

| Network Repricing Quality - UMR |        |  |
|---------------------------------|--------|--|
| PEBP PG Target                  | 97%    |  |
| Q1 Results                      | 98.90% |  |
| Q2 Results                      | 97.52% |  |
| Q3 Results                      | 97.01% |  |
| Q4 Results                      | 98.48% |  |

| Network Repricing Turnaround Time - UMR |                           |                           |
|-----------------------------------------|---------------------------|---------------------------|
| PEBP PG Target                          | Returned<br>97% in 3 Days | Returned 99% in<br>5 days |
| Q1 Results                              | 99.50%                    | 99.50%                    |
| Q2 Results                              | 99.50%                    | 99.77%                    |
| Q3 Results                              | 99.50%                    | 99.50%                    |
| Q4 Results                              | 99.50%                    | 99.50%                    |

| Network Provider Directory Disputes - UMR |                             |                                  |
|-------------------------------------------|-----------------------------|----------------------------------|
| PEBP PG Target                            | Total Directory<br>Disputes | TAT - Within 10<br>Business Days |
| Q1 Results                                | 0                           | N/A                              |
| Q2 Results                                | 0                           | N/A                              |
| Q3 Results                                | 0                           | N/A                              |
| Q4 Results                                | 0                           | N/A                              |