

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

Issuer Name: Molina

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	15,426	12,883	15,739	14,233	12,315	13,101	10,411	11,194	9,147	9,346	9,609	10,837	144,241	
Number of Calls Abandoned - reporting only	N/A	340	245	289	296	202	223	35	26	18	24	23	34	1,755	
1.1 Abandonment Rate	≤ 3%	2.2%	1.9%	1.8%	2.1%	1.6%	1.7%	0.3%	0.2%	0.2%	0.3%	0.2%	0.3%	1.2%	Met
1.2 Service Level	≥ 80%	95.9%	97.4%	98.2%	99.6%	99.6%	99.4%	99.5%	99.4%	99.0%	99.5%	99.3%	98.8%	98.7%	Met
1.3 Grievance Resolution - Within 30 days	≥ 95%	99.8%	99.9%	99.7%	100.0%	99.8%	99.5%	99.8%	100.0%	100.0%	99.4%	98.8%	100.0%	99.7%	Met
Number of Grievances Resolved	N/A	363	318	365	169	363	172	140	150	194	158	162	133	2,687	
Email or Written Inquires - reporting only	N/A	185	228	122	195	108	135	118	118	71	17	141	3	1,441	
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%	85.4%	99.1%	98.7%	99.4%	99.7%	99.1%	99.6%	94.3%	99.1%	99.7%	95.0%	99.2%	96.4%	Not Met
Number of ID Cards issued	N/A	2,723	1,798	1,137	1,025	1,219	1,243	1,027	977	883	1,017	706	1,880	15,635	
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	0	2	1	1	0	0	1	0	1	0	1	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	1	0	2	1	1	0	0	1	0	1	0	1	8	
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%											98.9%	91.9%	99.2%	
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		97.3%	96.7%	98.1%	98.4%	98.7%	98.6%	97.8%	97.5%	97.5%	98.0%	98.2%	97.9%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		97.9%	98.0%	98.1%	98.1%	98.1%	TBD	TBD	98.1%	98.1%				98.1%	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%	99.9%	99.7%	99.3%	99.0%	98.9%	98.4%	97.7%	96.7%	96.2%	95.6%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		95.5%	95.4%	95.3%	95.3%	95.3%	TBD	TBD	95.3%	95.3%				95.3%	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%	99.4%	99.5%	98.6%	98.5%	97.9%	82.1%	84.8%	86.3%	87.5%	88.5%	89.0%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		89.6%	89.9%	90.3%	90.1%	90.1%	TBD	TBD	90.0%	89.9%				89.9%	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%	99.68%	99.82%	99.75%	99.12%	99.41%	99.48%	99.89%	99.89%	99.89%	99.91%	99.87%	99.82%	99.71%	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	not met	met	met	met	met	met	met	met	met	met	met	11 of 12 Met	Not Met