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										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	99.3%	N/A	N/A	98.2%	97.0%	97.1%	97.2%	97.2%		
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.3%	97.2%	97.2%	97.2%	97.2%	97.2%	97.2%	97.2%	97.2%				97.2%	<b>Met</b>
<b>2.3 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										N/A	N/A	N/A		
2.3 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	0.0%	N/A	N/A	0.0%	0.0%	0.0%	0.0%	0.0%		
2.3 Terminations - Plan Year 2024, Calendar Year 2025		0.0%	N/A	N/A	N/A	13.2%	13.2%	13.2%	13.2%	0.0%				0.0%	<b>Not Met</b>

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
<b>2.4 Reconciliation Process</b>	<b>≥ 90%</b>	98.71%	98.62%	98.53%	98.47%	98.25%	98.05%	97.92%	98.32%	98.28%	98.22%	98.35%	99.99%	98.48%	<b>Met</b>