

Covering Kids & Families Process Improvement Collaborative Monthly Report

CORE MEASURES

M1: Applications Received	Number of applications received in month	Tab 1 - Applications
M2: % Approvals	100 X approvals in the month/total application decisions made in the month	Tab 3 - Approvals and Denials
M3: % Denials	100 X denials in the month/total application decisions made in the month	Tab 3 - Approvals and Denials
M4: Denials by Reason	100 X denials by reason/total denials	Tab 6 - Denials by Reason
M5: % Closures	100 X closures in the month/cases at the beginning of the month + approvals	Tab 10 - Caseload and Closures
M6: Closures by Reason	100 X closures by reason/ total closures	Tab 7 - Closures by Reason
M7: % Cases closed at Renewal	100 X Cases closed at renewal/total cases scheduled for renewal	Tab 8 - Closed at Renewal
M8: Caseload	Cases beginning of month + approvals in month - closures in month	Tab 10 - Caseload and Closures

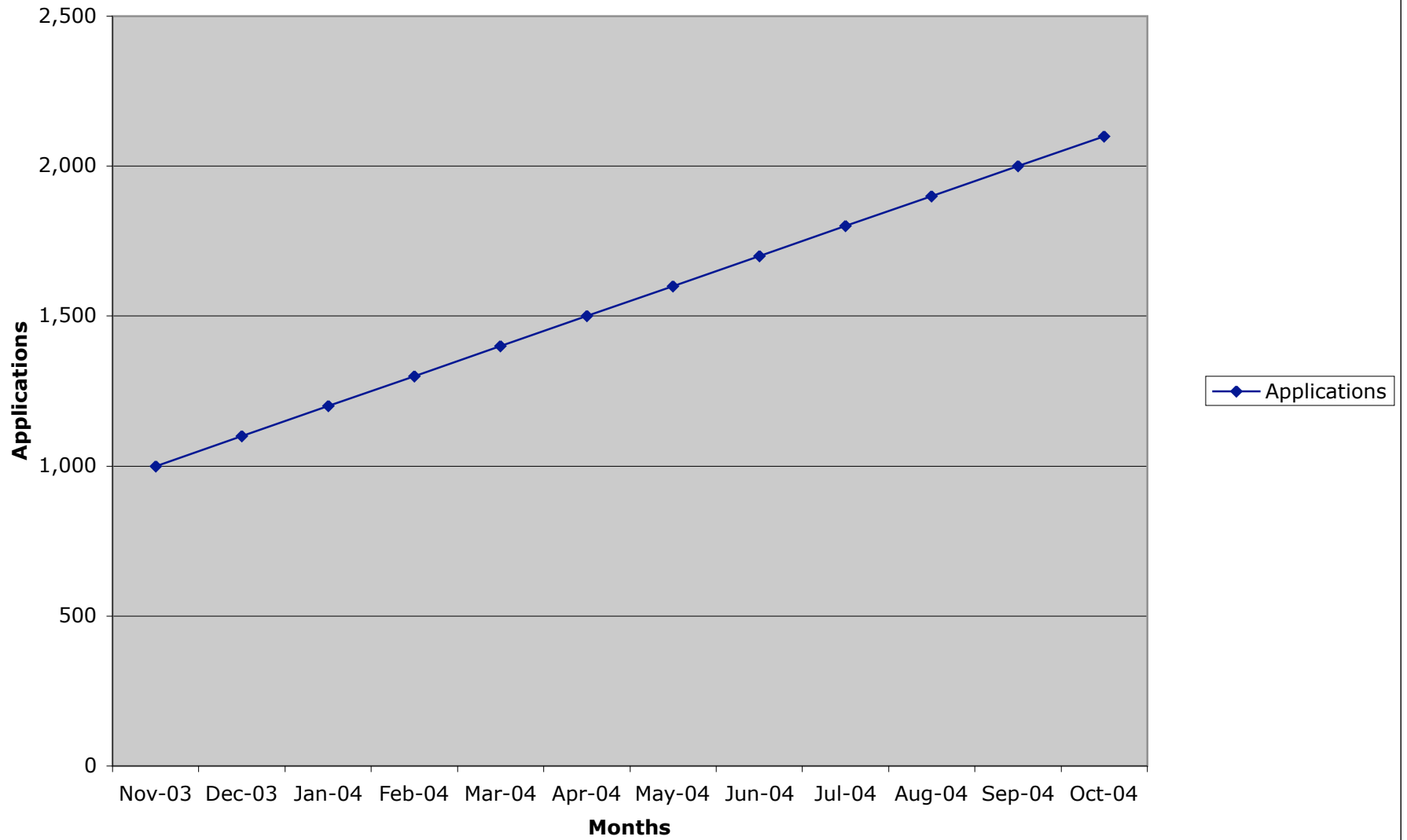
Instructions for Workbook:

Tabs 1-8 are the core measures for your test site. The data you report may not show significant changes until you begin to spread your change strategies throughout the organization. This data should be reported on the 5th day of each month.

Table 1: Applications Received**Project Team:** _____

Month	Applications Received
Nov-03	1,000
Dec-03	1,100
Jan-04	1,200
Feb-04	1,300
Mar-04	1,400
Apr-04	1,500
May-04	1,600
Jun-04	1,700
Jul-04	1,800
Aug-04	1,900
Sep-04	2,000
Oct-04	2,100

Applications Received



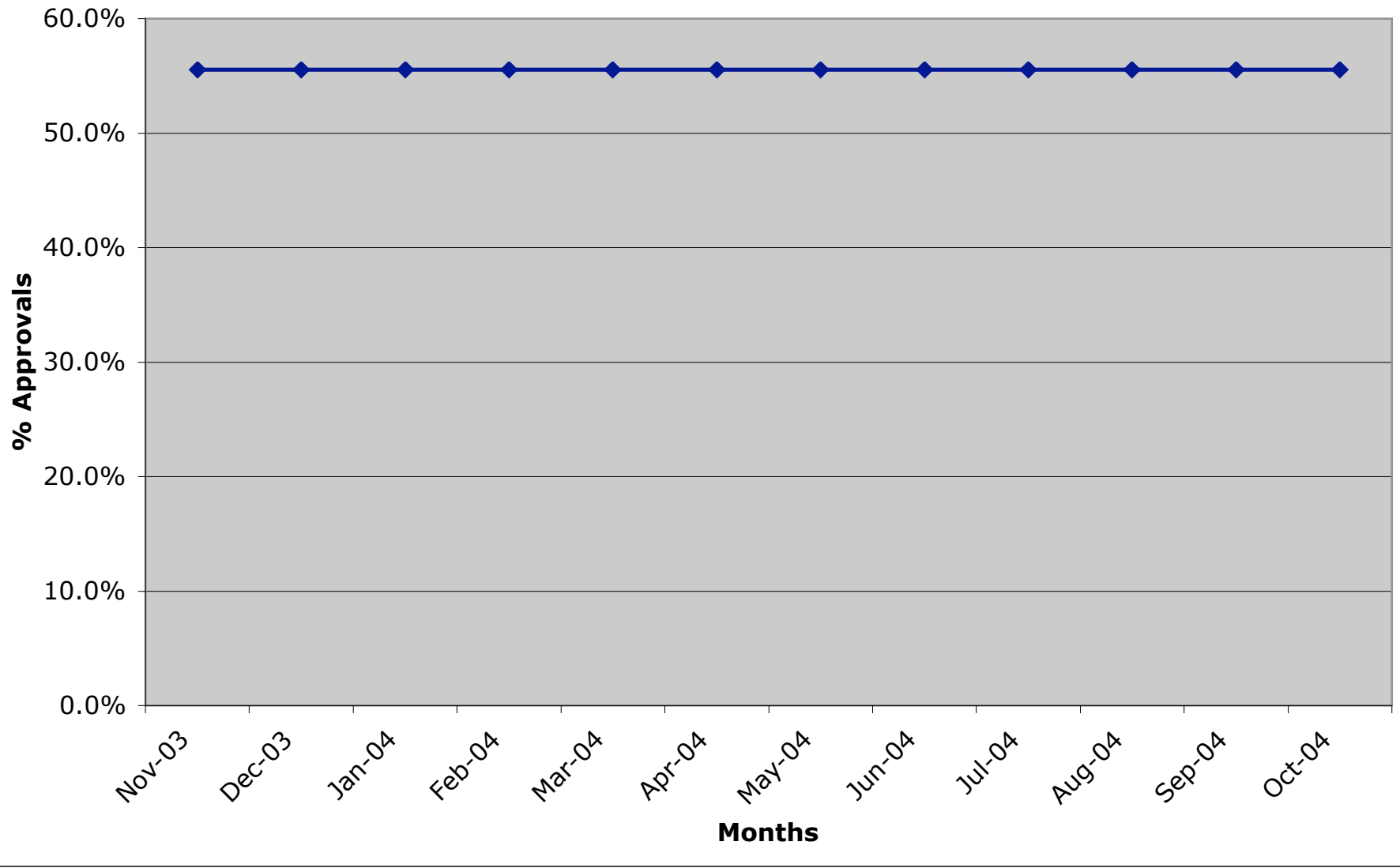
M2: % Approvals

Table 2: Approvals and Denials

Project Team: _____

Month	# Application Decisions	Applications Approved		Applications Denied		Applications Withdrawn	
		#	%	#	%	#	%
Nov-03	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Dec-03	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Jan-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Feb-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Mar-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Apr-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
May-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Jun-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Jul-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Aug-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Sep-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%
Oct-04	4,500	2,500	55.6%	1,500	33.3%	500	11.1%

M2: % Applications Approved



M3: % Applications Denied

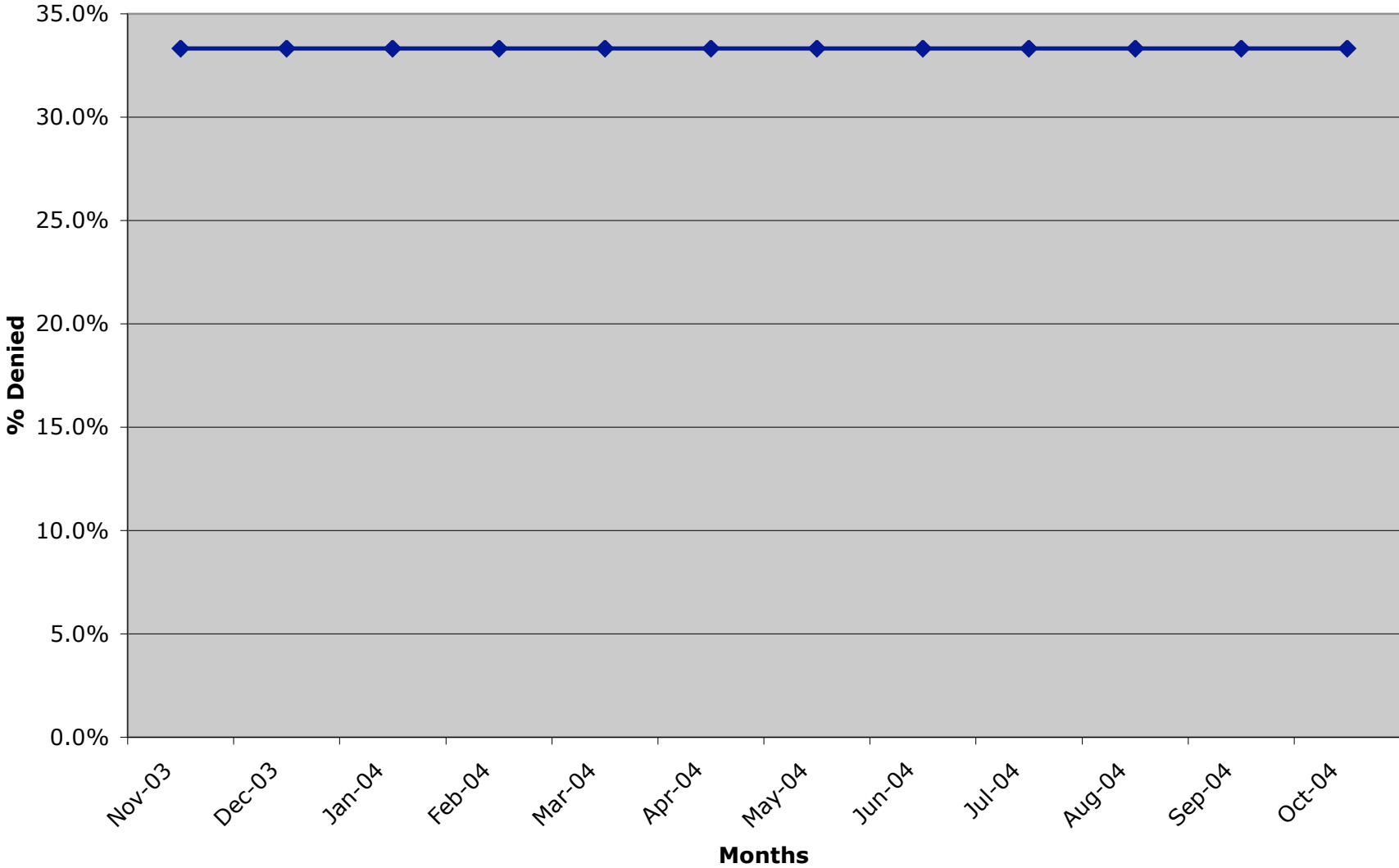


Table 3: Denials by Reason

Project Team: _____

Month	Total Applications Denied	Excess income		Excess Resources		Age		Non-Payment of Premiums		Other Health Care Coverage (SCHIP)		Failure to Comply with Procedures		Voluntary Withdrawal	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
Nov-03	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Dec-03	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Jan-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Feb-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Mar-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Apr-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
May-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Jun-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Jul-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Aug-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Sep-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%
Oct-04	1,500	225	15.0%	0	0.0%	30	2.0%	180	12.0%	150	10.0%	900	60.0%	15	1.0%

M4.1: Closures by Reason

Table 4: Closures by Reason

Project Team: _____

Month	Total # Case Closures	Excess Income		Excess Resources		Age		Other Health Care Coverage (SCHIP)		Failure to Comply with Procedures		Other Categorical Reasons		Client Requested Closure	
		#	%	#	%	#	%	#	%	#	%	#	%	#	#
Nov-03	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Dec-03	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Jan-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Feb-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Mar-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Apr-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
May-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Jun-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Jul-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Aug-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Sep-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%
Oct-04	2,000	200	10.0%	0	0.00%	100	5.0%	0	0.0%	1,200	60.0%	400	20.0%	100	5.0%

100.00%

M4.2: % Closed at Renewal

Table 5: Closed at Renewal

Project Team: _____

Month	Cases Due for Renewal	Cases Closed	% Cases Closed at Renewal
Nov-03	2,800	1,500	53.6%
Dec-03	2,800	1,500	53.6%
Jan-04	2,800	1,500	53.6%
Feb-04	2,800	1,500	53.6%
Mar-04	2,800	1,500	53.6%
Apr-04	2,800	1,500	53.6%
May-04	2,800	1,500	53.6%
Jun-04	2,800	1,500	53.6%
Jul-04	2,800	1,500	53.6%
Aug-04	2,800	1,500	53.6%
Sep-04	2,800	1,500	53.6%
Oct-04	2,800	1,500	53.6%

M 4.2: % Closed at Renewal

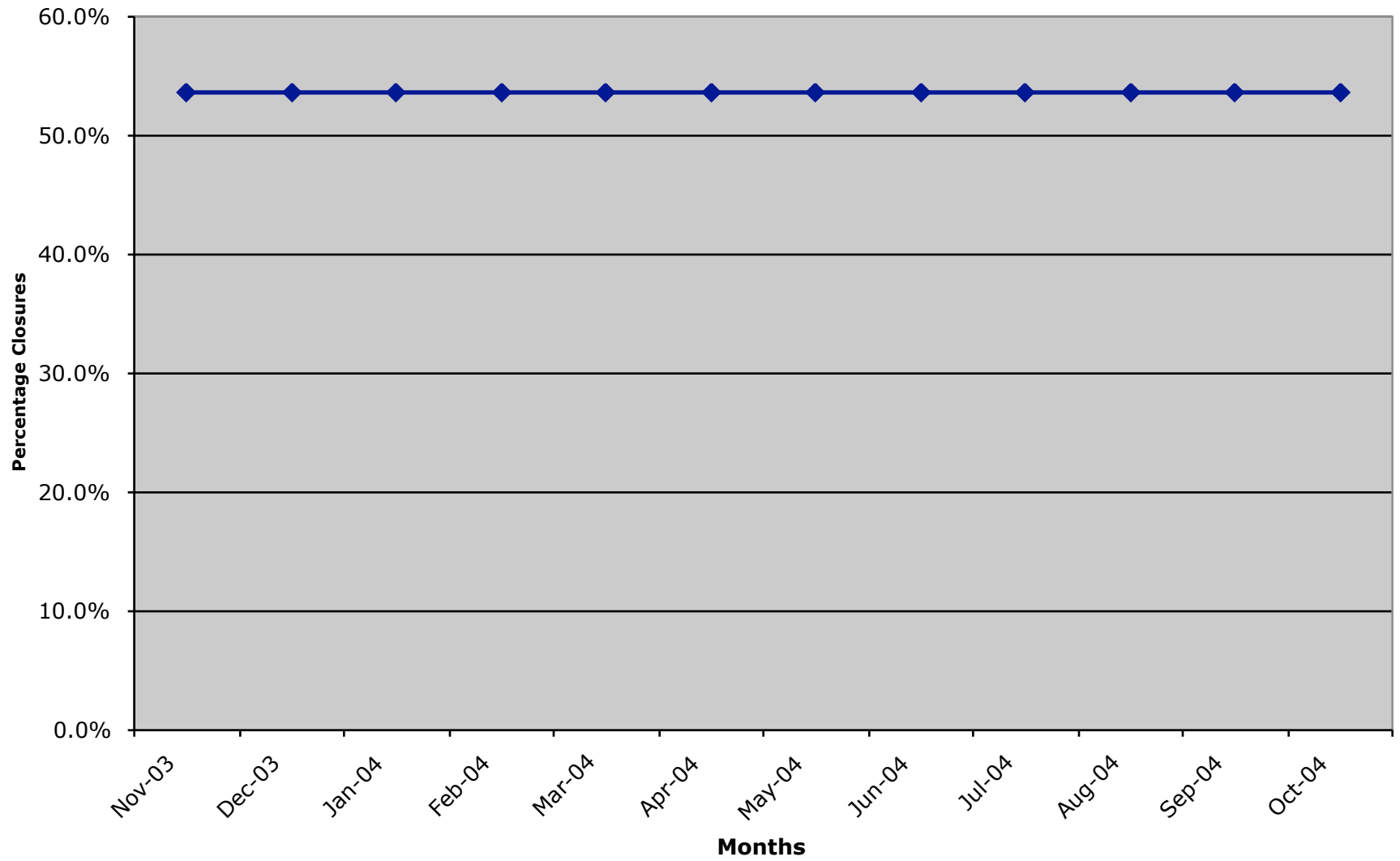
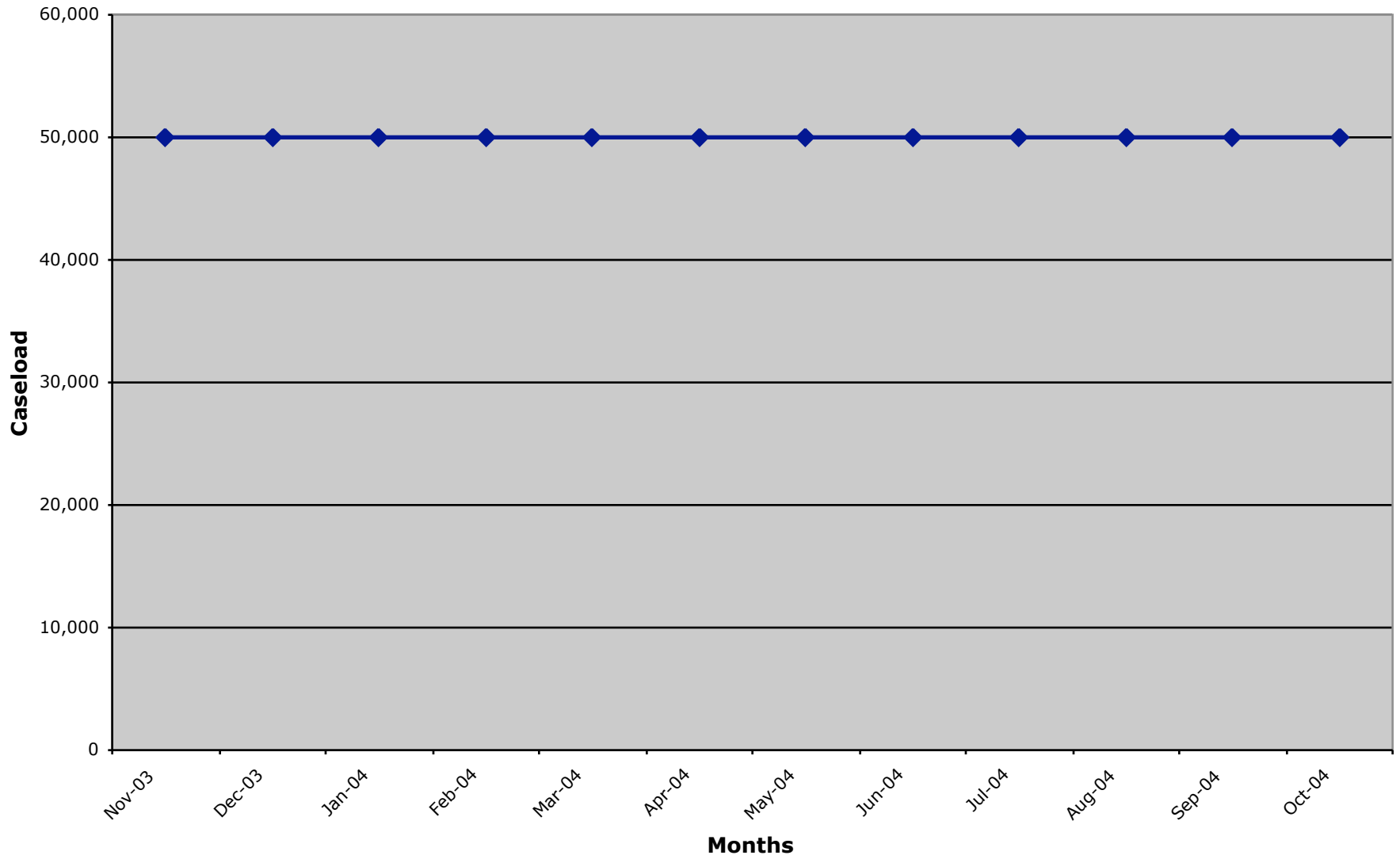


Table 6: Caseload and Closures

Project Team: _____

Month	# Cases 1st of Month	# Applications Approved	# Cases Closed	% Cases Closed
Nov-03	50,000	2,500	2,000	3.8%
Dec-03	50,000	2,500	2,000	3.8%
Jan-04	50,000	2,500	2,000	3.8%
Feb-04	50,000	2,500	2,000	3.8%
Mar-04	50,000	2,500	2,000	3.8%
Apr-04	50,000	2,500	2,000	3.8%
May-04	50,000	2,500	2,000	3.8%
Jun-04	50,000	2,500	2,000	3.8%
Jul-04	50,000	2,500	2,000	3.8%
Aug-04	50,000	2,500	2,000	3.8%
Sep-04	50,000	2,500	2,000	3.8%
Oct-04	50,000	2,500	2,000	3.8%

M8: Caseload



M5 Percentage of Cases Closed

