



Monthly Operations Report

August 2008

HIPIOWA - Iowa Comprehensive Health Association
Levels of Service
September 2007 - August 2008

	Levels of Service												
		Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08
Enrollment Standards													
1. 14-day Clean Application Process	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2. 14-day ID Card Issuance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3. Accuracy	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Billing Standards													
4. 14-day Paid-to Status Update	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
5. Accuracy	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Claims Standards													
6. 30-day Clean Claim Process	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7. Clerical Accuracy	97%	100%	99%	100%	98%	100%	99%	99%	99.69%	99.49%	99.58%	99.63%	99.83%
8. Financial Accuracy	98%	100%	100%	100%	99%	100%	100%	100%	99.70%	98.70%	99.74%	96.94%	99.92%
Customer Service Standards													
9. 45 Sec. Speed of Answer*	45 sec avg	36.1	52.2	38.2	41.2	42.2	39.2	41.8	42.6	39.8	43.2	37.9	41.0
10. 5% Abandonment Rate*	< 5%	0.03%	0.04%	0.03%	0.03%	0.04%	0.04%	0.04%	0.04%	0.04%	0.03%	0.04%	1.0%

* Reporting began January 1, 2007

Measurement of Standards

Standard 1 - If the date received compared to the date approved for all clean applications approved during the reporting month is less than 14-days.

Standard 2 - If the date received compared to the date mailed for all applications approved during the reporting month is less than 14-days from receipt of eligible application to issuance of identification card.

Standard 3 - 99% or greater accuracy rate for enrollment coding of premium, plan and age rate categories for all approved applications during the reporting month.

Standard 4 - 100% scoring of a 1% member audit of 14-calendar days or less from premium receipt to update of eligibility file paid-to-status

Standard 5 - 99% scoring of a 1% member audit of accuracy for posting of correct payment, implementation of rate changes and premium account reconciliations during the reporting month.

Standard 6 - 100% of clean claims processed within 30-calendar days during the reporting month.

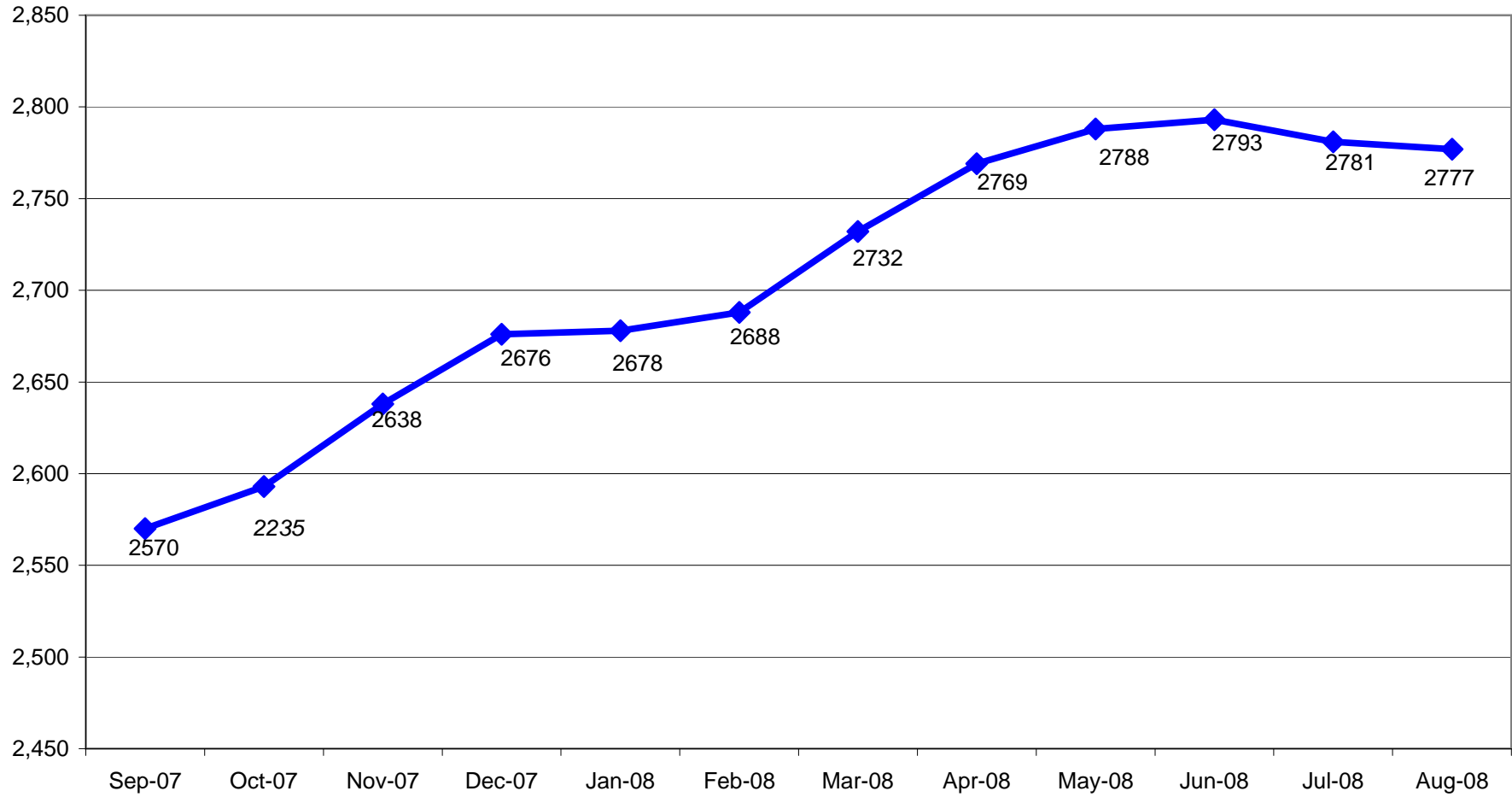
Standard 7 - 97% or greater accuracy of a 1.5% claim audit for proper clerical coding of claims during the reporting month.

Standard 8 - 98% or greater accuracy of a 1.5% claim audit for proper clerical coding of claims during the reporting month.

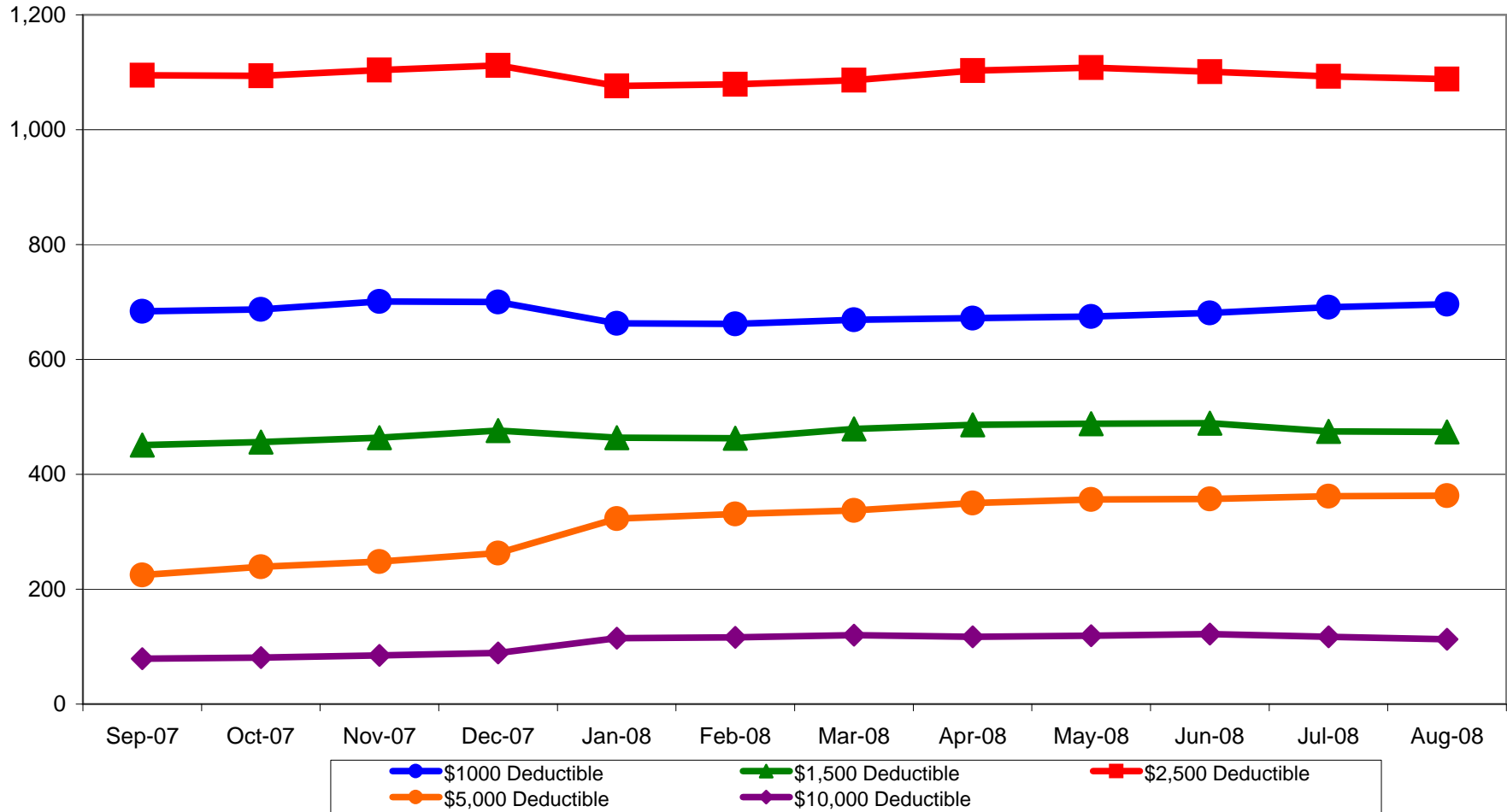
Standard 9 - 45 second or less average speed of answer for all telephone inquiries received during the reporting month.

Standard 10 - 5% or less call abandonment rate.

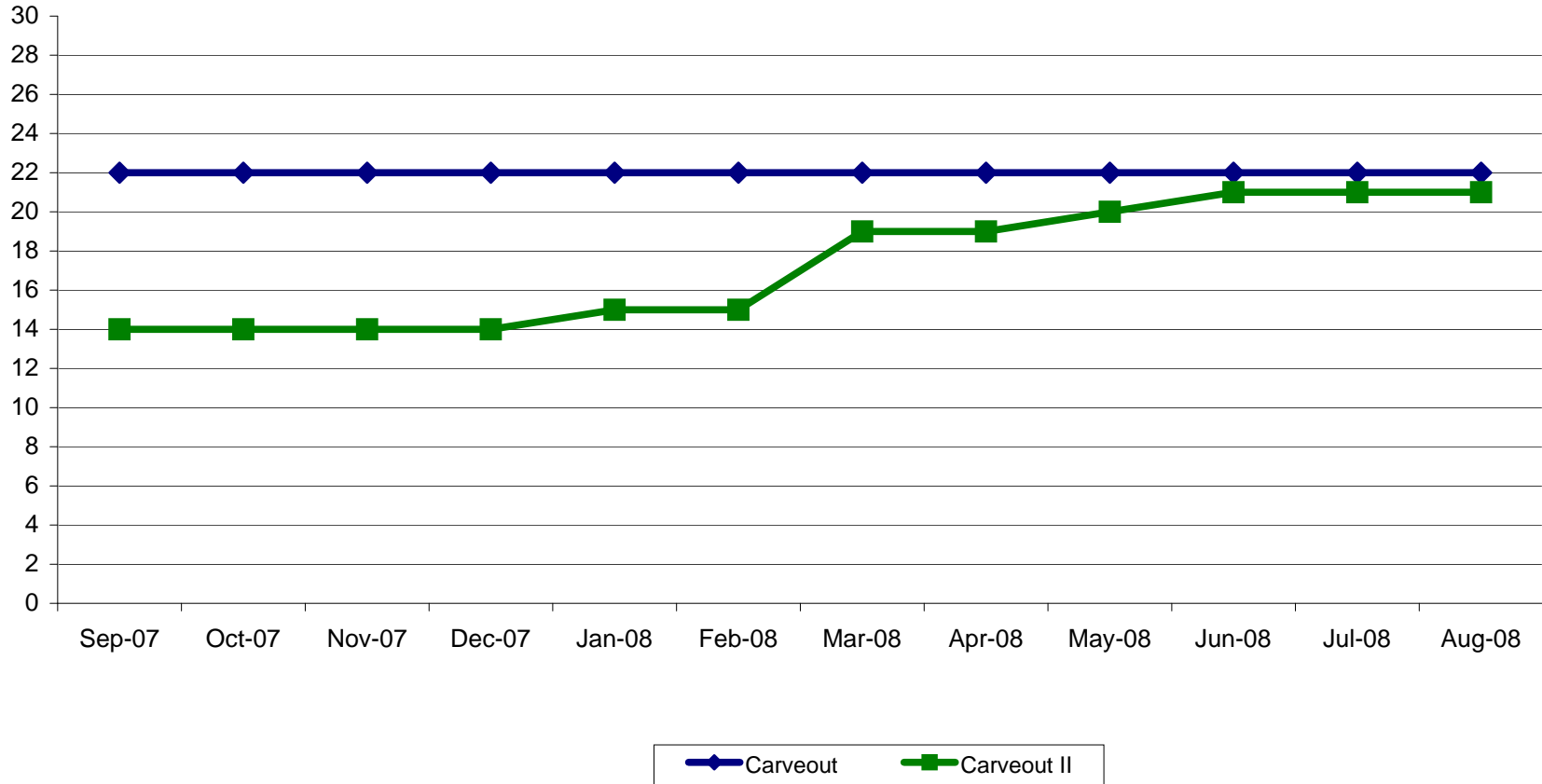
**HIPIOWA - Iowa Comprehensive Health Association
Total Enrollment Activity
September 2007 - August 2008**



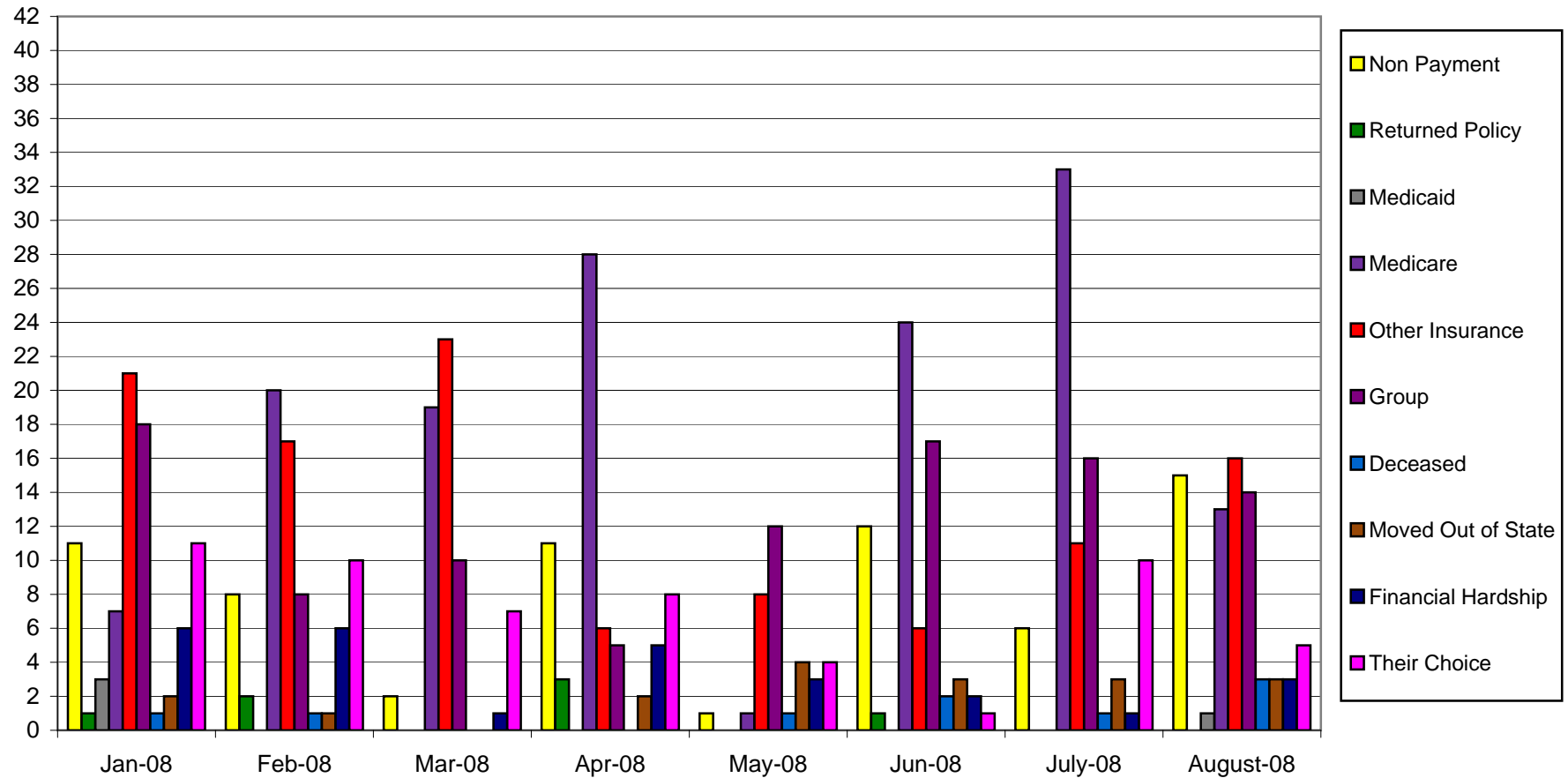
HIPIOWA - Iowa Comprehensive Health Association
Enrollment Activity by Plan
PPO Plans
September 2007- August 2008



**HIPIOWA - Iowa Comprehensive Health Insurance Association
Enrollment Activity by Plan
Carveout Plans
September 2007 - August 2008**



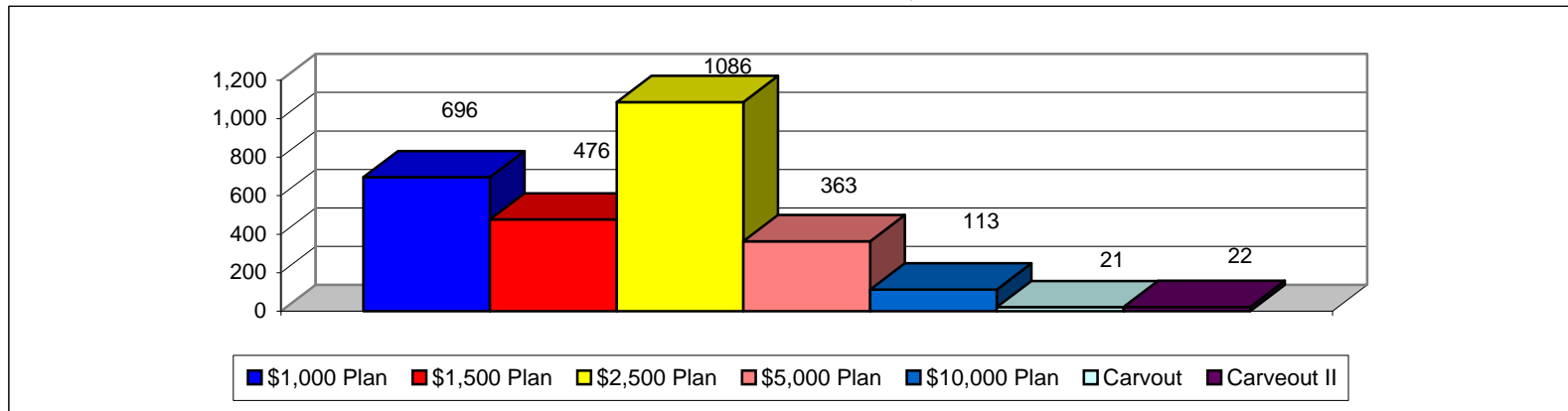
HIPIOWA - Iowa Comprehensive Health Association Termination Reason January 2008 - August 2008



HIPIOWA - Iowa Comprehensive Health Association Plan & Age Distribution Summary August 2008

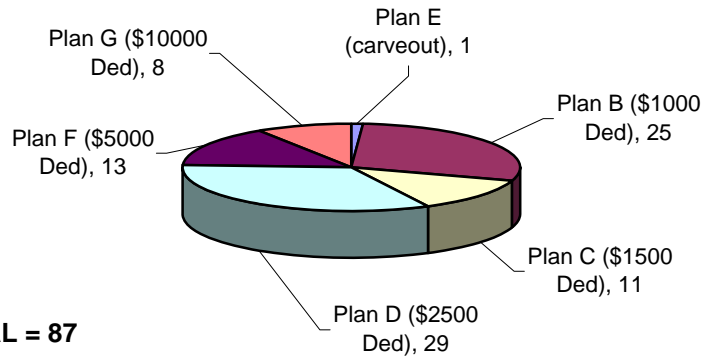
Age	PPO Plan					Medicare Carve-Out		
	\$1,000	\$1,500	\$2,500	\$5,000	\$10,000	Age	Carveout	Carveout II
0-17	60	23	20	2	2	0-17	1	0
18-29	128	41	66	18	5	18-24	1	1
30-34	42	25	28	11	4	30-34	1	2
35-39	39	12	36	13	4	35-39	0	3
40-44	49	28	66	18	3	40-44	1	0
45-49	68	47	109	20	15	45-49	1	2
50-54	87	69	167	45	17	50-54	6	2
55-59	105	97	238	78	16	55-59	4	4
60-64	118	132	354	156	47	60-64	5	7
65-69	0	2	0	0	0	65-69	0	0
70-74	0	0	1	2	0	70-74	1	1
75-79	0	0	0	0	0	75-79	0	0
80-84	0	0	1	0	0	80-84	0	0
85+	0	0	0	0	0	85+	0	0
Total	696	476	1086	363	113	Total	21	22

Total Enrollment 2,777

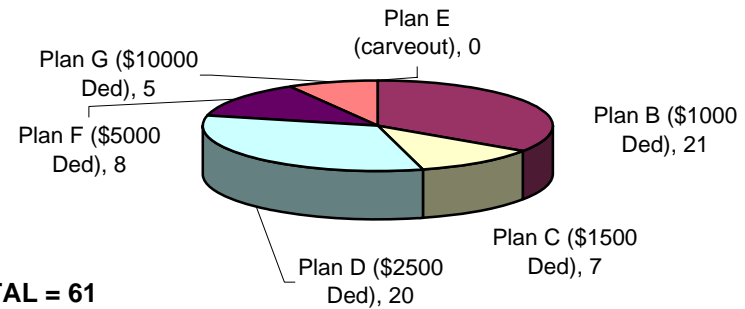


HIPIOWA - Iowa Comprehensive Health Association Application Activity August 2008

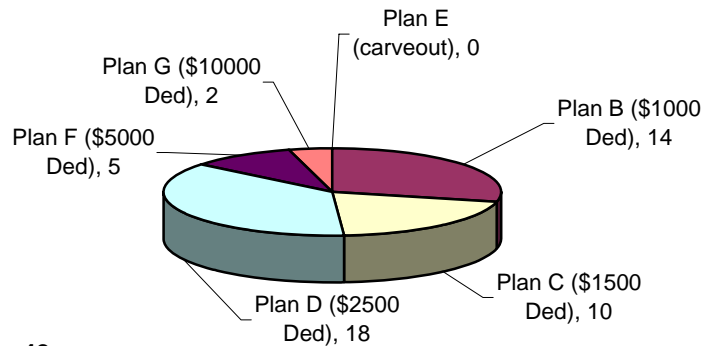
Applications Received in the Reporting Month



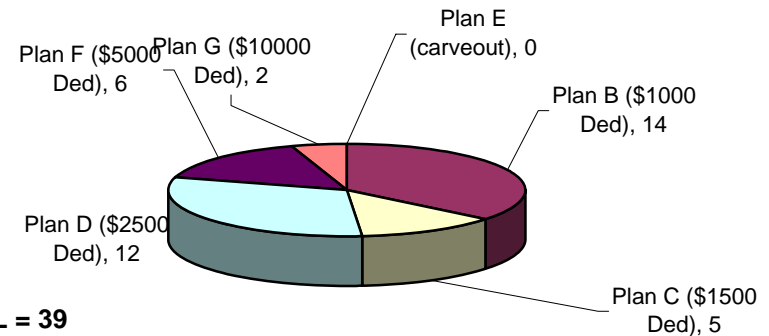
Applications Pended in the Reporting Month



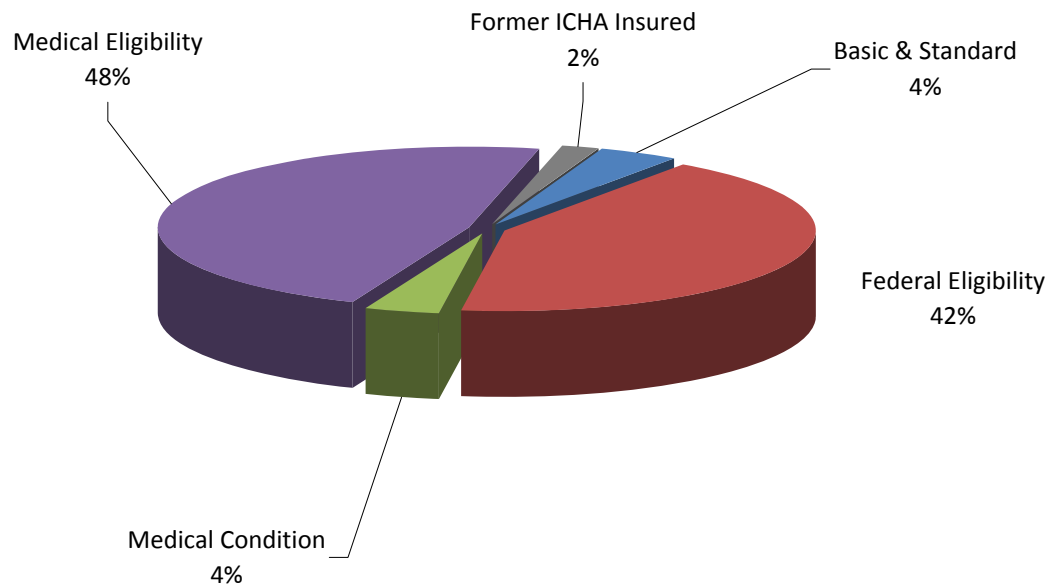
Applications Approved in the Reporting Month



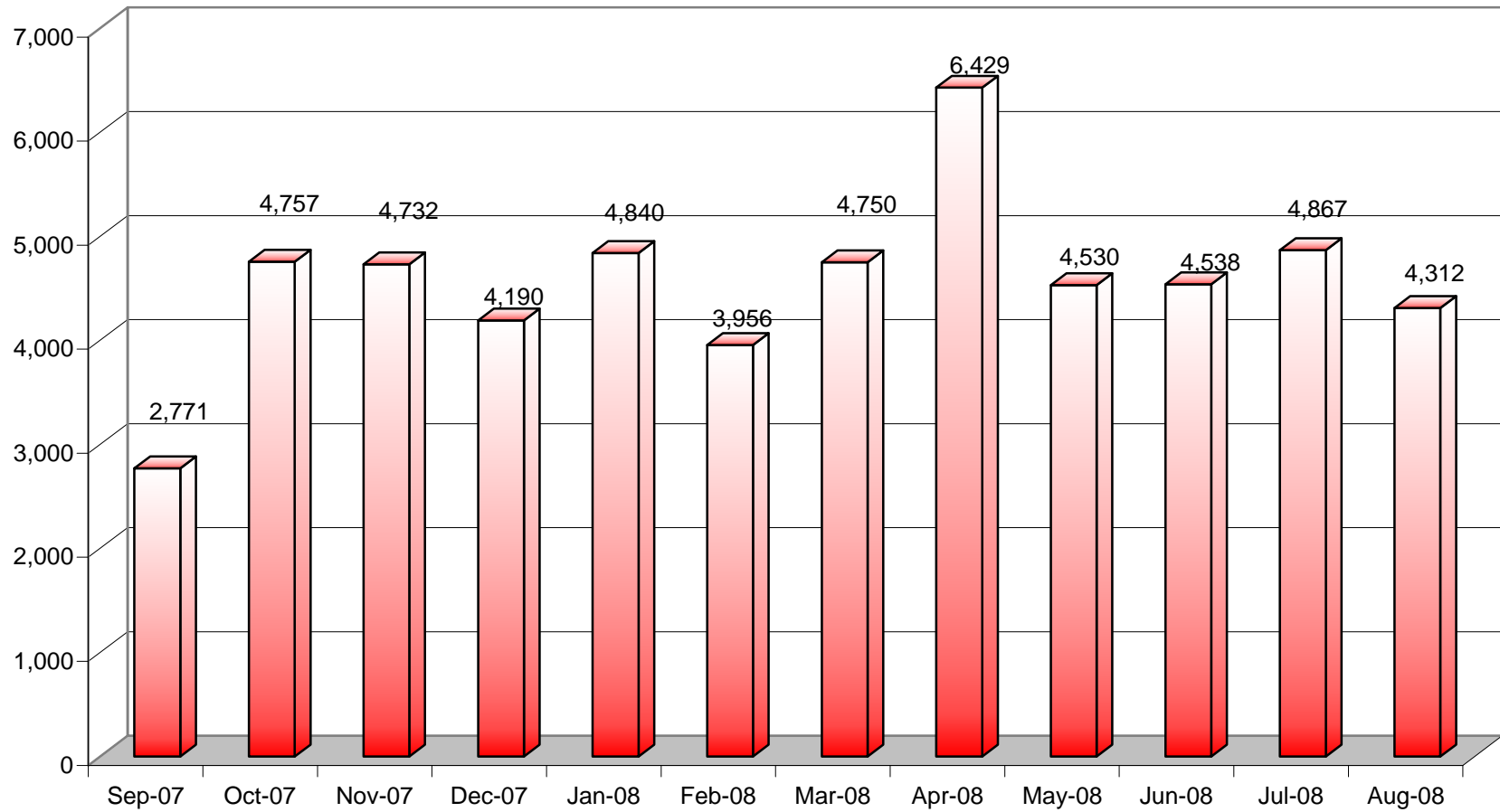
Total Applications Still Pended at Month End



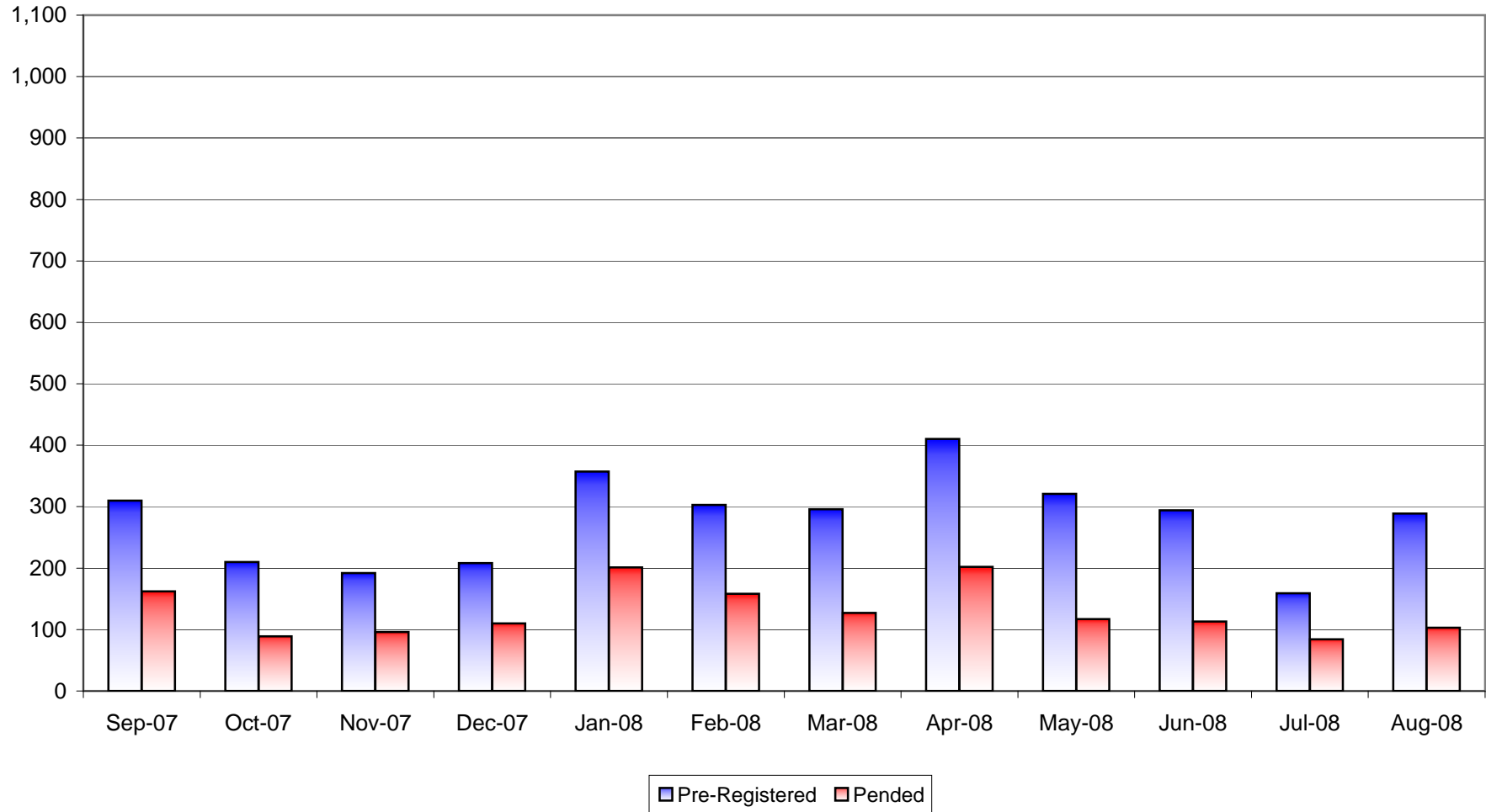
HIPIOWA - Iowa Comprehensive Health Association Eligibility Designation August 2008



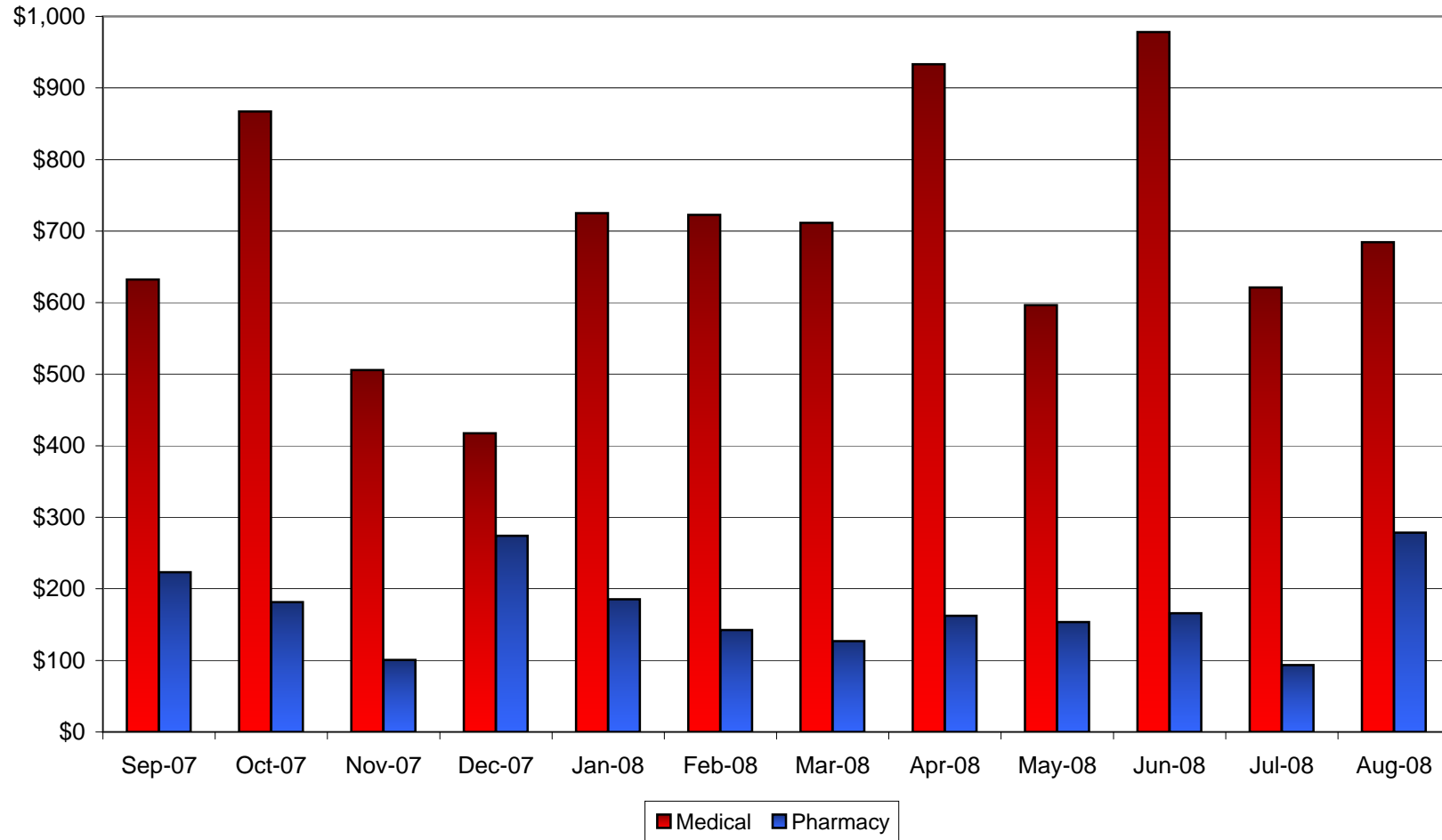
**HIPIOWA - Iowa Comprehensive Health Association
Claims Received
September 2007 - August 2008**



**HIPIOWA - Iowa Comprehensive Health Association
Claim Inventory
September 2007 - August 2008**



**HIPIOWA - Iowa Comprehensive Health Association
Medical and Pharmacy Claim Cost PMPM
September 2007 - August 2008**



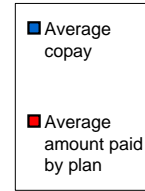
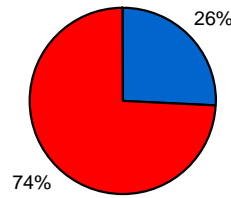
HIPIOWA

January 2008 - August 2008

Prescription Analysis

Average Payment Information

Average copay	\$20.04
Average amount paid by plan	\$57.17
Average prescription cost in total	\$77.21



Total Payment Information

Total number of scripts	61,795
Patient paid	\$1,238,304.38
Plan paid	\$3,532,720.19
Total allowed on scripts (including disp fee)	\$4,771,024.57
Average allowed per script	\$77.21

Script Information

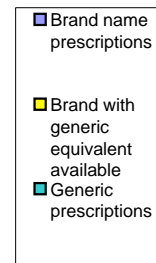
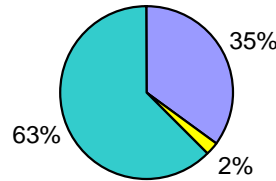
Total submitted cost	\$7,002,966.51
Total allowed on scripts	\$4,771,024.57
Submitted versus allowed savings	\$2,231,941.94
Plan Savings Percentage	31.87%

Per Script

\$113.33
\$77.21
\$36.12

Brand Versus Generic Scripts

Brand name prescriptions	21,701
Brand with generic equivalent available	1,483
Generic prescriptions	38,611
Total prescriptions	61,795
Generic dispensing rate	62.48%
Generic efficiency rate	96.30%

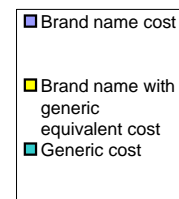
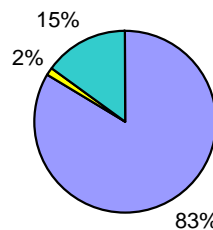


Brand Versus Generic Cost

Figures are amount paid by plan	
Brand name cost	\$2,950,945.74
Brand name with generic equivalent cost	\$53,503.12
Generic cost	\$528,271.33
Total Cost	\$3,532,720.19

Per Script

\$135.98
\$36.08
\$13.68
\$57.17

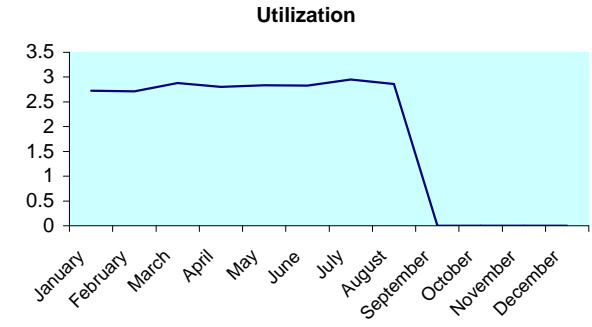
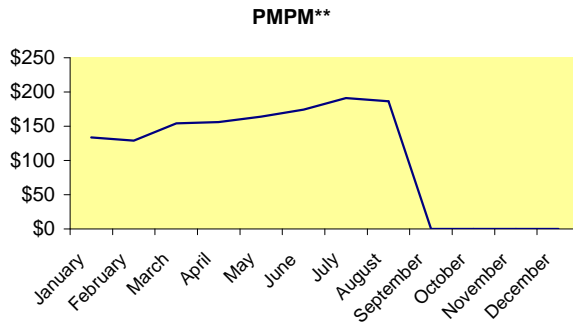
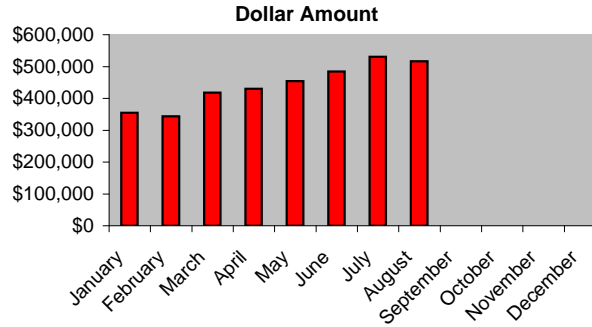
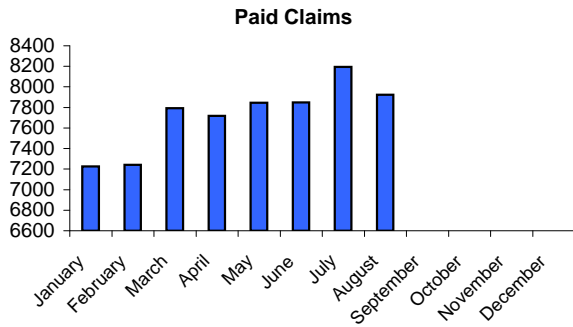


HIPIOWA

January 2008 - August 2008

Monthly Cost Analysis

	Paid Claims	Dollar Amount	Avg Cost / Claim	Elig Members	Utilz Members	% Utilizing*	PMPM**	Utilization***
January	7,225	\$355,095.92	\$49.15	2,654	1,863	70.20%	\$133.80	2.72
February	7,243	\$343,807.41	\$47.47	2,669	1,824	68.34%	\$128.82	2.71
March	7,794	\$417,785.93	\$53.60	2,706	1,908	70.51%	\$154.39	2.88
April	7,718	\$429,806.28	\$55.69	2,751	1,894	68.85%	\$156.24	2.81
May	7,846	\$454,089.15	\$57.88	2,768	1,936	69.94%	\$164.05	2.83
June	7,849	\$484,571.16	\$61.74	2,777	1,905	68.60%	\$174.49	2.83
July	8,196	\$530,989.03	\$64.79	2,780	1,922	69.14%	\$191.00	2.95
August	7,924	\$516,575.31	\$65.19	2,772	2,068	74.60%	\$186.35	2.86
Year to Date	61,795	\$3,532,720.19	\$57.17	2,735	1,915	70.03%	\$161.48	2.82



* % Utilizing The Percentage of Members Utilizing the plan compared to the total number of Eligible Members - (Utilizing Members divided by the Eligible Members)
 ** PMPM The Dollar cost to the plan as a Per Eligible Member Per Month - (Dollar Amount divided by the Eligible Members)
 *** Utilization The Number of monthly claims paid by the plan per each Eligible Member - (Paid Claims divided by Eligible Members)

HIPIOWA

January 2008 - August 2008

Top 15 Therapeutic Class Report

	Therapeutic Class	Claim Count	Plan Cost	Avg Cost / Claim	% of Total Cost	Common Treatment
4927	Proton Pump Inhibitors	1,909	\$195,501.56	\$102.41	5.53%	ulcers & reflux
7260	Misc. Anticonvulsants	1,380	\$182,364.74	\$132.15	5.16%	anticonvulsants / seizures
1210	Antiretrovirals	245	\$167,175.99	\$682.35	4.73%	antiretroviral
2710	Insulin	1,283	\$166,489.03	\$129.77	4.71%	diabetes
3940	HMG CoA Reductase Inhibitors	3,678	\$161,271.07	\$43.85	4.57%	cholesterol
6240	Multiple Sclerosis Agents	73	\$157,008.40	\$2,150.80	4.44%	multiple sclerosis
5818	Serotonin-Norepinephrine Reuptake Inhi	1,136	\$154,134.58	\$135.68	4.36%	depression
6510	Narcotic Agonists	999	\$114,598.77	\$114.71	3.24%	pain
9940	Immunosuppressive Agents	318	\$99,957.59	\$314.33	2.83%	immune system
2760	Insulin Sensitizing Agents	665	\$94,665.19	\$142.35	2.68%	diabetes
6627	Anti-TNF-alpha - Monoclonal Antibodies	47	\$77,524.78	\$1,649.46	2.19%	arthritis / chron's disease
6629	Soluble Tumor Necrosis Factor Receptor	44	\$72,204.95	\$1,641.02	2.04%	psoriasis / arthritis
5816	Selective Serotonin Reuptake Inhibitors (2,463	\$70,657.31	\$28.69	2.00%	depression
9410	Diagnostic Reagents	833	\$66,515.11	\$79.85	1.88%	diabetic supplies
4420	Sympathomimetics	821	\$65,640.88	\$79.95	1.86%	asthma
					52.25%	

Percent of Cost

