

2023 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	35,080	23,956	24,124	18,075	18,529	18,265	16,214	17,203	15,695	17,838	18,415	22,465	245,859	
Number of Calls Abandoned - <i>reporting only</i>	N/A	695	53	69	61	109	154	167	50	246	78	72	66	1,820	
1.1 Abandonment Rate	≤ 3%	2.0%	0.2%	0.3%	0.3%	0.6%	0.8%	1.0%	0.3%	1.6%	0.4%	0.4%	0.3%	0.7%	Met
1.2 Service Level	≥ 80%	86.7%	98.4%	97.5%	96.6%	94.2%	89.6%	89.9%	97.6%	91.3%	96.7%	97.8%	99.0%	94.4%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	99.8%	99.9%	99.7%	100.0%	99.8%	99.9%	99.8%	99.9%	99.9%	99.8%	99.6%	99.8%	99.8%	Met
Number of Grievances Resolved	N/A	2,047	1,849	4,019	3,217	3,442	3,148	2,907	2,961	2,671	2,636	2,423	2,560	33,880	
Email or Written Inquires - <i>reporting only</i>	N/A	1,383	960	1,282	599	524	528	396	449	464	420	489	595	8,089	
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%	99.7%	99.4%	100.0%	99.5%	99.4%	99.5%	99.7%	99.6%	99.5%	99.8%	99.8%	99.7%	99.7%	Met
Number of ID Cards issued	N/A	21,373	4,837	2,906	2,051	1,836	2,219	1,906	1,812	1,807	1,838	5,549	13,230	61,364	
		Covered California Data Reported												Issuer Performance	Expectation Met or Not Met
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.6 Implementation of Appeals Decisions - Within 10 days	≥ 90%	1	2	1	1	0	1	3	2	2	1	1	2	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	1	2	1	1	0	1	3	2	2	1	1	2	17	
Measure	Expectation	CalHEERS Cumulative Reporting - Annual Score Plan Year - 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 2023, Calendar Year 2022	≥ 95%										77.8%	98.9%	98.7%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	100.0%	99.7%	N/A	N/A	92.7%	95.0%	94.5%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		95.5%	95.5%	N/A	N/A	95.5%	95.5%	95.5%	95.5%	95.5%				95.5%	Met
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2023, Calendar Year 2022	≥ 95%										100.0%	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2023		100.0%	100.0%	93.7%	92.8%	92.9%	N/A	N/A	93.2%	93.3%	93.4%	93.5%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		93.6%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A	N/A
1.9 834 Generation - Terminations - Plan Year 2023, Calendar Year 2022	≥ 95%										N/A	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2023		N/A	100.0%	88.4%	87.6%	89.1%	N/A	N/A	88.8%	88.2%	88.1%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		87.7%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				N/A	N/A
Measure	Expectation	Cycle Scores												Carrier 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%	88.36%	99.83%	99.82%	99.90%	99.85%	99.62%	99.89%	99.82%	99.89%	99.89%	99.72%	99.84%	98.87%	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	met	met	met	met	met	met	met	met	met	met	met	12 of 12 met	Met