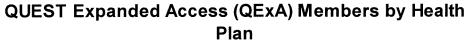
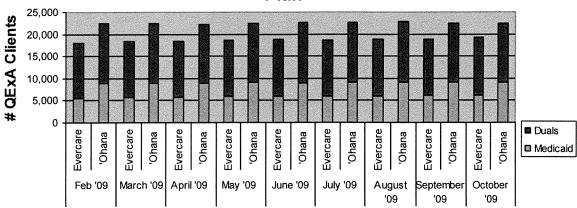
QExA Health Plan Demographic Information by Island

as of: October-09

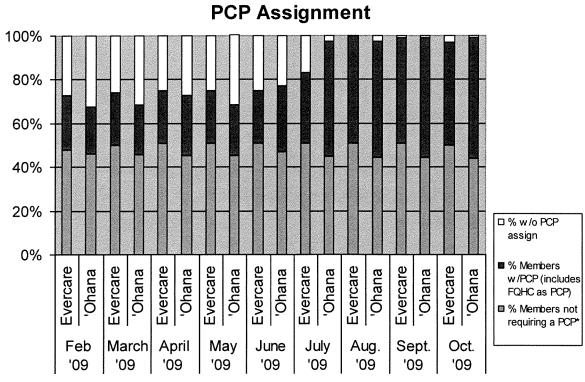
Evercare		90000000000000000000000000000000000000			6-6-9-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-			
						East	West	
Network Providers by Island	Oahu	Maui			Kauai 50	Hawaii 64	Hawaii 23	Tota
PCPs (incl FQHC less est 100 FQHC PCPs)	429 1311	71		į.	145	89	23 66	6 1.7
Specialists Facilities (Hosp./NF)	37	4		ļ	143	5	4	1,7
Foster Homes (FH) (CCFFH only; no ARCH)	788	26		\$ease-	11	79	18	9
HCBS Providers (All LTC, except CCFFH and NF)	73	18		-	6	15	3	1
Ancilliary & Other (All provider types not listed				l	······································			
above; incl Phcy, Lab, BH, Allied, Hospice, HHA)	624	98			60	86	79	9
Totals	3,262	318			278	338	193	4,3
						East	West	
# Members by Island	Oahu	Maui		-	Kauai	Hawaii	Hawaii	Tot
Members	12,790	1,200			1,274	2,977	976	19,2
						East	West	
# Members per PCP by Island	Oahu	Maui			Kauai	Hawaii	Hawaii	Tot
							401	
Members per PCP Note: RFP requirement is 600 members for eve	30 ry PCP	17			25	47	42	
Members per PCP		17				East	West	
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan Network Providers by Island	ry PCP Oahu	Maui	Molokai	Lanai	Kauai	East Hawaii	West Hawaii	
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan * Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs)	Oahu 278	Maui 42	5	4	Kauai 35	East Hawaii 52	West Hawaii 34	4
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan * Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists	Oahu 278 886	Maui 42 98	5 7	4 2	Kauai 35 97	East Hawaii 52 94	West Hawaii 34 47	4
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan * Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF)	Oahu 278 886 37	Maui 42 98 4	5 7 2	4 2 1	Kauai 35 97 6	East Hawaii 52 94 7	West Hawaii 34 47 4	4 1,2
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan We Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH)	Oahu 278 886 37 716	Maui 42 98 4 29	5 7 2 0	4 2 1 0	Kauai 35 97 6 8	East Hawaii 52 94 7 51	West Hawaii 34 47 4 12	Tota 4 1,2
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan *Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF)	Oahu 278 886 37	Maui 42 98 4	5 7 2	4 2 1	Kauai 35 97 6	East Hawaii 52 94 7	West Hawaii 34 47 4	Tota 4 1,2 8
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan *Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed	Oahu 278 886 37 716 106	Maui 42 98 4 29 15	5 7 2 0 0	4 2 1 0	Kauai 35 97 6 8	East Hawaii 52 94 7 51	West Hawaii 34 47 4 12	4 1,2 8
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan *Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF)	Oahu 278 886 37 716	Maui 42 98 4 29	5 7 2 0	4 2 1 0	Kauai 35 97 6 8 7	East Hawaii 52 94 7 51 18	West Hawaii 34 47 4 12 13	4 1,2 8 1
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan *Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA)	Oahu 278 886 37 716 106 470	Maui 42 98 4 29 15	5 7 2 0 0	4 2 1 0 0	Kauai 35 97 6 8 7	East Hawaii 52 94 7 51 18 94	West Hawaii 34 47 4 12 13 79	4 1,2 8 1
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan **Network Providers by Island** PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA) Totals	Oahu 278 886 37 716 106 470	Maui 42 98 4 29 15	5 7 2 0 0	4 2 1 0 0	Kauai 35 97 6 8 7	East Hawaii 52 94 7 51 18	West Hawaii 34 47 4 12 13 79 189 West Hawaii	4 1,2 8 1 8 3,5
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan **Network Providers by Island** PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA) Totals	Oahu 278 886 37 716 106 470 2,493	Maui 42 98 4 29 15 114 302	5 7 2 0 0 9 23	4 2 1 0 0 8 15	Kauai 35 97 6 8 7 45 198	East Hawaii 52 94 7 51 18 94 316	West Hawaii 34 47 4 12 13 79 189	4 1,2 8 1
Members per PCP Note: RFP requirement is 600 members for eve Ohana Health Plan **Network Providers by Island** PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA) Totals **Members by Island**	Oahu 278 886 37 716 106 470 2,493	Maui 42 98 4 29 15 114 302	5 7 2 0 0 9 23	4 2 1 0 0 8 15	Kauai 35 97 6 8 7 45 198 Kauai 700	East Hawaii 52 94 7 51 18 94 316 East Hawaii 2,659	West Hawaii 34 47 4 12 13 79 189 West Hawaii 1,054 West	4 1,2 8 1 8 3,5 Tot 22,5
Members per PCP Note: RFP requirement is 600 members for eve Chana Health Plan Network Providers by Island PCPs (incl FQHC less est 100 FQHC PCPs) Specialists Facilities (Hosp./NF) Foster Homes (FH) (CCFFH only; no ARCH) HCBS Providers (All LTC, except CCFFH and NF) Ancilliary & Other (All provider types not listed above; incl Phcy, Lab, BH, Allied, Hospice, HHA) Totals	Oahu 278 886 37 716 106 470 2,493	Maui 42 98 4 29 15 114 302	5 7 2 0 0 9 23	4 2 1 0 0 8 15	Kauai 35 97 6 8 7 45 198	East Hawaii 52 94 7 51 18 94 316 East Hawaii 2,659	West Hawaii 34 47 4 12 13 79 189 West Hawaii 1,054	4 1,2 8 1 8 3,5

Evercare and 'Ohana Health Plan Key Measures October 2009



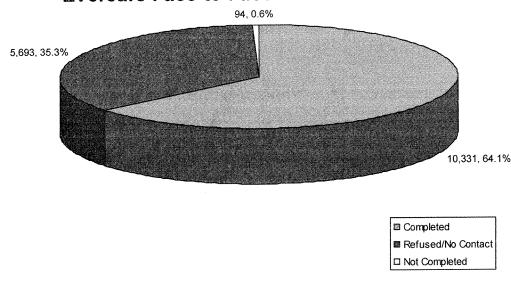


Membership in Evercare has increased by approximately 1,200 members since the start of the program, while membership in 'Ohana has increased by only 100 members. The overall population in the QExA program has increased by approximately 1,300 members or 3.2% over the first nine months. Membership in the QExA program was 41,740 in October 2009.



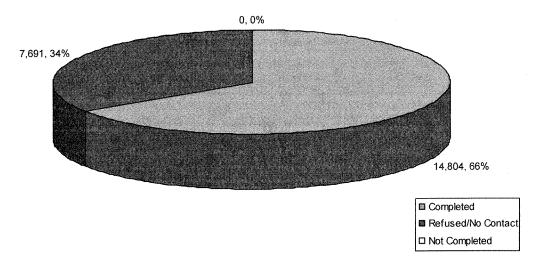
Members with Medicare primary are not required to have an assigned PCP. All of the members that require a PCP have a PCP assigned. Both Evercare (3%) and 'Ohana (1%) have members without a PCP. These new members are in the process of choosing their own PCP.

Evercare Face-to-Face Assessments



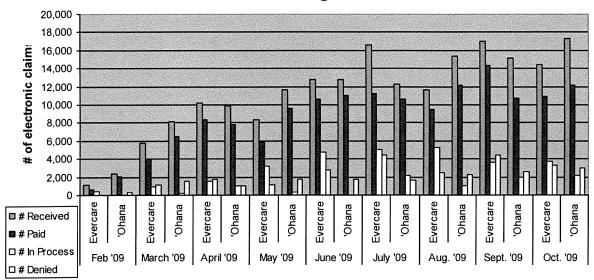
Evercare has only 94 outstanding assessments. Evercare will meet their contractual objective of completing their State mandated priority Health and Functional Assessments (HFA) that include Home and Community Based Services members (the former waiver clients) and disabled children after completion of these 94 assessments. Evercare has approximately 35% of their clients either who have refused to have an assessment or who are unable to locate. Evercare will complete a HFA on any of these clients upon request or discovery of location. At this time, the health plans will complete HFAs on all new members within 15 business days.

'Ohana Health Plan Face-to-Face Assessments



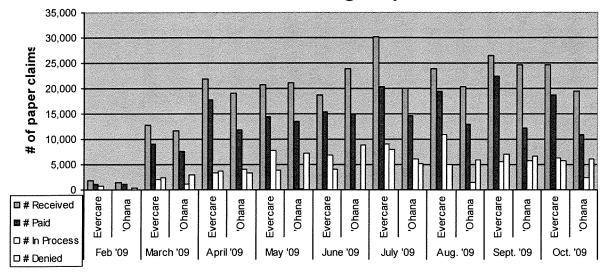
'Ohana Health Plan has met their contractual objective of completing their State mandated priority Health and Functional Assessments (HFA) that include Home and Community Based Services members (the former waiver clients) and disabled children. 'Ohana has approximately 34% of their clients who have either refused to have an assessment or who are unable to locate. 'Ohana will complete a HFA on any of these clients upon request or discovery of location. At this time, the health plans will complete HFAs on all new members within 15 business days.

QExA Claims Processing- Electronic Claims



The QExA health plans are paying electronic claims that are billed to them from providers. The health plans are receiving and paying more claims each month. 'Ohana is receiving more electronic claims than Evercare. Evercare and 'Ohana Health Plan is paying electronic claims in approximately 17 and 11 days after receipt, respectively. The health plans are also reporting on the number of electronic claims submitted that did not get into their system. Evercare has 309 and 'Ohana has 294. Both of these statistics are less than 2% of claims received. These timeframes are consistent with the contractual requirements of 90% of clean claims in 30 days and 99% of clean claims in 90 days.

QExA Claims Processing- Paper Claims



This chart describes the number of paper claims received and paid by both Evercare and 'Ohana Health Plan. Evercare is receiving more paper claims that 'Ohana. Evercare and 'Ohana are paying paper claims in approximately 17 and 11.4 days after receipt, respectively. The health plans are also reporting on the number of paper claims submitted that did not get into their system. Evercare has 502 (2% of claims received) and 'Ohana has 1,134 (6% of claims received). These timeframes are consistent with the contractual requirements of 90% of clean claims in 30 days and 99% of clean claims in 90 days.

QExA Dashboard Report Health Plan Comparison Monthly Trend Analysis

	Feb '	09	March	'09	April	'09	May '	09	June	'09	July	09	Augus	t '09	Septem	ber '09	Octob	er '09
		'Ohana		'Ohana		'Ohana	Evercare			'Ohana		'Ohana	Evercare	'Ohana	Evercare	'Ohana	Evercare	'Ohana
Members														•				
Medicaid	5 547	8,859	5.798	8,836	5.784	8.890	5.869	9.005	5.982	8.989	5.990	9.037	5.987	9.080	6.100	9.028	6.232	9,119
Duals	12,468	13,568	12,597	13,599	12,729	13,431	12,851	13,490	12,910	13,593	12,587	13,707	12,779	13,747	12,857	13,425	12,985	13,404
Total Members	18,015	22,427	18,395	22,435	18,513	22,321	18,720	22,495	18,892	22,581	18,577	22,744	18,766	22,827	18,957	22,453		22,523
Total Methibers	10,010	22,721	10,555	22,400	10,515	,	10,720	11,400	10,052	11,00	10,077	***,***	,0,700	**,0**	10,557	22,700	15,217	22,020
Network Providers																		
PCPs (inci FQHC less est 100 FQHC PCPs)	348	414	357	438	390	440	396	446	426	452	431	440	572	446	578	448	637	450
Specialists	1,093	909	1,117	990	1142	1027	1169	1.097	1216	1.119	1,246	1,155	1,459	1,184	1,591	1,213	1,712	1,231
Facilities (Hosp./NF)	50	54	52	56	52	56	54	56	54	58	54	58	54	61	55	61	56	61
Foster Homes (FH) (CCFHH only; no E-ARCH)	601	604	811	670	818	705	834	728	845	749	847	769	861	786	880	805	922	816
HCBS Providers (All LTC, except CCFHH and NF)	34	106	81	127	88	134	91	137	100	141	101	146	128	156	109	158		159
Ancilliary & Other (All provider types not listed above;	34	100	01	121		134	i "'	137		171	101	140	,,20	130	103	150	1 ,,,,	150
Incl Phoy, Lab, BH, Allied, Hospice, HHA)	569	476	655	559	670	597	680	693	721	730	739	755	858	792	891	803	947	819
Total # of providers	2,695	2,563	3,073	2,840	3,160	2,959	3,224	3,157	3,362	3,249	3,418	3,323	3,932	3,425	4,104	3,488		3,530
Total # of providers	2,000	2,000	0,010	2,040	0,100	2,000	0,227	٠,.٠.	0,002	w,2.70	0,410	0,020	0,002	0,420	1,	2,123	1,555	-,
Call Center															1		ļ.	
# Member Calls	6.475	8,977	4,855	6.854	4,584	5,152	3,103	4,749	2,854	5,022	2,956	5,091	3,258	4,936	4,433	4,836	3,376	4,360
Avg. time until phone answered	0:00:56	0:00:23	0:00:50	0:00:34	0:00:39	0:00:26	0:00:30	0:00:17	0:00:20	0:00:20	0:00:22	0:00:26	0:00:14	0:00:21	0:00:18	0:00:15		0:00:25
Avg. time on phone with member	4:56	7:40	4:47	6:10	5:14	8:37	5:33	7:58	5:24	7:13	5:35	7:08	4:31	6:48	4:11	5:50		5:50
% of member calls abandoned	7.3%	2.5%	7.7%	4.0%	4.90%	4.0%	3.9%	2.0%	1.9%	2.0%	3.3%	4.0%	1.3%	2.0%	1.9%	2.0%	1.6%	3.0%
76 of member cans abandoned	1.376	2.576	7.778	4.078	4,3076	4.0 /8	3.576	2.076	1.576	2.070	3.576	4.070	1.576	2.070	1.37	2.076	1.076	3.07
# Provider Calls	7,152	4,250	6,179	3,711	5.631	3,467	4.878	3,145	4.567	3.520	5.223	3.693	5.510	3.949	6,709	3,696	5,162	3.679
	0:00:49	0:00:20	0:00:45	0:00:08	0:00:35	0:00:13	0:00:35	0:00:15	0:00:22	0:00:23	0:00:18	0:00:30	0:00:15	0:00:20	0:00:18	0:00:15	0:00:17	0:00:28
Avg. time until phone answered					4:29	9:48	5:18	9:28	4:52	9:20	4:46	8:55	4:06	7:31	3:49	6:34	4:21	7:12
Avg. time on phone with provider	3:36	4:43	4:32	7:37												1.0%	2.9%	3.0%
% of provider calls abandoned	8.6%	2.3%	6.9%	1.0%	6.10%	2.0%	4.7%	1.0%	2.7%	1.0%	3.7%	3.0%	2.3%	2.0%	2.7%	1.0%	2.9%	3.0%
															ļ			
PCP Assignment	050/	040/	0.404	000/	240	070/	240/	030/	2401	200/	2201	5000	400/	F20/	400/	EE0/	47%	een/
% Members w/PCP (includes FQHC as PCP)	25%	21%	24%	23%	24%	27%	24%	23%	24%	30%	32%	52%	49%	53%	48%	55%		55%
% w/o PCP assign	27%	32%	26%	32%	25%	27%	25%	32%	25%	23%	17%	3%	0%	3%	1%	1%	3%	1%
% Members not requiring a PCP*	48%	46%	50%	46%	51%	45%	51%	45%	51%	47%	51%	45%	51%	45%	51%	44%	50%	44%
(*w/Medicare)																		
																	l	
Face to Face Assessments (cummulative)	18.015	22.427	18.395	22,435	18,513	22,321	18,720	22,495			n/a		16,881	20.697	16,124	22,495	16,118	22,495
Total Initial Members (Open enrollment)	18,015	22,427	10,395		10,513		10,720	22,490	i i za	n/a	iva	n/a						
Refused/No Contact		46		252		909							5,227	5,433	5,346	6,799	5,693	7,691
Completed Face to Face Assessments	770	412	2,125	2,266	4,066	4,770	5,803			n/a		n/a	9,627	10,602	9,601	13,277	10,331	14,804
Total Resolved Assessments	770	458	2,125	2,518	4,066	5,679	5,803	6,001	8,518	12,467	14,361	13,292	14,854	16,035	14,947	20,076	16,024	22,495
Outstanding Assessments	17,245	21,969	16,270	19,917	14,447	16,642	12,917	16,494	10,374	10,028	4,216	9,203	2,027	4,662	1,177	2,419	94	C
Medical Claims- Electronic																		
# Submitted, not able to get into system													638	323	447	209	294	309
# Received	1,136	2,392	5,769	8,107	10,248	9,868	8,378	11,685	12,799	12,813	16,645	12,236	11,692	15,400	16,959	15,203	14,422	17,287
# Paid	658	2,084	4,068	6,445	8,322	7,805	5,868	9,564	10,579	11,066	11,287	10,615	9,525	12,121	14,312	10,727	10,932	12,193
# In Process	446	2	951	158	1,556	985	3,162	329	4,695	27	5,063	2,191	5,302	999	3,584	1,939	3,703	2,128
# Denied	32	306	1,107	1,504	1,769	1,078	1,139	1,792	2,765	1,720	4,408	1,621	2,461	2,280	4,460	2,537	3,341	2,966
Avg time for processing claim in days	•	11.2	•	11.46	•	12.20	•	11.97	•	11.00	17	11.18	21	11.33	22	11.25	17	11.35
* unable to break out (month to date)																		
																	l	
Medical Claims- Paper																		
													1,307	990	701	1,335	502	1,134
Medical Claims- Paper	1,802	1,441	12,854	11,644	21,837	19,149	20,656	21,027	18,689	23,849	30,112	19,970	1,307 23,954	990 20,324	701 26,525	1,335 24,609	502 24,661	1,134 19,478
Medical Claims- Paper # Submitted, not able to get into system	1,802 1,043	1,441 1,143	12,854 9,063	11,644 7,541	21,837 17,732	11,896	14,466	13,559	15,447	23,849 15,007	20,419	19,970 14,717	23,954 19,515	20,324 12,950	26,525 22,385	24,609 12,295	24,661 18,695	19,478 10,837
Medical Claims- Paper # Submitted, not able to get into system # Received						11,896 3,983		13,559 258	15,447 6,865	15,007 10	20,419 9,158	14,717 6,044	23,954	20,324	26,525 22,385 5,607	24,609 12,295 5,667	24,661 18,695 6,333	19,478 10,837 2,492
Medical Claims- Paper # Submitted, not able to get into system # Received # Pald	1,043		9,063	7,541	17,732	11,896	14,466	13,559	15,447	15,007	20,419	14,717	23,954 19,515	20,324 12,950	26,525 22,385	24,609 12,295	24,661 18,695	19,478 10,837
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process	1,043 708	1,143 2	9,063 2,119	7,541 1,056	17,732 3,317	11,896 3,983	14,466 7,797	13,559 258	15,447 6,865	15,007 10	20,419 9,158	14,717 6,044	23,954 19,515 10,864	20,324 12,950 1,403	26,525 22,385 5,607	24,609 12,295 5,667	24,661 18,695 6,333	19,478 10,837 2,492
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied	1,043 708 50	1,143 2 296	9,063 2,119 2,468	7,541 1,056 3,047	17,732 3,317 3,771	11,896 3,983 3,270	14,466 7,797 3,946	13,559 258 7,210	15,447 6,865 3,994	15,007 10 8,832	20,419 9,158 7,973	14,717 6,044 5,253	23,954 19,515 10,864 5,044	20,324 12,950 1,403 5,971	26,525 22,385 5,607 6,975	24,609 12,295 5,667 6,647	24,661 18,695 6,333 5,714	19,478 10,837 2,492 6,149
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date)	1,043 708 50	1,143 2 296	9,063 2,119 2,468	7,541 1,056 3,047	17,732 3,317 3,771	11,896 3,983 3,270	14,466 7,797 3,946	13,559 258 7,210	15,447 6,865 3,994	15,007 10 8,832	20,419 9,158 7,973	14,717 6,044 5,253	23,954 19,515 10,864 5,044	20,324 12,950 1,403 5,971	26,525 22,385 5,607 6,975	24,609 12,295 5,667 6,647	24,661 18,695 6,333 5,714	19,478 10,837 2,492 6,149
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports	1,043 708 50	1,143 2 296	9,063 2,119 2,468	7,541 1,056 3,047	17,732 3,317 3,771	11,896 3,983 3,270	14,466 7,797 3,946	13,559 258 7,210	15,447 6,865 3,994	15,007 10 8,832	20,419 9,158 7,973	14,717 6,044 5,253	23,954 19,515 10,864 5,044	20,324 12,950 1,403 5,971	26,525 22,385 5,607 6,975	24,609 12,295 5,667 6,647	24,661 18,695 6,333 5,714	19,478 10,837 2,492 6,149
Medical Claims- Paper # Submitted, nd able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports Ground	1,043 708 50 4 and 9	1,143 2 296 10.9 9,593	9,063 2,119 2,468 7 and 14	7,541 1,056 3,047 11.47	17,732 3,317 3,771 7 and 17	11,896 3,983 3,270 12.50	14,466 7,797 3,946 9 and 25	13,559 258 7,210 12.50	15,447 6,865 3,994 11 and 24	15,007 10 8,832 10.00	20,419 9,158 7,973 17	14,717 6,044 5,253 9.82 25,252	23,954 19,515 10,864 5,044 21	20,324 12,950 1,403 5,971 11.62	26,525 22,385 5,607 6,975 22	24,609 12,295 5,667 6,647 10.28	24,661 18,695 6,333 5,714 17	19,478 10,837 2,492 6,149 11.41 23,148
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports Ground Air	1,043 708 50 4 and 9	1,143 2 296 10.9	9,063 2,119 2,468 7 and 14	7,541 1,056 3,047 11.47	17,732 3,317 3,771 7 and 17	11,896 3,983 3,270 12.50	14,466 7,797 3,946 9 and 25	13,559 258 7,210 12.50	15,447 6,865 3,994 11 and 24	15,007 10 8,832 10.00	20,419 9,158 7,973 17	14,717 6,044 5,253 9.82	23,954 19,515 10,864 5,044 21	20,324 12,950 1,403 5,971 11.62	26,525 22,385 5,607 6,975 22	24,609 12,295 5,667 6,647 10.28 23,382	24,661 18,695 6,333 5,714 17	19,478 10,837 2,492 6,149 11.41
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) Ground Air * round trip	1,043 708 50 4 and 9	1,143 2 296 10.9 9,593	9,063 2,119 2,468 7 and 14	7,541 1,056 3,047 11.47	17,732 3,317 3,771 7 and 17	11,896 3,983 3,270 12.50	14,466 7,797 3,946 9 and 25	13,559 258 7,210 12.50	15,447 6,865 3,994 11 and 24	15,007 10 8,832 10.00	20,419 9,158 7,973 17	14,717 6,044 5,253 9.82 25,252	23,954 19,515 10,864 5,044 21	20,324 12,950 1,403 5,971 11.62	26,525 22,385 5,607 6,975 22	24,609 12,295 5,667 6,647 10.28 23,382	24,661 18,695 6,333 5,714 17	19,478 10,837 2,492 6,149 11.41 23,148
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports Ground Air * round trip # Member Complaints	1,043 708 50 4 and 9 5183* 78	1,143 2 296 10.9 9,593 174	9,063 2,119 2,468 7 and 14 16,492 186	7,541 1,056 3,047 11.47 18,700 201	17,732 3,317 3,771 7 and 17 16,511 275	11,896 3,983 3,270 12.50 18,151 253	14,466 7,797 3,946 9 and 25	13,559 258 7,210 12.50 19,082 315	15,447 6,865 3,994 11 and 24 17,781 252	15,007 10 8,832 10.00 21,132 476	20,419 9,158 7,973 17 19,238 309	14,717 6,044 5,253 9.82 25,252 471	23,954 19,515 10,864 5,044 21 18,199 291	20,324 12,950 1,403 5,971 11.62 24,119 453	26,525 22,385 5,607 6,975 22 17,955 318	24,609 12,295 5,667 6,647 10.28 23,382 477	24,661 18,695 6,333 5,714 17 17,696 329	19,478 10,837 2,492 6,149 11.41 23,148 510
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports Ground Air * round trip # Member Complaints # Received	1,043 708 50 4 and 9 5183* 78	1,143 2 296 10.9 9,593 174	9,063 2,119 2,468 7 and 14	7,541 1,056 3,047 11.47 18,700 201	17,732 3,317 3,771 7 and 17 16,511 275	11,896 3,983 3,270 12.50 18,151 253	14,466 7,797 3,946 9 and 25 16,464 197	13,559 258 7,210 12.50 19,082 315	15,447 6,865 3,994 11 and 24 17,781 252	15,007 10 8,832 10.00 21,132 476	20,419 9,158 7,973 17 19,238 309	14,717 6,044 5,253 9.82 25,252 471	23,954 19,515 10,864 5,044 21 18,199 291	20,324 12,950 1,403 5,971 11.62 24,119 453	26,525 22,385 5,607 6,975 22 17,955 318	24,609 12,295 5,667 6,647 10.28 23,382 477	24,661 18,695 6,333 5,714 17 17,696 329	19,478 10,837 2,492 6,149 11.41 23,148 510
Medical Claims- Paper # Submitted, not able to get into system # Received # Paid # In Process # Denied Avg time for processing claim in days (month-to-date) # Non-Emergency Transports Ground Air " round trip # Member Complaints	1,043 708 50 4 and 9 5183* 78	1,143 2 296 10.9 9,593 174	9,063 2,119 2,468 7 and 14 16,492 186	7,541 1,056 3,047 11.47 18,700 201	17,732 3,317 3,771 7 and 17 16,511 275	11,896 3,983 3,270 12.50 18,151 253	14,466 7,797 3,946 9 and 25	13,559 258 7,210 12.50 19,082 315	15,447 6,865 3,994 11 and 24 17,781 252	15,007 10 8,832 10.00 21,132 476	20,419 9,158 7,973 17 19,238 309	14,717 6,044 5,253 9.82 25,252 471	23,954 19,515 10,864 5,044 21 18,199 291	20,324 12,950 1,403 5,971 11.62 24,119 453	26,525 22,385 5,607 6,975 22 17,955 318	24,609 12,295 5,667 6,647 10.28 23,382 477	24,661 18,695 6,333 5,714 17 17,696 329	19,478 10,837 2,492 6,149 11.41 23,148 510

QExA Dashboard Report Health Plan Comparison Monthly Trend Analysis

	Feb '09	March '09	F	April '09	-	Mav '09	J.C	90, aunf		60, VINC		August '09	6	September '09	er '09	Octob	October '09
	Evercare 'Ohana	Ę.		Evercare 'Ohana		Evercare 'Ohana	Ever	re 'Ohana	la Evercare	are 'Ohana	Eve	Evercare 'Oh	na n	Evercare	Ohana,	Evercare 'Ohana	'Ohana
# Provider Complaints	(c	d		Ť		0	- 6	5	5	ç	ĸ	c	67	ĸ	15
# Received	-	0 0	n (0 (2 0	4 2	5 6	၈ ရ	n +	4 0	2 4	2 1	2 4	4 6		. "	
# Resolved	0		7	0	5	4		SC C		ית	4		0	יי	ή.	ו כ	1 (
# Outstanding	0	0 0	_	0	10	0	4	0		m	S	9	7	r.	-	_	2
# Member Appeals		******								c	σ	^	73	g	r.	7	. 54
# Yecelved											, v.	١٨	, co	ι.C	n		19
# Nesolveu # Outstanding										4	4	0	C)	****	2	2	u)
-													······			,, <u></u>	
# Provider Appeals		·									37	c	44	-	41		34
# Received											4	0	25	-	16	0	-
# Outstanding										0	23	0	19	0	25		()
Utilization- based on claims paid																	
Acute Admits *	172	201	212	206	243								195	191	176		140
Acute Days *	1730		773		732	`				2,194 1,			1,721	1,586	1,333		1,042
ER Visits *	669		392		292	589		504			845	267	962	447	652	270	65
Waitlisted Days *			0		154								220	361	352		236
NF Admits *			18		24								24	27	19		19
NF Days (non-Medicare covered days)			254		977					15,667 50,	50,194 15	15,464 4	47,475	20,569	42,795		41,700
# Prescriptions	25,893 32,617	31297	453	32,052 41,	41,084								11,280	31,954	41,150		41,842
# Members in FH	792	753 425			396								403	744	404		4 1
# Members in Self-Direction					179	224	203	396 254		946	884	1,025	884	996	802	9/4	757
# Members receiving other HCBS	534	545	940	545	920							119	62	989	200		2
(* non-Medicare)			_					*			_					10000000000000000000000000000000000000	
Legend:																	
ER= Emergency Room																	
FH=Foster Home				×													
HCBS= Home and Community Based Services																	
Hospital																	
NF=Nursing Facility																	
PCP= Primary Care Provider		Lance the collection of the															
CMS 1500- physicians, case management agencies, RACCP nomes, nome health, etc.	cies, KACCP nomes,	nome nealth, etc.															
CINIS UD04- (talsing lacinaes, Fano, Hospitals																	