

ALABAMA ADRS AUTHENTICARE

Client Consolidated Scorecard 12 month history - Latest Month is Aug-2021

All times in Central Time.

Claims Created via IVR	Checkin + Check out = claim, Pending check in = claim, Pending check out = claim																								
Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
2020																									0
September	0	0	0	0	15	32	35	62	68	102	29	13	6	21	5	9	16	1	0	0	2	1	1	1	419
October	4	1	1	0	13	21	50	93	66	82	32	4	12	27	1	5	19	0	0	0	2	2	0	0	435
November	1	0	0	3	27	34	84	145	197	132	73	40	42	59	34	36	31	25	13	11	1	4	1	0	993
December	0	1	0	5	75	91	151	275	359	253	156	102	95	144	114	49	54	72	22	28	7	2	3	1	2,059
2021																									0
January	0	0	0	4	55	110	142	298	436	292	210	173	105	152	146	65	112	87	33	24	10	1	0	0	2,455
February	0	0	0	2	56	127	224	313	471	333	178	142	105	162	121	67	104	83	50	28	13	7	2	1	2,589
March	0	0	0	3	60	163	216	415	522	368	211	156	145	176	189	63	107	94	55	45	13	2	2	1	3,006
April	0	0	2	5	61	154	199	420	448	384	247	155	154	162	154	65	116	78	66	38	13	3	5	0	2,929
May	0	0	0	1	47	126	240	377	463	362	277	166	176	148	146	71	118	65	81	36	11	6	2	0	2,919
June	1	0	0	1	54	129	240	390	480	381	316	163	167	130	147	60	141	86	66	41	16	9	2	1	3,021
July	1	0	1	3	29	130	264	452	465	397	306	179	185	137	147	77	155	102	82	51	17	12	1	0	3,193
August	0	0	0	1	25	126	240	451	502	344	328	207	207	155	176	98	138	133	72	37	8	11	3	1	3,263
Grand Total	7	2	4	28	517	1,243	2,085	3,691	4,477	3,430	2,363	1,500	1,399	1,473	1,380	665	1,111	826	540	339	113	60	22	6	27,281

Claims Created via Web																									
Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
2020																									0
September	0	0	0	0	0	0	0	0	14	176	199	86	137	82	112	91	72	5	0	0	0	1	0	0	975
October	0	0	0	0	0	0	0	0	30	59	64	59	106	135	201	130	76	0	1	0	0	2	1	0	864
November	0	0	0	0	0	0	0	0	29	63	14	58	62	69	146	71	30	17	13	54	32	0	0	0	658
December	0	0	0	0	0	0	0	0	51	102	18	54	95	65	100	23	25	0	1	0	0	0	0	0	534
2021																									0
January	0	0	0	0	0	0	0	6	38	89	106	98	136	70	178	90	112	47	4	0	52	2	0	0	1,028
February	0	0	0	0	0	0	0	14	21	117	114	116	148	262	127	174	107	65	42	18	0	29	0	0	1,354
March	0	0	0	0	0	0	0	15	24	69	69	84	38	91	63	104	113	10	0	0	0	1	0	0	681
April	0	0	0	0	0	0	0	15	25	65	73	60	68	100	102	44	92	10	0	0	0	0	0	0	654
May	0	0	0	0	0	0	0	8	8	57	89	91	81	31	40	43	80	26	0	0	0	0	0	0	554
June	0	2	0	0	0	0	0	11	12	62	106	70	65	52	41	48	43	1	0	0	0	0	2	0	515
July	0	14	18	2	2	0	0	20	34	58	51	91	71	58	34	47	30	5	0	0	1	13	0	0	549
August	0	1	0	0	0	0	0	3	36	42	59	58	81	122	73	74	23	0	0	1	0	0	2	2	577
Grand Total	0	17	18	2	2	0	0	92	322	959	962	925	1,088	1,137	1,217	939	803	186	61	73	85	48	5	2	8,943

Claims Created via MOBILE																									
Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	TOTAL
2020																									0
September	0	1	1	0	2	1	21	43	82	66	39	29	36	28	18	19	10	0	22	0	23	1	0	0	442
October	0	0	0	0	0	2	46	50	147	104	78	45	60	40	30	18	18	28	53	3	29	0	0	1	752
November	0	0	1	0	6	33	122	189	253	219	118	59	67	58	67	49	36	60	69	16	34	2	2	0	1,460
December	0	1	1	0	2	47	182	330	443	412	216	121	104	114	94	83	89	74	131	39	39	10	5	3	2,540
2021																									0
January	1	0	0	0	1	48	185	390	480	457	262	138	135	113	113	109	138	110	119	20	28	16	5	1	2,869
February	0	1	0	0	1	35	201	416	502	482	298	111	139	113	102	130	133	99	97	30	42	9	6	1	2,948
March	0	0	0	2	11	63	203	559	572	523	291	198	146	122	105	114	113	143	113	39	19	13	8	2	3,359
April	0	0	4	5	6	60	178	553	514	522	256	163	145	113	95	124	98	127	73	42	19	13	8	4	3,122
May	3	1	2	5	6	58	187	520	482	501	236	142	143	118	106	94	100	134	78	48	25	15	9	3	3,016
June	3	1	1	4	12	64	239	496	487	418	263	149	179	133	90	73	102	150	83	46	27	16	10	2	3,048
July	0	0	0	2	14	51	241	473	495	436	225	185	176	107	74	81	101	141	83	57	32	20	11	3	3,008
August	1	1	0	0	4	66	254	531	478	468	263	145	163	143	74	75	105	107	90	52	23	16	3	2	3,064
Grand Total	8	6	10	18	65	528	2,059	4,550	4,935	4,608	2,545	1,485	1,493	1,202	968	969	1,043	1,173	1,011	392	340	131	67	22	29,628

Exported claims	# of Claims	Total \$
2020		
September	1,943	\$86,113.50
October	1,588	\$65,465.30
November	1,357	\$59,010.62
December	1,548	\$67,597.75
2021		
January	1,410	\$62,675.25
February	1,249	\$55,220.00
March	1,142	\$49,989.50
April	1,252	\$55,126.50
May	1,296	\$58,869.25
June	1,136	\$51,172.00
July	1,335	\$62,394.75
August	1,162	\$54,848.75
Grand Total	16,418	\$728,483.17

Active Entities	Total
Case Manager	30
Consumer	357
Provider	12
Worker	385
Representative	287
Waiver	1

