

2023 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 - <i>reporting only</i>	N/A	57,387	42,192	40,647	33,806	35,111	32,027	29,184	31,221	27,500	30,113	30,274	38,107	427,569	
Number of Calls Abandoned - <i>reporting only</i>	N/A	4,862	1,731	1,455	815	637	623	1,380	1,178	1,212	287	392	967	15,539	
1.1 Abandonment Rate	≤ 3%	8.5%	4.1%	3.6%	2.4%	1.8%	1.9%	4.7%	3.8%	4.4%	1.0%	1.3%	2.5%	3.6%	Not Met
1.2 Service Level	≥ 80%	65.0%	66.0%	82.0%	93.0%	93.0%	93.0%	78.0%	82.0%	78.0%	86.0%	76.0%	71.0%	79.1%	Not Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	71.7%	84.0%	90.4%	90.1%	92.9%	95.1%	95.9%	95.0%	95.0%	94.5%	92.5%	94.5%	90.7%	Not Met
Number of Grievances Resolved	N/A	736	749	856	704	665	714	603	771	659	697	577	527	8,258	
Email or Written Inquires - <i>reporting only</i>	N/A	80	72	77	69	68	66	118	158	223	205	198	195	1,529	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	94.5%	85.0%	86.5%	95.7%	94.4%	84.6%	93.5%	93.9%	93.6%	94.5%	93.0%	96.1%	93.0%	Met
1.5 ID Card Processing Time	≥ 99%	99.2%	99.3%	98.2%	98.1%	98.2%	98.1%	98.8%	98.0%	98.1%	97.5%	99.0%	93.9%	98.6%	Not Met
Number of ID Cards issued	N/A	8,114	8,568	2,953	2,392	2,607	2,491	2,382	2,812	2,405	2,145	1,867	201	38,937	
		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%	3	4	8	7	9	15	7	5	5	14	2	2	98.8%	Met
Total Number of Appeals Decisions Implemented	N/A	3	4	8	8	9	15	7	5	5	14	2	2	82	
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%										76.3%	98.5%	96.7%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	99.4%	99.5%	98.9%	N/A	N/A	86.9%	98.9%	95.9%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		98.7%	98.5%	N/A	N/A	98.7%	98.7%	98.7%	98.7%	98.7%				98.7%	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%	98.3%	96.2%	95.8%	N/A	N/A	96.3%	96.5%	96.5%	96.6%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		96.7%	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		100.0%	99.9%	99.9%	99.6%	97.3%	N/A	N/A	93.2%	92.8%	92.4%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		91.5%	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%	99.86%	99.91%	99.91%	99.92%	99.86%	99.83%	99.82%	99.80%	99.78%	99.74%	99.65%	99.61%	99.81%	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	waived	met	met	11 of 11 met	Met