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Qualified Health Plan (QHP) for Individual Market Attachment 3 – Performance Standards and Expectations Response to Comments

The following is the Covered California response to comments received on February 11, 2022, for the 2023-2025 QHP Att 3-Performance Standards and Expectations.

All documents will be posted to the Plan Management HBEX webpage:
<https://hbex.coveredca.com/stakeholders/plan-management/>.

Response to Comments Received on February 11, 2022

2023-2025 Qualified Health Plan (QHP) for Individual Market, Attachment 3 - Performance Standards and Expectations

Performance Standard #	Performance Standard Title	Comment Date	Comment	Covered California Response
Attachment 3	Performance Standards and Expectations: 1.3 Grievance Resolution	2/11/22	We support raising the requirement for grievance resolution within 30 days from 95% to 99%. When DMHC established the requirement that plans respond 95% of the time, there had been no previous standard for complaint resolution and complaints were unresolved for years at a time. However, the 30-day standard has been in effect for more than twenty years. Plans should have developed appropriate processes for meeting this longstanding standard.	Thank you for your comment.