

## **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 in Cycle 2 (November 18, 2021 through December 17, 2021) for:

- 2023-2025 CCSB Att 3-Performance Standards and Expectations

NOTE: No comments were received for 2023-2025 CCSB Att 2- Performance Standards with Penalties

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

**Response to Comments - Cycle 2 (November 18, 2021 - December 2021)**  
**2023-2025 QHP Attachment 3 - Performance Standards and Expectations**

Performance Standard #	Performance Standard Title	Comment	Covered California Response
1.3	Grievance Resolution - 99% to 95%	<p>Our only concern about the proposed changes is that given our volume of appeals and grievances, there may be some quarters where it is impossible to be at 99% (mathematically). Our goal is always 100% within 30 days, but if we miss just one case, we might drop down to less than 99%. Carrier recommends leaving it at 95% for that reason.</p>	<p>Per the Knox-Keene Act, Section 1300.68(a), Plans are required to receive, review and resolve grievances within 30 calendar days of receipt by the plan.</p> <p>As a result, Covered CA is increasing the 2023 Performance Standard and Expectation 1.3 Grievance Resolution Expectation from 95% to 99%.</p> <p>•Performance Standard and Expectation 1.3 Grievance Resolution Expectation: 99% of Covered California enrollee grievances resolved within 30 days of initial receipt.</p>