



**PERFORMANCE GUARANTEE REPORT
 NV PUBLIC EMPLOYEES BENEFITS PROGRAM
 FOR MONTH ENDING: 7/2024
 PLAN YEAR: JUL-JUN**

Current Month			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	93.2%	1.2%
Claim TAT in 20 Business Days	99.0%	98.7%	-0.3%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	93.0%	8.0%
CSR Callback	90.0%	100.0%	10.0%
Call Resolution	95.0%	98.2%	3.2%
Adjustment Turnaround in 5 Days Rate	95.0%	90.5%	-4.5%
Customer Service Quality Rate	97.0%	97.0%	0.0%
Open Issue Resolution 2 Days Rate	90.0%	98.8%	8.8%
Open Issue Resolution 5 Days Rate	98.0%	99.3%	1.3%

Current Quarter to Date			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	93.2%	1.2%
Claim TAT in 20 Business Days	99.0%	98.7%	-0.3%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	93.0%	8.0%
CSR Callback	90%	100.0%	10.0%
Call Resolution	95.0%	98.2%	3.2%
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Current Year to Date			
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