

2023 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 - <i>reporting only</i>	N/A	11,310	8,644	9,086	6,833	6,836	6,737	6,351	7,309	6,878	7,446	7,539	9,786	94,755	
Number of Calls Abandoned - <i>reporting only</i>	N/A	138	2	1	3	14	20	28	2	12	32	37	81	370	
1.1 Abandonment Rate	≤ 3%	1.2%	0.0%	0.0%	0.0%	0.2%	0.3%	0.4%	0.0%	0.2%	0.4%	0.5%	0.8%	0.4%	Met
1.2 Service Level	≥ 80%	92.2%	99.8%	99.8%	99.5%	98.8%	96.1%	95.5%	98.2%	93.7%	90.2%	88.4%	88.0%	94.8%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	Met
Number of Grievances Resolved	N/A	153	152	169	131	188	247	364	442	351	340	344	306	3,187	
Email or Written Inquires - <i>reporting only</i>	N/A	5	0	0	0	0	0	1	0	0	0	4	0	10	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	100.0%	N/A	N/A	N/A	N/A	N/A	100.0%	N/A	N/A	N/A	100.0%	N/A	100.0%	Met
1.5 ID Card Processing Time	≥ 99%	99.1%	99.8%	99.2%	99.8%	99.7%	99.1%	99.5%	99.6%	99.8%	99.0%	99.1%	99.2%	99.3%	Met
Number of ID Cards issued	N/A	2,771	1,617	1,036	964	672	762	830	1,589	2,366	2,292	2,227	4,734	21,860	
		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%	2	0	0	2	0	1	1	0	2	2	0	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	2	0	0	2	0	1	1	0	2	2	0	0	10	
		CalHEERS Cumulative Reporting - Annual Score Plan Year - Year To Date												Issuer Performance	Expectation Met or Not Met
Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1.7 834 Processing - Plan Year 2023, Calendar Year 2022	≥ 95%										80.7%	98.6%	95.3%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	98.1%	98.3%	98.4%	N/A	N/A	84.4%	98.4%	93.3%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		97.9%	97.7%	N/A	N/A	97.9%	97.9%	97.9%	97.9%	97.9%					97.9%
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%	97.8%	95.2%	94.8%	N/A	N/A	95.5%	95.7%	96.1%	96.4%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		96.4%	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	99.8%	99.7%	99.3%	99.0%	N/A	N/A	96.3%	95.9%	94.0%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		90.0%	N/A					N/A							
		Cycle Scores												Carrier Performance	Expectation Met or Not Met
Measure	Expectation	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%	99.92%	99.93%	99.94%	99.86%	99.88%	99.75%	99.87%	99.86%	99.84%	99.78%	99.71%	99.85%	Met
		Issuer Submissions												Issuer Performance	Expectation Met or Not Met
Measure	Expectation	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	not met	met	met	11 of 12 met	Not Met