

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

Issuer Name: Sharp																
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	5,950	3,825	3,291	2,865	2,689	2,259	2,562	2,377	2,193	2,367	1,921	3,238	35,537		
Number of Calls Abandoned - reporting only	N/A	325	57	58	48	38	63	70	52	51	37	49	177	1,025		
1.1 Abandonment Rate	≤ 3%	5.5%	1.5%	1.8%	1.7%	1.4%	2.8%	2.7%	2.2%	2.3%	1.6%	2.6%	5.5%	2.9%	Met	
1.2 Service Level	≥ 80%	64.6%	84.4%	85.1%	84.0%	86.4%	75.5%	78.4%	80.5%	75.3%	83.9%	73.0%	71.3%	77.6%	Not Met	
1.3 Grievance Resolution - Within 30 days	≥ 99%	98.2%	98.3%	100.0%	99.9%	99.9%	99.9%	100.0%	96.1%	100.0%	100.0%	100.0%	100.0%	99.2%	Met	
Number of Grievances Resolved	N/A	56	60	52	50	55	45	46	77	64	40	64	48	657		
Email or Written Inquires - reporting only	N/A	605	623	650	585	518	430	428	418	358	356	380	490	5,841		
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	96.0%	99.7%	99.5%	99.1%	99.6%	99.5%	99.1%	99.8%	99.2%	98.9%	99.7%	99.8%	99.1%	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	4,133	4,217	4,297	2,526	3,348	2,733	3,125	1,934	2,017	2,004	2,179	32,993	65,506		
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%	0	1	0	2	2	2	1	1	1	1	2	0	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	1	0	2	2	1	1	1	1	2	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%										0.0%	N/A	N/A			
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		89.6%	90.0%	N/A	N/A	93.1%	93.5%	93.8%	94.3%	94.5%	94.8%	95.2%	95.3%			
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		95.4%	95.4%	95.4%	95.4%	95.4%	95.4%	95.4%	95.4%	95.4%	95.4%				95.4%	Met
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023	≥ 95%										N/A	N/A	N/A			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	86.7%	N/A	N/A	90.4%	91.2%	91.9%	92.5%	92.9%			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		92.9%	92.8%	92.7%	92.7%	92.6%	92.6%	92.6%	92.6%	92.7%					92.7%	Not 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	75.7%	N/A	N/A	78.2%	78.1%	78.0%	77.3%	77.2%			
1.9 Terminations - Plan Year 2024, Calendar Year 2025		76.9%	N/A	N/A	N/A	78.0%	78.0%	78.0%	78.0%	72.7%					72.7%	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%	99.92%	99.91%	99.80%	99.89%	99.88%	99.94%	99.93%	99.93%	99.93%	99.92%	99.96%	99.96%	99.91%	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	Met	Met	Met	12 of 12 Met	Met	