

Attachment F - Cigna Performance Guarantees Plan Years 2024 & 2025

Time Period	PGs Met or Exceeded	Total PG Count	PG Results Pending	Percentage of PGs Met	Penalties Paid
2024	9	9	0	100%	\$0
2025	9	9	0	100%	\$0

Performance Guarantee (PG)		Goal	2025 Met?	Estimated Penalty
Claims Payment				
1	Financial Accuracy	99% of audited claim dollars paid accurately	Yes – 99.6%	\$0
2	Claim Processing Accuracy	95% of audited claims processed accurately	No – 97.6%	\$0
Call/Inquiry				
3	Average Speed of Answer ¹	30 seconds to answer a phone call	Yes – 27.3	\$0
4	Call Abandonment Rate ¹	3% of calls received by Call Center(s) terminated	Yes - 0.8%	\$0
5	First Call Resolution	90% of calls resolved on first call, 45 day look back/forward	Yes – 94.4%	\$0
6	Customer Service Advocate Quality	95% meet quality standards	Yes – 97.3%	\$0
Employer Services				
7	Ongoing Automated Eligibility Processing	100% files processed in 3 business days	Yes – 100%	\$0
8	Ongoing ID Card Processing	98.5% of ID cards mailed in 5 business days	Yes – 99.0%	\$0
9	Account Management	Account management composite score (all categories) of 3.0 or better on the Account Management Report Card based on the average of four (4) quarterly assessments.	Yes – 4.36	\$0