

## 2023 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	Expectation Met or
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met
Number of Calls offered to Phone Representatives - <i>reporting only</i>	N/A	33,524	28,445	26,934	22,806	21,176	20,401	19,457	23,606	22,798	26,246	28,918	33,331	307,642	
Number of Calls Abandoned - <i>reporting only</i>	N/A	1,593	860	513	496	417	462	452	610	751	636	1,529	1,071	9,390	
1.1 Abandonment Rate	≤ 3%	4.8%	3.0%	1.9%	2.2%	2.0%	2.3%	2.3%	2.6%	3.3%	2.4%	5.3%	3.2%	3.1%	Not Met
1.2 Service Level	≥ 80%	72.6%	82.0%	91.3%	93.5%	93.3%	93.6%	90.2%	85.3%	81.9%	86.9%	79.1%	86.0%	85.5%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	Met
Number of Grievances Resolved	N/A	1,933	1,989	2,252	1,729	1,812	1,866	1,783	1,932	1,807	1,917	2,063	2,109	23,192	
Email or Written Inquires - <i>reporting only</i>	N/A	474	370	380	326	258	261	217	249	242	292	290	294	3,653	
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%	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	11,935	8,347	5,944	5,088	4,243	4,704	4,938	6,448	8,101	23,225	34,492	35,701	153,166	
		Covered California Data Reported												Issuer	Expectation Met or
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met
1.6 Implementation of Appeals Decisions - Within 10 days	≥ 90%	0	2	2	0	5	1	2	1	1	1	2	3	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	2	2	0	5	1	2	1	1	1	2	3	20	
Measure	Expectation	CalHEERS Cumulative Reporting - Annual Score Plan Year - Year To Date												Issuer	Expectation Met or
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met
1.7 834 Processing - Plan Year 2023, Calendar Year 2022	≥ 95%										77.7%	90.5%	92.9%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	94.8%	95.3%	94.8%	N/A	N/A	91.2%	91.7%	92.3%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		93.5%	93.5%	N/A	N/A	93.6%	93.6%	93.6%	93.6%	93.6%				93.6%	Not 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%	98.8%	98.9%	98.8%	N/A	N/A	98.9%	99.0%	99.0%	99.0%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		99.0%	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%	57.7%	70.3%	80.6%	N/A	N/A	86.6%	87.0%	87.5%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		87.0%	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	Expectation Met or
		Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6	Cycle 7	Cycle 8	Cycle 9	Cycle 10	Cycle 11	Cycle 12	Performance	Not Met
1.10 Reconciliation Process	≥ 90%	100.00%	100.00%	100.00%	99.99%	99.99%	99.98%	99.99%	99.98%	99.97%	99.97%	99.95%	99.93%	99.98%	Met
Measure	Expectation	Issuer Submissions												Issuer	Expectation Met or
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Performance	Not Met
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