

2022 Final Annual Report of Performance Standards and Expectations, Standards 1.1 - 1.11

Issuer Name: Anthem Health

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	37,991	26,095	24,265	20,788	19,143	19,548	18,687	19,884	17,594	17,826	17,485	24,590	263,896	
Number of Calls Abandoned - reporting only	N/A	1,250	450	535	285	168	155	153	292	329	581	513	953	5,664	
1.1 Abandonment Rate	≤ 3%	3.3%	1.7%	2.2%	1.4%	0.9%	0.8%	0.8%	1.5%	1.9%	3.3%	2.9%	3.9%	2.1%	Met
1.2 Service Level	≥ 80%	88.0%	92.8%	91.9%	93.5%	94.9%	97.8%	96.6%	96.3%	94.9%	94.2%	96.4%	92.0%	93.5%	Met
1.3 Grievance Resolution - Within 30 days	≥ 95%	98.8%	99.6%	99.4%	99.3%	99.4%	98.8%	97.7%	99.2%	98.4%	97.7%	98.5%	98.6%	98.8%	Met
Number of Grievances Resolved	N/A	656	825	1,285	903	840	897	785	1,106	992	814	665	645	10,413	
Email or Written Inquires - reporting only	N/A	2,514	5,044	5,353	4,543	4,055	4,478	4,261	4,498	4,702	4,665	4,128	3,265	51,506	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	99.8%	99.7%	99.4%	99.1%	98.6%	99.1%	99.5%	99.4%	98.5%	99.5%	99.4%	99.1%	99.2%	Met
1.5 ID Card Processing Time	≥ 99%	99.7%	99.8%	99.8%	99.7%	99.8%	99.5%	70.7%	99.7%	99.8%	99.9%	99.8%	99.1%	97.8%	Not Met
Number of ID Cards issued	N/A	54,688	17,169	10,100	6,904	6,569	1,506	12,420	8,075	7,873	7,661	21,699	37,908	192,572	
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%	3	0	2	0	0	1	1	1	1	1	2	2	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	3	0	2	0	0	1	1	1	1	1	2	2	14	
Measure	Expectation	Plan Year 2022 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		
1.7 834 Processing - Plan Year 2022, Calendar Year 2021	≥ 95%											97.9%	86.7%	97.2%	
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		97.9%	98.2%	98.4%	98.6%	98.7%	98.5%	98.5%	98.4%	98.5%	98.6%	98.8%	98.8%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		98.8%	98.8%	99.0%	99.0%	99.0%	TBD	TBD	99.0%	99.0%				99.0%	Met
1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021	≥ 95%											N/A	100.0%	100.0%	
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022		100.0%	100.0%	98.3%	98.2%	98.2%	98.3%	98.3%	98.4%	98.4%	98.5%	98.5%	98.5%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		98.5%	98.5%	98.5%	98.4%	98.4%	TBD	TBD	98.4%	98.4%				98.4%	Met
1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021	≥ 95%											N/A	N/A	N/A	
1.9 Terminations - Plan Year 2022, Calendar Year 2022		100.0%	100.0%	3.4%	70.8%	68.3%	69.2%	69.1%	69.1%	69.2%	72.4%	74.8%	76.8%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		77.6%	78.5%	79.7%	79.3%	79.1%	TBD	TBD	79.0%	79.0%				79.0%	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		
1.10 Reconciliation Process	≥ 90%	99.96%	99.83%	99.73%	99.81%	99.91%	99.91%	99.93%	99.94%	99.93%	99.93%	99.96%	99.95%	99.90%	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