

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

Issuer Name: Sharp

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	3,917	2,921	937	2,653	3,831	2,271	2,199	2,291	2,346	2,351	2,264	3,117	31,098	
Number of Calls Abandoned - reporting only	N/A	125	21	11	17	26	36	59	33	64	72	88	235	787	
<b>1.1 Abandonment Rate</b>	<b>≤ 3%</b>	3.2%	0.7%	1.2%	0.6%	0.7%	1.6%	2.7%	1.4%	2.7%	3.1%	3.9%	7.5%	2.5%	Met
<b>1.2 Service Level</b>	<b>≥ 80%</b>	61.8%	87.6%	84.6%	88.0%	80.0%	75.9%	70.7%	76.2%	66.1%	69.4%	59.1%	46.0%	71.2%	Not Met
<b>1.3 Grievance Resolution - Within 30 days</b>	<b>≥ 95%</b>	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	Met
Number of Grievances Resolved	N/A	11	35	36	30	35	20	11	20	29	6	25	33	291	
Email or Written Inquires - reporting only	N/A	667	556	423	354	294	254	313	505	415	392	544	567	5,284	
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	<b>≥ 90%</b>	100.0%	99.8%	98.8%	98.9%	99.3%	100.0%	98.7%	99.0%	100.0%	99.7%	99.3%	100.0%	99.5%	Met
<b>1.5 ID Card Processing Time</b>	<b>≥ 99%</b>	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	5,695	4,379	2,338	1,901	2,090	1,903	1,753	2,001	1,862	1,937	1,650	25,774	53,283	
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	1	3	0	0	1	1	1	0	0	0	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	1	3	0	0	1	1	1	0	0	0	0	7	
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%	100.0%	100.0%	100.0%	100.0%	99.7%	99.7%	99.7%	99.7%	100.0%	99.8%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		100.0%	100.0%	100.0%	100.0%	100.0%	TBD	TBD	99.9%	100.0%					100.0%
<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%	95.9%	95.8%	95.1%	94.9%	94.8%	94.6%	94.4%	94.5%	94.0%	93.3%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		93.0%	92.9%	92.6%	92.2%	92.2%	TBD	TBD	92.1%	92.0%					92.0%
<b>1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021</b>	<b>≥ 95%</b>														
1.9 Terminations - Plan Year 2022, Calendar Year 2022		100.0%	99.5%	96.2%	93.2%	88.7%	80.6%	77.0%	76.9%	74.9%	62.5%	64.2%	64.5%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		62.7%	62.3%	62.0%	61.4%	61.1%	TBD	TBD	60.7%	60.6%					60.6%
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>	99.55%	99.62%	99.28%	99.73%	99.71%	99.55%	99.43%	99.76%	99.75%	99.64%	99.37%	99.12%	99.54%	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>	<b>12 timely and usable submissions</b>	met	met	met	met	met	met	met	met	met	met	met	met	12 of 12 Met	Met