

# 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

Joe Giansante

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