

ALABAMA ADSS 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	29	14	289	1,047	2,320	3,135	2,580	2,533	1,995	1,803	1,463	1,130	686	562	327	178	111	68	44	14	1	20,329
October	0	0	0	31	19	343	1,107	2,576	3,385	2,774	2,735	2,200	1,883	1,591	1,182	818	570	365	204	137	81	43	6	0	22,050
November	0	0	1	30	28	347	1,101	2,457	3,077	2,620	2,472	1,942	1,834	1,408	1,132	696	496	309	182	107	73	39	12	1	20,364
December	12	11	1	39	40	447	1,592	3,779	5,512	4,252	3,551	2,962	2,709	2,084	1,676	1,389	985	691	409	216	139	96	43	69	32,704
2021																									0
January	17	14	6	50	88	585	1,869	4,904	7,466	5,497	4,329	3,479	3,144	2,495	2,048	1,813	1,448	1,000	543	274	171	84	42	14	41,380
February	8	6	5	61	88	662	1,903	5,152	7,451	5,494	4,300	3,527	3,054	2,376	2,060	1,790	1,475	938	536	285	160	101	26	13	41,471
March	19	9	12	62	130	687	2,224	6,033	8,386	6,375	4,930	3,968	3,428	2,554	2,411	1,880	1,656	1,088	622	324	200	112	34	10	47,154
April	10	8	5	50	122	595	2,092	5,748	8,093	5,731	4,683	3,686	3,188	2,484	2,294	1,911	1,430	1,035	577	347	184	102	40	19	44,434
May	6	7	14	64	129	677	2,118	5,592	7,638	5,435	4,313	3,513	3,056	2,313	2,129	1,802	1,413	1,030	556	320	178	92	41	33	42,469
June	16	10	5	55	135	601	2,222	5,501	7,721	5,494	4,419	3,584	3,147	2,548	2,093	1,863	1,436	1,056	567	308	200	98	39	18	43,136
July	12	6	16	61	151	579	2,141	5,256	7,280	5,533	4,404	3,425	2,919	2,416	2,026	1,716	1,405	1,036	544	324	181	109	48	17	41,605
August	15	4	12	72	122	642	2,041	5,092	7,068	4,999	4,221	3,313	2,675	2,243	1,905	1,636	1,421	974	489	259	163	101	41	21	39,529
Grand Total	115	75	77	604	1,066	6,454	21,457	54,410	76,212	56,784	46,890	37,594	32,840	25,975	22,086	18,000	14,297	9,849	5,407	3,012	1,798	1,021	386	216	436,625

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	222	35	47	0	0	134	229	529	1,868	2,959	2,888	2,867	2,918	3,321	3,484	3,068	1,971	809	523	637	579	634	351	248	30,321
October	92	100	36	44	135	162	55	328	1,362	1,983	2,592	2,824	3,012	2,936	2,910	3,012	1,997	767	599	665	665	464	301	209	27,250
November	213	129	142	141	69	30	149	381	1,465	2,347	2,700	2,750	2,388	2,249	2,392	2,856	1,619	691	896	793	832	562	411	276	26,481
December	143	101	101	75	99	118	184	453	1,953	2,968	3,076	2,803	2,319	3,219	2,821	3,265	2,300	1,014	738	751	701	568	444	154	30,368
2021																									0
January	100	47	44	20	108	95	122	524	1,873	2,588	2,601	2,616	2,378	2,765	3,202	3,028	1,789	564	621	651	756	524	257	70	27,343
February	131	49	2	0	3	21	129	347	1,587	2,582	2,760	2,396	1,858	2,156	2,658	2,660	1,759	867	746	446	513	677	391	171	24,909
March	157	225	134	68	126	176	158	292	1,507	3,247	3,382	3,034	2,178	2,691	2,619	2,921	1,999	534	474	663	691	569	283	242	28,370
April	167	99	45	35	133	181	134	531	1,664	2,926	2,899	2,119	1,703	2,141	2,190	2,677	1,846	369	322	353	413	554	383	231	24,115
May	249	145	45	0	108	147	79	183	1,107	2,182	2,529	2,686	1,845	2,390	2,233	2,454	1,454	474	495	617	821	987	718	366	24,314
June	195	53	9	2	0	0	66	430	1,742	2,965	2,542	2,210	2,013	2,675	2,677	2,900	1,785	606	675	506	522	530	641	476	26,220
July	261	91	85	156	100	43	35	553	1,712	2,802	3,252	3,000	2,497	2,938	3,319	3,144	2,004	510	414	522	545	687	601	446	29,717
August	150	102	88	83	1	27	22	347	1,813	2,293	2,782	2,581	1,874	2,367	2,990	2,955	1,780	752	569	830	875	617	667	233	26,798
Grand Total	2,080	1,176	778	624	882	1,134	1,362	4,898	19,653	31,842	34,003	31,886	26,983	31,848	33,495	34,940	22,303	7,957	7,072	7,434	7,913	7,373	5,448	3,122	326,206

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	0	0	0	27	72	230	909	2,795	3,723	3,088	3,011	2,958	2,495	2,004	1,431	1,056	457	321	100	53	21	4	6	1	24,762
October	1	1	1	37	65	293	973	3,377	4,245	3,528	3,510	3,395	2,863	2,242	1,526	1,203	568	353	112	53	27	17	6	1	28,397
November	11	0	0	38	85	342	952	3,070	4,154	3,354	3,445	3,073	2,744	2,183	1,572	1,119	518	310	99	43	22	9	0	0	27,143
December	5	0	0	25	123	372	1,114	3,345	4,719	3,952	3,833	3,451	3,195	2,472	1,710	1,260	624	334	143	64	26	7	3	7	30,784
2021																									
January	4	0	0	27	91	359	923	3,011	4,379	3,760	3,502	3,103	2,954	2,253	1,632	1,082	623	313	171	95	26	10	3	10	28,331
February	4	0	0	20	92	339	835	2,874	4,075	3,580	3,224	3,112	2,799	2,127	1,575	1,126	603	328	156	87	22	9	1	5	26,993
March	6	1	1	27	108	470	1,080	3,691	5,012	4,372	4,023	3,769	3,514	2,495	1,825	1,256	645	379	111	101	20	11	4	10	32,931
April	8	0	1	22	110	440	1,069	3,476	5,082	4,052	3,743	3,551	3,198	2,476	1,730	1,189	686	353	120	79	21	16	8	15	31,445
May	7	2	6	27	112	382	1,180	3,239	4,569	3,800	3,539	3,396	2,979	2,413	1,559	1,109	655	327	103	77	15	10	4	14	29,524
June	4	1	11	27	101	416	1,107	3,643	4,868	3,903	4,179	3,636	3,276	2,531	1,759	1,218	751	415	148	99	22	9	7	11	32,142
July	5	3	22	19	116	379	1,082	3,343	4,533	3,722	3,881	3,388	2,935	2,393	1,631	1,192	678	381	172	82	57	18	7	4	30,043
August	2	1	24	19	108	309	1,123	3,310	4,568	3,528	3,749	3,519	2,890	2,348	1,712	1,108	666	381	172	77	41	12	8	6	29,681
Grand Total	57	9	66	315	1,183	4,331	12,347	39,174	53,927	44,639	43,639	40,351	35,842	27,937	19,662	13,918	7,474	4,195	1,607	910	320	132	57	84	352,176

Exported claims	# of Claims	Total \$
2020		
September	71,076	\$2,302,799.90
October	72,722	\$2,344,708.48
November	68,628	\$2,206,349.10
December	83,444	\$2,662,103.21
2021		
January	73,168	\$2,325,034.00
February	65,655	\$2,075,238.10
March	75,708	\$2,396,173.99
April	73,194	\$2,333,465.10
May	70,133	\$2,238,906.47
June	73,904	\$2,367,843.08
July	76,374	\$2,438,013.93
August	70,283	\$2,261,590.59
Grand Total	874,289	\$27,952,225.95

Active Entities	Total
Case Manager	288
Consumer	5,639
Provider	84
Worker	3,477
Representative	1,574
Waiver	2

