

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

Issuer Name: WHA

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	1,719	1,285	1,405	1,090	1,141	1,117	1,087	1,304	1,130	1,175	1,202	1,422	15,077		
Number of Calls Abandoned - reporting only	N/A	50	30	18	25	49	44	21	36	19	32	48	25	397		
1.1 Abandonment Rate	≤ 3%	2.9%	2.3%	1.3%	2.3%	4.3%	3.9%	1.9%	2.8%	1.7%	2.7%	4.0%	1.8%	2.6%	Met	
1.2 Service Level	≥ 80%	70.8%	79.7%	85.0%	81.5%	72.5%	74.2%	81.8%	76.0%	77.5%	74.5%	74.2%	73.6%	76.6%	Not Met	
1.3 Grievance Resolution - Within 30 days	≥ 95%	92.3%	100.0%	94.2%	97.9%	89.5%	95.6%	98.3%	96.4%	100.0%	100.0%	100.0%	94.4%	96.5%	Met	
Number of Grievances Resolved	N/A	52	61	52	48	38	45	59	55	59	21	24	36	550		
Email or Written Inquires - reporting only	N/A	33	20	21	18	7	12	9	18	11	16	16	17	198		
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	909	784	379	341	365	323	308	367	330	299	273	9,413	14,091		
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	0	0	0	0	0	0	0	0	0	0	0	0	N/A	N/A
Total Number of Appeals Decisions Implemented	N/A	0	0	0	0	0	0	0	0	0	0	0	0	0		
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%															
1.7 834 Processing - Plan Year 2022, Calendar Year 2022		100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.8%	99.9%	99.8%	99.7%	99.7%	99.8%			
1.7 834 Processing - Plan Year 2022, Calendar Year 2023		99.7%	99.7%	100.0%	100.0%	100.0%	TBD	TBD	99.9%	100.0%					100.0%	Met
1.8 834 Generation - Effectuations and Cancellations- Plan Year 2022, Calendar Year 2021	≥ 95%															
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2022		100.0%	100.0%	99.6%	98.7%	98.6%	98.5%	98.6%	98.6%	98.6%	98.7%	98.7%	98.7%			
1.8 Effectuations and Cancellations- Plan Year 2022, Calendar Year 2023		98.7%	98.6%	98.6%	98.6%	98.6%	TBD	TBD	98.6%	98.6%					98.6%	Met
1.9 834 Generation - Terminations - Plan Year 2022, Calendar Year 2021	≥ 95%															
1.9 Terminations - Plan Year 2022, Calendar Year 2022		N/A	N/A	16.7%	70.6%	89.7%	56.9%	43.2%	37.3%	43.0%	47.5%	51.3%	51.3%			
1.9 Terminations - Plan Year 2022, Calendar Year 2023		51.8%	54.3%	55.0%	55.0%	55.0%	TBD	TBD	55.0%	55.0%					55.0%	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%	100.00%	99.99%	99.99%	99.99%	99.99%	100.00%	100.00%	100.00%	99.98%	99.95%	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	met	12 of 12 Met	Met