



**PERFORMANCE GUARANTEE REPORT  
 NV PUBLIC EMPLOYEES BENEFITS PROGRAM  
 FOR MONTH ENDING: 5/2024  
 PLAN YEAR: JUL-JUN**

<b>Current Month</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

Claims TAT in 10 Business Days	92.0%	91.2%	-0.8%
Claim TAT in 20 Business Days	99.0%	99.4%	0.4%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	92.2%	7.2%
CSR Callback	90.0%	100.0%	10.0%
Call Resolution	95.0%	96.2%	1.2%
Adjustment Turnaround in 5 Days Rate	95.0%	96.5%	1.5%
Customer Service Quality Rate	97.0%	97.9%	0.9%
Open Issue Resolution 2 Days Rate	90.0%	98.4%	8.4%
Open Issue Resolution 5 Days Rate	98.0%	99.5%	1.5%

<b>Current Quarter to Date</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

Claims TAT in 10 Business Days	92.0%	92.6%	0.6%
Claim TAT in 20 Business Days	99.0%	99.4%	0.4%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	92.9%	7.9%
CSR Callback	90%	100.0%	10.0%
Call Resolution	95.0%	96.0%	1.0%
Adjustment Turnaround in 5 Days Rate	95.0%	97.6%	2.6%
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%	99.6%	1.6%

<b>Current Year to Date</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

Claims TAT in 10 Business Days	92.0%	93.5%	1.5%
Claim TAT in 20 Business Days	99.0%	95.9%	-3.1%
Abandonment Rate	3.0%	0.6%	2.4%
Calls Answered Within Service Level	85.0%	93.4%	8.4%
CSR Callback	90.0%	100.00	10.00
Call Resolution	95.0%	93.7%	-1.3%
Adjustment Turnaround in 5 Days Rate	95.0%	94.6%	-0.4%
Customer Service Quality Rate	97.0%	96.8%	-0.2%
Open Issue Resolution 2 Days Rate	90.0%	96.3%	6.3%
Open Issue Resolution 5 Days Rate	98.0%	97.1%	-0.9%



**PERFORMANCE GUARANTEE REPORT  
 NV PUBLIC EMPLOYEES BENEFITS PROGRAM  
 FOR MONTH ENDING: 6/2024  
 PLAN YEAR: JUL-JUN**

<b>Current Month</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

Claims TAT in 10 Business Days	92.0%	94.9%	2.9%
Claim TAT in 20 Business Days	99.0%	99.7%	0.7%
Abandonment Rate	3.0%	0.5%	2.5%
Calls Answered Within Service Level	85.0%	92.6%	7.6%
CSR Callback	90.0%	100.0%	10.0%
Call Resolution	95.0%	97.2%	2.2%
Adjustment Turnaround in 5 Days Rate	95.0%	98.4%	3.4%
Customer Service Quality Rate	97.0%	98.4%	1.4%
Open Issue Resolution 2 Days Rate	90.0%	98.7%	8.7%
Open Issue Resolution 5 Days Rate	98.0%	99.7%	1.7%

<b>Current Quarter to Date</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

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Call Resolution	95.0%	96.3%	1.3%
Adjustment Turnaround in 5 Days Rate	95.0%	97.8%	2.8%
Customer Service Quality Rate	97.0%	97.5%	0.5%
Open Issue Resolution 2 Days Rate	90.0%	98.4%	8.4%
Open Issue Resolution 5 Days Rate	98.0%	99.6%	1.6%

<b>Current Year to Date</b>			
<b>Performance Standard</b>	<b>Target</b>	<b>Actual</b>	<b>Current Variance</b>

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