

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

Issuer Name: Valley Health Plan

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	6,156	4,624	5,221	4,016	3,922	4,057	4,057	4,194	3,549	3,754	3,388	4,167	51,105	
Number of Calls Abandoned - reporting only	N/A	486	165	227	169	79	84	107	57	52	146	87	76	1,735	
<b>1.1 Abandonment Rate</b>	<b>≤ 3%</b>	7.9%	3.6%	4.3%	4.2%	2.0%	2.1%	2.6%	1.4%	1.5%	3.9%	2.6%	1.8%	3.4%	Not Met
<b>1.2 Service Level</b>	<b>≥ 80%</b>	28.2%	55.9%	54.3%	56.8%	78.9%	78.5%	73.6%	84.5%	85.6%	67.9%	84.9%	78.9%	66.5%	Not Met
<b>1.3 Grievance Resolution - Within 30 days</b>	<b>≥ 95%</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 Grievances Resolved	N/A	20	15	18	22	5	27	38	18	9	9	17	18	216	
Email or Written Inquires - reporting only	N/A	782	238	225	199	195	280	186	243	162	159	276	251	3,196	
<b>1.4 Email or Written Inquiries Completed - Within 15 business days</b>	<b>≥ 90%</b>	99.1%	98.3%	96.4%	98.0%	98.0%	99.3%	98.2%	99.1%	98.8%	99.3%	99.6%	99.6%	98.8%	Met
<b>1.5 ID Card Processing Time</b>	<b>≥ 99%</b>	98.6%	94.7%	70.7%	71.6%	61.4%	72.5%	67.1%	79.1%	91.6%	96.2%	93.1%	88.7%	85.1%	Not Met
Number of ID Cards issued	N/A	648	357	198	250	223	211	237	297	203	212	173	879	3,888	
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	0	0	0	0	0	0	1	0	100.0%	Met
Total Number of Appeals Decisions Implemented	N/A	0	0	0	1	0	0	0	0	0	0	1	0	2	
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>										94.4%	99.4%	95.4%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		97.2%	97.6%	97.5%	97.4%	97.9%	98.0%	98.1%	98.1%	98.0%	98.1%	98.3%	98.3%		
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		98.4%	98.4%	98.4%	98.4%	98.4%	TBD	TBD	98.4%	98.4%				98.4%	Met
<b>1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021</b>	<b>≥ 95%</b>										100.0%	100.0%	100.0%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022		100.0%	100.0%	94.1%	93.2%	93.5%	93.7%	93.7%	93.7%	94.0%	94.3%	94.4%	94.5%		
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		94.4%	94.4%	94.4%	94.4%	94.4%	TBD	TBD	94.4%	94.4%				94.4%	Not 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		N/A	N/A	66.7%	22.0%	72.1%	79.2%	67.1%	63.2%	61.5%	48.8%	48.3%	43.1%		
1.9 Terminations - Plan Year 2022, Calendar Year 2023		42.9%	38.8%	38.1%	38.1%	38.1%	TBD	TBD	38.1%	38.1%				38.1%	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		
<b>1.10 Reconciliation Process</b>	<b>≥ 90%</b>	100.00%	100.00%	99.99%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	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