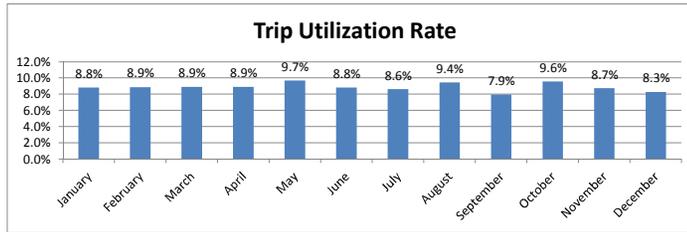


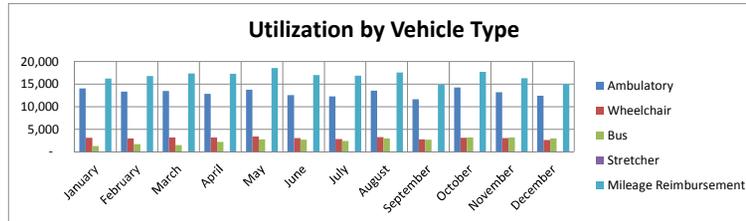


Iowa Medicaid
Monthly Trips Summary
2012

Summary Information	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Trip Summary													
Members	394,085	391,928	398,991	398,903	397,858	400,897	397,673	395,660	402,954	400,579	408,459	400,705	4,788,692
Total Users	5,089	5,083	5,131	5,177	5,282	4,999	4,878	5,114	4,770	5,245	4,856	4,578	60,202
Trips	34,688	34,781	35,524	35,551	38,472	35,370	34,320	37,339	31,960	38,277	35,673	33,083	425,038
Discharge Trips (All)	461	490	517	468	387	401	455	441	396	508	436	427	5,387
Discharge Trips (Completed)	414	402	460	418	346	366	393	388	346	450	368	361	4,712
Urgent Care Trips (Completed)	3,441	2,806	2,591	2,417	2,632	2,285	1,980	2,434	1,858	2,245	2,050	2,040	28,779
Percent of Members Utilizing	1.3%	1.3%	1.3%	1.3%	1.3%	1.2%	1.2%	1.3%	1.2%	1.3%	1.2%	1.1%	1.3%
Trips per User	6.8	6.8	6.9	6.9	7.3	7.1	7.0	7.3	6.7	7.3	7.3	7.2	7.1
Utilization Rate	8.8%	8.9%	8.9%	8.9%	9.7%	8.8%	8.6%	9.4%	7.9%	9.6%	8.7%	8.3%	8.9%
Total Trips	34,688	34,781	35,524	35,551	38,472	35,370	34,320	37,339	31,960	38,277	35,673	33,083	425,038
Date of Trip Count	2/13/2012	3/13/2012	4/12/2012	5/14/2012	6/10/2012	7/9/2012	8/13/2012	9/10/2012	10/8/2012	11/8/2012	12/10/2012	1/10/2013	



Utilization by Vehicle Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Ambulatory	14,065	13,345	13,447	12,837	13,756	12,594	12,283	13,515	11,642	14,270	13,166	12,408	157,328
Wheelchair	3,065	2,948	3,178	3,170	3,384	3,026	2,800	3,254	2,757	3,107	3,052	2,617	36,358
Bus	1,273	1,660	1,489	2,199	2,747	2,698	2,360	2,960	2,662	3,142	3,134	2,987	29,311
Stretcher	31	58	60	61	51	62	33	51	33	64	41	40	585
Mileage Reimbursement	16,254	16,770	17,350	17,284	18,534	16,990	16,844	17,559	14,866	17,694	16,280	15,031	201,456
Total Trips by Vehicle Type	34,688	34,781	35,524	35,551	38,472	35,370	34,320	37,339	31,960	38,277	35,673	33,083	425,038



Utilization by Distance	January	February	March	April	May	June	July	August	September	October	November	December	Annual
Less than 1 mile	133	103	89	67	75	56	24	10	16	36	34	18	661
1 - 3 miles	6,769	6,868	6,574	6,457	7,156	6,527	6,550	7,394	6,517	7,932	7,387	7,221	83,352
3 - 6 miles	3,726	3,631	3,751	4,073	4,225	3,913	3,756	4,350	4,052	5,158	4,991	4,446	50,072
6 - 10 miles	2,759	2,690	2,937	2,818	3,280	2,912	2,715	3,229	2,715	3,198	2,877	2,409	34,539
10 - 20 miles	6,185	6,316	6,322	6,399	6,881	6,286	6,412	6,579	5,348	6,307	5,951	5,406	74,392
20 - 30 miles	4,587	4,036	4,312	4,444	4,798	4,269	4,144	4,388	3,542	4,348	3,967	3,680	50,515
30 - 50 miles	4,647	5,308	5,149	5,005	5,355	5,136	4,996	5,129	4,466	5,004	4,692	4,514	59,401
50+ miles	5,882	5,829	6,390	6,288	6,702	6,271	5,723	6,260	5,304	6,294	5,774	5,389	72,106
Total Trips by Distance	34,688	34,781	35,524	35,551	38,472	35,370	34,320	37,339	31,960	38,277	35,673	33,083	425,038



**Phone Stats
2012**

	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%	96%	96%	96%	97%	97%	96%	96%	97%	96%	96%	97%
15 - 30 min late	97%	98%	97%	97%	97%	97%	97%	97%	97%	97%	97%	97%
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	97%	96%	96%	96%	97%	96%	96%	97%	97%	96%	97%	97%
Longer than 60 Minutes	3%	4%	4%	4%	3%	4%	4%	3%	3%	4%	3%	3%
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	19,776	18,816	19,538	20,426	20,787	17,705	17,180	19,341	17,534	21,226	16,675	15,991
Percent of Calls Abandoned	4.5%	2.4%	2.8%	2.7%	3.9%	4.10%	3.80%	3.90%	4.50%	4.30%	4.65%	4.8%
Average Speed of Answer	:48	:25	:28	:25	:29	:28	:30	:29	:28	:29	:30	:29
Average Time for Calls	1:50	1:24	1:35	1:40	1:50	1:45	1:55	1:59	1:55	1:51	1:59	1:55
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
2012

Summary Information	January	February	March	April	May	June	July	August	September	October	November	December
IME Summary												
Total Network Provider Claims Paid	10,174	9,779	13,312	10,964	11,510	15,984	15,371	12,307	13,671	10,963	12,187	9,228
Provider Claims Paid within 10 days	9,912	9,154	12,375	10,174	10,762	14,545	15,146	11,711	12,561	10,626	12,152	8,443
% Provider Claims Paid within 10 days	97.4%	94%	93%	93%	94%	91%	99%	95%	91.9%	96.9%	99.7%	91.5%
Provider Claims Paid within 15 days	112	415	662	495	625	1,244	0	551	801	163	35	512
% Provider Claims within 15 days	98.5%	98%	98%	97%	99%	99%	99%	99.6%	97.7%	98.4%	100.0%	97.0%
Provider Claims Paid within 20 days	150	210	275	295	123	195	225	45	309	174	0	273
% Provider Claims within 20 days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mileage Reimbursement Paid within 10 days	9,658	11,743	11,582	10,128	12,543	12,059	11,502	12,027	11,628	13,317	9,921	10,170
% Reimbursement paid within 10 days	95.6%	94%	96%	97%	97%	96%	99%	97%	99%	99.6%	99.70%	99.47%
Mileage Reimbursement paid within 15 days	299	688	307	303	399	422	57	298	139	25	4	45
% Reimbursement paid within 15 days	98.5%	99%	98%	99%	99.9%	99.1%	99.7%	99.7%	99.96%	99.8%	99.74%	99.91%
Mileage Reimbursement paid within 20 days	150	71	227	53	15	115	38	40	5	22	26	9
% Reimbursement paid within 20 days	100.0%	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%
Total Mileage Reimbursement Claims Received	10,107	12,502	12,116	10,484	12,957	12,596	11,597	12,365	11,772	13,364	9,951	10,224
Total Claims Paid	20,281	22,281	25,428	21,448	24,467	28,580	26,968	24,672	25,443	24,327	22,138	19,452