

Group Health Insurance Performance Standards

Health Insurance Plans - Claims Processing

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; — No Data; E Penalty Exemption Made



Processing Accuracy	Target: 97%			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	98.4% ✓	98.5% ✓	99.0% ✓	99.1% ✓
Dean Health Plan	100% ✓	100% ✓	100% ✓	100% ✓
GHC of Eau Claire	97.1% ✓	97.7% ✓	98.9% ✓	98.4% ✓
GHC of SCW	98.3% ✓	98.3% ✓	97.3% ✓	98.0% ✓
HealthPartners	100% ✓	99.8% ✓	100% ✓	100% ✓
Medical Associates	99.5% ✓	99.6% ✓	99.4% ✓	99.0% ✓
Mercy Care	99.9% ✓	100% ✓	100% ✓	100% ✓
Network Health	99.1% ✓	99.7% ✓	99.8% ✓	98.9% ✓
Quartz	99.6% ✓	99.5% ✓	99.6% ✓	99.4% ✓
Security Health Plan	99.9% ✓	100% ✓	100% ✓	99.2% ✓
UnitedHealthcare	99.4% ✓	100% ✓	99.3% ✓	99.5% ✓
Average	99.2% ✓	99.4% ✓	99.4% ✓	99.2% ✓

Claims Processing Time	Target: 95% processed within 30 days			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	99.9% ✓	99.9% ✓	99.8% ✓	96.5% ✓
Dean Health Plan	95.1% ✓	100% ✓	98.1% ✓	98.6% ✓
GHC of Eau Claire	95.5% ✓	98.4% ✓	95.1% ✓	92.9% ✗ E
GHC of SCW	97.3% ✓	97.3% ✓	98.0% ✓	96.3% ✓
HealthPartners	100% ✓	100% ✓	100% ✓	99.7% ✓
Medical Associates	98.5% ✓	99.4% ✓	99.7% ✓	95.9% ✓
Mercy Care	99.4% ✓	99.6% ✓	99.9% ✓	99.7% ✓
Network Health	99.6% ✓	99.8% ✓	99.9% ✓	99.8% ✓
Quartz	100% ✓	100% ✓	100% ✓	99.5% ✓
Security Health Plan	100% ✓	100% ✓	100% ✓	99.2% ✓
UnitedHealthcare	99.6% ✓	99.6% ✓	99.9% ✓	99.8% ✓
Average	98.6% ✓	99.5% ✓	99.1% ✓	99.1% ✓

Group Health Insurance Performance Standards

Health Insurance Plans - Customer Service

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; = No Data; E Penalty Exemption Made



Call Answer Timeliness	Target: 80% ≤ 30 secs			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	90.6% ✓	93.8% ✓	89.5% ✓	90.6% ✓
Dean Health Plan	99.3% ✓	98.0% ✓	92.0% ✓	79.6% ⚠
GHC of Eau Claire	100% ✓	100% ✓	90.2% ✓	35.0% ✗ E
GHC of SCW	83.3% ✓	83.3% ✓	81.0% ✓	82.3% ✓
HealthPartners	95.2% ✓	95.7% ✓	92.2% ✓	90.7% ✓
Medical Associates	88.6% ✓	91.9% ✓	93.0% ✓	94.5% ✓
Mercy Care	70.1% ✗	75.9% ✗	75.5% ✗	86.4% ✓
Network Health	93.4% ✓	89.2% ✓	89.7% ✓	89.8% ✓
Quartz	90.9% ✓	94.5% ✓	93.8% ✓	91.4% ✓
Security Health Plan	95.0% ✓	100% ✓	94.4% ✓	95.2% ✓
UnitedHealthcare	99.4% ✓	95.2% ✓	86.2% ✓	92.9% ✓
Average	91.4% ✓	92.5% ✓	88.9% ✓	88.9% ✓

Call Abandonment Rate	Target: ≤ 3%			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	0.9% ✓	1.7% ✓	0.2% ✓	0.5% ✓
Dean Health Plan	0.1% ✓	0.3% ✓	0.3% ✓	1.6% ✓
GHC of Eau Claire	0.3% ✓	1.0% ✓	1.1% ✓	2.9% ✓
GHC of SCW	2.7% ✓	3.0% ✓	3.0% ✓	2.7% ✓
HealthPartners	0.0% ✓	0.0% ✓	0.0% ✓	0.0% ✓
Medical Associates	1.2% ✓	1.6% ✓	1.2% ✓	1.1% ✓
Mercy Care	1.3% ✓	1.0% ✓	0.7% ✓	1.0% ✓
Network Health	0.5% ✓	1.0% ✓	0.8% ✓	0.8% ✓
Quartz	0.5% ✓	0.5% ✓	0.4% ✓	0.3% ✓
Security Health Plan	0.0% ✓	0.0% ✓	0.7% ✓	0.0% ✓
UnitedHealthcare	0.2% ✓	0.6% ✓	1.1% ✓	0.5% ✓
Average	0.7% ✓	1.0% ✓	0.9% ✓	1.0% ✓

Group Health Insurance Performance Standards

Health Insurance Plans - Customer Service

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; = No Data; E Penalty Exemption Made



Open Call Resolution Turn-Around Time	Target: 90% resolved within 2 days			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	99.0% ✓	97.7% ✓	100% ✓	100% ✓
Dean Health Plan	91.2% ✓	92.7% ✓	93.1% ✓	93.9% ✓
GHC of Eau Claire	94.1% ✓	93.5% ✓	96.5% ✓	99.4% ✓
GHC of SCW	98.7% ✓	98.3% ✓	98.0% ✓	93.0% ✓
HealthPartners	95.7% ✓	96.3% ✓	96.0% ✓	96.0% ✓
Medical Associates*	0.0% =	0.0% =	0.0% =	0.0% =
Mercy Care	99.7% ✓	99.7% ✓	100% ✓	99.5% ✓
Network Health	98.6% ✓	98.4% ✓	98.9% ✓	98.7% ✓
Quartz	97.7% ✓	97.8% ✓	97.7% ✓	97.7% ✓
Security Health Plan	94.4% ✓	94.6% ✓	94.6% ✓	93.6% ✓
UnitedHealthcare	99.6% ✓	99.7% ✓	99.7% ✓	99.6% ✓
Average	96.9% ✓	96.9% ✓	97.5% ✓	97.1% ✓

Electronic Written Inquiry Response	Target: 98% Response within 2 days			
Health Plan	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Aspirus	100% ✓	100% ✓	99.3% ✓	100% ✓
Dean Health Plan	100% ✓	100% ✓	100% ✓	100% ✓
GHC of Eau Claire	100% ✓	100% ✓	100% ✓	100% ✓
GHC of SCW	98.3% ✓	98.0% ✓	98.0% ✓	98.0% ✓
HealthPartners	100% ✓	99.7% ✓	99.7% ✓	97.7% ⚠
Medical Associates	100% ✓	100% ✓	100% ✓	100% ✓
Mercy Care	100% ✓	95.8% ✓	100% ✓	100% ✓
Network Health	100% ✓	100% ✓	99.8% ✓	100% ✓
Quartz	99.8% ✓	100% ✓	100% ✓	99.7% ✓
Security Health Plan	100% ✓	100% ✓	100% ✓	100% ✓
UnitedHealthcare	100% ✓	100% ✓	100% ✓	100% ✓
Average	99.8% ✓	99.4% ✓	99.7% ✓	99.6% ✓

*Note: Medical Associates was granted a data reporting exemption due to system limitations.

Group Health Insurance Performance Standards

Health Insurance Plans - Additional Key Performance Measures

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; = No Data; E Penalty Exemption Made



Enrollment Measure	Performance Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025
Enrollment File	Daily 834 file acceptance and processing	100% ✓	100% ✓	100% ✓	100% ✓
Enrollment Discrepancies	Database = 1 day of notification	100% ✓	100% ✓	100% ✓	100% ✓
Identification (ID) Cards	Issue ID cards within 5 days	100% ✓	100% ✓	100% ✓	100% ✓

Group Health Insurance Performance Standards

Pharmacy Benefit Manager - Navitus

Time Period: Q2 2024 - Q1 2025

✔ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✖ Missed Threshold; = No Data; E Penalty Exemption Made



Claims Accuracy						
Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Financial Accuracy	99.0%	100%✔	100%✔	100%✔	99%✔	99.8%✔
Processing Accuracy	99.5%	100%✔	100%✔	100%✔	99%⚠	99.8%✔
Accumulator File	95.0%	100%✔	100%✔	100%✔	100%✔	100%✔
Direct Member Reimbursement	99.0%	100%✔	100%✔	100%✔	100%✔	100%✔
Claims Processing Time	99.5%	100%✔	100%✔	100%✔	100%✔	100%✔
Claims Processing System Availability	99.0%	100%✔	100%✔	100%✔	100%✔	100%✔

Customer Service						
Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Call Answer Timeliness	80.0%	100%✔	100%✔	100%✔	90%✔	97.5%✔
Call Abandonment Rate	< 3%	99%✔	99%✔	99%✔	99%✔	99%✔
Open Call Resolution Turn Around Time	90.0%	99%✔	99%✔	99%✔	99%✔	99%✔
Inquiry Tracking Log	1 day	100%✔	100%✔	100%✔	100%✔	100%✔
Electronic Written Inquiry Response	98.0%	100%✔	100%✔	100%✔	100%✔	100%✔

Group Health Insurance Performance Standards
Pharmacy Benefit Manager - Navitus

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; = No Data; E Penalty Exemption Made



Additional Performance Measures

Enrollment Measures	Performance Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Enrollment File	Daily 834 file acceptance and processing	100% ✓	100% ✓	100% ✓	100% ✓	100% ✓
Enrollment Discrepancies	Database = 1 day of notification	100% ✓	100% ✓	100% ✓	100% ✓	100% ✓
Identification (ID) Cards	Issue ID cards within 5 days	100% ✓	100% ✓	100% ✓	100% ✓	100% ✓
Other Measures	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Mail Order Dispensing Accuracy	99% Accuracy	100% ✓	100% ✓	100% ✓	100% ✓	100% ✓
Mail Order Shipping Time - Clean	90% shipped within 2 days	99% ✓	99% ✓	98% ✓	98% ✓	99% ✓
Mail Order Shipping Time - Intervention	99% shipped within 5 days	99% ✓	100% ✓	99% ✓	99% ✓	99% ✓

+See glossary for details on other measures

Group Health Insurance Performance Standards

Uniform Dental Benefit - Delta Dental

Time Period: Q2 2024 - Q1 2025

✔ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✖ Missed Threshold; — No Data; E Penalty Exemption Made



Claims Accuracy							Customer Service							
Claims Quality and Timeliness Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average	Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average	
Financial Payment Accuracy	99%	99.9%✔	99.9%✔	99.9%✔	99.9%✔	99.9%✔	Call Answer Rate	< 35 Seconds	0.08✔	0.06✔	0.07✔	0.04✔	0.06✔	
Claim Processing Accuracy	97%	99.9%✔	99.9%✔	99.9%✔	99.9%✔	99.9%✔	Call Abandonment Rate	< 3%	0.4%✔	0.2%✔	0.3%✔	0.2%✔	0.3%✔	
Claim Processing Timeliness	90%	99.1%✔	99.3%✔	99.9%✔	99.8%✔	99.5%✔	First Call Resolution	98%	98.6%✔	98.7%✔	99.2%✔	99.5%✔	99%✔	
Turnaround Time (TAT)	99%	100%✔	100%✔	100%✔	100%✔	100%✔	Response to Written Inquiry	< 3	1✔	1✔	1✔	1✔	1✔	
							Quality Assurance	5%	5%✔	5%✔	5%✔	5%✔	5%✔	

Attachment A - Group Health Insurance Performance Standards
Uniform Dental Benefit - Delta Dental

Time Period: Q2 2024 - Q1 2025

✔ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✖ Missed Threshold; — No Data; E Penalty Exemption Made



Additional Performance Measures

Enrollment Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Department Enrollment (File Transfer)	99%	100%✔	100%✔	100%✔	100%✔	100%✔
ID cards to member	Issue ID cards within 10 days Target: 98%	100%✔	100%✔	100%✔	100%✔	100%✔

Attachment A - Group Health Insurance Performance Standards
Wellness, Disease Management, and Mental Health Programs - WebMD

Time Period: Q2 2024 - Q1 2025

✓ Met or Exceeded Threshold; ⚠ Miss < 1% Threshold; ✗ Missed Threshold; — No Data; E Penalty Exemption Made



Wellness, Disease Management, and Mental Health Programs Customer Service						
Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Telephone Response Time	≥85%	97.1% ✓	96% ✓	98.1% ✓	99.8% ✓	97.8% ✓
Call Abandonment Rate	<5%	0.0% ✓	0.5% ✓	0.1% ✓	0.0% ✓	0.2% ✓
First call resolution rate	≥95%	95.8% ✓	97.4% ✓	95.4% ✓	96.8% ✓	96.4% ✓
Electronic Written Inquiry Response	≥98%	99.5% ✓	98.2% ✓	99% ✓	99.8% ✓	99.1% ✓

Wellness, Disease Management, and Mental Health Programs Satisfaction Survey						
Measure	Target	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Average
Customer Services	≥ 90%	91.9% ✓	92.7% ✓	92.2% ✓	90.5% ✓	91.8% ✓
Health Assessment and Web-portal	≥ 90%	90.7% ✓	90.7% ✓	90.5% ✓	89.2% ⚠	90.3% ✓
Biometric Screening	≥ 90%	99.2% ✓	99.7% ✓	93% ✓	99.8% ✓	97.9% ✓
Lifestyle Management	≥ 90%	94.2% ✓	95.7% ✓	98% ✓	98.2% ✓	96.5% ✓
Condition Management	≥ 90%	96.9% ✓	94% ✓	97.5% ✓	99.1% ✓	96.9% ✓

Status of Symbols

✔ Met or Exceeded Threshold

Performance reached or surpassed the target

⚠ Less than 1% Threshold

Performance missed the target by less than 1%

✖ Missed Threshold

Performance missed the target by 1% or more

— No Data

No data is available to assess performance.

E Penalty Exemption Made

Penalty enforced; exemption requested by the vendor and granted.

Time Period

Rolling 12-Month Format

Each report reflects a full year of data based on four back-to-back fiscal quarters.

For example:

- Current report: **Q2 2024 – Q1 2025**
(Apr 1, 2024 – Mar 31, 2025)
- Next report: **Q3 2024 – Q2 2025**
(July 1, 2024 – June 30, 2025)
- Following report: **Q4 2024 – Q3 2025**
(October 1, 2024 – September 30, 2025)

Additional Key Performance Measures

Additional key measures pertaining to enrollment and major system changes.

Clean Prescription

Does not require Prior Authorization or review. Can be processed and shipped immediately

Prescription Requiring Intervention

Needs Prior Authorization or additional info from member/prescriber. May delay processing