



IDAHO Department of
Health and Welfare

MMIS October Update

**Richard Armstrong, Director
Idaho Department of Health and Welfare**





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Acceptance Rate for Claims Submitted

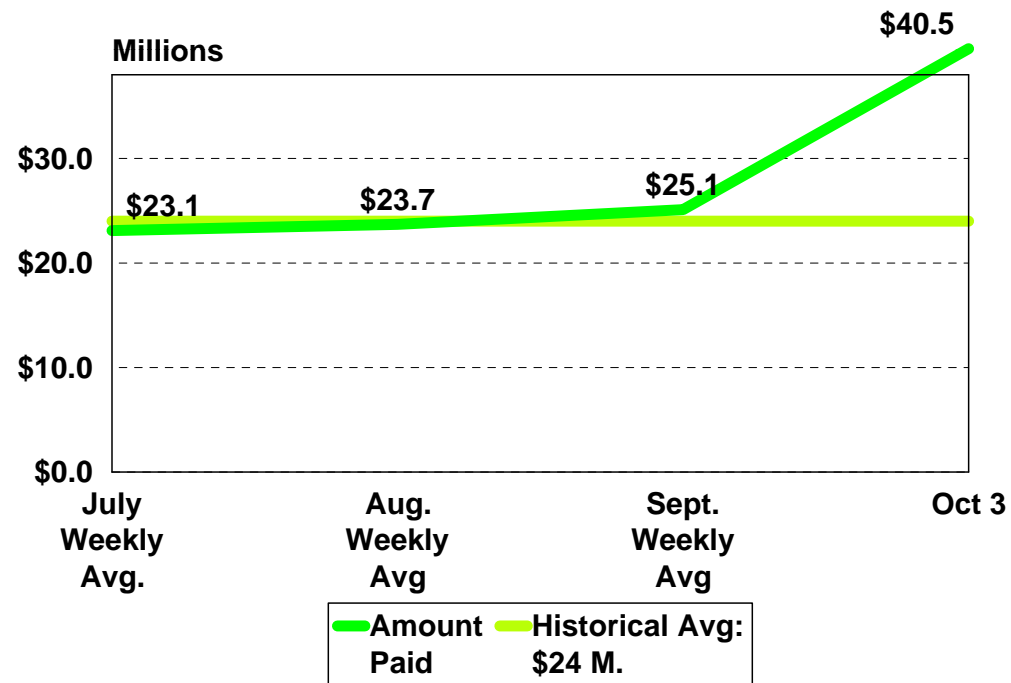
	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. 3
Received	131,306	136,694	143,052	166,488
Accepted	98,479	117,447	126,156	150,212
% Accepted	75%	86%	88.2%	90.2%



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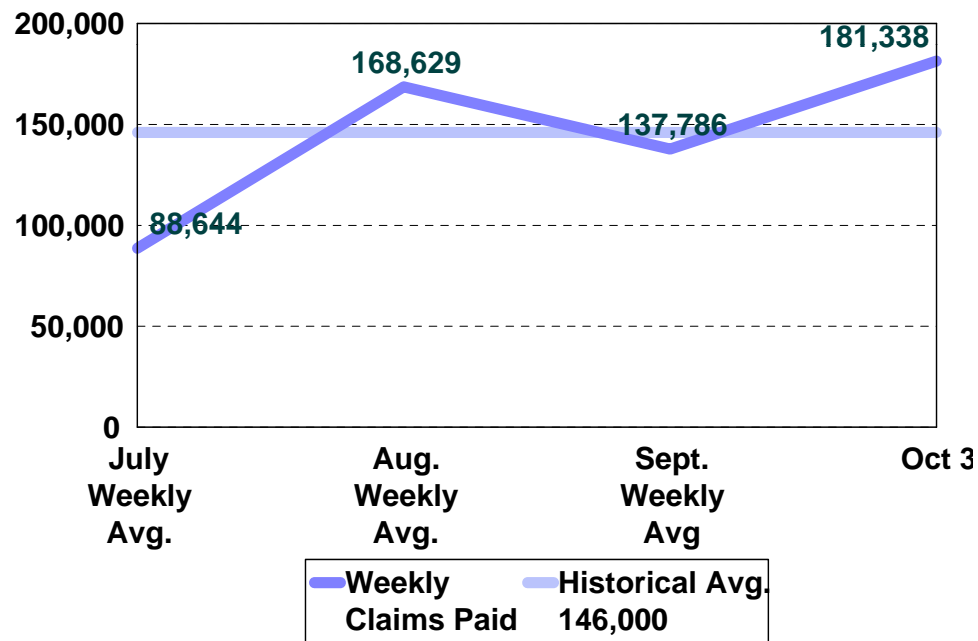


Amount Paid by Week





Number of Claims Paid





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Workable Inventory of Claims That Have Not Been Paid

	0-15 days	16-30 days	31-60 days	61-90days	>90 days	Total
Oct. 3	32,123	19,003	29,265	15,310	6,162	101,863



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Call Center Statistics

Molina Call Center Data	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. 3
Total calls	4,569	4,411	3,351	3,380
Taken by reps	2,273	2,531	2,243	3,156
Abandoned	2,296	1,880	766	224
Abandoned %	50%	44%	22.8%	6.6%
Queue wait time/minutes	38:19	34:13	12:55	2.25
Average talk time	10:22	10:20	9:35	8.52



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Status Report Critical Issues

- **Six of 18 identified issues complete**
- **12 items remain with targeted completion dates**