

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

Issuer Name: Blue Shield 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		
Number of Calls offered to Phone Representatives - <i>reporting only</i>	N/A	126,228	85,189	86,952	65,982	69,028	61,379	57,210	63,906	60,301	67,106	67,090	87,011	897,382	
Number of Calls Abandoned - <i>reporting only</i>	N/A	6,968	946	762	383	316	427	727	1,484	1,717	3,084	2,771	2,356	21,941	
1.1 Abandonment Rate	≤ 3%	5.5%	1.1%	0.9%	0.6%	0.5%	0.7%	1.3%	2.3%	2.8%	4.6%	4.1%	2.7%	2.4%	Met
1.2 Service Level	≥ 80%	62.6%	93.6%	96.7%	97.3%	96.8%	96.4%	91.2%	80.1%	81.4%	66.7%	68.8%	83.6%	83.5%	Met
1.3 Grievance Resolution - Within 30 days	≥ 99%	100.0%	99.8%	99.9%	99.7%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.8%	99.1%	99.8%	Met
Number of Grievances Resolved	N/A	1,309	1,254	1,549	1,439	1,234	1,408	1,382	1,402	1,068	1,130	1,034	1,531	15,740	
Email or Written Inquires - <i>reporting only</i>	N/A	3,750	3,239	3,635	3,583	3,130	2,944	2,651	3,300	2,860	1,702	1,926	5,749	38,469	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	98.5%	97.7%	97.2%	96.9%	97.9%	97.1%	97.9%	98.8%	99.6%	96.1%	89.1%	84.8%	95.4%	Met
1.5 ID Card Processing Time	≥ 99%	99.9%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	Met
Number of ID Cards issued	N/A	15,508	10,785	9,481	6,161	6,829	6,550	5,418	7,481	6,490	5,757	12,707	18,505	111,672	
		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%	3	7	11	6	6	6	6	3	4	10	3	6	98.6%	Met
Total Number of Appeals Decisions Implemented	N/A	4	7	11	6	6	6	6	3	4	10	3	6	72	
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%										82.0%	98.8%	98.5%		
1.7 834 Processing - Plan Year 2023, Calendar Year 2023		N/A	N/A	100.0%	100.0%	99.7%	N/A	N/A	99.6%	99.7%	99.3%	N/A	N/A		
1.7 834 Processing - Plan Year 2023, Calendar Year 2024		99.7%	99.7%	N/A	N/A	99.8%	99.8%	99.8%	99.8%	99.8%				99.8%	Met
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%	99.9%	99.8%	99.8%	N/A	N/A	99.7%	99.7%	99.7%	99.7%	N/A		
1.8 Effectuations and Cancellations- Plan Year 2023, Calendar Year 2024		99.7%	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	≥ 95%										N/A	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2023		100.0%	99.6%	99.1%	98.5%	98.7%	N/A	N/A	96.7%	96.4%	96.1%	N/A	N/A		
1.9 Terminations - Plan Year 2023, Calendar Year 2024		95.4%	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%	99.89%	99.91%	99.93%	99.94%	99.92%	99.92%	99.93%	99.93%	99.93%	99.93%	99.82%	99.97%	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	not met	met	met	not met	met	met	met	met	10 of 12 met	Not Met