

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

Issuer Name: Oscar

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	7,496	6,630	7,039	5,359	4,692	4,680	4,285	4,428	4,595	4,667	4,531	4,564	62,966	
Number of Calls Abandoned - reporting only	N/A	319	34	33	26	9	18	11	15	16	3	12	7	503	
<b>1.1 Abandonment Rate</b>	<b>≤ 3%</b>	4.3%	0.5%	0.5%	0.5%	0.2%	0.4%	0.3%	0.3%	0.3%	0.1%	0.3%	0.2%	0.8%	Met
<b>1.2 Service Level</b>	<b>≥ 80%</b>	62.3%	87.1%	86.8%	84.4%	83.6%	81.9%	83.0%	82.7%	82.4%	90.0%	87.4%	86.5%	82.5%	Met
<b>1.3 Grievance Resolution - Within 30 days</b>	<b>≥ 95%</b>	96.4%	98.6%	98.6%	98.9%	99.5%	99.8%	99.3%	98.6%	99.3%	97.7%	96.5%	99.6%	98.6%	Met
Number of Grievances Resolved	N/A	527	652	809	714	549	430	299	214	299	310	256	253	5,312	
Email or Written Inquires - reporting only	N/A	5,128	4,191	5,313	5,297	3,297	3,374	3,011	3,107	3,519	3,355	3,074	2,997	45,663	
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	<b>≥ 90%</b>	99.3%	99.0%	99.1%	99.1%	98.7%	99.0%	99.2%	99.2%	99.3%	98.9%	99.0%	99.1%	99.1%	Met
<b>1.5 ID Card Processing Time</b>	<b>≥ 99%</b>	95.2%	100.0%	99.6%	100.0%	99.2%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	97.0%	97.3%	Not Met
Number of ID Cards issued	N/A	1,170	532	251	380	243	377	228	277	272	282	273	303	4,588	
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		
<b>1.6 Implementation of Appeals Decisions - Within 10 days</b>	<b>≥ 90%</b>	0	0	0	1	3	0	0	0	0	0	0	0	80.0%	Not Met
Total Number of Appeals Decisions Implemented	N/A	0	0	0	2	3	0	0	0	0	0	0	0	5	
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		
<b>1.7 834 Processing - Plan Year 2022, Calendar Year 2021</b>	<b>≥ 95%</b>														
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		100.0%	100.0%	99.4%	99.5%	99.5%	99.5%	99.5%	99.1%	99.2%	99.2%	99.4%	99.0%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		99.4%	99.4%	99.4%	99.4%	99.4%	TBD	TBD	99.4%	99.4%				99.4%	Met
<b>1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021</b>	<b>≥ 95%</b>														
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022		100.0%	100.0%	99.8%	99.8%	99.7%	99.7%	99.7%	99.7%	99.6%	99.5%	99.5%	99.5%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		99.5%	99.4%	99.4%	99.4%	99.4%	TBD	TBD	99.4%	99.4%				99.4%	Met
<b>1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021</b>	<b>≥ 95%</b>											N/A	N/A	N/A	
1.9 Terminations - Plan Year 2022, Calendar Year 2022		100.0%	99.5%	97.3%	97.9%	94.2%	95.0%	94.4%	95.4%	95.5%	95.4%	95.5%	95.7%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		95.5%	95.5%	95.2%	95.2%	95.2%	TBD	TBD	95.2%	95.2%				95.2%	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		
<b>1.10 Reconciliation Process</b>	<b>≥ 90%</b>	99.85%	99.83%	99.80%	99.76%	99.71%	99.68%	99.67%	99.59%	99.66%	99.63%	99.62%	99.49%	99.69%	Met
Measure	Expectation	Issuer Submissions												Issuer Performance	Expectation Met or Not Met
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>1.11 Provider Directory Data Submissions</b>	12 timely and usable submissions	met	met	met	met	met	met	met	met	met	met	met	met	12 of 12 Met	Met