

*Claims Processing*

*Statistics*

*2009 - 2010*

Volume and Dollar of Claims Paid, Pended and Denied

Month	Paid		Pended		Denied	
	Volume	\$ Amount	Volume	Volume	Volume	Volume
Jan-09	4,316,572	\$438,709,430.81		48,231	1,332,783	
Feb-09	4,759,740	\$513,987,722.30		36,303	1,498,829	
Mar-09	5,807,731	\$659,519,762.67		40,500	1,771,543	
Apr-09	4,754,200	\$462,000,403.05		35,054	1,437,120	
May-09	4,754,200	\$462,000,403.05		35,054	1,437,120	
Jun-09	5,536,649	\$671,473,399.61		31,570	1,738,406	
Jul-09	4,361,574	\$399,051,628.97		31,902	1,291,751	
Aug-09	4,696,119	\$430,424,276.28		21,923	1,494,005	
Sep-09	5,916,814	\$550,597,599.34		21,626	2,157,714	
Oct-09	4,998,838	\$1,009,082,609.95		13,613	1,529,948	
Nov-09	5,075,606	\$540,999,542.32		20,822	1,507,057	
Dec-09	5,581,998	\$607,180,084.43		20,880	1,644,542	

Data Entry/Microfilm

Month	Volume	# Errors	Error Rate	# Days Backlog	Microfiche Originals
Jan-09	232,837	103	0.044%	10	0
Feb-09	184,439	85	0.046%	10	0
Mar-09	235,344	100	0.042%	7	0
Apr-09	250,613	117	0.047%	7	0
May-09	226,274	94	0.042%	7	0
Jun-09	187,493	71	0.038%	10	0
Jul-09	233,107	90	0.039%	13	0
Aug-09	179,832	67	0.037%	7	0
Sep-09	176,197	68	0.039%	6	0
Oct-09	221,224	104	0.047%	6	0
Nov-09	167,669	68	0.041%	11	0
Dec-09	176,498	69	0.039%	11	0

Performance Indicators							Eligibility
All Claim Types							
Month	Aver. Processing Time for Paper Claims	Aver. Processing Time for EDI Claims	Aver. Processing Time for POS Claims	% Claims Processed Within 30 Days	Aver. Monthly Processing Time	Number Eligibility Denials	
Jan-09				98.7%	8.6	100,955	
Feb-09				98.8%	9.7	113,141	
Mar-09				98.8%	9.9	139,134	
Apr-09				98.9%	8.7	100,834	
May-09				99.6%	9.1	108,731	
Jun-09				99.4%	8.4	150,828	
Jul-09				99.1%	9.3	108,509	
Aug-09				99.4%	8.6	103,268	
Sep-09				99.8%	8.6	125,650	
Oct-09							
Nov-09							
Dec-09							

2.10.4 (13) Claims Processing Statistics

Responsible Manager: Claims Manager

Volume and Dollar of Claims Paid, Pended and Denied

Month	Paid		Pended		Denied	
	Volume	\$ Amount	Volume	Volume	Volume	Volume
Jan-10	4,739,068	\$465,297,785.26		16,568	1,340,743	
Feb-10	4,973,749	\$456,145,652.61		22,718	1,373,786	
Mar-10	6,302,126	\$620,031,744.39		21,512	1,850,746	
Apr-10	5,083,170	\$522,621,683.01		18,275	1,181,853	
May-10	5,083,170	\$522,621,683.01		18,275	1,181,853	
Jun-10	5,933,365	\$605,238,129.87		20,817	1,784,917	
Jul-10	0	\$0.00		0	0	
Aug-10	0	\$0.00		0	0	
Sep-10	0	\$0.00		0	0	
Oct-10	0	\$0.00		0	0	
Nov-10	0	\$0.00		0	0	
Dec-10						

Data Entry/Microfilm

Month	Volume	# Errors	Error Rate	# Days Backlog	Microfiche Originals
Jan-10	240,018	104	0.043%	5	N/A
Feb-10	186,420	77	0.041%	5	N/A
Mar-10	222,408	94	0.042%	4	N/A
Apr-10	182,521	69	0.038%	5	N/A
May-10	229,779	90	0.039%	6	N/A
Jun-10	171,787	63	0.037%	4	N/A
Jul-10	0	0		0	N/A
Aug-10	0	0		0	N/A
Sep-10	0	0		0	N/A
Oct-10	0	0		0	N/A
Nov-10	0	0		0	N/A
Dec-10					

Performance Indicators							Eligibility
All Claim Types							
Month	Aver. Processing Time for Paper Claims	Aver. Processing Time for EDI Claims	Aver. Processing Time for POS Claims	% Claims Processed Within 30 Days	Aver. Monthly Processing Time	Number Eligibility Denials	
Jan-10				99.8%	8.4	115,041	
Feb-10				99.7%	8.9	98,837	
Mar-10				99.7%	7.9	135,554	
Apr-10				99.8%	8.7	97,663	
May-10				99.9%	8.8	102,045	
Jun-10				98.6%	9.2	142,599	
Jul-10				0.0%	0.0	0	
Aug-10				0.0%	0.0	0	
Sep-10				0.0%	0.0	0	
Oct-10							
Nov-10							
Dec-10							