

CMS WORKLOAD REPORT

CROWD (3.2.2)
BLIST

MEDICARE PROGRAM CARRIER PERFORMANCE WORKLOAD REPORT
FISCAL YEAR: OCTOBER, 2007 THRU SEPTEMBER, 2008

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CARRIER
RRB-SO CAR PGBA(RRB)

NUMBER
000882

WORKING DAYS 253.00

REPORTING ITEM	TOTAL	ASSIGNED	UNASSIGNED
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A: MONTHLY WORKLOAD OPERATIONS

OPENING PENDING

1. CLAIMS PENDING END OF LAST MONTH	1,510,657	1,496,495	14,162
2. ADJUSTMENTS	1,443,148	1,421,451	21,697
3. ADJUSTED OPENING PENDING	2,953,805	2,917,946	35,859

RECEIPTS

4. TOTAL CLAIMS RECEIVED DURING MONTH	10,428,691	10,365,119	63,572
5. TRANSFERRED TO OTHER CARRIER	0	0	0
6. NET NUMBER OF CLAIMS RECEIVED	10,428,691	10,365,119	63,572
7. ELECTRONIC MEDIA CLAIMS RECEIVED	8,726,745	8,691,195	35,550

CLAIMS PROCESSED

8. TOTAL CHF CLAIMS	9,331,984	9,271,144	60,840
9. CLAIMS PAID	8,340,663	8,291,231	49,432
10. CLAIMS APPLIED TO DEDUCTIBLE	315,641	310,919	4,722
11. CLAIMS DENIED	675,680	668,994	6,686
12. TOTAL NON-CHF CLAIMS	2,470,238	2,446,460	23,778
13. CLAIMS APPROVED	0	0	0
14. CLAIMS DENIED	2,470,238	2,446,460	23,778
15. TOTAL CLAIMS PROCESSED	11,802,222	11,717,604	84,618
16. REPLICATE CLAIMS PROCESSED	17,011	NIF	NIF

CLOSING PENDING

17. CLAIMS PENDING AT END OF MONTH	1,580,274	1,565,461	14,813
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DISTRIBUTION BY DAYS ELAPSED SINCE RECEIPT

18. 1 - 15 DAYS	1,048,506	1,042,428	6,078
19. 16 - 30 DAYS	345,796	340,209	5,587
20. 31 - 60 DAYS	107,658	105,872	1,786
21. 61 - 90 DAYS	35,261	34,697	564
22. OVER 90 DAYS	43,053	42,255	798

CLAIM INVESTIGATIONS

23. NUMBER CLAIMS INVESTIGATED DURING MONTH	46,147	45,732	415
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B: INQUIRIES

24. TOTAL PROCESSED DURING MONTH	1,268,663	144,373	1,124,290
25. TELEPHONE	1,224,483	129,226	1,095,257
26. WALK-IN CONTACT	13	8	5
27. WRITTEN	44,167	15,139	29,028

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	2,935,236
31. TOTAL MSNS MAILED	104,548

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706-855-3261

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