

ALABAMA ADMH 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																									
September	99	6	55	5	34	124	326	546	479	307	225	159	180	148	491	246	216	122	157	164	69	72	176	78	4,484
October	86	10	35	8	10	157	316	542	505	341	230	189	167	177	512	298	200	133	146	179	87	75	191	70	4,664
November	117	12	35	6	9	132	360	563	458	267	205	220	193	192	460	318	195	157	153	160	96	70	184	64	4,626
December	166	7	36	17	45	287	733	1,195	1,163	754	421	348	435	402	766	504	414	342	246	203	191	157	244	137	9,213
2021																									
January	125	12	13	52	60	393	963	1,625	1,658	1,012	542	493	548	621	971	670	540	419	272	282	231	250	269	197	12,218
February	123	11	24	84	62	317	1,098	1,613	1,685	971	523	490	566	594	1,026	695	498	442	274	323	211	228	300	224	12,382
March	143	19	36	72	68	420	1,255	2,033	1,859	1,115	567	590	616	750	1,132	847	627	507	314	363	266	267	310	205	14,381
April	167	24	25	77	63	491	1,295	1,912	1,886	1,118	549	538	589	766	1,178	880	606	497	329	385	256	294	347	143	14,415
May	174	10	31	68	75	489	1,249	1,894	1,894	1,188	546	533	553	796	1,186	848	559	493	382	362	279	265	371	171	14,416
June	149	21	35	77	73	452	1,134	2,071	1,908	1,119	604	549	585	824	1,201	752	583	450	390	362	268	284	316	192	14,399
July	149	26	36	77	68	435	1,073	2,126	1,890	1,091	626	516	580	787	1,270	784	585	438	412	374	242	305	305	203	14,398
August	177	34	37	61	67	477	1,208	2,025	1,826	1,044	617	538	587	761	1,215	871	650	415	413	366	255	288	344	186	14,462
Grand Total	1,675	192	398	604	634	4,174	11,010	18,145	17,211	10,327	5,655	5,163	5,599	6,818	11,408	7,713	5,673	4,415	3,488	3,523	2,451	2,555	3,357	1,870	134,058

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																									
September	73	8	14	26	15	32	4	11	294	405	848	654	621	695	752	382	309	104	40	260	199	350	179	138	6,413
October	21	13	34	1	0	15	0	47	299	575	724	684	638	569	779	477	216	287	240	192	74	109	96	91	6,181
November	101	31	0	0	26	75	105	131	258	544	711	974	1,018	755	846	870	420	231	375	229	244	251	190	134	8,519
December	12	7	2	11	52	67	49	184	494	634	970	1,224	1,066	1,179	1,393	712	734	104	338	193	140	220	268	38	10,091
2021																									
January	56	63	0	0	0	66	29	71	238	356	553	673	769	879	774	720	552	73	106	125	180	130	49	33	6,495
February	0	2	0	0	1	0	1	1	139	438	774	794	625	469	451	455	165	137	205	262	497	168	73	31	5,688
March	2	2	1	4	26	68	46	63	244	809	726	680	627	410	695	558	302	41	60	13	20	59	42	39	5,537
April	25	0	0	3	2	0	0	105	270	303	480	367	446	343	330	426	423	239	100	101	12	22	37	61	4,095
May	28	0	0	20	42	0	4	51	90	230	580	582	602	481	566	447	396	64	158	282	183	151	99	36	5,092
June	23	0	0	0	0	0	29	63	60	415	527	386	446	607	423	408	410	294	231	146	171	107	61	45	4,852
July	13	13	0	0	0	0	40	72	95	268	365	224	190	336	511	229	196	94	174	65	211	104	24	109	3,333
August	77	15	13	29	56	2	46	137	152	361	328	366	430	441	507	461	362	98	76	17	187	42	82	256	4,541
Grand Total	431	154	64	94	220	325	353	936	2,633	5,338	7,586	7,608	7,478	7,164	8,027	6,145	4,485	1,766	2,103	1,885	2,118	1,713	1,200	1,011	70,837

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																										
September	80	15	9	3	22	99	247	223	331	188	133	136	110	169	191	185	153	81	65	47	37	20	42	79	2,665	
October	96	39	9	9	27	130	307	306	476	268	194	185	132	264	230	173	180	103	91	40	55	47	82	70	3,513	
November	114	25	5	12	31	99	258	390	473	244	243	183	122	203	249	176	193	104	111	62	53	15	105	61	3,531	
December	108	44	12	10	30	119	270	482	453	284	218	225	139	239	256	171	178	115	125	58	48	34	99	66	3,783	
2021																										
January	98	31	6	10	37	118	266	425	481	304	191	175	123	247	254	177	162	110	111	68	43	41	122	85	3,685	
February	78	29	5	7	39	161	269	437	399	311	200	200	135	241	274	213	151	160	110	77	58	49	93	68	3,764	
March	80	31	3	15	31	167	330	544	537	332	270	196	140	242	279	191	196	152	126	73	77	64	68	73	4,217	
April	70	48	6	5	33	133	359	516	579	334	279	230	162	254	334	234	217	144	123	72	81	52	83	83	4,431	
May	63	23	5	12	37	130	355	524	561	321	264	188	164	255	291	203	194	144	101	65	91	56	102	88	4,237	
June	61	38	6	10	34	156	349	592	556	350	250	217	160	241	299	222	208	127	79	58	103	38	66	73	4,293	
July	69	37	4	4	41	154	364	616	525	293	241	208	194	213	307	167	222	139	100	59	65	46	72	66	4,206	
August	80	31	2	5	37	153	376	620	601	358	240	283	206	305	298	137	249	168	145	91	83	46	75	60	4,649	
Grand Total	997	391	72	102	399	1,619	3,750	5,675	5,972	3,587	2,723	2,426	1,787	2,873	3,262	2,249	2,303	1,547	1,287	770	794	508	1,009	872	46,974	

Exported claims	# of Claims	Total \$
2020		
September	11,961	\$1,129,594.48
October	13,189	\$1,343,303.42
November	16,560	\$1,644,229.06
December	19,223	\$1,960,070.60
2021		
January	13,436	\$1,354,248.38
February	12,927	\$1,321,145.94
March	13,392	\$1,351,430.26
April	12,062	\$1,214,034.56
May	12,270	\$1,364,372.52
June	12,195	\$1,305,350.16
July	11,936	\$1,249,570.58
August	10,770	\$1,226,446.66
Grand Total	159,921	\$16,463,796.62

Active Entities	Total
Case Manager	173
Consumer	955
Provider	50
Worker	1,233
Representative	330
Waiver	2



