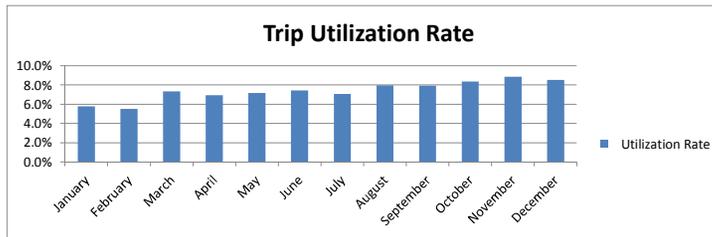


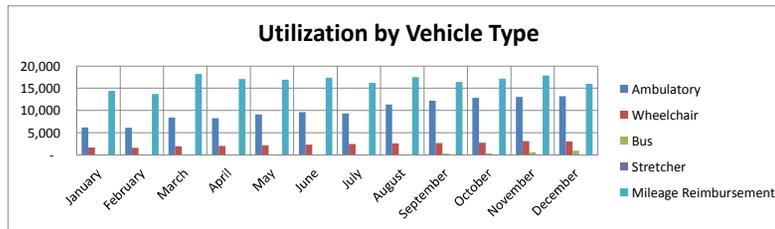


Iowa Medicaid
 Monthly Trips Summary
 2011

Summary Information	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Trip Summary													
Members	388,313	390,417	391,168	394,030	395,171	395,435	396,266	396,833	400,146	397,867	392,132	390,316	4,728,094
Total Users	3,514	3,349	4,239	4,168	4,176	4,333	4,306	4,653	4,710	4,914	4,966	4,709	52,037
Trips	22,362	21,445	28,688	27,378	28,292	29,350	28,036	31,578	31,664	33,176	34,675	33,306	349,950
Discharge Trips (All)	208	256	270	295	326	356	360	359	438	425	420	423	4,136
Discharge Trips (Completed)	158	190	222	231	283	297	313	327	381	372	367	380	3,521
Urgent Care Trips (Completed)	1,538	1,919	3,350	3,048	3,047	3,335	3,231	3,578	3,722	3,767	4,465	3,546	38,546
Percent of Members Utilizing	0.9%	0.9%	1.1%	1.1%	1.1%	1.1%	1.1%	1.2%	1.2%	1.2%	1.3%	1.2%	1.1%
Trips per User	6.4	6.4	6.8	6.6	6.8	6.8	6.5	6.8	6.7	6.8	7.0	7.1	6.7
Utilization Rate	5.8%	5.5%	7.3%	6.9%	7.2%	7.4%	7.1%	8.0%	7.9%	8.3%	8.8%	8.5%	7.4%
Total Trips	22,362	21,445	28,688	27,378	28,292	29,350	28,036	31,578	31,664	33,176	34,675	33,306	349,950



Utilization by Vehicle Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Ambulatory	6,209	6,082	8,411	8,270	9,109	9,638	9,310	11,378	12,204	12,834	13,075	13,207	119,727
Wheelchair	1,692	1,629	1,992	2,016	2,180	2,313	2,437	2,635	2,666	2,725	3,114	3,056	28,455
Bus	-	-	-	22	28	32	26	59	306	422	616	969	2,480
Stretcher	29	26	30	27	49	35	32	25	42	32	41	40	408
Mileage Reimbursement	14,432	13,708	18,255	17,043	16,926	17,332	16,231	17,481	16,446	17,163	17,829	16,034	198,880
Total Trips by Vehicle Type	22,362	21,445	28,688	27,378	28,292	29,350	28,036	31,578	31,664	33,176	34,675	33,306	349,950



Utilization by Distance	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Less than 1 mile	652	857	1,451	1,659	468	481	971	1,038	699	928	801	609	10,614
1 - 3 miles	2,222	2,341	3,064	3,266	3,716	3,759	3,728	4,462	5,105	5,379	5,833	6,532	49,407
3 - 6 miles	1,132	1,151	1,644	1,700	1,974	2,151	1,956	2,535	2,753	3,178	3,480	3,520	27,174
6 - 10 miles	1,375	1,605	1,987	1,886	2,007	2,189	1,926	2,256	2,388	2,169	2,372	2,489	24,649
10 - 20 miles	4,653	4,578	5,764	5,379	5,896	6,033	5,777	6,347	5,979	6,350	6,497	6,096	69,549
20 - 30 miles	3,438	3,195	4,342	3,662	4,141	4,245	4,087	4,389	4,391	4,570	4,684	4,404	49,548
30 - 50 miles	3,667	3,261	4,309	4,126	4,098	4,285	3,801	4,430	4,528	4,563	4,739	4,214	50,021
50+ miles	5,023	4,457	6,127	5,700	5,992	6,207	5,790	6,121	5,821	6,039	6,269	5,442	68,988
Total Trips by Distance	22,362	21,445	28,688	27,378	28,292	29,350	28,036	31,578	31,664	33,176	34,675	33,306	349,950



**Phone Stats
2011**

	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
Wait Time Statistics												
Timeliness of Pickups												
On Time within 15 mins	97%	97%	96%	96%	97%	97%	96%	97%	96%	96%	97%	96%
15 - 30 min late	97%	98%	98%	97%	97%	98%	98%	97%	97%	98%	97%	98%
30+ min late	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Return Trip Wait Times (Target 95% within 30 minutes)												
Less than 30 Minutes	96%	97%	97%	96%	97%	97%	96%	97%	96%	96%	97%	96%
Longer than 60 Minutes	4%	3%	3%	4%	3%	3%	4%	3%	4%	4%	3%	1%
Performance Standards 3.3.2.3.4												
Summary of Adverse Situations												
Accidents	0	0	0	0	0	0	0	0	0	0	0	0
Member Injuries	0	0	0	0	0	0	0	0	0	0	0	0
Members Injured Other than Vehicle Accident	0	0	0	0	0	0	0	0	0	0	0	0
Telephone Statistics												
Total Calls Answered	14,647	14,477	15,514	16,280	16,631	16,724	16,938	18,547	18,521	19,340	17,523	16,724
Percent of Calls Abandoned	3.90%	3.90%	3.96%	2.90%	2.80%	3.10%	2.95%	3.10%	3.80%	3.80%	3.50%	3.8%
Average Speed of Answer	1:33	1:11	:37	:28	:34	:50	:41	:24	:41	:35	:40	:44
Average Time for Calls	2:59	2:02	1:41	1:35	1:35	1:52	1:24	1:51	1:58	1:55	1:51	1:46
Percent of Blocked Calls	0	0	0	0	0	0	0	0	0	0	0	0
Performance Standards 3.3.2.3.4												
Verification of Eligibility for Services within 1 Hour												
During Business Hours	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Verification of Eligibility for Services within 2 Hours												
After Business Hours	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Performance Standards 3.3.2.2.3												



**Monthly Payment Stats
2011**

	January	February	March	April	May	June	July	August	September	October	November	December
Summary Information												
IME Summary												
Total Network Provider Claims Paid	5,376	5,237	6,940	5,585	9,866	8,667	8,673	10,182	7,108	9,819	10,685	11,389
Provider Claims Paid with 10 days	5,107	5,027	6,801	5,473	9,570	8,456	8,326	9,950	7,090	9,657	10,077	10,825
% Provider Claims within 10 days	95%	96%	98%	98%	97%	98%	96%	98%	99.7%	98%	94%	95%
Provider Claims Paid within 15 days	269	210	139	112	296	178	347	216	18	112	608	450
% Provider Claims within 15 days	100%	100%	100%	100%	100%	99%	100%	99%	100%	99%	100%	99%
Provider Claims Paid within 20 days	N/A	NA	NA	NA	NA	64	NA	16	0	50	0	114
% Provider Claims within 20 days	N/A	NA	NA	NA	NA	100%	NA	100%	0	100%	0	100%
Mileage Reimbursement Paid within 10 days	7,714	7,583	13,073	10,904	12,085	12,455	12,485	13,016	10,633	12,244	11,487	12,075
% Reimbursement paid within 10 days	96%	95%	97%	98%	97%	95%	95%	98%	98%	98%	98%	95%
Mileage Reimbursement paid within 15 days	226	239	352	69	301	590	554	147	177	138	219	561
% Reimbursement paid within 15 days	99%	98%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%
Mileage Reimbursement paid within 20 days	112	160	120	92	72	64	126	67	53	88	38	73
% Reimbursement paid within 20 days	100%	100%	100%	100%	100%	100%	100%	100.0%	100%	100%	100%	100%
Total Mileage Reimbursement Claims Received	8,051	7982	13545	11065	12458	13,109	13,165	13,230	10,863	12,470	11,744	12,709
Total Claims Paid	13,427	13,219	20,485	16,650	22,324	21,776	21,838	23,412	17,971	22,289	22,429	24,098