

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

Carrier Name: Dental Health Services

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	352	276	272	236	220	205	199	145	347	151	122	113	2,638		
Number of Calls Abandoned - reporting only	N/A	36	47	31	32	12	23	13	22	16	12	8	9	261		
1.1 Abandonment Rate	≤3%	10.2%	17.0%	11.4%	13.6%	5.5%	11.2%	6.5%	15.2%	4.6%	7.9%	6.6%	8.0%	9.9%	Not Met	
1.2 Service Level	≥ 80%	51.2%	32.7%	42.7%	50.9%	46.4%	36.6%	42.7%	33.3%	37.6%	41.5%	38.2%	26.4%	41.2%	Not Met	
1.3 Grievance Resolution - 30 days	≥ 99%	N/A	N/A	100.0%	100.0%	N/A	100.0%	100.0%	N/A	100.0%	100.0%	N/A	N/A	100.0%	Met	
Number of Grievances resolved - reporting only	N/A	0	0	2	1	0	1	2	0	2	3	0	0	11		
Email or Written Inquiries - reporting only	N/A	3	1	29	4	10	6	7	8	5	6	4	3	86		
1.4 Email or Written Inquiries Completed	≥ 90%	100.0%	100.0%	34.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	77.9%	Not 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 Processed - reporting only	N/A	268	260	199	98	81	116	113	127	110	118	109	101	1,700		
1.6 Initial Call Resolution	≥ 85%	97.8%	93.8%	97.0%	96.5%	96.2%	96.7%	95.3%	96.6%	95.6%	94.8%	96.6%	94.5%	96.1%	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		99.7%	99.7%	N/A	N/A	99.7%	99.7%	99.7%	99.7%	99.8%	99.8%	99.8%	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%
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	96.0%	N/A	N/A	94.0%	94.2%	94.1%	94.0%	93.8%		
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		93.8%	93.8%	93.8%	93.8%	93.8%	93.8%	93.8%	93.8%	93.8%					93.8%
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		N/A	N/A	N/A	N/A	97.0%	N/A	N/A	98.0%	98.0%	97.4%	97.3%	89.0%		
2.3 Terminations - Plan Year 2024, Calendar Year 2025		89.0%	N/A	N/A	N/A	88.9%	88.9%	88.9%	88.9%	89.0%					89.0%

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%	99.98%	99.93%	100.00%	99.98%	99.97%	100.00%	99.99%	99.97%	99.99%	99.96%	99.99%	99.99%	99.98%	Met