

State of Alaska Alaska Health Enterprise

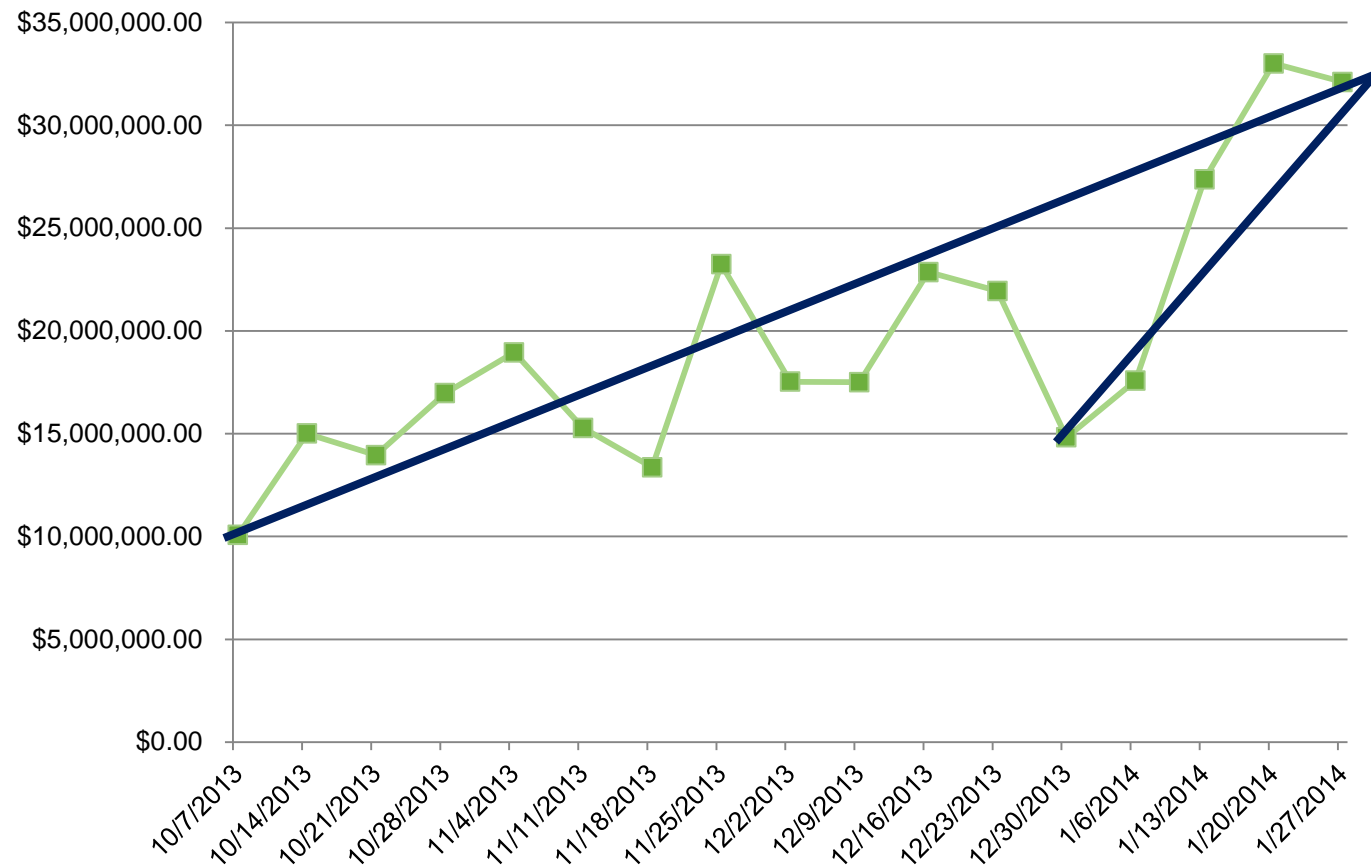


February 4, 2014



Claims Payment and Volumes

Total Cash Reimbursement Amount



Average cycle under legacy was \$26M per week in paid cash claims.

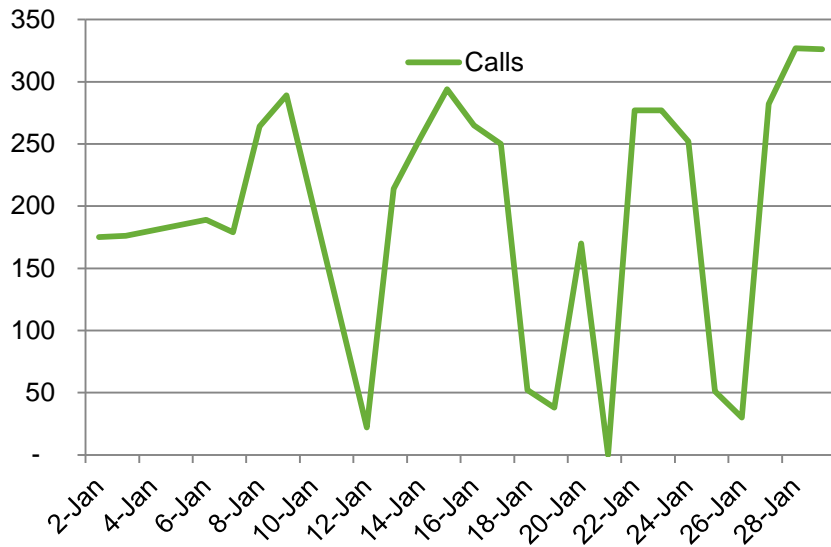
Long term trend line shows improvement over time, near term shows that significant blockers are allowing backlog to be processed and paid

Prior/Service Authorization Call Center

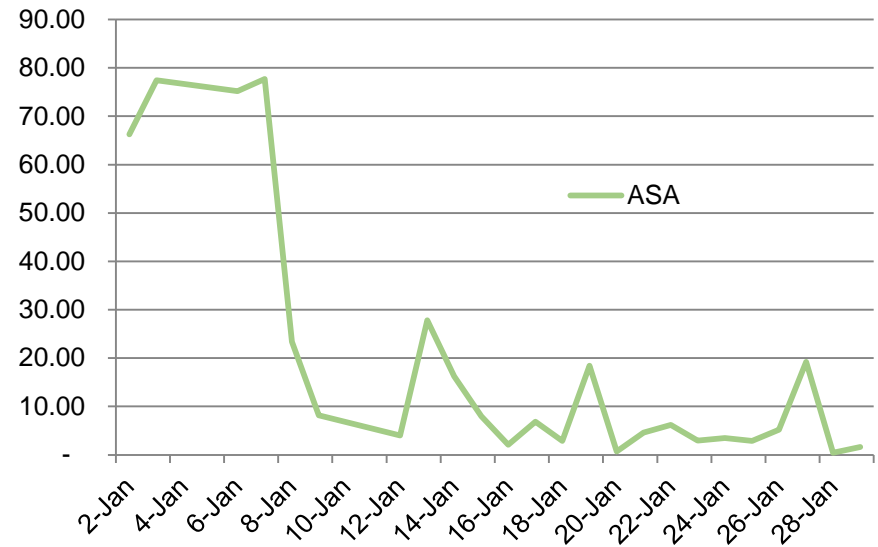
Month	Avg Speed of Answer	ACD Calls
Oct	51:20	4,955
Nov	54:51	3,536
Dec	45:53	3,933

Technology and work flow enhancements have reduced the Authorization Line Average Call Wait Times by 50% since Go Live. Data shows that we now have a consistent ability to hit below 4 minutes in the last 2 weeks.

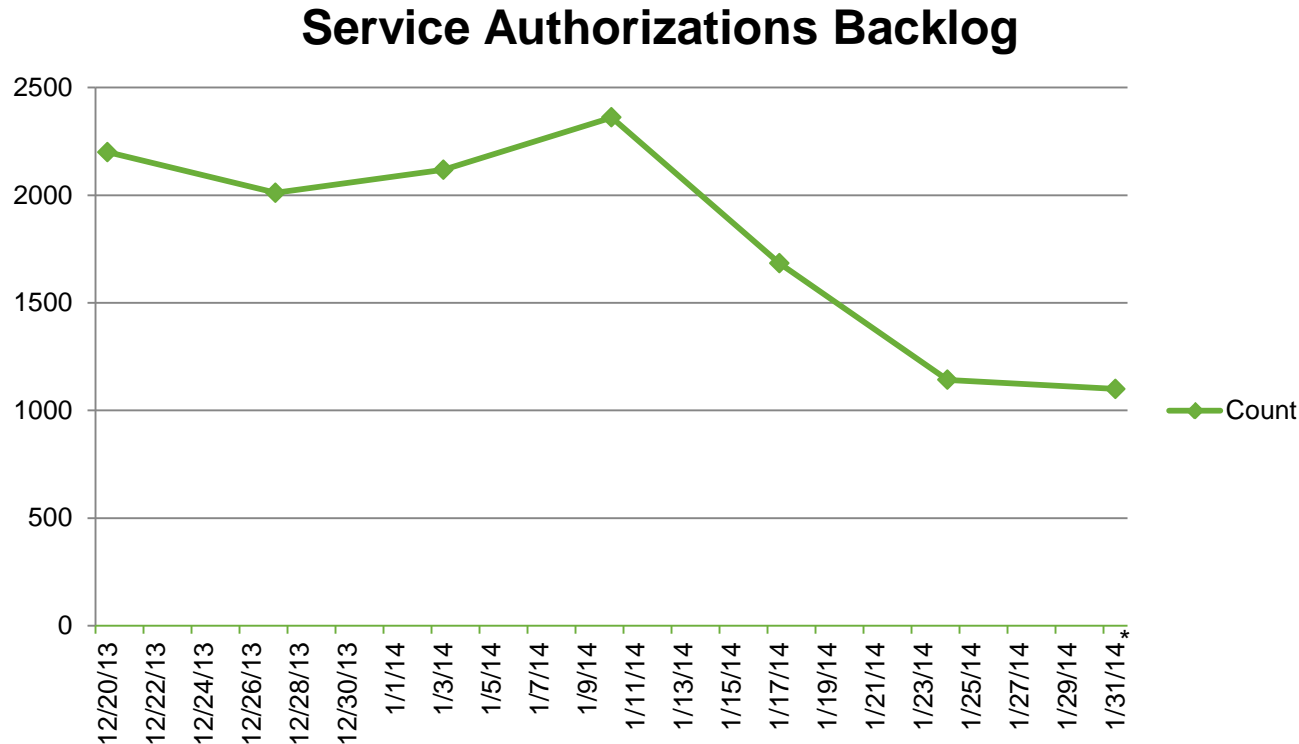
Calls Volume January



Average Speed of Answer January

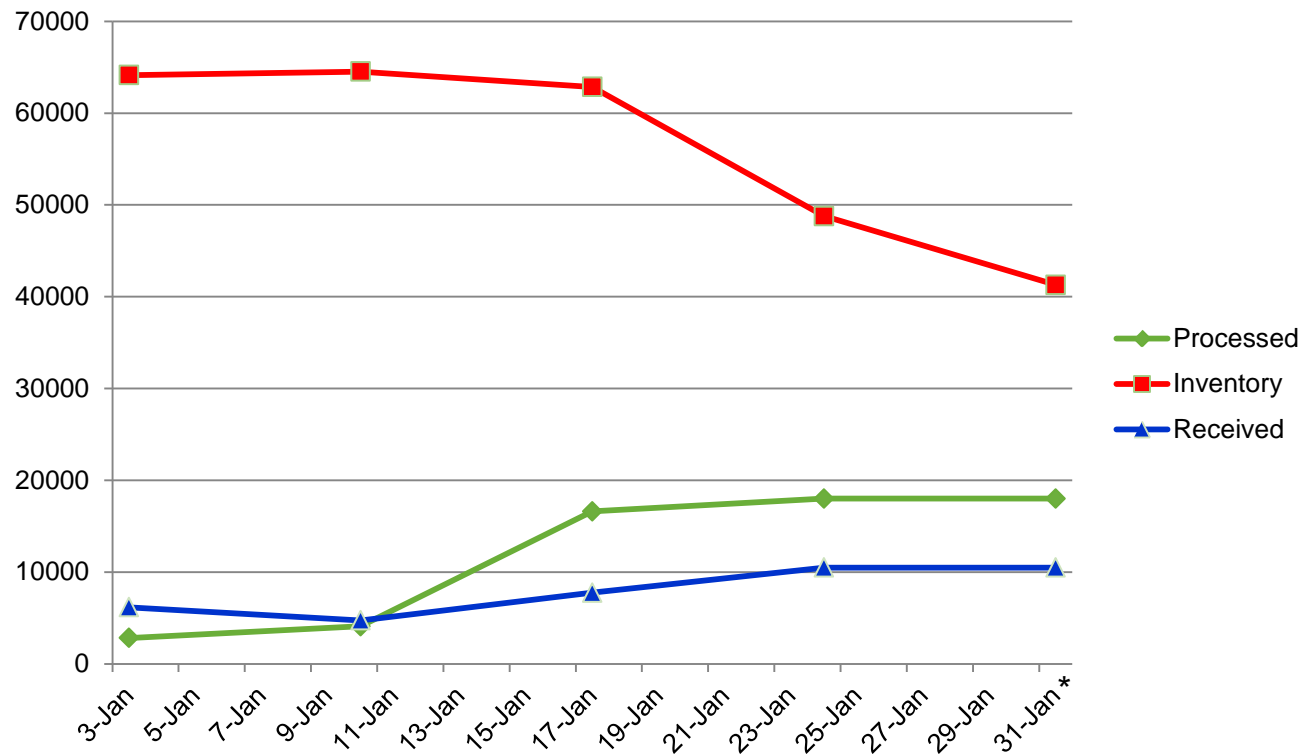


Prior/Service Authorizations Backlog



There are a total of 03 providers with outstanding requests for Dental Reviews of 12/23 - 1/16 on file. There are a total of 29 providers with outstanding request for Dental reviews of 1/17-1/23. Oldest inventory for all others is 1/24. Outreach completed 1/30 and 1/31 to help address specific issues compounding the backlog with several major Dental providers. *1/31 numbers based on trend as report is generated for weekending as of the following Monday AM.

Paper Claims Processing



Closing on backlog at a rate of 7,500 Claims Per Week, expect to be within a normal 10 day cycle in 3 weeks.

*Week ending data based on trend through 1/30/2014

