

Provider Relations
Statistics
2009 - 2010

REVS - Recipient Eligibility Verification System

MEVS - Medicaid Eligibility Verification System

2.10.4 (16) Provider Relations

Responsible Manager: Provider Relations Manager

Date	Total # Inquiries *	Number Provider Inquiries Requiring Field Visits	Number Unisys Field Visits Requests	Number DHH Field Visits Requests	Number Drop-In Field Visits Made	Total # of Field Visits	Average Tele- phone Hold Time	Percent Tele- phone Calls Answered	Percent Tele- phone Calls Abandoned	REVS Inquiries	MEVS Trans- actions
Jan-09	11,114	134	36	2	21	193	3.11	91%	9%	49,209	2,660,191
Feb-09	10,841	78	36	4	29	147	3.44	90%	10%	48,592	2,813,295
Mar-09	12,846	126	52	4	60	242	2.44	92%	8%	56,265	3,694,534
Apr-09	11,520	88	25	4	29	146	4.44	86%	14%	45,794	3,052,824
May-09	10,276	104	48	2	22	176	3.51	89%	11%	45,936	3,336,601
Jun-09	10,342	122	41	0	39	202	2.24	93%	7%	50,494	3,806,721
Jul-09	11,169	221	40	2	56	319	2.14	93%	7%	49,508	2,005,049
Aug-09	11,358	122	20	2	33	177	2.5	92%	8%	54,598	2,662,340
Sep-09	11,576	121	21	1	54	197	4.29	88%	12%	51,454	2,812,849
Oct-09	12,312	160	29	2	15	206	4.39	88%	12%	49,393	2,894,512
Nov-09	10,364	124	20	1	19	164	2.12	93%	7%	46,525	2,890,510
Dec-09	10,827	171	30	1	41	243	2.12	93%	7%	42,926	2,696,776

Date	Total # Providers at end of Month	Open Providers	Closed Providers
Jan-09	88,087	32,226	55,861
Feb-09	88,332	32,407	55,925
Mar-09	88,656	32,451	56,205
Apr-09	88,976	32,173	56,803
May-09	89,217	32,371	56,846
Jun-09	89,746	32,833	56,913
Jul-09	90,255	32,934	57,321
Aug-09	90,575	32,944	57,631
Sep-09	90,872	33,214	57,658
Oct-09	91,708	33,604	58,104
Nov-09	92,120	33,989	58,131
Dec-09	92,419	34,254	58,165

*Spell Out Acronyms
For REVS & MEVS*

*do a
quick check
w/ acronyms*

2.10.4 (16) Provider Relations

Responsible Manager: Provider Relations Manager

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Jan-10	11,120	102	28	1	14	145	2.2	94%	6%	47,789	2,792,100
Feb-10	10,228	146	20	3	37	206	2.4	91%	9%	41,263	2,743,301
Mar-10	13,837	131	44	1	35	211	3.2	91%	9%	52,019	3,761,885
Apr-10	11,307	88	22	2	45	157	3.35	90%	10%	44,468	2,705,717
May-10	10,545	145	44	4	49	242	4.43	87%	13%	45,052	2,896,162
Jun-10	11,670	102	31	25	28	186	7.23	83%	17%	46,351	3,437,560
Jul-10	0	0	0	0	0	0	0	0%	0%	0	1,377,899
Aug-10	0	0	0	0	0	0	0	0%	0%	0	0
Sep-10	0	0	0	0	0	0	0	0%	0%	0	0
Oct-10	0	0	0	0	0	0	0	0%	0%	0	0
Nov-10	0	0	0	0	0	0	0	0%	0%	0	0
Dec-10	0	0	0	0	0	0	0	0%	0%	0	0

Date	TOTAL # Providers at end of Month	Open Providers	Closed Providers
Jan-10	92,673	34,062	58,611
Feb-10	92,919	34,278	58,641
Mar-10	93,221	34,114	59,107
Apr-10	93,492	34,366	59,126
May-10	93,811	34,632	59,179
Jun-10	94,542	35,188	59,354
Jul-10	0	0	0
Aug-10	0	0	0
Sep-10	0	0	0
Oct-10	0	0	0
Nov-10	0	0	0
Dec-10	0	0	0

Date	# EPSDT / KidMed Providers Enrolled	# Community Care Providers Enrolled	# EPSDT / KIDMED Recipients Enrolled	# Community Care Recipients Enrolled	# KMS Claim Volume
Jan-09	922	800	651,572	729,670	14,146
Feb-09	924	799	652,419	730,495	12,153
Mar-09	924	799	656,093	734,484	16,244
Apr-09	887	805	658,171	734,968	14,067
May-09	916	802	662,863	743,563	11,704
Jun-09	915	803	657,655	746,263	12,815
Jul-09	921	812	660,523	732,904	12,207
Aug-09	927	819	664,738	736,392	14,954
Sep-09	927	819	657,854	739,710	12,250
Oct-09	927	819	675,858	755,642	13,236
Nov-09	929	840	684,394	744,947	11,738
Dec-09	929	843	683,551	758,561	11,361

2.10.4 (18) EPSDT Subsystem

Responsible Person: EPSDT Systems Maintenance

Date	# EPSDT / KidMed Providers Enrolled	# Community Care Providers Enrolled	# EPSDT / KIDMED Recipients Enrolled	# Community Care Recipients Enrolled	# KMS Claim Volume
Jan-10	929	843	680,025	750,922	9,645
Feb-10	937	849	680,025	750,922	9,927
Mar-10	936	849	684,118	751,998	12,243
Apr-10	923	848	686,366	755,218	9,549
May-10	936	849	692,168	764,260	10,017
Jun-10	926	849	688,125	755,856	10,740
Jul-10	0	0	0	0	0
Aug-10	0	0	0	0	0
Sep-10	0	0	0	0	0
Oct-10	0	0	0	0	0
Nov-10	0	0	0	0	0
Dec-10					