NORIDIAN FY2002 CARRIER Summary

Claims Processing

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
CLAIMS RECEIPTS											
6-State (AK, AZ, HI, NV, OR, WA)	3,047,037	2,928,221	2,778,181	3,001,644	2,830,966	2,920,601	3,302,251	3,154,078	2,862,643	3,096,432	
5-State (CO, IA, ND, SD, WY)	1,819,505	1,726,920	1,609,859	1,702,956	1,532,628	1,530,416	1,798,336	1,757,873	1,601,295	1,768,692	
11-State Summary	4,866,542	4,655,141	4,388,040	4,704,600	4,363,594	4,451,017	5,100,587	4,911,951	4,463,938	4,865,124	
TOTAL CLAIMS PROCESSED											
11-State Summary	5,027,932	4,864,825	4,587,149	4,932,340	4,462,575	4,492,231	5,281,800	5,089,619	4,415,884	5,055,093	
% CLAIMS DENIED OF TOTAL PROC											
11-State Summary	14.9%	13.5%	13.4%	13.7%	13.4%	13.9%	13.0%	13.0%	13.1%	16.2%	
Natl: % claims denied of total proc'd	14.0%	13.8%	14.0%	14.8%	14.4%	13.8%	13.8%	13.4%	13.3%	13.5%	
% RET/REJ OF TOTAL CLAIMS PROC											
11-State Summary	4.16%	3.58%	3.74%	3.83%	3.39%	3.05%	3.10%	3.69%	3.96%	6.15%	
Natl: % ret/rej of total claims processed	2.93%	2.86%	2.76%	2.93%	2.77%	2.66%	2.74%	2.61%	2.52%	2.62%	
CLAIMS PENDING AT END OF MONTH											
11-State Summary	616,015	596,794	546,523	530,538	525,850	560,497	495,452	480,177	576,214	460,852	
% CLAIMS PENDING > 30 DAYS											
11-State Summary	5.1	7.4	6.8	6.9	5.3	4.3	4.2	5.0	3.8	4.9	
Natl: % claims pending > 30 days	5.0	5.9	6.3	6.1	5.4	5.5	7.8	8.8	8.6	9.4	
DWOH											
11-State Summary	2.9	2.7	2.6	2.4	2.5	2.6	2.3	2.3	2.7	2.5	
Natl: DWOH	3.6	3.6	3.6	3.4	3.2	3.2	3.2	3.0	3.1	2.7	
% EMC RATE											
11-State Summary	79.0	81.1	78.4	78.8	80.0	81.1	79.5	81.4	81.1	79.1	
Natl: EMC rate	83.5	84.1	82.9	83.0	82.9	83.9	83.6	84.5	83.7	83.6	
PAPER CLAIMS: % DCR											
11-State Summary	22.7%	22.2%	21.8%	22.8%	21.1%	19.6%	20.2%	21.1%	18.8%	20.7%	
CLAIMS PROCESSING TIMELINESS											
11-State Summary - EMC	99.9	99.6	98.7	99.8	100.0	99.9	99.9	99.9	99.9	99.6	
% CLEAN PAPER in 27-30 DAYS (not<95%)											
6-State	98.7	98.5	99.0	98.6	99.2	98.9	98.7	98.3	98.8	98.3	
5-State	99.2	99.5	99.3	98.7	99.4	98.9	99.0	99.2	99.2	98.6	
11-State Summary - Clean Paper	98.9	98.8	99.1	98.6	99.3	98.9	98.8	98.6	98.9	98.4	

NORIDIAN FY2001 Summary

Appeals

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
REVIEWS:											
ADJUSTED OPENING PENDING											
11-State Summary	16,448	12,382	8,372	8,430	10,896	12,167	13,767	16,240	14,960	13,636	
REVIEWS RECEIVED											
11-State Summary	21,475	16,737	14,960	17,830	16,405	15,377	18,265	15,995	14,735	16,823	
REVIEWS CLEARED											
11-State Summary	26,316	21,453	16,223	16,552	15,547	15,461	18,097	17,509	16,262	14,926	
% REVIEWS CLEARED in 45 DAYS (95%)											
11-State Summary	94.2	98.4	99.5	99.3	99.6	99.7	99.1	98.4	99.0	98.9	
Natl: % reviews cleared in 45 days	92.0	90.9	87.8	85.7	87.1	83.4	82.7	79.4	85.0	84.5	
% REVERSED OF TOTAL RVWS CLEARED											
11-State Summary	57.1	59.1	65.0	68.4	69.7	65.1	66.9	64.5	62.8	64.9	
Natl: % reviews reversed of total rvws cleared	55.4	61.1	62.0	64.3	63.3	65.4	66.6	67.0	67.5	68.3	
% TELEPHONE OF TOTAL RVWS CLEARED											
11-State Summary	14.9	15.0	20.2	27.2	26.3	0.0	25.8	22.1	18.0	21.6	
Natl: % telephone of total rvws clrd	15.8	17.6	17.6	18.3	19.2	20.6	20.5	19.9	20.3	19.1	
REVIEWS CLOSING PENDING											
11-State Summary	11,607	7,666	7,109	9,708	11,754	12,083	13,935	14,726	13,433	15,533	
% REVIEWS PENDING >45 DAYS											
11-State Summary	1.3	0.4	0.3	0.1	0.1	0.1	0.2	0.4	0.4	0.4	
REOPENINGS:											
% PRE-RVW REOPNGS TO ALL RVWS RCVD											
6-State	38.8%	31.2%	24.1%	19.2%	21.8%	23.7%	18.8%	28.1%	35.3%	26.5%	
5-State	5.3%	4.5%	6.1%	3.9%	9.5%	9.7%	17.7%	9.9%	6.4%	5.7%	
11-State Summary	27.1%	21.1%	17.4%	13.5%	17.0%	18.4%	18.4%	21.5%	24.7%	18.9%	
Natl: % pre-review reopenings to all rvws rcvd	60.1%	68.7%	38.9%	49.8%	139.4%	50.5%	44.2%	39.6%	52.0%	44.7%	

NORIDIAN FY2002 Summary

Hearings

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
CARRIER HEARINGS:											
ADJUSTED OPENING PENDING											
11-State Summary	2,134	2,105	2,013	1,988	1,901	1,847	1,647	1,576	1,452	1,585	
HEARINGS RECEIVED											
11-State Summary - Received	817	681	617	612	660	653	746	709	816	706	
TOTAL HEARINGS CLEARED											
11-State Summary - Cleared	852	770	648	703	725	857	821	835	696	649	
% REVERSED of TOTAL HRNGS CLEARED											
11-State Summary	49.8	46.5	46.1	44.0	43.3	48.7	53.8	54.1	59.2	63.0	
Natl: % reversed of total hrngs clrd	46.3	44.3	48.3	51.3	48.3	47.8	49.2	50.5	54.0	51.2	
# CLAIMS PER HEARING											
11-State Summary	1.2	1.4	1.9	1.3	1.3	1.3	1.3	1.2	1.4	1.6	
Natl: # claims per hearing	4.4	5.3	4.2	4.8	4.5	4.2	4.4	4.4	4.2	5	
% HEARINGS CLEARED IN 120 DAYS (99%)											
11-State Summary	99.9	100.0	100.0	100.0	99.9	100.0	99.9	100.0	100.0	100.0	
Natl: % hearings cleared in 120 days	95.1	94.8	96.1	94.7	92.4	92.5	92.8	93.9	90.4	90.5	
HEARINGS CLOSING PENDING											
11-State Summary - Closing Pending	2,099	2,016	1,982	1,897	1,836	1,643	1,572	1,450	1,572	1,642	
% HEARINGS PENDING >90 DAYS											
11-State Summary	11.6	7.7	11.3	12.6	13.1	7.9	2.7	1.6	1.7	2.6	
Natl: % hearings pending > 90 days	18.5	18.7	20.7	24.8	23.0	24.6	23.1	25.1	24.7	27.6	

NORIDIAN FY2002 Summary

Customer Service: Total Inquiries/Written Inquiries

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
TOTAL INQUIRIES PROCESSED											
11-State Summary	202,555	180,913	162,494	204,047	193,741	202,964	214,753	197,520	184,954	178,637	
RATIO TOTAL INQ PROC TO 1000 CLMS RCVD											
11-State Summary	42	39	37	43	44	46	42	40	41	37	
Natl: ratio total inq proc to 1000 claims rcvd	46	44	41	48	50	48	48	46	46	45	
WRITTEN INQUIRIES											
% WRITTEN OF TOTAL INQ PROCESSED											
11-State Summary	6.7%	5.9%	6.6%	7.6%	5.2%	6.5%	5.6%	6.9%	7.6%	7.7%	
Natl: % written of total inquiries proc	5.2%	5.2%	5.2%	5.6%	5.0%	4.7%	5.0%	5.0%	5.1%	5.4%	
RATIO WRITTEN INQ TO 1000 CLAIMS RCVD											
11-State Summary	3	2	2	3	2	3	2	3	3	3	
Natl: Ratio written inq to 1000 claims rcvd	2	2	2	3	3	2	2	2	2	2	
% WRITTEN OF TOTAL INQ PROCESSED											
11-State Summary	47.1%	51.7%	42.5%	38.1%	48.0%	43.3%	43.4%	44.0%	44.0%	37.9%	
TELEPHONE											
% TEL OF TOTAL INQ PROCESSED											
11-State Summary	93.2%	94.0%	93.3%	92.3%	94.7%	93.5%	94.3%	93.0%	92.3%	92.3%	
Natl: % tel of total inquiries proc	94.7%	94.7%	94.7%	94.3%	94.9%	95.2%	94.9%	94.7%	94.8%	94.5%	
RATIO TEL INQ TO 1000 CLAIMS RCVD											
11-State Summary	3	2	2	3	2	3	2	3	3	3	
Natl: Ratio tel inq to 1000 claims rcvd	2	2	2	3	3	2	2	2	2	2	
ATB - 120 SECOND REPORT											
11-State Summary: Beneficiary Calls											
% ATB ("All Trunks Busy")	1.8	0.8	0.5	1.1	0.4	0.4	0.6	0.1	0.1	1.7	
% Bene calls answered in 120 seconds	99.9	99.4	99.5	99.0	99.9	99.9	99.9	99.9	98.6	93.2	
Natl: % bene calls answered in 120 sec	97.0	97.1	97.4	97.1	96.0	91.5	90.3	92.2	92.7	93.1	