

| Claims Processing | Current Month | 2011 YTD |
|-------------------|---------------|----------|
| Within 30 days | 91% | 91.4% |

| SEDA Call Stats | Avg # of calls/mo | Urgent Calls/Month | Avg Speed of Ans seconds | Service % | % Calls Ans. in 30 Sec. |
|-----------------|-------------------|--------------------|--------------------------|-----------|-------------------------|
| 2011 YTD | 226 | 39 | 7 | 99.0 | 100 |

| Aurora Teleservices | Oct-10 | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sept-11 | Oct-11 |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|
| Triage | 227 | 181 | 195 | 228 | 191 | 216 | 195 | 176 | 176 | 137 | 154 | 141 | 134 |
| Taxi | 115 | 111 | 92 | 136 | 88 | 110 | 100 | 137 | 155 | 185 | 171 | 175 | 187 |
| Total Calls | 342 | 292 | 287 | 364 | 279 | 326 | 295 | 313 | 331 | 322 | 325 | 316 | 321 |

| Member Incentives Paid | |
|------------------------|-----|
| October 2011 | 67 |
| YTD | 734 |
| Avg/Month | 74 |

| Enrollment | Nov-10 | Dec-10 | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sep-11 | Oct-11 | Nov-11 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Standard | 40,526 | 41,589 | 41,993 | 42,455 | 42,357 | 42,548 | 42,765 | 42,791 | 42,529 | 42,533 | 42,677 | 42,498 | 42,842 |
| Benchmark | 683 | 727 | 754 | 775 | 711 | 817 | 858 | 875 | 847 | 828 | 857 | 847 | 798 |
| Core | 341 | 520 | 594 | 663 | 762 | 832 | 946 | 1,021 | 1,054 | 1,027 | 983 | 987 | 933 |
| Total | 37,089 | 41,550 | 42,836 | 43,341 | 43,893 | 43,830 | 44,197 | 44,569 | 44,687 | 44,388 | 44,517 | 44,332 | 44,573 |

| One way Taxi Rides | |
|--------------------|--------|
| Jul-10 | 2,398 |
| Aug-10 | 2,545 |
| Sep-10 | 3,165 |
| Oct-10 | 4,421 |
| Nov-10 | 4,434 |
| Dec-10 | 5,514 |
| Jan-11 | 5,327 |
| Feb-11 | 3,631 |
| Mar-11 | 5,128 |
| Apr-11 | 4,681 |
| May-11 | 4,738 |
| Jun-11 | 5,746 |
| Jul-11 | 4,858 |
| Aug-11 | *4,894 |

| Customer Service Stats | Calls/Wk | Avg Speed of Ans (Seconds) | Service % | % Calls Ans 30 Sec. | Stability Indicator |
|------------------------|----------|----------------------------|-----------|---------------------|---------------------|
| 10/31/2011 | 565 | 12 | 98 | 86 | 1.84 |
| 11/7/2011 | 560 | 15 | 97 | 82 | 1.79 |
| 11/14/2011 | 539 | 19 | 97 | 80 | 1.77 |
| 2011 YTD | 449 | 16 | 89 | 76 | 1.66 |
| 2010 Final | 707 | 16 | 97 | 82 | 1.79 |

| Taxi Breakdown by County | July 2011 | August 2011 |
|--------------------------|-----------|-------------|
| Kenosha | 194 | 233 |
| Milwaukee | 4,601 | 4,574 |
| Ozaukee | 6 | 3 |
| Racine | 44 | 76 |
| Waukesha | 13 | 8 |
| Total | 4,858 | 4,894 |

| Welcome Calls | Jan-11 | Feb-11 | Mar-11 | Apr-11 | May-11 | Jun-11 | Jul-11 | Aug-11 | Sept-11* | Oct-11* |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|----------|---------|
| Total Calls Offered | 313 | 458 | 445 | 374 | 315 | 445 | 255 | 235 | 94 | 236 |
| # of Surveys Completed | 213 | 311 | 300 | 227 | 169 | 220 | 168 | 145 | 2 | 3 |
| % Completed | 68% | 68% | 67% | 61% | 54% | 49% | 66% | 62% | 2% | 1% |
| Tobacco | 25 | 25 | 33 | 17 | 29 | 21 | 17 | 9 | 0 | 0 |
| Diabetic | 5 | 11 | 8 | 8 | 8 | 7 | 7 | 2 | 0 | 0 |
| Asthma | 15 | 19 | 24 | 18 | 13 | 27 | 11 | 10 | 0 | 0 |
| Pregnancy | 8 | 9 | 15 | 11 | 7 | 15 | 14 | 3 | 0 | 0 |
| Spanish Speaking | 16 | 41 | 24 | 13 | 17 | 18 | 22 | 8 | 0 | 0 |

*Staff helped with pcp mailing, provider database, PNCC visits, community activities. Calls to CareCall in November 2011

*5 billing cycles