

CARRIER
RRB-SO CAR PGBA(RRB)

NUMBER
000882

WORKING DAYS 252.00

REPORTING ITEM	TOTAL	ASSIGNED	UNASSIGNED
A: MONTHLY WORKLOAD OPERATIONS			
OPENING PENDING			
1. CLAIMS PENDING END OF LAST MONTH	1,125,609	1,120,289	5,320
2. ADJUSTMENTS	366,464	359,571	6,893
3. ADJUSTED OPENING PENDING	1,492,073	1,479,860	12,213
RECEIPTS			
4. TOTAL CLAIMS RECEIVED DURING MONTH	9,100,860	9,059,998	40,862
5. TRANSFERRED TO OTHER CARRIER	0	0	0
6. NET NUMBER OF CLAIMS RECEIVED	9,100,860	9,059,998	40,862
7. ELECTRONIC MEDIA CLAIMS RECEIVED	8,359,205	8,334,819	24,386
CLAIMS PROCESSED			
8. TOTAL CWF CLAIMS	8,635,149	8,592,539	42,610
9. CLAIMS PAID	7,773,123	7,738,349	34,774
10. CLAIMS APPLIED TO DEDUCTIBLE	311,043	307,359	3,684
11. CLAIMS DENIED	550,983	546,831	4,152
12. TOTAL NON-CWF CLAIMS	840,778	835,553	5,225
13. CLAIMS APPROVED	0	0	0
14. CLAIMS DENIED	840,778	835,553	5,225
15. TOTAL CLAIMS PROCESSED	9,475,927	9,428,092	47,835
16. REPLICATE CLAIMS PROCESSED	20,804		
CLOSING PENDING			
17. CLAIMS PENDING AT END OF MONTH	1,117,006	1,111,766	5,240
DISTRIBUTION BY DAYS ELAPSED SINCE RECEIPT			
18. 1 - 15 DAYS	1,014,285	1,010,232	4,053
19. 16 - 30 DAYS	54,628	54,162	466
20. 31 - 60 DAYS	17,934	17,760	174
21. 61 - 90 DAYS	1,263	1,240	23
22. OVER 90 DAYS	28,896	28,372	524
CLAIM INVESTIGATIONS			
23. NUMBER CLAIMS INVESTIGATED DURING MONTH	17,704	17,326	378
B: INQUIRIES			
24. TOTAL PROCESSED DURING MONTH	997,207	105,868	891,339
25. TELEPHONE	975,159	96,687	878,472
26. WALK-IN CONTACT	5	5	0
27. WRITTEN	22,043	9,176	12,867
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	1,045,578		
31. TOTAL MSNS MAILED	74,646		