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

Issuer Name: Bright HealthCare

Performance Standards and Expectations — Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Issuer Performance	Expectation Met or Not Met
Issuer Data Reported															
Number of Calls offered to Phone Representatives - *reporting only*	N/A	83	108	89	83	81	80	83	100	88	71	63	50	979	
Number of Calls Abandoned - *reporting only*	N/A	18	1	0	1	1	1	0	1	2	4	2	0	31	
1.1 Abandonment Rate	≤ 3%	21.7%	0.9%	0.0%	1.2%	1.2%	1.3%	0.0%	1.0%	2.3%	5.6%	3.2%	0.0%	3.2%	Not Met
1.2 Service Level	≥ 80%	10.0%	93.3%	96.6%	90.5%	91.0%	90.8%	96.4%	92.4%	86.8%	63.1%	77.0%	99.4%	82.6%	Met
1.3 Grievance Resolution - Within 30 days	≥ 95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Met
Number of Grievances Resolved	N/A	60	66	67	39	65	49	53	68	46	39	27	29	608	
Email or Written Inquires - *reporting only*	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1.5 ID Card Processing Time	≥ 99%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%	Met
Number of ID Cards issued	N/A	129	36	24	39	37	24	30	32	25	29	17	2	424	

Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Issuer Performance	Expectation Met or Not Met
Covered California Data Reported															
1.6 Implementation of Appeals Decisions - Within 10 days	≥ 90%	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	

Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Issuer Performance	Expectation Met or Not Met
Plan Year 2022 834 Metrics Reports - Cumulative Reporting Year To Date															
1.7 834 Processing - Plan Year 2022, Calendar Year 2021											100.0%	100.0%	100.0%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022	≥ 95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%	99.5%	99.6%	99.9%	99.9%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		99.9%	99.9%	99.9%	99.9%	99.9%	TBD	TBD	99.9%	99.9%				99.9%	Met
1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021											N/A	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022	≥ 95%	100.0%	100.0%	99.8%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.8%	99.4%	99.4%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		99.3%	99.3%	99.3%	99.3%	99.3%	TBD	TBD	99.3%	99.3%				99.3%	Met
1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021											N/A	N/A	N/A		
1.9 Terminations - Plan Year 2022, Calendar Year 2022	≥ 95%	N/A	N/A	0.0%	0.0%	83.3%	85.7%	90.9%	93.3%	95.0%	95.2%	87.0%	84.0%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		84.0%	84.0%	84.0%	84.0%	84.0%	TBD	TBD	84.0%	84.0%				84.0%	Not Met

Measure	Expectation	Cycle 1	Cycle 2	Cycle 3	Cycle 4	Cycle 5	Cycle 6	Cycle 7	Cycle 8	Cycle 9	Cycle 10	Cycle 11	Cycle 12	Issuer Performance	Expectation Met or Not Met
Cycle Scores															
1.10 Reconciliation Process	≥ 90%	50.00%	99.70%	99.56%	99.45%	99.36%	98.49%	99.67%	99.79%	99.71%	99.91%	100.00%	100.00%	95.47%	Met

Measure	Expectation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Issuer Performance	Expectation Met or Not Met
Issuer Submissions															
1.11 Provider Directory Data Submissions	12 timely and usable submissions	met	not met	met	met	met	met	met	met	met	met	met	met	11 of 12 Met	Not Met