

2023 Final Covered California Performance Standards Evaluation Report

Covered California  
Customer Service Performance Standards

Covered California Performance Standards		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Covered CA Performance	Performance Met/Not Met
Measure	Expectation														
Number of Calls offered to Phone Representatives - <i>reporting only</i>	N/A	277,086	174,147	183,931	158,102	129,065	123,691	121,797	142,235	133,578	197,573	224,218	292,551	2,157,974	
Number of Calls Abandoned - <i>reporting only</i>	N/A	26,728	3,787	3,458	3,482	1,734	1,104	921	1,066	1,325	7,411	18,149	20,320	89,485	
Abandonment Rate	≤ 3%	9.6%	2.2%	1.9%	2.2%	1.3%	0.9%	0.8%	0.7%	1.0%	3.8%	8.1%	6.9%	4.1%	Not Met
Service Level	≥ 80%	48.0%	76.0%	83.6%	79.6%	91.5%	100.0%	97.2%	97.7%	94.2%	73.2%	45.0%	55.4%	73.1%	Not Met
Implementation of Appeals Decisions - <i>Sent to Carrier Within 5 days</i>	≥ 90%	7	11	14	16	15	25	17	15	6	21	8	10	65.7%	
Implementation of Appeals Decisions - <i>Sent to Carrier Within 20 days</i>	≥ 90%	9	20	25	22	17	32	28	17	14	34	15	14	98.4%	Met
Total Number of Appeals Decisions Implemented <i>(Data for this Measure is provided by the Office of the Ombudsman)</i>	N/A	9	20	25	23	17	32	30	18	14	34	15	14	251	
Complaint Resolution - 15 days	≥ 95%	82.3%	27.9%	87.9%	97.5%	97.2%	95.5%	95.2%	90.9%	80.0%	74.9%	74.9%	69.6%	76.6%	
Complaint Resolution - 30 days	≥ 95%	98.5%	71.9%	98.8%	99.7%	100.0%	99.6%	100.0%	99.6%	96.1%	100.0%	97.8%	81.2%	93.0%	Not Met
Number of Complaints Resolved	N/A	344	634	594	366	252	243	230	252	255	259	320	447	4,196	

Performance Standards for Covered California

Performance Levels		
Measure	Met	Not Met
Service Level	≥80%	< 80%
Abandonment Rate	≤ 3%	> 3%
Implementation of Appeals Decisions - 20 days	≥ 90%	< 90%
Complaint Resolution - 30 days	≥ 95%	< 95%