

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

Issuer Name: Molina															
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	17,168	13,757	11,903	11,805	10,204	9,430	10,134	11,048	9,493	10,065	9,169	11,102	135,278	
Number of Calls Abandoned - reporting only	N/A	301	70	47	61	35	11	28	11	18	2	2	43	629	
1.1 Abandonment Rate	≤ 3%	1.8%	0.5%	0.4%	0.5%	0.3%	0.1%	0.3%	0.1%	0.2%	0.0%	0.0%	0.4%	0.5%	Met
1.2 Service Level	≥ 80%	84.1%	92.5%	90.1%	88.2%	90.6%	96.0%	95.4%	95.5%	96.5%	98.8%	98.4%	96.8%	92.9%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	100.0%	100.0%	100.0%	100.0%	99.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	Met
Number of Grievances Resolved	N/A	348	327	335	330	342	396	448	648	519	537	496	554	5,280	
Email or Written Inquires - reporting only	N/A	13	7	5	3	0	1	1	1	0	0	0	0	31	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	100.0%	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	N/A	N/A	N/A	N/A	100.0%	Met
1.5 ID Card Processing Time	≥ 99%	98.7%	99.2%	99.5%	99.9%	99.3%	99.5%	95.2%	99.6%	99.5%	99.0%	99.0%	99.1%	98.9%	Not Met
Number of ID Cards issued	N/A	3,931	3,050	1,964	2,720	2,745	2,802	2,664	2,333	2,307	2,251	1,762	5,594	34,123	
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%	1	0	0	2	3	0	1	0	3	1	0	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	1	0	0	2	3	0	1	0	3	1	0	0	11	
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%										57.7%	N/A	N/A		
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		93.7%	73.6%	N/A	N/A	97.7%	97.9%	98.1%	98.3%	98.4%	98.5%	98.6%	98.7%		
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		98.7%	98.7%	98.7%	98.7%	98.7%	98.7%	98.7%	98.7%	98.7%				98.7%	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	99.2%	N/A	N/A	99.3%	99.3%	99.4%	99.4%	99.4%		
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		99.4%	99.4%	99.3%	99.3%	99.2%	99.2%	99.2%	99.2%	99.3%				99.3%	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	92.8%	N/A	N/A	91.1%	90.6%	91.1%	90.9%	91.0%		
1.9 Terminations - Plan Year 2024, Calendar Year 2025		90.7%	N/A	N/A	N/A	92.4%	92.4%	92.4%	92.4%	92.3%				92.3%	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%	99.86%	99.77%	99.81%	99.81%	99.74%	99.72%	99.68%	99.72%	99.79%	99.52%	99.73%	99.78%	99.74%	Met
Measure	Expectation	Cycle Scores												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