

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

Issuer Name: Kaiser																
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	50,378	36,791	30,664	31,509	31,181	53,690	34,837	30,919	30,037	32,537	29,436	36,477	428,456		
Number of Calls Abandoned - reporting only	N/A	5,734	1,587	1,085	759	1,078	1,683	2,123	1,776	2,976	2,845	2,103	5,317	29,066		
1.1 Abandonment Rate	≤ 3%	11.4%	4.3%	3.5%	2.4%	3.5%	3.1%	6.1%	5.7%	9.9%	8.7%	7.1%	14.6%	6.8%	Not Met	
1.2 Service Level	≥ 80%	37.0%	56.0%	62.0%	76.0%	64.0%	65.0%	56.0%	46.0%	35.0%	39.0%	50.0%	35.0%	51.7%	Not Met	
1.3 Grievance Resolution - Within 30 days	≥ 99%	94.4%	97.4%	95.8%	96.4%	97.1%	98.5%	94.3%	94.6%	94.7%	96.3%	94.0%	90.9%	95.4%	Not Met	
Number of Grievances Resolved	N/A	431	697	713	676	786	601	697	878	751	835	620	584	8,269		
Email or Written Inquires - reporting only	N/A	178	197	151	167	162	143	155	175	133	161	159	124	1,905		
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	99.4%	93.4%	98.1%	96.5%	93.1%	93.5%	95.1%	93.1%	95.7%	93.6%	93.0%	91.9%	94.7%	Met	
1.5 ID Card Processing Time	≥ 99%	97.2%	99.1%	97.9%	95.6%	98.6%	98.7%	97.2%	99.0%	99.0%	99.0%	98.0%	99.0%	98.5%	Not Met	
Number of ID Cards issued	N/A	10,649	11,962	3,599	3,740	3,844	3,775	2,840	13,092	8,776	12,172	6,856	23,609	104,914		
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%	5	7	5	5	17	10	8	12	6	9	5	0	85.6%	Not Met	
Total Number of Appeals Decisions Implemented	N/A	5	7	5	5	20	11	10	13	8	12	6	2	104		
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%										56.7%	N/A	N/A			
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		94.3%	79.4%	N/A	N/A	97.2%	97.4%	97.1%	97.4%	97.5%	98.4%	98.5%	98.6%			
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%	98.6%				98.6%	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	98.5%	N/A	N/A	97.4%	97.6%	97.4%	97.4%	97.5%			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.5%	97.4%	97.4%	97.2%	97.2%	97.2%	97.2%	97.2%	97.2%				97.2%	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		100.0%	N/A	N/A	N/A	99.0%	N/A	N/A	88.0%	89.0%	89.6%	89.6%	94.0%			
1.9 Terminations - Plan Year 2024, Calendar Year 2025		94.3%	N/A	N/A	N/A	89.3%	89.3%	89.3%	89.3%	88.4%				88.4%	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%	99.83%	99.72%	99.70%	99.56%	99.69%	99.64%	94.00%	94.05%	99.21%	98.58%	98.60%	97.77%	98.36%	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	