

# Provider Contact Activity Report

## Monthly Calls By Application - between 07/01/2011 and 07/31/2011

Application	Answered	Offered	Abandoned *	Routed Calls
Eligibility	377	423	41	3
Provider Contracting	0	63	1	62
Claims Related	1,741	1,895	131	18
<b>Totals:</b>	<b>2,118</b>	<b>2,381</b>	<b>173</b>	<b>83</b>

## Yearly Calls By Application - between 01/01/2011 and 07/31/2011

Application	Answered	Offered	Abandoned *	RoutedCalls
Eligibility	2,724	3,063	279	41
Provider Contracting	0	482	9	473
Claims Related	12,079	13,578	1,303	146
<b>Totals:</b>	<b>14,803</b>	<b>17,123</b>	<b>1,591</b>	<b>660</b>

## Total Provider CSA Activity

	Previous Month 7/1/11 - 7/31/11	Monthly 7/1/11 - 7/31/11	Yearly 1/1/11 - 7/31/11
<b>Created</b>	2,023	2,023	14,741
<b>Closed</b>	1,904	1,904	14,581
<b>Currently Open</b>	119	119	160

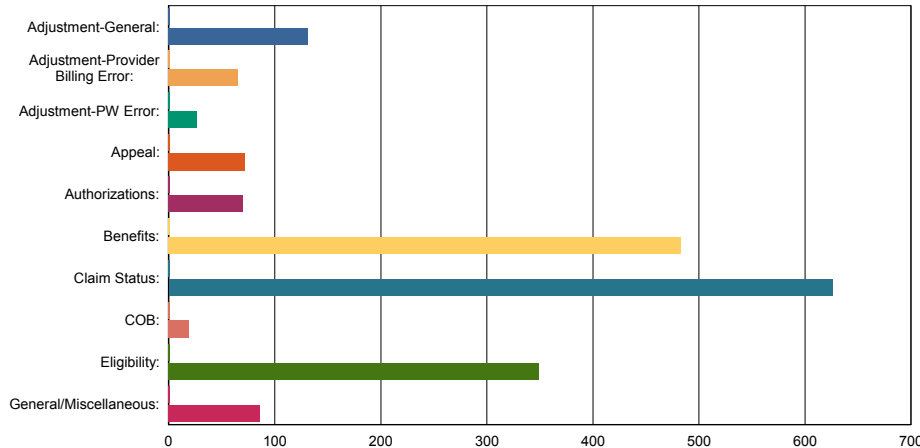
## Provider CSA Activity By Channel - Top 10 Providers

Monthly - 07/01/2011 to 07/31/2011		Yearly - 01/01/2011 to 07/31/2011	
Channel	Count	Channel	Count
Phone	1,803	Phone	12,880
Fax	141	Fax	1,233
Mail	39	Mail	283
Internal	30	Internal	222
Web Portal	8	Web Portal	106
Email	5	Email	33
Walk-In	1	Walk-In	4

## Provider Customer Service Request (CSA) CREATED - By Comment Starter - Top 10

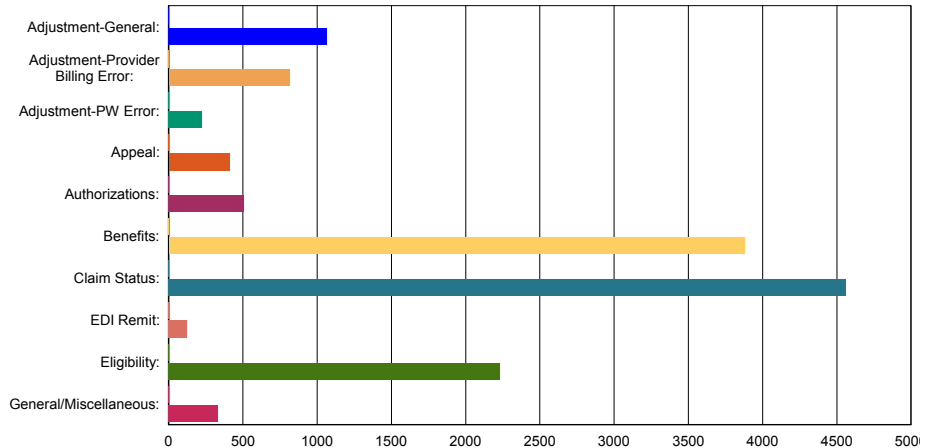
### Monthly - 07/01/2011 to 07/31/2011

Comment Starter	Count
Claim Status:	626
Benefits:	483
Eligibility:	349
Adjustment-General:	131
General/Miscellaneous:	86
Appeal:	72
Authorizations:	70
Adjustment-Provider Billing Error:	65
Adjustment-PW Error:	27
COB:	19



### Yearly - 01/01/2011 to 07/31/2011

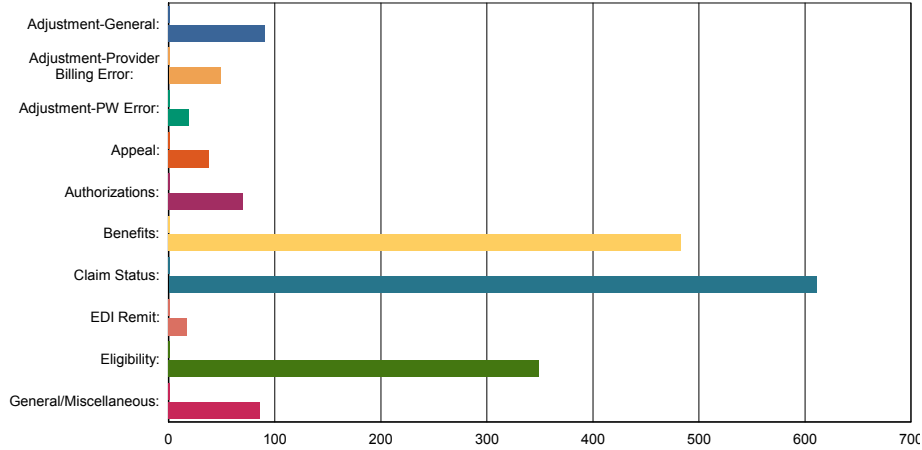
Comment Starter	Count
Claim Status:	4,559
Benefits:	3,877
Eligibility:	2,229
Adjustment-General:	1,065
Adjustment-Provider Billing Error:	814
Authorizations:	508
Appeal:	409
General/Miscellaneous:	331
Adjustment-PW Error:	222
EDI Remit:	121



Provider Customer Service Request (CSA) CLOSED - By Comment Starter - Top 10

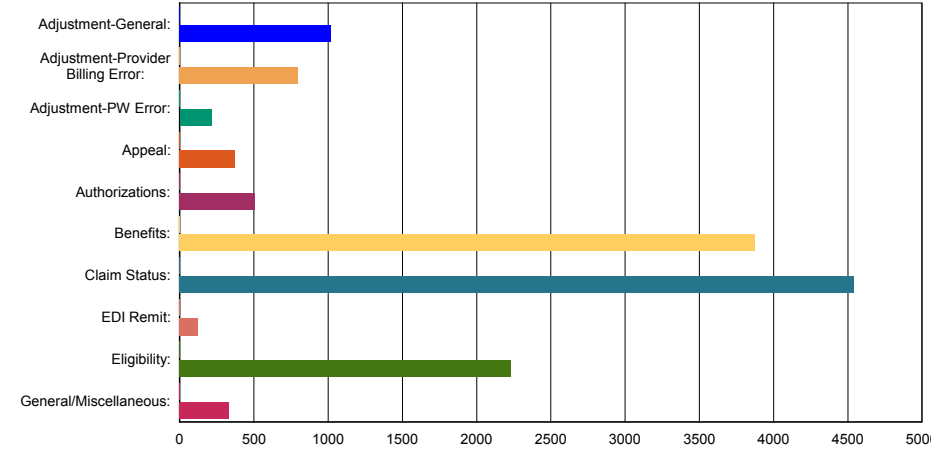
Monthly - 07/01/2011 to 07/31/2011

Comment Starter	Count
Claim Status:	611
Benefits:	483
Eligibility:	349
Adjustment-General:	91
General/Miscellaneous:	86
Authorizations:	70
Adjustment-Provider Billing Error:	49
Appeal:	38
Adjustment-PW Error:	19
EDI Remit:	17



Yearly - 01/01/2011 to 07/31/2011

Comment Starter	Count
Claim Status:	4,540
Benefits:	3,873
Eligibility:	2,228
Adjustment-General:	1,022
Adjustment-Provider Billing Error:	796
Authorizations:	506
Appeal:	375
General/Miscellaneous:	330
Adjustment-PW Error:	214
EDI Remit:	121



\* **Abandoned calls:** Total # of local calls and incoming or outgoing network calls that callers abandon while waiting to speak to an agent.