



**PERFORMANCE GUARANTEE REPORT
 NV PUBLIC EMPLOYEES BENEFITS PROGRAM
 FOR MONTH ENDING: 9/2024
 PLAN YEAR: JUL-JUN**

Current Month			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	95.3%	3.3%
Claim TAT in 20 Business Days	99.0%	99.2%	0.2%
Abandonment Rate	3.0%	0.3%	2.7%
Calls Answered Within Service Level	85.0%	96.0%	11.0%
CSR Callback	90.0%	100.0%	10.0%
Call Resolution	95.0%	96.7%	1.7%
Adjustment Turnaround in 5 Days Rate	95.0%	93.6%	-1.4%
Customer Service Quality Rate	97.0%	98.8%	1.8%
Open Issue Resolution 2 Days Rate	90.0%	98.1%	8.1%
Open Issue Resolution 5 Days Rate	98.0%	98.4%	0.4%

Current Quarter to Date			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	94.2%	2.2%
Claim TAT in 20 Business Days	99.0%	99.0%	0.0%
Abandonment Rate	3.0%	0.5%	2.5%
Calls Answered Within Service Level	85.0%	94.4%	9.4%
CSR Callback	90%	100.0%	10.0%
Call Resolution	95.0%	97.5%	2.5%
Adjustment Turnaround in 5 Days Rate	95.0%	93.1%	-1.9%
Customer Service Quality Rate	97.0%	98.1%	1.1%
Open Issue Resolution 2 Days Rate	90.0%	98.5%	8.5%
Open Issue Resolution 5 Days Rate	98.0%	98.9%	0.9%

Current Year to Date			
Performance Standard	Target	Actual	Current Variance

Claims TAT in 10 Business Days	92.0%	94.2%	2.2%
Claim TAT in 20 Business Days	99.0%	99.0%	0.0%
Abandonment Rate	3.0%	0.5%	2.5%
Calls Answered Within Service Level	85.0%	94.4%	9.4%
CSR Callback	90.0%	100.00	10.00
Call Resolution	95.0%	97.5%	2.5%
Adjustment Turnaround in 5 Days Rate	95.0%	93.1%	-1.9%
Customer Service Quality Rate	97.0%	98.1%	1.1%
Open Issue Resolution 2 Days Rate	90.0%	98.5%	8.5%
Open Issue Resolution 5 Days Rate	98.0%	98.9%	0.9%