

ULM Report

Date report submitted	8/7/2009	9/3/2009	10/8/2009	11/4/2009	12/2/2009
Report Month	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09
Avg PA/weekday	638	744	731	1196	1075
Total PAs processed	14742	15810	16219	26577	21648
Total calls	9222	9585	9682	15374	12732
Avg call response time (min:sec)	0:32	0:33	0:32	0:35	0:36
Calls answered after 2 min	8	13	6	153	135
Total abandoned calls	623	776	681	1105	926
Calls abandoned after 2 min	2	2	2	16	10
Avg call duration (min:sec)	1:53	1:56	1:54	2:05	2:01
% Service Level	99.89%	99.84%	99.92%	98.90%	98.86%
Interns/Externs scheduled for next month	1	1	1	1	0
Contact with Pharmaceutical Representatives	n/a	n/a	n/a	n/a	n/a
Total calls annualized	176904	189720	194628	318924	259776

Pharmacy AUDIT TESTS

- 05-10 Drug Duplicates
- 05-11 Drug Duplicates
- 05-12 Drug Duplicates
- 05-13 Drug Duplicates
- 110-05 Emergency PA Overrides
- 110-06 Global TD Overrides
- 11-05 Date of Death
- 130-06 Global ER Overrides
- 140-06 Ingredient Dup (ID) Overrides
- 14-01 Group Home Review
- 150-01 Max Duration (MX) Overrides
- 160-06 MAC Overrides
- 170-07 Medically Necessary Overrides (MNO)
- 210-04 One Time Audit
- 220-03 HD Overrides Acetaminophen
 - 22-72 Invoice Audit
 - 22-74 Invoice Audit
 - 22-75 Invoice Audit
 - 22-78 Invoice Audit
 - 22-79 - Invoice Audit
 - 22-80- Invoice Audit
 - 22-81 Invoice Audit
 - 22-82 Invoice Audit
 - 22-83 Invoice Audit
 - 22-84 Invoice Audit
- 26-09 Provider Enroll Stat Review
- 29-07 Kit Research
- 32-26 2008Q3 Top 75 claim count and paid amount
- 32-27 2008Q4 Top 75 claim count and paid amount
- 32-28 2009Q1 Top 75 claim count and paid amount
- 35-17 Asthma Inhalers Round 2
 - 35-18 Drug Class Review
 - 35-19 Drug Class Review
 - 35-20 Drug Class Review
- 36-19 Neupogen Round 3
 - 36-20 Premarin
 - 36-21 Tamiflu Review