

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

Carrier Name: Delta Dental of California

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	8,148	6,214	5,539	5,074	3,894	3,707	3,940	5,052	2,968	3,959	3,351	5,373	57,219		
Number of Calls Abandoned - reporting only	N/A	162	138	160	58	187	24	24	37	40	35	52	142	1,059		
1.1 Abandonment Rate	≤3%	2.0%	2.2%	2.9%	1.1%	4.8%	0.6%	0.6%	0.7%	1.3%	0.9%	1.6%	2.6%	1.9%	Met	
1.2 Service Level	≥ 80%	95.9%	97.7%	96.9%	98.3%	97.0%	97.7%	97.8%	97.6%	94.0%	95.1%	92.5%	87.7%	95.8%	Met	
1.3 Grievance Resolution - 30 days	≥ 99%	99.0%	99.0%	99.0%	98.5%	99.0%	94.9%	93.5%	94.6%	89.9%	92.1%	91.4%	88.6%	95.5%	Not Met	
Number of Grievances resolved - reporting only	N/A	155	149	158	136	148	117	107	93	109	114	105	105	1,496		
Email or Written Inquiries - reporting only	N/A	283	242	197	222	220	211	199	95	101	83	74	93	2,020		
1.4 Email or Written Inquiries Completed	≥ 90%	99.6%	98.8%	100.0%	95.9%	87.7%	92.9%	99.5%	100.0%	100.0%	100.0%	100.0%	98.9%	97.2%	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	7,597	5,761	2,445	2,527	2,732	2,802	1,897	2,791	2,197	3,049	7,877	8,693	50,368		
1.6 Initial Call Resolution	≥ 85%	99.4%	99.2%	99.3%	99.2%	99.4%	99.4%	99.2%	99.6%	99.4%	99.2%	99.6%	98.4%	99.3%	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%										90.3%	N/A	N/A		
2.1 834 Processing - Plan Year 2024, Calendar Year 2024		82.4%	84.0%	N/A	N/A	86.9%	87.5%	88.0%	88.8%	89.2%	89.8%	90.3%	90.5%		
2.1 834 Processing - Plan Year 2024, Calendar Year 2025		90.7%	90.7%	90.7%	90.7%	90.7%	90.7%	90.7%	90.7%	90.7%	90.7%			90.7%	Not Met
2.2 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023	≥ 95%										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	97.1%	N/A	N/A	97.4%	97.5%	97.5%	97.6%	97.6%		
2.2 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.5%	97.5%	97.3%	97.3%	97.3%	97.3%	97.3%	97.3%	97.3%				97.3%	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		N/A	N/A	N/A	N/A	100.0%	N/A	N/A	100.0%	99.9%	99.9%	99.9%	99.9%		
2.3 Terminations - Plan Year 2024, Calendar Year 2025		99.9%	N/A	N/A	N/A	99.8%	99.8%	99.8%	99.8%	99.9%				99.9%	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%	99.59%	99.60%	99.61%	99.61%	99.60%	99.59%	99.59%	99.58%	99.60%	99.54%	99.60%	56.00%	95.96%	Met