

2022 Final Covered California Performance Standard Evaluation Report

Covered California

Customer Service Performance Standards

Covered California Performance Standards		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Covered CA Performance	Performance Met/ Not Met
Measure	Expectation														
Number of Calls offered to Phone Representatives - reporting only	N/A	257,847	170,922	186,832	176,806	124,304	125,832	110,146	141,243	124,340	148,987	201,412	255,270	2,023,941	
Number of Calls Abandoned - reporting only	N/A	15,544	3,074	6,056	5,905	2,795	3,862	3,075	5,436	1,856	3,468	13,089	10,761	74,921	
Service Level	≥ 80%	65.8%	83.6%	77.0%	73.7%	83.5%	82.7%	82.4%	82.6%	83.5%	78.2%	53.1%	69.3%	74.4%	Not Met
Abandonment Rate	≤ 3%	6.0%	1.8%	3.2%	3.3%	2.2%	3.1%	2.8%	3.8%	1.5%	2.3%	6.5%	4.2%	3.7%	Not Met
Implementation of Appeals Decisions - Sent to Carrier Within 5 days	≥ 90%	7	16	16	13	15	8	10	7	8	6	9	6	67.22%	
Implementation of Appeals Decisions - Sent to Carrier Within 20 days	≥ 90%	13	21	21	20	21	14	14	11	13	7	11	11	98.33%	Met
Total Number of Appeals Decisions Implemented <i>(Data for Measure 4.3 is provided by the Office of the Ombudsman)</i>	N/A	13	21	21	22	21	14	14	11	13	8	11	11	180	
Complaint Resolution - 15 days	≥ 95%	44.4%	6.7%	16.8%	22.6%	49.2%	86.4%	95.5%	77.9%	32.9%	9.1%	9.1%	93.5%	45.6%	
Complaint Resolution - 30 days	≥ 95%	93.3%	6.7%	45.8%	66.1%	88.5%	97.0%	99.1%	100.0%	80.8%	54.1%	95.2%	99.4%	82.4%	Not Met
Number of Complaints Resolved	N/A	45	30	286	62	130	66	111	253	73	351	482	527	2,416	

Performance Standards for Covered California

Performance Levels		
Measure	Met	Not Met
Service Level	≥80%	< 80%
Abandonment Rate	≤ 3%	> 3%
Implementation of Appeals Decisions - 20 days	≥ 90%	< 90%
Complaint Resolution - 30 days	≥ 95%	< 95%