

ALABAMA TAWaiver 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 14 | 1 | 8 | 4 | 14 | 28 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 17 | 3 | 0 | 114 |
| October | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 30 | 5 | 3 | 3 | 3 | 15 | 20 | 1 | 6 | 0 | 0 | 0 | 0 | 0 | 20 | 2 | 0 | 110 |
| November | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 31 | 3 | 9 | 3 | 5 | 7 | 5 | 3 | 3 | 0 | 2 | 0 | 0 | 0 | 17 | 4 | 0 | 93 |
| December | 1 | 0 | 0 | 0 | 0 | 1 | 5 | 45 | 10 | 16 | 3 | 28 | 12 | 10 | 9 | 9 | 8 | 10 | 10 | 4 | 2 | 18 | 7 | 2 | 210 |
| 2021 | | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 53 | 21 | 25 | 6 | 31 | 12 | 34 | 12 | 13 | 14 | 9 | 4 | 4 | 0 | 13 | 2 | 0 | 258 |
| February | 0 | 0 | 0 | 0 | 0 | 1 | 27 | 41 | 27 | 30 | 7 | 30 | 6 | 36 | 4 | 9 | 11 | 12 | 5 | 2 | 0 | 5 | 0 | 0 | 253 |
| March | 0 | 0 | 0 | 0 | 1 | 1 | 28 | 32 | 22 | 28 | 10 | 26 | 10 | 44 | 7 | 11 | 25 | 20 | 9 | 5 | 0 | 17 | 0 | 1 | 297 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 11 | 28 | 28 | 3 | 24 | 5 | 47 | 6 | 19 | 21 | 22 | 14 | 11 | 0 | 8 | 0 | 1 | 271 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 11 | 32 | 20 | 7 | 3 | 1 | 22 | 12 | 26 | 21 | 31 | 5 | 11 | 0 | 14 | 0 | 0 | 240 |
| June | 1 | 0 | 0 | 0 | 0 | 0 | 21 | 5 | 18 | 27 | 5 | 8 | 7 | 36 | 24 | 16 | 31 | 24 | 13 | 4 | 0 | 11 | 0 | 0 | 251 |
| July | 2 | 0 | 0 | 0 | 0 | 0 | 22 | 3 | 16 | 24 | 9 | 18 | 3 | 44 | 10 | 13 | 19 | 26 | 6 | 5 | 0 | 6 | 0 | 0 | 226 |
| August | 1 | 0 | 0 | 0 | 0 | 2 | 18 | 13 | 27 | 31 | 13 | 2 | 4 | 39 | 1 | 18 | 26 | 7 | 6 | 8 | 0 | 2 | 2 | 1 | 221 |
| Grand Total | 9 | 0 | 0 | 0 | 1 | 5 | 174 | 292 | 223 | 242 | 77 | 182 | 96 | 365 | 91 | 147 | 176 | 163 | 72 | 54 | 2 | 148 | 20 | 5 | 2,544 |

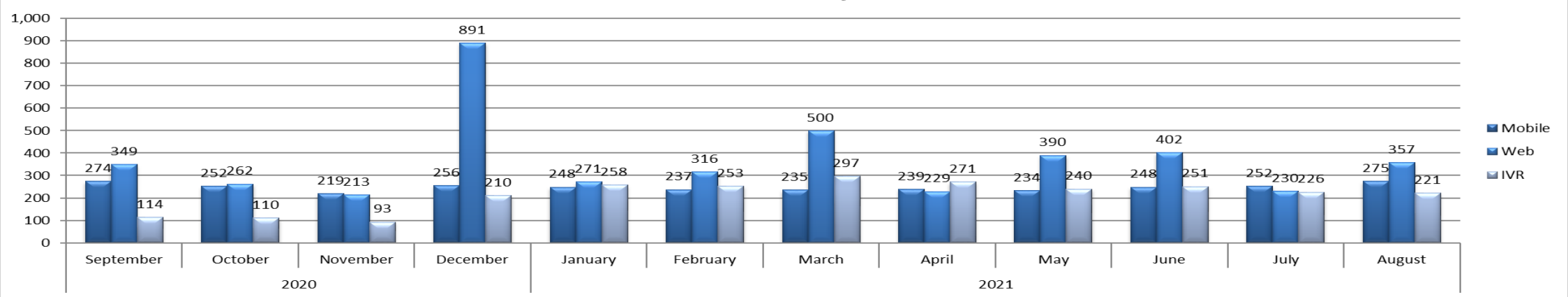
| Claims Created via Web | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|----|-----|-----|----|----|-------------|
| Hour | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 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 | 0 | 26 | 23 | 139 | 16 | 78 | 56 | 10 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 349 |
| October | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 52 | 76 | 2 | 7 | 6 | 2 | 0 | 0 | 5 | 5 | 98 | 4 | 0 | 0 | 262 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 3 | 0 | 0 | 51 | 3 | 14 | 39 | 98 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 213 |
| December | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 29 | 59 | 99 | 166 | 111 | 160 | 98 | 86 | 44 | 9 | 19 | 2 | 0 | 2 | 0 | 0 | 891 |
| 2021 | | | | | | | | | | | | | | | | | | | | | | | | | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 32 | 54 | 69 | 6 | 39 | 22 | 30 | 1 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 271 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 17 | 0 | 56 | 14 | 10 | 6 | 49 | 34 | 0 | 1 | 0 | 19 | 80 | 28 | 0 | 316 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 10 | 8 | 2 | 6 | 10 | 36 | 77 | 165 | 137 | 5 | 2 | 0 | 0 | 1 | 11 | 0 | 500 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 7 | 67 | 16 | 58 | 53 | 13 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 229 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 7 | 32 | 61 | 38 | 83 | 12 | 72 | 29 | 0 | 0 | 0 | 55 | 0 | 0 | 0 | 390 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 49 | 28 | 6 | 15 | 47 | 51 | 122 | 66 | 0 | 5 | 3 | 9 | 1 | 0 | 0 | 402 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 14 | 5 | 0 | 0 | 0 | 8 | 16 | 110 | 12 | 0 | 0 | 5 | 58 | 1 | 0 | 230 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 9 | 3 | 11 | 43 | 42 | 15 | 124 | 92 | 11 | 0 | 3 | 0 | 0 | 0 | 357 |
| Grand Total | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 42 | 51 | 221 | 312 | 589 | 341 | 522 | 450 | 659 | 657 | 119 | 43 | 21 | 189 | 153 | 40 | 0 | 4,410 |

| 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 | 1 | 1 | 0 | 0 | 73 | 86 | 23 | 12 | 4 | 0 | 0 | 1 | 22 | 0 | 1 | 0 | 0 | 11 | 1 | 0 | 37 | 1 | 274 |
| October | 0 | 0 | 0 | 0 | 0 | 0 | 71 | 71 | 8 | 7 | 5 | 0 | 0 | 19 | 23 | 2 | 1 | 4 | 1 | 6 | 3 | 0 | 29 | 2 | 252 |
| November | 0 | 0 | 0 | 0 | 0 | 1 | 66 | 62 | 4 | 10 | 1 | 0 | 0 | 14 | 25 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 33 | 0 | 219 |
| December | 0 | 0 | 0 | 0 | 0 | 2 | 75 | 75 | 2 | 13 | 2 | 0 | 0 | 27 | 24 | 8 | 4 | 2 | 0 | 3 | 1 | 1 | 17 | 0 | 256 |
| 2021 | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 0 | 0 | 0 | 0 | 0 | 2 | 53 | 75 | 5 | 6 | 0 | 2 | 2 | 30 | 28 | 8 | 0 | 7 | 0 | 10 | 4 | 1 | 15 | 0 | 248 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 37 | 76 | 15 | 7 | 1 | 1 | 0 | 28 | 9 | 16 | 2 | 8 | 1 | 2 | 0 | 11 | 23 | 0 | 237 |
| March | 0 | 0 | 0 | 0 | 0 | 2 | 45 | 75 | 15 | 10 | 3 | 1 | 3 | 19 | 1 | 24 | 2 | 1 | 0 | 1 | 0 | 9 | 24 | 0 | 235 |
| April | 0 | 0 | 0 | 0 | 0 | 2 | 52 | 72 | 17 | 10 | 3 | 0 | 2 | 16 | 2 | 23 | 0 | 0 | 0 | 0 | 0 | 9 | 29 | 2 | 239 |
| May | 0 | 0 | 0 | 0 | 0 | 1 | 35 | 81 | 16 | 6 | 1 | 1 | 0 | 31 | 3 | 18 | 1 | 2 | 0 | 0 | 0 | 6 | 28 | 4 | 234 |
| June | 0 | 0 | 0 | 2 | 0 | 0 | 36 | 71 | 23 | 6 | 5 | 1 | 2 | 37 | 3 | 14 | 2 | 1 | 0 | 0 | 0 | 3 | 36 | 6 | 248 |
| July | 0 | 0 | 0 | 0 | 0 | 2 | 39 | 92 | 14 | 11 | 3 | 0 | 2 | 29 | 13 | 15 | 0 | 0 | 0 | 0 | 0 | 8 | 24 | 0 | 252 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 36 | 86 | 28 | 8 | 4 | 0 | 0 | 30 | 13 | 20 | 0 | 1 | 1 | 1 | 1 | 7 | 39 | 0 | 275 |
| Grand Total | 0 | 0 | 1 | 3 | 0 | 12 | 618 | 922 | 170 | 106 | 32 | 6 | 11 | 281 | 166 | 149 | 14 | 27 | 3 | 34 | 10 | 55 | 334 | 15 | 2,969 |

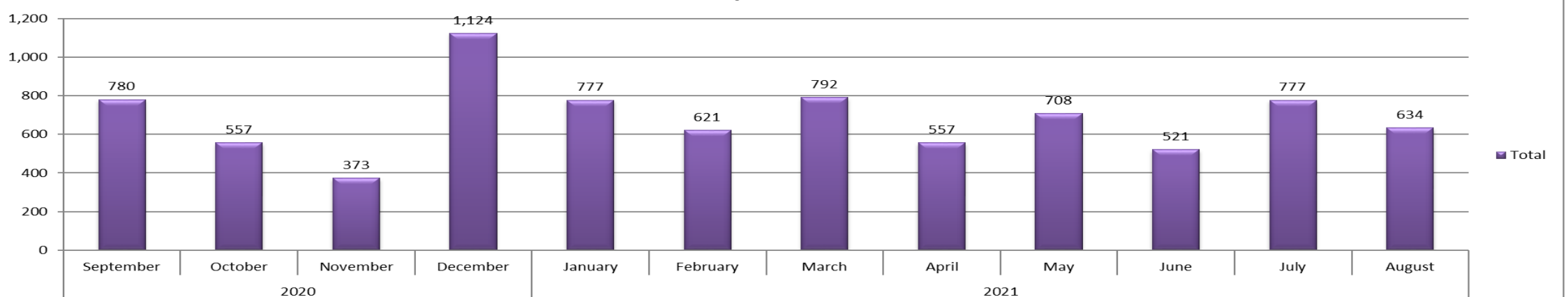
| Exported claims | # of Claims | Total \$ |
|-----------------|-------------|----------------|
| 2020 | | |
| September | 780 | \$201,529.75 |
| October | 557 | \$156,326.50 |
| November | 373 | \$106,576.00 |
| December | 1,124 | \$318,447.50 |
| 2021 | | |
| January | 777 | \$235,369.25 |
| February | 621 | \$183,133.75 |
| March | 792 | \$232,350.00 |
| April | 557 | \$162,424.25 |
| May | 708 | \$196,624.75 |
| June | 521 | \$140,899.00 |
| July | 777 | \$232,443.50 |
| August | 634 | \$189,094.75 |
| Grand Total | 8,221 | \$2,355,219.00 |

| Active Entities | Total |
|-----------------|-------|
| Case Manager | 15 |
| Consumer | 39 |
| Provider | 11 |
| Worker | 79 |
| Representative | 14 |
| Waiver | 1 |

Claims Created by Source



of Exported Claims



\$ of Exported Claims

