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

Issuer Name: LA Care

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	31,842	27,330	26,040	21,831	19,616	19,616	18,503	19,854	18,494	18,293	18,052	22,687	262,158	
Number of Calls Abandoned - *reporting only*	N/A	1,012	690	655	434	562	581	505	563	479	424	330	461	6,696	
1.1 Abandonment Rate	≤ 3%	3.2%	2.5%	2.5%	2.0%	2.9%	3.0%	2.7%	2.8%	2.6%	2.3%	1.8%	2.0%	**2.6%**	**Met**
1.2 Service Level	≥ 80%	84.8%	90.4%	90.3%	94.2%	90.1%	87.9%	88.1%	86.7%	87.5%	91.4%	92.3%	92.7%	**89.6%**	**Met**
1.3 Grievance Resolution - Within 30 days	≥ 95%	77.9%	56.0%	90.9%	99.9%	97.5%	99.9%	98.6%	97.1%	99.8%	99.9%	100.0%	100.0%	**89.4%**	**Not Met**
Number of Grievances Resolved	N/A	3,785	4,553	4,282	2,340	2,899	2,862	2,328	2,491	1,701	1,628	1,630	1,689	32,188	
Email or Written Inquires - *reporting only*	N/A	513	474	379	315	267	243	225	255	248	242	237	246	3,644	
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%	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 ID Cards issued	N/A	11,393	6,418	4,468	4,567	3,759	3,842	3,785	3,741	3,708	4,797	21,428	16,960	88,866	

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%	0	2	0	0	0	2	1	2	0	1	0	1	**100.0%**	**Met**
Total Number of Appeals Decisions Implemented	N/A	0	2	0	0	0	2	1	2	0	1	0	1	9	

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											100.0%	100.0%	100.0%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022	≥ 95%	99.2%	99.4%	99.6%	99.7%	99.4%	99.0%	98.7%	98.5%	97.3%	97.4%	97.6%	97.7%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		97.8%	97.8%	97.8%	97.8%	97.8%	TBD	TBD	97.8%	97.8%				**97.8%**	**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%	96.9%	97.1%	96.7%	96.8%	97.0%	96.8%	97.0%	97.1%	97.3%	97.3%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		97.3%	97.2%	97.2%	97.2%	97.2%	TBD	TBD	97.2%	97.2%				**97.2%**	**Met**
1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021											N/A	N/A	100.0%		
1.9 Terminations - Plan Year 2022, Calendar Year 2022	≥ 95%	100.0%	100.0%	100.0%	99.7%	99.5%	99.4%	99.3%	99.2%	99.2%	99.2%	99.3%	99.3%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		99.3%	98.7%	96.5%	96.5%	96.5%	TBD	TBD	96.5%	96.5%				**96.5%**	**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%	99.97%	99.96%	99.98%	100.00%	99.99%	99.99%	99.98%	99.99%	100.00%	100.00%	100.00%	100.00%	**99.99%**	**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**