

# PROVIDERNEWS

**Coventry Health Care of Illinois, Inc.**

January 27, 2012

Coventry Health Care of Illinois, Inc. (“Coventry Health Care”) is dedicated to managing claims efficiently and accurately. We ensure our Claims representatives provide the highest quality service by requiring all new associates to complete intense monthly training. We review all claims to ensure we meet quality standards.

Through education and training, our associates have developed a disciplined approach to managing claims. Using a “first in, first out” method, our integrated service teams complete the following:

- Auto-populate claims into specific work “queues”
- Develop specialty queue assignments
- Manage high-dollar review process

We utilize the latest phone equipment that allows the following:

- Up-to-the-minute monitoring of call metrics
- Historical reporting capabilities
- Real-time phone reassignment capabilities

To help ensure that we meet quality expectations, all Customer Service representatives participate in Web-based classes for six weeks. Through a mentoring program, representatives transition to the production floor and undergo weekly assessments to validate their progress.

Using these stringent requirements, Coventry Health Care is proud to present the following metrics for claims and customer service.

<b>Metric</b>	<b>Goal</b>	<b>Commercial</b>	<b>Medicare Advantra</b>
<b>Claims</b>			
% Paid within 15 days	92.50%	95.90%	94.4%
% Paid within 30 days	99%	99%	99.5%
Average Days on Hand	1.5-2.5	2.1	1.9
Adjustment %	4.50%	4.60%	2.9%
EDI percentage	70%	83.20%	82.4%
Combined Financial Quality	99%	99.93%	99.9%
Combined Payment Quality	98%	99.59%	99.7%
Combined Overall Accuracy	95%	98.97%	97.9%
<b>Customer Service</b>			
Average Speed of Answer	<30 sec	22 Sec.	12.9
Telephone Service Factor	>75%	78.95%	86.9%
First Call Resolution	90%	96.05%	90.9%
Abandonment Rate	<3%	1.25%	1.3%

*\*Data fourth quarter 2011*

