```
ealthSCOPE Benefits - LR1
DS HEALTH TRNS FOR ADVISOR:
REF: DS.TRNS.REPORT REPORT DATE: 10.06.10 PAGE: 1
DS
HUSTAT GROUP SSN INSURED CLAIM# TRNS ID CAT REA 'DS' REASONS CLAIM NOTE AQ ID
------------------- ----- --------- -------------------- ------ -------. --- --
20101004_251*779 EMPR          BURNS,BENJAMIN 422120 12201497 OM 797 TRPN CLAI
PRICING
132 COB - REVIEW STATUS
20101005_23*224 EMPR          TURNER,JIMMY 420861 12202107 IL 797 TRPN CLAIM -
PRICING
192 READ MESSAGES
668 REVIEW - ALTERNATE TABLE
PROGRAM (ATP) DATA INPUT
REQUIRED
20101005_24*150 EMPR          GIPSON,WILLIAM 421998 12202164 PT 797 TRPN CLAIM
PRICING

SELECTED: 643  DS.TRNS.REPORT.10.06.10.EMPR
<RETURN> TO CONTINUE  OR  Q = QUIT:
```

```
ealthSCOPE Benefits - LR1
SCAN TRACK REPORT DETAIL 10.07.10
ORIG
TRNS.ID STATUS GROUP
SCAN.TRACK.......... CURR HUSTAT.ID... HSTAT..... -------- ------ TRNS...... --
411.E.15614.10794 20100930_145*256 FIXIT
411.E.15620.3660 20101006_207*35 REJECT
499.1.15566.797 20100813_34*140 POSTED 12109933 DS 12109933 AGCC
499.1.15583.9530 20100830_384*121 12110079 ES AGCC
499.1.15587.1393 20100903_37*4 PAID 12110143 ES 12110143 AGCC
499.1.15588.2114 20100904_23*300 12110185 ES AGCC
499.1.15595.744 20100911_26*107 PAID 12110282 ES 12110282 AGCC
499.1.15599.1147 20100915_34*102 12110319 ES AGCC
499.1.15599.9952 20100915_357*400 12110353 ES AGCC
499.1.15604.656 20100920_40*141 POSTED 12110710 DS 12110710 AGCC
499.1.15604.657 20100920_40*142 POSTED 12110711 DS 12110711 AGCC
499.1.15604.658 20100920_40*143 POSTED 12110712 DS 12110712 AGCC

SELECTED: 5768  SCAN.TRACK.REPORT.DETAIL
<RETURN> TO CONTINUE  OR  Q = QUIT:
```

DS ES REPORT

TRANS ID	GROUP	SUBGROP	ALT ID	PT NAME	ST	DOS	MAIL DATE	TAX ID	BILLED	TYPE OF CLAIM	ANALYST
12113451		GLB70NHRX	5055	JOSEPH	DS	11/13/2009	9/20/2010	47-0376487	$3,014.46	SCANNED CLAIMS	BETH SCHOENBACH
12174113		GLB80NHRX	1141	JACQUELINE	DS	9/13/2010	9/30/2010	37-0913641	$203.90	ELECTRONIC CLAIMS	BETH SCHOENBACH
12174114		GLB80NHRX	26140	DEBBIE	DS	9/7/2010	9/30/2010	37-0913641	$139.90	ELECTRONIC CLAIMS	BETH SCHOENBACH

HIGH DOLLAR REPORT

GROUP	SUBGROUP	CLM DELAY	WHO FROM	WHO TO	TRNS....	SSN.....	PAT REL	PAT FNAME..	TOTAL CHG.....	LETTER	ISSUE DATE....	REC DATE	BE DATE	TEXT	VENDOR NAME.....
COUNT	COUNT.ACT	3	ZEC	ZEC	442075	[redacted]	1	ROSA	61,500.20			10/1/2010	10/1/2010		LAS PALMAS CAMP LPSDH
COUNT	COUNT.SHF	3	ZEC	ZEC	442081	[redacted]	1	ALFONSO	29,353.60			10/1/2010	10/1/2010		SIERRA MEDICAL CENTER
COUNT	COUNT.ACT	0	SPJ	[redacted]	442920	[redacted]	4	DANIEL	68,359.00	PDP		10/4/2010	10/4/2010	PLEASE PRICE	ST JOSEPHS HOSPITAL & MEDICAL CENTE
HOUS	HOUS.SPC	5	ZEC	ZEC	440395	[redacted]	1	MONICA	59,603.90			9/29/2010	9/29/2010		SIERRA PROVIDENCE EAST MEDICAL CENT
YSLET	YSLET.ACT	13	RIO	HJS	436125	[redacted]	4	NEWBORN	40,993.50	PDP	9/30/2010	9/21/2010	9/28/2010	PLEASE CALL FOR UB/IBILL.	SIERRA MEDICAL CENTER
YSLET	YSLET.ACT	13	JWD	HJS	436145	[redacted]	1	OSCAR	113,212.00	PDP	9/30/2010	9/21/2010	9/28/2010	REQUEST UB/IB	DEL SOL MEDICAL CENTER
YSLET	YSLET.ACT	12	JWD	RIO	438947	[redacted]	4	NEWBORN	449,086.00	PDP	9/30/2010	9/22/2010	9/28/2010	NEED UB/IB	DEL SOL MEDICAL CENTER
YSLET	YSLET.ACT	10	JWD	RIO	438259	[redacted]	3	FRED	315,030.00	PDP	9/30/2010	9/24/2010	9/28/2010	NEED UB/IB	SIERRA MEDICAL CENTER
YSLET	YSLET.ACT	9	RIO	[redacted]	440359	[redacted]	4	NEWBORN	134,750.00	PDP		9/25/2010	10/4/2010	REV 172, 173 & 174. UB/IBILL	SIERRA MEDICAL CENTER
YSLET	YSLET.ACT	7	GUE	[redacted]	438861	[redacted]	3	RICARDO	54,018.50	PDP	9/28/2010	9/27/2010	9/27/2010	TOTAL ALLOWABLE IS	EAST EL PASO PHYSICIANS MEDICAL CEN
YSLET	YSLET.ACT	6	ZEC	ZEC	439733	[redacted]	1	DIANA	30,889.80			9/28/2010	9/28/2010		PROVIDENCE MEMORIAL HOSPITAL
YSLET	YSLET.ACT	6	ZEC	ZEC	439735	[redacted]	1	ANGELA	63,283.40			9/28/2010	9/28/2010		SIERRA PROVIDENCE EAST MEDICAL CENT
YSLET	YSLET.ACT	6	ZEC	ZEC	439763	[redacted]	1	MELODY	141,771.00			9/28/2010	9/28/2010		SIERRA MEDICAL CENTER
YSLET	YSLET.ACT	4	ZEC	ZEC	441334	[redacted]	2	CHRISELDA	28,014.20			9/30/2010	9/30/2010		PROVIDENCE MEMORIAL HOSPITAL
YSLET	YSLET.ACT	3	RIO	[redacted]	441363	[redacted]	3	DOUGLAS	52,473.30	PDP		10/1/2010	10/1/2010	FIRST HEALTH NETWORK. THANK	SCTTSDLE HLTH SHEA
YSLET	YSLET.ACT	3	ZEC	ZEC	442076	[redacted]	3	ROBERTO	31,021.20			10/1/2010	10/1/2010		DEL SOL CAMP LPDSH
YSLET	YSLET.ACT	3	ZEC	ZEC	442077	[redacted]	1	YANIRA	81,617.40			10/1/2010	10/1/2010		DEL SOL CAMP LPDSH

HealthSCOPE Benefits - LR1

GROUP:

C L A I M S T R A C K I N G R E P O R T

SCAN.TRACK.LR1 DATE: 10.05.10

CREATE DATE	QUICK ENTRY	FRONT END	FIXITS	WAIT	DS	ES	COUNT
09.14.10	0	0	0	0	0	1	1
09.15.10	0	0	0	0	0	7	7
09.16.10	0	0	0	0	0	4	4
09.20.10	0	0	0	0	0	7	7
09.21.10	0	0	0	0	1	8	9
09.22.10	0	0	0	0	0	8	8
09.23.10	0	0	0	0	0	17	17
09.24.10	0	0	0	0	19	6	25
09.25.10	0	0	0	0	7	1	8
09.27.10	0	0	0	0	68	0	68
09.28.10	0	0	0	0	104	0	104
09.29.10	0	0	0	0	76	0	76
09.30.10	0	0	0	0	58	0	58
10.01.10	0	0	0	0	88	0	88
10.02.10	0	0	0	0	39	1	40
10.04.10	0	0	2	0	85	0	87
10.05.10	0	0	5	0	134	0	139
10.06.10	0	0	11	0	0	0	11
	0	0	18	0	679	60	757

* * * COUNTS REPRESENT ACTUAL CLAIMS AS OF: 11:55:58 10-06-10 * * *

HealthSCOPE Benefits - LR1

T U R N A R O U N D T I M E R E P O R T

GROUP:

PERIOD: 09-01-10 - 09-30-10

BASED ON ADJUDICATION DATE MINUS MAIL RECEIVED DATE

NUMBER OF WORK DAYS:	0	1	2	3	4	5	6	7	8	9
TRANSACTIONS PROCESSED:	603	83	92	41	52	252	314	403	401	235
TOTAL TURNAROUND TIME DAYS:	0	83	184	123	208	1,260	1,884	2,821	3,208	2,115
% OF TOTAL TRANSACTIONS:	23.51	3.24	3.59	1.60	2.03	9.82	12.24	15.71	15.63	9.16
% OF CUMULATIVE TRANSACTIONS:	23.51	26.74	30.33	31.93	33.96	43.78	56.02	71.73	87.37	96.53

NUMBER OF WORK DAYS:	10	11	12	13	14	15	16	17	18	19
TRANSACTIONS PROCESSED:	71	1	3	1	2	1	1	0	2	4
TOTAL TURNAROUND TIME DAYS:	710	11	36	13	28	15	16	0	36	76
% OF TOTAL TRANSACTIONS:	2.77	0.04	0.12	0.04	0.08	0.04	0.04	0.00	0.08	0.16
% OF CUMULATIVE TRANSACTIONS:	99.30	99.34	99.45	99.49	99.57	99.61	99.65	99.65	99.73	99.88

NUMBER OF WORK DAYS:	20	21	22	23	24	25	26	27	28	29	30+
TRANSACTIONS PROCESSED:	0	1	0	1	1	0	0	0	0	0	0
TOTAL TURNAROUND TIME DAYS:	0	21	0	23	24	0	0	0	0	0	0
% OF TOTAL TRANSACTIONS:	0.00	0.04	0.00	0.04	0.04	0.00	0.00	0.00	0.00	0.00	0.00
% OF CUMULATIVE TRANSACTIONS:	99.88	99.92	99.92	99.96	100.00	100.00	100.00	100.00	100.00	100.00	100.00

12,895 TOTAL DAYS / 2,565 TOTAL TRANSACTIONS = 5.0 AVERAGE TURNAROUND DAYS

HealthSCOPE Benefits - CHP

T U R N A R O U N D T I M E R E P O R T

GROUP: * * * ALL GROUPS * * *

PERIOD: 09-01-10 - 09-30-10

BASED ON ADJUDICATION DATE MINUS MAIL RECEIVED DATE

NUMBER OF WORK DAYS:	0	1	2	3	4	5	6	7	8	9
TRANSACTIONS PROCESSED:	5,275	2,308	2,035	1,991	1,896	1,190	657	345	348	181
TOTAL TURNAROUND TIME DAYS:	0	2,308	4,070	5,973	7,584	5,950	3,942	2,415	2,784	1,629
% OF TOTAL TRANSACTIONS:	31.52	13.79	12.16	11.90	11.33	7.11	3.93	2.06	2.08	1.08
% OF CUMULATIVE TRANSACTIONS:	31.52	45.31	57.47	69.37	80.70	87.81	91.74	93.80	95.88	96.96

NUMBER OF WORK DAYS:	10	11	12	13	14	15	16	17	18	19
TRANSACTIONS PROCESSED:	143	108	102	46	25	17	11	9	4	12
TOTAL TURNAROUND TIME DAYS:	1,430	1,188	1,224	598	350	255	176	153	72	228
% OF TOTAL TRANSACTIONS:	0.85	0.65	0.61	0.27	0.15	0.10	0.07	0.05	0.02	0.07
% OF CUMULATIVE TRANSACTIONS:	97.81	98.46	99.07	99.34	99.49	99.59	99.66	99.71	99.74	99.81

NUMBER OF WORK DAYS:	20	21	22	23	24	25	26	27	28	29	30+
TRANSACTIONS PROCESSED:	3	6	2	7	5	0	1	2	1	1	4
TOTAL TURNAROUND TIME DAYS:	60	126	44	161	120	0	26	54	28	29	120
% OF TOTAL TRANSACTIONS:	0.02	0.04	0.01	0.04	0.03	0.00	0.01	0.01	0.01	0.01	0.02
% OF CUMULATIVE TRANSACTIONS:	99.83	99.86	99.87	99.92	99.95	99.95	99.95	99.96	99.97	99.98	100.00

43,097 TOTAL DAYS / 16,735 TOTAL TRANSACTIONS = 3 AVERAGE TURNAROUND DAYS