

COPS-37 EXCEPTION PRODUCTION ACTIVITY REPORT

California Health Care Options

Data for 3/1/2014 through 3/31/2014

EXCEPTION ACTIVITY REPORT													
Choice Type	Received	Processed	Processed as approved	Processed as denied	Processed as MAXIMUS pending	Processed as MMCD pending	Processed prior to enrollment	Processed which resulted in a disenrollment	Cumulative Beginning Balance	Daily Ending Balance	Average process completion time in days	Total number processed within the contractual cycle time	Total number not processed within the contractual cycle time
Medical Plan													
3/3/2014	172	185	132	48	19	36	50		700	-13	0.37	185	0
3/4/2014	112	174	129	40	22	34	50		692	-62	1.26	174	0
3/5/2014	293	332	237	82	43	82	127	1	635	-39	9.79	332	0
3/6/2014	223	312	233	72	43	93	76		609	-89	1.10	312	0
3/7/2014	170	286	179	93	61	102	101		527	-116	3.39	286	0
3/10/2014	194	223	153	62	32	70	81		425	-29	-0.30	223	0
3/11/2014	207	308	223	80	38	113	103		404	-101	3.17	308	0
3/12/2014	304	381	320	41	48	102	105		308	-77	1.18	381	0
3/13/2014	239	284	204	67	38	74	89	1	251	-45	0.86	284	0
3/14/2014	97	174	104	52	53	102	68		219	-77	2.94	174	0
3/17/2014	269	335	235	75	59	101	115		160	-66	0.63	335	0
3/18/2014	226	316	218	63	70	122	108		119	-90	1.22	316	0
3/19/2014	226	309	196	60	68	115	107		64	-83	1.35	309	0
3/20/2014	292	337	230	68	39	78	155		34	-45	0.15	337	0
3/21/2014	241	306	167	62	53	119	109		28	-65	1.16	306	0
3/24/2014	241	264	147	46	36	80	122		40	-23	-0.26	264	0
3/25/2014	297	332	211	53	37	88	115	1	88	-35	0.50	332	0
3/26/2014	192	230	116	61	32	72	85		121	-38	2.07	230	0
3/27/2014	221	313	183	73	39	133	144		136	-92	3.57	313	0
3/28/2014	223	248	152	38	21	61	61		101	-25	-0.02	248	0
Medical Total	4,439	5,649	3,769	1,236	851	1,777	1,971	3			1.71	5,649	0
Dental Plan													
3/3/2014	13	13	13				2		10	0	-1.00	13	0
3/4/2014	4	4	4						10	0	-1.00	4	0

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3/5/2014	6	6	6						10	0	-1.00	6	0
3/6/2014	15	15	15				5		10	0	-1.00	15	0
3/7/2014	6	6	5	1			1		10	0	-1.00	6	0
3/10/2014	7	7	7				1		10	0	-1.00	7	0
3/11/2014	10	10	10				3		10	0	-1.00	10	0
3/12/2014	26	26	26				4		10	0	-1.00	26	0
3/13/2014	11	11	11				2		10	0	-1.00	11	0
3/14/2014	6	6	5	1					10	0	-1.00	6	0
3/17/2014	14	14	14				3		10	0	-1.00	14	0
3/18/2014	15	15	15				1		10	0	-1.00	15	0
3/19/2014	15	15	15				3		10	0	-1.00	15	0
3/20/2014	25	25	25				15		10	0	-1.00	25	0
3/21/2014	15	15	15				3		10	0	-1.00	15	0
3/24/2014	7	7	7				4		10	0	-1.00	7	0
3/25/2014	14	14	14				3		10	0	-1.00	14	0
3/26/2014	12	12	11	1			6		10	0	-1.00	12	0
3/27/2014	8	8	7	1			4		10	0	-1.00	8	0
3/28/2014	10	10	6	4					10	0	-1.00	10	0
Dental Total	239	239	231	8			60				-1.00	239	0
Total	4,678	5,888	4,000	1,244	851	1,777	2,031	3			0.35	5,888	0