

Attachment C - Standard Insurance Company Performance Guarantees for
Calendar Year 2024 and 2025

	Performance Guarantee (PG)	Goal	2024 Met?	2025 Met?	2024 Penalty	2025 Penalty
Short Term Disability						
1	Initial Decision/ Turnaround time	95% of clean STD claims will receive a determination within 5 business days	Yes 100%	Yes 97.70%	\$0	\$0
2	Procedural Accuracy	>=98%	Yes 99.80%	Yes 100%	\$0	\$0
3	Financial Accuracy	>=98%	Yes 98.40%	Yes 99.60%	\$0	\$0
Member Services						
4	Short Term Disability Customer Survey-Member Satisfaction with Initial Claim Decision	Average score of “satisfied” on member survey >=3	Yes 3.25	Yes 4.60	\$0	\$0
5	Long Term Disability Customer Survey- Member Satisfaction with Initial Claim Decision	Average score of “satisfied” on member survey >=3	Yes 5.00	Yes N/A ¹	\$0	\$0
6	Speed to answer	Calls will be answered in 30 seconds, based on annual average	Yes 15.0 seconds	Yes 8.0 seconds	\$0	\$0
7	Abandonment Rate	<=4% (excludes calls abandoned within 10 seconds)	Yes 1.10%	Yes 0.30%	\$0	\$0
Account Management:						
8	Delivery of Reports	90 days after end of reporting period	Yes	Yes	\$0	\$0
9	Conduct account management meeting on a quarterly basis	4 meetings during the plan year	Yes	Yes	\$0	\$0
10	County Satisfaction with account management	Composite score (all categories) of >=3.0 on the Account Management Report Card	Yes 3.50	Yes 4.50	\$0	\$0
Total Penalty					\$0	\$0

Notes for unmet PGs:

1 Long Term Disability Customer Survey- Member Satisfaction with Initial Claim Decision: Not applicable (N/A) because there were no results (survey responses) for PY2025