

## **Cover Page**

### **Covered California Small Business (CCSB) Qualified Health Plan (QHP) 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 CCSB 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 CCSB Attachment 3 - Performance Standards and Expectations**

Performance Standard #	Comment Date	Comment	Covered CA Response
Performance Standard 1.3	2/11/22	We are opposed to changing the Covered CA enrollee grievance from 95 to 99%, given that enrollment related issues typically are related to Covered CA (or its TPA's) performance.	Covered CA will retain the metric in parallel with the Individual Market.