

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

Issuer Name: LA Care																	
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	60,084	46,540	40,432	43,711	40,122	36,829	38,599	36,787	34,818	37,289	32,388	44,669	492,268			
Number of Calls Abandoned - reporting only	N/A	4,979	1,821	1,219	1,142	816	685	548	602	1,375	798	866	1,290	16,141			
<b>1.1 Abandonment Rate</b>	≤ 3%	8.3%	3.9%	3.0%	2.6%	2.0%	1.9%	1.4%	1.6%	3.9%	2.1%	2.7%	2.9%	3.3%	Not Met		
<b>1.2 Service Level</b>	≥ 80%	49.6%	68.5%	76.0%	79.1%	88.2%	93.1%	96.1%	94.7%	83.1%	91.2%	90.6%	83.9%	80.9%	Met		
<b>1.3 Grievance Resolution - Within 30 days</b>	≥ 99%	99.9%	100.0%	99.8%	99.8%	99.7%	99.5%	97.9%	99.1%	99.3%	99.4%	98.8%	99.1%	99.4%	Met		
Number of Grievances Resolved	N/A	2,767	2,611	2,621	2,496	2,736	2,592	2,805	2,687	2,532	2,705	2,531	2,587	31,670			
Email or Written Inquires - reporting only	N/A	593	535	472	523	326	346	321	347	288	367	290	419	4,827			
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	≥ 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		
<b>1.5 ID Card Processing Time</b>	≥ 99%	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		
Number of ID Cards issued	N/A	28,159	15,328	15,277	15,297	13,272	12,186	11,433	11,926	4,936	25,392	56,673	31,907	241,786			
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				
<b>1.6 Implementation of Appeals Decisions - Within 10 days</b>	≥ 90%	4	2	2	4	6	2	2	5	7	3	4	3	95.7%	Met		
Total Number of Appeals Decisions Implemented	N/A	4	4	2	4	6	2	2	5	7	3	4	3	46			
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				
<b>1.7 834 Processing - Plan Year 2024, Calendar Year 2023</b>	≥ 95%													93.7%	N/A	N/A	
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		93.6%	94.2%	N/A	N/A	96.8%	97.1%	97.4%	97.5%	97.7%	97.8%	98.0%	98.0%				
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		98.0%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%	98.1%					98.1%	Met	
<b>1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023</b>	≥ 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	96.8%	N/A	N/A	97.1%	97.2%	97.3%	97.4%	97.4%				
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		97.4%	97.4%	97.4%	97.4%	97.3%	97.2%	97.2%	97.2%	97.2%					97.2%	Met	
<b>1.9 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023</b>	≥ 95%													N/A	N/A	N/A	
1.9 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	74.2%	N/A	N/A	81.8%	82.7%	84.8%	85.3%	85.6%				
1.9 Terminations - Plan Year 2024, Calendar Year 2025		85.1%	N/A	N/A	N/A	89.4%	89.4%	89.4%	89.4%	89.4%					89.4%	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				
<b>1.10 Reconciliation Process</b>	≥ 90%	99.97%	99.93%	99.91%	99.94%	99.94%	99.99%	99.97%	99.98%	99.99%	99.98%	99.99%	99.99%	99.97%			
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not Met		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
<b>1.11 Provider Directory Data Submissions</b>	12 timely and usable submissions	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	12 of 12 Met	Met	