



**PERFORMANCE GUARANTEE REPORT
 NV PUBLIC EMPLOYEES BENEFITS PROGRAM
 FOR MONTH ENDING: 3/2024
 PLAN YEAR: JUL-JUN**

Current Month			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	95.0%	3.0%
Claim TAT in 20 Business Days	99.0%	99.0%	0.0%
Abandonment Rate	3.0%	0.7%	2.3%
Calls Answered Within Service Level	85.0%	89.6%	4.6%
CSR Callback	90.0%	100.0%	10.0%
Call Resolution	95.0%	95.8%	0.8%
Adjustment Turnaround in 5 Days Rate	95.0%	97.8%	2.8%
Customer Service Quality Rate	97.0%	97.2%	0.2%
Open Issue Resolution 2 Days Rate	90.0%	98.3%	8.3%
Open Issue Resolution 5 Days Rate	98.0%	99.4%	1.4%

Current Quarter to Date			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	94.0%	2.0%
Claim TAT in 20 Business Days	99.0%	98.5%	-0.5%
Abandonment Rate	3.0%	0.5%	2.5%
Calls Answered Within Service Level	85.0%	92.2%	7.2%
CSR Callback	90%	100.0%	10.0%
Call Resolution	95.0%	95.8%	0.8%
Adjustment Turnaround in 5 Days Rate	95.0%	94.3%	-0.7%
Customer Service Quality Rate	97.0%	97.0%	0.0%
Open Issue Resolution 2 Days Rate	90.0%	98.0%	8.0%
Open Issue Resolution 5 Days Rate	98.0%	99.2%	1.2%

Current Year to Date			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	93.7%	1.7%
Claim TAT in 20 Business Days	99.0%	95.0%	-4.0%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	93.5%	8.5%
CSR Callback	90.0%	100.00	10.00
Call Resolution	95.0%	93.3%	-1.7%
Adjustment Turnaround in 5 Days Rate	95.0%	93.9%	-1.1%
Customer Service Quality Rate	97.0%	96.6%	-0.4%
Open Issue Resolution 2 Days Rate	90.0%	95.9%	5.9%
Open Issue Resolution 5 Days Rate	98.0%	96.6%	-1.4%