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

Issuer Name: Anthem Health

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	Issuer Performance	Expectation Met or Not Met
Number of Calls offered to Phone Representatives - *reporting only*	N/A	42,789	35,312	36,126	28,564	30,278	28,492	28,180	29,913	24,945	29,005	27,967	37,619	379,190	
Number of Calls Abandoned - *reporting only*	N/A	722	704	1,155	1,603	720	153	207	478	305	317	37	101	6,502	
1.1 Abandonment Rate	≤ 3%	1.7%	2.0%	3.2%	5.6%	2.4%	0.5%	0.7%	1.6%	1.2%	1.1%	0.1%	0.3%	1.7%	Met
1.2 Service Level	≥ 80%	93.3%	90.8%	86.5%	67.4%	73.6%	86.9%	82.5%	74.6%	88.3%	90.0%	94.8%	92.7%	85.6%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	98.3%	99.1%	99.1%	98.6%	99.1%	98.1%	98.4%	98.4%	98.2%	99.1%	99.1%	99.2%	98.7%	Not Met
Number of Grievances Resolved	N/A	842	1,052	1,295	1,236	1,208	1,200	1,103	1,416	1,196	1,329	1,190	1,430	14,497	
Email or Written Inquires - *reporting only*	N/A	9,579	8,473	8,925	7,546	6,721	6,610	6,947	7,530	6,930	7,386	6,935	5,256	88,838	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	100.0%	99.9%	99.8%	99.9%	99.9%	99.5%	99.7%	99.6%	99.0%	99.5%	99.6%	99.4%	99.7%	Met
1.5 ID Card Processing Time	≥ 99%	99.7%	99.6%	99.8%	99.8%	99.8%	99.4%	99.9%	99.7%	99.8%	99.5%	99.9%	98.4%	99.4%	Met
Number of ID Cards issued	N/A	36,119	19,971	16,326	11,897	10,896	11,832	12,223	12,084	11,460	11,331	18,873	60,308	233,320	

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	4	3	1	2	4	2	5	5	0	0	92.9%	Met
Total Number of Appeals Decisions Implemented	N/A	0	0	4	3	2	2	4	2	5	5	1	0	28	

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	≥ 95%										82.6%	98.6%	98.4%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	100.0%	99.5%	N/A	N/A	98.3%	99.2%	98.4%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		99.1%	99.1%	N/A	N/A	99.2%	99.2%	99.2%	99.2%	99.2%				99.2%	Met
1.8 834 Generation - Effectuations and Cancellations - Plan Year 2023, Calendar Year 2022	≥ 95%										N/A	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2023		100.0%	100.0%	98.9%	98.8%	98.8%	N/A	N/A	98.9%	98.9%	98.9%	98.9%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		98.8%	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	≥ 95%										N/A	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2023		N/A	99.0%	96.3%	96.4%	96.4%	N/A	N/A	91.2%	91.0%	90.6%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		89.0%	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%	99.93%	99.95%	99.86%	99.89%	99.90%	99.92%	99.94%	99.91%	99.90%	99.84%	99.92%	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