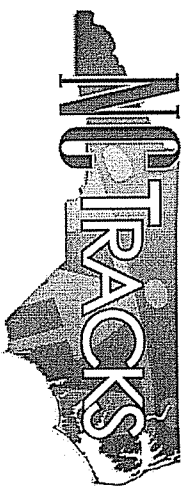


CSC

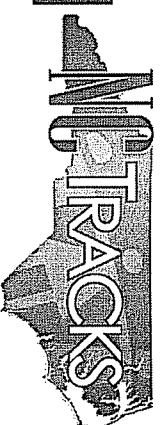
**Production
Daily Status**

November 20, 2013



Key Metrics – Defect Status

As of November 19



Defect Summary/ Defects in Silk	Cumulative to Date			
	Sev 1	Sev 2	Sev 3	Total
POS	5	13	7	25
User Access	7	30	10	47
Provider Portal	51	955	133	1139
Ops Portal	25	379	167	571
EDI or Trading Partner	9	32	19	60
Inbound Interfaces	5	24	3	32
Claims Adjudication	9	295	60	364
PAs	11	120	57	188
Call Center Monitoring	2	9	9	20
Batch Processing	60	341	180	581
Pega	12	175	87	274
Recipient Portal	1	23	6	30
Outbound Interfaces	4	19	19	42
RA or Checkwrite	4	59	28	91
PE Monitoring	0	0	1	1
Provider Data Issue	4	32	14	50
SLA	0	34	12	46
TOTAL	209	2540	812	3561
Total Closed	198	2076	647	2921

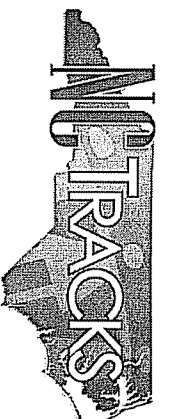
Status	Sev 1	Sev 2	Sev 3	Total
In Production (Closed)	198	2076	647	2921
Prod Promote Ready	6	49	14	69

Regression	0	9	4	13
System Integration Testing	0	40	17	57
Dev-Ready	2	206	103	311

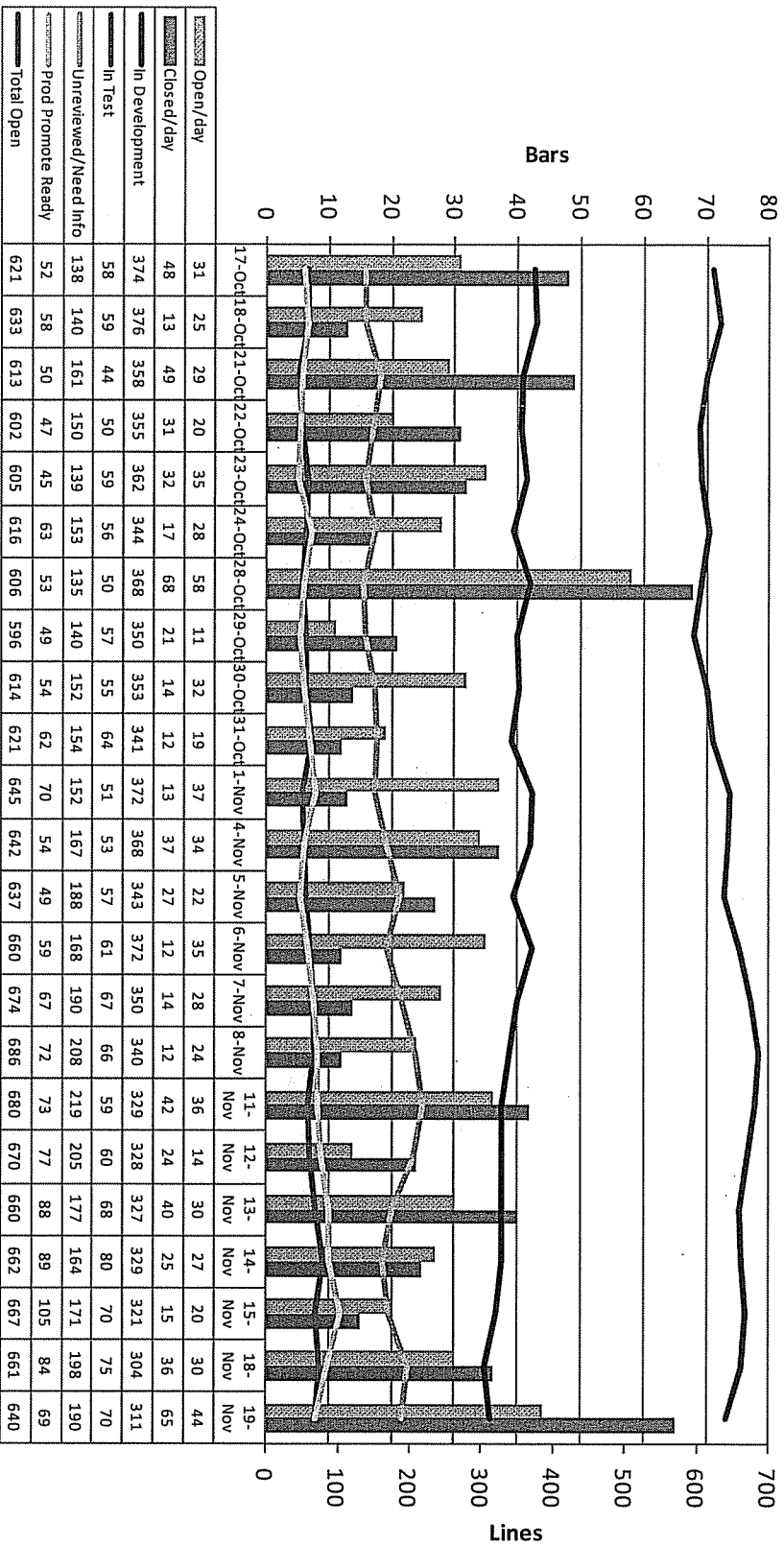
Pending Info from FA Ops	1	140	18	159
Unreviewed	2	19	9	30
Deferred	0	1	0	1

TOTAL	209	2540	812	3561
Total Open	11	464	165	640

Key Metrics – Defect Trend 1 month view



Open S1~3 Defect Daily Trend



Key Metrics – Claims Adjudication



Week Ending

8-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal			
Institutional	138,741	107,898	77.8%	28,097	20.3%	2,746	2.0%	65.2%
Professional	845,023	523,506	62.0%	286,903	34.0%	34,614	4.1%	68.0%
Dental	58,354	45,835	78.5%	10,154	17.4%	2,365	4.1%	87.2%
Pharmacy (POS)	633,192	465,636	73.5%	167,501	26.5%	55	0.0%	50.1%
Total Claims:	1,675,310	1,142,875	68.2%	492,655	29.4%	39,780	2.4%	

Week Ending

15-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal			
Institutional	126,570	99,831	78.9%	24,011	19.0%	2,728	2.2%	65.2%
Professional	846,436	547,689	64.7%	270,896	32.0%	27,851	3.3%	68.0%
Dental	54,772	47,635	87.0%	4,973	9.1%	2,164	4.0%	87.2%
Pharmacy (POS)	589,019	431,929	73.3%	157,002	26.7%	88	0.0%	50.1%
Total Claims:	1,616,797	1,127,084	69.7%	456,882	28.3%	32,831	2.0%	
Cap Claims	451	451	100.0%	0	0.0%	0	0.0%	
Mgt Fee Claims	399	399	100.0%	0	0.0%	0	0.0%	
Grand Total	1,617,647	1,127,934		456,882		32,831		

Monday

18-Nov-13

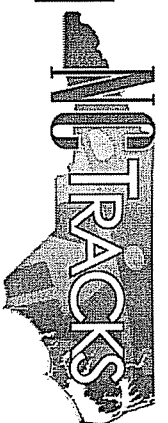
Claim Type	Total Claims	Approved	Denied	Pended	Goal			
Institutional	24,695	19,923	80.7%	4,299	17.4%	473	1.9%	65.2%
Professional	128,869	94,473	73.3%	31,040	24.1%	3,356	2.6%	68.0%
Dental	7,199	6,425	89.2%	483	6.7%	291	4.0%	87.2%
Pharmacy (POS)	119,821	87,813	73.3%	31,995	26.7%	13	0.0%	50.1%
Total Claims:	280,584	208,634	74.4%	67,817	24.2%	4,133	1.5%	

Tuesday

19-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal
Institutional	23,081	17,574	4,609	898	65.2%
Professional	154,639	109,604	38,386	6,649	68.0%
Dental	9,637	8,525	703	409	87.2%
Pharmacy (POS)	110,880	79,993	30,878	9	50.1%
Total Claims:	298,237	215,696	74,576	7,965	

Key Metrics – Defect by Impact Area



Impact Area Summary Open Sev 1-3 Defects

Impact Area	1	2	3	Grand Total
1 - Recipient Care	0	10	4	14
2 - Provider Payment/Enrollment	7	215	36	258
3 - Constituent Issues	0	18	1	19
4 - CMS Certification	0	1	0	1
5 - Financial Reporting	0	10	4	14
6 - 835/834/820 Outbound	0	1	4	5
7 - External Correspondence	0	1	1	2
8 - Other	1	64	65	130
(blank)	3	145	50	198
Grand Total	11	465	165	641

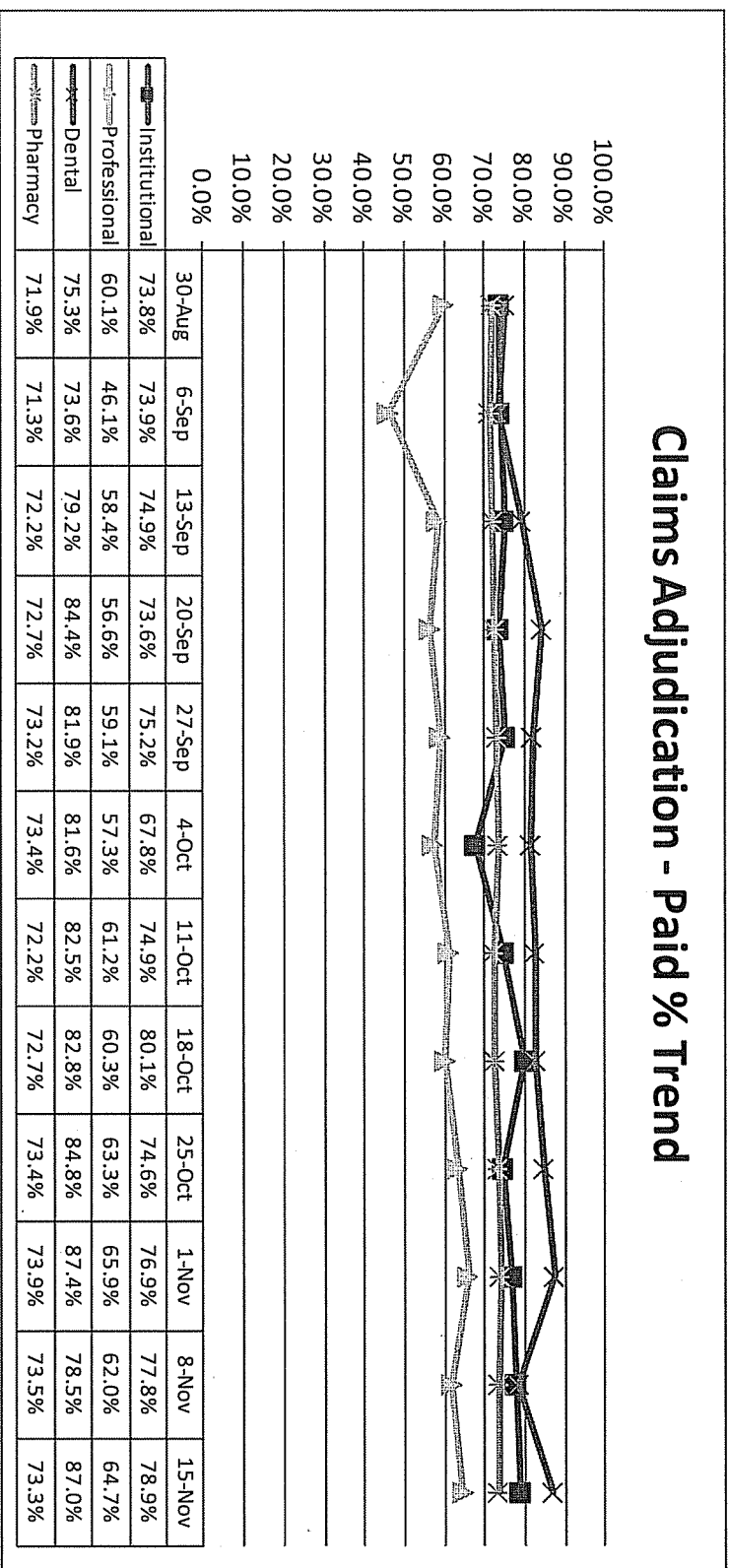
Dev-Ready Impact Area Summary

Impact Area	Total
1 - Recipient Care	5
2 - Provider Payment/Enrollment	123
3 - Constituent Issues	4
4 - CMS Certification	1
5 - Financial Reporting	7
6 - 835/834/820 Outbound	5
7 - External Correspondence	2
8 - Other	71
(blank)	93
Grand Total	311

Key Metrics – Claims Adjudication Trend



Claims Adjudication - Paid % Trend



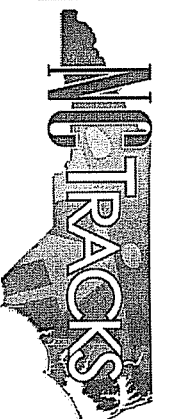
Note:

This report does not include Capitation and Mgmt Fee Claims



This report **excludes** duplicate claim volume due to pend/approve/recycle process

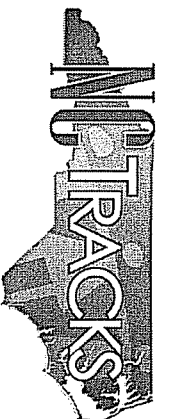
Call Center Metrics



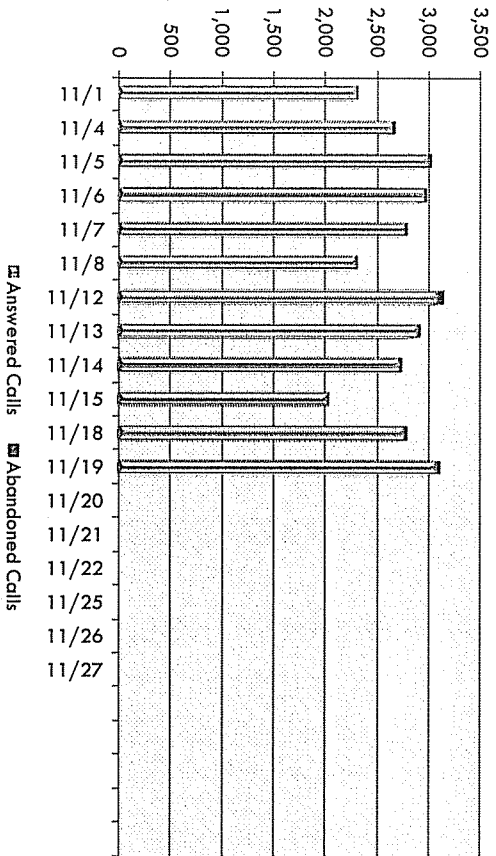
November 19- COB

Skill	Total Calls	ACD Calls	Aban Calls	% Aban	Avg Aban Time	Avg Speed Ans	Avg Handling Time	% Ans in 60 Sec
Claims / Provider Relations	3105	3067	38	1.2%	0:01:20	0:00:34	0:07:37	84.99%
Technical Support	175	175	0	0.0%	0:00:00	0:00:17	0:09:09	92.57%
Recipient	147	144	3	2.0%	0:00:11	0:00:20	0:05:40	89.12%
Pharmacy PA	301	301	0	0.0%	0:00:00	0:00:14	0:05:45	93.69%
Default / Other	16	16	0	0.0%	0:00:00	0:00:17	0:05:45	87.50%
Totals	3744	3703	41	1.1%	0:01:15	0:00:31	0:07:28	86.22%

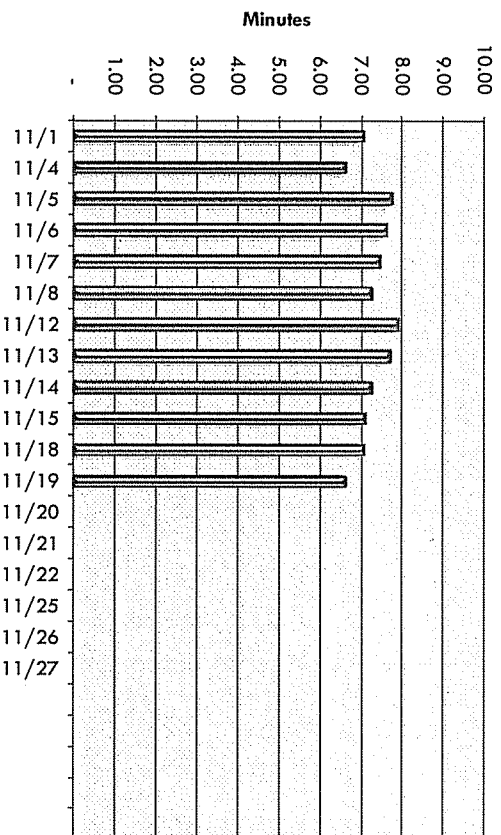
Call Center Metrics – Claims/Provider Relations Calls



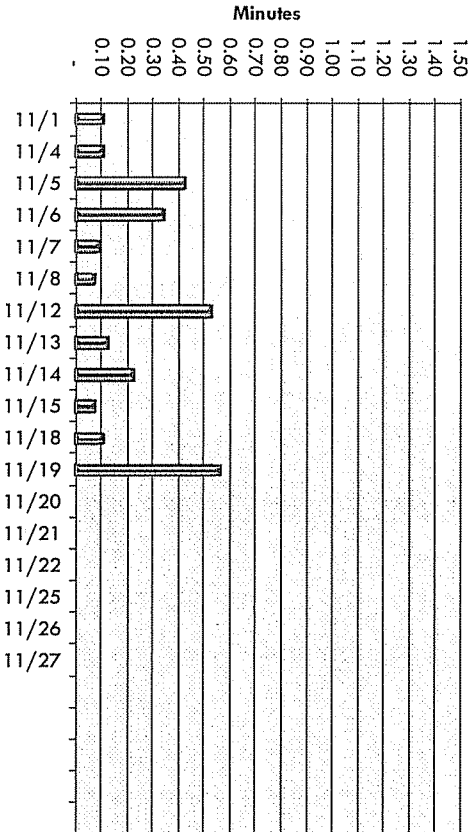
Call Volume



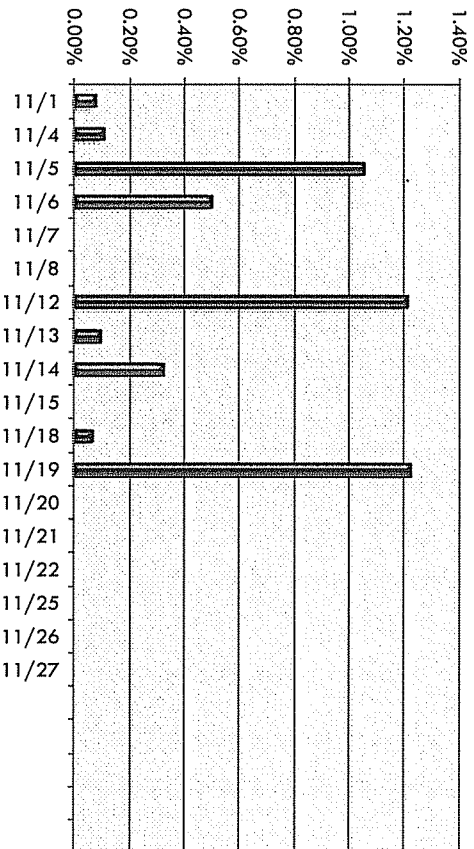
Handle Time



Answer Time

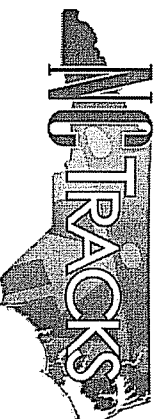


Call Abandon Rate

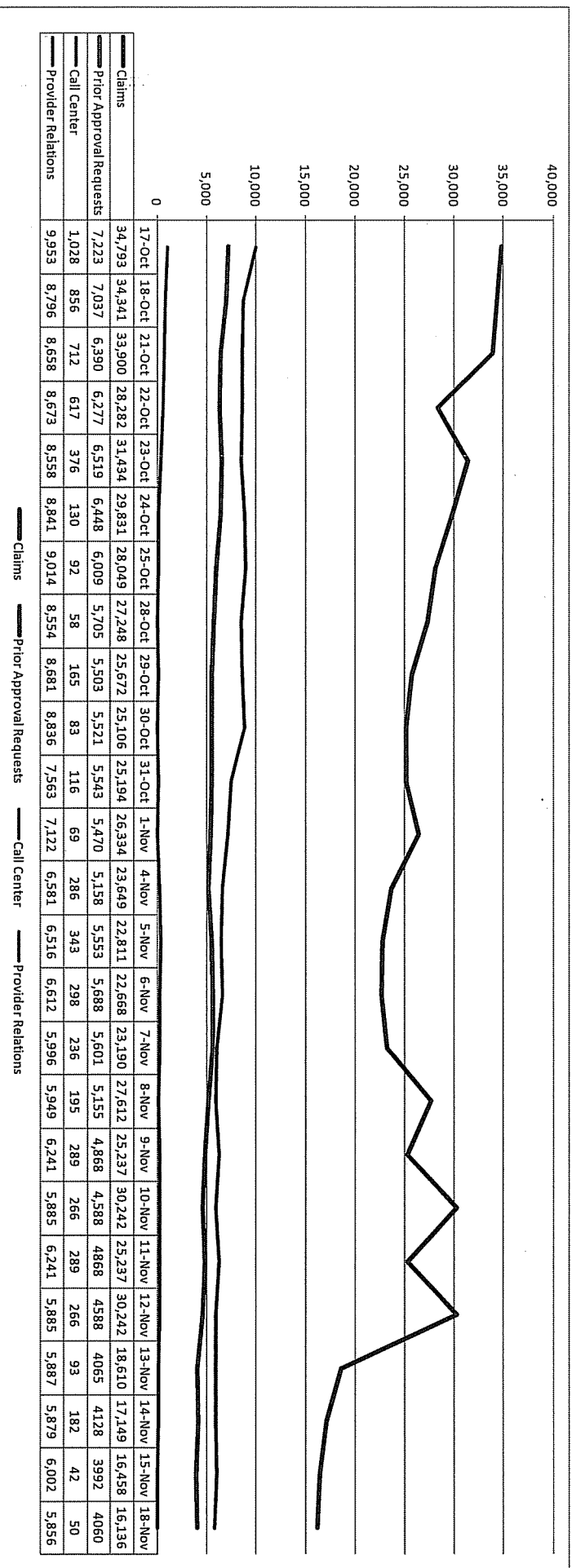


Note: Weekends & holidays are not shown as the main call center is closed

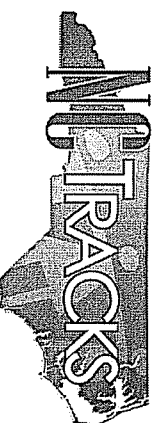
Total Backlog - November 2013



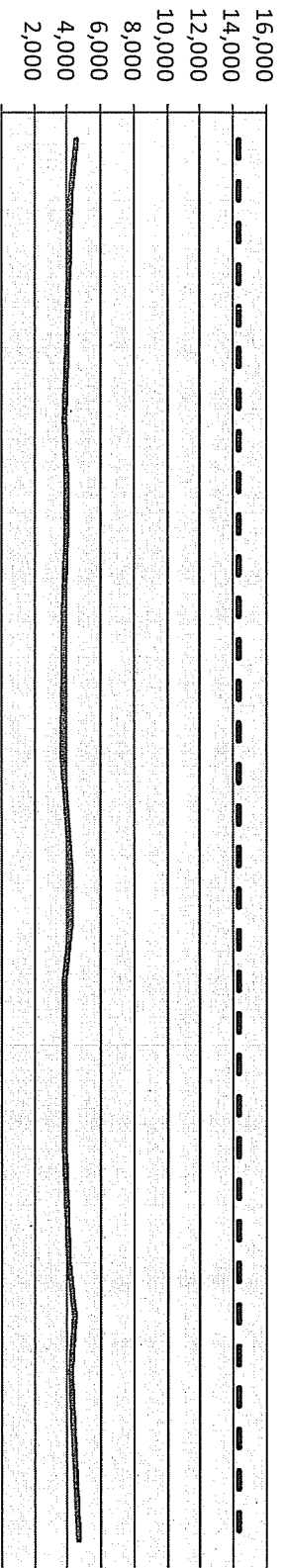
Item Description	17-Oct	18-Oct	21-Oct	22-Oct	23-Oct	24-Oct	25-Oct	28-Oct	29-Oct	30-Oct	31-Oct	1-Nov	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov
Prior Approval Request	7,223	7,037	6,390	6,277	6,519	6,448	6,009	5,705	5,503	5,521	5,543	5,470	5,158	5,553	5,688	5,601	5,155	4,868	4,588	4,588	4,588	4,065	4,128	3,992	4,060
Claims (Pending claims, etc.)	34,793	34,341	33,900	28,282	31,434	29,831	28,049	27,248	25,672	25,106	25,194	26,334	23,649	22,811	22,668	23,190	27,612	25,237	30,242	25,237	30,242	18,610	17,149	16,458	16,136
Provider Relations (Enrollment, Managed Change Requests, etc.)	9,953	8,796	8,658	8,673	8,558	8,841	9,014	8,554	8,681	8,836	7,563	7,122	6,581	6,516	6,612	5,996	5,949	6,241	5,885	6,241	5,885	5,887	5,879	6,002	5,856
Call Center (Emails, faxes, escalations, etc.)	1,028	856	712	617	376	130	92	58	165	83	116	69	286	343	298	236	195	289	266	289	266	93	182	42	50
Total Backlog	52,997	51,030	49,660	43,849	46,887	45,250	43,164	41,565	40,021	39,546	38,416	38,995	35,674	35,223	35,266	35,023	38,911	36,635	40,981	36,635	40,981	28,655	27,338	26,494	26,102



PA Inventory

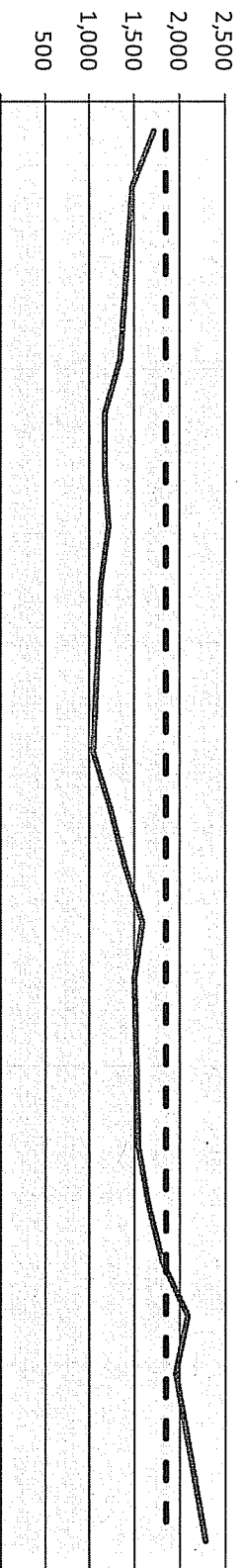


Total PA Inventory



	24-Oct	25-Oct	28-Oct	29-Oct	30-Oct	31-Oct	1-Nov	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov
Inventory Level	4,608	4,229	3,950	3,810	3,965	3,897	3,840	3,730	4,003	4,186	4,239	3,887	3,802	3,914	4,052	4,381	4,249	4,729
SLA Level	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349

Dental PA Inventory

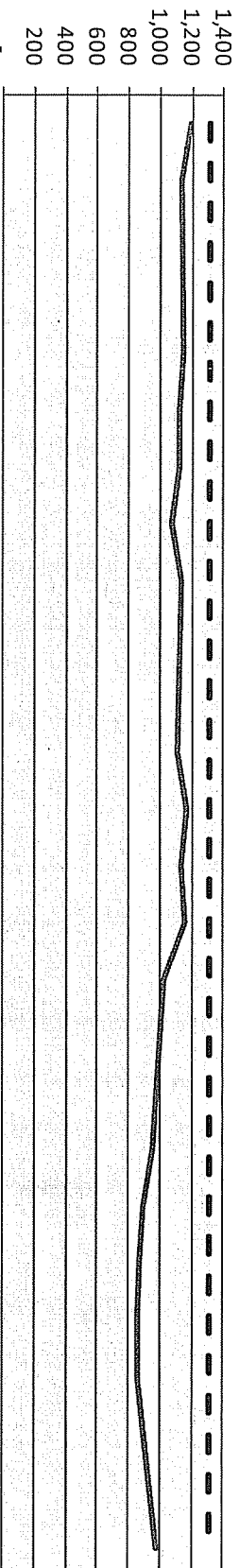


	24-Oct	25-Oct	28-Oct	29-Oct	30-Oct	31-Oct	1-Nov	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov
Inv Level	1,712	1,472	1,333	1,174	1,161	1,200	1,126	1,038	1,225	1,390	1,585	1,500	1,543	1,640	1,808	2,081	1,962	2,278
New Burn rt																		
SLA Level	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833

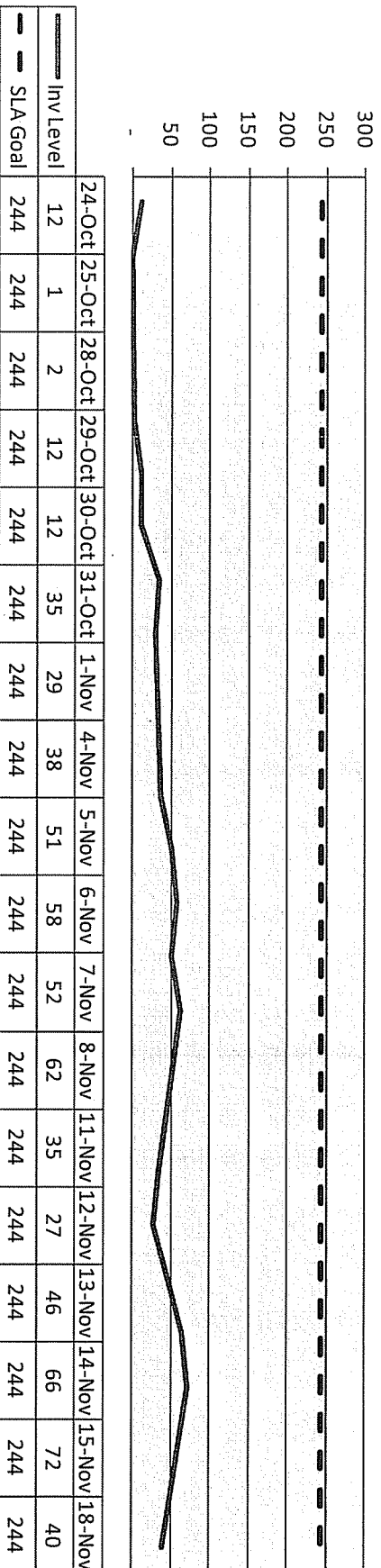
PA Inventory



DME PA Inventory



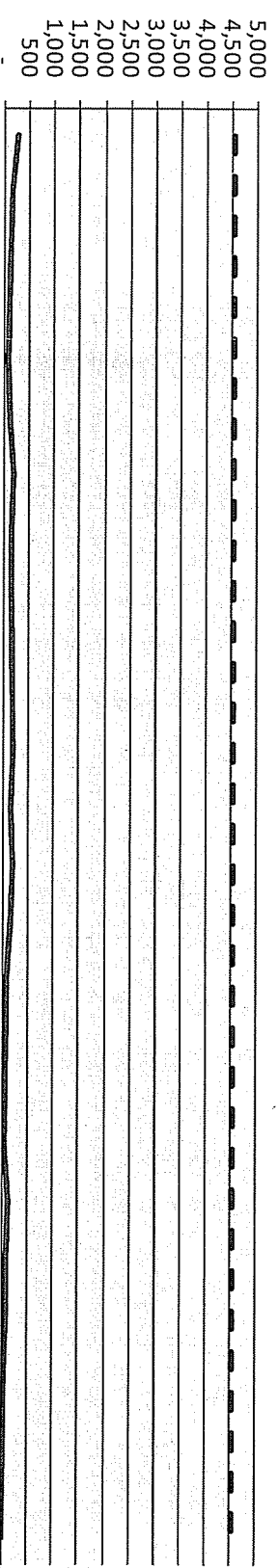
Medical PA Inventory



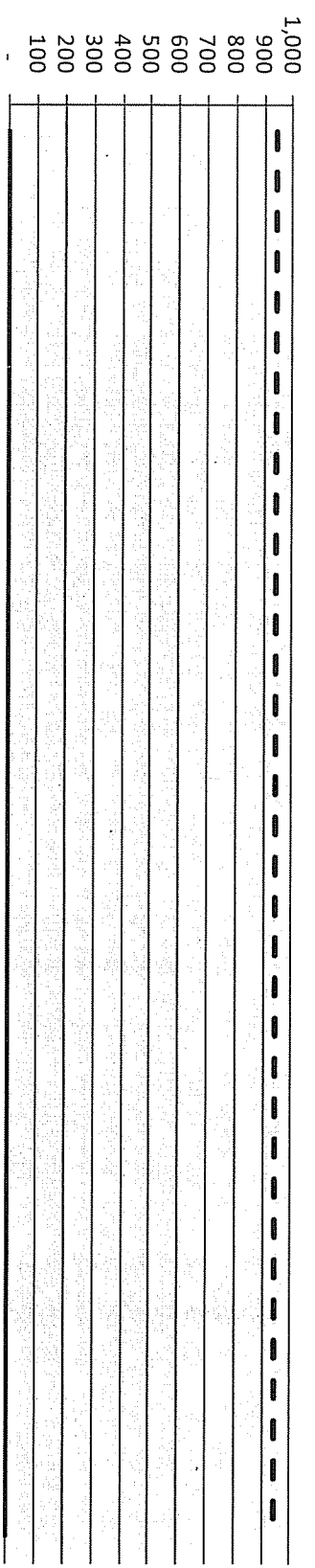
PA Inventory



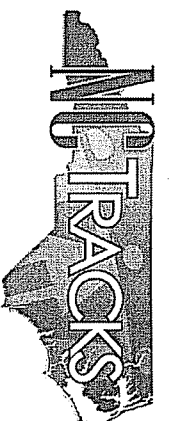
Visual Aid PA Inventory



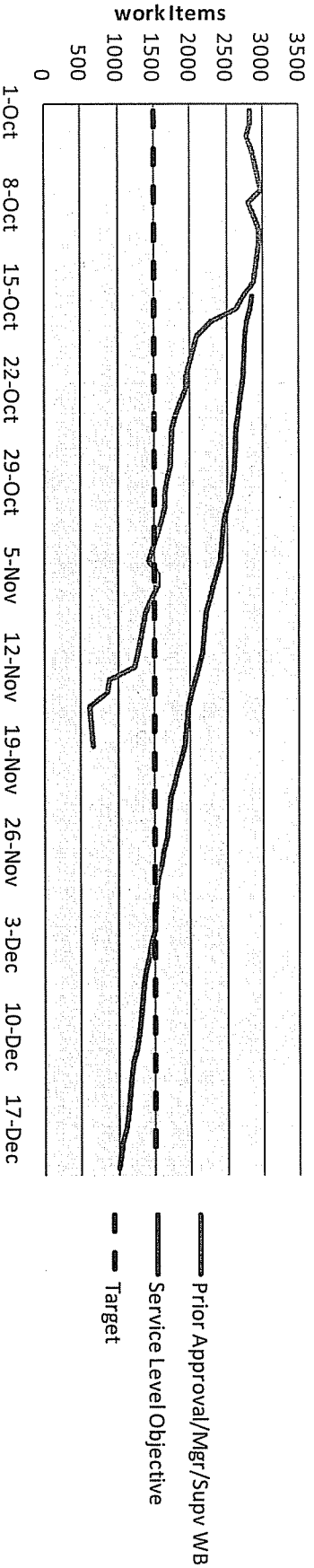
Pharmacy PA Inventory



Non-PA Inventory Burn down Tracker

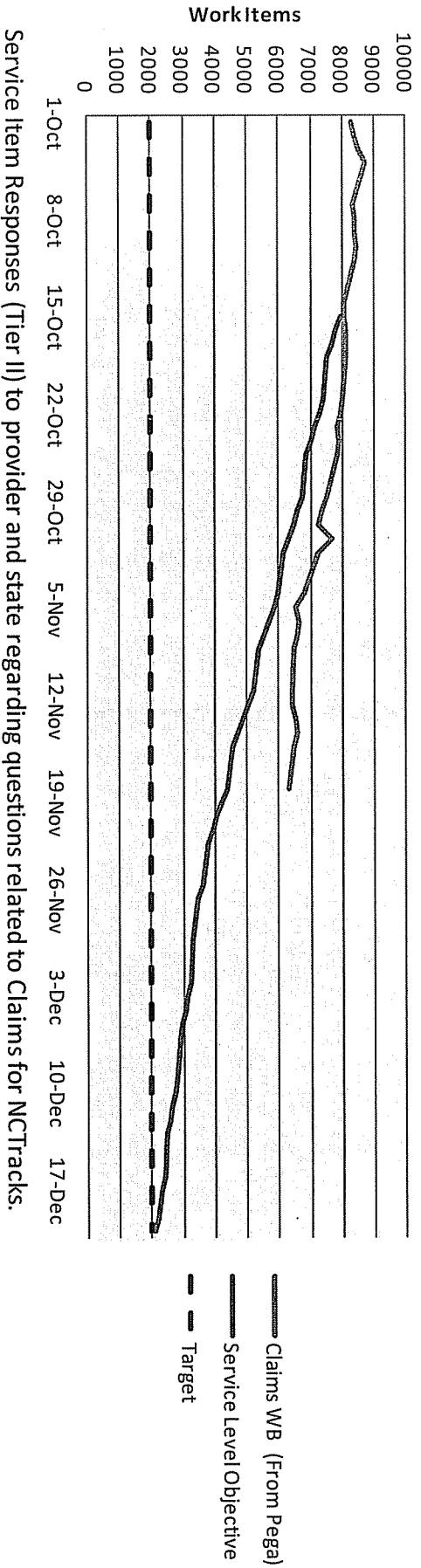


Prior Approval Pega Work Items



Service Item Responses (Tier II) to provider and state regarding questions related to PA for NCTracks.

Claims Pega WB

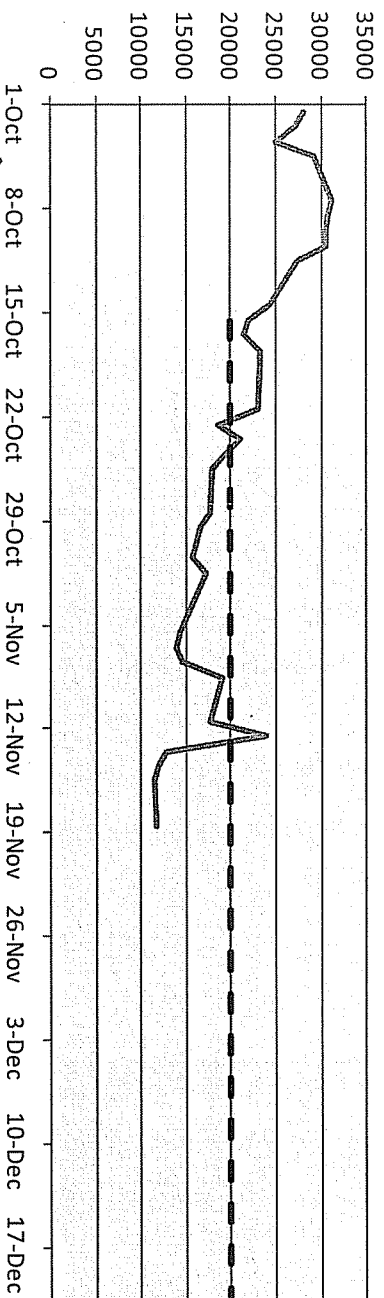


Service Item Responses (Tier II) to provider and state regarding questions related to Claims for NCTracks.

Non-PA Inventory Burn down Tracker



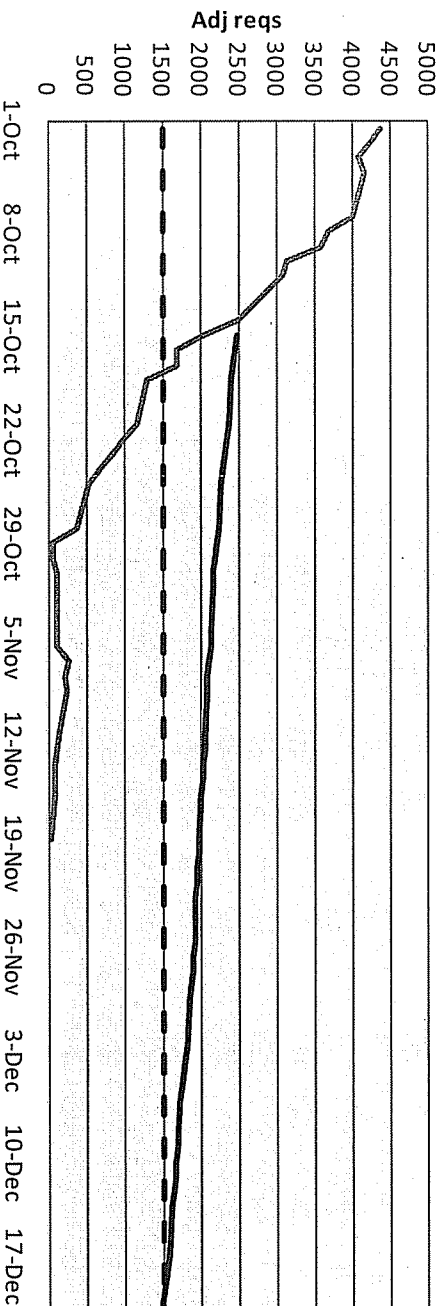
Claims (From NC Tracks)



— Pended Claims (From NC Tracks)
 - - Target: 20,000

Claims pending review by FAO team including Medical Policy.

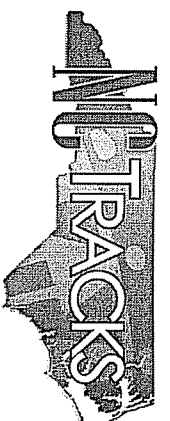
Adjustments (From NC Tracks)



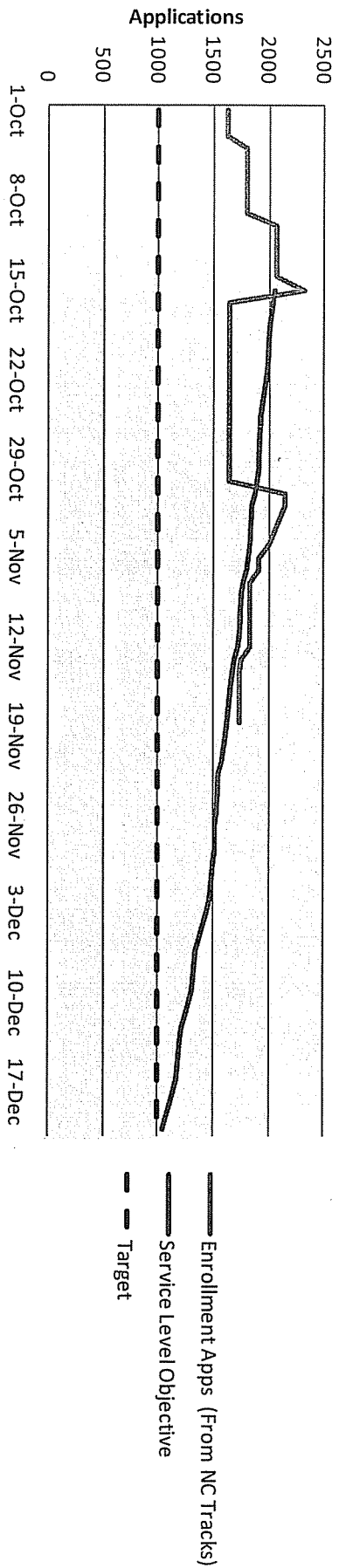
— Adjustments (From NC Tracks)
 — Service Level Objective: 1500
 - - Target

Provider manual adjustment requests received on paper forms.

Non-PA Inventory Burn down Tracker

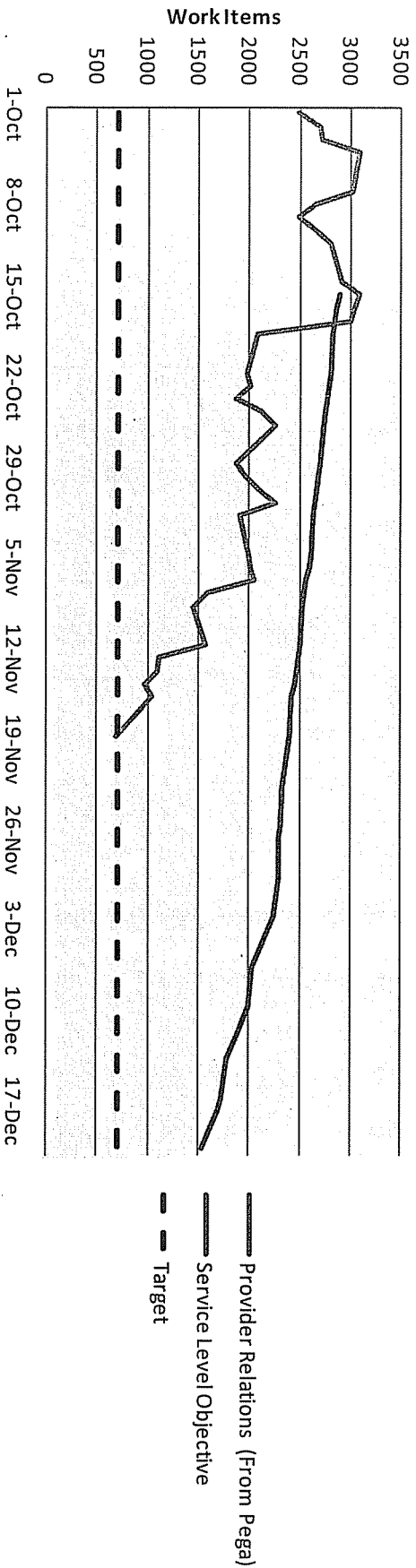


Enrollment Apps (NCTracks)

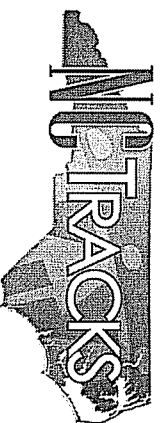


New applications and re-enrollments submitted by providers via NCTracks

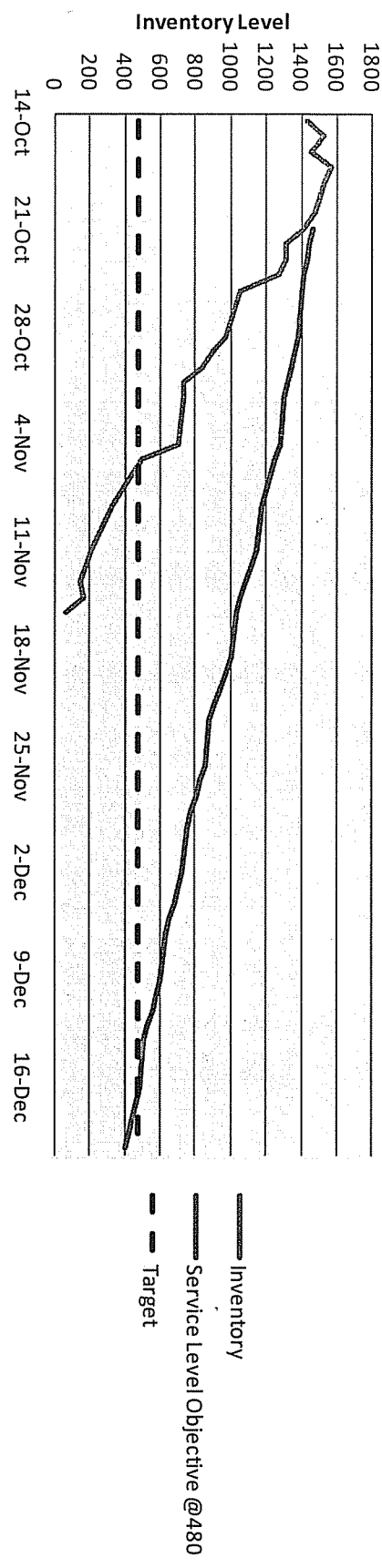
Provider Relations (Pega)



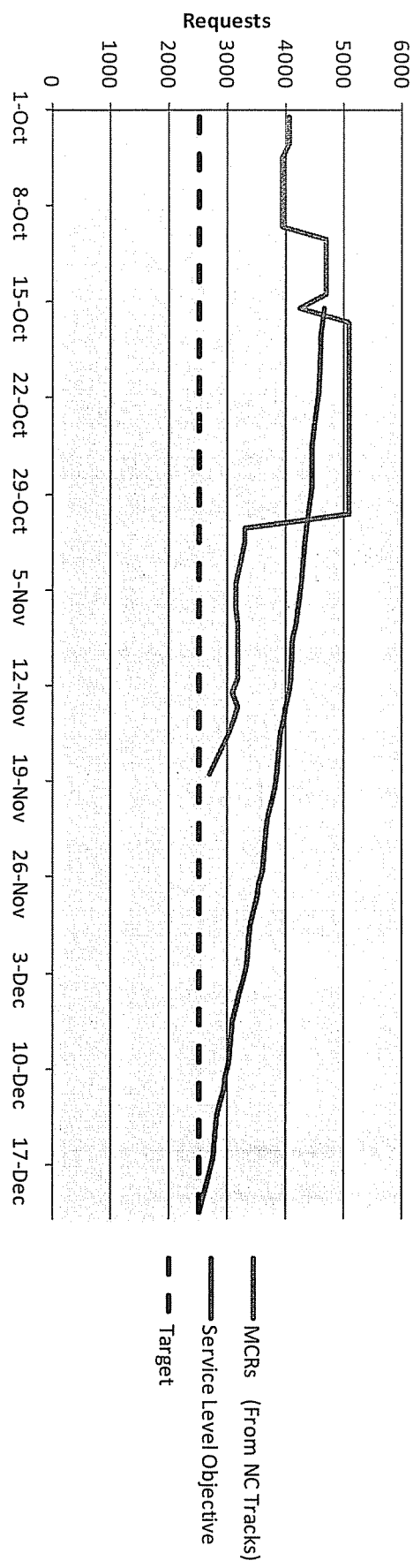
Non-PA Inventory Burn down Tracker



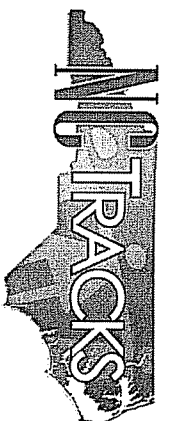
Provider Reverification (Pega)



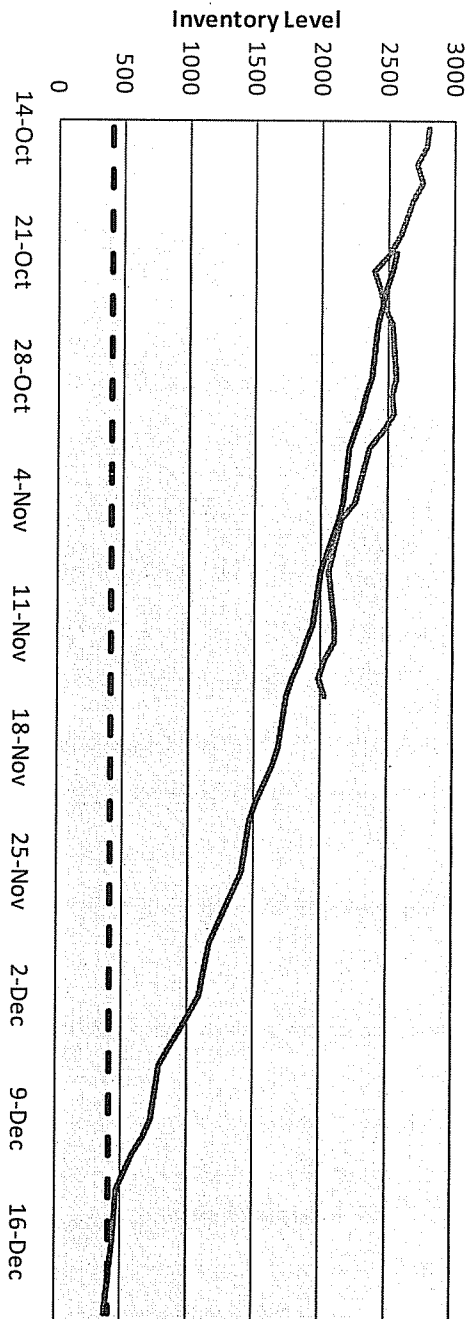
Managed Change Regs (NCTracks)



Non-PA Inventory Burn down Tracker



Provider Credentialing (Pega)



- Inventory
- Service Level Objective @ 412
- Target