From: Norket, Lois B
Sent: Sunday, July 15, 2007 12:08 PM
To: McCarty, Laurie A
CC: Vonderhaar, Ellen E; Andrews, Raynee D
Subject: Q2 2007 Undertaking

Laurie,
Below are my comments regarding the justification for missing the rework metrics. Please call me if you have any questions. Thanks!
Delay in receipts and images between Lason and the Imaging team
Inability to view documents timely - documents are often 10-14 days when we receive them
Misrouting and delayed routing of cases into Host ORS by Customer Service
POS OON project - resources were utilized to assist in the clean-up process
Continued increase of provider projects due to contract load, retro fee schedules, termed providers and demographic errors
Clean-up of DocDNA queues from other departments which resulted in aged reworks
Ramp-up period for last class of new hires (90 days)
Attrition
Change in COB update process between Customer Service and the new COB team - updates sent in my members did not reach the rework department timely or at all (in some cases)
Clean-up of Network Management and CCI queue in DocDNA (greatest impact for reworks due to the aged correspondence)
Transfer of three employees to the recovery team to assist with the volume of returned checks

Lois B. Norket, MBA
Manager, Transactions
(210) 474-5371
(210) 478-4327 - fax