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

Issuer Name: Health Net

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	47,205	33,709	31,235	23,884	22,279	22,080	20,148	22,104	21,566	21,624	19,353	25,344	310,531	
Number of Calls Abandoned - *reporting only*	N/A	660	538	490	305	116	61	73	110	192	232	158	311	3,246	
1.1 Abandonment Rate	≤ 3%	1.4%	1.6%	1.6%	1.3%	0.5%	0.3%	0.4%	0.5%	0.9%	1.1%	0.8%	1.2%	**1.0%**	**Met**
1.2 Service Level	≥ 80%	95.6%	95.8%	96.4%	96.7%	98.4%	98.6%	98.0%	97.9%	92.7%	94.6%	96.3%	96.4%	**96.4%**	**Met**
1.3 Grievance Resolution - Within 30 days	≥ 95%	99.6%	100.0%	99.9%	99.8%	99.9%	99.9%	99.8%	99.9%	99.8%	99.8%	99.6%	99.8%	**99.8%**	**Met**
Number of Grievances Resolved	N/A	1,026	1,097	1,222	1,218	1,417	1,403	1,199	1,341	1,594	1,798	1,489	1,406	16,210	
Email or Written Inquires - *reporting only*	N/A	1,060	912	919	651	557	516	654	568	448	547	497	576	7,905	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	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**
1.5 ID Card Processing Time	≥ 99%	99.7%	99.5%	99.7%	95.7%	99.0%	97.8%	89.4%	74.3%	57.2%	99.5%	99.3%	96.2%	**94.1%**	**Not Met**
Number of ID Cards issued	N/A	6,358	2,669	1,722	1,363	1,468	1,067	1,302	1,307	1,332	1,258	143	211	20,200	

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%	1	1	1	4	2	2	3	3	2	0	0	4	**100.0%**	**Met**
Total Number of Appeals Decisions Implemented	N/A	1	1	1	4	2	2	3	3	2	0	0	4	23	

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											0.0%	78.9%	95.0%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022	≥ 95%	94.9%	95.5%	95.8%	96.1%	96.3%	96.4%	96.6%	96.6%	96.8%	96.9%	97.3%	97.3%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		97.2%	97.3%	97.4%	97.4%	97.4%	TBD	TBD	97.3%	97.4%				**97.4%**	**Met**
1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021											100.0%	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022	≥ 95%	100.0%	100.0%	97.2%	95.9%	95.7%	95.3%	95.3%	95.2%	95.2%	95.2%	95.1%	95.0%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		95.0%	94.8%	94.7%	94.7%	94.7%	TBD	TBD	94.6%	94.6%				**94.6%**	**Not 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	100.0%	80.0%	17.9%	57.5%	51.5%	59.5%	58.2%	55.5%	53.5%	57.6%	59.1%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		61.5%	63.5%	63.5%	62.8%	62.7%	TBD	TBD	62.5%	62.5%				**62.5%**	**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%	51.77%	99.38%	99.64%	99.84%	99.75%	99.83%	61.23%	99.84%	99.78%	99.79%	99.61%	99.58%	**92.50%**	**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	not met	met	met	met	met	met	met	11 of 12 Met	**Not Met**