From: Vavra, Kelly S
Sent: Monday, November 19, 2007 02:45 PM
To: Nakashoji, Michael K; Moore, William H; Andrews, Raynee D; Vonderhaar, Ellen E
Subject: FW: PacifiCare - Looping Analysis
Attachments: Analysis Report_11_19_07.xls

A ll-
After our visit to the RMO last week, it was apparent that the looping issue we discussed at the Summit is a very big issue. Based on the root cause attached on 10 examples, would it be possible that we can have James work with Lason next week when he returns from PTO to assure that all of the appropriate changes/clarifications are made to the selection instructions, etc.? I don't know what all is on his plate but we are literally paying for these claims up to 8 and 9 times and they still aren't getting resolved in the system. I can guarantee this is a major source of noise. I think this needs to move to the top of the priority list. Thoughts?
Kelly

From: Kane Polakoff [mailto:kpolakoff@lason.com]
Sent: Monday, November 19, 2007 2:28 PM
To: Fitzgerald, Patricia
Cc: Enrique Donnadieu; Eokesh Natarajan; Sri Rajagopalan; Sharmila Sukumaran; pshiva@lasonindia.com; Vavra, Kelly S
Subject: PacifiCare - Looping Analysis

Pat,

Per our conversation we have provided analysis based on the 10 claims. See attached.

The following are my recommendations for going forward approach:

Short Term Solution
1) Manually stop the claims that are looping more then 2 times and send to James for review and analysis
2) Review online instructions for Smart Queues with Jame E.
3) Implement similar tracking process as we did for POX process

Long Term Solution
1) Six Sigma joint Project
2) Update look-up logic in data capture
3) Possible re-engineer

Let me know if you have any questions. I would like to setup

Thanks,

Kane