

Responses to Comment Cycle 2 - Draft 2025 QHP Issuer Contract Amendment for Individual Market, Attachment 3

Section #	Comment	Covered CA Response
1.7, 1.8, 1.9	Reporting methodology feedback: We recommend changing the methodology for the 834 performance standards 1.7, 1.8, 1.9 to a monthly assessment process with reporting isolated for each month in review. The cumulative reporting is challenging to analyze and review for the missed metrics on a monthly basis.	The 834 Inbound and Outbound reports are generated and provided on a monthly basis, including the summary reports and performance scores, and detail reports for further analysis. The reports are pulled for each current Plan Year and are Year to Date (accumulative). Unfortunately, we are not able to pull a monthly report isolated to each month in the Plan Year. We will continue with our current process.