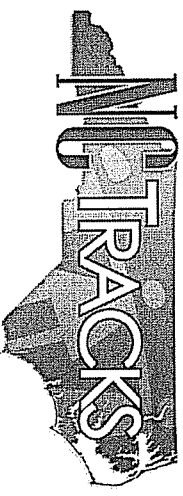


CSC

Production
Daily Status

December 04, 2013



Key Metrics – Defect Status

As of December 03



Defect Summary	Cumulative to Date			
	Sev 1	Sev 2	Sev 3	Total
Defects in Silk				
POS	5	13	7	25
User Access	6	31	12	49
Provider Portal	55	1049	143	1247
Ops Portal	25	399	174	598
EDI or Trading Partner	9	32	19	60
Inbound Interfaces	5	26	4	35
Claims Adjudication	10	307	61	378
PAs	11	123	60	194
Call Center Monitoring	2	9	9	20
Batch Processing	60	352	184	596
Pega	12	192	90	294
Recipient Portal	1	23	6	30
Outbound Interfaces	4	21	20	45
RA or Checkwrite	4	67	27	98
PE Monitoring	0	0	1	1
Provider Data Issue	3	39	11	53
SLA	0	35	14	49
TOTAL	212	2718	842	3772
Total Closed	203	2234	682	3119

Status	Sev 1	Sev 2	Sev 3	Total
In Production (Closed)	203	2234	682	3119
Prod Promote Ready	2	67	21	90

Regression	0	11	1	12
System Integration Testing	0	31	12	43
Dev-Ready	3	248	103	354

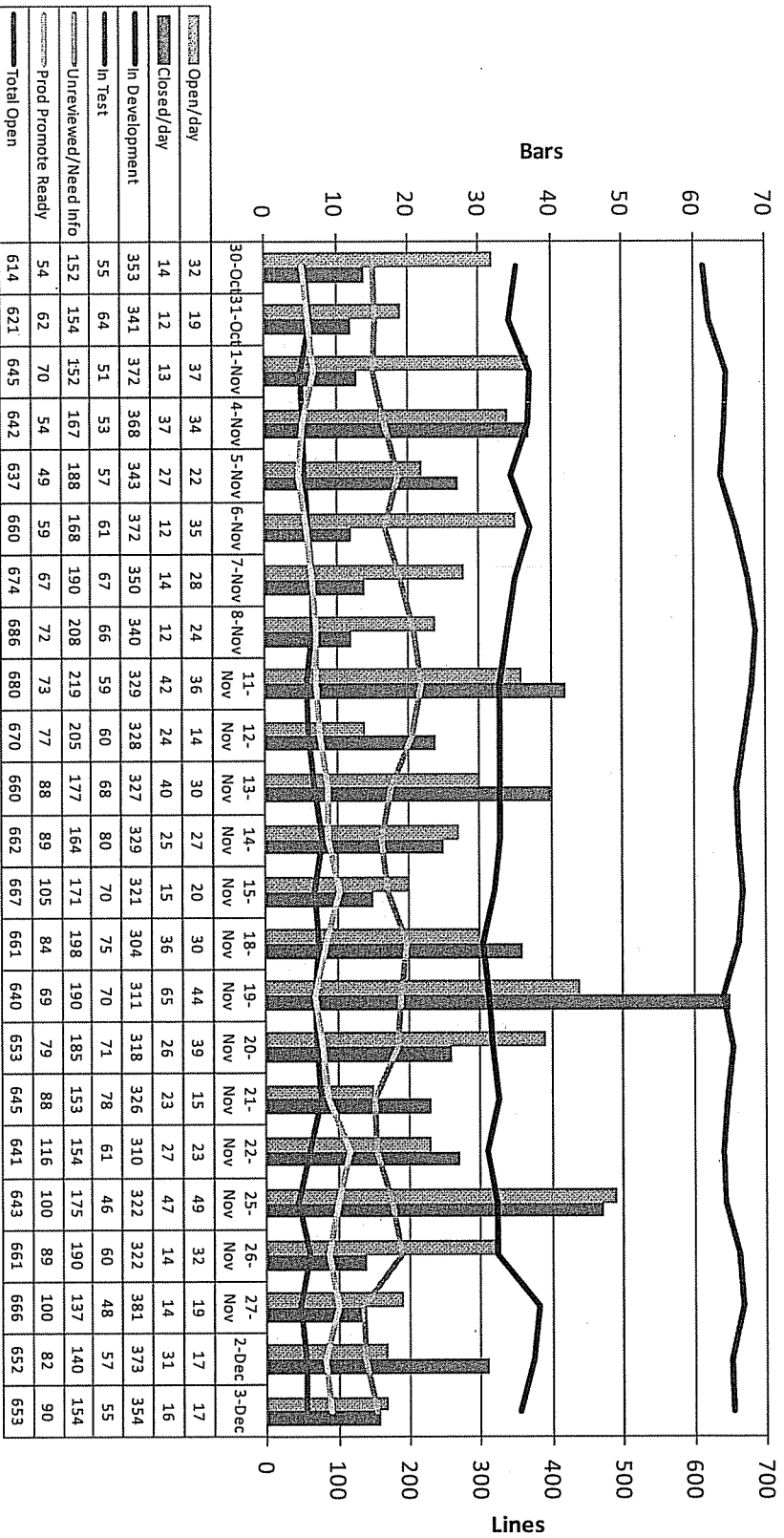
Pending Info from FA Ops	1	116	20	137
Unreviewed	3	10	3	16
Deferred	0	1	0	1

TOTAL	212	2718	842	3772
Total Open	9	484	160	653

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	28,097	2,746	65.2%
Professional	845,023	523,506	286,903	34,614	68.0%
Dental	58,354	45,835	10,154	2,365	87.2%
Pharmacy (POS)	633,192	465,636	167,501	55	50.1%
Total Claims:	1,675,310	1,142,875	492,655	39,780	2.4%

Week Ending
15-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal
Institutional	126,570	99,831	24,011	2,728	65.2%
Professional	846,436	547,689	270,896	27,851	68.0%
Dental	54,772	47,635	4,973	2,164	87.2%
Pharmacy (POS)	589,019	431,929	157,002	88	50.1%
Total Claims:	1,616,797	1,127,084	456,882	32,831	2.0%

Week Ending
22-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal
Institutional	131,389	103,577	24,429	3,383	65.2%
Professional	893,124	594,969	265,031	33,124	68.0%
Dental	54,940	46,833	6,000	2,107	87.2%
Pharmacy (POS)	615,211	450,028	165,106	77	50.1%
Total Claims:	1,694,664	1,195,407	460,566	38,691	2.3%

Week Ending
29-Nov-13

Claim Type	Total Claims	Approved	Denied	Pended	Goal
Institutional	100,336	80,729	16,957	2,650	65.2%
Professional	910,512	444,117	433,462	32,933	68.0%
Dental	33,869	28,330	4,104	1,435	87.2%
Pharmacy (POS)	486,854	359,411	127,388	55	50.1%
Total Claims:	1,531,571	912,587	581,911	37,073	2.4%
Cap Claims	3,927,307	3,418,980	508,327	0	0.0%
Mgt Fee Claims	7,530	7,530	0	0	0.0%
Grand Total	5,466,408	4,339,097	1,090,238	37,073	

Practitioner Cross Over Part B claims are also Professional claims.
Total Denied = 433,462 : Out of these, Part B denials is 123,000.



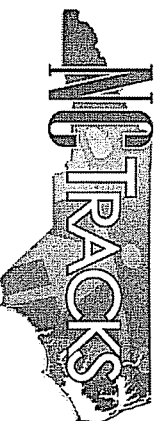
Key Metrics – Defect by Impact Area



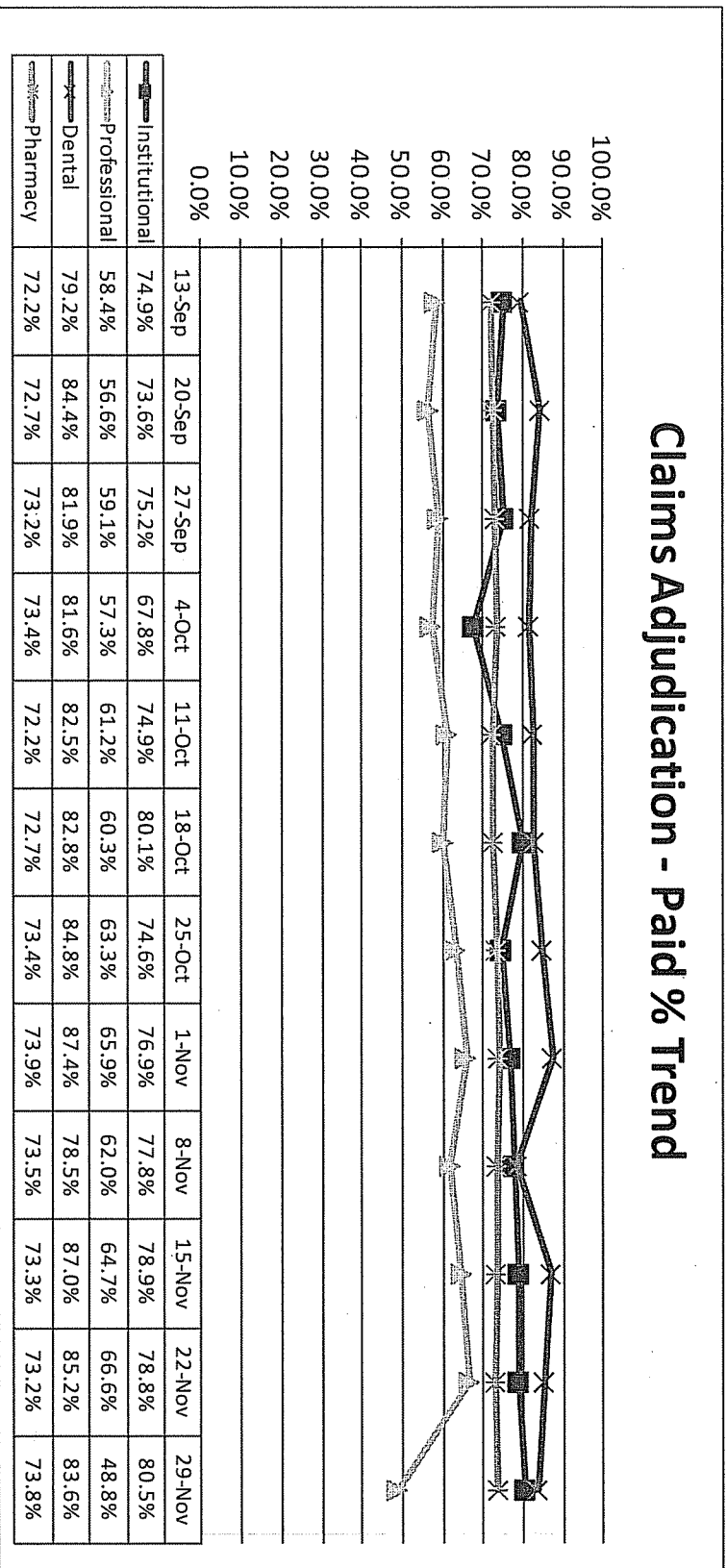
Impact Area Summary Open Sev 1-3 Defects by State

Impact Area	Unreviewed	Pending Info from FA Ops	Dev-Ready	SIT	Regression	Prod Promote Ready	Deferred	Grand Total
1 - Recipient Care	0	3	5	4	0	5	0	17
2 - Provider Payment/Enrollment	2	80	161	14	1	25	0	283
3 - Constituent Issues	0	9	4	1	0	3	0	17
4 - CMS Certification	0	0	1	0	0	0	0	1
5 - Financial Reporting	0	0	10	3	2	3	0	18
6 - 835/834/820 Outbound	0	1	6	0	0	0	0	7
7 - External Correspondence	0	0	3	0	1	0	0	4
8 - Other	0	11	79	6	5	32	1	134
(blank)	14	33	85	15	3	22	0	172
Grand Total	16	137	354	43	12	90	1	653

Key Metrics – Claims Adjudication 12w Trend



Claims Adjudication - Paid % Trend



Note:

This report does not include Capitation and Mgmt Fee Claims

Call Center Metrics



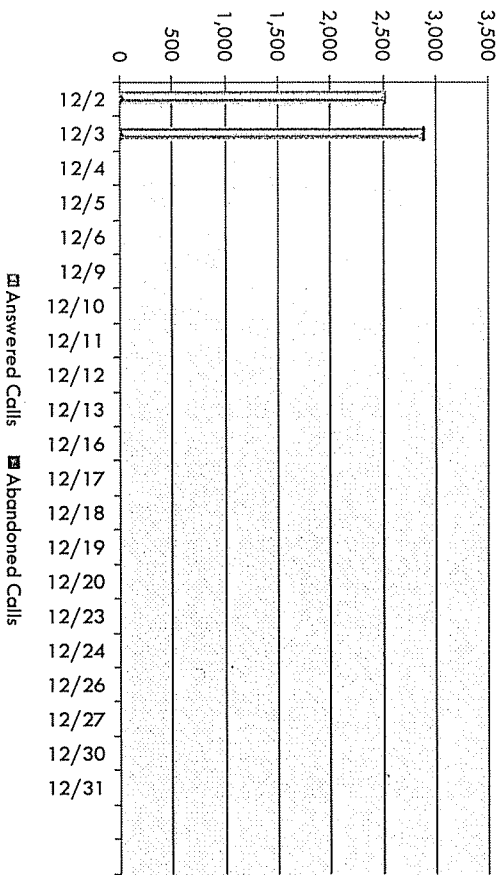
December 03 – COB

Skill	Total Calls	ACD Calls	Aban Calls	% Aban	Avg Aban Time	Avg Speed Ans	Avg Handling Time	% Ans in 60 Sec
Claims / Provider Relations	2892	2873	19	0.7%	0:03:53	0:00:20	0:07:40	95.19%
Technical Support	152	151	1	0.7%	0:00:15	0:00:08	0:09:39	96.71%
Recipient	142	142	0	0.0%	0:00:00	0:00:12	0:04:43	95.77%
Pharmacy PA	354	353	1	0.3%	0:00:20	0:00:16	0:05:33	92.66%
Default / Other	13	13	0	0.0%	0:00:00	0:00:08	0:05:57	100.00%
Totals	3553	3532	21	0.6%	0:03:33	0:00:19	0:07:25	95.05%

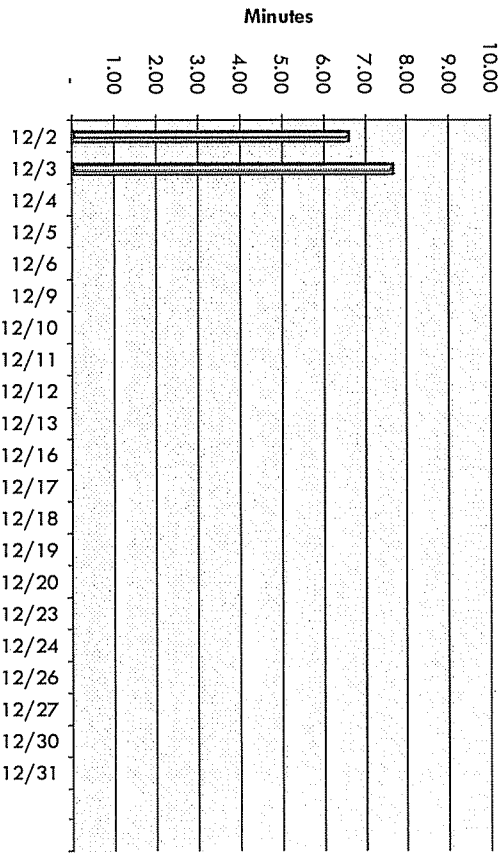
Call Center Metrics – Claims/Provider Relations Calls



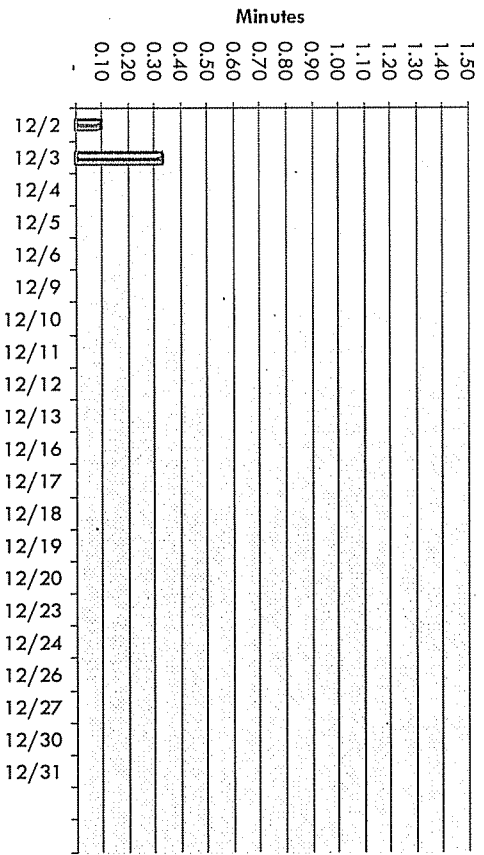
Call Volume



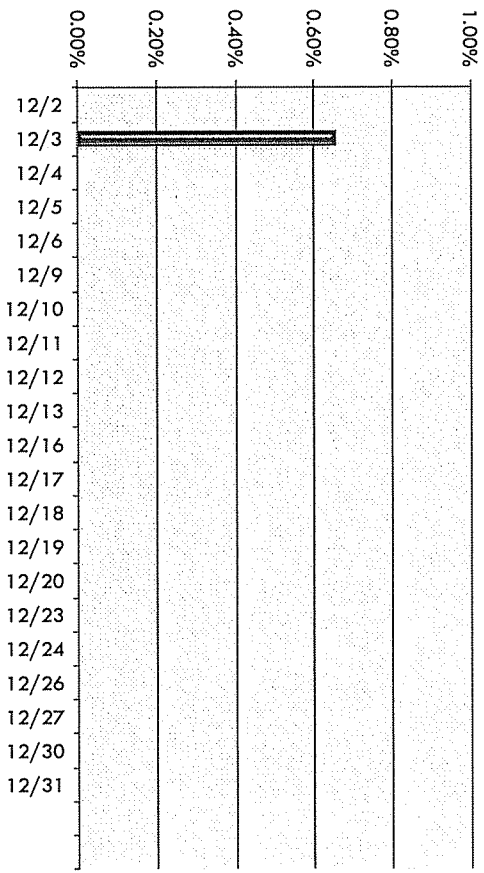
Handle Time



Answer Time

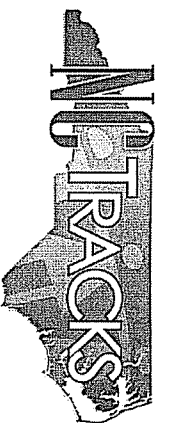


Call Abandon Rate

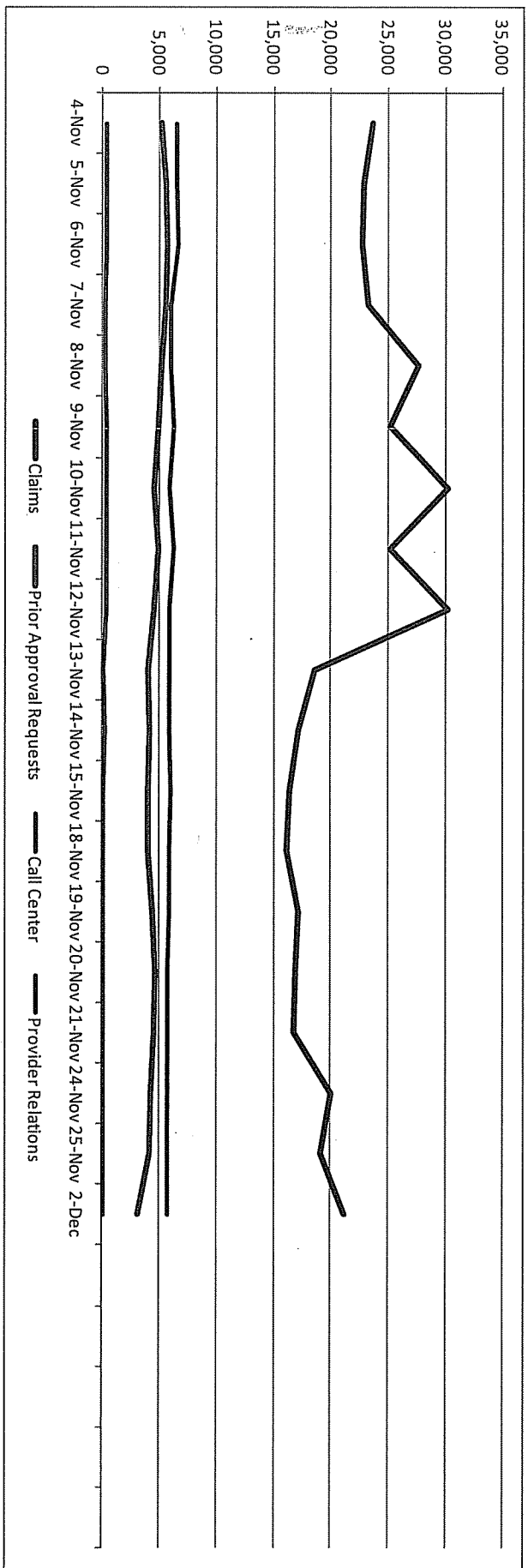


Note: Weekends & holidays are not shown as the main call center is closed

Total Backlog – November/December 2013



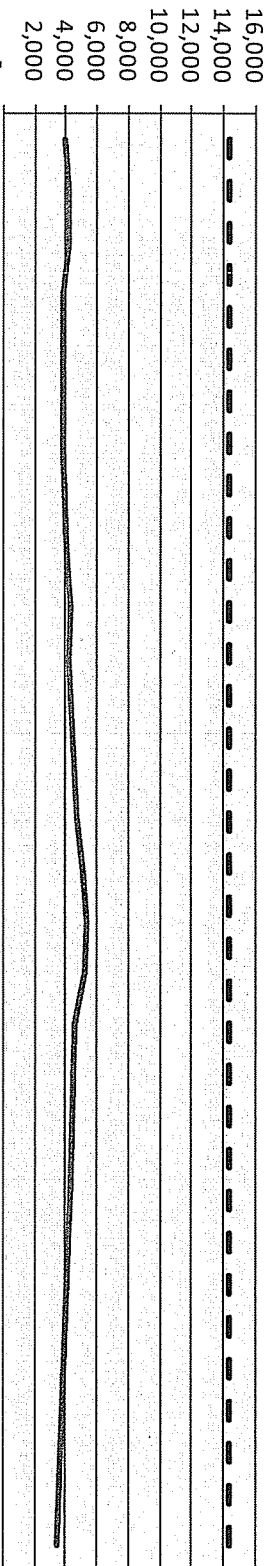
Item Description	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	24-Nov	25-Nov	2-Dec
Prior Approval Request	5,158	5,553	5,688	5,601	5,155	4,868	4,588	4,868	4,588	4,065	4,128	3,992	4,060	4,444	4,616	4,475	4,284	4,131	3,107
Claims (Pended claims, etc.)	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	17,160	16,955	16,826	19,967	19,164	21,164
Provider Relations (Enrollment, Managed Change Requests, etc.)	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	5,874	5,780	5,792	5,798	5,795	5,755
Call Center (Emails, faxes, escalations, etc.)	286	343	298	236	195	289	266	289	266	93	182	42	50	49	93	104	61	33	125
Total Backlog	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	27,527	27,444	27,197	30,110	29,123	30,151



PA Inventory

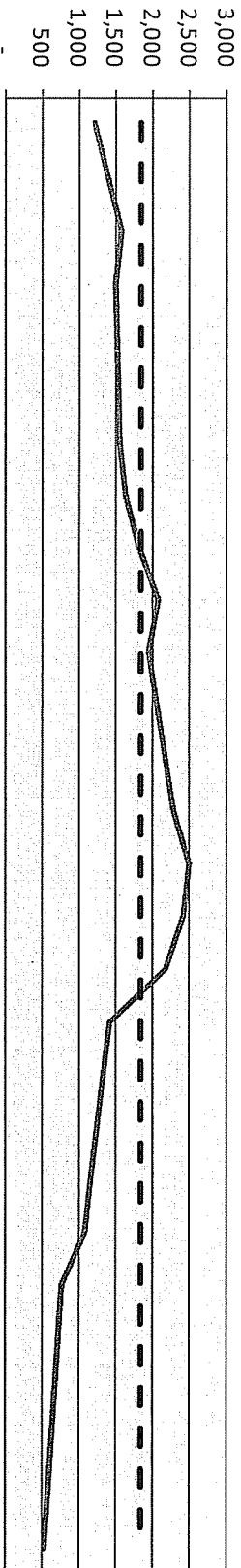


Total PA Inventory



Inventory Level	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
	4,003	4,186	4,239	3,887	3,802	3,914	4,052	4,381	4,249	4,729	5,090	5,338	5,245	4,568	4,394	4,194	4,057	3,492
SLA Level	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349	14349

Dental PA Inventory

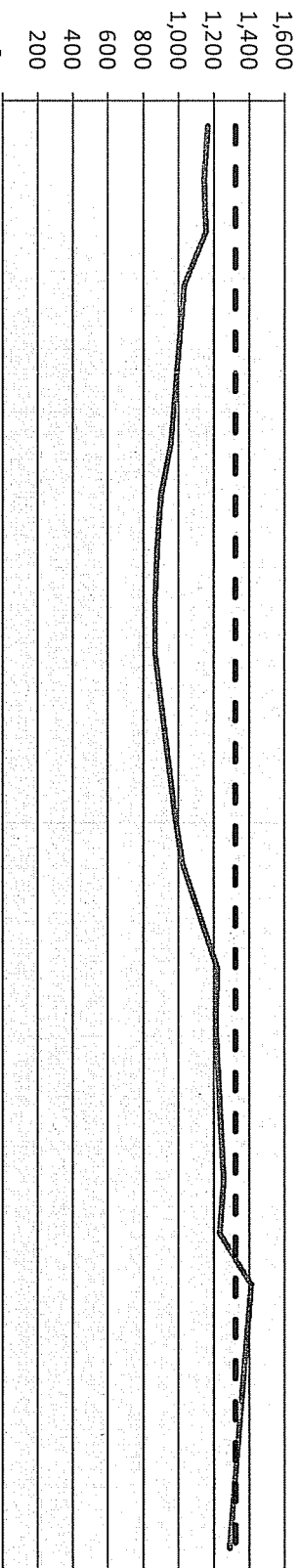


Inv Level	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
	1,225	1,390	1,585	1,500	1,543	1,640	1,808	2,081	1,962	2,278	2,500	2,425	2,194	1,417	1,152	1,085	770	540
SLA Level	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833	1833

PA Inventory

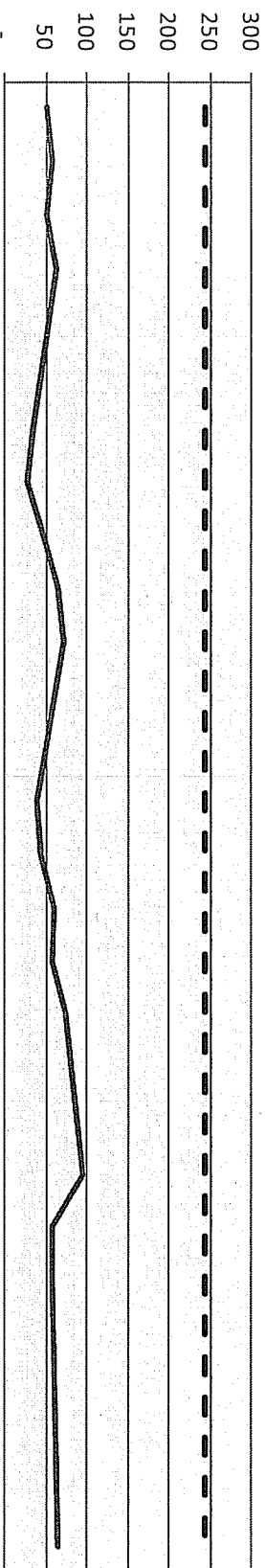


DME PA Inventory



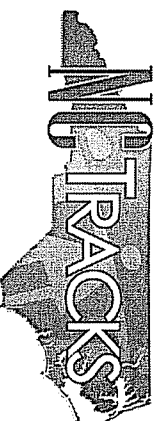
	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
Inv Level	1,163	1,137	1,156	1,026	951	893	875	861	857	972	1,021	1,121	1,222	1,206	1,253	1,225	1,408	1,286
SLA Goal	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313	1313

Medical PA Inventory



	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
Inv Level	51	58	52	62	35	27	46	66	72	40	43	60	58	74	95	58	58	64
SLA Goal	244	244	244	244	244	244	244	244	244	244	244	244	244	244	244	244	244	244

PA Inventory



Visual Aid PA Inventory

5,000
4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500

	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
Inv Level	158	204	158	68	52	122	88	81	38	9	17	21	-	1	8	28	44	30
SLA Goal	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531	4531

Pharmacy PA Inventory

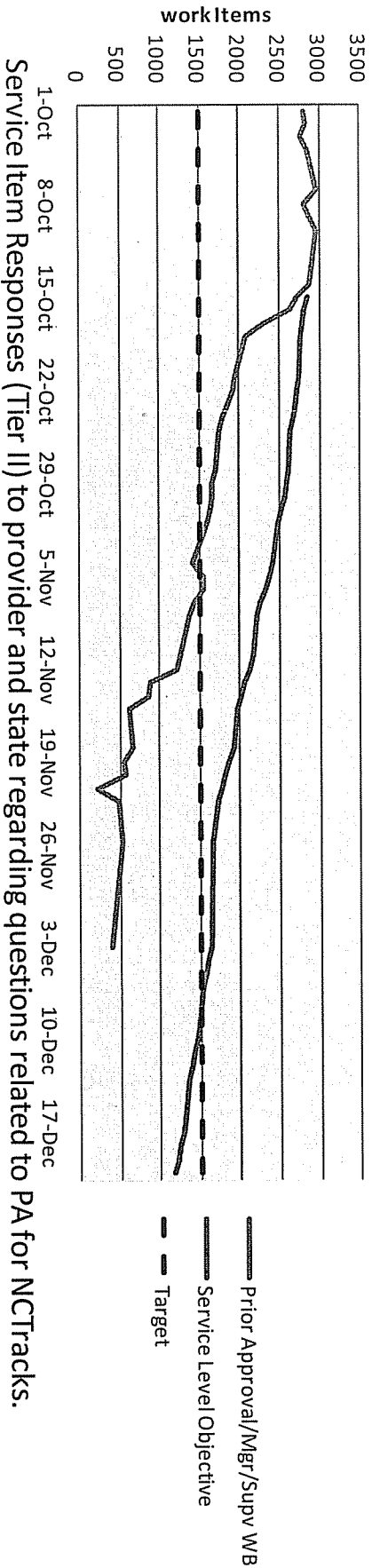
1,000
900
800
700
600
500
400
300
200
100

	5-Nov	6-Nov	7-Nov	8-Nov	11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	18-Nov	19-Nov	20-Nov	21-Nov	22-Nov	25-Nov	26-Nov	27-Nov	2-Dec
Inv Level	-	-	-	-	-	-	-	-	-	-	-	8	13	-	6	14	6	8
SLA Goal	943	943	943	943	943	943	943	943	943	943	943	943	943	943	943	943	943	943

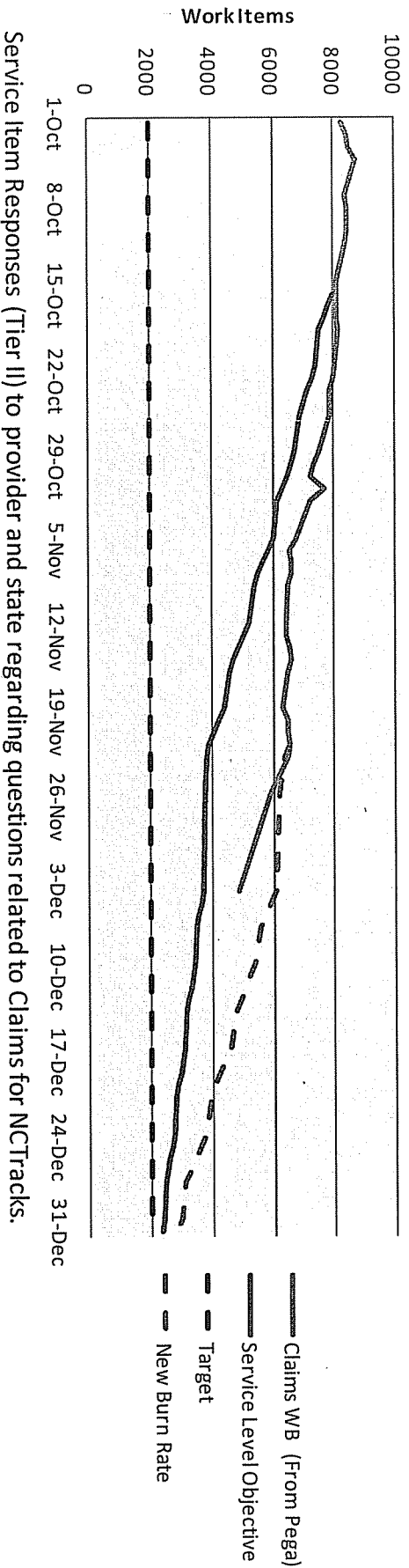
Non-PA Inventory Burn down Tracker



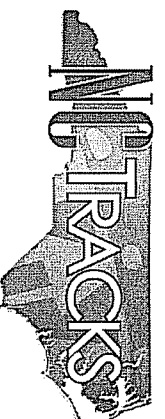
Prior Approval Pega Work Items



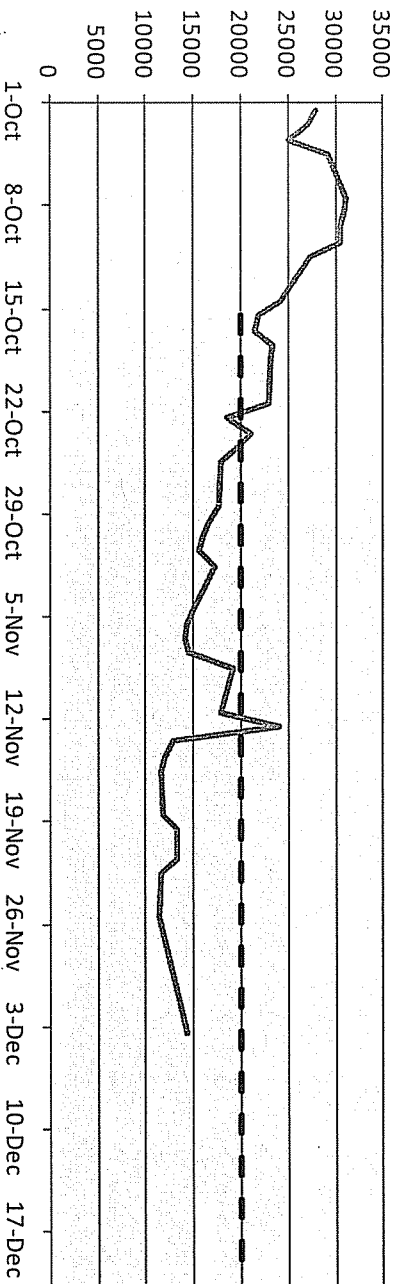
Claims Pega WB



Non-PA Inventory Burn down Tracker



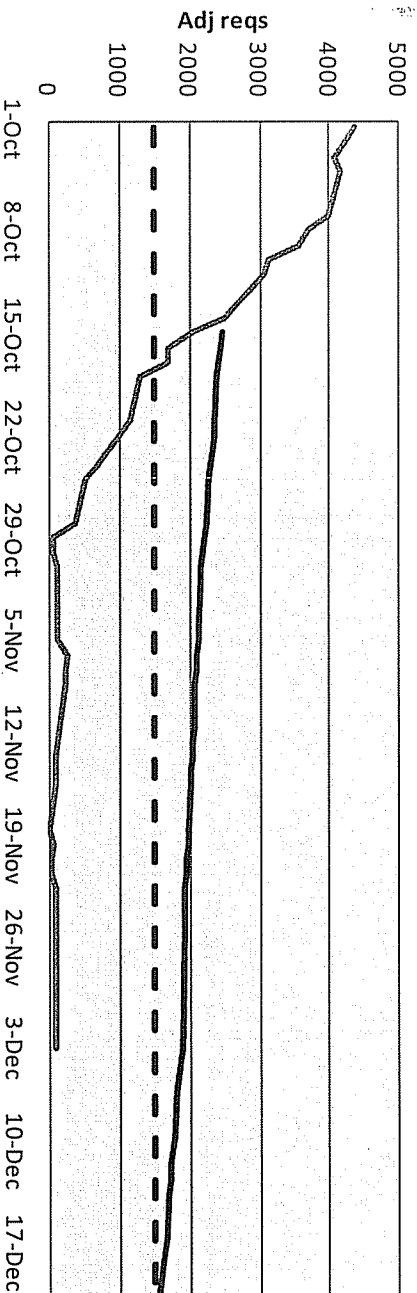
Claims (From NC Tracks)



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

Claims pending review by FAO team including Medical Policy.

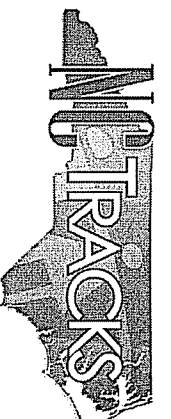
Adjustments (From NC Tracks)



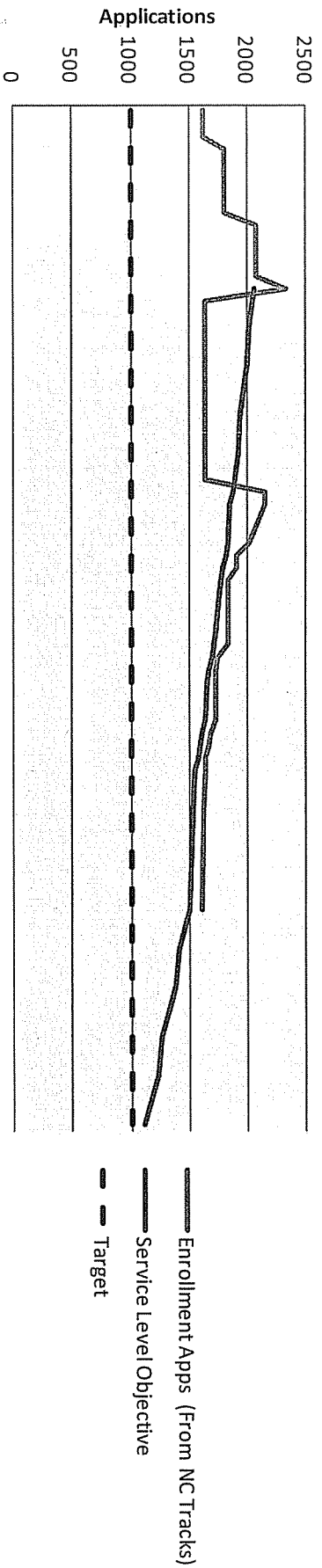
— Adjustments (From NC Tracks)
 — Service Level Objective: 1500
 - - Target

Provider manual adjustment requests received on paper forms.

Non-PA Inventory Burn down Tracker

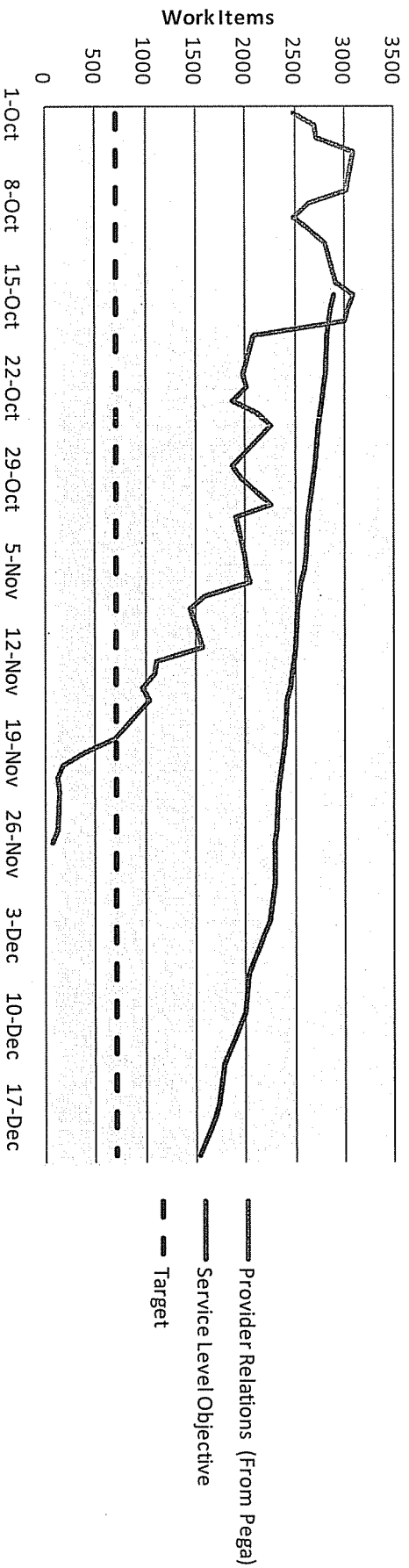


Enrollment Apps (NCTracks)

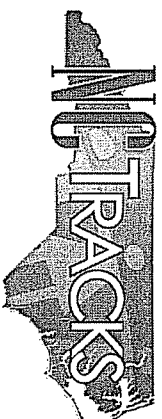


New applications and re-enrollments submitted by providers via NCTracks

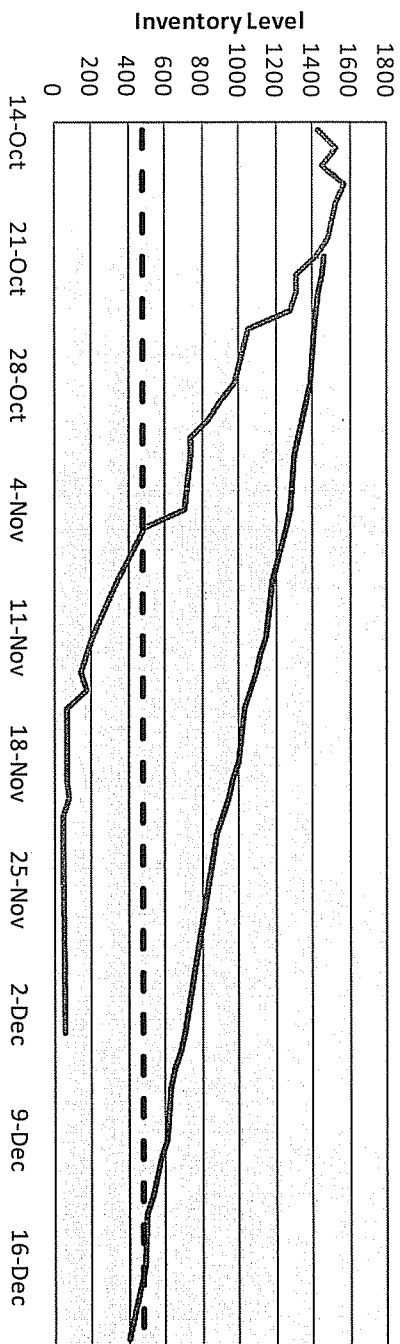
Provider Relations (Pega)



Non-PA Inventory Burn down Tracker

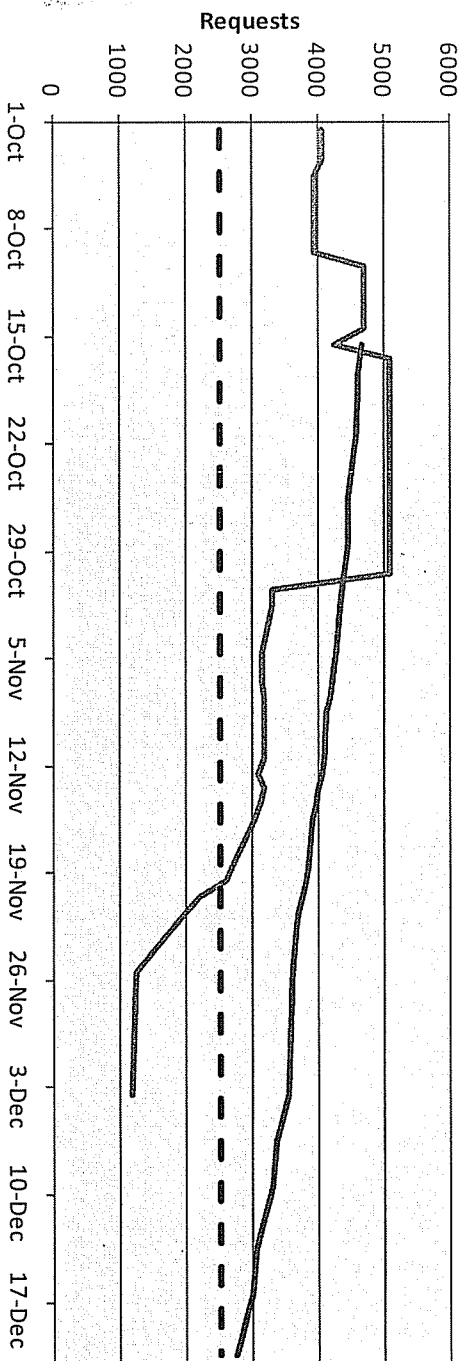


Provider Reverification (Pega)



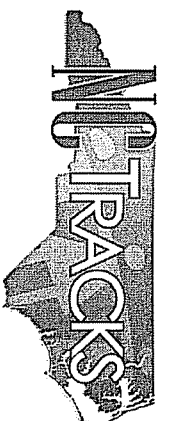
- Inventory
- Service Level Objective @480
- - - Target

Managed Change Regs (NCTracks)

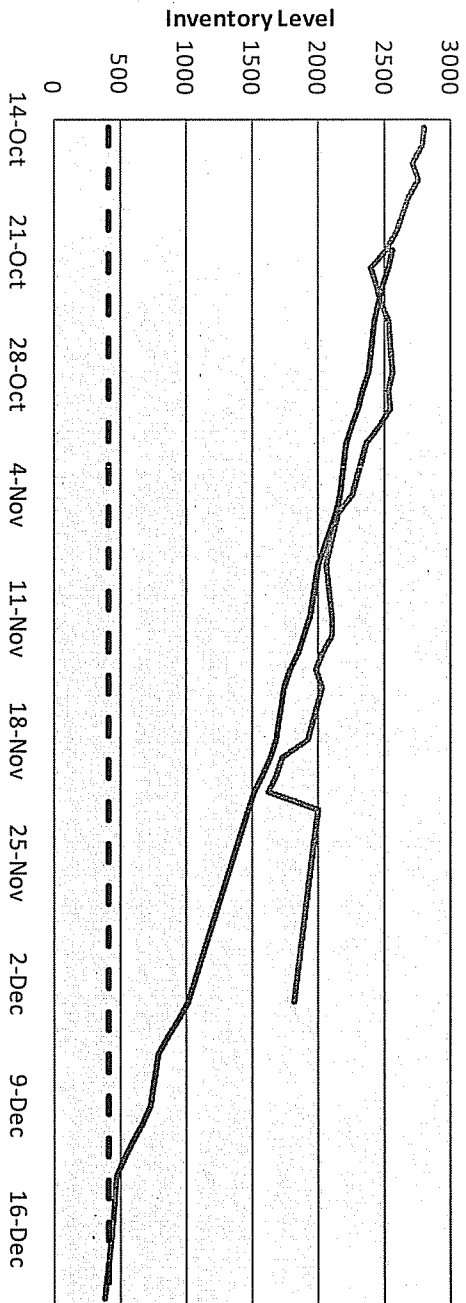


- MCRs (From NC Tracks)
- Service Level Objective
- - - Target

Non-PA Inventory Burn down Tracker



Provider Credentialing (Pega)



- Inventory
- Service Level Objective @ 412
- - - Target