# MARYLAND UNINSURED EMPLOYERS' FUND ANNUAL REPORT

Period: July 1, 2021 – June 30, 2022

Due October 1, 2022

FINAL Version

Date: September 26, 2022

LE § 10-320(b), HB 67/Ch.58, 2015 (MSAR # 10394)

SG § 2-1257

"On or before October 1 of each year, the [Uninsured Employers' Fund] Board shall submit to the Governor and, subject to § 2-1257 of the State Government Article, the General Assembly an annual report that includes a detailed statement of the balances and expenses of the Fund."

Michael W. Burns, Esquire Director

LAWRENCE J. HOGAN, JR. GOVERNOR

STATE OF MARYLAND

MARTIN E. LEWIS CHAIR

CASEY BRYANT

DONCELLA S. WILSON

MEMBERS





# STATE OF MARYLAND UNINSURED EMPLOYERS' FUND

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September 26, 2022

The Honorable Larry Hogan State House 100 State Circle Annapolis, Maryland 21401

The Honorable Bill Ferguson President Senate of Maryland State House, H-107 Annapolis Maryland 21401 The Honorable Adrienne A. Jones Speaker Maryland House of Delegates State House, H-101 Annapolis Maryland 21401

Re: Report required by Labor and Employment Article §10-320 (b), HB 67/Ch. 58, 2015 and State Government Article §2-1257 (MSAR # 10394)

Dear Ladies and Gentlemen,

Pursuant to by Maryland law, Labor and Employment Article § 10-320(b) and State Government Article §2-1257, the Maryland Uninsured Employers' Fund (UEF/agency/fund) is required to submit to the Governor and the General Assembly on or before October 1 of each year "an annual report that includes a detailed statement of the balances and expenses of the Fund." The Fund therefore respectfully submits the following Annual Report to you for purposes of these requirements, including details concerning the balances and expenses of the Fund as dated September 26, 2022.

### MISSION STATEMENT

The Uninsured Employer's Fund (the UEF) exists to protect workers whose employers fail to obtain Worker's Compensation Insurance. The UEF reviews and investigates claims by

injured workers who are not properly compensated for their injuries by their employers and pays claims when appropriate. We work to ensure that benefits and medical expenses are properly paid to injured workers, and that uninsured employers are held accountable with penalties and sanctions for their failure to comply with Maryland law to insure and protect their employees. Our mission is, therefore, to protect the innocent employee and to ensure that noncompliant employers are held accountable for their actions as mandated by law.

### **BACKGROUND AND AGENCY PURPOSE**

In 1983, the Uninsured Employers' Fund Board was created by the General Assembly to protect workers whose employers are not insured under Workers' Compensation (Chapter 576, Acts of 1983).

The Fund reviews and investigates claims by employees, or by their dependents in case of death, who have not been compensated properly by their employer. The agency also provides coverage for claims for compensation for injured workers employed by insolvent self-insured employers as well. The Fund additionally supervises the operation and administration of the Uninsured Employers' Fund and staff as well.

The UEF is a statutorily-created, self-funded agency which does not receive other general funding. The agency was created decades ago in order to protect Maryland workers who are injured on the job from an accidental injury or an occupational disease under certain circumstances. Specifically, the agency provides workers' compensation benefits, including medical benefits, to injured workers, and to their families and dependents as appropriate, in cases where an uninsured employer fails to carry Workers' Compensation Insurance, an employee is injured, benefits are awarded by the Maryland Workers' Compensation Commission (WCC/Commission) and the uninsured employer fails to pay the WCC award as ordered by the Commission. The agency's obligation to provide benefits and/or compensation is triggered when an uninsured employer defaults on an award issued by the Commission.

The UEF was originally designed to be a limited stop-gap funding mechanism for injured workers whose employers failed to maintain legally required workers' compensation insurance. It was apparently believed when the agency was established that there would only be a fairly small number of such cases because employers would maintain workers compensation insurance to cover their employees since that insurance was, and still is, required of most Maryland employers under the law.

Over the years this prediction has proven to be erroneous. Some employers, especially in the dangerous construction and landscaping industries, routinely and deliberately fail to carry required insurance because it enables them to underbid their competition and thus obtain work, or because it increases their own profits, or for other reasons. Add to this honest employers who simply fail to have coverage at the time of an injury for various reasons and then have a claim from an injured worker, as well as bankrupt self-insured employers, such as the Bethlehem Steel Corporation (BSC) and A&P Supermarkets (A & P), and by 2022 the result is that the UEF has now grown to cover hundreds of injured workers at any one time – currently a monthly average of 670 active cases, including approximately 30 permanently totally disabled cases, with

expenditures for both lost wages and medical bills totaling millions of dollars per year. A&P and BSC, both large self-insured companies, have become insolvent during the past 20 years and the UEF has also become responsible for tens of millions of dollars in workers' compensation payments for these two corporations' injured workers, a responsibility which continues at the present time, remains ongoing and will continue for decades to come. It is important to note that there is no source of funding in existence currently for the BSC claims which the Fund manages and pays for.

UEF coverage for a claim can last for any amount of time depending on the Order of the WCC: weeks, months, years, a lifetime. Workers often come back to the WCC with a claim for worsening of their condition, requiring a new hearing, resulting in a new order with increased payments, multiple times. Even if a claimant does not claim a worsening of their condition the agency is still responsible for casually-related medical treatment for the remainder of the claimant's life. Over time, cases can result in millions of dollars in medical and related expenses.

The UEF is a special fund. It is partially funded by fines levied by the WCC against uninsured employers and assessments imposed on awards of indemnity benefits. The agency also is to receive reimbursement from uninsured employers for expenditures made to claimants. Many uninsured employers do not make these required payments and reimbursements which has made collecting these funds a challenge to recover.

In addition, collecting these fines and assessments the UEF seeks repayment of the benefits paid from the relevant liable uninsured employers by way of civil and criminal collection and enforcement actions. The agency now vigorously pursues suspension of business licenses and permits from, and seeks criminal penalties against, employers who fail to secure insurance and/or fail to pay benefits awarded by the commission.

As noted, the UEF is entirely self-funded and typically receives approximately 80% of its funding from a 2% assessment on most WCC permanency awards and settlements (with the remainder of funding coming mostly from payments received from uninsured employers).

This 2% amount is the statutory maximum assessment available to the agency and has been the statutory maximum for many years. During the 2020 legislative session the Legislature raised that assessment amount temporarily for a period of one year to 3%. During the 2021 legislative session the agency requested, as a result of the COVID pandemic disruption and shutdown which occurred starting in March of 2020, that the temporary 3% figure be extended for one additional year. Although supported by the Administration the House Economic Matters Committee declined to extend the assessment increase and it therefore terminated on June 30, 2021.

### RECENT HISTORY AND PROGRESS

Under the new leadership brought in by the Administration and the active oversight, guidance and cooperation of the Executive and the Legislature the agency has, in recent years,

worked, effectively and successfully, to address the serious and unacceptable situation of dysfunction and failure that existed at the agency upon their arrival in 2016.

Bringing the agency to professional competence and performance has been neither easy nor expense-free. In order to simply function adequately the agency has added four full-time staff persons since late 2016, including two new attorneys general, which is reflected in increased costs to agency management. The agency has a total of eleven full-time State employees, five of whom are the attorneys general, as well as three non-State employees.

As a result of the emergency situation regarding claims administration which existed the agency located, evaluated and hired the CorVel Corporation (CorVel) pursuant to an emergency procurement effective Sept. 1, 2017 to investigate and manage claims as the agency's third-party claims administrator (TPA). CorVel's task was daunting; it literally had to build the agency's case management record from the ground up based on what data was available while also taking on investigating and managing new claims immediately upon their arrival at the agency. It took CorVel months to collect, organize and process data and files just to get to a point where the agency could even know, with confidence, how many open claims were in existence and what they were. As a result of the agency's first-ever RFP for claims management and investigation services Corvel was subsequently awarded a five-year contract for TPA services in 2019.

CorVel's success at data management and investigations has been truly exceptional. The rate of cases where insurance coverage is found in new claims has gone from a rate of approximately 9% per month before Corvel's arrival to over 50% per month on average today. This means that literally hundreds of claims for which the UEF would have been found responsible in the past now have coverage of some type resulting in the agency not being responsible for covering and paying the claims. CorVel's effective investigations, case management, and large network of providers has provided substantial savings to the agency. The cost of finally having a competent TPA with a written contract added to agency expenditures starting in 2017, but the resulting competence, accuracy and savings achieved have been outstanding. Corvel's staff, working with the agency's Attorneys General, have developed evidence and defenses in cases which have literally saved the Fund potentially millions in additional claim payouts over the past five years. The contract for third-party claims services with the CorVel Corporation continues be a success, providing cost savings and competent professional services to the agency for a reasonable cost.

Administration, investigation, cost management and other benefits the agency has received under the contract more than recoup the cost of CorVel's services. For example, since starting on the program with CorVel, UEF expenditures for claims have declined. From FY 2020 to FY 2022 there has been a 35% reduction in the number of open claims and a 10% reduction in claim payments. From our start of the onset of CorVel there has been more than a 50% decrease in the total open claims and roughly a 39% decrease in money spent on claims.

These savings are substantial and could have only been achieved with the agency procuring such TPA services from a competent national TPA. The contract with CorVel was, and remains, one of the main reasons for the agency's success and financial stability over the past several years.

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The COVID pandemic of 2020-22, although challenging, was also met successfully by the agency.

As was noted last year, the COVID pandemic resulted in a number of disruptions, challenges and changes to the functioning of government in 2020-2022 and the UEF was not spared from those events and challenges. The agency has, however, successfully come through that situation. Thanks to the agency staff, Office of the Attorney General (OAG) staff, and the staff of the agency's third-party claims administrator (TPA) the agency was able to set up a successful remote teleworking program which enabled us to continue to function effectively remotely in 2020. As a result of constant planning and preparation by staff the agency was able to resume functioning in our office later when State Government was reopened by the Governor seamlessly and without incident. At the direction and encouragement of the Administration, the agency now utilizes telework to a much greater extent than before the pandemic and can report there has been no disruption or reduction in the agency's production, efficiency or work product. The agency recognizes the leadership of both the Governor and the Legislature in turning what was a serious disruption and crisis into a successful system for the functioning of government during the governmental shut-down in 2020 and eventual reopening of our office in 2021.

The agency as noted, continues the use of telework in the months since State government reopened successfully. Balancing in-person, in-office time with telework has proven to be a valid and effective way for this agency to function. Office production, communication and efficiency remains excellent under this hybrid model, which is due in no small measure to the outstanding and professional staff that make up our agency personnel, including state employees, OAG staff, and CorVel staff. The results of this hybrid staffing are such that the agency will continue to utilize it going forward.

Agency revenue continues to show improvements in collection efficiency and results. Also, the one-year increase in the agency's assessment to 3% in 2020 provided additional funding support for the agency reflected in bottom line receipt numbers. Although the Legislature choose not to provide an additional year of funding at the 3% level in 2021, the one-year increase to that level clearly provided evidence of the effect of that change in real numbers and amounts received by the agency by way of the assessment for future evaluation.

In spite of the pandemic, agency staff continues to grow the agency's collections reach and effectiveness in recovery of funds owed by uninsured employers to the agency and maintained a high success rate even with the effects of the COVID pandemic to work through. Increases in enforcement and collections utilizing business license suspensions and the full implementation of criminal enforcement are highlights and the agency notes that both programs continue to grow in scope, effectiveness and receipts.

The agency's Office of Legislative Audits (OLA) Audit Report received in September of 2021 also showed substantial improvement over the prior audit in 2017.

As noted in that 2021 Audit Report:

Our audit also included a review to determine the status of the eight findings contained in our preceding audit report. We determined that UEF satisfactorily addressed six of these findings. The remaining two findings are repeated in this report.

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In our preceding audit report, dated January 3, 2018, we reported that UEF's accountability and compliance level was unsatisfactory in accordance with the rating system that we established in conformity with State law. Based on the results of our current audit, we have concluded that UEF has made improvements in its fiscal and compliance operations and, accordingly, UEF's accountability and compliance level is no longer unsatisfactory.

UEF's response to this audit is included as an appendix to this report. We reviewed the response and noted agreement to our findings and related recommendations, and while there are other aspects of UEF's response which will require further clarification, we do not anticipate that these will require the Joint Audit and Evaluation Committee's attention to resolve.

We wish to acknowledge the cooperation extended to us during the audit by UEF and its willingness to address the audit issues and implement appropriate corrective actions.

### 2021 Audit Report at p. 2.

The UEF has been working to address the three findings and recommendations contained in the 2021 Audit Report and can report that the agency will be reporting to the OLA that two of the findings have been addressed and the third has been fully researched and the agency's position forwarded to our TPA for response and resolution. The agency will continue to work with the OLA to bring all three findings to a successful conclusion.

### **BALANCES AND EXPENSES**

The UEF has been and remains solvent as of this report. Appendix A details expenditures and revenues for the 2018-2022 period for review and comparison. Appendix G indicates the various Fiscal Year-End Fund balances from 2012-2022. As Appendix G shows, the fund balance has gone from approximately \$8,822,208.54 on June 30, 2016, before current agency leadership, to approximately \$8,605,648.97 on June 30, 2022. What is striking is that the agency has increased staffing and contracted for a competent third-party claims administrator during this period resulting in significant new expenditures and yet the fund balance is approximately the same today as it was before these necessary and long over-due improvements, hirings and required fixes took place. This is a result of better claims management and cost containment, increased effectiveness at investigations, better case preparation, winning contested cases, quicker and more effective enforcement, and vigorous collection programs resulting in substantially increased and more effective recovery of funds owed to the agency.

Appendices C, D, E, and F provide extensive detailed information – including monthly balance, payment and expense information - as to the agency's performance, claims, payments, and status. Numerous data points are recorded and presented therein for the period of August 2018 through June 2022. In particular, detailed monthly amounts are presented for compensation payments, medical payments, and operating expenses.

These detailed statements of the balances and expenses of the Fund are included for purposes of providing data for this report and to comply with the requirements of L and E section

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10-320(b) as regards information relevant to this particular report and which may be due for previous annual reports regarding balances and expenses of the fund.

Detailed performance data indicates the following information for the period of FY 2021 and 2022 including balances and expenses:

	FY 2021	FY 2022
Number of claims filed	462	511
Number of investigations conducted	462	511
Number of claims where coverage found	183	207
Percentage claims where coverage found	39.6%	40.5%
Number of claims where agency responsible	195	98
Average number of open claims (per month)	678	660
Number of cases resolved	600	659
Number of benefit payments made	1,984	11,616
Compensation and medical payments made (in dollars)	5,110,196	5,648,907
Contract Cost for TPA Services	3,114,910	(included
		In agency
		operating
		expenditure)
Agency operating expenditures (in dollars)	1,942,458	4,091,550
Total expenditures (in dollars)	10,167,564	9,740,457
Amount of assessments collected (in dollars)	10,948,564	9,035,789
Interest on Fund balance (in dollars)	20,075	35,514
Amount of honofit narmonta oured by uningered		
Amount of benefit payments owed by uninsured	1 240 005	700 500
Employers recovered (in dollars)	1,340,995	799,598
Total revenue (in dollars)	12,309,634	9,870,901

.83:1

.99:1

Appendix B indicates the history of reserves for the agency in 2022. It shows that as of June, 2022 the agency has liability reserves currently set at \$62,252,453. These reserves are estimates of the agency's liability for the claims currently being paid by the agency for any particular month as well as anticipated claim obligations. Those reserves do not, and cannot, completely predict future increases, including yearly rising medical costs, new claims and claimant worsening changes, which will increase the agency's liability in the years ahead. Additionally, the impact of the COVID virus continues to exist.

As to administrative costs the TPA contract is estimated to cost approximately \$3.2 million per year (such costs are included in the "compensation and medical payments made" entries of Appendix A for the years 2017 through 2020). Agency operating expenses are currently at approximately \$2 million with costs expected to increase as recruiting and hiring for several positions continues.

The agency again emphasizes that it is not an insurance company. Whatever cases are found to be the responsibility of the agency are the cases it will cover; it is difficult to predict what the UEF's true future liabilities are for medical and compensation payments with any rational degree of certainty over time. Due to the unique nature of our mission, the UEF is quite literally at the mercy of events as to future costs and expenditures.

However, the UEF can point out that the UEF Fund Balance (Appendix G) as of June, 2022 of \$8,605,648.97 was the highest since year-end balance since 2016. Clearly, the efforts at making the Fund financially sound and stable have been, and continue to be, demonstrably successful.

### **CONCLUSION**

As was noted in the Fund's recent Annual Reports, although the agency faces challenges it does so from a position which has improved in every area of functioning from the condition which faced us six years ago. The improvements in the UEF over the past several years are documented, numerous and substantial. The agency's response to the COVID pandemic, from planning to implementation to the successful functioning of remote work was remarkable—the ability of the agency to transition to remote work simply and quickly was something that did not exist before the Administration's intervention in the agency in 2016. What was impossible in 2016 was, frankly, easily accomplished by us in 2020.

There remains work to do at the agency, but we face that work with confidence.

The agency could not have made this progress without the help and support of others in State Government. We thank the Governor, his outstanding staff who began the process of making this a functioning agency and provided support and encouragement all during this process. We thank the Legislature and the Joint Committee on Workers' Compensation, and their staffs, for their interest in our efforts, their suggestions and ideas, their support and their ongoing substantial efforts to work with us to make this agency function successfully. We thank the countless State employees from many agencies, including DBM, DGS, the OAG, and Legislative

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Services who have supported and assisted the UEF in its work and its success over the past several years.

Our ongoing success would not have been possible without their support and involvement and our accomplishments here are a reflection of the hard work and support of many in Maryland State government.

Respectfully submitted,

Michael W. Burns, Esq.

Director

MB/

Encls.

Cc: Sarah Albert, Department of Legislative Services (5 copies)

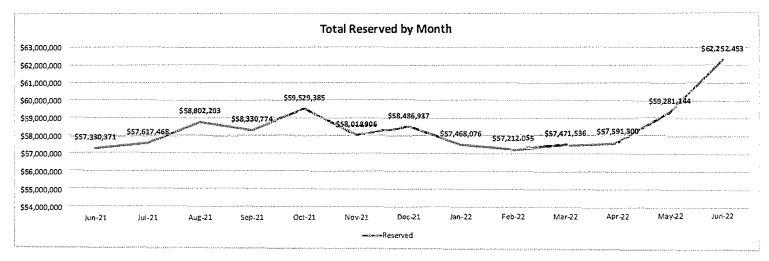
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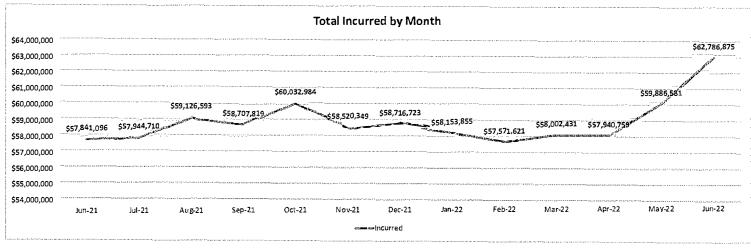
MFR Data

(APPENDIX A) Code Performance Measure 2018 Act. 2019 Act. 2020 Act. 2023 Est. 2024 Est. 2021 Act. 2022 Act. M101 Number of claims filed 479 483 570 462 511 501 510 M102 Number of investigations conducted 479 483 570 462 511 501 510 M103 Number of claims where coverage is found 98 168 170 183 207 165 165 M104 Number of claims were found to be responsible 1,172 53 136 195 98 121 120 M105 Average number of open claims 1,270 919 1,022 678 670 680 660 M301 Number of cases resolved 992 659 556 425 600 646 650 M302 Number of benefit payments made 2,250 2,425 11,616 2,600 1,984 11,700 11,800 M303 Value of compensation and medical payments made 8,772,756 9,449,100 8,225,106 5,800,000 8,784,084 5,648,907 5,700,000 M304 Agency operating expenditures 1,787,862 2,010,988 2.015.260 1,940,363 4,091,550 4,200,000 4,300,000 M305 Total expenditures 11,236,962 10,165,469 10,783,744 10,799,344 9,740,457 9,900,000 10,100,000 M306 Dollar amount of assessments collected (\$) 9,586,116 9,927,746 9,599,924 9,600,000 8,501,406 10,948,564 9,035,789 M307 121,238 122,793 20,075 Interest on fund balance 96,035 35,514 79,131 79,000 M308 Recovery of benefit payments owed by uninsured employers 1,492,355 918,229 1,340,995 1.319.496 799,598 1,174,135 1,300,000 M309 Total revenue 11,199,709 9,542,428 11,343,277 9,870,901 10,853,190 10,979,000 12,309,634 M310 Ratio of total expenditures to total revenue for the year 1.00:1 1.13:1 0.95:1 0.83:1 0.99:1 0.91:1 0.92:1 1.00 1.13 0.95 0.83 0.99 0.91 0.92 DBM/DLS Data Performance Measure

		2018 Est.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.
D1	New cases	479	483	570	462	511	501
D2	Investigations	479	483	570	462	511	501

### (APPENDIX B)









Jun-2022

### (APPENDIX C)

Activity	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	. May-22	Jun-22	13 Month Average	13 Month Total
Received	50	29	53	32	50	27	30	40	42	46	38:	38	38	39	511
Indemnity Received	49	29	52	32	50	27	30	40	42	45	38	35	38	39	507
Medical Only Received	1	0	1!	0	0	0	0 ;	0	0	1	0;	1 !	0	0	4
Report Only Received	0	0	0	0	0	0	0 }	o	0	0	0	0	0	0	
Indemnity Received Percentage	98%	100%	98%	100% :	100%	100%	100%	100%	100%	98%	100%	97%	100%	99%	99%
Medical Only Received Percentage	2%	0%	2%	0%	0%	0%	0%	0%	0%	2%	0%	3%	0%	1%	1%
Report Only Received Percentage	0%	0%	0%!	0%	0%	0% :	0%	0%	0%	0%!	0%	0%	0%	0%	0%
Reopen	6	9	. 7	6:	8;	3 :	4	4 (	10	6	2	3 :	5	6	73
Inactive	61	47	57	70	31	61	45	55	79	40	34	39	40	51	659
Inactive Ratio	109%	124%	95%	184%	53%	203%	132%	125%	152%	77%	85%	100%	93%	118%	113%
Hearings	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	- Apr-22 - 1	May-22 :	Jun-22	13 Month Average	13 Month Total
Number of Hearings	21	41	69	33	1	32	10	8:	56	36	25	47:			437
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inventory															
inventory	1 Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Oec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 :	Jun-22	13 Month Average	13 Month Total
	Jun-21 675	Jul-21 666	Aug-21:	Sep-21 644	Oct-21	Nov-21 648	Oec-21	Jan-22 645	Feb-22 621	Mar-22 639	Apr-22 647	May-22 :	Jun-22 561	13 Month Average 653	
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IndemnityOperr			671	644		648		645	621		647	649			September 1981
indemnityOperr Medical Only Open	675		671	644		648		645	621		647	649			
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IndemnityOperi Medical Only Open Report Only Open Indemnity Open Percentage Medical Only Open Percentage	675 1 2 100% 0% 0%	666 1 2 100%	671 2 1 100%	644 2 1 100%	674 2 1 100%	100% 0%	99% 1%	645 1 10 0% 0%	621 2 100% 0%	639 3   100% 0% 0%	647 2 100% 0%	649 3 100%	561 3 - 100% 0%	653 2 1	
IndemnityOperi Medical Only Open Report Only Open Indemnity Open Percentage Medical Only Open Percentage Medical Only Open Percentage Report Only Open Percentage Total Open Claims	675 1 2 100% 0% 0% 0% 1 678	666 1 2 100% 0% 0%	671 2 1 100% 0% 0%	644 2 1 100% 0% 0%	674 2 1 100% 0% 0% 677	100% 0% 0% 6\$0	99% 1% 0% 655	645 1 10 0% 0% 0% 646	621 2 100% 0% 0% 623	639 3 100% 0% 0% 642	100% 0% 0% 649	649 ( 3 ) 100% ( 0% ) 0% ( 652 )	551 3 100% 0% 0% 664	653 2 1 100% 9% 0% 656	
IndemnityOperi Medical Only Open Report Only Open Indemnity Open Percentage Medical Only Open Percentage Medical Only Open Percentage Total Open Claims Financial Overview	675 1 2 100% 0% 0% 0% 1 678	666 1 2 100% 0% 0% 669	671 2 1 100% 0% 0% 674 Aug-21	644 2 1 100% 0% 0% 647	674 2 1 1 100% 0% 0% 677	100% 0% 0% 6\$0	650 5 5 99% 1% 0% 655 Dec-21	100% 0% 0% 646	621 2 100% 0% 0% 623	639 3   100% 0% 0% 642	100% 0% 0% 0% 649	649 3 3 100% 0% 0% 652 3 May-22	561 3 100% 0% 0% 664	653 2 1 100% 0% 656	13 Month Total
IndemnityOperi Medical Only Open Report Only Open Indemnity Open Percentage Medical Only Open Percentage Report Only Open Percentage Total Open Claims Financial Overview Total Paid	675 1 2 100% 0% 0% 1 678 1 Jun-21 \$510,726	666 1 2 100% 0% 0% 669 Jul-21 \$327,243	671 2 1 100% 0% 674 Aug-21 \$324,390	644 2 1 100% 0% 0% 647 Sep-21 \$377,046	674 2 1: 100% 0% 0% 677 Oct-21 \$503,599	100%; 0%; 0%; 6\$0; Nov-21	99% 99% 1% 0% 655 Dec21	100% 0% 0% 646 Jan-22 \$685,780	621 2 100% 0% 0% 623 Feb-22 \$359,567	639 3 100% 0% 0% 642 Mar-22 \$530,895	647 2 100% 0% 0% 649 Apr-22 \$349,458	649 3 100% 0% 0% 652 May-22 \$605,437	561 3 100% 0% 0% 664 Jun-22 \$534,421	553 2 1 100% 0% 0% 656	
IndemnityOperi Medical Only Open Report Only Open Report Only Open Percentage Medical Only Open Percentage Report Only Open Percentage Total Open Claims Financial Overview Total Paid Reserved	675 1 2 100% 0% 0% 0% 1 678	666 1 2 100% 0% 669 Jul-21 \$327,243 57,617,468	671 2 1 100% 0% 0% 674 1	644 2 1 100% 0% 0% 647  Sep-21 \$377,046 558,330,774 \$	674   2   1   100%   0%   677	648 2 100% 0% 6\$0 Nov-21 \$501,442	99% 1% 0% 655 Dec21 \$229,786 58,486,937	645 1 100% 0% 0% 646 Jan-22 \$685,780	621 2 100% 0% 0% 623 Feb-22 \$359,567 57,212,055	639 3 100% 0% 0% 642 Mar-22 \$530,895 \$57,471,536 \$	647 2 100% 0% 0% 649 Apr-22 \$349,458	649 3 100% 100% 100% 100% 100% 100% 100% 10	561 3 100% 0% 0% 664 Jun-22 \$534,421 \$622 52,4 53	553 2 1 100% 0% 0% 656 1 13 Month Average 449,215 558,414,816	13 Month Total





Documented vs- Undocumented	Jun-21	Jul-21	Aug-21	Sep-21.	0ct-21	Nov-21	:: Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Tota
Documented Received	39	20:	41	23	40	20:	23	35	37	35	25	16	27	29	38
Undocumented Received	11	9!	10	9:	5	7	7	5	4	11	8	4	11	8	10
Unknown Received	0	0.	2	0	5	0:	0	0	1,	0	5	16 :	0	2	2
Documented Open :: :	438	429	429	414	429	417	418	425	413	431	428	413	418	423	and the state of the pro-
Undocumented Open	166	168	169	167	172	161	161	156	149	154	159	161	167	1652	3 11 11
Unknow/n Open	74	72	76	66	76	72	76	65	61	57	62	78	79	70	
Coverage Found vs. No Coverage Found	Jun-21	Jul-21	Aug-21	. Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-2Z	Jun-22	13 Month Average	13 Month Total
Coverage Found Received	29	16:	26	17	25	16	14	13	20	14	11	3:	3	16	20
No Coverage Found Received	21	13	27	15	24	11	16	27	22	32	23	18	35	22	28
Unknown Received	0	0:	0:	0	1	0	٥	0.	0	0	4	15	0	2	2
CoverageFoundOpen	50	52:	50	46	46	47	48	52	41	50	47	43	44	47	
No Coverage Found Open	556	547	552	539	553	538	538	536	529	541	548	539	550	544	11 1 1 1 1 1 1 1 1 1
Unknown Open	72	70	72	62	68	65	69	58	53	51	54	70	70	64	
Medical Bill ReviewTurn Around Time	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Total
Average Days Scan to Pending Approval	3	4.	4.	3	2!	3	3	2:	4	4.	5	4	5	22 1101101111011130	4 14 1 Tu
AverageDays Pendir (SApproval to Approval	3	2	3	3	2	2	3	2	3	3	3	2		2	
Average Days Scant:oApproval	6	5	7	61	4		S.	S	7	7	7	7	7	6	lathanda te
Medical Bill Savings	Jun-21	Jul-21	Aug 21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Total
Number of Bills	666	562	616	675	587	960	494	681	405	538	619	644	694	626	8,14
Billed Charges	\$339,338	\$439,891	\$406,564	\$714,539	\$348,506	\$1,151,099	\$358,441	\$881,966	\$813,252	\$421,309	\$481,084	\$782,591	\$519,187	\$589,059	\$7,557,76
Total Savings %	48%	83%	75%	90%	75%	91%	78%	73%	88%	79%	84%	92%	65%	78%	
Standard Sayings	\$126,148	\$289 618	\$255,900	\$604.078	5262,966	\$986.932	\$26 0.0 69	S628 117	\$704,565	\$322.307	\$395.886	\$710 102	\$323,079	\$451,598	\$5,870.7
Network Solutions Savines	\$38,018	\$69,391	\$40,929	\$37,987	\$5,707	\$55,791	\$20,352	\$14,194	\$10,841	\$13,162	\$9,092	\$8,596	\$14,222	\$26,022	\$338,2
Adjustment Sayings	-\$2,709	\$7,733	\$6,474	-\$510	\$6,944	\$0	\$0	-\$1,897	-\$703	-\$2,585	\$0	-\$215	-\$2,195	-\$273	\$ 3,55
TotalSavings	\$161,458	\$3.66,743	\$303,304	\$641,335	\$261,729	\$1,042,723	\$280,421	\$640,415	\$714.703	\$332,884	\$405,978	\$718,484	\$335,106	\$477,346	\$6,205,50
A verage Charge	\$510	\$783	\$660	\$1,059	\$594	\$1,199	\$726	\$1,295	\$2,008	\$783	\$777 <del>-</del>	\$1 215	5748	\$950	7 52 5 7 5
Average Reduction	\$242	\$653	\$492	\$950	\$446	\$1,086	\$568	\$940	\$1,765	\$619	\$656	\$1,116	\$483	\$770	
Preferred Provider Network	Jun-21	Jul-21	Aug-21	5ep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Tota
Network Bills Processed	164:	73:	118:	101	107	185	110	155	80	143	96	107	87	117	1,52
PPOUtilization Rate	41%	38%	25%	60%	33 %	6%	30%	33%	9%	42%:	28%	66%	43%	35%	14 4 175 (8370)
Charges in Network	\$ 95,737	\$1101,554	\$60,294	\$248,257	\$48,112	\$53,771	\$50,206	\$212,176	\$37,890	\$83,287	\$74,759	\$397,652	\$87,514	\$119,325	\$1,551,2
and the second of the second o			**************************************				The state of the same of the same of the			the way work the contract of the contract of the				40.000	
PPO Reductions	\$5,379	\$3,909	\$2,308	\$2,928	\$1,992	\$2,522	\$2,033	\$6,927	\$1,787	\$9,164	\$4,100	\$2,705	\$4,379	\$3,856	\$50,13 \$765,4





Pharmacy Management	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22:	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Total
Number of Claimants	36	35	37	32	31	32	30 :	34	32	28	29	33 .	33	32	422
Number Pharmacy Bills Processed	153	131	205	194	151	228	158	231	151	169	137	196	157	173	2,271
Amount Billed	\$76,672	\$46,568	\$78,571	\$88,664	\$71,383	\$109,923	\$86,788	\$105,682	\$76,738	\$78,973	\$62,098	\$100,810	\$86,745	\$82,278	\$1,069,61
Amount Paid	\$53,515	\$27,049	\$48,746	\$61,307	\$54,070	\$75,060	\$64,323	\$74,273	\$56,665	\$56,328	\$43,445	\$70,455	\$63,107	\$57,565	\$748,34
Savings Over Bille d Price	\$23,158	\$19,519	\$29,825	\$27,357	\$17,313	\$34,863	\$22,465	\$31,409	\$20,072	\$22,645	\$18,653	\$30,354	\$23,638	\$24,713	\$321,27
Overall Savings Percentage	30%	42%	38%	31%	24%	32%	26%	30%	26%	29%	30%	30%	27%	30%	201 2012 AND AND AND A
Number of PBM. Claimants	26	32:	29:	24;	21	27	26 ;	26	26	22	23	25	24	25	331
Numb er of PBM Pharmacy Bill is Processed	95	116	131	114	65	126	79	127	67	82	79	99	81	97	1,261
Amount Billed (PBM)	\$32,522	\$39,932	\$43,297	\$32,927	\$15,147	\$46,351	\$24,939	\$37,874	\$22,128	\$26,901	\$25,207	\$34,938	\$27,554	\$31,517	\$409,71
Amount Paid (PBM)	\$17,633	\$21,547	\$23,399	\$16,365	\$7,558	\$23,667	\$13,310	\$19,880	\$11,887	\$14,5865	\$14,867	518,538	\$15,155	\$16,799	\$218,39
PBM Savings Over Bille d Price	\$14,889	\$18,385	\$19,898	\$16,562	\$7,588	\$22,684	\$11,628	\$17,994	\$10,241	\$12,315	\$10,339	\$16,400	\$12,398	514,717	\$191,32
PBM Savings Percentage	46%	46%	46%	50%	50%	49%	47%	48%	46%	46%	41%	47%	45%	47%	THE STATE OF
26 Claimants in Fowi Network	72%	91%	78%	75%	68%	84%	87%	76%	81%	79%	79%	76%	73%	78%	Section Control
% Bills in P8M Network	62%	89%	64%	59%	43%	55%	50%	55%	44%	49% :	58%	51%	49%	56%	and the same of th
Brand Percentage	15%	10%	11%	7%	8%	10%	14%	9% :	18%	15%	19%	14%	15%	13%	
Generic Percentage	85%	90%	89%	93%	92%	90%	86%	91%	82%	85%	81%	86%	85%	87%	energialist and and behind
Mail Order Percentage	4%	5%	3%	4%	3%	9%	1%	5%	7%	6%:	0%	9%	0%		ازا ، بۇرىنىشلىشتۇسىدار
Retail Percentage	96%	95%	97%	96%	97%	91%	99%	95%	93%:	94%	100%	91%	100%	96%	المستحدد موسود فيسود
Narcotic Percentage	23%	23%	21%	20%	20%	26%	25%	20%	28%	21%	23%	22%	25%	23%	and any processing processing and an arrange
Number of OON 3rd Party Bills	9	2	5	4:	7	7	41	6	3	5	5		7	5.	71
Number of OON Physician Dispensing Bills	12	5	6	10	12	אָל :	- 6	9:	8	6	6	8		F	104
Case Management	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	13 Month Average	13 Month Total
MCM (pending)	1	1	1	1	0	0	0	0	0	Ó	0	0		0	
VCM Received	ο		0:	0:	01	0:	0:	0.	0:	0;	0.	0	0	0	
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MCM Savings	504	\$0	\$0	ŠD:	\$7,708	\$0	\$0	SO	50	50	sol		50	S1,542.	\$7.70
TCM (pending)	3	3	2	2	2	2	1	1	1	1	1	1	1	2	
TCM Received	0		0	۵.	0	0.	0	0:	0:	0:	0	0	0	_	4 1111
TCM Closed	1	0	4	0	0	0:	1	0		0		.م		Đ	t t timinimin timi
rcMSavings	\$900	\$0	58,873	SO:	sol	Š0	\$15,034	50						S5.161	\$25,80
TA (pending)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	The state of the s
AReceived	1	0			0	0:	0;	0.	0 :	0,	01	0 :	0	1	
TA C'osed		1	0	0.	0	0	Ö	0		o-i	0 -	······································	······································	Ω	
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# (Appendix D)

Aug-2018

III Month Tool,	Ä	581	36	ij	200	8%	若	ž	Ĥ	X	33-Month Total	589		. I literath Total			*				;	122 Month Total	\$6,023,436			OS S
أتحال فاعمكما التواهية والمقادم المقال المقاصد والمهدية والمعطونان والتقائلون المحاجدات والواعد مدجاز إلياطية والمالا	S	37	2	F	S	芥	220	2	23	अस्य	1. 13 Month Awaree	200		Iskontakoge 🤄	537	er.	\$	2000	স	152	STATE PRODUCTION AND ADDRESS OF THE PARTY OF	Control Ct. (Control Control C	\$62,7359	\$22,679,313	205'95Z'EZS	Ċ.
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#### Jun-202

### (Appendix E)

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Reopen		8		171	7[	<u>4i</u> .	žį.	7:	10	a≀	4	55	7		202 713
Index 4 20 X 12 X 15	39	S-43		25!	42	66	62	<u></u>	129	701	45	\$1i	36	- <del></del>	713
Inactive Ratio	SIS(	190%	57%	68 Xi	100%	246%	24 <b>9%</b> ,	110%!	349 %	259%	150X	222X:	78%	150X	1365
														4	r
Hearings基本的企业的企业的企业的企业。	۱۱۰۰ و <del>د</del> سر: ۳			_\$ep- <b>1</b> 9≀									∵ Van-20 🥳	"13 Wouth Average"	
Number of Readings Strategy with Harmon and Add to the	311	55)	481	30€	47	52	747	48	44 į	62:	331	35		44	57,
Inventory all regarding and the first and the second section of	Jun-15/7	(4.7Iul-19:	Aué 19	Sep-131	::::::0 <b>0::19</b> !.;	ين وسهدي	Dec-19		Feb-20	SiMar 20					
Indemnity Open was a profession of the facility of the latest of	890 :	869	894 ;	518 }	918	\$85	871 ÷	854	782 i	751 ÷	747 }	720	737	( 835	KATETY LEE
Medica Only Open And All The Control of the Control	16 1	5	12	5 }	12 Ì	5	<u> 5 i</u>	113	4)	5 1	5 i	5	б	7	(30) 32 33
Report Only Open	3;	5)	5 !	3 3	3 }	4!	3 !	2.1	<u> </u>	<u> - i</u>	- :	- 1		2	
Indemnity Open Percentage	9995	93%	98%	39%	58%	99%	99%	29%!	93%	58%	55%	92%		93%	
Medical Only Open Percentage	156	1%	1%;	196	1%!	1361	2%	196	1%	1%[	1961	35	1%	1%	100
Report Only Open Percentage and the control of the	0%	256	1967	0%1	0%	0%	0%}	0%?	0%	0%	Q#S	0%]	D%	0%	J 1. 1. 1. 1. 1.
Total Open Claims: Perfect share and the light of the con-	د <b>ا.203</b> منا. در	:: 878.i			ag 4. 933 år.	29 47,	:653=: 8 <b>80</b> . L		<b></b>	12.11 756 ST	ेश के शो <b>ग्रन्थ</b> े :	にゅうしょう25ぐ)	742	and the second s	· · · ·
Finencial Overview ACHIDGO patients of a year granted the feet	15 Jun-19	·: :Jul-19	Aor 15	, ~∵Se9-19°	2: .k r Oct-19 ::-	::. 19-vol	.:. Dec-19":	1an-20.	Feb-20	∓ <u>id:Man-20</u>	Apr-20	May 20	: un-20	12 Month Avenue	:13 Mosth Total
Total Paid and a control of the appropriate and the particular and the	\$c45,670;	5621_9391	\$465.356;	5604,300	\$494 162;	S414.780i	\$698,831:	\$346088î	\$593,691.	\$599,4301	5287-279i	S565,224	5784,942	\$540,519	\$7,025,75)
Reserved	24 <b>53</b> 3.6431S	24,333,398	524,714,514,52	6,712,297 <u>[</u> \$	26,126,925 5	27.275.2 <u>11</u> ?s	29,797,137[5	29.571.783¦S	47,622,503 [	51,123,783 <u>:</u> S	53 <u>1</u> 54 <u>,56</u> 9!\$	52,776,379 5	54,825,939	\$36,369,622	المراجعة المستعادة المستعاد المستعادة المستعادة المستعادة المستعادة المستعادة المستعاد
wared of the sources of the same of the second	24.980.312.5	24,935,337	\$25,179,870:52	5,816,59715	26.001.087	8.289.591.S	30 495 968 5	30.317.87115	48.315 193	S1.723.219 S	53,441,84815	S3.345.653 S	55.620 *27	536,930,341	
Recovered Transparing and appropriate to a continue to a	SOI	_50	\$0;	sol	\$0;	\$0	\$153,227	\$0i	<b>9</b> 01	\$0!	<b>9</b> 633i	\$2,955	SO	512.065	\$257,225





Documented's . Undocionanted	:: . :::::::::::::::::::::::::::::::::	101439	Aug-19	19: Sep:19	:	: Nov-79	Dec-19	jan-20	:: Feb-20:6	Mar-20	Apr-20	May-20th	:::Jsm-20 ,/.	13 Minch Averge	ator derich Et.
Documented Received படங்கின் நடிப்படுக்கும் இ	25	17	391	131	28	25:	24	31i	201	271	22	15	29	24-	30
Undercomenced Received	: 9:	5	14	7!	71	7	91	וֹמַוֹ	5	&i	3	3.		7	\$
Unknown Received	· 0	0	10	- 01	0.5	1	11	11	1,	1	1	Oì	4	2	2
Documented Open and Provided Advisory and all	554 !	541	362	566 }	571	559 1	561	S45 }	487	475.	468	453 (	451	\$21	经营业 建铁
Undocumented Open	195 }	195	202	215	215	203 /	206	207 i	298 :	186	181	177	181	1 296	DESCRIPTION OF THE
Unknown Open (1.4) Section States (1.5) Section (1.5)	154 !	139	157	145 [	147	132	123	125 [	232 ]	109	103	95 .	101	126	<u> </u>
Coverage Found vs. No Coverage Found 39 (2015) 4-44	า วารบก- 30			- Sep 19 -	A - Da - 19		Dec-29	(Tan-20 e ji	::Feb-20	Mer-20.	Apr-20xi	M=+20:	🔾 Jim:20 🖟	13 Month Average	"13 Nonth, Tota
Coverage Found Received - 1	11:	6	23:	<b>5</b> t	199	30 13	16!	17	S,	147	24]		5	12	
No Coverage Found Received	275			15:	164	13	17		18:	225	ກີ		30		25
Unknowlet Received - carries as a facilitation of the second	t <sub>i</sub>	ol	Sit	_ o;	<b>0</b> i	O.	1	1	11	O.	0;		4		
Coverage Found Open with the low that the second	91		89 i	93 ;	91 (	84	76 أ	69 }	73 ;	57 ;	S6 1	se ¦	64	76	- 1412 And
No Coverage Found Open - And William Coverage Found		660	681	704 t	707 (	69D i	<b>890</b> }	692 t	836 836	607 !	i 8e2	577	585		· Editari
Unknown Open I are the state of the state of the state of the	141 .	126	141 :	130 ?	135 î	120	124	116 i	145	102 /	98 \$	90 i	\$4	116	and the Control of the Control
vierige Days Penting Approvanto-Approvation in First werage Days Scarr to Approvat statistics of the Statistics Accited Bill Savings of the Approvation of the Statistics of the Land	-			2 4i	2 <u>ا</u> ۶۶ م.00-29 دراری	_21 sl	21 71 2:0:6:29 : , y x	6)	3 <u>1</u> 10:	2( 6(	2 7 7		6	13 Month Average.	
Number of Alifs of the Colonia of the Wilder State of the Colonia	592	551!	773	7351	626:	435	525	565	648!	851	386	816	314	604 1	7,55
silled Charges of the land and the land to the property of	\$467,891	\$478.628	S749.024	5519.253	SERI 148	5343,161	\$980,203	\$432,059	\$934,915	5725,611:	\$525,098	\$565,707!	325,6032	5631.810	\$8.213.5
Total Sevings 7	825	73%	74%	80%!	87%	82%i	63%	79%i	73%!	72%	79%	72%	70%	76%	
tandard Savings - David Color 1985 200 (1991-1995)	S113.095	\$108,759	S186.941	\$136,373	\$427,592	\$195,157	5\$87,663	5318.2941	5459.977	5446,334:	5396,340	\$330,380	5284,965	\$308,730	\$4,013,4
Verwork Solution's Savings 1.35 - 4.25 19.35 February 1.5-4.	\$24,435i	\$18,870	SS2,980	523,301	\$46,180?	515,266	563,1451	515 699	S138,205	\$3\$,390:	\$14,687	\$23,241	\$140,924	\$47,179	\$613.3
distinent Savings	\$244,640	S223,256	\$309,797	\$254,245	S279,310:	S70.764	525,511	\$8,256	\$70,035	542.438	53,034)	SS3,221	\$3,422	5122.148	\$1,587.9
Total Savider (1) of the American (1) of the Control of the American (1)	\$382,170	\$350,885	SSS1.718	\$413,919	\$763,282	233.787	\$67,6,322!	\$342.248	\$578,219	S\$25,163!	\$414,061	S406.843	\$428,930	\$478.057	\$6.2:4,74
Werage Charge with the first first the control of the	5782!	2862	59693	5706	\$1,38S	\$782	\$1,820)	5765}	51,443	\$854	\$1,360]	5693;	52,942	53.105	
Average Reduction	\$639	\$625	5714	\$563)	\$1, <b>2</b> 00?	SGAL	\$3,252	S606.	51,047	\$617}	\$1,075	\$499}	51,366	SEES	Halfa, arth
	_													· ·	
referred Provider Network - 100 100 ASSAUGISTED AND IN	MEI-mel-ika.		ر.19. عبد.	SEP-19	/ Da49	:: PI **********		: ## 20 m	-: Feb-20	O£arelN			1.1et-20.0	13 Month Average.	Month Tota
				404	116	93)	1,551	130;	157	207	1,22	213:	72	135	1,74
letwork Ellis Processes	125	87î	1701	1011	140:										
letwork Bills Protessed	34%	29%:	56%)	35%;	10%	16%	18%	45%	25%	32%	77%	31%	35%	34%	
etwork Bills Processes PO Utilization Rate Forges in Network		29%: \$73,243	\$6%) \$153.474	35%; \$106,370;	10% SS7,86S	16% 549,278	1 <b>8%</b>   \$157,126	45%; \$126,602	25% 5156,482	32%) 5188,295!	77% 5360,275	31%; \$117,501;	35% 5145.780	34% 5143.432	\$1,83,8,61
letwork Bills Processed Taylor of the Participant	34% 556.3271 535.594	29%:	56%)	35%;	10%	16%								34% \$143,432 \$6,269 \$87,213	\$1,83 8,61 \$81,45 \$1,133.77





Pharmacy Management	. 13-معا ، الد	ب کا مالاند مدد	. Aue-19	:: . Sep - 19.::	٠١٠٠٠٠٠٠٠٠	Nc-19.	-Dec-19:2	j Jan-20 ::	©Fet≈20 d. e	M21-20 %	::Apr.20:44	::May 20:::	atun-20 juli:	13 Mointh Average	
Number of Claimants: 1000   Number of Claimants: 1000	45:	48	49.	44	451	46	46	32(	40]	44!	32	411	391	43	55
Number Promisey Bills Processed	1861	304	240	2021	159	166	177	139:	161	175	118	137	157	182	Z,36
Amount Billed	592,757	5189.610	5:26,073	\$32\$.026i	\$156,751	S130,342	\$135,514	\$102,510	581.904	Se3.889;	549.75 2	\$66,790	\$75,722.	\$109,012	\$1,417,1
Amount Pald's Take take take the property of the Control of the Co	\$71,473	\$154,775	597,3141	Tesa,sec	587.521	567.849	965.02C	\$46.0201	561.208;	\$60.962	\$35,601	\$47.7731	553-150	\$72,874	
Savings Over dilled Price	\$21,284	5343331	528.7591	\$26,337	\$69,230	562,493	\$70,855	\$56.591	520,696;	524,937	514,19	519,017]	522,572	\$36,138	\$469.7
Overall Savines Percentage	23%	18%	23%	21.8	£4%†	48%)	52%	S5%)	25%	27%;	28%	28%!	30%	33%	328 1. T
Number of PSM-Daimants and a particular leaders and a	32	31:	35}	33{	36;	37	36	.29	32!	34!	30	33}	35	33	43
Number of PRM Pharmacy Bills Processed	115!	105	155	11 <sup>1,f</sup>	112:	111	129	102	96'	121(	97;	52	114	112	1,46
Amount Billed (PSM) The Amount Billed (PSM)	\$51.560	\$43,997£	S66,749i	546,489	\$98,668	591,650	5104,974	S78.7701	S#2.275	SS4,048l	S42.863i	\$44,951	\$50.3301	S62.E71	
Amount Paid (PBM) And the Paid (PBM)	\$37,222	531.478%	S47,975	\$33186	\$39,603	\$35,797	S=2.6261	\$26.3901	\$29403	537,745	\$29.982	\$31.273	535,4521	\$35,233	! <b>5458.</b> 03
PBM Saving: Over Billed Price	\$14,438	\$12,519	S18.774	\$13,305	559,064	SSS.8\$4	\$62,347	552,379	\$12.872	526 <u>,304</u>	S12, <u>881</u>	\$13,678]	514,878	527,638	
PBM Savings Percentage	28%	28%[	28%	<b>29%</b> i	60%?	62%	59%	6 <b>8%</b> i	30%	30%	30%	32%	30%	39%	
56 Claimbins in PEM Network - make a 1966 his officer and make	71%	36%	73%;	75%}	80%i	20%	78%	91%;	76%	77%	79%	80%	50%	78%	
% 50's in PSM Network 41-	62%	35%	65%	\$5 %	\$6%	57%	73%	73%	60%	53%	82%	67%	73%	64%	18 18 18 18 18 18 18 18 18 18 18 18 18 1
Brand Percentage	23%	19%	17%	25%	1656	12%	12%	15%	15%;	12%!	1110	14%	10%	15%	
Generic Percentings	77%	\$1%	\$3% <sup>2</sup>	£5%	B4%!	23%	26%	85%	25%	85%	\$9%	\$5%	90%	85%	N. THE STATE OF THE PARTY OF TH
market - received and the above the control of the	576	2%	4%	2%	3%1	3%1	5%	3%}	436	4%1	6%	5%	4%	4%	
Refall Percentage	96%	92%	S5%	98%	97%3	97%:	95%	57% <b>?</b>	95%	95%	94%	95%	96%	96%	
Narcotic Percentage	31%	29% (	31%!	30%	26%	29⊀!	25%	25%i	30%	3354	25%?	27%	28%	28%	4 . 1 . 2
Number of OON 3rd Party Bills	9 [	6	71	.'ع	6	9;	<b>7</b> f	4!	6	71	3!	6	4	- 6	83
Number of OCN Physician Dispensing Bills	14	7.1.5	15?	<b>13</b> i	32:	10;	10	8}	9	10:	7!	9	7	11	24
_															
Cose Management (A.C.) properties in territoria describera															
MCM (pending)प्रमुखकार कार्नास्था क्लेको केर्रा व्यवस्था स्टेसी	1	1	1	ū	0	O	1	7	1	0	0	٥	이	Ų	1000年
MCM Received in promote in all common and block than an	D3	10	<u> </u>	<u> </u>	01	0	1	Q:	0:	0;	01	12.1	0	c	
исия авыест и проделжания проделжания	<u>oi</u>	0	O;	1	0	Oi .	a:	0 <u>;</u>	<u>o!</u>	1	<u>a}</u>	0	0	1	
MCM(Savings)。不管的对象是是自己的方式是是是是是	\$01	\$0!	50}	53,200	SO	<b>SO</b> !	\$0¦	\$0 <u>°</u>	sol	531_275	SO;	So!	\$0	54,992	\$14,97
TCM (pending) कृत्यार्थकार्यकृतिकार्यकृतिकार्यकार्यकार्यकार्यकार्यकार्यकार्यकार्य	4	4	2		2	2	2	3	3	3	3	5	5	3	
TOM Received	oj_	10	<u>:</u> 10	Cj	0j	O{	Ol	1;	0	1	o <u>÷</u>	2;	0		
BOM Closed State Programme Control Control Control Control	0	۵ļ	2	oi	0,	0;	١٥	, Oi	0	1	0]		0	1	
TCM Savings 1.22 (COVERNMENT OF FAMILY OF FAMI	SO)	\$0	SS,386 Ì	SOL	<b>50</b> !	50	SO	\$0	50	\$0 f	50}	50	sol	\$1,755	\$5,38
TA (pending) to the plant bear a secretary as a second second	D	0	0	£	0	o	0	0	Ď	0	0		1	Q	1200
TA Received and a service underly to the ASSESSED COSTA	ol	Œ!	c:	٥١	Q1	O.	0:	01	. 0	0;	0:	ol-	1	0	
TA Cosed Care SAS STREET STOLL SEE STEEL COSES COS	Oi	Q2	01	o f	01	ol_	91	0	G	oi ·	0)	3	o .	0	
A TORREST OF MEN AND A TORREST OF MANAGEMENT AND A STORY OF THE PARTY	\$0	\$01	S0į	\$0:	20	50	S≎i_	So!	sol	\$01	SO!	50	\$0:	\$0	5
TA Savings of the desired and the second sec		5	3	z	2	2	3	4	4	2	3	5	. 6	4	24 1 144
TACSAMINE (NATIONAL) (STAINS CALLED AND COMMONS OF THE TOTAL	S														
Total (periding) (Sidd Salvati (Alvidekator) takintera teri Received salvati i tripina labara english takin (Secreti (Alvide)	5 0:	0;	0!	ol	01	01	1	1!	0!	1	10	2;	1	0	
Total (periodica) (Altisticia Cicilitaticia de la los menti					01	01	1 0	1!	0! 0;	1 2: 511.175	0)	2 0		, o	





#### Jun-2021

### (APPENDIX F)

									(Ar	LEUDI	A F)				
Activity and a second and a second	Jun-20	. Jul-20	- Aug-20	,. Sep-20]	-: Oct-20 :::	:.Nov-20 i	0c+20 ·	. Jan-21 . i	. Feb-21 i	. Mar-21	¿Apr-21.;;;	. May-22 .	. Jun-21.	I 13 Month Average	1.13 Manth Total
Received	39.	33	33	40	46!	32	45;	33	37	52	32 (	28	50	39	501
Indemnity Resolved	38	33	33	40	46	31	45	33	37	52	321	28	49	38	497
Medical Only Received Commission Commission	1	0	ol	0	o i	1	0:	0	0	0	۵!	٥	1	٥	3
Report Only Received	0	٥	0	0	Φĺ	01	0	9	Q	O.	1	0	Ć	0	1
Indemnity Received Percentage	97%	100%	100%	100%	100%	57%	100%	100%	100%	100%;	97%	100%	98%	99%	997
Medical Only Received Percentage	3%1	0%	0%	596	0%	3%!	2%	C%	8%	0%	05%	0%	2%	196	19
Report Only Received Percentike 12 11 11 11 11 11 11 11 11 11 11 11 11	0%	0%	5%	0%1	0%!	0%,	0%	0%	596	C362	3%	0%	056	0%	0%
Reopension (1994) 1994 (1994) and the property of the control of t	7	3)	6	S:	9:	5i	71	51	71	7	6	12	~~~~~~	7	,85 ,85
tractive (Associated Records Control of the Control	36	231	45	73	51	85	54,i			61	S1f	46			691
inactive Ratio Part (Challes Tarles rechards (Alexade)	78%	64%	135%	162%	93%	232%	123%	166%	70%	103%	131%	115%	109%	120%	1189
Hearings Appropriate General Large and Control of the Control	.Jun-20 i	Jul-20	Aug-20 ;	1: Sep-20l	. Oct-20 :	Nov-20	Dec-20 . i	J <b>≥</b> n∕21j	: Feb 21 : .	· Mar-21.	Apr-21	May-21	Jun-21 .:	1.13 MonthAvelage	I 13MonthTotal
Number of Kearings and a company of the Company of the Company	2	31	32	25	11	20			42		44	23			
TOTAL OF THE PARTY						207		• • • • • • • • • • • • • • • • • • • •		44					
inventory evant device encontrated and fright the arrival	Jun- 30	: dul-20	: £ug-20	Sep-20	.Oα-20	Nov-20	Dec-ZD :	Jzn-21	, Feb.21	Mer-21	Apr-21	May-21	. Jun 21	.13 Month Average	13 Month Total
indemnity Open	737	752	. 747 i	720	728 ;	683	686 i	663	577 <u>)</u>	686	673	658	675	700	Make Salitable
Medicolorily Open	6	6 1	SI	5 ]	6:	5 !	4	21	2	2 (	1	1	1	4	
Report Only Open the Control of the	- 1	- 1	- 1	- 1	- :	- i	1.i	1!	1	2	3	2	2	1	
Indemniby Open Percentage	99%	99%	99%!	93%	99%;	3%66	99%	100%	100%	99%	99%	100%	100%	000	
Medical Only Open Percentage	1%	1%	1%	1%	1%	1;6	196	C%	0%	0%	0%	0%	0%	0%	
Report Only Open Persentage	054	0%	0%i	0%	0%	0%	0%	Č%	0%	0%	0%	0%	0%	0%	lande ball-refu
Total Open Claims translate and the control of the	743	758!	,····.752. )	725	734		· 691. j	. 666	680		677	: 671	678	704	
Financi≥lOverview (1995) (1995) (1995) (1995)		Jul-20 .	Aug-20	Sep 20 ·						Mar-21				13 Month Average	
Total Paid . egitif Basic alestinia a saladis displicação a s	\$784,942		\$385,537	5355,751	\$477,696		570.343	\$354,340	\$396,326		5290,071	\$746,399		and the same	\$6,245,78
										\$59,972,492					
	555,610,481			\$54,6\$6.309\\$	\$3,991,189	52,555,639				\$56,548.958					是一位"在一个"的
Recovered in a 400 person of a property of program and	\$0	\$1,667	SO!	502	\$2,500	\$01	\$0	S11,667	ŠOi	\$0	\$\$8.643	57,251	50	\$6,287	\$81,727





Documented vs. Undocumented	Jun-20 ;	Jul-20 :	. Aug-20	Sep-20 :	Oct-20	:::::Nov-20	∴Dec-20	Jan-23	. ; Feb-21	Mar-21.	: Apr-21 : 1	May-21	Jun-21	13Month Average	-13 Month Total
Decumented Received	311	25	27,	297	37	27	32	26	31	43	22	24	38	30	393
Undocumented Received	6	E}	5	11	8		13	7	6	В	61	4	12	8	99
Unknowin Reselved	2	0;	1	0;	1	o'	0.	0.	0	1	\$	ō	٥	1	10
Documented Open	461	472	468	461	461	437	435	418	430	449	428	432	438	445	Contraction of
Undocumented Open	181	187	122	185	183	186	173	175	177	172	172	163	156	176	
Unknown Open A State of the Land of the Art	101	99;	96	89i	901	<b>32</b> 1	90;	73	73]	69	77	761	74	83	
Coverage Foundus, No Coverage Found	: 20-10لين عند	Jul-20	. AuZ-20	. ; Sep-20 .	Oct-20	Nov-20 :	Des 20	Jan-21	, Feb-21	Mar-21	Apr-21	May-21	. Jun-23	13 Month Average	
Coverage Found Received The provinces provinces and	15!	171	13	13	23	16	16	13	91	26	111	12	14	16	203
No Coverage Found Received	18[	15	19;	27	22	15	29	200	28	24	19	16	36	22	289
Unknown Received if the period british in the British (California)	2	1 ?	1!	8,	1'	וֹם ב	GÌ	DÍ	0.1	21	31	0	٥	1.	10
Coverage Found Open	64	72	74 j	54	58	49	43	38!	38	51	44	43	SO	52	
	525	\$92	S861	575	588	557	567	556	570	568	557	554	556	570	
Unknown Open reclassive states as a strategic con-	94	94	92	86	38	82	<b>81</b> !	מל	72)	71(	76(	74	72	81	Part Windight
Medical SII Review Turn Around Time Activities	Jun-20	Jul-20		Sep-20	Oct-20	Nev-20	Bec-20	Jan-Z1	Feb-21 .	. Mar-21	Apr-21 :-	May-21	lun-21	13 Month Average	13 Month Total
Average Days Scan to Pending Approval	3	4	4)	3	31	3	21	3!	3.	\$ <u></u>	5	3	3	<u> 3</u>	ومحدد فأراب
Averaged ava Pending Appreval 30 Approval	_ 2	4	. 1	2	<u>3:</u> 6:	<u>3)</u> 6	6	2	3	31	31	2	3	3	
Average David Scan to Approval	5	2	6	6	6	6	8	5	δ	δ	71	Si	6	6	
Medical Bill Savings Company (Although an Arman Affirmation)	. 6 ≥ Jun-20 .	· Jel-20 .	AUE-20	Sep-20	Oct-20.	Nov.20	Dec 20	Z1	; Feb-21	: Mar 21	Apr-21	May-21	Jun-21.	13 Month Average	13Month Total
Number of Bills	314	285	431	466	740	968;	6751	512	664	852	586	826	665	619	8,049
Billed Clarges Collection and the incomplete income	\$609,816	\$360,491	5310335	\$308,55C	\$381,757	\$480,718	5371,927	5294,132	\$383,856		\$4553,880	S448,828	\$339,333	\$422,481	\$5,492,25
Total Savings & Color Process Color Color Process (2000)	70%	.82%	74%:	77%[	59%	73%	72%	કક્યાં	70%	59%	85%	77%	48%	69%	
Standard Savings	\$284,585	\$242,505	\$195,068	\$234,992	\$220,220	\$337,540	\$243,057	\$144,470	\$204,051	\$369,1.23	\$373,454	5321,082	\$126,148	\$253,551	\$3,296,29
Network Solutions Savings	\$140,924	\$31,2421	\$36,517	\$8,174	\$27,189	\$48,685	525,718!	512,970	269,209	<u>\$75,629</u>	\$11,395	2 <u>72</u> '250	23g,018	\$41,652	\$541,59
Adjustment Savings	\$3,422	522,017	ا <u>دوقید</u> ۍ	-\$6,113	-\$21,2591	.\$34,434i	\$237	\$6,552	-\$3,190	-\$6,338	51.786	\$6,945	-\$2,709	-52,552	-\$34 <i>.</i> 47
Total Savings	\$428.930	\$295,764	SZ30,195	\$237,058	\$226,149	\$351,792	\$269,012	\$163,997	5270,070	\$438,414	\$386,635	\$343,948	\$161,468	\$202,570	\$3,803,41
Average Charge in the little of the state of	\$1,942;	\$1,265	\$720	\$662	5516	\$497	\$551	\$57.4	\$578	\$879	\$775	5507	\$510	\$767	
Average Reduction	\$1,366	\$1,038	5\$34	\$509	5306	\$363	\$3991	\$320;	\$407	\$515	\$660;	\$388	\$242	<u>\$</u> 542	અન્દરન ને ફિલ્લો અન્ય દેવત
Preferred Provider Network	ts::Jun-20.	Jul-20	Aug-20 .	Sep-20	Oct-20	,Nov-20	Dec 20 : >	Jan-21	(Feb-21 )d.	Mar-21	Apr-21	May-21	Jim-21	18 Month Average	-13MonthTotal
	72	641	80	107	166	2001	121	\$6	_131	185	139	163	154	130	1,688
Network Bills Processed	35%	65%	41%	34%	36%	32%	20%	25%	23%	76%	19%	29%	41%	36%	
Charges of Network time and advantage and an incidence in	S145,7801	\$87,885	580,8041	\$48,560	580,631	\$106,405	\$51,520	\$42!,998	\$58416	\$449,325	\$49,593	\$54,724	\$95 737	\$104,02	\$1,352 <u>,</u> 37
Charges in Network PPO Reductions		\$87,885 54,794	580,8041 \$1,165	\$48.560 \$2,825	580,631 93,146	\$106,405	\$51,520 \$5,568	\$42!,998 \$4,282	\$58416 \$5,41 <b>5</b> \$32,67 <b>6</b>	\$449,325 \$61,694	\$49,593	\$54,724 \$3,124	\$95 737 \$5,3 <b>7</b> 9		\$1,352,37 \$113,78





РізстасуМаладемент , ,	Jun-20	no: Jel-20	. Aug-20	: .Sep-20	::::Oct-20 :	: Nev-20	. ! Dec-20 : ·	Jan-21	Feb-21 .	. Nar-21	. Apr-21 .	May-21 : .	:::Jun-21	1.13 Month Average	13 Month Total
Number of Claimants	_39	34{	32:	35	37	42	36	37 !	42 (	461	33	40	36	38	494
Number Fharmacy Bills Processed	157	128	153)	111	168	207	140	166	183	223	137	202	153	164	2.128
Amount Billed Amount Pald Savings Over 8 and Price	575,722	\$72,955	\$103,324	\$82,192	\$125,591	\$124,708	\$53,128	\$81,325	S113,902	\$116,296	\$65,769	\$83,308	\$76,672	\$90,376	S1,174,894
Amount Pald	\$53,1501	\$48,123	\$49,215	537,457	\$68,231	\$65,428	\$39,031	\$59,129	\$81,760	\$82,235	543,424	\$55,345	\$53,515	\$56,626	\$736,143
Savings Over 8 Red Price	\$22.572	\$24,833	554,109	\$44.655	\$57,350	\$59,280	\$14,037	S22,196	\$32,141	\$34,051	S22,345	527,564	\$23,158	\$33,750	\$438.752
Overall Savings Percentage to a page 19 and the page 19	30%;	34%	52%	54%	45%	48%	26%	27%!	28%	29%	34%	34%	30%	36%	State State State State .
Number of PSM Claimants : 1915; 1916	35	32!	23	30	26	31	30	31,	30	301	30	29	26	30	391
Number of PBM Pharmacy Bills Processed (1) 1994 (1)	114	98	122	83	95	115	100	100	103	129	94	137	95	107	1,985
Amount Billed (PBM)	550,33C	\$43,504	\$83,939	\$62,592	\$77,922	\$81,994	\$24,059	\$39,553	\$44,677	\$39,632	\$38,120	\$39,406	\$32,522	550,597	S657,756
Amount Paid (PBM)	<i>5</i> 25,452	\$28,192	\$34,349	\$21,780	\$29,523	\$33,285	\$15,099	\$24,3981	\$24,147	\$21,6\$1	\$20,643	\$19,823	\$17,523	\$25,075	\$325,575
PBMSavings Over Billed Price	S14,878	\$15,712	\$49,590	\$40,812	\$47,883	\$48,710	\$8,959	\$15,154	\$20,529	\$17,982	\$17,477	\$19,584	\$14,863	\$25,522	5331,780
PBMSavings Percentage 100004700 and 10000071 and 1000	30%	36%	59%	65%	62%	59%	37%	38%	46%	45%!	46%	50%	62%	46%	TENTO LINES LOS
% Claimants in PBM Network	90%	94%	23%	86%	78%	74%i	83%	84%)	71%	65%i	79%	73%	72%	80%	ing of Early and a second
55 Bills in PBM Network	73%	77%	80%	75%	57%	56%	71%	60%	56%!	58%	69%	6E%	62%	55%	
Brand Percentage	10%	9%	12%	10%	12%	11%	9%	13%	14%	12%	12%	9%1	25%	11%	Service Control
Generic Percentage	90%	91%	85%	90%	88%	89%	91%	87%	86%	88%	88%	\$1%Š	85%	89%	
Mail Order Percentage	4%	6%	7%	4%	£%;	E%.	5%	4%	5%	3%	5%!	7%	4%	636	
Recoil Percentage	96%	94%	93%	96%	92%	92%	95%	95%	94%	97%	95%	93%!	95%	94%	
Narcodd Percentaire (George Col. 1995 - 1996) Selfer (1997) Ser	28%	27%	28%	29%	27%	27%	25%	24%	27%	28%	24%	26%	23%	26%	HER PROPERTY.
Number of OON 3rd Party Bills College College	4	4	4	2	5	7	4	3	8	11	4.	11	9	6	76
Number of OON Physician Dispensing Bills	7	4	51	8;	15{	14	8	11)	12	17!	10	10	12	10	133
CaseManagement 16 : 856 667 a company of the state of the	Jun-20 -	: Sud-20 i	: :Aug-20	: Sep-20	Dct-20 ,	Nov-20	:: Dec-20		Feb-21	Mar-21	Apr-21	:May-23	Jun-21 .	13 Month Average	: 13 Mondi Total
MCM( pending) 127 HTM (CARHETTO), DIAGONA CARLES	0	a	0	0	0	0	1	1	1	7	1	1	1	1	in the Said
MCM Received MCM Closed	0;	0 i	0;	01	Q.	0	1	01	0	0	0	O:	0	0	1
MOM Closed	0;	0	0;_	£ .	o .	0	Ö!	0	D:	0)	5	0	σ	0	0
MCM Savings (1982) And traffic and a december of a factor of the	\$0	\$01	soi	SC	\$0	\$0]	SO!	\$0}	\$0!	So!	SO	50	\$0	\$01	\$0
TCM(periding): Listing listing property of the option of	S	6	S	S	3	3	3	3	4	5	4	4	3	41	فأعلم والمحادث
TCM Received	0;	1,	٥	1	1!	0	0;	15	1}	1;	G∤	Qí	ů.	11	61
TCM Closed	o.	0	1	1	3	Oí.	D	1	0	D!	1	0	1	1	8
TCM Salvings	50	so;	\$8.920	\$7,080	539,480	Soi	\$0	\$10,584	SO	\$C <sup>†</sup>	\$6,135	\$0	\$900	\$9,237	\$73,099
TA (cending) cell chilifolic part actions property presenting	1	• 1	0	D	0	1	0	٥	0	В		0	1	01:	3354455
TA Received	1	0	٥	O;	O;	1.	ol	oi	0	o!	0)	1(	11	О	4
TA Closed	0	a	1	ai ai	o o	o.	1	o!	5	0	ol	1	ō	0	3
TA Saving:	\$01	SO:	\$500	SC	SC	50	\$200	\$0	\$0	50	SDi	\$300	\$0	\$77	\$1.000
Total (pending) - 22 5 5 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6	6	7	2	5	3	4	4	4	3	6	5	5	5	51	1 100 A 100 A 100 A
Recaived shipping in the property and specifications.	1i	1	0:	1	1!	1	1 i	1	1!	î)	0;	1i	1	11	111
Recaived Closed	٥	O.	2	1	3	0	1	1	s	0	1		1	11	111
	so		\$9,420	57,080	\$39,480	50	\$200			501	SE 135	\$300		\$5,70:01	\$74,0991





### <u>UEF FUND BALANCE</u>

### As of June 30, 2012-2022

## (Appendix G)

2012	\$ 10,773,750.83
2013	\$ 11,062,016.31
2014	\$ 11,025,312.96
2015	\$ 10,614,845.66
2016	\$ 8,822,208.54
2017	\$ 7,037,435.11
2018	\$ 7,011,141.05
2019	\$ 5,781,953.68
2020	\$ 6,327,160.83
2021	\$ 8,472,365.19
2022	\$ 8,605,648.97