

2022 Health Plan Performance Report

Item 3A – Group Insurance Board

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Office of Strategic Health Policy



Informational Item

- No Board action is required

Overview

- 2022 Performance Summary
- Additional Key Performance Measures
- Performance Standards Survey

2022 Performance Summary

All Met or Exceeded

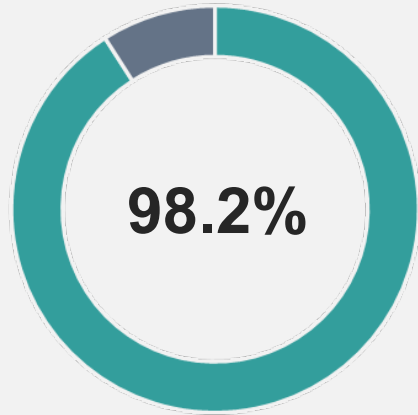


- Claims Processing Accuracy
- Claims Processing Time
- Written Inquiry Response
- Open Call Resolution Turn-Around Time
- Call Abandonment Rate

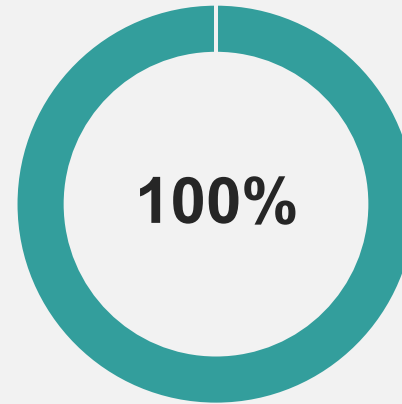
2022 Performance Summary

- Most health plans met or exceeded most of the other measurement targets on a regular basis
 - One health plan failed to meet the 2022 target metric for Call Answer Timeliness
- Health plans consistently submitted quarterly performance reports
- Health plans provided sufficient details in the event of a performance exception

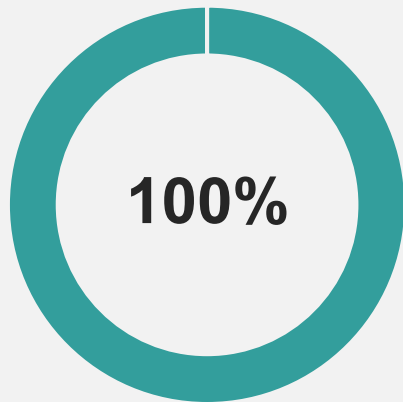
Additional Key Performance Measures - Enrollment



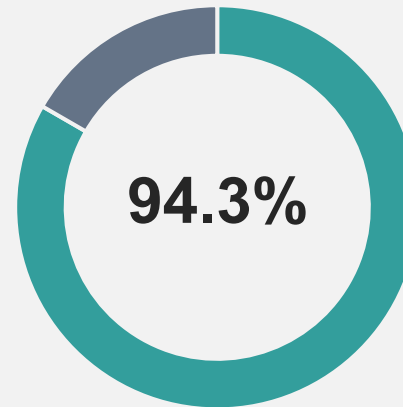
of daily 834 files
accepted and processed



of database discrepancies
resolved within 1 day of
notification



of exception report
corrections completed
within 5 days of notification



of identification cards
issued within 5 days

Performance Standards Survey

Survey Issued by ETF to the Group Insurance Board

- Purpose of the survey
 - Verify the information provided in Plan Performance Reports is adequate
 - Determine if quarterly reports could be abbreviated
- Deadline for the survey
 - May 24, 2023

The background is a dark blue gradient with numerous out-of-focus light spots in shades of blue and purple, creating a bokeh effect.

Questions?

Thank you



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