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

Issuer Name: Blue Shield 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	122,940	84,729	79,626	69,600	62,869	62,560	59,038	67,724	61,845	62,227	65,127	90,218	888,503	
Number of Calls Abandoned - *reporting only*	N/A	6,736	542	134	113	167	140	359	520	817	1,271	5,719	8,323	24,841	
1.1 Abandonment Rate	≤ 3%	5.5%	0.6%	0.2%	0.2%	0.3%	0.2%	0.6%	0.8%	1.3%	2.0%	8.8%	9.2%	2.8%	Met
1.2 Service Level	≥ 80%	72.4%	97.0%	98.8%	99.5%	98.9%	98.0%	95.9%	93.5%	85.5%	83.5%	58.2%	55.0%	85.0%	Met
1.3 Grievance Resolution - Within 30 days	≥ 95%	98.0%	100.0%	99.2%	99.7%	100.0%	98.0%	99.7%	99.5%	99.7%	99.9%	99.6%	99.5%	99.5%	Met
Number of Grievances Resolved	N/A	1,236	1,426	1,648	1,497	1,483	1,320	1,387	1,644	1,632	1,487	1,624	18,127	34,511	
Email or Written Inquires - *reporting only*	N/A	3,749	3,061	3,350	2,572	2,229	1,317	2,456	2,688	2,690	2,947	2,632	3,097	32,788	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	98.1%	96.7%	88.7%	98.6%	96.1%	97.3%	96.8%	97.2%	96.1%	94.4%	96.1%	97.4%	96.0%	Met
1.5 ID Card Processing Time	≥ 99%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	95.9%	99.5%	99.9%	99.9%	99.6%	Met
Number of ID Cards issued	N/A	15,154	7,610	8,436	8,584	6,476	8,056	7,972	9,356	7,627	8,722	13,226	23,724	124,943	

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%	6	8	7	6	7	3	5	3	4	3	2	3	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	6	8	7	6	7	3	5	3	4	3	2	3	57	

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%										100.0%	100.0%	100.0%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.8%	99.7%	100.0%	99.8%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		100.0%	100.0%	100.0%	100.0%	100.0%	TBD	TBD	100.0%	100.0%				100.0%	Met
1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021	≥ 95%										100.0%	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022		100.0%	100.0%	99.7%	99.5%	99.5%	99.5%	99.5%	99.6%	99.5%	99.5%	99.5%	99.5%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		99.5%	99.5%	99.5%	99.5%	99.5%	TBD	TBD	99.5%	99.5%				99.5%	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%	99.5%	99.4%	98.9%	83.3%	86.4%	88.0%	87.6%	87.6%	89.0%	90.1%	90.9%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		91.4%	91.9%	92.2%	92.1%	92.1%	TBD	TBD	92.0%	92.0%				92.1%	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%	99.84%	99.91%	99.93%	99.93%	99.96%	99.96%	99.96%	99.97%	99.96%	99.98%	99.97%	99.97%	99.95%	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