

2024 Final Annual Report of Performance Standards and Expectations, Standards 1.1-1.11

| Issuer Name: Health Net | | | | | | | | | | | | | | | |
|--|----------------------------------|--|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|--------------------|----------------------------|
| 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 | 19,887 | 9,375 | 7,438 | 19,644 | 19,728 | 18,052 | 19,656 | 18,283 | 16,876 | 18,198 | 17,427 | 15,227 | 199,791 | |
| Number of Calls Abandoned - <i>reporting only</i> | N/A | 349 | 36 | 82 | 71 | 46 | 36 | 43 | 31 | 27 | 24 | 122 | 66 | 933 | |
| 1.1 Abandonment Rate | ≤ 3% | 1.8% | 0.4% | 1.1% | 0.4% | 0.2% | 0.2% | 0.2% | 0.2% | 0.2% | 0.1% | 0.7% | 0.4% | 0.5% | Met |
| 1.2 Service Level | ≥ 80% | 82.0% | 97.8% | 96.5% | 98.4% | 98.5% | 98.9% | 98.9% | 99.0% | 99.1% | 99.2% | 99.2% | 99.3% | 97.1% | Met |
| 1.3 Grievance Resolution - Within 30 days | ≥ 99% | 99.6% | 99.3% | 99.6% | 99.6% | 99.2% | 98.9% | 99.3% | 99.2% | 99.9% | 99.8% | 99.9% | 100.0% | 99.5% | Met |
| Number of Grievances Resolved | N/A | 2,022 | 1,164 | 939 | 974 | 1,124 | 853 | 1,105 | 946 | 816 | 797 | 702 | 711 | 12,153 | |
| Email or Written Inquires - <i>reporting only</i> | N/A | 1,243 | 2,167 | 1,013 | 991 | 1,008 | 950 | 752 | 721 | 623 | 732 | 728 | 1,261 | 12,189 | |
| 1.4 Email or Written Inquiries Completed - Within 15 business days | ≥ 90% | 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 |
| 1.5 ID Card Processing Time | ≥ 99% | 99.8% | 99.8% | 99.5% | 99.7% | 99.6% | 99.6% | 99.6% | 99.7% | 99.0% | 91.8% | 99.6% | 99.5% | 99.1% | Met |
| Number of ID Cards issued | N/A | 15,437 | 8,265 | 4,966 | 3,613 | 3,743 | 3,330 | 2,537 | 4,240 | 2,778 | 3,769 | 2,021 | 3,792 | 58,491 | |
| Measure | Expectation | Covered California Data Reported | | | | | | | | | | | | Issuer Performance | Expectation Met or Not Met |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| 1.6 Implementation of Appeals Decisions - Within 10 days | ≥ 90% | 0 | 2 | 3 | 1 | 3 | 3 | 2 | 1 | 1 | 1 | 2 | 1 | 95.2% | Met |
| Total Number of Appeals Decisions Implemented | N/A | 0 | 2 | 3 | 1 | 3 | 3 | 2 | 1 | 1 | 2 | 2 | 1 | 21 | |
| Measure | Expectation | Plan Year 2024 834 Metrics Reports - Cumulative Reporting 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 2024, Calendar Year 2023 | ≥ 95% | | | | | | | | | | 74.7% | N/A | N/A | | |
| 1.7 834 Processing - Plan Year 2024, Calendar Year 2024 | | 96.8% | 89.1% | N/A | N/A | 98.5% | 97.6% | 97.7% | 97.9% | 98.0% | 98.1% | 97.9% | 97.9% | | |
| 1.7 834 Processing - Plan Year 2024, Calendar Year 2025 | | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | 98.0% | | | | 98.0% | Met |
| 1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023 | ≥ 95% | | | | | | | | | | 100.0% | 100.0% | N/A | | |
| 1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024 | | 100.0% | N/A | N/A | N/A | 99.5% | N/A | N/A | 99.5% | 99.5% | 99.4% | 99.4% | 99.4% | | |
| 1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025 | | 99.4% | 99.4% | 99.3% | 99.2% | 99.1% | 99.1% | 99.1% | 99.1% | 99.1% | | | | 99.1% | Met |
| 1.9 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023 | ≥ 95% | | | | | | | | | | N/A | N/A | N/A | | |
| 1.9 Terminations - Plan Year 2024, Calendar Year 2024 | | N/A | N/A | N/A | N/A | 15.8% | N/A | N/A | 50.7% | 56.0% | 60.2% | 63.2% | 66.7% | | |
| 1.9 Terminations - Plan Year 2024, Calendar Year 2025 | | 68.6% | N/A | N/A | N/A | 72.6% | 72.6% | 72.6% | 72.5% | 75.5% | | | | 75.5% | Not Met |
| Measure | Expectation | Cycle Scores | | | | | | | | | | | | Issuer 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% | 99.87% | 99.77% | 99.84% | 99.86% | 99.82% | 99.49% | 99.79% | 99.75% | 99.00% | 99.66% | 99.62% | 99.33% | 99.65% | 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 | Not Met | Met | Met | Met | Met | Met | Met | Met | Met | Met | Met | 11 of 12 Met | Not Met |