

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

Issuer Name: Kaiser

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	40,287	34,971	38,562	31,781	30,093	33,040	25,666	32,040	28,033	26,677	24,624	36,606	382,380	
Number of Calls Abandoned - reporting only	N/A	14,875	2,861	2,340	1,538	1,466	1,510	1,518	3,472	3,605	5,337	5,423	2,558	46,503	
1.1 Abandonment Rate	≤ 3%	36.9%	8.2%	6.1%	4.8%	4.9%	4.6%	5.9%	10.8%	12.9%	20.0%	22.0%	7.0%	12.2%	Not Met
1.2 Service Level	≥ 80%	36.0%	59.0%	78.0%	85.0%	85.0%	82.0%	55.0%	44.0%	35.0%	41.0%	45.0%	58.0%	59.1%	Not Met
1.3 Grievance Resolution - Within 30 days	≥ 95%	88.8%	91.7%	94.0%	89.5%	90.7%	86.4%	87.0%	97.0%	96.0%	96.0%	97.0%	91.0%	92.1%	Not Met
Number of Grievances Resolved	N/A	1,120	1,129	880	897	733	824	804	907	964	885	914	916	10,973	
Email or Written Inquires - reporting only	N/A	165	132	109	95	70	127	84	190	220	265	141	82	1,680	
1.4 Email or Written Inquiries Completed - Within 15 business days	≥ 90%	95.2%	96.2%	95.4%	93.7%	91.4%	92.2%	95.0%	97.0%	96.0%	96.0%	97.0%	74.0%	94.4%	Met
1.5 ID Card Processing Time	≥ 99%	99.0%	99.6%	99.4%	99.5%	99.4%	99.4%	99.5%	99.1%	99.1%	98.8%	62.1%	99.4%	95.5%	Not Met
Number of ID Cards issued	N/A	18,919	13,856	9,087	9,481	8,318	8,362	9,217	9,755	8,377	7,578	13,960	18,853	135,763	
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	4	10	5	7	3	2	4	2	5	3	3	93.1%	Met
Total Number of Appeals Decisions Implemented	N/A	8	4	10	5	7	4	2	4	2	5	3	4	58	
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%										92.8%	90.9%	99.6%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		97.8%	97.4%	97.7%	97.9%	98.3%	98.2%	97.4%	97.1%	97.3%	97.7%	97.9%	97.6%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		97.7%	97.7%	97.9%	97.9%	97.9%	TBD	TBD	97.8%	97.9%				97.9%	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%	96.7%	96.4%	95.9%	95.2%	94.9%	94.0%	92.9%	91.3%	90.5%	90.1%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		89.8%	89.7%	89.6%	89.4%	89.4%	TBD	TBD	89.4%	89.4%				89.4%	Not 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%	99.9%	99.6%	96.0%	93.9%	93.3%	82.3%	82.9%	84.5%	85.3%	85.9%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		85.8%	86.0%	86.3%	85.9%	85.8%	TBD	TBD	85.5%	85.5%				85.5%	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%	99.67%	99.84%	99.77%	99.09%	99.42%	99.38%	99.79%	99.84%	99.83%	99.84%	99.81%	99.79%	99.67%	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	not met	met	met	met	met	met	met	met	met	met	met	met	11 of 12 Met	Not Met