

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

Issuer Name: IEHP															
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 - reporting only	N/A	8,826	8,097	7,939	9,584	9,011	8,189	10,059	10,517	9,849	10,774	10,031	12,465	115,341	
Number of Calls Abandoned - reporting only	N/A	704	777	266	89	39	29	43	52	80	99	141	232	2,551	
1.1 Abandonment Rate	≤ 3%	8.0%	9.6%	3.4%	0.9%	0.4%	0.4%	0.4%	0.5%	0.8%	0.9%	1.4%	1.9%	2.2%	Met
1.2 Service Level	≥ 80%	63.8%	65.4%	83.6%	93.8%	97.4%	97.3%	97.8%	97.0%	94.3%	94.1%	89.4%	88.9%	89.1%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	99.0%	100.0%	95.0%	99.0%	96.0%	96.0%	96.0%	96.0%	100.0%	100.0%	99.0%	97.8%	Not Met
Number of Grievances Resolved	N/A	32	108	64	77	86	89	99	134	102	92	97	118	1,098	
Email or Written Inquires - reporting only	N/A	23	21	24	28	26	39	52	66	65	84	66	73	567	
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%	91.8%	99.2%	96.6%	98.8%	99.5%	98.5%	99.1%	99.2%	99.4%	99.6%	97.2%	99.8%	98.0%	Not Met
Number of ID Cards issued	N/A	3,906	3,109	1,708	2,011	1,929	1,755	2,136	2,557	2,288	2,285	1,848	3,312	28,844	
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	0	0	0	0	1	1	2	1	0	0	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	1	1	2	1	0	0	0	5	
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%										100.0%	N/A	N/A		
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		99.8%	99.9%	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%	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	97.8%	N/A	N/A	97.8%	97.9%	98.1%	98.2%	98.1%		
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.9%	97.9%	97.7%	97.7%	97.6%	97.6%	97.6%	97.6%	97.8%				97.8%	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	86.0%	N/A	N/A	72.3%	78.7%	82.4%	85.3%	86.4%		
1.9 Terminations - Plan Year 2024, Calendar Year 2025		87.2%	N/A	N/A	N/A	88.6%	88.6%	88.6%	88.6%	87.3%				87.3%	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%	98.15%	99.86%	99.85%	99.84%	99.65%	99.80%	99.13%	99.30%	99.24%	99.53%	99.34%	99.61%	99.44%	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	Not Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	11 of 12 Met	Not Met