

PERFORMANCE GUARANTEE REPORT NV PUBLIC EMPLOYEES BENEFITS PROGRAM FOR MONTH ENDING: 1/2024 PLAN YEAR: JUL-JUN

	Cur	ront Month			
Performance Standard		rent Month	Cumre of		
renormance Stanuaru	Target	Actual	Current Variance		
Claima TAT in 10 Dusingge Dave	02.00/	00.0%			
Claims TAT in 10 Business Days	92.0%	92.0%	0.0%		
Claim TAT in 20 Business Days	99.0%	97.1%	-1.9%		
Abandonment Rate	3.0%	0.2%	2.8%		
Calls Answered Within Service Level	85.0%	96.1%	11.1%		
Call Resolution	95.0%	95.3%	0.3%		
Adjustment Turnaround in 5 Days Rate	95.0%	89.5%	-5.5%		
Customer Service Quality Rate	97.0%	96.9%	-0.1%		
CSR Callback	90.0%	100.0%	10.0%		
Open Issue Resolution 2 Days Rate	90.0%	97.2%	7.2%		
Open Issue Resolution 5 Days Rate	98.0%	98.7%	0.7%		
Current Quarter to Date					
Performance Standard	Target	Actual	Current		
	J		Variance		
Claims TAT in 10 Business Days	92.0%	92.0%	0.0%		
Claim TAT in 20 Business Days	99.0%	97.1%	-1.9%		
Abandonment Rate	3.0%	0.2%	2.8%		
Calls Answered Within Service Level	85.0%	96.1%	11.1%		
Call Resolution	95.0%	95.3%	0.3%		
Adjustment Turnaround in 5 Days Rate	95.0%	89.5%	-5.5%		
Customer Service Quality Rate	97.0%	96.9%	-0.1%		
CSR Callback	90.0%	100.0%	10.0%		
Open Issue Resolution 2 Days Rate	90.0%	97.2%	7.2%		
Open Issue Resolution 5 Days Rate	98.0%	98.7%	0.7%		
Current Year to Date					
Performance Standard	Target	Actual	Current		
			Variance		
Claims TAT in 10 Business Days	92.0%	93.4%	1.4%		
Claim TAT in 20 Business Days	99.0%	93.8%	-5.2%		
Abandonment Rate	3.0%	0.6%	2.4%		
Calls Answered Within Service Level	85.0%	94.3%	9.3%		
Call Resolution					
-	95.0%	92.8%	-2.2%		
Adjustment Turnaround in 5 Days Rate	95.0%	93.1%	-1.9%		
Customer Service Quality Rate	97.0%	96.3%	-0.7%		
CSR Callback	90.0%	100.0%	10.0%		
non Icelia Decolution ') Dave Data	90.0%	95.2%	5.2%		
Open Issue Resolution 2 Days Rate Open Issue Resolution 5 Days Rate	98.0%	95.8%	-2.2%		



PERFORMANCE GUARANTEE REPORT NV PUBLIC EMPLOYEES BENEFITS PROGRAM FOR MONTH ENDING: 2/2024 PLAN YEAR: JUL-JUN

Current Month					
Performance Standard	Target	Actual	Current		
	laiget	Actual	Variance		
Claima TAT in 10 Business Dava	92.0%	95.0%	3.0%		
Claims TAT in 10 Business Days Claim TAT in 20 Business Days	92.0% 99.0%	95.0% 99.4%			
Abandonment Rate	3.0%	99.4% 0.8%	0.4%		
		0.8% 88.4%	2.2%		
Calls Answered Within Service Level	85.0%		3.4%		
CSR Callback	90.0%	100.0%	10.0%		
Call Resolution	95.0%	96.2%	1.2%		
Adjustment Turnaround in 5 Days Rate	95.0%	92.3%	-2.7%		
Customer Service Quality Rate	97.0%	96.8%	-0.2%		
Open Issue Resolution 2 Days Rate	90.0%	98.5%	8.5%		
Open Issue Resolution 5 Days Rate	98.0%	99.6%	1.6%		
Current Quarter to Date					
Performance Standard	Target	Actual	Current		
	U U		Variance		
Claims TAT in 10 Business Days	92.0%	93.5%	1.5%		
Claim TAT in 20 Business Days	99.0%	98.3%	-0.7%		
Abandonment Rate	3.0%	0.4%	2.6%		
Calls Answered Within Service Level	85.0%	93.2%	8.2%		
CSR Callback	90%	100.0%	10.0%		
Call Resolution	95.0%	95.7%	0.7%		
Adjustment Turnaround in 5 Days Rate	95.0%	91.2%	-3.8%		
Customer Service Quality Rate	97.0%	96.9%	-0.1%		
Open Issue Resolution 2 Days Rate	90.0%	97.8%	7.8%		
Open Issue Resolution 5 Days Rate	98.0%	99.1%	1.1%		
Current Year to Date					
Performance Standard	Target	Actual	Current		
	U U		Variance		
Claims TAT in 10 Business Days	92.0%	93.6%	1.6%		
Claim TAT in 20 Business Days	99.0%	94.5%	-4.5%		
Abandonment Rate	3.0%	0.6%	2.4%		
Calls Answered Within Service Level	85.0%	93.8%	8.8%		
CSR Callback	90.0%	100.00	10.00		
Call Resolution	95.0%	93.0%	-2.0%		
Adjustment Turnaround in 5 Days Rate	95.0% 95.0%	93.0%	-2.0%		
Customer Service Quality Rate	97.0%	96.4%	-2.0%		
Open Issue Resolution 2 Days Rate	90.0%	95.6%	5.6%		
	90.0% 98.0%	96.3%	-1.7%		
Open Issue Resolution 5 Days Rate	90.0%	90.3%	-1./70		



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

Current Month					
Performance Standard	Target		Current		
	Target	Actual	Variance		
	00.0%	05.0%			
Claims TAT in 10 Business Days	92.0%	95.0%	3.0%		
Claim TAT in 20 Business Days Abandonment Rate	99.0% 3.0%	99.0%	0.0%		
		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		
	J		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		
	J		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% 95.0%	93.3% 93.9%	-1.1%		
Customer Service Quality Rate	97.0%	96.6%	-0.4%		
	97.0%	95.9%	-0.4%		
Open Issue Resolution 2 Days Rate	90.0% 98.0%	95.9% 96.6%	5.9% -1.4%		
Open Issue Resolution 5 Days Rate	90.0%	90.0%	-1.4%		



PERFORMANCE GUARANTEE REPORT NV PUBLIC EMPLOYEES BENEFITS PROGRAM FOR MONTH ENDING: 4/2024 PLAN YEAR: JUL-JUN

Current Month					
Performance Standard	Target	Actual	Current		
	larget	Actual	Variance		
Claims TAT in 10 Business Days	92.0%	94.0%	2.0%		
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%	93.6%	8.6%		
CSR Callback	90.0%	100.0%	10.0%		
Call Resolution	95.0%	95.7%	0.7%		
Adjustment Turnaround in 5 Days Rate	95.0%	98.2%	3.2%		
Customer Service Quality Rate	97.0%	95.9%	-1.1%		
Open Issue Resolution 2 Days Rate	90.0%	98.1%	8.1%		
Open Issue Resolution 5 Days Rate	98.0%	99.6%	1.6%		
Current Quarter to Date					
Performance Standard		Actual	Current		
Performance Standard	Target	Actual	Variance		
L Claims TAT in 10 Business Days	92.0%	94.0%	2.0%		
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%	93.6%	8.6%		
CSR Callback	90%	100.0%	10.0%		
Call Resolution	95.0%	95.7%	0.7%		
Adjustment Turnaround in 5 Days Rate	95.0%	98.2%	3.2%		
Customer Service Quality Rate	97.0%	95.9%	-1.1%		
Open Issue Resolution 2 Days Rate	90.0%	98.1%	8.1%		
Open Issue Resolution 5 Days Rate	98.0%	99.6%	1.6%		
Current Year to Date					
Performance Standard	Target	Actual	Current		
	U		Variance		
Claims TAT in 10 Business Days	92.0%	93.8%	1.8%		
Claim TAT in 20 Business Days	99.0%	95.5%	-3.5%		
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%	93.4%	-1.6%		
Adjustment Turnaround in 5 Days Rate	95.0%	94.5%	-0.5%		
Customer Service Quality Rate	97.0%	96.4%	-0.6%		
Open Issue Resolution 2 Days Rate	90.0%	96.1%	6.1%		
Open Issue Resolution 5 Days Rate	98.0%	96.9%	-1.1%		
open leade recondicin o Days rate	00.070	00.070	1.170		