

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

Issuer Name: WHA																
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	2,712	2,026	1,847	1,723	1,671	1,727	2,019	1,965	1,807	1,912	1,674	2,343	23,426		
Number of Calls Abandoned - reporting only	N/A	286	161	186	345	295	170	134	42	15	11	18	32	1,695		
<b>1.1 Abandonment Rate</b>	<b>≤ 3%</b>	10.5%	7.9%	10.1%	20.0%	17.7%	9.8%	6.6%	2.1%	0.8%	0.6%	1.1%	1.4%	7.2%	Not Met	
<b>1.2 Service Level</b>	<b>≥ 80%</b>	27.4%	44.9%	36.2%	17.7%	25.5%	36.4%	56.1%	81.0%	87.3%	91.0%	82.9%	81.6%	55.6%	Not Met	
<b>1.3 Grievance Resolution - Within 30 days</b>	<b>≥ 99%</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	95.7%	97.6%	100.0%	100.0%	100.0%	99.2%	Met	
Number of Grievances Resolved	N/A	33	39	58	36	21	36	31	46	41	54	66	46	507		
Email or Written Inquires - reporting only	N/A	60	48	27	28	30	29	37	27	12	16	18	28	360		
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	<b>≥ 90%</b>	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	
<b>1.5 ID Card Processing Time</b>	<b>≥ 99%</b>	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	3,930	1,689	1,507	1,279	1,429	1,186	1,399	1,078	879	948	882	2,975	19,181		
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			
<b>1.6 Implementation of Appeals Decisions - Within 10 days</b>	<b>≥ 90%</b>	0	0	0	0	0	0	0	0	0	0	0	0	1	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
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			
<b>1.7 834 Processing - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										88.9%	N/A	N/A			
1.7 834 Processing - Plan Year 2024, Calendar Year 2024		93.2%	85.5%	N/A	N/A	93.3%	94.1%	94.6%	95.0%	95.4%	95.7%	95.8%	95.9%			
1.7 834 Processing - Plan Year 2024, Calendar Year 2025		95.9%	95.9%	95.9%	95.9%	95.9%	95.9%	95.9%	95.9%	95.9%	95.9%				95.9%	Met
<b>1.8 834 Generation - Effectuations and Cancellations - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										N/A	100.0%	N/A			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2024		100.0%	N/A	N/A	N/A	98.5%	N/A	N/A	98.3%	98.2%	98.2%	98.2%	98.1%			
1.8 Effectuations and Cancellations- Plan Year 2024, Calendar Year 2025		98.1%	98.1%	97.9%	97.9%	97.5%	97.5%	97.5%	97.5%	95.3%					95.3%	Met
<b>1.9 834 Generation - Terminations - Plan Year 2024, Calendar Year 2023</b>	<b>≥ 95%</b>										N/A	N/A	N/A			
1.9 Terminations - Plan Year 2024, Calendar Year 2024		N/A	N/A	N/A	N/A	82.9%	N/A	N/A	94.0%	94.8%	82.9%	79.4%	81.8%			
1.9 Terminations - Plan Year 2024, Calendar Year 2025		82.9%	N/A	N/A	N/A	70.7%	70.7%	70.7%	70.7%	70.9%					70.9%	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			
<b>1.10 Reconciliation Process</b>	<b>≥ 90%</b>	99.95%	99.98%	99.99%	99.99%	99.99%	100.00%	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	Met
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not Met	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
<b>1.11 Provider Directory Data Submissions</b>	12 timely and usable submissions	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	12 of 12 Met	Met