



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

Current Month			
Performance Standard	Target	Actual	Current 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 Quarter to Date			
Performance Standard	Target	Actual	Current 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%
Open Issue Resolution 2 Days Rate	90.0%	95.2%	5.2%
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 Variance

Claims TAT in 10 Business Days	92.0%	95.0%	3.0%
Claim TAT in 20 Business Days	99.0%	99.4%	0.4%
Abandonment Rate	3.0%	0.8%	2.2%
Calls Answered Within Service Level	85.0%	88.4%	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 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 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%	93.0%	-2.0%
Customer Service Quality Rate	97.0%	96.4%	-0.6%
Open Issue Resolution 2 Days Rate	90.0%	95.6%	5.6%
Open Issue Resolution 5 Days Rate	98.0%	96.3%	-1.7%



**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%



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

Current Month			
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%	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	Target	Actual	Current 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%	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 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%