



Month	Claims Received	Claims Processed	Inventory (Steady state is 13,000)	% Processed in 60 days or less (FYTD)	% Processed in 60 days or less (Monthly)	Avg. # of Days to Process Case in 60 days or less	Avg. # of Days to Process Case in more than 60 days
Oct-15	8,374	10,438	12,642	74%	74%	38	86
Nov-15	6,019	6,099	12,562	76%	82%	37	98
Dec-15	4,753	5,916	11,399	78%	83%	40	104
Jan-16	15,423	7,061	19,761	79%	80%	38	94
Feb-16	11,293	8,362	22,692	80%	85%	36	96
Mar-16	5,741	9,222	19,211	82%	88%	44	118
Apr-16	7,241	11,935	14,517	80%	76%	50	92
May-16	7,210	7,692	14,035	80%	75%	37	103
Jun-16	5,929	6,435	13,529	79%	75%	37	115
Jul-16	9,238	7,205	15,562	79%	74%	38	110
Aug-16	6,818	6,046	16,334	78%	72%	42	112
Sep-16	6,946	8,134	15,146	77%	64%	45	100
Oct-16	7,326	5,795	16,677	58%	58%	49	91
Nov-16	5,065	5,723	16,019	60%	61%	48	94
Dec-16	5,483	6,405	15,097	56%	49%	52	95
Jan-17	15,317	7,327	23,087	51%	39%	53	89
Feb-17	9,114	8,285	23,916	56%	72%	38	104
Mar-17	7,216	10,602	20,530	61%	77%	38	105
Apr-17	6,581	8,179	18,932	56%	27%	51	80
May-17	5,548	8,340	16,140	54%	44%	48	89
Jun-17	6,141	7,751	14,530	55%	62%	47	99
Jul-17	10,070	7,509	17,091	55%	59%	45	98
Aug-17	7,136	7,102	17,125	57%	70%	47	105
Sep-17	8,810	9,107	16,828	57%	65%	45	93