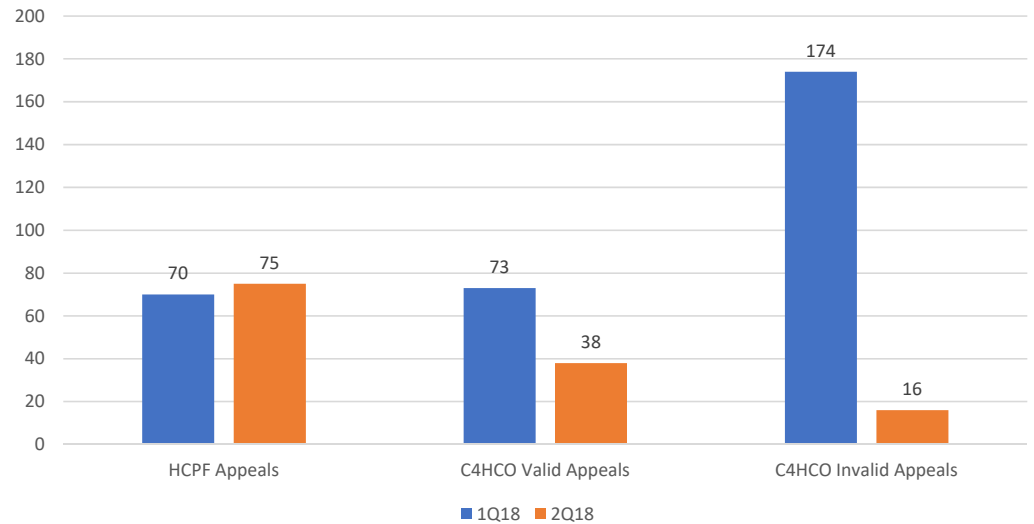


# Appeals 2018 Metrics

## Main drivers:

- Effective date changes (Invalid)
  - Retro-term/cancellation
  - Retro effective dates
- Carrier issues (Invalid)
  - Claims denied
  - Provider network changes
  - Billing issues
- Income incorrect (Valid)

Appeal Cases for 2018



## Average Days of Valid Open Appeal Cases

1Q18	2Q18	YTD 2018
95	52	80