

Qualification code	Reason	01/01/2019-12/31/2019	01/01/2020-12/31/2020	01/01/2021-08/31/2021	
101	Eligibility	56389	14931	9080	
102	Claim-medical	26171	18615	13966	
103	Claim-dental	563	500	1412	
104	Claim-institutional	1287	1320	1164	
105	Claim-Pharmacy	2555	2282	1324	
106	Check amount	130	137	97	
107	Other insurance	199	207	163	
108	Procedure code	8134	7257	5815	
109	PES Assistance	9	14	2	
110	Managed care	237	8	12	
111	Recipient Call	47	86	219	
112	Provider Enrollment transfer	360	190	172	
113	Provider Rep Transfer	91	118	156	
114	Provider call back	158	290	225	
115	NDC Information	99	74	63	
116	Other	716	1020	713	
117	Drug Pricing info	63	21	8	
118	Ra Question	1601	331	191	
119	Pharmacy reversals	31	3	2	
120	Billing Form-institutional	46	21	14	
121	Billing form-medical	260	326	105	
122	Billing form-pharmacy	239	619	19	
123	Billing form-Crossover	80	16	26	
124	AVRS Education	11	6	2	
125	ProDur	58	2	1	
127	Provider Npi Verification/Info	2979	2401	1824	
128	Prior Authorization	5819	3769	2936	
129	Order claim Forms	1460	31	23	
130	Billing form-Dental	45	22	11	

131	Transfer to Re-enrollment	121	96	134	
132	O/P/R Related	1	0	2	
133	Net Call	10	9	20	
134	ACHN Related	618	104	5	
135	Transfer to EMC	375	234	110	
136	THIRD PARTY BILLING	4848	3802	2370	
137	Dental HX	1930	2046	1505	
138	DME HX	2626	2609	2082	
139	IUD HX	904	1018	831	
140	Referral questions	104	164	100	
141	Vision HX	150	170	170	
142	Consent form questions	224	227	88	
143	Written Correspondence	189	111	9	
144	Psychological Eval HX	2	100	152	
145	COVID-19 Related	1	102	29	
Totals		121956	65409	47352	