2023 Final Annual Report of Performance Standards and Expectations, Standards 1.1-1.11

Issuer Name: VHP

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	6,735	5,590	8,459	6,527	5,972	4,862	4,355	4,968	5,045	4,944	6,272	6,273	70,002	
Number of Calls Abandoned - *reporting only*	N/A	523	274	1,024	754	508	219	188	165	294	263	400	315	4,927	
1.1 Abandonment Rate	≤ 3%	7.8%	4.9%	12.1%	11.6%	8.5%	4.5%	4.3%	3.3%	5.8%	5.3%	6.4%	5.0%	**7.0%**	**Not Met**
1.2 Service Level	≥ 80%	30.5%	46.2%	14.6%	24.7%	36.2%	60.1%	59.0%	64.8%	49.5%	64.1%	43.8%	51.5%	**42.9%**	**Not Met**
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	97.0%	100.0%	100.0%	**99.1%**	**Met**
Number of Grievances Resolved	N/A	11	18	8	20	13	15	9	21	40	36	17	29	237	
Email or Written Inquires - *reporting only*	N/A	463	248	336	304	254	238	207	219	220	250	299	384	3,422	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	97.4%	99.6%	93.2%	97.1%	99.6%	93.7%	96.1%	98.2%	98.6%	99.2%	99.0%	99.7%	**97.6%**	**Met**
1.5 ID Card Processing Time	≥ 99%	88.0%	91.7%	49.0%	42.0%	37.1%	14.0%	54.8%	51.3%	79.0%	91.3%	66.2%	89.9%	**72.8%**	**Not Met**
Number of ID Cards issued	N/A	768	408	1,645	146	321	38	42	304	271	344	290	2,272	6,849	
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	0	0	0	0	0	0	0	0	0	0	2	**100.0%**	**Met**
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	0	0	0	0	0	0	2	2	
Measure	Expectation	CalHEERS Cumulative Reporting - Annual Score Plan Year - 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 2023, Calendar Year 2022											76.0%	98.9%	98.7%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023	≥ 95%	N/A	N/A	99.6%	99.2%	98.5%	N/A	N/A	89.7%	98.1%	91.5%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		98.3%	98.1%	N/A	N/A	98.4%	98.4%	98.4%	98.4%	98.4%				**98.4%**	**Met**
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2023, Calendar Year 2022											N/A	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2023	≥ 95%	100.0%	100.0%	99.3%	98.5%	98.3%	N/A	N/A	94.7%	95.3%	95.8%	96.1%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		96.4%	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											N/A	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2023	≥ 95%	N/A	N/A	N/A	6.2%	6.2%	N/A	N/A	8.2%	6.1%	13.6%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		21.1%	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 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%	100.00%	100.00%	99.43%	99.62%	100.00%	100.00%	99.96%	99.99%	99.97%	99.98%	99.98%	99.99%	**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**