

CROWD (3.2.2)
BLIST

MEDICARE PROGRAM PERFORMANCE WORKLOAD REPORT
DATE RANGE: OCTOBER, 2014 THRU AUGUST, 2015

08:30 SEP 09 2015
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CONTRACTOR
RRB-SO CAR PGBA(RRB)

NUMBER
000882

WORKING DAYS 210.00

REPORTING ITEM	TOTAL	ASSIGNED	UNASSIGNED
A: MONTHLY WORKLOAD OPERATIONS			
OPENING PENDING			
1. CLAIMS PENDING END OF LAST MONTH	1,459,168	1,448,150	11,018
2. ADJUSTMENTS	286,318	283,795	2,523
3. ADJUSTED OPENING PENDING	1,745,486	1,731,945	13,541
RECEIPTS			
4. TOTAL CLAIMS RECEIVED DURING MONTH	7,070,541	7,047,326	23,215
5. CLAIMS TRANSFERRED	0	0	0
6. NET NUMBER OF CLAIMS RECEIVED	7,070,541	7,047,326	23,215
7. ELECTRONIC MEDIA CLAIMS RECEIVED	6,739,911	6,724,977	14,934
CLAIMS PROCESSED			
8. TOTAL CWF CLAIMS	6,770,359	6,748,065	22,294
9. CLAIMS PAID	5,959,533	5,944,746	14,787
10. CLAIMS APPLIED TO DEDUCTIBLE	243,420	242,178	1,242
11. CLAIMS DENIED	567,406	561,141	6,265
12. TOTAL NON-CWF CLAIMS	572,216	568,840	3,376
13. CLAIMS APPROVED	0	0	0
14. CLAIMS DENIED	572,216	568,840	3,376
15. TOTAL CLAIMS PROCESSED	7,342,575	7,316,905	25,670
16. REPLICATE CLAIMS PROCESSED	28,483		
CLOSING PENDING			
17. CLAIMS PENDING AT END OF MONTH	1,473,452	1,462,366	11,086
DISTRIBUTION BY DAYS ELAPSED SINCE RECEIPT			
18. 1 - 15 DAYS	1,212,872	1,207,647	5,225
19. 16 - 30 DAYS	130,257	127,695	2,562
20. 31 - 60 DAYS	122,825	119,820	3,005
21. 61 - 90 DAYS	7,068	6,830	238
22. OVER 90 DAYS	430	374	56
CLAIM INVESTIGATIONS			
23. NUMBER CLAIMS INVESTIGATED DURING MONTH	203,160	198,589	4,571
B: INQUIRIES			
24. TOTAL PROCESSED DURING MONTH	196,046	20,140	175,906
25. TELEPHONE	192,848	19,139	173,709
26. WALK-IN CONTACT	0	0	0
27. WRITTEN	3,198	1,001	2,197
C: MISCELLANEOUS CLAIMS DATA			
MEDICAID CROSSOVER CLAIMS			
28. NUMBER TRANSFERRED TO ST. AGENCIES	0		
29. NUMBER TRANSFERRED ELECTRONICALLY	0		
OPTICAL CHARACTER RECOGNITION CLAIMS			
30. TOTAL CLAIMS	379,352		
31. TOTAL MSNS MAILED	36,715		