



**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

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The Supplementary Appendices for the

# Improper Medicare Fee-for-Service Payments

May 2006

## *Appendix A – List of Acronyms*

|                 |  |
|-----------------|--|
| <b>AC</b>       | Affiliated Contractor  |
| <b>AMA</b>      | American Medical Association   |
| <b>BBA</b>      | Balanced Budget Act of 1997  |
| <b>BETOS</b>    | Berenson-Eggers Type of Service  |
| <b>CAFM</b>     | Contractor Administrative-Budget and Financial Management System                           |
| <b>CDAC</b>     | Clinical Data Abstraction Center   |
| <b>CERT</b>     | Comprehensive Error Rate Testing   |
| <b>CMN</b>      | Certificate of Medical Necessity   |
| <b>CMS</b>      | Centers for Medicare & Medicaid Services   |
| <b>CPT</b>      | Current Procedural Terminology   |
| <b>CTRDS</b>    | CERT Tracking and Reporting Database and System  |
| <b>CY</b>       | Calendar Year  |
| <b>DARN</b>     | Dollars at Risk of No Documentation  |
| <b>DHHS</b>     | Department of Health and Human Services  |
| <b>DRG</b>      | Diagnosis Related Group  |
| <b>DME</b>      | Durable Medical Equipment  |
| <b>DMERC</b>    | Durable Medical Equipment Regional Carrier   |
| <b>E&amp;M</b>  | Evaluation and Management  |
| <b>EMR</b>      | Electronic Medical Records   |
| <b>ESRD</b>     | End Stage Renal Disease  |
| <b>FFS</b>      | Fee-for-Service  |
| <b>FI</b>       | Fiscal Intermediary  |
| <b>FY</b>       | Fiscal Year  |
| <b>GPRA</b>     | Government Performance & Results Act of 1993   |
| <b>HCPCS</b>    | Healthcare Common Procedure Coding System  |
| <b>HHA</b>      | Home Health Agency   |
| <b>HICN</b>     | Health Insurance Claim Number  |
| <b>HIPAA</b>    | Health Insurance Portability and Accountability Act of 1996                                |
| <b>HI</b>       | Hospital Insurance   |
| <b>HPMP</b>     | Hospital Payment Monitoring Program  |
| <b>ICD-9-CM</b> | International Classification of Diseases (10 <sup>th</sup> Revision) Clinical Modification |
| <b>IPIA</b>     | Improper Payment Information Act   |
| <b>LCD</b>      | Local Coverage Determination   |

|             |                                       |
|-------------|---------------------------------------|
| <b>LI</b>   | Line Item                             |
| <b>LPET</b> | Local Provider Education and Training |
| <b>MMA</b>  | Medicare Modernization Act            |
| <b>MFS</b>  | Medicare Fee Schedule                 |
| <b>MIP</b>  | Medicare Integrity Program            |
| <b>MSP</b>  | Medicare Secondary Payer              |
| <b>NCH</b>  | National Claims History               |
| <b>OIG</b>  | Office of the Inspector General       |
| <b>OPPS</b> | Outpatient Prospective Payment System |
| <b>PPS</b>  | Prospective Payment System            |
| <b>PSC</b>  | Program Safeguard Contractor          |
| <b>QIO</b>  | Quality Improvement Organization      |
| <b>RAC</b>  | Recovery Audit Contractors            |
| <b>RHC</b>  | Rural Health Clinic                   |
| <b>RHHI</b> | Regional Home Health Intermediary     |
| <b>RTP</b>  | Return to Provider                    |
| <b>SNF</b>  | Skilled Nursing Facility              |

# Appendix B – Error Rates by Cluster and Contractor

Tables in this section of the appendix contain the following:

- Improper payment amounts for clusters,
- Error rates and improper payment amounts for individual contractors within each cluster; and
- Paid claims error rates by cluster and type of error.

In the 2003 and 2004 reports, the CERT program provided error rates and improper payment amounts for each cluster. The MMA included a provision and additional funding to allow CMS to produce error rates at the individual contractor level, in addition to the cluster level rates, for the 2005 and 2006 reports. The following tables provide this information.

The No Resolution Rate is based on the number of no resolution claims the Carrier/DMERC/FI has and measures whether a Carrier/DMERC/FI was able to account for all of its claims included in the CERT sample. A no resolution claim is one that the CERT program sampled on the day the provider submitted the claim but was missing from the Carrier/DMERC/FI claims processing system 10-30 days later. This is a gross rate where the number of claims that the Carrier/DMERC/FI could not find is divided by the number of claims in the CERT sample for the Carrier/DMERC/FI.

Table B1a contains error rates and improper payment amounts for individual Carriers. The table is in descending order by error rates for Carrier clusters. Within each cluster, information is sorted by descending order by error rate.

**Table B1a: Error Rates and Improper Payments: Individual Carriers**

| Carrier Cluster                          | Carrier Contractor   | Paid Claims Error Rate  |   |                         |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|----------------------|-------------------------|---|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  |                      | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Including No Doc Claims | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Triple S, Inc. PR/VI 00973/00974 (15.8%) |                      |                         |   |                         |                         |                         |                                |                         |                         |
|  | Triple S, Inc. PR/VI | 15.8%                   | \$108,676,886                                       | 4.4%                    | 7.1% - 24.5%            | 15.5%                   | 25.7%                          | 25.5%                   | 0.1%                    |
| First Coast Service Options FL 00590     |                      |                         |   |                         |                         |                         |                                |                         |                         |

| Carrier Cluster         | Carrier Contractor             | Paid Claims Error Rate  |   |                         |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|-------------------------|--------------------------------|-------------------------|---|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|                         |                                | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Including No Doc Claims | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| (12.7%)                 |                                |                         |   |                         |                         |                         |                                |                         |                         |
|                         | First Coast Service Options FL | 12.7%                   | \$996,247,537                                       | 3.1%                    | 6.6% - 18.8%            | 6.0%                    | 24.5%                          | 14.3%                   | 0.1%                    |
| GHI NY 14330 (9.2%)     |                                |                         |   |                         |                         |                         |                                |                         |                         |
|                         | GHI NY                         | 9.2%                    | \$34,848,527  | 1.2%                    | 6.9% - 11.5%            | 8.7%                    | 26.2%                          | 25.9%                   | 0.5%                    |
| Regence UT 00910 (7.8%) |                                |                         |   |                         |                         |                         |                                |                         |                         |
|                         | Regence UT                     | 7.8%                    | \$27,416,160  | 1.2%                    | 5.5% - 10.0%            | 7.3%                    | 25.6%                          | 25.3%                   | 0.1%                    |

| Carrier Cluster  | Carrier Contractor | Paid Claims Error Rate  |   |                         |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------|-------------------------|---|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  |                    | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Including No Doc Claims | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Noridian AK/AZ/HI/NV/OR/WA<br>00831/00832/00833/00834/00835/00836 (7.6%) |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Noridian AZ/HI/NV  | 10.6%                   | \$204,729,823                                       | 3.0%                    | 4.7% - 16.4%            | 10.0%                   | 22.4%                          | 22.0%                   | 0.0%                    |
|  | Noridian AK/OR/WA  | 4.5%                    | \$80,746,250  | 0.8%                    | 2.9% - 6.1%             | 4.1%                    | 16.5%                          | 16.2%                   | 0.1%                    |
| Empire NY 00803 (7.2%)   |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Empire NY          | 7.2%                    | \$288,134,250                                       | 0.7%                    | 5.9% - 8.6%             | 6.7%                    | 20.2%                          | 19.8%                   | 0.1%                    |
| BCBS AR AR/NM/OK/MO/LA<br>00520/00521/00522/00523/00528 (7.0%)           |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | BCBS AR LA         | 7.8%                    | \$88,798,556  | 1.3%                    | 5.3% - 10.3%            | 5.9%                    | 19.6%                          | 18.2%                   | 0.0%                    |
|  | BCBS AR NM/OK      | 7.8%                    | \$86,617,375  | 3.3%                    | 1.3% - 14.3%            | 7.3%                    | 20.1%                          | 19.7%                   | 0.0%                    |
|  | BCBS AR AR         | 7.2%                    | \$56,153,715  | 1.2%                    | 4.8% - 9.7%             | 5.4%                    | 13.4%                          | 11.9%                   | 0.0%                    |
|  | BCBS AR MO         | 5.1%                    | \$54,096,239  | 0.8%                    | 3.6% - 6.6%             | 4.1%                    | 16.8%                          | 16.1%                   | 0.0%                    |
| Cahaba AL/GA/MS<br>00510/00511/00512 (6.7%)                              |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Cahaba AL          | 8.8%                    | \$119,732,631                                       | 1.5%                    | 5.8% - 11.7%            | 8.4%                    | 25.7%                          | 25.5%                   | 0.0%                    |
|  | Cahaba GA          | 5.8%                    | \$116,310,797                                       | 0.9%                    | 4.1% - 7.6%             | 5.5%                    | 20.1%                          | 19.9%                   | 0.1%                    |
|  | Cahaba MS          | 5.2%                    | \$40,602,186  | 0.9%                    | 3.4% - 7.0%             | 4.7%                    | 15.7%                          | 15.4%                   | 0.0%                    |
| Empire NJ 00805 (6.7%)   |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Empire NJ          | 6.7%                    | \$214,074,317                                       | 0.9%                    | 5.0% - 8.3%             | 6.1%                    | 19.4%                          | 19.0%                   | 0.0%                    |
| BCBS AR RI 00524 (5.6%)  |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | BCBS AR RI         | 5.6%                    | \$12,378,311  | 0.5%                    | 4.5% - 6.7%             | 5.4%                    | 20.9%                          | 20.7%                   | 0.1%                    |
| CIGNA TN 05440 (5.4%)  |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | CIGNA TN           | 5.4%                    | \$95,530,325  | 0.6%                    | 4.1% - 6.6%             | 4.6%                    | 15.9%                          | 15.4%                   | 0.0%                    |
| Palmetto OH/WV<br>00883/00884 (5.2%)                                     |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Palmetto OH/WV     | 5.2%                    | \$180,647,476                                       | 0.6%                    | 4.0% - 6.4%             | 4.5%                    | 13.5%                          | 12.9%                   | 0.0%                    |
| NHIC CA 31140/31146 (4.7%)   |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | NHIC SoCA          | 5.6%                    | \$223,226,738                                       | 0.9%                    | 3.8% - 7.4%             | 5.2%                    | 20.7%                          | 20.2%                   | 0.0%                    |
|  | NHIC NoCA          | 3.5%                    | \$105,266,704                                       | 0.5%                    | 2.5% - 4.5%             | 3.1%                    | 13.0%                          | 12.7%                   | 0.1%                    |
| Palmetto SC 00880 (4.5%)   |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Palmetto SC        | 4.5%                    | \$50,913,622  | 0.5%                    | 3.5% - 5.5%             | 4.0%                    | 17.9%                          | 17.6%                   | 0.0%                    |
| AdminaStar   |                    |                         |   |                         |                         |                         |                                |                         |                         |

| Carrier Cluster   | Carrier Contractor             | Paid Claims Error Rate  |   |                         |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|-------------------------|---|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   |                                | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Including No Doc Claims | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| IN/KY<br>00630/00660<br>(4.3%)  |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | AdminaStar KY                  | 6.8%                    | \$79,595,404  | 2.2%                    | 2.5% - 11.1%            | 3.8%                    | 15.8%                          | 14.3%                   | 0.1%                    |
|   | AdminaStar IN                  | 2.5%                    | \$40,348,339  | 0.4%                    | 1.7% - 3.4%             | 2.3%                    | 18.6%                          | 18.5%                   | 0.0%                    |
| WPS<br>WI/IL/MI/MN<br>00951/00952/00953/00954<br>(4.3%)               |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | WPS IL                         | 5.7%                    | \$167,106,106                                       | 0.9%                    | 3.9% - 7.4%             | 4.4%                    | 17.1%                          | 16.1%                   | 0.0%                    |
|   | WPS MI                         | 4.4%                    | \$134,396,242                                       | 0.7%                    | 3.1% - 5.8%             | 4.0%                    | 15.7%                          | 15.4%                   | 0.0%                    |
|   | WPS WI                         | 2.4%                    | \$28,613,880  | 0.4%                    | 1.6% - 3.2%             | 2.3%                    | 8.7%                           | 8.6%                    | 0.0%                    |
|   | WPS MN                         | 2.1%                    | \$18,420,812  | 0.4%                    | 1.3% - 2.8%             | 1.8%                    | 10.1%                          | 9.9%                    | 0.0%                    |
| Trailblazer TX<br>00900 (4.1%)  |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | Trailblazer TX                 | 4.1%                    | \$219,885,131                                       | 0.5%                    | 3.0% - 5.2%             | 3.6%                    | 17.0%                          | 16.7%                   | 0.0%                    |
| HGSA PA<br>00865 (3.9%)   |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | HGSA PA                        | 3.9%                    | \$131,594,320                                       | 0.4%                    | 3.1% - 4.7%             | 3.6%                    | 13.4%                          | 13.2%                   | 0.1%                    |
| NHIC<br>ME/MA/NH/VT<br>31142/31143/31144/31145<br>(3.8%)              |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | NHIC ME/MA/NH/VT               | 3.8%                    | \$89,746,230  | 0.5%                    | 2.9% - 4.7%             | 3.5%                    | 11.7%                          | 11.5%                   | 0.0%                    |
| First Coast Service Options<br>CT 00591<br>(3.8%)                     |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | First Coast Service Options CT | 3.8%                    | \$43,897,595  | 0.4%                    | 3.0% - 4.6%             | 3.5%                    | 13.0%                          | 12.8%                   | 0.0%                    |
| HealthNow NY<br>00801 (3.8%)  |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | HealthNow                      | 3.8%                    | \$50,991,441  | 0.4%                    | 2.9% - 4.7%             | 3.5%                    | 17.4%                          | 17.2%                   | 0.1%                    |
| Noridian<br>CO/ND/WY/IA/SD<br>00820/00824/00825/00826/00889<br>(3.7%) |                                |                         |   |                         |                         |                         |                                |                         |                         |
|   | Noridian CO/ND/WY/SD           | 3.9%                    | \$42,405,412  | 0.9%                    | 2.2% - 5.6%             | 3.6%                    | 13.5%                          | 13.2%                   | 0.0%                    |
|   | Noridian IA                    | 3.4%                    | \$22,074,257  | 0.8%                    | 1.9% - 4.9%             | 3.2%                    | 13.4%                          | 13.3%                   | 0.0%                    |

| Carrier Cluster  | Carrier Contractor | Paid Claims Error Rate  |   |                         |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------|-------------------------|---|-------------------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  |                    | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Including No Doc Claims | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Trailblazer MD/DE/DC/VA 00901/00902/00903/00904 (3.7%) |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | Trailblazer DE/DC  | 4.5%                    | \$49,287,200  | 0.7%                    | 3.2% - 5.8%             | 4.4%                    | 17.6%                          | 17.5%                   | 0.0%                    |
|  | Trailblazer MD     | 3.9%                    | \$44,483,564  | 0.6%                    | 2.9% - 5.0%             | 3.8%                    | 18.9%                          | 18.8%                   | 0.4%                    |
|  | Trailblazer VA     | 2.8%                    | \$38,169,413  | 0.5%                    | 1.9% - 3.7%             | 2.6%                    | 11.4%                          | 11.3%                   | 0.1%                    |
| CIGNA NC 05535 (3.5%)                                  |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | CIGNA NC           | 3.5%                    | \$80,024,333  | 0.4%                    | 2.7% - 4.4%             | 3.1%                    | 13.5%                          | 13.2%                   | 0.0%                    |
| BCBS KS/NE/W MO 00650/00655/00651 (3.4%)               |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | BCBS KS WMO        | 3.8%                    | \$20,350,048  | 0.8%                    | 2.3% - 5.3%             | 3.2%                    | 16.2%                          | 15.8%                   | 0.4%                    |
|  | BCBS KS NE         | 3.4%                    | \$13,973,567  | 0.5%                    | 2.5% - 4.4%             | 2.7%                    | 8.0%                           | 7.4%                    | 0.3%                    |
|  | BCBS KS KS         | 3.0%                    | \$16,149,655  | 0.5%                    | 2.0% - 4.0%             | 2.3%                    | 13.0%                          | 12.5%                   | 0.4%                    |
| BCBS MT 00751 (3.2%)                                   |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | BCBS MT            | 3.2%                    | \$6,655,092   | 0.5%                    | 2.3% - 4.2%             | 2.8%                    | 13.1%                          | 12.8%                   | 0.0%                    |
| CIGNA ID 05130 (2.9%)                                  |                    |                         |   |                         |                         |                         |                                |                         |                         |
|  | CIGNA ID           | 2.9%                    | \$6,071,356   | 0.5%                    | 1.9% - 3.8%             | 2.7%                    | 15.3%                          | 15.2%                   | 0.1%                    |
| Combined   |                    | 6.0%                    | \$4,529,387,825                                     | 0.4%                    | 5.3% - 6.7%             | 4.8%                    | 17.5%                          | 16.1%                   | 0.0%                    |

Table B1b contains improper payment amounts for Carrier clusters. The table is sorted in descending order by projected improper payment amounts for Carrier cluster values.

**Table B1b: Actual and Projected Improper Payments: Carrier Clusters**

| Carrier Cluster  | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| First Coast Service Options FL 00590                             | \$26,733        | \$247            | \$26,980                | \$987,136,423      | \$9,111,114         | \$996,247,537              |
| WPS WI/IL/MI/MN 00951/00952/00953/00954                          | \$12,529        | \$560            | \$13,089                | \$333,081,192      | \$15,455,847        | \$348,537,039              |
| NHIC CA 31140/31146  | \$8,474         | \$526            | \$9,000                 | \$307,585,202      | \$20,908,240        | \$328,493,442              |
| Empire NY 00803  | \$13,918        | \$230            | \$14,148                | \$283,454,634      | \$4,679,616         | \$288,134,250              |
| BCBS AR AR/NM/OK/MO/LA 00520/00521/00522/00523/00528             | \$22,860        | \$845            | \$23,705                | \$276,031,887      | \$9,633,998         | \$285,665,886              |
| Noridian AK/AZ/AS/CNMI/GU/HI 00831/00832/00833/00834/00835/00836 | \$13,084        | \$424            | \$13,508                | \$276,334,564      | \$9,141,509         | \$285,476,073              |
| Cahaba AL/GA/MS 00510/00511/00512                                | \$16,455        | \$633            | \$17,088                | \$267,664,914      | \$8,980,700         | \$276,645,614              |
| Trailblazer TX 00900   | \$6,657         | \$837            | \$7,494                 | \$195,318,053      | \$24,567,078        | \$219,885,131              |
| Empire NJ 00805  | \$11,614        | \$935            | \$12,548                | \$198,126,132      | \$15,948,185        | \$214,074,317              |
| Palmetto OH/WV 00883/00884                                       | \$8,818         | \$150            | \$8,968                 | \$177,632,941      | \$3,014,535         | \$180,647,476              |

| Carrier Cluster  | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Trailblazer MD/DE/DC/VA<br>00901/00902/00903/00904       | \$9,646         | \$293            | \$9,938                 | \$127,566,862      | \$4,373,316         | \$131,940,178              |
| HGSA PA 00865  | \$6,227         | \$247            | \$6,474                 | \$126,572,896      | \$5,021,424         | \$131,594,320              |
| AdminaStar IN/KY 00630/00660                             | \$7,318         | \$490            | \$7,808                 | \$112,598,942      | \$7,344,801         | \$119,943,743              |
| Triple S, Inc. PR/VI 00973/00974                         | \$21,721        | \$477            | \$22,197                | \$106,215,211      | \$2,461,676         | \$108,676,886              |
| CIGNA TN 05440   | \$8,504         | \$308            | \$8,812                 | \$92,196,344       | \$3,333,981         | \$95,530,325               |
| NHIC ME/MA/NH/VT<br>31142/31143/31144/31145              | \$5,364         | \$326            | \$5,690                 | \$84,603,548       | \$5,142,682         | \$89,746,230               |
| CIGNA NC 05535   | \$5,702         | \$445            | \$6,147                 | \$74,232,701       | \$5,791,631         | \$80,024,333               |
| Noridian ND/CO/WY/IA/SD<br>00820/00824/00825/00826/00889 | \$6,570         | \$296            | \$6,867                 | \$61,686,914       | \$2,792,755         | \$64,479,669               |
| HealthNow NY 00801                                       | \$5,567         | \$228            | \$5,795                 | \$48,983,811       | \$2,007,631         | \$50,991,441               |
| Palmetto SC 00880  | \$6,976         | \$228            | \$7,204                 | \$49,302,045       | \$1,611,577         | \$50,913,622               |
| BCBS KS KS/NE/W MO<br>00650/00655/00651                  | \$7,026         | \$351            | \$7,378                 | \$48,418,327       | \$2,054,943         | \$50,473,270               |
| First Coast Service Options CT 00591                     | \$6,379         | \$233            | \$6,612                 | \$42,347,921       | \$1,549,674         | \$43,897,595               |
| GHI NY 14330   | \$13,480        | \$441            | \$13,921                | \$33,743,833       | \$1,104,694         | \$34,848,527               |
| Regence UT 00910   | \$12,045        | \$243            | \$12,288                | \$26,874,265       | \$541,895           | \$27,416,160               |
| BCBS AR RI 00524   | \$9,681         | \$559            | \$10,239                | \$11,702,857       | \$675,454           | \$12,378,311               |
| BCBS MT MT 00751   | \$4,934         | \$267            | \$5,201                 | \$6,313,975        | \$341,116           | \$6,655,092                |
| CIGNA ID 05130   | \$3,940         | \$473            | \$4,413                 | \$5,420,738        | \$650,618           | \$6,071,356                |
| Combined   | \$282,221       | \$11,291         | \$293,512               | \$4,361,147,133    | \$168,240,691       | \$4,529,387,825            |

Table B1c contains improper payment amounts for individual Carriers. The table is in descending order by projected improper payments for Carrier clusters. Within each cluster, information is sorted by individual Carrier name.

**Table B1c: Improper Payments: Individual Carriers**

| Carrier Cluster  | Carrier Contractor             | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|--------------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| First Coast Service Options FL 00590                           |                                |                 |                  |                         |                    |                     |                            |
|  | First Coast Service Options FL | \$26,733        | \$247            | \$26,980                | \$987,136,423      | \$9,111,114         | \$996,247,537              |
| WPS WI/IL/MI/MN<br>00951/00952/00953/<br>00954                 |                                |                 |                  |                         |                    |                     |                            |
|  | WPS IL                         | \$4,854         | \$272            | \$5,126                 | \$158,253,618      | \$8,852,488         | \$167,106,106              |
|  | WPS MI                         | \$3,678         | \$120            | \$3,798                 | \$130,150,209      | \$4,246,033         | \$134,396,242              |
|  | WPS WI                         | \$1,875         | \$168            | \$2,044                 | \$26,256,553       | \$2,357,327         | \$28,613,880               |
|  | WPS MN                         | \$2,122         | \$0              | \$2,122                 | \$18,420,812       | \$0                 | \$18,420,812               |
| NHIC CA 31140/31146  |                                |                 |                  |                         |                    |                     |                            |
|  | NHIC SoCA                      | \$5,090         | \$526            | \$5,616                 | \$202,318,498      | \$20,908,240        | \$223,226,738              |
|  | NHIC NoCA                      | \$3,384         | \$0              | \$3,384                 | \$105,266,704      | \$0                 | \$105,266,704              |
| Empire NY 00803  |                                |                 |                  |                         |                    |                     |                            |
|  | Empire NY                      | \$13,918        | \$230            | \$14,148                | \$283,454,634      | \$4,679,616         | \$288,134,250              |
| BCBS AR<br>AR/NM/OK/MO/LA<br>00520/00521/00522/<br>00523/00528 |                                |                 |                  |                         |                    |                     |                            |
|  | BCBS AR LA                     | \$6,391         | \$355            | \$6,746                 | \$84,130,996       | \$4,667,560         | \$88,798,556               |
|  | BCBS AR NM/OK                  | \$5,927         | \$73             | \$6,000                 | \$85,563,031       | \$1,054,345         | \$86,617,375               |
|  | BCBS AR AR                     | \$6,069         | \$337            | \$6,406                 | \$53,199,852       | \$2,953,862         | \$56,153,715               |
|  | BCBS AR MO                     | \$4,473         | \$81             | \$4,554                 | \$53,138,008       | \$958,231           | \$54,096,239               |

| Carrier Cluster  | Carrier Contractor      | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|-------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Noridian<br>AK/AZ/AS/CNMI/GU/HI<br>00831/00832/00833/<br>00834/00835/00836 |                         |                 |                  |                         |                    |                     |                            |
|  | Noridian AZ/HI/NV       | \$8,998         | \$371            | \$9,369                 | \$196,623,232      | \$8,106,591         | \$204,729,823              |
|  | Noridian<br>AK/OR/WA    | \$4,086         | \$53             | \$4,139                 | \$79,711,332       | \$1,034,918         | \$80,746,250               |
| Cahaba AL/GA/MS<br>00510/00511/00512                                       |                         |                 |                  |                         |                    |                     |                            |
|  | Cahaba AL               | \$7,227         | \$106            | \$7,333                 | \$118,005,421      | \$1,727,210         | \$119,732,631              |
|  | Cahaba GA               | \$4,889         | \$188            | \$5,077                 | \$112,001,734      | \$4,309,063         | \$116,310,797              |
|  | Cahaba MS               | \$4,339         | \$339            | \$4,678                 | \$37,657,758       | \$2,944,428         | \$40,602,186               |
| Trailblazer TX 00900   |                         |                 |                  |                         |                    |                     |                            |
|  | Trailblazer TX          | \$6,657         | \$837            | \$7,494                 | \$195,318,053      | \$24,567,078        | \$219,885,131              |
| Empire NJ 00805  |                         |                 |                  |                         |                    |                     |                            |
|  | Empire NJ               | \$11,613        | \$935            | \$12,548                | \$198,126,132      | \$15,948,185        | \$214,074,317              |
| Palmetto OH/WV<br>00883/00884  |                         |                 |                  |                         |                    |                     |                            |
|  | Palmetto OH/WV          | \$8,818         | \$150            | \$8,968                 | \$177,632,941      | \$3,014,535         | \$180,647,476              |
| Trailblazer<br>MD/DE/DC/VA<br>00901/00902/00903/<br>00904                  |                         |                 |                  |                         |                    |                     |                            |
|  | Trailblazer DE/DC       | \$4,437         | \$23             | \$4,460                 | \$49,035,880       | \$251,320           | \$49,287,200               |
|  | Trailblazer MD          | \$2,979         | \$122            | \$3,101                 | \$42,729,988       | \$1,753,577         | \$44,483,564               |
|  | Trailblazer VA          | \$2,230         | \$148            | \$2,377                 | \$35,800,995       | \$2,368,418         | \$38,169,413               |
| HGSA PA 00865  |                         |                 |                  |                         |                    |                     |                            |
|  | HGSA PA                 | \$6,227         | \$247            | \$6,474                 | \$126,572,896      | \$5,021,424         | \$131,594,320              |
| AdminaStar IN/KY<br>00630/00660  |                         |                 |                  |                         |                    |                     |                            |
|  | AdminaStar KY           | \$5,096         | \$406            | \$5,502                 | \$73,725,565       | \$5,869,839         | \$79,595,404               |
|  | AdminaStar IN           | \$2,223         | \$84             | \$2,307                 | \$38,873,377       | \$1,474,962         | \$40,348,339               |
| Triple S, Inc. PR/VI<br>00973/00974  |                         |                 |                  |                         |                    |                     |                            |
|  | Triple S, Inc. PR/VI    | \$21,721        | \$477            | \$22,197                | \$106,215,211      | \$2,461,676         | \$108,676,886              |
| CIGNA TN 05440   |                         |                 |                  |                         |                    |                     |                            |
|  | CIGNA TN                | \$8,504         | \$308            | \$8,812                 | \$92,196,344       | \$3,333,981         | \$95,530,325               |
| NHIC ME/MA/NH/VT<br>31142/31143/31144/<br>31145                            |                         |                 |                  |                         |                    |                     |                            |
|  | NHIC<br>ME/MA/NH/VT     | \$5,364         | \$326            | \$5,690                 | \$84,603,548       | \$5,142,682         | \$89,746,230               |
| CIGNA NC 05535   |                         |                 |                  |                         |                    |                     |                            |
|  | CIGNA NC                | \$5,702         | \$445            | \$6,147                 | \$74,232,701       | \$5,791,631         | \$80,024,333               |
| Noridian<br>ND/CO/WY/IA/SD<br>00820/00824/00825/<br>00826/00889            |                         |                 |                  |                         |                    |                     |                            |
|  | Noridian<br>CO/ND/WY/SD | \$4,425         | \$111            | \$4,536                 | \$41,367,581       | \$1,037,831         | \$42,405,412               |
|  | Noridian IA             | \$2,145         | \$185            | \$2,331                 | \$20,319,333       | \$1,754,924         | \$22,074,257               |
| HealthNow NY 00801   |                         |                 |                  |                         |                    |                     |                            |
|  | HealthNow               | \$5,567         | \$228            | \$5,795                 | \$48,983,811       | \$2,007,631         | \$50,991,441               |
| Palmetto SC 00880  |                         |                 |                  |                         |                    |                     |                            |
|  | Palmetto SC             | \$6,976         | \$228            | \$7,204                 | \$49,302,045       | \$1,611,577         | \$50,913,622               |

| Carrier Cluster                      | Carrier Contractor             | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--------------------------------------|--------------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| BCBS KS/NE/W MO 00650/00655/00651    |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS KS WMO                    | \$2,575         | \$28             | \$2,603                 | \$20,127,334       | \$222,714           | \$20,350,048               |
|                                      | BCBS KS KS                     | \$2,085         | \$54             | \$2,139                 | \$15,744,375       | \$405,280           | \$16,149,655               |
|                                      | BCBS KS NE                     | \$2,367         | \$269            | \$2,636                 | \$12,546,618       | \$1,426,950         | \$13,973,567               |
| First Coast Service Options CT 00591 |                                |                 |                  |                         |                    |                     |                            |
|                                      | First Coast Service Options CT | \$6,379         | \$233            | \$6,612                 | \$42,347,921       | \$1,549,674         | \$43,897,595               |
| GHI NY 14330                         |                                |                 |                  |                         |                    |                     |                            |
|                                      | GHI NY 14330                   | \$13,480        | \$441            | \$13,921                | \$33,743,833       | \$1,104,694         | \$34,848,527               |
| Regence UT 00910                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | Regence UT                     | \$12,045        | \$243            | \$12,288                | \$26,874,265       | \$541,895           | \$27,416,160               |
| BCBS AR RI 00524                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS AR RI                     | \$9,681         | \$559            | \$10,239                | \$11,702,857       | \$675,454           | \$12,378,311               |
| BCBS MT 00751                        |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS MT                        | \$4,934         | \$267            | \$5,201                 | \$6,313,975        | \$341,116           | \$6,655,092                |
| CIGNA ID 05130                       |                                |                 |                  |                         |                    |                     |                            |
|                                      | CIGNA ID                       | \$3,940         | \$473            | \$4,413                 | \$5,420,738        | \$650,618           | \$6,071,356                |
| Combined                             |                                | \$282,221       | \$11,291         | \$293,512               | \$4,361,147,133    | \$168,240,691       | \$4,529,387,825            |

Table B2a contains improper payment amounts for DMERC clusters. The table is sorted in descending order by projected improper payment amounts for DMERC cluster.

**Table B2a: Actual and Projected Improper Payments: DMERCs**

| DMERC Cluster               | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|-----------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Palmetto Region C 00885     | \$32,348        | \$176            | \$32,524                | \$496,658,225      | \$2,697,469         | \$499,355,694              |
| AdminaStar Region B 00635   | \$17,352        | \$143            | \$17,495                | \$147,094,894      | \$1,213,597         | \$148,308,491              |
| CIGNA Region D 05655        | \$9,585         | \$199            | \$9,783                 | \$73,613,065       | \$1,527,000         | \$75,140,066               |
| TriCenturion Region A 77011 | \$10,683        | \$0              | \$10,683                | \$70,291,525       | \$0                 | \$70,291,525               |
| Combined                    | \$69,967        | \$518            | \$70,485                | \$787,657,710      | \$5,438,066         | \$793,095,776              |

Table B3a contains error rates and improper payment amounts for individual FIs. Within each cluster, information is sorted by individual FI paid claims error rate.

**Table B3a: Error Rates and Improper Payments: Individual FIs**

| FI Cluster                    | FI Contractor   | Paid Claims Error Rate  |   |                |                         |                         | No Resolution Rate      |
|-------------------------------|-----------------|-------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|                               |                 | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| Empire CT/DE/NY 00308 (12.2%) |                 |                         |   |                |                         |                         |                         |
|                               | Empire CT/DE/NY | 12.2%                   | \$545,199,710                                       | 7.7%           | ( 2.8%) - 27.2%         | 12.2%                   | 0.0%                    |
| COSVI PR/VI 57400 (9.4%)      |                 |                         |   |                |                         |                         |                         |

| FI Cluster  | FI Contractor                  | Paid Claims Error Rate  |   |                |                         |                         | No Resolution Rate      |
|---|--------------------------------|-------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|   |                                | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
|   | COSVI PR/VI                    | 9.4%                    | \$10,142,685  | 1.7%           | 6.0% - 12.8%            | 6.8%                    | 0.7%                    |
| Mutual of Omaha (all states) 52280 (5.4%)             |                                |                         |   |                |                         |                         |                         |
|   | Mutual of Omaha                | 5.4%                    | \$447,746,065                                       | 1.5%           | 2.4% - 8.3%             | 5.0%                    | 0.2%                    |
| BCBS WY WY 00460 (4.3%)                               |                                |                         |   |                |                         |                         |                         |
|   | BCBS WY WY                     | 4.3%                    | \$2,589,253   | 1.2%           | 2.1% - 6.6%             | 3.9%                    | 3.2%                    |
| UGS AS/CA/GU/HI/NV/NMI 00454 (4.3%)                   |                                |                         |   |                |                         |                         |                         |
|   | UGS AS/CA/CNMI/G U/HI/NV       | 4.3%                    | \$214,148,475                                       | 1.0%           | 2.3% - 6.2%             | 3.7%                    | 0.2%                    |
| Medicare NW ID/OR/UT 00350 (3.8%)                     |                                |                         |   |                |                         |                         |                         |
|   | Medicare NW ID/OR/UT           | 3.8%                    | \$32,727,791  | 0.3%           | 3.3% - 4.3%             | 3.1%                    | 0.9%                    |
| TriSpan LA/MO/MS 00230 (3.7%)                         |                                |                         |   |                |                         |                         |                         |
|   | TriSpan LA/MO/MS               | 3.7%                    | \$56,959,133  | 0.7%           | 2.4% - 5.1%             | 3.3%                    | 0.3%                    |
| Carefirst DC/MD 00366 (3.4%)                          |                                |                         |   |                |                         |                         |                         |
|   | CareFirst DC/MD                | 3.4%                    | \$120,338,173                                       | 0.6%           | 2.1% - 4.6%             | 3.3%                    | 0.0%                    |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 (3.1%) |                                |                         |   |                |                         |                         |                         |
|   | AdminaStar IL                  | 4.7%                    | \$77,802,746  | 1.2%           | 2.4% - 7.0%             | 4.0%                    | 0.0%                    |
|   | AdminaStar IN                  | 3.4%                    | \$49,488,990  | 0.8%           | 1.8% - 5.1%             | 3.4%                    | 0.1%                    |
|   | AdminaStar OH                  | 2.6%                    | \$69,891,723  | 0.9%           | 0.9% - 4.4%             | 2.6%                    | 0.1%                    |
|   | AdminaStar KY                  | 1.3%                    | \$11,632,373  | 0.5%           | 0.3% - 2.3%             | 1.3%                    | 0.0%                    |
| Anthem ME/MA 00180/00181 (3.1%)                       |                                |                         |   |                |                         |                         |                         |
|   | Anthem MA                      | 4.7%                    | \$45,154,740  | 1.8%           | 1.2% - 8.2%             | 4.5%                    | 0.1%                    |
|   | Anthem ME                      | 1.7%                    | \$19,840,240  | 0.7%           | 0.3% - 3.2%             | 1.3%                    | 0.3%                    |
| Veritus PA 00363 (2.8%)                               |                                |                         |   |                |                         |                         |                         |
|   | Veritus PA                     | 2.8%                    | \$56,152,329  | 0.7%           | 1.4% - 4.3%             | 2.7%                    | 0.0%                    |
| BCBS AR AR 00020 (2.8%)                               |                                |                         |   |                |                         |                         |                         |
|   | BCBS AR AR                     | 2.8%                    | \$11,620,168  | 0.6%           | 1.7% - 4.0%             | 2.7%                    | 0.0%                    |
| UGS WI/MI 00450/00452 (2.7%)                          |                                |                         |   |                |                         |                         |                         |
|   | UGS MI                         | 3.6%                    | \$49,283,512  | 2.0%           | ( 0.3%) - 7.5%          | 3.4%                    | 0.7%                    |
|   | UGS WI                         | 2.4%                    | \$111,589,863                                       | 1.0%           | 0.4% - 4.5%             | 2.1%                    | 0.2%                    |
| Trailblazer CO/NM/TX 00400 (2.7%)                     |                                |                         |   |                |                         |                         |                         |
|   | Trailblazer CO/NM/TX           | 2.7%                    | \$97,552,520  | 0.9%           | 0.9% - 4.4%             | 2.5%                    | 1.2%                    |
| Chisholm OK 00340 (2.6%)                              |                                |                         |   |                |                         |                         |                         |
|   | Chisholm OK                    | 2.6%                    | \$9,671,081   | 1.1%           | 0.5% - 4.7%             | 2.5%                    | 1.0%                    |
| Palmetto NC 00382 (2.3%)                              |                                |                         |   |                |                         |                         |                         |
|   | Palmetto NC                    | 2.3%                    | \$30,520,362  | 0.5%           | 1.4% - 3.3%             | 2.3%                    | 0.2%                    |
| First Coast Service Options FL 00090 (2.2%)           |                                |                         |   |                |                         |                         |                         |
|   | First Coast Service Options FL | 2.2%                    | \$50,673,099  | 0.3%           | 1.6% - 2.9%             | 1.9%                    | 0.1%                    |
| UGS VAWV 00453 (2.2%)                                 |                                |                         |   |                |                         |                         |                         |
|   | UGS VAWV                       | 2.2%                    | \$27,987,977  | 0.5%           | 1.2% - 3.1%             | 2.1%                    | 1.0%                    |

| FI Cluster                        | FI Contractor   | Paid Claims Error Rate  |   |                |                         |                         | No Resolution Rate      |
|-----------------------------------|-----------------|-------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|                                   |                 | Including No Doc Claims | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| Riverbend NJ/TN 00390 (1.9%)      |                 |                         |   |                |                         |                         |                         |
|                                   | Riverbend NJ/TN | 1.9%                    | \$55,193,665  | 0.4%           | 1.2% - 2.6%             | 1.7%                    | 0.1%                    |
| Cahaba 00010 (1.9%)               |                 |                         |   |                |                         |                         |                         |
|                                   | Cahaba          | 1.9%                    | \$26,117,629  | 0.5%           | 1.0% - 2.8%             | 1.3%                    | 0.6%                    |
| Noridian AK/WA 00322 (1.8%)       |                 |                         |   |                |                         |                         |                         |
|                                   | Noridian AK/WA  | 1.8%                    | \$10,442,635  | 0.7%           | 0.5% - 3.2%             | 1.5%                    | 0.9%                    |
| BCBS AR RI 00021 (1.8%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS AR RI      | 1.8%                    | \$2,616,856   | 1.5%           | ( 1.2%) - 4.8%          | 1.8%                    | 0.0%                    |
| BCBS AZ AZ 00030 (1.7%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS AZ AZ      | 1.7%                    | \$5,462,780   | 0.4%           | 1.0% - 2.4%             | 1.6%                    | 0.1%                    |
| Palmetto SC 00380 (1.6%)          |                 |                         |   |                |                         |                         |                         |
|                                   | Palmetto SC     | 1.6%                    | \$145,683,128                                       | 0.3%           | 1.0% - 2.2%             | 1.5%                    | 0.0%                    |
| BCBS KS KS 00150 (1.5%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS KS KS      | 1.5%                    | \$6,874,698   | 0.4%           | 0.8% - 2.3%             | 1.5%                    | 0.2%                    |
| Cahaba IA/SD 00011 (1.5%)         |                 |                         |   |                |                         |                         |                         |
|                                   | Cahaba IA/SD    | 1.5%                    | \$41,975,444  | 0.3%           | 0.8% - 2.2%             | 1.5%                    | 0.1%                    |
| BCBS GA GA 00101 (1.4%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS GA GA      | 1.4%                    | \$26,886,005  | 0.4%           | 0.7% - 2.1%             | 1.3%                    | 0.1%                    |
| BCBS MT MT 00250 (1.3%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS MT MT      | 1.3%                    | \$2,363,580   | 0.5%           | 0.4% - 2.2%             | 1.2%                    | 0.0%                    |
| Anthem NH/VT 00270 (1.3%)         |                 |                         |   |                |                         |                         |                         |
|                                   | Anthem NH/VT    | 1.3%                    | \$4,333,763   | 0.3%           | 0.7% - 1.9%             | 1.3%                    | 0.2%                    |
| Noridian MN/ND 00320/00321 (1.1%) |                 |                         |   |                |                         |                         |                         |
|                                   | Noridian MN     | 1.2%                    | \$9,843,839   | 0.3%           | 0.6% - 1.8%             | 1.2%                    | 0.1%                    |
|                                   | Noridian ND     | 0.7%                    | \$1,390,224   | 0.2%           | 0.2% - 1.1%             | 0.5%                    | 0.1%                    |
| BCBS NE NE 00260 (1.1%)           |                 |                         |   |                |                         |                         |                         |
|                                   | BCBS NE NE      | 1.1%                    | \$2,527,077   | 0.4%           | 0.3% - 1.9%             | 1.1%                    | 0.1%                    |
| Combined                          |                 | 3.5%                    | \$2,490,424,333                                     | 0.5%           | 2.4% - 4.5%             | 3.3%                    | 0.2%                    |

Table B3b contains FI-specific improper payment amounts for FI clusters. The table is sorted in descending order by projected improper payment amounts.

**Table B3b: Actual and Improper Payments: FI Clusters**

| FI Cluster                                     | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Empire CT/DE/NY 00308                          | \$104,799       | \$1,027          | \$105,826               | \$539,908,420      | \$5,291,290         | \$545,199,710              |
| Mutual of Omaha (all states) 52280             | \$56,241        | \$276            | \$56,517                | \$445,559,837      | \$2,186,229         | \$447,746,065              |
| UGS AS/CA/GU/HI/NV/NMI 00454                   | \$49,667        | \$3,758          | \$53,425                | \$199,085,609      | \$15,062,866        | \$214,148,475              |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 | \$43,028        | \$5,089          | \$48,116                | \$184,288,789      | \$24,527,043        | \$208,815,833              |
| UGS WI/MI 00450/00452                          | \$19,571        | \$3,011          | \$22,583                | \$138,472,721      | \$22,400,654        | \$160,873,375              |
| Palmetto SC 00380                              | \$34,958        | \$11,528         | \$46,485                | \$109,556,117      | \$36,127,011        | \$145,683,128              |
| Carefirst DC/MD 00366                          | \$50,169        | \$2,186          | \$52,356                | \$115,313,399      | \$5,024,775         | \$120,338,173              |
| Trailblazer CO/NM/TX 00400                     | \$20,378        | \$1,051          | \$21,429                | \$92,766,219       | \$4,786,301         | \$97,552,520               |
| Anthem ME/MA 00180/00181                       | \$23,524        | \$3,976          | \$27,501                | \$55,375,312       | \$9,619,668         | \$64,994,980               |
| TriSpan LA/MO/MS 00230                         | \$27,695        | \$3,433          | \$31,128                | \$50,677,351       | \$6,281,782         | \$56,959,133               |
| Veritus PA 00363                               | \$17,202        | \$478            | \$17,681                | \$54,633,877       | \$1,518,452         | \$56,152,329               |
| Riverbend NJ/TN 00390                          | \$11,555        | \$1,497          | \$13,052                | \$48,862,143       | \$6,331,523         | \$55,193,665               |
| First Coast Service Options FL 00090           | \$17,292        | \$1,082          | \$18,374                | \$47,690,036       | \$2,983,063         | \$50,673,099               |

| FI Cluster                 | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|----------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Cahaba IA/SD 00011         | \$18,893        | \$7,270          | \$26,163                | \$30,311,539       | \$11,663,906        | \$41,975,444               |
| Medicare NW ID/OR/UT 00350 | \$27,167        | \$1,068          | \$28,235                | \$31,490,273       | \$1,237,518         | \$32,727,791               |
| Palmetto NC 00382          | \$15,361        | \$2,504          | \$17,865                | \$26,241,875       | \$4,278,487         | \$30,520,362               |
| UGS VA/WV 00453            | \$15,020        | \$897            | \$15,917                | \$26,410,805       | \$1,577,172         | \$27,987,977               |
| BCBS GA GA 00101           | \$13,723        | \$3,590          | \$17,313                | \$21,311,021       | \$5,574,984         | \$26,886,005               |
| Cahaba GBA 00010           | \$10,529        | \$623            | \$11,152                | \$24,659,429       | \$1,458,199         | \$26,117,629               |
| BCBS AR AR 00020           | \$15,273        | \$2,847          | \$18,120                | \$9,794,603        | \$1,825,565         | \$11,620,168               |
| Noridian MN/ND 00320/00321 | \$8,930         | \$238            | \$9,169                 | \$10,895,765       | \$338,298           | \$11,234,063               |
| Noridian AK/WA 00322       | \$12,162        | \$360            | \$12,521                | \$10,142,611       | \$300,024           | \$10,442,635               |
| COSVI PR/VI 57400          | \$37,238        | \$548            | \$37,786                | \$9,995,481        | \$147,205           | \$10,142,685               |
| Chisholm OK 00340          | \$16,635        | \$2,744          | \$19,379                | \$8,301,665        | \$1,369,416         | \$9,671,081                |
| BCBS KS KS 00150           | \$11,053        | \$387            | \$11,440                | \$6,642,020        | \$232,679           | \$6,874,698                |
| BCBS AZ AZ 00030           | \$10,223        | \$1,866          | \$12,089                | \$4,619,649        | \$843,131           | \$5,462,780                |
| Anthem NH/VT 00270         | \$6,727         | \$666            | \$7,393                 | \$3,943,298        | \$390,464           | \$4,333,763                |
| BCBS AR RI 00021           | \$10,341        | \$1,873          | \$12,213                | \$2,215,632        | \$401,224           | \$2,616,856                |
| BCBS WY WY 00460           | \$31,186        | \$393            | \$31,579                | \$2,557,032        | \$32,220            | \$2,589,253                |
| BCBS NE NE 00260           | \$2,046         | \$6,118          | \$8,164                 | \$633,335          | \$1,893,742         | \$2,527,077                |
| BCBS MT MT 00250           | \$7,489         | \$415            | \$7,904                 | \$2,239,433        | \$124,147           | \$2,363,580                |
| Combined                   | \$746,076       | \$72,799         | \$818,875               | \$2,314,595,295    | \$175,829,038       | \$2,490,424,333            |

Table B3c contains improper payment amounts for individual FIs. The table is in descending order by error rates for FI clusters. Within each cluster, information is in order by individual FI name.

**Table B3c: Improper Payments: Individual FIs**

| FI Cluster                                     | FI Contractor           | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--|-------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Empire CT/DE/NY 00308                          |                         |                 |                  |                         |                    |                     |                            |
|  | Empire CT/DE/NY         | \$104,799       | \$1,027          | \$105,826               | \$539,908,420      | \$5,291,290         | \$545,199,710              |
| Mutual of Omaha (all states) 52280             |                         |                 |                  |                         |                    |                     |                            |
|  | Mutual of Omaha         | \$56,241        | \$276            | \$56,517                | \$445,559,837      | \$2,186,229         | \$447,746,065              |
| UGS AS/CA/GU/HI/NV/NMI 00454                   |                         |                 |                  |                         |                    |                     |                            |
|  | UGS AS/CA/CNMI/GU/HI/NV | \$49,667        | \$3,758          | \$53,425                | \$199,085,609      | \$15,062,866        | \$214,148,475              |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 |                         |                 |                  |                         |                    |                     |                            |
|  | AdminaStar IL           | \$14,892        | \$1,754          | \$16,646                | \$69,606,103       | \$8,196,643         | \$77,802,746               |
|  | AdminaStar OH           | \$9,154         | \$1,820          | \$10,974                | \$58,300,211       | \$11,591,512        | \$69,891,723               |
|  | AdminaStar IN           | \$13,491        | \$1,256          | \$14,747                | \$45,273,553       | \$4,215,437         | \$49,488,990               |
|  | AdminaStar KY           | \$5,490         | \$259            | \$5,749                 | \$11,108,923       | \$523,450           | \$11,632,373               |
| UGS WI/MI 00450/00452                          |                         |                 |                  |                         |                    |                     |                            |
|  | UGS WI                  | \$12,009        | \$2,957          | \$14,966                | \$89,538,990       | \$22,050,873        | \$111,589,863              |
|  | UGS MI                  | \$7,563         | \$54             | \$7,617                 | \$48,933,732       | \$349,780           | \$49,283,512               |
| Palmetto SC 00380                              |                         |                 |                  |                         |                    |                     |                            |
|  | Palmetto SC             | \$34,958        | \$11,528         | \$46,485                | \$109,556,117      | \$36,127,011        | \$145,683,128              |
| Carefirst DC/MD 00366                          |                         |                 |                  |                         |                    |                     |                            |
|  | CareFirst DC/MD         | \$50,169        | \$2,186          | \$52,356                | \$115,313,399      | \$5,024,775         | \$120,338,173              |

| FI Cluster                           | FI Contractor                  | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|--------------------------------------|--------------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Trailblazer CO/NM/TX 00400           |                                |                 |                  |                         |                    |                     |                            |
|                                      | Trailblazer CO/NM/TX           | \$20,378        | \$1,051          | \$21,429                | \$92,766,219       | \$4,786,301         | \$97,552,520               |
| Anthem ME/MA 00180/00181             |                                |                 |                  |                         |                    |                     |                            |
|                                      | Anthem MA                      | \$18,991        | \$334            | \$19,325                | \$44,373,385       | \$781,355           | \$45,154,740               |
|                                      | Anthem ME                      | \$4,534         | \$3,642          | \$8,175                 | \$11,001,928       | \$8,838,313         | \$19,840,240               |
| TriSpan LA/MO/MS 00230               |                                |                 |                  |                         |                    |                     |                            |
|                                      | TriSpan LA/MO/MS               | \$27,695        | \$3,433          | \$31,128                | \$50,677,351       | \$6,281,782         | \$56,959,133               |
| Veritus PA 00363                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | Veritus PA                     | \$17,202        | \$478            | \$17,681                | \$54,633,877       | \$1,518,452         | \$56,152,329               |
| Riverbend NJ/TN 00390                |                                |                 |                  |                         |                    |                     |                            |
|                                      | Riverbend NJ/TN                | \$11,555        | \$1,497          | \$13,052                | \$48,862,143       | \$6,331,523         | \$55,193,665               |
| First Coast Service Options FL 00090 |                                |                 |                  |                         |                    |                     |                            |
|                                      | First Coast Service Options FL | \$17,292        | \$1,082          | \$18,374                | \$47,690,036       | \$2,983,063         | \$50,673,099               |
| Cahaba IA/SD 00011                   |                                |                 |                  |                         |                    |                     |                            |
|                                      | Cahaba IA/SD                   | \$18,893        | \$7,270          | \$26,163                | \$30,311,539       | \$11,663,906        | \$41,975,444               |
| Medicare NW ID/OR/UT 00350           |                                |                 |                  |                         |                    |                     |                            |
|                                      | Medicare NW ID/OR/UT           | \$27,167        | \$1,068          | \$28,235                | \$31,490,273       | \$1,237,518         | \$32,727,791               |
| Palmetto NC 00382                    |                                |                 |                  |                         |                    |                     |                            |
|                                      | Palmetto NC                    | \$15,361        | \$2,504          | \$17,865                | \$26,241,875       | \$4,278,487         | \$30,520,362               |
| UGS VAWV 00453                       |                                |                 |                  |                         |                    |                     |                            |
|                                      | UGS VAWV                       | \$15,020        | \$897            | \$15,917                | \$26,410,805       | \$1,577,172         | \$27,987,977               |
| BCBS GA GA 00101                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS GA GA                     | \$13,723        | \$3,590          | \$17,313                | \$21,311,021       | \$5,574,984         | \$26,886,005               |
| Cahaba GBA 00010                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | Cahaba GBA                     | \$10,529        | \$623            | \$11,152                | \$24,659,429       | \$1,458,199         | \$26,117,629               |
| BCBS AR AR 00020                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS AR AR                     | \$15,273        | \$2,847          | \$18,120                | \$9,794,603        | \$1,825,565         | \$11,620,168               |
| Noridian MN/ND 00320/00321           |                                |                 |                  |                         |                    |                     |                            |
|                                      | Noridian MN                    | \$6,694         | \$238            | \$6,932                 | \$9,505,541        | \$338,298           | \$9,843,839                |
|                                      | Noridian ND                    | \$2,237         | \$0              | \$2,237                 | \$1,390,224        | \$0                 | \$1,390,224                |
| Noridian AK/WA 00322                 |                                |                 |                  |                         |                    |                     |                            |
|                                      | Noridian AK/WA                 | \$12,162        | \$360            | \$12,521                | \$10,142,611       | \$300,024           | \$10,442,635               |
| COSVI PR/VI 57400                    |                                |                 |                  |                         |                    |                     |                            |
|                                      | COSVI PR/VI                    | \$37,238        | \$548            | \$37,786                | \$9,995,481        | \$147,205           | \$10,142,685               |
| Chisholm OK 00340                    |                                |                 |                  |                         |                    |                     |                            |
|                                      | Chisholm OK                    | \$16,635        | \$2,744          | \$19,379                | \$8,301,665        | \$1,369,416         | \$9,671,081                |
| BCBS KS KS 00150                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS KS KS                     | \$11,053        | \$387            | \$11,440                | \$6,642,020        | \$232,679           | \$6,874,698                |
| BCBS AZ AZ 00030                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS AZ AZ                     | \$10,223        | \$1,866          | \$12,089                | \$4,619,649        | \$843,131           | \$5,462,780                |
| Anthem NH/VT 00270                   |                                |                 |                  |                         |                    |                     |                            |
|                                      | Anthem NH/VT                   | \$6,727         | \$666            | \$7,393                 | \$3,943,298        | \$390,464           | \$4,333,763                |
| BCBS AR RI 00021                     |                                |                 |                  |                         |                    |                     |                            |
|                                      | BCBS AR RI                     | \$10,341        | \$1,873          | \$12,213                | \$2,215,632        | \$401,224           | \$2,616,856                |

| FI Cluster       | FI Contractor | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|------------------|---------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| BCBS WY WY 00460 |               |                 |                  |                         |                    |                     |                            |
|                  | BCBS WY WY    | \$31,186        | \$393            | \$31,579                | \$2,557,032        | \$32,220            | \$2,589,253                |
| BCBS NE NE 00260 |               |                 |                  |                         |                    |                     |                            |
|                  | BCBS NE NE    | \$2,046         | \$6,118          | \$8,164                 | \$633,335          | \$1,893,742         | \$2,527,077                |
| BCBS MT MT 00250 |               |                 |                  |                         |                    |                     |                            |
|                  | BCBS MT MT    | \$7,489         | \$415            | \$7,904                 | \$2,239,433        | \$124,147           | \$2,363,580                |
| Combined         |               | \$746,076       | \$72,799         | \$818,875               | \$2,314,595,295    | \$175,829,038       | \$2,490,424,333            |

Table B4a contains the following:

- Total short-term acute care hospital improper payment amounts,
- Total long term acute care hospital improper payment amounts
- Total denied claims improper payment amounts, and
- Total improper payment amounts for all types of facilities for which QIOs are responsible.

The table is sorted in descending order by improper payment amounts for individual QIO PPS acute care hospital improper payment amounts.

**Table B4a: Improper Payments: QIOs**

| QIO Cluster                  | Actual Overpymt | Actual Underpymt | Actual Improper Payment | Projected Overpymt | Projected Underpymt | Projected Improper Payment |
|------------------------------|-----------------|------------------|-------------------------|--------------------|---------------------|----------------------------|
| Short-term Acute Paid Claims | \$12,059,093    | \$1,826,111      | \$13,885,204            | \$4,067,138,496    | \$819,462,590       | \$4,886,601,086            |
| Long-term Acute Paid Claims  | \$3,406,280     | \$235,741        | \$3,642,021             | \$299,718,024      | \$20,742,828        | \$320,460,852              |
| Denied Claims                | \$0             | N/A              | N/A                     | \$0                | \$81,402,405        | \$81,402,405               |
| Total                        | \$15,465,373    | N/A              | N/A                     | \$4,366,856,520    | \$921,607,823       | \$5,288,464,344            |

# Appendix C – Error Rates by Cluster and Provider Type

Tables in this section of the appendix provide data by cluster. Each table in the appendix includes three error rates for each provider type that billed contractors in the cluster. The three error rates are:

- Paid/Allowed Claims Error Rate,
- Provider Compliance Error Rate (except FIs), and
- No Resolution Rate.

Information on dollars in error is also included in the tables. The tables are in descending order by projected improper payments.

## Carrier

### AdminaStar IN/KY 00630/00660

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| General Surgery   | 38.9%                          | \$28,327,340  | 22.1%          | ( 4.4%) - 82.2%         | 0.0%                    | 38.3%                          | 28.1%                   | 3.3%                    |
| Family Practice   | 6.8%                           | \$14,464,654  | 1.4%           | 4.1% - 9.5%             | 6.1%                    | 17.1%                          | 16.6%                   | 0.0%                    |
| Internal Medicine   | 5.6%                           | \$11,651,699  | 1.8%           | 2.1% - 9.1%             | 5.6%                    | 10.6%                          | 10.6%                   | 0.0%                    |
| All Provider Types With Less Than 30 Lines                                    | 2.1%                           | \$9,319,842   | 0.8%           | 0.6% - 3.6%             | 2.1%                    | 19.2%                          | 19.2%                   | 0.0%                    |
| Cardiology  | 3.6%                           | \$8,523,943   | 1.4%           | 0.8% - 6.3%             | 3.5%                    | 12.3%                          | 12.3%                   | 0.0%                    |
| Gastroenterology  | 15.3%                          | \$7,897,778   | 9.1%           | ( 2.5%) - 33.1%         | 4.6%                    | 13.9%                          | 7.3%                    | 0.0%                    |
| Orthopedic Surgery  | 4.8%                           | \$5,297,263   | 2.3%           | 0.3% - 9.3%             | 4.8%                    | 8.1%                           | 8.1%                    | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 6.0%                           | \$5,271,744   | 5.1%           | ( 4.1%) - 16.1%         | 6.0%                    | 16.2%                          | 16.2%                   | 0.0%                    |
| Pulmonary Disease   | 10.6%                          | \$4,312,294   | 5.5%           | ( 0.1%) - 21.4%         | 4.4%                    | 33.0%                          | 29.6%                   | 0.0%                    |
| Neurology   | 9.8%                           | \$4,031,878   | 4.4%           | 1.3% - 18.3%            | 9.8%                    | 20.3%                          | 20.3%                   | 0.0%                    |
| Otolaryngology  | 8.3%                           | \$3,062,526   | 4.3%           | ( 0.3%) - 16.8%         | 8.3%                    | 23.8%                          | 23.8%                   | 0.0%                    |
| Chiropractic  | 13.1%                          | \$2,665,280   | 4.8%           | 3.8% - 22.5%            | 13.1%                   | 31.2%                          | 31.2%                   | 0.0%                    |
| Hematology/Oncology   | 1.5%                           | \$2,627,781   | 0.8%           | ( 0.0%) - 3.1%          | 1.1%                    | 43.7%                          | 43.5%                   | 0.0%                    |
| Psychiatry  | 8.8%                           | \$2,240,158   | 5.0%           | ( 1.0%) - 18.6%         | 8.8%                    | 16.7%                          | 16.7%                   | 0.0%                    |
| Ophthalmology   | 1.2%                           | \$1,941,946   | 0.8%           | ( 0.3%) - 2.8%          | 1.2%                    | 7.4%                           | 7.4%                    | 0.0%                    |
| Pathology   | 6.5%                           | \$1,576,402   | 4.4%           | ( 2.1%) - 15.2%         | 6.5%                    | 9.1%                           | 9.1%                    | 0.0%                    |

| Carrier<br>Provider Type                       | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| General Practice                               | 5.0%                           | \$1,175,212   | 3.1%              | ( 1.2%) - 11.1%            | 5.0%                          | 18.4%                             | 18.4%                         | 0.0%                          |
| Urology  | 2.2%                           | \$1,160,166   | 1.1%              | ( 0.0%) - 4.4%             | 2.2%                          | 4.7%                              | 4.7%                          | 0.0%                          |
| Emergency Medicine                             | 1.3%                           | \$971,073   | 1.2%              | ( 1.0%) - 3.7%             | 1.3%                          | 15.6%                             | 15.6%                         | 0.0%                          |
| Nurse Practitioner                             | 3.6%                           | \$919,134   | 2.4%              | ( 1.1%) - 8.3%             | 3.6%                          | 18.7%                             | 18.7%                         | 0.0%                          |
| Podiatry                                       | 2.5%                           | \$858,952   | 1.7%              | ( 0.7%) - 5.8%             | 2.5%                          | 12.6%                             | 12.6%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently) | 0.7%                           | \$661,608   | 0.4%              | ( 0.1%) - 1.4%             | 0.2%                          | 11.6%                             | 11.2%                         | 0.0%                          |
| Dermatology                                    | 0.6%                           | \$431,716   | 0.6%              | ( 0.6%) - 1.8%             | 0.6%                          | 11.0%                             | 11.0%                         | 0.0%                          |
| Nephrology                                     | 0.8%                           | \$394,932   | 0.7%              | ( 0.6%) - 2.2%             | 0.8%                          | 4.5%                              | 4.5%                          | 0.0%                          |
| Diagnostic Radiology                           | 0.1%                           | \$158,421   | 0.1%              | ( 0.1%) - 0.2%             | 0.0%                          | 13.0%                             | 12.9%                         | 0.0%                          |
| Optometry                                      | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 9.6%                              | 9.6%                          | 0.0%                          |
| Physical Therapist in Private<br>Practice      | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 32.6%                             | 32.6%                         | 0.0%                          |
| Radiation Oncology                             | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.0%                              | 0.0%                          | 0.0%                          |
| All Provider Types                             | 4.3%                           | \$119,943,743   | 1.0%              | 2.5% - 6.2%                | 2.9%                          | 17.5%                             | 16.8%                         | 0.0%                          |

**BCBS AR AR/NM/OK/MO/LA 00520/00521/00522/00523/00528**

| Carrier<br>Provider Type                                | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate   |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|----------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including No<br>Doc Claims |
| Diagnostic Radiology                                    | 23.3%                          | \$48,734,283  | 14.2%             | ( 4.4%) - 51.0%            | 23.2%                         | 31.9%                             | 31.8%                         | 0.0%                       |
| Internal Medicine                                       | 7.4%                           | \$38,674,629  | 1.4%              | 4.7% - 10.1%               | 6.3%                          | 14.8%                             | 13.9%                         | 0.0%                       |
| Family Practice   | 9.3%                           | \$27,001,553  | 1.7%              | 5.9% - 12.8%               | 7.8%                          | 19.1%                             | 17.8%                         | 0.0%                       |
| Cardiology  | 6.9%                           | \$26,575,230  | 2.6%              | 1.8% - 12.0%               | 2.4%                          | 11.5%                             | 7.4%                          | 0.0%                       |
| All Provider Types With Less<br>Than 30 Lines           | 3.9%                           | \$15,107,045  | 1.5%              | 1.0% - 6.8%                | 3.8%                          | 23.0%                             | 22.9%                         | 0.0%                       |
| Nephrology  | 16.1%                          | \$11,119,430  | 5.8%              | 4.7% - 27.5%               | 13.5%                         | 25.5%                             | 23.5%                         | 0.0%                       |
| Obstetrics/Gynecology                                   | 35.7%                          | \$10,535,033  | 13.1%             | 10.1% - 61.3%              | 12.3%                         | 45.6%                             | 30.0%                         | 0.0%                       |
| Emergency Medicine                                      | 10.1%                          | \$10,037,955  | 4.5%              | 1.3% - 18.8%               | 9.4%                          | 16.3%                             | 15.8%                         | 0.0%                       |
| Orthopedic Surgery                                      | 4.7%                           | \$7,279,908   | 1.4%              | 1.9% - 7.5%                | 3.5%                          | 17.3%                             | 16.7%                         | 0.0%                       |
| Pulmonary Disease                                       | 8.3%                           | \$7,157,299   | 3.7%              | 1.1% - 15.6%               | 5.3%                          | 14.1%                             | 11.7%                         | 0.0%                       |
| Chiropractic  | 16.3%                          | \$6,472,691   | 4.3%              | 7.9% - 24.7%               | 16.3%                         | 34.1%                             | 34.1%                         | 0.0%                       |
| Optometry   | 18.3%                          | \$6,239,151   | 11.1%             | ( 3.5%) - 40.0%            | 18.3%                         | 34.1%                             | 34.1%                         | 0.0%                       |
| Neurology   | 14.0%                          | \$6,228,610   | 4.5%              | 5.2% - 22.8%               | 14.0%                         | 30.4%                             | 30.4%                         | 0.0%                       |
| General Surgery   | 4.2%                           | \$5,568,466   | 1.3%              | 1.6% - 6.8%                | 3.5%                          | 9.1%                              | 8.6%                          | 0.0%                       |
| Ophthalmology   | 3.1%                           | \$5,504,139   | 1.3%              | 0.6% - 5.5%                | 2.0%                          | 11.6%                             | 10.7%                         | 0.0%                       |
| Ambulance Service Supplier<br>(e.g., private ambulance) | 2.1%                           | \$5,169,801   | 1.9%              | ( 1.6%) - 5.9%             | 2.1%                          | 9.1%                              | 9.1%                          | 0.0%                       |

| Carrier<br>Provider Type                         | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate   |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|----------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including No<br>Doc Claims |
| companies, funeral homes)                        |                                |   |                   |                            |                               |                                   |                               |                            |
| Rheumatology                                     | 9.8%                           | \$4,980,423   | 7.8%              | ( 5.4%) - 25.1%            | 9.8%                          | 11.5%                             | 11.5%                         | 0.0%                       |
| Psychiatry                                       | 10.1%                          | \$4,624,698   | 4.3%              | 1.6% - 18.6%               | 3.5%                          | 35.7%                             | 33.1%                         | 0.0%                       |
| Physical Medicine and<br>Rehabilitation          | 11.0%                          | \$4,255,199   | 5.2%              | 0.8% - 21.1%               | 11.0%                         | 38.9%                             | 38.9%                         | 0.0%                       |
| Certified Registered Nurse<br>Anesthetist (CRNA) | 7.5%                           | \$4,033,731   | 5.2%              | ( 2.7%) - 17.7%            | 6.0%                          | 12.4%                             | 11.0%                         | 0.0%                       |
| Otolaryngology                                   | 9.3%                           | \$3,445,482   | 3.7%              | 2.1% - 16.5%               | 9.3%                          | 11.9%                             | 11.9%                         | 0.0%                       |
| Hematology/Oncology                              | 2.6%                           | \$3,345,713   | 1.4%              | ( 0.2%) - 5.3%             | 2.6%                          | 10.5%                             | 10.5%                         | 0.0%                       |
| Clinical Laboratory (Billing<br>Independently)   | 2.5%                           | \$3,281,629   | 1.2%              | 0.1% - 4.8%                | 2.5%                          | 12.0%                             | 12.0%                         | 0.0%                       |
| Medical Oncology                                 | 6.1%                           | \$3,196,102   | 4.3%              | ( 2.4%) - 14.6%            | 2.4%                          | 27.5%                             | 25.3%                         | 0.0%                       |
| Gastroenterology                                 | 3.9%                           | \$2,868,055   | 1.6%              | 0.7% - 7.1%                | 3.9%                          | 19.8%                             | 19.8%                         | 0.0%                       |
| Physical Therapist in Private<br>Practice        | 4.7%                           | \$2,737,963   | 2.7%              | ( 0.7%) - 10.0%            | 4.7%                          | 18.0%                             | 18.0%                         | 0.0%                       |
| General Practice                                 | 3.5%                           | \$2,090,892   | 1.7%              | 0.2% - 6.9%                | 3.5%                          | 10.0%                             | 10.0%                         | 0.0%                       |
| Dermatology                                      | 1.9%                           | \$1,734,325   | 0.8%              | 0.3% - 3.5%                | 1.9%                          | 11.1%                             | 11.1%                         | 0.0%                       |
| Urology  | 1.6%                           | \$1,527,665   | 0.8%              | 0.2% - 3.1%                | 1.6%                          | 11.4%                             | 11.4%                         | 0.0%                       |
| Anesthesiology                                   | 2.0%                           | \$1,456,238   | 1.3%              | ( 0.6%) - 4.6%             | 0.6%                          | 29.2%                             | 28.5%                         | 0.0%                       |
| Radiation Oncology                               | 3.0%                           | \$1,197,975   | 2.5%              | ( 1.9%) - 7.9%             | 3.0%                          | 26.8%                             | 26.8%                         | 0.0%                       |
| Podiatry   | 3.8%                           | \$1,056,949   | 2.0%              | ( 0.1%) - 7.7%             | 3.8%                          | 24.6%                             | 24.6%                         | 0.0%                       |
| Endocrinology                                    | 7.9%                           | \$961,724   | 5.1%              | ( 2.0%) - 17.9%            | 2.8%                          | 42.9%                             | 41.0%                         | 0.0%                       |
| Nurse Practitioner                               | 1.5%                           | \$829,769   | 1.2%              | ( 0.8%) - 3.8%             | 1.1%                          | 9.3%                              | 9.0%                          | 0.0%                       |
| Pathology  | 1.3%                           | \$636,129   | 0.8%              | ( 0.4%) - 2.9%             | 1.3%                          | 1.9%                              | 1.9%                          | 0.0%                       |
| Clinical Social Worker                           | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 6.7%                              | 6.7%                          | 0.0%                       |
| All Provider Types                               | 7.0%                           | \$285,665,886   | 1.0%              | 5.0% - 9.0%                | 5.7%                          | 17.8%                             | 16.9%                         | 0.0%                       |

### CIGNA ID 05130

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less<br>Than 30 Lines | 2.5%                           | \$1,599,703   | 1.1%              | 0.4% - 4.7%                | 2.4%                          | 21.0%                             | 21.0%                         | 0.7%                          |
| Internal Medicine                             | 5.5%                           | \$742,430   | 1.2%              | 3.0% - 7.9%                | 5.4%                          | 19.3%                             | 19.2%                         | 0.0%                          |
| Physician Assistant                           | 20.6%                          | \$714,321   | 13.6%             | ( 6.1%) - 47.3%            | 20.6%                         | 26.3%                             | 26.3%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 3.3%                           | \$359,637   | 1.4%              | 0.5% - 6.0%                | 2.3%                          | 10.3%                             | 9.5%                          | 0.0%                          |
| Cardiology                                    | 3.2%                           | \$358,935   | 1.1%              | 1.1% - 5.3%                | 3.2%                          | 4.8%                              | 4.8%                          | 0.0%                          |
| Family Practice                               | 2.1%                           | \$323,589   | 0.7%              | 0.7% - 3.4%                | 1.9%                          | 17.0%                             | 16.8%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Optometry   | 7.3%                           | \$297,434   | 3.5%              | 0.4% - 14.2%               | 7.3%                          | 15.5%                             | 15.5%                         | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 3.5%                           | \$274,045   | 3.1%              | ( 2.6%) - 9.6%             | 3.5%                          | 7.7%                              | 7.7%                          | 0.0%                          |
| Pathology   | 8.1%                           | \$255,635   | 5.5%              | ( 2.6%) - 18.8%            | 8.1%                          | 13.0%                             | 13.0%                         | 0.0%                          |
| Orthopedic Surgery  | 1.8%                           | \$236,511   | 1.1%              | ( 0.3%) - 4.0%             | 1.8%                          | 12.8%                             | 12.8%                         | 0.0%                          |
| Chiropractic  | 7.4%                           | \$201,138   | 3.0%              | 1.5% - 13.2%               | 7.4%                          | 35.8%                             | 35.8%                         | 0.0%                          |
| Urology   | 1.4%                           | \$194,561   | 0.7%              | 0.1% - 2.8%                | 1.4%                          | 2.7%                              | 2.7%                          | 0.0%                          |
| Ophthalmology   | 2.0%                           | \$162,517   | 1.1%              | ( 0.2%) - 4.2%             | 2.0%                          | 11.3%                             | 11.3%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 4.0%                           | \$112,807   | 3.5%              | ( 2.8%) - 10.8%            | 0.0%                          | 16.5%                             | 13.6%                         | 0.0%                          |
| General Surgery   | 1.5%                           | \$90,174  | 1.1%              | ( 0.8%) - 3.7%             | 1.5%                          | 12.8%                             | 12.8%                         | 0.0%                          |
| Pulmonary Disease   | 1.8%                           | \$62,437  | 1.2%              | ( 0.5%) - 4.1%             | 1.8%                          | 1.8%                              | 1.8%                          | 0.0%                          |
| Dermatology   | 1.4%                           | \$48,788  | 1.3%              | ( 1.1%) - 4.0%             | 1.4%                          | 52.0%                             | 52.0%                         | 0.0%                          |
| Hematology/Oncology   | 0.6%                           | \$25,756  | 0.5%              | ( 0.4%) - 1.7%             | 0.0%                          | 0.7%                              | 0.0%                          | 0.0%                          |
| Diagnostic Radiology  | 0.1%                           | \$10,938  | 0.1%              | ( 0.1%) - 0.2%             | 0.1%                          | 3.2%                              | 3.2%                          | 0.0%                          |
| Emergency Medicine  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 5.9%                              | 5.9%                          | 0.0%                          |
| Nurse Practitioner  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 2.7%                              | 2.7%                          | 0.0%                          |
| Podiatry  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 11.5%                             | 11.5%                         | 0.0%                          |
| All Provider Types  | 2.9%                           | \$6,071,356   | 0.5%              | 1.9% - 3.8%                | 2.7%                          | 15.3%                             | 15.2%                         | 0.1%                          |

### CIGNA NC 05535

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                             | 4.7%                           | \$17,741,484  | 1.6%              | 1.6% - 7.8%                | 4.3%                          | 10.6%                             | 10.2%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines | 4.7%                           | \$15,999,399  | 1.3%              | 2.1% - 7.2%                | 3.6%                          | 18.9%                             | 18.2%                         | 0.0%                          |
| Family Practice                               | 6.5%                           | \$8,025,280   | 2.0%              | 2.6% - 10.4%               | 5.8%                          | 14.9%                             | 14.4%                         | 0.0%                          |
| Cardiology                                    | 4.7%                           | \$6,963,392   | 1.7%              | 1.3% - 8.1%                | 4.1%                          | 14.8%                             | 14.4%                         | 0.0%                          |
| Pathology                                     | 16.2%                          | \$4,592,793   | 11.5%             | ( 6.4%) - 38.8%            | 16.2%                         | 27.3%                             | 27.3%                         | 0.0%                          |
| Hematology/Oncology                           | 1.8%                           | \$3,841,517   | 1.0%              | ( 0.3%) - 3.8%             | 1.8%                          | 11.2%                             | 11.2%                         | 0.0%                          |
| Emergency Medicine                            | 5.8%                           | \$3,052,749   | 4.3%              | ( 2.7%) - 14.3%            | 0.9%                          | 18.9%                             | 15.2%                         | 0.0%                          |
| Anesthesiology                                | 5.4%                           | \$2,217,116   | 3.6%              | ( 1.6%) - 12.4%            | 5.4%                          | 27.5%                             | 27.5%                         | 0.0%                          |
| Urology                                       | 1.9%                           | \$2,188,476   | 0.8%              | 0.3% - 3.4%                | 1.4%                          | 1.1%                              | 0.8%                          | 0.0%                          |
| Chiropractic                                  | 11.8%                          | \$2,178,582   | 4.4%              | 3.1% - 20.5%               | 11.8%                         | 40.8%                             | 40.8%                         | 0.0%                          |
| Diagnostic Radiology                          | 2.1%                           | \$2,023,797   | 1.1%              | ( 0.1%) - 4.3%             | 2.1%                          | 19.8%                             | 19.8%                         | 0.0%                          |
| Ophthalmology                                 | 2.1%                           | \$1,912,752   | 1.2%              | ( 0.2%) - 4.5%             | 2.1%                          | 11.9%                             | 11.9%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Nephrology  | 2.7%                           | \$1,452,952   | 2.4%              | ( 1.9%) - 7.3%             | 2.7%                          | 4.3%                              | 4.3%                          | 0.0%                          |
| Orthopedic Surgery  | 2.4%                           | \$1,434,206   | 1.3%              | ( 0.1%) - 5.0%             | 2.4%                          | 19.0%                             | 19.0%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 7.3%                           | \$1,072,433   | 6.5%              | ( 5.4%) - 19.9%            | 7.3%                          | 26.4%                             | 26.4%                         | 0.0%                          |
| General Surgery   | 1.9%                           | \$1,050,172   | 1.1%              | ( 0.2%) - 4.1%             | 1.9%                          | 25.2%                             | 25.2%                         | 0.0%                          |
| Physician Assistant   | 4.1%                           | \$930,665   | 2.1%              | 0.0% - 8.2%                | 4.1%                          | 11.9%                             | 11.9%                         | 0.0%                          |
| Rheumatology  | 1.4%                           | \$854,900   | 0.8%              | ( 0.0%) - 2.9%             | 1.4%                          | 10.0%                             | 10.0%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 0.9%                           | \$778,353   | 0.6%              | ( 0.2%) - 1.9%             | 0.9%                          | 7.9%                              | 7.9%                          | 0.0%                          |
| Obstetrics/Gynecology   | 1.4%                           | \$571,756   | 1.0%              | ( 0.6%) - 3.4%             | 1.4%                          | 2.6%                              | 2.6%                          | 0.0%                          |
| Podiatry  | 3.1%                           | \$496,902   | 2.2%              | ( 1.3%) - 7.5%             | 3.1%                          | 29.2%                             | 29.2%                         | 0.0%                          |
| Gastroenterology  | 1.0%                           | \$370,365   | 0.9%              | ( 0.7%) - 2.6%             | 1.0%                          | 6.2%                              | 6.2%                          | 0.0%                          |
| Pulmonary Disease   | 1.3%                           | \$274,292   | 1.1%              | ( 1.0%) - 3.5%             | 1.3%                          | 9.1%                              | 9.1%                          | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 11.0%                             | 11.0%                         | 0.0%                          |
| Dermatology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 8.5%                              | 8.5%                          | 0.0%                          |
| Optometry   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 7.0%                              | 7.0%                          | 0.0%                          |
| All Provider Types  | 3.5%                           | \$80,024,333  | 0.4%              | 2.7% - 4.4%                | 3.1%                          | 13.5%                             | 13.2%                         | 0.0%                          |

#### CIGNA TN 05440

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                             | 11.0%                          | \$21,004,091  | 3.1%              | 4.9% - 17.2%               | 9.3%                          | 20.6%                             | 19.2%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines | 3.5%                           | \$14,036,263  | 1.2%              | 1.1% - 5.8%                | 3.1%                          | 15.9%                             | 15.7%                         | 0.0%                          |
| Cardiology                                    | 4.6%                           | \$9,000,654   | 1.4%              | 1.8% - 7.4%                | 4.2%                          | 9.9%                              | 9.6%                          | 0.0%                          |
| Family Practice                               | 7.5%                           | \$8,498,058   | 1.7%              | 4.1% - 10.8%               | 6.3%                          | 21.1%                             | 20.2%                         | 0.0%                          |
| Orthopedic Surgery                            | 9.4%                           | \$8,312,349   | 4.6%              | 0.3% - 18.4%               | 9.1%                          | 17.7%                             | 17.5%                         | 0.0%                          |
| Emergency Medicine                            | 8.8%                           | \$4,289,195   | 3.6%              | 1.8% - 15.9%               | 8.8%                          | 19.1%                             | 19.1%                         | 0.0%                          |
| Chiropractic                                  | 30.5%                          | \$4,045,920   | 8.2%              | 14.3% - 46.6%              | 30.5%                         | 46.0%                             | 46.0%                         | 0.0%                          |
| Medical Oncology                              | 7.5%                           | \$3,678,405   | 3.4%              | 1.0% - 14.1%               | 3.3%                          | 8.0%                              | 4.3%                          | 0.0%                          |
| Hematology/Oncology                           | 7.7%                           | \$3,360,976   | 6.7%              | ( 5.4%) - 20.8%            | 7.7%                          | 43.4%                             | 43.4%                         | 0.0%                          |
| General Practice                              | 16.3%                          | \$2,868,570   | 5.9%              | 4.8% - 27.8%               | 10.1%                         | 18.1%                             | 12.2%                         | 0.0%                          |
| Psychiatry                                    | 13.6%                          | \$2,669,852   | 6.5%              | 0.8% - 26.4%               | 13.6%                         | 13.9%                             | 13.9%                         | 0.0%                          |
| Rheumatology                                  | 16.9%                          | \$2,638,954   | 7.3%              | 2.6% - 31.2%               | 16.9%                         | 27.0%                             | 27.0%                         | 0.0%                          |
| Pulmonary Disease                             | 6.8%                           | \$2,613,586   | 4.9%              | ( 2.9%) - 16.5%            | 6.8%                          | 8.3%                              | 8.3%                          | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Nurse Practitioner  | 8.7%                           | \$2,288,135   | 5.3%              | ( 1.8%) - 19.1%            | 0.1%                          | 32.0%                             | 27.5%                         | 0.0%                          |
| Pathology   | 6.1%                           | \$1,241,963   | 5.4%              | ( 4.5%) - 16.7%            | 6.1%                          | 6.9%                              | 6.9%                          | 0.0%                          |
| General Surgery   | 1.9%                           | \$1,214,535   | 1.7%              | ( 1.5%) - 5.3%             | 1.9%                          | 15.7%                             | 15.7%                         | 0.0%                          |
| Ophthalmology   | 1.5%                           | \$1,084,333   | 0.9%              | ( 0.4%) - 3.3%             | 1.5%                          | 9.1%                              | 9.1%                          | 0.0%                          |
| Urology   | 1.9%                           | \$858,945   | 0.9%              | 0.2% - 3.5%                | 1.4%                          | 5.5%                              | 5.3%                          | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 1.2%                           | \$668,574   | 0.9%              | ( 0.5%) - 2.9%             | 0.5%                          | 20.2%                             | 19.8%                         | 0.0%                          |
| Dermatology   | 1.6%                           | \$443,837   | 1.0%              | ( 0.3%) - 3.6%             | 1.6%                          | 3.0%                              | 3.0%                          | 0.0%                          |
| Diagnostic Radiology  | 0.5%                           | \$365,347   | 0.3%              | ( 0.2%) - 1.1%             | 0.3%                          | 15.0%                             | 14.9%                         | 0.0%                          |
| Physical Medicine and<br>Rehabilitation   | 2.2%                           | \$347,784   | 1.8%              | ( 1.3%) - 5.7%             | 2.2%                          | 13.1%                             | 13.1%                         | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 11.0%                             | 11.0%                         | 0.0%                          |
| Anesthesiology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 7.1%                              | 7.1%                          | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 8.6%                              | 8.6%                          | 0.0%                          |
| All Provider Types  | 5.4%                           | \$95,530,325  | 0.6%              | 4.1% - 6.6%                | 4.6%                          | 15.9%                             | 15.4%                         | 0.0%                          |

#### Cahaba AL/GA/MS 00510/00511/00512

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine   | 12.4%                          | \$53,579,663  | 2.4%              | 7.7% - 17.1%               | 12.0%                         | 21.8%                             | 21.4%                         | 0.0%                          |
| Cardiology  | 11.0%                          | \$34,720,314  | 3.4%              | 4.4% - 17.6%               | 10.1%                         | 21.1%                             | 20.4%                         | 0.0%                          |
| Nephrology  | 16.9%                          | \$21,846,349  | 5.6%              | 6.0% - 27.9%               | 16.9%                         | 21.5%                             | 21.5%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines                                       | 4.7%                           | \$21,787,250  | 3.1%              | ( 1.4%) - 10.9%            | 4.7%                          | 22.9%                             | 22.9%                         | 0.0%                          |
| Family Practice   | 6.9%                           | \$17,677,581  | 1.3%              | 4.3% - 9.5%                | 5.9%                          | 21.9%                             | 21.2%                         | 0.0%                          |
| Neurology   | 17.3%                          | \$9,248,689   | 6.5%              | 4.6% - 30.0%               | 11.0%                         | 38.6%                             | 35.1%                         | 0.0%                          |
| Urology   | 6.8%                           | \$9,147,599   | 4.1%              | ( 1.2%) - 14.8%            | 6.2%                          | 14.0%                             | 13.5%                         | 0.0%                          |
| General Surgery   | 8.9%                           | \$8,727,338   | 3.6%              | 1.8% - 15.9%               | 8.9%                          | 24.3%                             | 24.3%                         | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 3.6%                           | \$8,699,136   | 2.7%              | ( 1.6%) - 8.8%             | 3.6%                          | 23.8%                             | 23.8%                         | 0.0%                          |
| Radiation Oncology  | 14.0%                          | \$8,239,013   | 10.6%             | ( 6.8%) - 34.7%            | 14.0%                         | 51.9%                             | 51.9%                         | 0.0%                          |
| Emergency Medicine  | 6.5%                           | \$7,953,783   | 2.1%              | 2.4% - 10.6%               | 5.5%                          | 16.5%                             | 15.8%                         | 0.0%                          |
| Ophthalmology   | 4.2%                           | \$6,933,559   | 2.2%              | ( 0.1%) - 8.5%             | 4.2%                          | 8.7%                              | 8.7%                          | 0.0%                          |
| Orthopedic Surgery  | 5.3%                           | \$6,462,150   | 1.6%              | 2.3% - 8.4%                | 5.0%                          | 18.0%                             | 17.8%                         | 0.0%                          |
| Chiropractic  | 31.6%                          | \$6,340,493   | 9.2%              | 13.6% - 49.6%              | 31.6%                         | 54.5%                             | 54.5%                         | 0.0%                          |

| Carrier<br>Provider Type                         | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Pulmonary Disease                                | 7.1%                           | \$6,211,377   | 2.7%              | 1.8% - 12.4%               | 7.1%                          | 20.2%                             | 20.2%                         | 0.0%                          |
| Pathology  | 12.9%                          | \$5,292,930   | 9.7%              | ( 6.1%) - 31.9%            | 12.9%                         | 13.9%                             | 13.9%                         | 0.0%                          |
| Hematology/Oncology                              | 1.9%                           | \$4,877,015   | 1.0%              | ( 0.1%) - 4.0%             | 1.9%                          | 10.5%                             | 10.5%                         | 0.0%                          |
| Physical Medicine and<br>Rehabilitation          | 14.2%                          | \$4,432,589   | 8.3%              | ( 2.1%) - 30.5%            | 14.6%                         | 20.6%                             | 21.1%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice        | 14.3%                          | \$4,367,210   | 6.9%              | 0.8% - 27.8%               | 14.3%                         | 19.7%                             | 19.7%                         | 0.0%                          |
| Gastroenterology                                 | 4.1%                           | \$3,643,361   | 2.1%              | ( 0.1%) - 8.2%             | 4.1%                          | 16.2%                             | 16.2%                         | 0.0%                          |
| Otolaryngology                                   | 7.2%                           | \$3,489,037   | 2.2%              | 2.8% - 11.5%               | 7.2%                          | 32.0%                             | 32.0%                         | 0.0%                          |
| Medical Oncology                                 | 3.3%                           | \$3,471,405   | 2.4%              | ( 1.4%) - 8.0%             | 3.3%                          | 30.6%                             | 30.6%                         | 0.0%                          |
| Obstetrics/Gynecology                            | 16.7%                          | \$3,022,926   | 7.0%              | 3.1% - 30.3%               | 16.7%                         | 65.9%                             | 65.9%                         | 6.1%                          |
| Rheumatology                                     | 2.5%                           | \$2,374,180   | 2.0%              | ( 1.3%) - 6.4%             | 2.5%                          | 34.5%                             | 34.5%                         | 0.0%                          |
| Diagnostic Radiology                             | 1.1%                           | \$2,249,552   | 0.5%              | 0.1% - 2.1%                | 0.6%                          | 11.4%                             | 11.0%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)   | 1.4%                           | \$2,227,079   | 0.8%              | ( 0.2%) - 2.9%             | 1.1%                          | 11.4%                             | 11.2%                         | 0.0%                          |
| General Practice                                 | 6.5%                           | \$2,033,417   | 4.0%              | ( 1.4%) - 14.4%            | 2.5%                          | 31.3%                             | 29.3%                         | 0.0%                          |
| Anesthesiology                                   | 2.7%                           | \$1,830,399   | 1.7%              | ( 0.6%) - 5.9%             | 2.7%                          | 10.6%                             | 10.6%                         | 0.0%                          |
| Podiatry   | 3.4%                           | \$1,787,298   | 1.8%              | ( 0.1%) - 6.9%             | 3.4%                          | 33.2%                             | 33.2%                         | 0.0%                          |
| Optometry  | 4.1%                           | \$1,441,587   | 2.8%              | ( 1.5%) - 9.7%             | 4.1%                          | 14.5%                             | 14.5%                         | 0.0%                          |
| Psychiatry                                       | 4.0%                           | \$1,306,165   | 3.4%              | ( 2.7%) - 10.6%            | 4.0%                          | 22.1%                             | 22.1%                         | 0.0%                          |
| Dermatology                                      | 1.5%                           | \$868,965   | 1.1%              | ( 0.7%) - 3.7%             | 1.5%                          | 6.9%                              | 6.9%                          | 0.0%                          |
| Nurse Practitioner                               | 1.5%                           | \$356,206   | 1.0%              | ( 0.4%) - 3.3%             | 1.5%                          | 7.3%                              | 7.3%                          | 0.0%                          |
| Certified Registered Nurse<br>Anesthetist (CRNA) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 9.1%                              | 9.1%                          | 0.0%                          |
| All Provider Types                               | 6.7%                           | \$276,645,614   | 0.7%              | 5.4% - 8.0%                | 6.3%                          | 21.2%                             | 20.9%                         | 0.1%                          |

### First Coast Service Options FL 00590

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Pulmonary Disease                             | 60.5%                          | \$272,623,700   | 21.2%             | 19.0% -102.0%              | 4.6%                          | 63.1%                             | 18.7%                         | 0.0%                          |
| Emergency Medicine                            | 54.0%                          | \$145,345,788   | 20.2%             | 14.5% - 93.5%              | 6.8%                          | 55.4%                             | 12.4%                         | 0.0%                          |
| General Practice                              | 45.3%                          | \$113,894,832   | 16.7%             | 12.6% - 78.0%              | 11.7%                         | 85.1%                             | 42.6%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines | 6.1%                           | \$101,163,496   | 1.4%              | 3.3% - 8.9%                | 5.8%                          | 10.4%                             | 10.2%                         | 0.0%                          |
| Cardiology                                    | 10.8%                          | \$76,214,095  | 3.3%              | 4.3% - 17.2%               | 8.4%                          | 13.4%                             | 11.2%                         | 0.0%                          |
| Internal Medicine                             | 11.0%                          | \$68,180,481  | 3.2%              | 4.8% - 17.3%               | 8.2%                          | 21.0%                             | 18.8%                         | 0.5%                          |
| Urology                                       | 25.5%                          | \$36,793,037  | 8.4%              | 9.1% - 41.8%               | 25.5%                         | 28.4%                             | 28.4%                         | 0.0%                          |
| Gastroenterology                              | 16.2%                          | \$27,354,759  | 6.5%              | 3.5% - 28.9%               | 16.2%                         | 25.5%                             | 25.5%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Orthopedic Surgery  | 12.8%                          | \$25,189,420  | 8.4%              | ( 3.7%) - 29.4%            | 12.8%                         | 18.9%                             | 18.9%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 6.2%                           | \$21,344,319  | 3.0%              | 0.4% - 12.0%               | 5.2%                          | 11.5%                             | 10.7%                         | 0.0%                          |
| Nephrology  | 13.0%                          | \$19,519,437  | 4.2%              | 4.8% - 21.1%               | 13.0%                         | 16.6%                             | 16.6%                         | 0.0%                          |
| Family Practice   | 7.2%                           | \$17,011,794  | 2.0%              | 3.3% - 11.1%               | 7.2%                          | 24.8%                             | 24.8%                         | 0.0%                          |
| Chiropractic  | 36.0%                          | \$15,471,982  | 9.9%              | 16.6% - 55.4%              | 36.0%                         | 56.5%                             | 56.5%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 15.4%                          | \$13,222,082  | 9.1%              | ( 2.4%) - 33.2%            | 15.4%                         | 20.6%                             | 20.6%                         | 0.0%                          |
| Anesthesiology  | 6.7%                           | \$9,079,727   | 4.0%              | ( 1.2%) - 14.5%            | 3.8%                          | 10.6%                             | 7.9%                          | 0.0%                          |
| Pathology   | 10.8%                          | \$8,182,056   | 7.2%              | ( 3.3%) - 25.0%            | 0.0%                          | 11.8%                             | 1.3%                          | 0.0%                          |
| Podiatry  | 3.8%                           | \$5,053,688   | 1.5%              | 0.8% - 6.9%                | 2.6%                          | 16.3%                             | 15.3%                         | 0.0%                          |
| Neurology   | 3.5%                           | \$4,429,270   | 2.6%              | ( 1.6%) - 8.6%             | 3.5%                          | 3.5%                              | 3.5%                          | 0.0%                          |
| Obstetrics/Gynecology   | 4.6%                           | \$3,645,701   | 3.2%              | ( 1.7%) - 11.0%            | 2.9%                          | 11.4%                             | 9.9%                          | 0.0%                          |
| Diagnostic Radiology  | 0.7%                           | \$2,733,999   | 0.4%              | ( 0.0%) - 1.4%             | 0.3%                          | 8.3%                              | 8.0%                          | 0.0%                          |
| Dermatology   | 1.0%                           | \$2,668,640   | 0.7%              | ( 0.3%) - 2.3%             | 1.0%                          | 1.0%                              | 1.0%                          | 0.0%                          |
| Nurse Practitioner  | 3.2%                           | \$2,155,000   | 2.1%              | ( 1.0%) - 7.3%             | 3.2%                          | 8.7%                              | 8.7%                          | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 1.0%                           | \$2,121,766   | 0.9%              | ( 0.7%) - 2.7%             | 1.0%                          | 7.4%                              | 7.4%                          | 0.0%                          |
| Ophthalmology   | 0.3%                           | \$1,159,106   | 0.2%              | ( 0.2%) - 0.7%             | 0.3%                          | 4.7%                              | 4.7%                          | 0.0%                          |
| Rheumatology  | 0.8%                           | \$1,129,935   | 0.8%              | ( 0.9%) - 2.4%             | 0.8%                          | 1.7%                              | 1.7%                          | 0.0%                          |
| Hematology/Oncology   | 0.1%                           | \$559,428   | 0.1%              | ( 0.1%) - 0.4%             | 0.1%                          | 23.2%                             | 23.2%                         | 0.0%                          |
| All Provider Types  | 12.7%                          | \$996,247,537   | 3.1%              | 6.6% - 18.8%               | 6.0%                          | 24.5%                             | 14.3%                         | 0.1%                          |

### First Coast Service Options CT 00591

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less<br>Than 30 Lines | 4.9%                           | \$13,702,227  | 1.1%              | 2.7% - 7.1%                | 4.7%                          | 11.1%                             | 10.9%                         | 0.0%                          |
| Internal Medicine                             | 5.6%                           | \$9,543,940   | 1.2%              | 3.2% - 8.1%                | 4.8%                          | 15.3%                             | 14.7%                         | 0.0%                          |
| Cardiology                                    | 6.6%                           | \$6,073,090   | 2.3%              | 2.1% - 11.1%               | 6.6%                          | 9.5%                              | 9.5%                          | 0.0%                          |
| Family Practice                               | 13.3%                          | \$2,601,909   | 5.5%              | 2.4% - 24.1%               | 10.5%                         | 20.9%                             | 18.7%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 11.6%                          | \$2,011,130   | 5.2%              | 1.4% - 21.9%               | 11.6%                         | 24.9%                             | 24.9%                         | 0.0%                          |
| General Surgery                               | 5.0%                           | \$1,817,877   | 2.0%              | 1.1% - 9.0%                | 5.0%                          | 11.3%                             | 11.3%                         | 0.0%                          |
| Ophthalmology                                 | 2.6%                           | \$1,756,868   | 1.1%              | 0.6% - 4.7%                | 2.1%                          | 16.8%                             | 16.5%                         | 0.0%                          |
| Infectious Disease                            | 4.6%                           | \$1,057,347   | 0.8%              | 3.0% - 6.1%                | 4.6%                          | 9.9%                              | 9.9%                          | 0.0%                          |
| Pulmonary Disease                             | 3.8%                           | \$784,098   | 1.8%              | 0.2% - 7.4%                | 3.8%                          | 7.8%                              | 7.8%                          | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Dermatology   | 3.6%                           | \$748,979   | 3.2%              | ( 2.6%) - 9.8%             | 3.6%                          | 16.4%                             | 16.4%                         | 0.0%                          |
| Hematology/Oncology   | 2.8%                           | \$691,289   | 1.5%              | ( 0.2%) - 5.8%             | 2.8%                          | 59.2%                             | 59.2%                         | 0.0%                          |
| Podiatry  | 3.4%                           | \$668,717   | 2.2%              | ( 0.9%) - 7.8%             | 3.4%                          | 13.0%                             | 13.0%                         | 0.0%                          |
| Obstetrics/Gynecology   | 10.4%                          | \$572,655   | 9.0%              | ( 7.2%) - 28.1%            | 10.4%                         | 18.9%                             | 18.9%                         | 0.0%                          |
| Urology   | 2.8%                           | \$541,519   | 2.3%              | ( 1.8%) - 7.4%             | 2.7%                          | 7.3%                              | 7.2%                          | 0.0%                          |
| Orthopedic Surgery  | 1.2%                           | \$517,819   | 1.1%              | ( 1.0%) - 3.5%             | 1.2%                          | 5.2%                              | 5.2%                          | 0.0%                          |
| Diagnostic Radiology  | 0.4%                           | \$437,424   | 0.2%              | ( 0.0%) - 0.8%             | 0.4%                          | 4.5%                              | 4.5%                          | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 0.2%                           | \$167,694   | 0.1%              | 0.0% - 0.4%                | 0.1%                          | 6.4%                              | 6.3%                          | 0.0%                          |
| Nurse Practitioner  | 1.2%                           | \$144,724   | 1.1%              | ( 0.9%) - 3.3%             | 1.2%                          | 8.7%                              | 8.7%                          | 0.0%                          |
| Emergency Medicine  | 0.3%                           | \$58,288  | 0.2%              | ( 0.2%) - 0.7%             | 0.3%                          | 8.9%                              | 8.9%                          | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 5.6%                              | 5.6%                          | 0.0%                          |
| All Provider Types  | 3.8%                           | \$43,897,595  | 0.4%              | 3.0% - 4.6%                | 3.5%                          | 13.0%                             | 12.8%                         | 0.0%                          |

#### BCBS KS/NE/W MO 00650/00655/00651

| Carrier<br>Provider Type                       | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                              | 6.7%                           | \$11,376,457  | 1.4%              | 3.8% - 9.5%                | 6.3%                          | 11.7%                             | 11.4%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines  | 4.9%                           | \$10,651,692  | 1.4%              | 2.1% - 7.8%                | 3.1%                          | 15.5%                             | 14.2%                         | 1.7%                          |
| Family Practice                                | 3.8%                           | \$4,920,402   | 0.9%              | 2.1% - 5.5%                | 3.4%                          | 9.2%                              | 8.8%                          | 0.0%                          |
| Cardiology                                     | 2.4%                           | \$4,327,356   | 1.2%              | 0.1% - 4.8%                | 2.1%                          | 7.9%                              | 7.6%                          | 0.0%                          |
| Chiropractic                                   | 9.5%                           | \$3,437,888   | 2.5%              | 4.6% - 14.4%               | 8.9%                          | 14.4%                             | 13.8%                         | 0.0%                          |
| Diagnostic Radiology                           | 2.5%                           | \$2,095,290   | 1.0%              | 0.4% - 4.5%                | 1.1%                          | 23.0%                             | 22.2%                         | 0.0%                          |
| Ophthalmology                                  | 1.5%                           | \$1,478,948   | 0.8%              | ( 0.2%) - 3.1%             | 0.6%                          | 8.8%                              | 8.2%                          | 0.0%                          |
| General Surgery                                | 4.0%                           | \$1,363,497   | 2.5%              | ( 0.9%) - 9.0%             | 4.0%                          | 25.1%                             | 25.1%                         | 3.5%                          |
| Physical Therapist in Private<br>Practice      | 6.1%                           | \$1,335,868   | 3.4%              | ( 0.5%) - 12.7%            | 6.1%                          | 7.7%                              | 7.7%                          | 0.0%                          |
| Pulmonary Disease                              | 6.0%                           | \$1,207,945   | 2.5%              | 1.1% - 10.8%               | 2.7%                          | 12.8%                             | 9.8%                          | 0.0%                          |
| General Practice                               | 9.1%                           | \$1,114,911   | 4.0%              | 1.3% - 16.9%               | 6.2%                          | 8.4%                              | 5.6%                          | 0.0%                          |
| Podiatry                                       | 4.1%                           | \$1,083,558   | 2.1%              | ( 0.0%) - 8.3%             | 2.4%                          | 8.9%                              | 7.3%                          | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently) | 1.9%                           | \$879,597   | 1.4%              | ( 0.8%) - 4.6%             | 1.9%                          | 7.2%                              | 7.2%                          | 0.0%                          |
| Nephrology                                     | 5.1%                           | \$836,212   | 2.9%              | ( 0.7%) - 10.9%            | 2.5%                          | 4.8%                              | 2.4%                          | 0.0%                          |
| Optometry                                      | 2.6%                           | \$762,512   | 1.0%              | 0.6% - 4.6%                | 2.6%                          | 15.0%                             | 15.0%                         | 0.0%                          |
| Orthopedic Surgery                             | 1.3%                           | \$699,661   | 0.7%              | ( 0.1%) - 2.7%             | 1.3%                          | 9.4%                              | 9.4%                          | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Medical Oncology  | 1.6%                           | \$628,381   | 1.2%              | ( 0.7%) - 4.0%             | 1.5%                          | 41.2%                             | 41.1%                         | 0.0%                          |
| Psychiatry  | 3.1%                           | \$520,066   | 1.7%              | ( 0.2%) - 6.4%             | 3.1%                          | 12.9%                             | 12.9%                         | 0.0%                          |
| Otolaryngology  | 2.1%                           | \$491,126   | 1.0%              | 0.1% - 4.1%                | 2.1%                          | 2.1%                              | 2.1%                          | 0.0%                          |
| Emergency Medicine  | 2.3%                           | \$446,333   | 1.5%              | ( 0.6%) - 5.1%             | 2.3%                          | 13.5%                             | 13.5%                         | 3.4%                          |
| Nurse Practitioner  | 2.4%                           | \$442,144   | 1.7%              | ( 0.9%) - 5.8%             | 1.2%                          | 4.1%                              | 2.9%                          | 4.0%                          |
| Urology   | 1.0%                           | \$249,072   | 0.8%              | ( 0.5%) - 2.5%             | 1.0%                          | 8.3%                              | 8.3%                          | 0.0%                          |
| Dermatology   | 0.2%                           | \$72,946  | 0.2%              | ( 0.2%) - 0.6%             | 0.2%                          | 9.5%                              | 9.5%                          | 0.0%                          |
| Anesthesiology  | 0.2%                           | \$45,858  | 0.2%              | ( 0.2%) - 0.6%             | 0.0%                          | 5.9%                              | 5.7%                          | 0.0%                          |
| Pathology   | 0.0%                           | \$5,550   | 0.0%              | ( 0.0%) - 0.1%             | 0.0%                          | 5.4%                              | 5.4%                          | 2.6%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 13.0%                             | 13.0%                         | 0.0%                          |
| Hematology/Oncology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 7.9%                              | 7.9%                          | 0.0%                          |
| All Provider Types  | 3.4%                           | \$50,473,270  | 0.4%              | 2.7% - 4.1%                | 2.7%                          | 12.8%                             | 12.2%                         | 0.3%                          |

#### BCBS MT 00751

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                             | 10.6%                          | \$2,301,477   | 2.9%              | 4.9% - 16.3%               | 8.9%                          | 16.1%                             | 14.7%                         | 0.0%                          |
| Family Practice                               | 5.8%                           | \$639,710   | 1.5%              | 3.0% - 8.7%                | 4.4%                          | 15.5%                             | 14.4%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines | 1.0%                           | \$624,034   | 0.3%              | 0.3% - 1.6%                | 1.0%                          | 11.3%                             | 11.3%                         | 0.0%                          |
| Chiropractic                                  | 13.9%                          | \$454,340   | 4.5%              | 5.0% - 22.7%               | 13.0%                         | 41.6%                             | 41.3%                         | 0.0%                          |
| Emergency Medicine                            | 10.1%                          | \$420,301   | 7.5%              | ( 4.6%) - 24.7%            | 10.1%                         | 31.0%                             | 31.0%                         | 0.0%                          |
| Hematology                                    | 11.6%                          | \$263,736   | 8.5%              | ( 5.0%) - 28.1%            | 11.6%                         | 12.2%                             | 12.2%                         | 0.0%                          |
| Orthopedic Surgery                            | 2.2%                           | \$256,263   | 1.2%              | ( 0.2%) - 4.6%             | 2.2%                          | 3.6%                              | 3.6%                          | 0.0%                          |
| Diagnostic Radiology                          | 2.7%                           | \$253,448   | 1.7%              | ( 0.6%) - 6.0%             | 1.0%                          | 11.3%                             | 10.0%                         | 0.0%                          |
| Pulmonary Disease                             | 9.6%                           | \$227,368   | 8.0%              | ( 6.1%) - 25.4%            | 9.6%                          | 14.8%                             | 14.8%                         | 0.0%                          |
| Physical Medicine and<br>Rehabilitation       | 3.4%                           | \$224,336   | 1.7%              | 0.1% - 6.6%                | 3.4%                          | 5.2%                              | 5.2%                          | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 3.0%                           | \$165,216   | 1.7%              | ( 0.4%) - 6.4%             | 3.0%                          | 13.7%                             | 13.7%                         | 0.0%                          |
| Podiatry                                      | 4.4%                           | \$133,327   | 2.3%              | ( 0.0%) - 8.9%             | 4.4%                          | 7.9%                              | 7.9%                          | 0.0%                          |
| Cardiology                                    | 1.2%                           | \$121,209   | 0.8%              | ( 0.4%) - 2.9%             | 0.4%                          | 12.2%                             | 11.7%                         | 0.0%                          |
| Urology                                       | 2.9%                           | \$103,127   | 1.9%              | ( 0.8%) - 6.6%             | 2.9%                          | 9.5%                              | 9.5%                          | 0.0%                          |
| Medical Oncology                              | 1.1%                           | \$94,310  | 0.5%              | 0.1% - 2.0%                | 1.0%                          | 1.2%                              | 1.2%                          | 0.0%                          |
| Nurse Practitioner                            | 4.3%                           | \$81,437  | 3.3%              | ( 2.1%) - 10.6%            | 4.3%                          | 5.5%                              | 5.5%                          | 0.0%                          |

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Ophthalmology   | 1.0%                           | \$81,207  | 0.9%           | ( 0.7%) - 2.7%          | 1.0%                    | 31.4%                          | 31.4%                   | 0.0%                    |
| Optometry   | 2.1%                           | \$78,059  | 1.9%           | ( 1.6%) - 5.9%          | 2.1%                    | 14.4%                          | 14.4%                   | 0.0%                    |
| Pathology   | 1.8%                           | \$66,542  | 1.3%           | ( 0.8%) - 4.4%          | 1.4%                    | 17.4%                          | 17.1%                   | 0.0%                    |
| Physician Assistant   | 1.0%                           | \$39,017  | 0.9%           | ( 0.8%) - 2.7%          | 1.0%                    | 5.7%                           | 5.7%                    | 0.0%                    |
| Clinical Laboratory (Billing Independently)                                   | 1.5%                           | \$20,052  | 1.0%           | ( 0.5%) - 3.5%          | 1.0%                    | 8.4%                           | 8.0%                    | 0.0%                    |
| Dermatology   | 0.1%                           | \$6,577   | 0.1%           | ( 0.1%) - 0.2%          | 0.1%                    | 9.5%                           | 9.5%                    | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 15.7%                          | 15.7%                   | 0.0%                    |
| General Practice  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 3.0%                           | 3.0%                    | 0.0%                    |
| All Provider Types  | 3.2%                           | \$6,655,092   | 0.5%           | 2.3% - 4.2%             | 2.8%                    | 13.1%                          | 12.8%                   | 0.0%                    |

### HealthNow NY 00801

| Carrier Provider Type                       | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| All Provider Types With Less Than 30 Lines  | 3.3%                           | \$9,401,677   | 0.8%           | 1.8% - 4.7%             | 3.1%                    | 15.0%                          | 14.9%                   | 0.3%                    |
| Internal Medicine                           | 5.0%                           | \$8,299,526   | 1.2%           | 2.7% - 7.3%             | 4.6%                    | 16.2%                          | 15.8%                   | 0.0%                    |
| Hematology/Oncology                         | 6.2%                           | \$5,812,581   | 4.4%           | ( 2.3%) - 14.7%         | 5.9%                    | 8.6%                           | 8.3%                    | 0.0%                    |
| Cardiology                                  | 6.2%                           | \$5,540,937   | 2.3%           | 1.7% - 10.7%            | 5.6%                    | 14.6%                          | 14.1%                   | 0.0%                    |
| Chiropractic                                | 28.1%                          | \$4,748,357   | 7.0%           | 14.3% - 41.8%           | 28.1%                   | 33.3%                          | 33.3%                   | 0.0%                    |
| Family Practice                             | 4.1%                           | \$3,173,843   | 1.3%           | 1.5% - 6.7%             | 3.6%                    | 13.2%                          | 12.8%                   | 0.0%                    |
| Orthopedic Surgery                          | 5.8%                           | \$3,051,088   | 2.2%           | 1.4% - 10.2%            | 5.8%                    | 28.5%                          | 28.5%                   | 0.0%                    |
| Physical Therapist in Private Practice      | 4.0%                           | \$1,858,565   | 2.0%           | 0.0% - 7.9%             | 3.0%                    | 13.9%                          | 13.1%                   | 0.0%                    |
| Ophthalmology                               | 1.6%                           | \$1,574,426   | 0.7%           | 0.2% - 2.9%             | 1.6%                    | 7.6%                           | 7.6%                    | 0.0%                    |
| Physician Assistant                         | 10.4%                          | \$1,501,125   | 4.2%           | 2.2% - 18.5%            | 10.4%                   | 25.6%                          | 25.6%                   | 0.0%                    |
| Emergency Medicine                          | 5.9%                           | \$1,479,302   | 2.5%           | 1.1% - 10.7%            | 5.9%                    | 21.1%                          | 21.1%                   | 0.0%                    |
| General Surgery                             | 3.3%                           | \$888,408   | 2.3%           | ( 1.2%) - 7.9%          | 2.1%                    | 41.3%                          | 40.9%                   | 0.0%                    |
| Diagnostic Radiology                        | 0.7%                           | \$853,474   | 0.4%           | ( 0.1%) - 1.5%          | 0.6%                    | 35.5%                          | 35.5%                   | 0.0%                    |
| Nurse Practitioner                          | 4.1%                           | \$734,151   | 2.4%           | ( 0.7%) - 8.9%          | 4.1%                    | 17.0%                          | 17.0%                   | 0.0%                    |
| Medical Oncology                            | 2.8%                           | \$544,960   | 2.0%           | ( 1.2%) - 6.8%          | 2.8%                    | 23.4%                          | 23.4%                   | 5.6%                    |
| Urology                                     | 1.4%                           | \$505,537   | 0.9%           | ( 0.4%) - 3.3%          | 1.4%                    | 1.4%                           | 1.4%                    | 0.0%                    |
| Clinical Laboratory (Billing Independently) | 2.1%                           | \$396,334   | 1.1%           | ( 0.0%) - 4.3%          | 1.2%                    | 16.4%                          | 14.7%                   | 0.0%                    |
| Podiatry                                    | 1.6%                           | \$373,807   | 1.1%           | ( 0.5%) - 3.7%          | 1.6%                    | 12.2%                          | 12.2%                   | 0.0%                    |
| Obstetrics/Gynecology                       | 1.9%                           | \$253,341   | 1.6%           | ( 1.3%) - 5.0%          | 1.9%                    | 11.1%                          | 11.1%                   | 0.0%                    |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate   |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|----------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including No<br>Doc Claims |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 4.2%                              | 4.2%                          | 0.0%                       |
| Dermatology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 10.2%                             | 10.2%                         | 0.0%                       |
| Pathology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.4%                              | 0.4%                          | 0.0%                       |
| All Provider Types  | 3.8%                           | \$50,991,441  | 0.4%              | 2.9% - 4.7%                | 3.5%                          | 17.4%                             | 17.2%                         | 0.1%                       |

### Empire NY 00803

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine   | 12.5%                          | \$74,266,553  | 1.8%              | 8.9% - 16.2%               | 12.4%                         | 25.3%                             | 25.2%                         | 0.0%                          |
| Cardiology  | 9.4%                           | \$33,079,496  | 2.5%              | 4.5% - 14.3%               | 8.6%                          | 21.9%                             | 21.3%                         | 0.8%                          |
| All Provider Types With Less<br>Than 30 Lines                                       | 4.7%                           | \$28,455,275  | 1.8%              | 1.2% - 8.2%                | 4.7%                          | 16.7%                             | 16.7%                         | 0.0%                          |
| Neurology   | 24.0%                          | \$19,427,799  | 10.8%             | 2.8% - 45.1%               | 10.2%                         | 35.6%                             | 25.9%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 15.5%                          | \$19,210,905  | 5.5%              | 4.9% - 26.2%               | 14.3%                         | 22.2%                             | 21.2%                         | 0.0%                          |
| Pulmonary Disease   | 19.6%                          | \$15,443,059  | 6.6%              | 6.7% - 32.5%               | 19.6%                         | 30.6%                             | 30.6%                         | 0.0%                          |
| Physical Medicine and<br>Rehabilitation   | 13.1%                          | \$15,312,922  | 4.0%              | 5.2% - 21.0%               | 12.6%                         | 16.5%                             | 16.0%                         | 0.0%                          |
| Dermatology   | 16.6%                          | \$12,295,346  | 7.5%              | 1.9% - 31.3%               | 16.6%                         | 45.4%                             | 45.4%                         | 0.0%                          |
| Orthopedic Surgery  | 4.8%                           | \$10,365,498  | 2.9%              | ( 0.8%) - 10.4%            | 4.8%                          | 16.7%                             | 16.7%                         | 0.0%                          |
| Gastroenterology  | 10.0%                          | \$8,261,728   | 4.4%              | 1.5% - 18.5%               | 10.0%                         | 12.4%                             | 12.4%                         | 0.0%                          |
| Endocrinology   | 22.2%                          | \$6,905,376   | 7.8%              | 7.0% - 37.4%               | 22.2%                         | 36.9%                             | 36.9%                         | 0.0%                          |
| Family Practice   | 4.9%                           | \$5,962,244   | 1.7%              | 1.6% - 8.2%                | 4.9%                          | 13.9%                             | 13.9%                         | 0.0%                          |
| Chiropractic  | 19.9%                          | \$5,471,839   | 7.8%              | 4.6% - 35.2%               | 19.9%                         | 37.9%                             | 37.9%                         | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 3.2%                           | \$4,876,552   | 2.8%              | ( 2.3%) - 8.7%             | 3.2%                          | 6.1%                              | 6.1%                          | 0.0%                          |
| Nephrology  | 6.6%                           | \$4,840,505   | 2.7%              | 1.3% - 11.9%               | 6.6%                          | 29.4%                             | 29.4%                         | 0.0%                          |
| Otolaryngology  | 6.3%                           | \$4,213,243   | 3.1%              | 0.2% - 12.4%               | 6.3%                          | 12.8%                             | 12.8%                         | 0.0%                          |
| Hematology/Oncology   | 7.4%                           | \$3,795,340   | 4.6%              | ( 1.6%) - 16.3%            | 7.4%                          | 31.2%                             | 31.2%                         | 0.0%                          |
| Psychiatry  | 4.9%                           | \$3,562,561   | 2.7%              | ( 0.3%) - 10.2%            | 4.9%                          | 6.0%                              | 6.0%                          | 0.0%                          |
| Ophthalmology   | 1.4%                           | \$3,204,329   | 1.0%              | ( 0.6%) - 3.5%             | 0.3%                          | 13.1%                             | 12.3%                         | 0.0%                          |
| Diagnostic Radiology  | 0.6%                           | \$2,805,774   | 0.3%              | 0.0% - 1.1%                | 0.3%                          | 11.2%                             | 11.0%                         | 0.0%                          |
| General Practice  | 5.2%                           | \$2,741,215   | 3.3%              | ( 1.3%) - 11.8%            | 5.2%                          | 44.4%                             | 44.4%                         | 0.0%                          |
| Podiatry  | 1.4%                           | \$1,482,822   | 0.6%              | 0.2% - 2.5%                | 1.4%                          | 13.8%                             | 13.8%                         | 0.0%                          |
| Urology   | 1.8%                           | \$870,835   | 1.0%              | ( 0.3%) - 3.8%             | 1.8%                          | 21.7%                             | 21.7%                         | 0.0%                          |

| Carrier<br>Provider Type                    | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Clinical Laboratory (Billing Independently) | 1.1%                           | \$720,129   | 0.6%              | ( 0.2%) - 2.3%             | 1.1%                          | 39.1%                             | 39.1%                         | 0.0%                          |
| Medical Oncology                            | 1.6%                           | \$562,906   | 1.7%              | ( 1.7%) - 4.9%             | 1.6%                          | 24.1%                             | 24.1%                         | 0.0%                          |
| Rheumatology                                | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.0%                              | 0.0%                          | 0.0%                          |
| All Provider Types                          | 7.2%                           | \$288,134,250   | 0.7%              | 5.9% - 8.6%                | 6.7%                          | 20.2%                             | 19.8%                         | 0.1%                          |

### Empire NJ 00805

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine   | 17.5%                          | \$73,532,458  | 4.3%              | 9.1% - 25.9%               | 15.7%                         | 25.6%                             | 24.2%                         | 0.0%                          |
| Diagnostic Radiology  | 9.4%                           | \$23,821,368  | 4.4%              | 0.8% - 18.1%               | 8.5%                          | 18.9%                             | 18.2%                         | 0.0%                          |
| All Provider Types With Less Than 30 Lines                                    | 4.1%                           | \$21,849,917  | 0.9%              | 2.4% - 5.8%                | 3.6%                          | 28.1%                             | 27.9%                         | 0.0%                          |
| Cardiology  | 3.8%                           | \$13,161,949  | 1.0%              | 1.8% - 5.8%                | 3.8%                          | 17.0%                             | 17.0%                         | 0.0%                          |
| Anesthesiology  | 16.4%                          | \$12,910,314  | 6.5%              | 3.5% - 29.2%               | 15.3%                         | 24.8%                             | 23.9%                         | 0.0%                          |
| Chiropractic  | 48.2%                          | \$11,097,691  | 14.2%             | 20.4% - 76.0%              | 34.2%                         | 58.2%                             | 52.3%                         | 0.0%                          |
| Physical Therapist in Private Practice  | 16.3%                          | \$7,675,287   | 6.9%              | 2.7% - 29.8%               | 15.3%                         | 27.6%                             | 26.9%                         | 0.0%                          |
| Hematology/Oncology   | 2.3%                           | \$7,296,555   | 1.1%              | 0.1% - 4.4%                | 2.3%                          | 3.4%                              | 3.4%                          | 0.0%                          |
| Otolaryngology  | 12.2%                          | \$6,466,928   | 6.6%              | ( 0.8%) - 25.1%            | 12.2%                         | 35.9%                             | 35.9%                         | 0.0%                          |
| Pulmonary Disease   | 9.2%                           | \$5,980,378   | 2.9%              | 3.4% - 14.9%               | 9.2%                          | 21.8%                             | 21.8%                         | 0.0%                          |
| Physical Medicine and Rehabilitation  | 14.4%                          | \$5,354,276   | 7.3%              | 0.1% - 28.7%               | 14.4%                         | 24.5%                             | 24.5%                         | 0.0%                          |
| Nephrology  | 6.7%                           | \$5,072,786   | 4.8%              | ( 2.7%) - 16.0%            | 6.7%                          | 9.4%                              | 9.4%                          | 0.0%                          |
| Family Practice   | 6.9%                           | \$4,927,094   | 3.9%              | ( 0.7%) - 14.6%            | 6.9%                          | 22.0%                             | 22.0%                         | 0.0%                          |
| Gastroenterology  | 8.9%                           | \$3,333,009   | 3.7%              | 1.7% - 16.2%               | 8.9%                          | 28.5%                             | 28.5%                         | 0.0%                          |
| Clinical Laboratory (Billing Independently)                                   | 1.7%                           | \$3,292,918   | 0.6%              | 0.5% - 3.0%                | 1.7%                          | 12.5%                             | 12.5%                         | 0.0%                          |
| Podiatry  | 2.9%                           | \$2,267,101   | 1.9%              | ( 0.8%) - 6.6%             | 2.9%                          | 12.6%                             | 12.6%                         | 0.0%                          |
| Ophthalmology   | 1.1%                           | \$2,072,447   | 0.8%              | ( 0.5%) - 2.6%             | 1.1%                          | 9.0%                              | 9.0%                          | 0.0%                          |
| Dermatology   | 2.3%                           | \$1,663,007   | 1.6%              | ( 0.7%) - 5.4%             | 2.3%                          | 18.1%                             | 18.1%                         | 0.0%                          |
| Orthopedic Surgery  | 2.3%                           | \$1,290,247   | 1.1%              | 0.1% - 4.4%                | 2.3%                          | 16.6%                             | 16.6%                         | 0.0%                          |
| Urology   | 0.9%                           | \$853,852   | 0.6%              | ( 0.3%) - 2.0%             | 0.9%                          | 12.0%                             | 12.0%                         | 0.0%                          |
| Emergency Medicine  | 0.3%                           | \$154,734   | 0.2%              | ( 0.2%) - 0.8%             | 0.3%                          | 1.2%                              | 1.2%                          | 0.0%                          |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 17.0%                             | 17.0%                         | 0.0%                          |
| All Provider Types  | 6.7%                           | \$214,074,317   | 0.9%              | 5.0% - 8.3%                | 6.1%                          | 19.4%                             | 19.0%                         | 0.0%                          |

**Nordian ND/CO/WY/IA/SD 00820/00824/00825/00826/00889**

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less Than 30 Lines                                    | 2.7%                           | \$12,101,177  | 0.7%              | 1.3% - 4.1%                | 2.6%                          | 13.6%                             | 13.5%                         | 0.0%                          |
| Cardiology  | 5.0%                           | \$9,273,322   | 4.1%              | ( 3.0%) - 13.1%            | 5.0%                          | 19.6%                             | 19.6%                         | 0.0%                          |
| Internal Medicine   | 6.7%                           | \$8,664,337   | 2.7%              | 1.5% - 12.0%               | 6.5%                          | 14.4%                             | 14.2%                         | 0.0%                          |
| Family Practice   | 5.6%                           | \$7,381,707   | 1.5%              | 2.6% - 8.7%                | 5.3%                          | 19.1%                             | 18.8%                         | 0.0%                          |
| Gastroenterology  | 14.7%                          | \$4,824,723   | 7.1%              | 0.9% - 28.6%               | 12.6%                         | 14.7%                             | 12.5%                         | 0.0%                          |
| Physical Therapist in Private Practice  | 23.4%                          | \$4,772,844   | 8.6%              | 6.6% - 40.2%               | 16.5%                         | 33.3%                             | 28.1%                         | 0.0%                          |
| Chiropractic  | 12.1%                          | \$3,869,864   | 3.2%              | 5.9% - 18.4%               | 11.4%                         | 26.3%                             | 25.8%                         | 0.0%                          |
| Anesthesiology  | 7.7%                           | \$2,791,737   | 6.3%              | ( 4.6%) - 20.1%            | 7.7%                          | 13.1%                             | 13.1%                         | 0.0%                          |
| Pulmonary Disease   | 6.5%                           | \$2,094,827   | 3.7%              | ( 0.8%) - 13.8%            | 6.5%                          | 10.6%                             | 10.6%                         | 0.0%                          |
| Dermatology   | 2.2%                           | \$1,787,152   | 1.3%              | ( 0.5%) - 4.8%             | 2.2%                          | 2.6%                              | 2.6%                          | 0.0%                          |
| Ophthalmology   | 1.5%                           | \$1,163,762   | 1.0%              | ( 0.5%) - 3.5%             | 0.6%                          | 7.9%                              | 7.1%                          | 0.0%                          |
| Physician Assistant   | 6.9%                           | \$1,062,847   | 4.0%              | ( 1.0%) - 14.7%            | 5.3%                          | 17.6%                             | 16.3%                         | 0.0%                          |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 2.1%                           | \$720,816   | 1.9%              | ( 1.5%) - 5.8%             | 2.1%                          | 27.2%                             | 27.2%                         | 0.0%                          |
| Nurse Practitioner  | 6.4%                           | \$677,106   | 4.6%              | ( 2.6%) - 15.4%            | 6.4%                          | 12.7%                             | 12.7%                         | 0.0%                          |
| Podiatry  | 2.1%                           | \$547,786   | 1.6%              | ( 1.1%) - 5.3%             | 2.1%                          | 14.4%                             | 14.4%                         | 0.0%                          |
| Otolaryngology  | 1.5%                           | \$523,636   | 1.2%              | ( 0.8%) - 3.9%             | 1.5%                          | 10.1%                             | 10.1%                         | 0.0%                          |
| Orthopedic Surgery  | 0.8%                           | \$518,121   | 0.8%              | ( 0.7%) - 2.3%             | 0.8%                          | 6.2%                              | 6.2%                          | 0.0%                          |
| Emergency Medicine  | 1.9%                           | \$507,650   | 1.7%              | ( 1.4%) - 5.2%             | 1.9%                          | 9.3%                              | 9.3%                          | 0.0%                          |
| Clinical Laboratory (Billing Independently)                                   | 1.1%                           | \$505,593   | 0.7%              | ( 0.2%) - 2.5%             | 1.1%                          | 6.0%                              | 6.0%                          | 0.0%                          |
| Diagnostic Radiology  | 0.5%                           | \$353,787   | 0.3%              | ( 0.2%) - 1.1%             | 0.5%                          | 11.6%                             | 11.6%                         | 0.0%                          |
| Optometry   | 1.8%                           | \$336,873   | 1.6%              | ( 1.3%) - 4.9%             | 1.8%                          | 10.3%                             | 10.3%                         | 0.0%                          |
| Hematology/Oncology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 2.3%                              | 2.3%                          | 0.0%                          |
| Infectious Disease  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 15.0%                             | 15.0%                         | 0.0%                          |
| Urology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 20.7%                             | 20.7%                         | 0.0%                          |
| All Provider Types  | 3.7%                           | \$64,479,669  | 0.6%              | 2.5% - 4.9%                | 3.4%                          | 13.5%                             | 13.3%                         | 0.0%                          |

**Nordian AK/AZ/AS/CNMI/GU/HI 00831/00832/00833/00834/00835/00836**

| Carrier<br>Provider Type                   | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less Than 30 Lines | 13.8%                          | \$141,688,292   | 5.3%              | 3.4% - 24.3%               | 13.3%                         | 25.6%                             | 25.2%                         | 0.4%                          |
| Internal Medicine                          | 13.5%                          | \$48,740,708  | 2.4%              | 8.8% - 18.3%               | 12.8%                         | 18.2%                             | 17.6%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Physical Therapist in Private Practice  | 17.3%                          | \$20,959,536  | 4.1%              | 9.3% - 25.3%               | 16.9%                         | 27.6%                             | 27.3%                         | 0.0%                          |
| Family Practice   | 8.3%                           | \$16,290,359  | 2.1%              | 4.2% - 12.5%               | 7.9%                          | 18.0%                             | 17.7%                         | 0.0%                          |
| Cardiology  | 4.5%                           | \$14,552,712  | 1.6%              | 1.4% - 7.5%                | 4.3%                          | 15.2%                             | 15.1%                         | 0.0%                          |
| Chiropractic  | 21.3%                          | \$9,850,478   | 5.3%              | 10.9% - 31.6%              | 19.9%                         | 37.6%                             | 36.8%                         | 0.0%                          |
| Emergency Medicine  | 8.2%                           | \$6,061,006   | 4.5%              | ( 0.6%) - 16.9%            | 3.3%                          | 14.0%                             | 9.7%                          | 0.0%                          |
| Nurse Practitioner  | 12.8%                          | \$4,263,778   | 5.7%              | 1.6% - 23.9%               | 4.5%                          | 18.2%                             | 9.4%                          | 0.0%                          |
| Urology   | 9.0%                           | \$4,056,581   | 3.3%              | 2.5% - 15.5%               | 9.0%                          | 56.5%                             | 56.5%                         | 0.0%                          |
| Podiatry  | 6.3%                           | \$3,851,172   | 2.5%              | 1.4% - 11.2%               | 5.5%                          | 12.2%                             | 11.5%                         | 0.0%                          |
| Dermatology   | 3.1%                           | \$3,033,448   | 1.1%              | 0.9% - 5.3%                | 3.1%                          | 3.8%                              | 3.8%                          | 0.0%                          |
| Hematology/Oncology   | 1.3%                           | \$2,160,672   | 0.5%              | 0.3% - 2.3%                | 1.3%                          | 6.0%                              | 6.0%                          | 0.0%                          |
| Clinical Laboratory (Billing Independently)                                   | 1.5%                           | \$1,901,649   | 0.9%              | ( 0.1%) - 3.2%             | 1.2%                          | 20.3%                             | 20.1%                         | 0.0%                          |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 1.5%                           | \$1,874,719   | 1.3%              | ( 1.1%) - 4.1%             | 1.5%                          | 13.7%                             | 13.7%                         | 0.0%                          |
| Pulmonary Disease   | 4.1%                           | \$1,729,539   | 2.2%              | ( 0.3%) - 8.4%             | 2.5%                          | 6.9%                              | 5.5%                          | 0.0%                          |
| Diagnostic Radiology  | 0.5%                           | \$1,425,935   | 0.4%              | ( 0.3%) - 1.3%             | 0.5%                          | 13.2%                             | 13.2%                         | 0.0%                          |
| Medical Oncology  | 0.6%                           | \$946,865   | 0.6%              | ( 0.6%) - 1.8%             | 0.6%                          | 1.3%                              | 1.3%                          | 0.0%                          |
| Physician Assistant   | 2.1%                           | \$657,102   | 1.9%              | ( 1.6%) - 5.7%             | 2.1%                          | 42.2%                             | 42.2%                         | 0.0%                          |
| Ophthalmology   | 0.4%                           | \$587,592   | 0.3%              | ( 0.3%) - 1.0%             | 0.4%                          | 12.0%                             | 12.0%                         | 0.0%                          |
| Orthopedic Surgery  | 0.5%                           | \$558,719   | 0.4%              | ( 0.2%) - 1.2%             | 0.5%                          | 26.3%                             | 26.3%                         | 0.0%                          |
| Optometry   | 1.4%                           | \$285,212   | 1.3%              | ( 1.1%) - 4.0%             | 1.4%                          | 51.1%                             | 51.1%                         | 0.0%                          |
| General Practice  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 6.4%                              | 6.4%                          | 0.0%                          |
| Pathology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 3.5%                              | 3.5%                          | 0.0%                          |
| Psychiatry  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 15.8%                             | 15.8%                         | 0.0%                          |
| All Provider Types  | 7.6%                           | \$285,476,073   | 1.6%              | 4.5% - 10.8%               | 7.1%                          | 19.6%                             | 19.2%                         | 0.1%                          |

### HGSA PA 00865

| Carrier<br>Provider Type                   | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less Than 30 Lines | 3.0%                           | \$27,247,776  | 0.7%              | 1.6% - 4.4%                | 3.0%                          | 11.8%                             | 11.8%                         | 0.0%                          |
| Internal Medicine                          | 5.0%                           | \$13,793,010  | 1.2%              | 2.7% - 7.3%                | 4.2%                          | 15.0%                             | 14.3%                         | 0.0%                          |
| Family Practice                            | 5.2%                           | \$12,225,174  | 1.3%              | 2.7% - 7.8%                | 4.8%                          | 12.5%                             | 12.1%                         | 0.0%                          |
| Cardiology                                 | 3.2%                           | \$11,901,972  | 1.1%              | 1.0% - 5.4%                | 2.8%                          | 15.1%                             | 14.9%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 5.6%                           | \$11,137,467  | 3.5%              | ( 1.2%) - 12.4%            | 5.6%                          | 17.0%                             | 17.0%                         | 0.0%                          |
| Chiropractic  | 18.4%                          | \$6,403,876   | 10.1%             | ( 1.4%) - 38.2%            | 18.4%                         | 35.5%                             | 35.5%                         | 2.4%                          |
| Emergency Medicine  | 7.7%                           | \$5,863,986   | 3.0%              | 1.8% - 13.5%               | 6.2%                          | 20.2%                             | 19.1%                         | 0.0%                          |
| General Surgery   | 9.5%                           | \$5,037,889   | 4.7%              | 0.3% - 18.8%               | 7.1%                          | 13.2%                             | 11.0%                         | 0.0%                          |
| General Practice  | 11.9%                          | \$4,773,636   | 4.4%              | 3.4% - 20.5%               | 10.4%                         | 16.0%                             | 14.6%                         | 0.0%                          |
| Otolaryngology  | 11.6%                          | \$4,453,279   | 5.3%              | 1.2% - 21.9%               | 11.6%                         | 32.2%                             | 32.2%                         | 0.0%                          |
| Nephrology  | 4.3%                           | \$3,724,550   | 1.7%              | 0.9% - 7.6%                | 4.3%                          | 18.4%                             | 18.4%                         | 0.0%                          |
| Dermatology   | 5.8%                           | \$3,547,297   | 2.9%              | 0.2% - 11.5%               | 3.2%                          | 19.8%                             | 18.0%                         | 0.0%                          |
| Pulmonary Disease   | 7.6%                           | \$3,538,149   | 2.5%              | 2.7% - 12.4%               | 7.6%                          | 12.9%                             | 12.9%                         | 0.0%                          |
| Diagnostic Radiology  | 1.5%                           | \$3,479,810   | 0.8%              | ( 0.1%) - 3.0%             | 1.5%                          | 7.0%                              | 7.0%                          | 0.0%                          |
| Urology   | 6.0%                           | \$3,333,251   | 3.1%              | ( 0.1%) - 12.1%            | 6.0%                          | 35.4%                             | 35.4%                         | 0.0%                          |
| Podiatry  | 3.5%                           | \$3,287,719   | 1.9%              | ( 0.2%) - 7.2%             | 3.5%                          | 10.1%                             | 10.1%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 5.7%                           | \$2,984,844   | 3.1%              | ( 0.3%) - 11.7%            | 5.7%                          | 17.2%                             | 17.2%                         | 0.0%                          |
| Psychiatry  | 4.5%                           | \$1,485,917   | 3.7%              | ( 2.8%) - 11.8%            | 4.5%                          | 9.5%                              | 9.5%                          | 0.0%                          |
| Orthopedic Surgery  | 0.8%                           | \$1,127,346   | 0.6%              | ( 0.3%) - 1.9%             | 0.8%                          | 2.6%                              | 2.6%                          | 0.0%                          |
| Hematology/Oncology   | 1.1%                           | \$914,927   | 1.1%              | ( 1.0%) - 3.2%             | 1.1%                          | 1.7%                              | 1.7%                          | 0.0%                          |
| Rheumatology  | 3.4%                           | \$855,774   | 2.8%              | ( 2.1%) - 8.9%             | 3.4%                          | 7.0%                              | 7.0%                          | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)                                      | 0.5%                           | \$476,672   | 0.3%              | ( 0.0%) - 1.0%             | 0.5%                          | 17.4%                             | 17.4%                         | 0.0%                          |
| Ophthalmology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 4.5%                              | 4.5%                          | 0.0%                          |
| All Provider Types  | 3.9%                           | \$131,594,320   | 0.4%              | 3.1% - 4.7%                | 3.6%                          | 13.4%                             | 13.2%                         | 0.1%                          |

### BCBS AR RI 00524

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine   | 11.6%                          | \$4,527,322   | 1.8%              | 8.1% - 15.0%               | 11.0%                         | 23.5%                             | 23.1%                         | 0.3%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 7.1%                           | \$1,758,872   | 2.7%              | 1.7% - 12.5%               | 7.1%                          | 27.6%                             | 27.6%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines                                       | 3.9%                           | \$1,381,433   | 1.0%              | 1.8% - 5.9%                | 3.2%                          | 23.2%                             | 22.8%                         | 0.0%                          |
| Cardiology  | 5.0%                           | \$895,955   | 1.6%              | 1.9% - 8.2%                | 4.8%                          | 20.2%                             | 20.1%                         | 0.0%                          |
| General Surgery   | 13.5%                          | \$800,900   | 5.6%              | 2.6% - 24.4%               | 13.5%                         | 36.1%                             | 36.1%                         | 0.0%                          |
| Neurology   | 8.1%                           | \$343,360   | 3.7%              | 0.9% - 15.3%               | 8.1%                          | 24.2%                             | 24.2%                         | 0.0%                          |
| Family Practice   | 6.6%                           | \$295,742   | 2.7%              | 1.4% - 11.8%               | 6.6%                          | 24.2%                             | 24.2%                         | 0.0%                          |

| Carrier<br>Provider Type                           | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Emergency Medicine                                 | 4.7%                           | \$227,863   | 2.2%              | 0.5% - 9.0%                | 4.7%                          | 18.7%                             | 18.7%                         | 0.0%                          |
| Urology  | 3.8%                           | \$215,919   | 2.0%              | ( 0.1%) - 7.7%             | 3.7%                          | 19.1%                             | 19.0%                         | 0.0%                          |
| Orthopedic Surgery                                 | 3.8%                           | \$212,353   | 1.9%              | 0.0% - 7.6%                | 3.8%                          | 17.5%                             | 17.5%                         | 0.0%                          |
| Gastroenterology                                   | 3.9%                           | \$207,191   | 1.8%              | 0.3% - 7.5%                | 3.9%                          | 16.7%                             | 16.7%                         | 0.0%                          |
| Ophthalmology                                      | 2.0%                           | \$199,334   | 1.2%              | ( 0.3%) - 4.3%             | 2.0%                          | 13.7%                             | 13.7%                         | 0.0%                          |
| Podiatry   | 3.5%                           | \$176,425   | 1.6%              | 0.3% - 6.7%                | 3.5%                          | 8.7%                              | 8.7%                          | 0.0%                          |
| Physical Therapist in Private<br>Practice          | 4.2%                           | \$174,902   | 2.1%              | 0.1% - 8.3%                | 4.2%                          | 29.0%                             | 29.0%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)     | 3.0%                           | \$163,502   | 1.2%              | 0.7% - 5.3%                | 2.9%                          | 18.8%                             | 18.7%                         | 0.0%                          |
| Dermatology  | 4.9%                           | \$156,624   | 2.7%              | ( 0.4%) - 10.1%            | 4.9%                          | 9.4%                              | 9.4%                          | 0.0%                          |
| Chiropractic                                       | 9.6%                           | \$141,029   | 4.2%              | 1.4% - 17.9%               | 9.6%                          | 44.6%                             | 44.6%                         | 0.0%                          |
| Psychiatry   | 4.6%                           | \$127,332   | 3.0%              | ( 1.3%) - 10.4%            | 4.6%                          | 15.1%                             | 15.1%                         | 0.0%                          |
| Otolaryngology                                     | 2.5%                           | \$113,551   | 1.2%              | 0.2% - 4.9%                | 2.5%                          | 24.6%                             | 24.6%                         | 0.0%                          |
| General Practice                                   | 4.7%                           | \$108,316   | 2.3%              | 0.1% - 9.2%                | 4.7%                          | 10.8%                             | 10.8%                         | 0.0%                          |
| Hematology/Oncology                                | 1.5%                           | \$83,014  | 0.9%              | ( 0.3%) - 3.4%             | 1.5%                          | 2.9%                              | 2.9%                          | 0.0%                          |
| Nurse Practitioner                                 | 3.0%                           | \$67,371  | 1.9%              | ( 0.7%) - 6.6%             | 1.4%                          | 13.3%                             | 12.0%                         | 0.0%                          |
| Diagnostic Radiology                               | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 8.4%                              | 8.4%                          | 0.0%                          |
| Pathology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 12.5%                             | 12.5%                         | 0.0%                          |
| Portable X-Ray Supplier (Billing<br>Independently) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 1.0%                              | 1.0%                          | 0.0%                          |
| All Provider Types                                 | 5.6%                           | \$12,378,311  | 0.5%              | 4.5% - 6.7%                | 5.4%                          | 20.9%                             | 20.7%                         | 0.1%                          |

### Palmetto SC 00880

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                             | 8.0%                           | \$8,923,853   | 1.5%              | 5.0% - 11.0%               | 8.0%                          | 17.1%                             | 17.1%                         | 0.0%                          |
| Family Practice                               | 9.5%                           | \$8,734,658   | 2.1%              | 5.3% - 13.7%               | 9.4%                          | 17.3%                             | 17.2%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines | 2.5%                           | \$5,414,540   | 0.7%              | 1.0% - 3.9%                | 1.6%                          | 16.5%                             | 16.1%                         | 0.0%                          |
| Nephrology                                    | 12.7%                          | \$4,249,763   | 6.6%              | ( 0.3%) - 25.8%            | 9.0%                          | 16.7%                             | 13.3%                         | 0.0%                          |
| General Surgery                               | 11.8%                          | \$3,749,604   | 7.8%              | ( 3.6%) - 27.2%            | 11.8%                         | 26.8%                             | 26.8%                         | 0.0%                          |
| Diagnostic Radiology                          | 3.9%                           | \$2,905,263   | 2.3%              | ( 0.7%) - 8.5%             | 2.9%                          | 8.8%                              | 8.0%                          | 0.0%                          |
| Orthopedic Surgery                            | 7.9%                           | \$2,894,520   | 4.3%              | ( 0.4%) - 16.3%            | 7.9%                          | 14.0%                             | 14.0%                         | 0.0%                          |
| Emergency Medicine                            | 8.2%                           | \$2,346,444   | 3.8%              | 0.7% - 15.6%               | 4.8%                          | 15.1%                             | 12.9%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 15.9%                          | \$1,717,447   | 8.0%              | 0.2% - 31.6%               | 15.9%                         | 20.9%                             | 20.9%                         | 0.0%                          |
| Chiropractic                                  | 26.2%                          | \$1,715,680   | 8.9%              | 8.8% - 43.6%               | 23.3%                         | 34.1%                             | 31.5%                         | 0.0%                          |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Cardiology  | 1.9%                           | \$1,512,846   | 0.9%              | 0.1% - 3.8%                | 1.9%                          | 15.9%                             | 15.9%                         | 0.0%                          |
| Urology   | 8.4%                           | \$1,386,905   | 4.5%              | ( 0.5%) - 17.4%            | 8.4%                          | 11.6%                             | 11.6%                         | 0.0%                          |
| Pulmonary Disease   | 5.6%                           | \$1,297,502   | 2.9%              | ( 0.1%) - 11.2%            | 5.6%                          | 21.5%                             | 21.5%                         | 0.0%                          |
| Gastroenterology  | 3.7%                           | \$1,078,130   | 1.8%              | 0.1% - 7.3%                | 3.7%                          | 8.9%                              | 8.9%                          | 0.0%                          |
| Podiatry  | 8.7%                           | \$782,219   | 3.9%              | 1.0% - 16.4%               | 8.7%                          | 20.5%                             | 20.5%                         | 0.0%                          |
| Hematology/Oncology   | 1.2%                           | \$744,903   | 1.1%              | ( 0.9%) - 3.3%             | 1.2%                          | 47.7%                             | 47.7%                         | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.8%                           | \$551,822   | 0.6%              | ( 0.3%) - 1.9%             | 0.8%                          | 16.7%                             | 16.7%                         | 0.0%                          |
| Ophthalmology   | 0.8%                           | \$539,454   | 0.7%              | ( 0.6%) - 2.2%             | 0.8%                          | 14.6%                             | 14.6%                         | 0.0%                          |
| Rheumatology  | 0.8%                           | \$326,796   | 0.4%              | 0.0% - 1.6%                | 0.8%                          | 7.3%                              | 7.3%                          | 0.0%                          |
| General Practice  | 0.4%                           | \$28,552  | 0.3%              | ( 0.3%) - 1.0%             | 0.4%                          | 12.6%                             | 12.6%                         | 0.0%                          |
| Psychiatry  | 0.1%                           | \$12,721  | 0.1%              | ( 0.1%) - 0.3%             | 0.1%                          | 8.8%                              | 8.8%                          | 0.0%                          |
| Dermatology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 2.1%                              | 2.1%                          | 0.0%                          |
| Medical Oncology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 6.2%                              | 6.2%                          | 0.0%                          |
| All Provider Types  | 4.5%                           | \$50,913,622  | 0.5%              | 3.5% - 5.5%                | 4.0%                          | 17.9%                             | 17.6%                         | 0.0%                          |

#### Palmetto OH/WV 00883/00884

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less<br>Than 30 Lines | 4.3%                           | \$31,013,146  | 1.2%              | 1.9% - 6.7%                | 4.2%                          | 16.7%                             | 16.6%                         | 0.0%                          |
| Internal Medicine                             | 6.6%                           | \$23,941,025  | 1.4%              | 3.9% - 9.3%                | 6.1%                          | 15.0%                             | 14.7%                         | 0.0%                          |
| Family Practice                               | 8.3%                           | \$18,789,626  | 1.8%              | 4.8% - 11.8%               | 8.3%                          | 16.4%                             | 16.4%                         | 0.0%                          |
| Nephrology                                    | 29.8%                          | \$16,317,164  | 9.0%              | 12.2% - 47.4%              | 29.8%                         | 36.6%                             | 36.6%                         | 0.0%                          |
| General Surgery                               | 11.6%                          | \$15,784,357  | 7.2%              | ( 2.5%) - 25.7%            | 5.0%                          | 11.9%                             | 7.7%                          | 0.0%                          |
| Cardiology                                    | 2.8%                           | \$11,564,009  | 1.2%              | 0.4% - 5.1%                | 1.7%                          | 8.6%                              | 7.7%                          | 0.0%                          |
| Emergency Medicine                            | 8.5%                           | \$9,536,727   | 3.6%              | 1.4% - 15.6%               | 3.9%                          | 19.1%                             | 15.6%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 27.6%                          | \$9,405,388   | 12.7%             | 2.8% - 52.4%               | 27.6%                         | 31.2%                             | 31.2%                         | 0.0%                          |
| Diagnostic Radiology                          | 4.3%                           | \$7,712,495   | 1.9%              | 0.6% - 7.9%                | 4.1%                          | 16.7%                             | 16.6%                         | 0.0%                          |
| Dermatology                                   | 6.7%                           | \$5,713,817   | 4.3%              | ( 1.7%) - 15.0%            | 5.2%                          | 14.5%                             | 13.4%                         | 0.0%                          |
| Ophthalmology                                 | 3.0%                           | \$5,188,867   | 1.3%              | 0.4% - 5.6%                | 3.0%                          | 15.0%                             | 15.0%                         | 0.0%                          |
| Orthopedic Surgery                            | 4.3%                           | \$4,760,205   | 2.0%              | 0.4% - 8.2%                | 4.3%                          | 11.2%                             | 11.2%                         | 0.0%                          |
| Hematology/Oncology                           | 2.3%                           | \$4,701,586   | 1.6%              | ( 0.8%) - 5.5%             | 2.3%                          | 3.5%                              | 3.5%                          | 0.0%                          |
| Pulmonary Disease                             | 5.7%                           | \$4,167,370   | 3.2%              | ( 0.7%) - 12.1%            | 5.7%                          | 7.8%                              | 7.8%                          | 0.0%                          |
| Urology                                       | 3.1%                           | \$3,038,707   | 1.7%              | ( 0.2%) - 6.4%             | 3.1%                          | 2.7%                              | 2.7%                          | 0.0%                          |

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Psychiatry  | 4.8%                           | \$2,145,527   | 3.0%           | ( 1.0%) - 10.6%         | 1.8%                    | 6.1%                           | 3.5%                    | 0.0%                    |
| Optometry   | 8.4%                           | \$2,041,987   | 4.9%           | ( 1.3%) - 18.0%         | 8.4%                    | 14.3%                          | 14.3%                   | 0.0%                    |
| Pathology   | 5.6%                           | \$1,857,872   | 3.7%           | ( 1.6%) - 12.7%         | 5.6%                    | 5.6%                           | 5.6%                    | 0.0%                    |
| Chiropractic  | 6.0%                           | \$1,591,167   | 3.3%           | ( 0.5%) - 12.5%         | 6.0%                    | 32.0%                          | 32.0%                   | 0.0%                    |
| Podiatry  | 2.3%                           | \$775,339   | 2.0%           | ( 1.7%) - 6.3%          | 0.0%                    | 16.4%                          | 14.8%                   | 0.0%                    |
| Clinical Laboratory (Billing Independently)                                   | 0.6%                           | \$601,094   | 0.5%           | ( 0.4%) - 1.6%          | 0.0%                    | 4.2%                           | 3.7%                    | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 11.8%                          | 11.8%                   | 0.0%                    |
| General Practice  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 11.3%                          | 11.3%                   | 0.0%                    |
| All Provider Types  | 5.2%                           | \$180,647,476                                       | 0.6%           | 4.0% - 6.4%             | 4.5%                    | 13.5%                          | 12.9%                   | 0.0%                    |

### Trailblazer TX 00900

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Hematology/Oncology   | 9.4%                           | \$33,157,501  | 6.2%           | ( 2.6%) - 21.5%         | 4.1%                    | 13.8%                          | 10.0%                   | 0.0%                    |
| Internal Medicine   | 6.3%                           | \$27,030,035  | 1.4%           | 3.4% - 9.1%             | 6.1%                    | 16.2%                          | 16.0%                   | 0.0%                    |
| All Provider Types With Less Than 30 Lines                                    | 2.1%                           | \$26,760,090  | 0.6%           | 1.1% - 3.2%             | 2.1%                    | 17.2%                          | 17.2%                   | 0.0%                    |
| Family Practice   | 7.3%                           | \$20,413,734  | 1.9%           | 3.5% - 11.1%            | 7.3%                    | 20.0%                          | 20.0%                   | 0.0%                    |
| Cardiology  | 2.9%                           | \$16,744,825  | 0.9%           | 1.0% - 4.7%             | 2.8%                    | 7.2%                           | 7.2%                    | 0.0%                    |
| General Surgery   | 8.6%                           | \$13,969,670  | 4.1%           | 0.6% - 16.5%            | 8.6%                    | 23.7%                          | 23.7%                   | 0.0%                    |
| Nephrology  | 8.0%                           | \$12,745,527  | 4.2%           | ( 0.3%) - 16.2%         | 6.7%                    | 12.0%                          | 10.8%                   | 0.0%                    |
| Gastroenterology  | 13.0%                          | \$11,660,757  | 6.8%           | ( 0.3%) - 26.4%         | 13.0%                   | 26.3%                          | 26.3%                   | 0.0%                    |
| Emergency Medicine  | 6.2%                           | \$8,432,564   | 2.4%           | 1.4% - 10.9%            | 6.2%                    | 19.7%                          | 19.7%                   | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 2.2%                           | \$7,380,364   | 2.0%           | ( 1.6%) - 6.1%          | 2.2%                    | 18.2%                          | 18.2%                   | 0.0%                    |
| Ophthalmology   | 2.9%                           | \$7,277,374   | 1.4%           | 0.1% - 5.7%             | 1.3%                    | 9.0%                           | 8.1%                    | 0.0%                    |
| Orthopedic Surgery  | 5.3%                           | \$5,833,460   | 2.4%           | 0.6% - 10.0%            | 5.3%                    | 30.6%                          | 30.6%                   | 0.0%                    |
| Clinical Laboratory (Billing Independently)                                   | 3.3%                           | \$5,737,805   | 2.2%           | ( 1.0%) - 7.5%          | 3.3%                    | 12.2%                          | 12.2%                   | 0.0%                    |
| Infectious Disease  | 9.8%                           | \$5,207,891   | 4.7%           | 0.6% - 19.0%            | 9.8%                    | 70.5%                          | 70.5%                   | 0.0%                    |
| Diagnostic Radiology  | 1.5%                           | \$3,848,481   | 1.3%           | ( 1.1%) - 4.2%          | 1.5%                    | 15.9%                          | 15.9%                   | 0.0%                    |
| Dermatology   | 2.6%                           | \$3,651,597   | 2.0%           | ( 1.2%) - 6.5%          | 2.6%                    | 2.6%                           | 2.6%                    | 0.0%                    |
| Urology   | 3.0%                           | \$2,744,933   | 1.8%           | ( 0.7%) - 6.6%          | 3.0%                    | 17.5%                          | 17.5%                   | 0.0%                    |
| Podiatry  | 4.8%                           | \$2,037,207   | 2.8%           | ( 0.7%) - 10.3%         | 4.8%                    | 30.9%                          | 30.9%                   | 0.0%                    |

| Carrier<br>Provider Type   | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Anesthesiology   | 1.7%                           | \$1,929,229   | 1.0%              | ( 0.3%) - 3.7%             | 1.7%                          | 17.6%                             | 17.6%                         | 0.0%                          |
| Chiropractic   | 5.9%                           | \$1,405,183   | 3.7%              | ( 1.3%) - 13.2%            | 5.9%                          | 26.7%                             | 26.7%                         | 0.0%                          |
| Pathology  | 1.7%                           | \$1,058,655   | 1.4%              | ( 1.1%) - 4.5%             | 1.7%                          | 1.7%                              | 1.7%                          | 0.0%                          |
| Pulmonary Disease  | 0.8%                           | \$858,250   | 0.7%              | ( 0.6%) - 2.2%             | 0.8%                          | 4.9%                              | 4.9%                          | 0.0%                          |
| Mass Immunization Roster<br>Billers (Mass Immunizers have<br>to roster bill assigned claims<br>and can only bill for<br>immunizations) | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 31.7%                             | 31.7%                         | 0.0%                          |
| Medical Oncology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.5%                              | 0.5%                          | 0.0%                          |
| Physical Therapist in Private<br>Practice  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 65.2%                             | 65.2%                         | 0.0%                          |
| Physician Assistant  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 16.9%                             | 16.9%                         | 0.0%                          |
| Rheumatology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.0%                              | 0.0%                          | 0.0%                          |
| All Provider Types   | 4.1%                           | \$219,885,131   | 0.5%              | 3.0% - 5.2%                | 3.6%                          | 17.0%                             | 16.7%                         | 0.0%                          |

#### Trailblazer MD/DE/DC/VA 00901/00902/00903/00904

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine   | 7.2%                           | \$29,971,728  | 1.2%              | 4.9% - 9.6%                | 7.2%                          | 19.1%                             | 19.1%                         | 0.5%                          |
| Cardiology  | 5.3%                           | \$15,793,678  | 1.2%              | 3.0% - 7.6%                | 4.5%                          | 17.0%                             | 16.4%                         | 0.0%                          |
| All Provider Types With Less<br>Than 30 Lines                                       | 2.4%                           | \$11,732,552  | 0.6%              | 1.3% - 3.5%                | 2.3%                          | 10.2%                             | 10.1%                         | 0.4%                          |
| Family Practice   | 5.2%                           | \$7,962,379   | 1.3%              | 2.6% - 7.8%                | 4.7%                          | 16.5%                             | 16.1%                         | 0.0%                          |
| General Surgery   | 6.6%                           | \$7,593,950   | 4.0%              | ( 1.4%) - 14.5%            | 6.6%                          | 14.9%                             | 14.9%                         | 0.0%                          |
| Orthopedic Surgery  | 2.8%                           | \$5,132,623   | 1.1%              | 0.6% - 5.0%                | 2.8%                          | 16.5%                             | 16.5%                         | 0.0%                          |
| Nephrology  | 4.7%                           | \$4,643,328   | 2.1%              | 0.5% - 8.8%                | 4.7%                          | 31.2%                             | 31.2%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice   | 6.7%                           | \$4,411,137   | 3.7%              | ( 0.7%) - 14.0%            | 6.7%                          | 16.4%                             | 16.4%                         | 0.0%                          |
| Ophthalmology   | 2.0%                           | \$4,176,014   | 0.9%              | 0.3% - 3.7%                | 2.0%                          | 11.6%                             | 11.6%                         | 0.0%                          |
| Gastroenterology  | 5.4%                           | \$3,980,840   | 2.2%              | 1.0% - 9.7%                | 5.4%                          | 8.8%                              | 8.8%                          | 0.0%                          |
| Diagnostic Radiology  | 1.7%                           | \$3,841,262   | 1.0%              | ( 0.2%) - 3.6%             | 1.7%                          | 16.3%                             | 16.3%                         | 0.0%                          |
| Hematology/Oncology   | 1.3%                           | \$3,609,001   | 0.8%              | ( 0.4%) - 2.9%             | 1.3%                          | 16.8%                             | 16.8%                         | 0.0%                          |
| Neurology   | 3.6%                           | \$3,468,117   | 1.5%              | 0.8% - 6.5%                | 3.6%                          | 6.4%                              | 6.4%                          | 0.0%                          |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 5.3%                           | \$3,438,164   | 4.6%              | ( 3.8%) - 14.4%            | 5.3%                          | 45.9%                             | 45.9%                         | 0.0%                          |
| Urology   | 5.2%                           | \$2,913,579   | 2.8%              | ( 0.2%) - 10.7%            | 5.2%                          | 20.3%                             | 20.3%                         | 0.0%                          |
| Obstetrics/Gynecology   | 5.5%                           | \$2,256,602   | 2.6%              | 0.5% - 10.5%               | 4.5%                          | 13.8%                             | 13.0%                         | 0.0%                          |

| Carrier<br>Provider Type                       | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Podiatry                                       | 4.9%                           | \$2,191,034   | 2.2%              | 0.5% - 9.3%                | 4.9%                          | 19.0%                             | 19.0%                         | 0.0%                          |
| Physical Medicine and<br>Rehabilitation        | 6.1%                           | \$2,080,689   | 3.2%              | ( 0.1%) - 12.4%            | 6.1%                          | 11.6%                             | 11.6%                         | 0.0%                          |
| Medical Oncology                               | 1.6%                           | \$1,942,836   | 0.9%              | ( 0.2%) - 3.5%             | 1.6%                          | 4.2%                              | 4.2%                          | 0.0%                          |
| Dermatology                                    | 2.2%                           | \$1,749,755   | 1.2%              | ( 0.1%) - 4.5%             | 2.2%                          | 4.1%                              | 4.1%                          | 0.0%                          |
| Pulmonary Disease                              | 2.7%                           | \$1,740,588   | 1.6%              | ( 0.4%) - 5.8%             | 2.7%                          | 19.7%                             | 19.7%                         | 0.0%                          |
| Psychiatry                                     | 6.2%                           | \$1,630,820   | 4.6%              | ( 3.0%) - 15.3%            | 6.2%                          | 28.8%                             | 28.8%                         | 0.0%                          |
| Emergency Medicine                             | 1.5%                           | \$1,537,493   | 0.9%              | ( 0.3%) - 3.3%             | 0.8%                          | 10.3%                             | 9.7%                          | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently) | 1.4%                           | \$1,305,871   | 0.7%              | 0.1% - 2.8%                | 1.1%                          | 14.0%                             | 13.7%                         | 0.0%                          |
| Chiropractic                                   | 6.9%                           | \$1,123,919   | 4.2%              | ( 1.4%) - 15.2%            | 6.9%                          | 26.7%                             | 26.7%                         | 2.3%                          |
| Rheumatology                                   | 3.5%                           | \$884,036   | 2.0%              | ( 0.5%) - 7.5%             | 3.5%                          | 20.4%                             | 20.4%                         | 0.0%                          |
| Endocrinology                                  | 4.3%                           | \$828,183   | 2.7%              | ( 1.0%) - 9.7%             | 4.3%                          | 9.6%                              | 9.6%                          | 0.0%                          |
| Anesthesiology                                 | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 14.0%                             | 14.0%                         | 0.0%                          |
| Pathology                                      | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 13.3%                             | 13.3%                         | 0.0%                          |
| All Provider Types                             | 3.7%                           | \$131,940,178   | 0.3%              | 3.1% - 4.3%                | 3.5%                          | 15.6%                             | 15.5%                         | 0.2%                          |

### Regence UT 00910

| Carrier<br>Provider Type                      | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less<br>Than 30 Lines | 7.8%                           | \$7,703,624   | 2.0%              | 3.9% - 11.6%               | 7.0%                          | 28.5%                             | 28.0%                         | 0.4%                          |
| Internal Medicine                             | 14.3%                          | \$4,196,298   | 2.9%              | 8.6% - 20.0%               | 13.6%                         | 25.5%                             | 25.0%                         | 0.0%                          |
| Urology                                       | 40.1%                          | \$4,166,691   | 19.2%             | 2.5% - 77.7%               | 40.0%                         | 43.0%                             | 43.0%                         | 0.0%                          |
| Hematology/Oncology                           | 20.2%                          | \$2,320,458   | 11.6%             | ( 2.5%) - 42.9%            | 20.2%                         | 56.1%                             | 56.1%                         | 0.0%                          |
| Family Practice                               | 8.7%                           | \$2,128,671   | 2.0%              | 4.9% - 12.6%               | 8.7%                          | 27.5%                             | 27.5%                         | 0.0%                          |
| Chiropractic                                  | 35.3%                          | \$1,422,810   | 7.5%              | 20.7% - 50.0%              | 35.3%                         | 61.0%                             | 61.0%                         | 0.0%                          |
| Cardiology                                    | 5.1%                           | \$1,317,902   | 1.4%              | 2.3% - 7.9%                | 5.0%                          | 11.8%                             | 11.7%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice     | 17.7%                          | \$1,090,596   | 6.0%              | 6.0% - 29.5%               | 17.7%                         | 43.0%                             | 43.0%                         | 0.0%                          |
| Emergency Medicine                            | 6.6%                           | \$870,584   | 2.3%              | 2.1% - 11.1%               | 4.1%                          | 11.6%                             | 9.4%                          | 0.0%                          |
| Orthopedic Surgery                            | 2.4%                           | \$479,692   | 1.1%              | 0.3% - 4.5%                | 2.4%                          | 21.5%                             | 21.5%                         | 0.0%                          |
| Anesthesiology                                | 6.0%                           | \$477,550   | 4.0%              | ( 1.8%) - 13.7%            | 6.0%                          | 30.3%                             | 30.3%                         | 0.0%                          |
| Dermatology                                   | 1.9%                           | \$278,824   | 0.9%              | 0.2% - 3.7%                | 1.9%                          | 12.5%                             | 12.5%                         | 0.0%                          |
| Radiation Oncology                            | 2.2%                           | \$256,847   | 2.2%              | ( 2.1%) - 6.6%             | 2.2%                          | 3.8%                              | 3.8%                          | 0.0%                          |
| Nephrology                                    | 3.5%                           | \$176,817   | 2.1%              | ( 0.7%) - 7.7%             | 1.2%                          | 59.9%                             | 59.5%                         | 0.0%                          |
| Nurse Practitioner                            | 5.0%                           | \$146,741   | 4.4%              | ( 3.6%) - 13.7%            | 0.0%                          | 11.6%                             | 7.4%                          | 0.0%                          |

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Clinical Laboratory (Billing Independently)                   | 2.8%                           | \$125,434   | 2.4%           | ( 1.9%) - 7.5%          | 2.8%                    | 15.5%                          | 15.5%                   | 0.0%                    |
| Podiatry  | 1.8%                           | \$115,037   | 1.2%           | ( 0.6%) - 4.3%          | 0.5%                    | 25.5%                          | 24.7%                   | 0.0%                    |
| Diagnostic Radiology  | 0.4%                           | \$74,073  | 0.3%           | ( 0.1%) - 0.9%          | 0.4%                    | 15.9%                          | 15.9%                   | 0.0%                    |
| Pathology   | 1.5%                           | \$67,514  | 1.3%           | ( 1.2%) - 4.1%          | 0.0%                    | 15.4%                          | 14.3%                   | 0.0%                    |
| Ophthalmology   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 8.5%                           | 8.5%                    | 0.0%                    |
| Public Health or Welfare Agencies (Federal, State, and local) | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 23.5%                          | 23.5%                   | 0.0%                    |
| Pulmonary Disease   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 5.2%                           | 5.2%                    | 0.0%                    |
| All Provider Types  | 7.8%                           | \$27,416,160  | 1.2%           | 5.5% - 10.0%            | 7.3%                    | 25.6%                          | 25.3%                   | 0.1%                    |

### Triple S, INC. PR/VI 00973/00974

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| General Practice  | 45.4%                          | \$54,458,599  | 15.5%          | 14.9% - 75.8%           | 44.5%                   | 51.6%                          | 50.9%                   | 0.0%                    |
| All Provider Types With Less Than 30 Lines                                    | 13.6%                          | \$14,924,012  | 2.3%           | 9.2% - 18.0%            | 13.6%                   | 25.9%                          | 25.9%                   | 0.5%                    |
| Internal Medicine   | 13.1%                          | \$9,338,689   | 1.8%           | 9.7% - 16.6%            | 12.9%                   | 22.4%                          | 22.2%                   | 0.0%                    |
| Physical Medicine and Rehabilitation  | 29.9%                          | \$4,611,955   | 7.8%           | 14.6% - 45.2%           | 28.6%                   | 38.9%                          | 37.9%                   | 0.0%                    |
| General Surgery   | 20.3%                          | \$4,207,029   | 11.3%          | ( 1.8%) - 42.4%         | 20.3%                   | 34.8%                          | 34.8%                   | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 6.1%                           | \$4,053,261   | 3.1%           | 0.1% - 12.0%            | 6.1%                    | 17.0%                          | 17.0%                   | 0.0%                    |
| Cardiology  | 8.8%                           | \$3,262,039   | 2.8%           | 3.3% - 14.2%            | 8.8%                    | 17.3%                          | 17.3%                   | 0.0%                    |
| Family Practice   | 14.8%                          | \$1,998,275   | 3.3%           | 8.4% - 21.3%            | 14.7%                   | 32.2%                          | 32.3%                   | 0.0%                    |
| Hematology/Oncology   | 10.7%                          | \$1,675,619   | 5.9%           | ( 1.0%) - 22.3%         | 10.7%                   | 17.9%                          | 17.9%                   | 0.0%                    |
| Emergency Medicine  | 27.4%                          | \$1,607,442   | 7.6%           | 12.5% - 42.3%           | 27.4%                   | 56.6%                          | 56.6%                   | 0.0%                    |
| Gastroenterology  | 10.4%                          | \$1,559,872   | 3.5%           | 3.6% - 17.2%            | 10.4%                   | 21.7%                          | 21.7%                   | 0.0%                    |
| Clinical Laboratory (Billing Independently)                                   | 4.4%                           | \$1,372,849   | 1.3%           | 1.8% - 6.9%             | 4.4%                    | 17.6%                          | 17.6%                   | 0.0%                    |
| Urology   | 7.3%                           | \$1,272,493   | 2.5%           | 2.3% - 12.2%            | 7.3%                    | 18.1%                          | 18.1%                   | 0.0%                    |
| Diagnostic Radiology  | 2.7%                           | \$1,162,428   | 1.1%           | 0.6% - 4.8%             | 2.4%                    | 9.9%                           | 9.6%                    | 0.0%                    |
| Pulmonary Disease   | 9.7%                           | \$1,018,222   | 4.3%           | 1.3% - 18.0%            | 9.7%                    | 21.3%                          | 21.3%                   | 0.0%                    |
| Physical Therapist in Private Practice  | 8.3%                           | \$662,252   | 7.0%           | ( 5.4%) - 22.0%         | 8.3%                    | 12.5%                          | 12.5%                   | 0.0%                    |
| Ophthalmology   | 2.1%                           | \$534,574   | 1.2%           | ( 0.2%) - 4.5%          | 2.1%                    | 14.8%                          | 14.8%                   | 0.0%                    |
| Psychiatry  | 4.6%                           | \$476,107   | 2.6%           | ( 0.5%) - 9.6%          | 4.6%                    | 6.9%                           | 6.9%                    | 0.0%                    |

| Carrier<br>Provider Type | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--------------------------|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|                          | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Rheumatology             | 5.8%                           | \$395,688   | 4.9%              | ( 3.9%) - 15.4%            | 5.8%                          | 22.5%                             | 22.5%                         | 0.0%                          |
| Radiation Oncology       | 0.2%                           | \$85,480  | 0.2%              | ( 0.2%) - 0.7%             | 0.2%                          | 4.0%                              | 4.0%                          | 0.0%                          |
| Pathology                | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 20.0%                             | 20.0%                         | 0.0%                          |
| All Provider Types       | 15.8%                          | \$108,676,886   | 4.4%              | 7.1% - 24.5%               | 15.5%                         | 25.7%                             | 25.5%                         | 0.1%                          |

### GHI NY 14330

| Carrier<br>Provider Type                           | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|--|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|  | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| Internal Medicine                                  | 10.4%                          | \$8,015,052   | 1.5%              | 7.4% - 13.4%               | 9.9%                          | 31.5%                             | 31.2%                         | 0.5%                          |
| All Provider Types With Less<br>Than 30 Lines      | 9.0%                           | \$6,956,568   | 4.0%              | 1.1% - 16.8%               | 8.8%                          | 25.9%                             | 25.7%                         | 1.0%                          |
| Diagnostic Radiology                               | 8.9%                           | \$3,840,395   | 4.5%              | 0.2% - 17.6%               | 8.6%                          | 14.5%                             | 14.2%                         | 0.0%                          |
| Physical Therapist in Private<br>Practice          | 20.7%                          | \$3,606,815   | 4.7%              | 11.6% - 29.8%              | 18.1%                         | 41.5%                             | 40.1%                         | 0.0%                          |
| Cardiology   | 9.2%                           | \$1,902,487   | 2.8%              | 3.8% - 14.7%               | 6.6%                          | 33.2%                             | 31.8%                         | 1.0%                          |
| Physical Medicine and<br>Rehabilitation            | 13.5%                          | \$1,754,468   | 4.8%              | 4.1% - 23.0%               | 13.5%                         | 25.5%                             | 25.5%                         | 0.0%                          |
| Gastroenterology                                   | 15.2%                          | \$1,483,264   | 11.1%             | ( 6.6%) - 37.0%            | 15.2%                         | 39.5%                             | 39.5%                         | 0.0%                          |
| Family Practice                                    | 12.2%                          | \$1,173,709   | 5.5%              | 1.4% - 22.9%               | 10.6%                         | 21.6%                             | 20.4%                         | 1.9%                          |
| Pulmonary Disease                                  | 16.7%                          | \$1,139,765   | 12.1%             | ( 7.1%) - 40.4%            | 16.7%                         | 36.6%                             | 36.6%                         | 0.0%                          |
| Neurology  | 13.7%                          | \$981,233   | 5.2%              | 3.4% - 23.9%               | 12.7%                         | 24.8%                             | 24.1%                         | 0.0%                          |
| Otolaryngology                                     | 11.4%                          | \$836,443   | 7.4%              | ( 3.2%) - 26.0%            | 11.4%                         | 24.5%                             | 24.5%                         | 0.0%                          |
| Ophthalmology                                      | 1.9%                           | \$571,247   | 1.0%              | ( 0.0%) - 3.7%             | 1.9%                          | 10.2%                             | 10.2%                         | 0.0%                          |
| Podiatry   | 3.7%                           | \$506,512   | 1.9%              | ( 0.2%) - 7.5%             | 3.7%                          | 19.3%                             | 19.3%                         | 0.0%                          |
| Hematology/Oncology                                | 13.9%                          | \$472,292   | 7.8%              | ( 1.3%) - 29.1%            | 13.9%                         | 51.2%                             | 51.2%                         | 0.0%                          |
| Urology  | 4.2%                           | \$431,890   | 2.6%              | ( 0.8%) - 9.2%             | 4.2%                          | 25.9%                             | 25.9%                         | 0.0%                          |
| Emergency Medicine                                 | 5.4%                           | \$361,022   | 3.4%              | ( 1.2%) - 12.0%            | 5.4%                          | 22.1%                             | 22.1%                         | 0.0%                          |
| General Practice                                   | 15.0%                          | \$299,466   | 7.6%              | 0.1% - 30.0%               | 15.0%                         | 39.3%                             | 39.3%                         | 6.7%                          |
| Clinical Psychologist                              | 6.0%                           | \$276,511   | 4.0%              | ( 1.7%) - 13.8%            | 6.0%                          | 13.4%                             | 13.4%                         | 0.0%                          |
| Psychiatry   | 3.1%                           | \$213,279   | 1.8%              | ( 0.4%) - 6.7%             | 2.8%                          | 27.3%                             | 27.0%                         | 0.0%                          |
| Clinical Laboratory (Billing<br>Independently)     | 0.4%                           | \$20,977  | 0.4%              | ( 0.3%) - 1.2%             | 0.4%                          | 11.9%                             | 11.9%                         | 0.0%                          |
| Portable X-Ray Supplier (Billing<br>Independently) | 0.3%                           | \$5,132   | 0.3%              | ( 0.3%) - 0.9%             | 0.3%                          | 16.3%                             | 16.3%                         | 0.0%                          |
| Chiropractic                                       | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 36.1%                             | 36.1%                         | 4.8%                          |
| Optometry  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 18.9%                             | 18.9%                         | 0.0%                          |
| All Provider Types                                 | 9.2%                           | \$34,848,527  | 1.2%              | 6.9% - 11.5%               | 8.7%                          | 26.2%                             | 25.9%                         | 0.5%                          |

**NHIC CA 31140/31146**

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate      |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|-------------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims |
| All Provider Types With Less Than 30 Lines                                    | 4.4%                           | \$50,434,736  | 1.2%              | 2.2% - 6.7%                | 3.7%                          | 13.4%                             | 12.8%                         | 0.0%                          |
| Family Practice   | 10.8%                          | \$44,851,156  | 4.1%              | 2.7% - 18.8%               | 10.8%                         | 18.8%                             | 18.9%                         | 0.0%                          |
| Internal Medicine   | 3.5%                           | \$27,682,771  | 0.8%              | 2.1% - 5.0%                | 3.4%                          | 19.4%                             | 19.4%                         | 0.4%                          |
| Cardiology  | 5.2%                           | \$23,446,639  | 1.6%              | 2.1% - 8.3%                | 4.8%                          | 19.2%                             | 18.9%                         | 0.0%                          |
| Ophthalmology   | 4.4%                           | \$22,681,701  | 3.2%              | ( 1.9%) - 10.7%            | 4.4%                          | 9.4%                              | 9.4%                          | 0.0%                          |
| General Practice  | 7.8%                           | \$21,409,008  | 2.8%              | 2.3% - 13.3%               | 7.7%                          | 24.8%                             | 21.2%                         | 0.0%                          |
| Physical Therapist in Private Practice  | 9.8%                           | \$17,155,467  | 4.1%              | 1.9% - 17.8%               | 9.6%                          | 29.1%                             | 29.0%                         | 0.0%                          |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 6.4%                           | \$17,067,570  | 5.9%              | ( 5.1%) - 17.9%            | 6.4%                          | 13.7%                             | 13.7%                         | 0.0%                          |
| Gastroenterology  | 10.9%                          | \$16,406,921  | 6.0%              | ( 1.0%) - 22.7%            | 4.5%                          | 17.3%                             | 12.6%                         | 0.0%                          |
| Orthopedic Surgery  | 4.6%                           | \$15,572,939  | 2.1%              | 0.4% - 8.8%                | 4.6%                          | 27.4%                             | 27.4%                         | 0.0%                          |
| Psychiatry  | 10.1%                          | \$12,943,480  | 5.0%              | 0.3% - 20.0%               | 9.2%                          | 10.6%                             | 9.9%                          | 0.0%                          |
| Nephrology  | 10.3%                          | \$11,056,136  | 5.6%              | ( 0.7%) - 21.3%            | 10.3%                         | 13.9%                             | 13.9%                         | 0.0%                          |
| Chiropractic  | 17.4%                          | \$7,269,216   | 4.6%              | 8.3% - 26.5%               | 17.4%                         | 36.7%                             | 36.7%                         | 0.0%                          |
| General Surgery   | 5.7%                           | \$6,738,987   | 2.3%              | 1.1% - 10.2%               | 3.6%                          | 7.2%                              | 5.3%                          | 0.0%                          |
| Dermatology   | 2.0%                           | \$6,242,713   | 1.2%              | ( 0.4%) - 4.3%             | 2.0%                          | 5.7%                              | 5.7%                          | 0.0%                          |
| Urology   | 6.1%                           | \$6,134,199   | 3.0%              | 0.2% - 12.0%               | 6.1%                          | 10.5%                             | 10.5%                         | 0.0%                          |
| Clinical Laboratory (Billing Independently)                                   | 1.6%                           | \$5,175,047   | 1.1%              | ( 0.5%) - 3.8%             | 0.3%                          | 17.4%                             | 16.8%                         | 0.0%                          |
| Diagnostic Radiology  | 2.1%                           | \$4,930,622   | 1.3%              | ( 0.5%) - 4.6%             | 1.9%                          | 17.3%                             | 17.2%                         | 0.0%                          |
| Podiatry  | 3.5%                           | \$4,316,739   | 1.7%              | 0.1% - 6.8%                | 3.5%                          | 13.0%                             | 13.0%                         | 0.0%                          |
| Emergency Medicine  | 1.8%                           | \$2,612,073   | 1.3%              | ( 0.7%) - 4.3%             | 1.8%                          | 15.8%                             | 15.8%                         | 0.0%                          |
| Pulmonary Disease   | 2.4%                           | \$2,123,769   | 2.1%              | ( 1.8%) - 6.5%             | 2.4%                          | 26.2%                             | 26.2%                         | 0.0%                          |
| Rheumatology  | 1.2%                           | \$1,295,859   | 1.3%              | ( 1.3%) - 3.7%             | 1.2%                          | 4.1%                              | 4.1%                          | 0.0%                          |
| Physical Medicine and Rehabilitation  | 1.6%                           | \$945,695   | 1.4%              | ( 1.2%) - 4.4%             | 1.6%                          | 26.9%                             | 26.9%                         | 0.0%                          |
| Hematology/Oncology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 7.0%                              | 7.0%                          | 0.0%                          |
| Independent Diagnostic Testing Facility (IDTF)                                | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 29.7%                             | 29.7%                         | 0.0%                          |
| Medical Oncology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 5.1%                              | 5.1%                          | 0.0%                          |
| Pathology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 34.5%                             | 34.5%                         | 0.0%                          |
| All Provider Types  | 4.7%                           | \$328,493,442   | 0.6%              | 3.6% - 5.8%                | 4.3%                          | 17.4%                             | 16.9%                         | 0.1%                          |

**NHIC ME/MA/NH/VT 31142/31143/31144/31145**

| Carrier Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|---|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Internal Medicine   | 5.4%                           | \$16,910,678  | 1.1%           | 3.3% - 7.5%             | 4.8%                    | 14.0%                          | 13.6%                   | 0.0%                    |
| All Provider Types With Less Than 30 Lines                                    | 3.5%                           | \$15,844,130  | 0.9%           | 1.6% - 5.3%             | 2.8%                    | 10.4%                          | 9.8%                    | 0.0%                    |
| Cardiology  | 4.4%                           | \$9,508,717   | 1.3%           | 1.8% - 7.0%             | 3.8%                    | 8.3%                           | 7.7%                    | 0.0%                    |
| Physical Therapist in Private Practice  | 16.1%                          | \$6,990,609   | 6.8%           | 2.7% - 29.4%            | 16.1%                   | 21.7%                          | 21.7%                   | 0.0%                    |
| Family Practice   | 7.3%                           | \$6,831,305   | 2.2%           | 2.9% - 11.7%            | 7.3%                    | 21.3%                          | 21.3%                   | 0.0%                    |
| General Surgery   | 7.5%                           | \$6,560,646   | 4.4%           | ( 1.1%) - 16.1%         | 7.5%                    | 19.5%                          | 19.5%                   | 0.0%                    |
| Hematology/Oncology   | 18.7%                          | \$6,158,443   | 9.5%           | 0.0% - 37.4%            | 18.7%                   | 25.1%                          | 25.1%                   | 0.0%                    |
| Emergency Medicine  | 6.2%                           | \$3,156,271   | 3.3%           | ( 0.3%) - 12.7%         | 5.1%                    | 16.1%                          | 15.2%                   | 0.0%                    |
| Chiropractic  | 10.7%                          | \$2,367,321   | 4.0%           | 2.9% - 18.5%            | 10.7%                   | 17.5%                          | 17.5%                   | 0.0%                    |
| Ambulance Service Supplier (e.g., private ambulance companies, funeral homes) | 1.5%                           | \$2,344,767   | 1.1%           | ( 0.6%) - 3.6%          | 1.5%                    | 9.9%                           | 9.9%                    | 0.0%                    |
| Nurse Practitioner  | 6.3%                           | \$1,981,837   | 4.1%           | ( 1.7%) - 14.4%         | 6.3%                    | 8.8%                           | 8.8%                    | 0.0%                    |
| Orthopedic Surgery  | 3.2%                           | \$1,857,391   | 2.1%           | ( 1.0%) - 7.3%          | 3.2%                    | 9.0%                           | 9.0%                    | 0.0%                    |
| Neurology   | 2.2%                           | \$1,517,332   | 1.4%           | ( 0.6%) - 5.0%          | 2.2%                    | 2.0%                           | 2.0%                    | 0.0%                    |
| Ophthalmology   | 0.9%                           | \$1,404,399   | 0.5%           | ( 0.0%) - 1.8%          | 0.9%                    | 6.7%                           | 6.7%                    | 0.0%                    |
| Podiatry  | 4.6%                           | \$1,397,144   | 3.5%           | ( 2.2%) - 11.3%         | 4.6%                    | 22.2%                          | 22.2%                   | 0.0%                    |
| Urology   | 1.0%                           | \$1,210,553   | 0.8%           | ( 0.7%) - 2.6%          | 1.0%                    | 9.5%                           | 9.5%                    | 0.0%                    |
| Dermatology   | 2.0%                           | \$1,033,426   | 1.3%           | ( 0.4%) - 4.5%          | 2.0%                    | 4.1%                           | 4.1%                    | 0.0%                    |
| Psychiatry  | 2.9%                           | \$968,916   | 2.6%           | ( 2.2%) - 8.0%          | 2.9%                    | 9.3%                           | 9.3%                    | 0.0%                    |
| Pathology   | 1.2%                           | \$658,194   | 1.1%           | ( 1.0%) - 3.4%          | 1.2%                    | 6.2%                           | 6.2%                    | 0.0%                    |
| Physician Assistant   | 2.4%                           | \$470,972   | 2.2%           | ( 1.9%) - 6.7%          | 2.4%                    | 33.5%                          | 33.5%                   | 0.0%                    |
| Clinical Laboratory (Billing Independently)                                   | 0.7%                           | \$397,787   | 0.6%           | ( 0.4%) - 1.8%          | 0.7%                    | 16.3%                          | 16.3%                   | 0.0%                    |
| Diagnostic Radiology  | 0.2%                           | \$175,392   | 0.1%           | ( 0.1%) - 0.4%          | 0.2%                    | 2.8%                           | 2.8%                    | 0.0%                    |
| Clinical Social Worker  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 16.7%                          | 16.7%                   | 0.0%                    |
| Optometry   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 20.4%                          | 20.4%                   | 0.0%                    |
| Rheumatology  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 2.5%                           | 2.5%                    | 0.0%                    |
| All Provider Types  | 3.8%                           | \$89,746,230  | 0.5%           | 2.9% - 4.7%             | 3.5%                    | 11.7%                          | 11.5%                   | 0.0%                    |

**WPS WI/IL/MI/MN 00951/00952/00953/00954**

| Carrier Provider Type | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|-----------------------|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|                       | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Internal Medicine     | 9.3%                           | \$103,186,578                                       | 1.6%           | 6.2% - 12.4%            | 8.1%                    | 16.8%                          | 15.8%                   | 0.0%                    |
| Cardiology            | 6.1%                           | \$48,001,451  | 2.6%           | 1.1% - 11.2%            | 3.2%                    | 14.5%                          | 12.4%                   | 0.0%                    |

| Carrier<br>Provider Type  | Paid/Allowed Claims Error Rate |   |                   |                            |                               | Provider Compliance<br>Error Rate |                               | No<br>Resolution<br>Rate   |
|---|--------------------------------|---|-------------------|----------------------------|-------------------------------|-----------------------------------|-------------------------------|----------------------------|
|   | Including<br>No Doc<br>Claims  | Projected<br>Improper<br>Payments<br>Including No<br>Doc Claims | Standard<br>Error | 95% Confidence<br>Interval | Excluding<br>No Doc<br>Claims | Including<br>No Doc<br>Claims     | Excluding<br>No Doc<br>Claims | Including No<br>Doc Claims |
| Family Practice   | 5.7%                           | \$33,618,303  | 1.3%              | 3.1% - 8.3%                | 4.8%                          | 12.5%                             | 11.7%                         | 0.0%                       |
| Emergency Medicine  | 8.8%                           | \$19,476,134  | 2.3%              | 4.3% - 13.2%               | 8.0%                          | 11.9%                             | 11.2%                         | 0.0%                       |
| Hematology/Oncology   | 4.3%                           | \$17,805,742  | 2.1%              | 0.1% - 8.4%                | 4.0%                          | 8.2%                              | 8.0%                          | 0.0%                       |
| Chiropractic  | 11.9%                          | \$14,159,195  | 3.3%              | 5.4% - 18.5%               | 11.9%                         | 28.3%                             | 28.3%                         | 0.0%                       |
| Podiatry  | 7.9%                           | \$12,143,964  | 2.6%              | 2.8% - 13.0%               | 7.9%                          | 12.8%                             | 12.8%                         | 0.0%                       |
| Ophthalmology   | 2.8%                           | \$10,502,479  | 1.0%              | 0.9% - 4.8%                | 2.8%                          | 13.1%                             | 13.1%                         | 0.0%                       |
| Psychiatry  | 8.9%                           | \$9,178,012   | 4.9%              | ( 0.8%) - 18.6%            | 8.1%                          | 10.9%                             | 10.2%                         | 0.0%                       |
| Pulmonary Disease   | 7.0%                           | \$8,983,544   | 3.7%              | ( 0.3%) - 14.3%            | 7.0%                          | 19.4%                             | 19.4%                         | 0.0%                       |
| Nephrology  | 7.8%                           | \$8,748,163   | 4.7%              | ( 1.4%) - 16.9%            | 7.8%                          | 10.9%                             | 10.9%                         | 0.0%                       |
| Orthopedic Surgery  | 2.9%                           | \$8,659,639   | 1.2%              | 0.5% - 5.2%                | 2.9%                          | 21.8%                             | 21.8%                         | 0.0%                       |
| All Provider Types With Less<br>Than 30 Lines                                       | 1.4%                           | \$8,324,496   | 0.5%              | 0.5% - 2.3%                | 1.3%                          | 25.7%                             | 25.7%                         | 0.0%                       |
| Urology   | 5.7%                           | \$7,656,890   | 3.8%              | ( 1.7%) - 13.1%            | 5.5%                          | 42.5%                             | 42.4%                         | 0.0%                       |
| General Practice  | 7.1%                           | \$5,904,355   | 3.6%              | ( 0.1%) - 14.2%            | 7.1%                          | 18.7%                             | 18.7%                         | 0.0%                       |
| Gastroenterology  | 5.6%                           | \$5,829,393   | 4.1%              | ( 2.5%) - 13.6%            | 5.6%                          | 19.8%                             | 19.8%                         | 0.0%                       |
| Anesthesiology  | 4.4%                           | \$5,681,390   | 3.0%              | ( 1.5%) - 10.3%            | 1.1%                          | 12.4%                             | 9.7%                          | 0.0%                       |
| General Surgery   | 2.6%                           | \$4,021,811   | 1.3%              | 0.1% - 5.1%                | 2.0%                          | 8.1%                              | 7.8%                          | 0.0%                       |
| Neurology   | 1.6%                           | \$3,472,188   | 1.0%              | ( 0.3%) - 3.6%             | 1.6%                          | 10.0%                             | 10.0%                         | 0.0%                       |
| Diagnostic Radiology  | 0.4%                           | \$2,303,486   | 0.2%              | 0.0% - 0.9%                | 0.4%                          | 8.3%                              | 8.2%                          | 0.0%                       |
| Otolaryngology  | 2.9%                           | \$1,946,423   | 2.6%              | ( 2.3%) - 8.0%             | 2.9%                          | 9.0%                              | 9.0%                          | 0.0%                       |
| Obstetrics/Gynecology   | 2.5%                           | \$1,926,722   | 1.7%              | ( 0.8%) - 5.7%             | 2.5%                          | 18.8%                             | 18.8%                         | 0.0%                       |
| Nurse Practitioner  | 3.5%                           | \$1,289,398   | 1.9%              | ( 0.1%) - 7.2%             | 3.5%                          | 7.3%                              | 7.3%                          | 0.0%                       |
| Physical Medicine and<br>Rehabilitation   | 1.8%                           | \$1,258,480   | 0.9%              | 0.1% - 3.4%                | 1.8%                          | 5.2%                              | 5.2%                          | 0.0%                       |
| Physical Therapist in Private<br>Practice   | 1.7%                           | \$1,245,827   | 1.2%              | ( 0.6%) - 4.0%             | 1.7%                          | 15.0%                             | 15.0%                         | 0.0%                       |
| Pathology   | 1.1%                           | \$1,018,156   | 1.0%              | ( 0.8%) - 3.1%             | 1.1%                          | 14.0%                             | 14.0%                         | 0.0%                       |
| Clinical Laboratory (Billing<br>Independently)                                      | 0.6%                           | \$894,028   | 0.3%              | ( 0.0%) - 1.3%             | 0.6%                          | 13.1%                             | 13.1%                         | 0.0%                       |
| Optometry   | 1.4%                           | \$812,099   | 1.3%              | ( 1.1%) - 3.9%             | 1.4%                          | 10.1%                             | 10.1%                         | 0.0%                       |
| Ambulance Service Supplier<br>(e.g., private ambulance<br>companies, funeral homes) | 0.1%                           | \$437,553   | 0.1%              | ( 0.1%) - 0.3%             | 0.1%                          | 6.2%                              | 6.2%                          | 0.0%                       |
| Physician Assistant   | 0.1%                           | \$42,005  | 0.1%              | ( 0.1%) - 0.2%             | 0.1%                          | 0.6%                              | 0.6%                          | 0.0%                       |
| Medical Oncology  | 0.0%                           | \$9,137   | 0.0%              | ( 0.0%) - 0.0%             | 0.0%                          | 0.5%                              | 0.5%                          | 0.0%                       |
| Dermatology   | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 11.3%                             | 11.3%                         | 0.0%                       |
| Infectious Disease  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 22.2%                             | 22.2%                         | 0.0%                       |
| Multispecialty Clinic or Group<br>Practice  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 27.3%                             | 27.3%                         | 0.0%                       |
| Radiation Oncology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 2.9%                              | 2.9%                          | 0.0%                       |
| Rheumatology  | 0.0%                           | \$0   | 0.0%              | 0.0% - 0.0%                | 0.0%                          | 0.0%                              | 0.0%                          | 0.0%                       |
| All Provider Types  | 4.3%                           | \$348,537,039   | 0.4%              | 3.5% - 5.2%                | 3.7%                          | 14.5%                             | 14.0%                         | 0.0%                       |

## DMERC

### AdminaStar Region B 00635

| DMERC Provider Type  | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Medical supply company not included in 51, 52, or 53   | 9.4%                           | \$81,193,676  | 4.7%           | 0.1% - 18.7%            | 9.3%                    | 13.5%                          | 13.4%                   | 0.0%                    |
| Pharmacy   | 6.0%                           | \$56,539,838  | 0.8%           | 4.4% - 7.6%             | 5.9%                    | 11.4%                          | 11.3%                   | 0.1%                    |
| Medical Supply Company with Respiratory Therapist  | 2.5%                           | \$5,600,382   | 0.9%           | 0.8% - 4.3%             | 2.1%                    | 8.9%                           | 8.6%                    | 0.0%                    |
| All Provider Types With Less Than 30 Lines   | 3.5%                           | \$3,994,969   | 2.3%           | ( 1.0%) - 8.0%          | 3.5%                    | 35.0%                          | 35.0%                   | 2.1%                    |
| Individual orthotic personnel certified by an accrediting organization                             | 2.7%                           | \$979,626   | 2.5%           | ( 2.2%) - 7.7%          | 2.7%                    | 55.1%                          | 55.1%                   | 0.0%                    |
| Medical supply company with prosthetic/orthotic personnel certified by an accrediting organization | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 6.3%                           | 6.3%                    | 0.0%                    |
| All Provider Types   | 6.7%                           | \$148,308,491                                       | 1.9%           | 3.0% - 10.5%            | 6.6%                    | 14.9%                          | 14.8%                   | 0.2%                    |

### TriCenturion Region A 77011

| DMERC Provider Type  | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Pharmacy   | 8.9%                           | \$45,195,803  | 1.9%           | 5.2% - 12.5%            | 6.6%                    | 12.7%                          | 10.6%                   | 0.0%                    |
| Medical supply company not included in 51, 52, or 53                   | 3.4%                           | \$19,557,643  | 1.0%           | 1.5% - 5.2%             | 3.1%                    | 8.9%                           | 8.6%                    | 0.0%                    |
| All Provider Types With Less Than 30 Lines                             | 3.7%                           | \$3,581,578   | 2.2%           | ( 0.6%) - 8.0%          | 1.5%                    | 8.2%                           | 6.2%                    | 0.0%                    |
| Medical Supply Company with Respiratory Therapist                      | 1.0%                           | \$1,956,501   | 0.5%           | 0.1% - 1.9%             | 1.0%                    | 5.5%                           | 5.5%                    | 0.0%                    |
| Individual orthotic personnel certified by an accrediting organization | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 2.4%                           | 2.4%                    | 0.0%                    |
| Optician   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 35.4%                          | 35.4%                   | 0.0%                    |
| Optometry  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 16.2%                          | 16.2%                   | 0.0%                    |
| All Provider Types   | 4.8%                           | \$70,291,525  | 0.8%           | 3.2% - 6.3%             | 3.7%                    | 9.5%                           | 8.6%                    | 0.0%                    |

**Palmetto Region C 00885**

| DMERC Provider Type                                  | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Medical supply company not included in 51, 52, or 53 | 17.5%                          | \$340,134,867                                       | 6.3%           | 5.1% - 29.9%            | 5.0%                    | 29.4%                          | 20.4%                   | 0.3%                    |
| Pharmacy   | 6.3%                           | \$105,411,475                                       | 1.1%           | 4.1% - 8.5%             | 5.1%                    | 25.7%                          | 25.0%                   | 0.1%                    |
| All Provider Types With Less Than 30 Lines           | 8.2%                           | \$44,950,035  | 3.7%           | 0.9% - 15.5%            | 5.4%                    | 22.9%                          | 21.0%                   | 0.0%                    |
| Medical Supply Company with Respiratory Therapist    | 1.9%                           | \$8,859,317   | 1.0%           | 0.0% - 3.9%             | 1.9%                    | 6.4%                           | 6.4%                    | 0.0%                    |
| All Provider Types                                   | 10.8%                          | \$499,355,694                                       | 2.9%           | 5.1% - 16.5%            | 4.8%                    | 25.2%                          | 21.0%                   | 0.2%                    |

**CIGNA Region D 05655**

| DMERC Provider Type                                  | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| Pharmacy   | 7.9%                           | \$53,630,112  | 1.3%           | 5.2% - 10.5%            | 7.7%                    | 13.5%                          | 13.4%                   | 0.0%                    |
| Medical supply company not included in 51, 52, or 53 | 1.3%                           | \$11,727,459  | 0.5%           | 0.4% - 2.3%             | 1.1%                    | 11.0%                          | 10.8%                   | 0.0%                    |
| Medical Supply Company with Respiratory Therapist    | 4.8%                           | \$9,155,474   | 1.4%           | 2.0% - 7.5%             | 4.6%                    | 9.3%                           | 9.2%                    | 0.0%                    |
| All Provider Types With Less Than 30 Lines           | 0.5%                           | \$627,021   | 0.4%           | ( 0.3%) - 1.2%          | 0.5%                    | 17.3%                          | 17.3%                   | 0.0%                    |
| Optometry  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 14.9%                          | 14.9%                   | 0.0%                    |
| All Provider Types                                   | 4.0%                           | \$75,140,066  | 0.6%           | 2.8% - 5.1%             | 3.8%                    | 12.2%                          | 12.1%                   | 0.0%                    |

**FI**

**AdminaStar IN/IL/KY/OH 00130/00131/00160/00332**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.2%                           | \$93,951,160  | 0.8%           | 1.7% - 4.8%             | 3.2%                    | 0.1%                    |
| SNF  | 3.5%                           | \$85,304,392  | 0.8%           | 1.9% - 5.0%             | 3.4%                    | 0.0%                    |
| ESRD   | 5.9%                           | \$26,448,925  | 2.8%           | 0.3% - 11.4%            | 3.5%                    | 0.0%                    |
| Other FI Service Types                               | 0.5%                           | \$1,606,742   | 0.2%           | 0.1% - 0.9%             | 0.5%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.3%                           | \$1,504,613   | 0.3%           | ( 0.2%) - 0.8%          | 0.3%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 3.1%                           | \$208,815,833                                       | 0.5%           | 2.2% - 4.1%             | 3.0%                    | 0.1%                    |

**Anthem ME/MA 00180/00181**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 5.6%                           | \$40,103,633  | 2.1%           | 1.5% - 9.7%             | 5.4%                    | 0.1%                    |
| HHA  | 2.6%                           | \$13,864,898  | 1.5%           | ( 0.3%) - 5.5%          | 1.6%                    | 1.6%                    |
| SNF  | 4.5%                           | \$8,528,459   | 3.0%           | ( 1.4%) - 10.3%         | 4.5%                    | 0.0%                    |
| Other FI Service Types                               | 3.0%                           | \$1,566,837   | 1.7%           | ( 0.2%) - 6.3%          | 3.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.2%                           | \$912,079   | 0.1%           | ( 0.0%) - 0.4%          | 0.2%                    | 0.0%                    |
| RHCs   | 0.2%                           | \$19,075  | 0.2%           | ( 0.1%) - 0.5%          | 0.2%                    | 0.0%                    |
| All Provider Types                                   | 3.1%                           | \$64,994,980  | 0.9%           | 1.3% - 4.9%             | 2.8%                    | 0.2%                    |

**Anthem NH/VT 00270**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 1.1%                           | \$1,745,310   | 0.3%           | 0.6% - 1.6%             | 1.1%                    | 0.2%                    |
| SNF  | 2.3%                           | \$1,248,989   | 1.3%           | ( 0.3%) - 4.9%          | 2.3%                    | 0.0%                    |
| Other FI Service Types                               | 2.8%                           | \$890,209   | 1.5%           | ( 0.1%) - 5.6%          | 2.8%                    | 0.3%                    |
| All Codes With Less Than 30 Lines                    | 5.4%                           | \$244,218   | 4.7%           | ( 3.9%) - 14.6%         | 5.4%                    | 0.0%                    |
| RHCs   | 3.2%                           | \$181,723   | 1.6%           | 0.1% - 6.2%             | 3.2%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$23,313  | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.3%                           | \$4,333,763   | 0.3%           | 0.7% - 1.9%             | 1.3%                    | 0.2%                    |

**Cahaba AL 00010**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 1.8%                           | \$16,687,555  | 0.3%           | 1.2% - 2.5%             | 1.6%                    | 0.1%                    |
| SNF  | 2.5%                           | \$7,794,230   | 1.8%           | ( 1.1%) - 6.1%          | 0.5%                    | 0.0%                    |
| Other FI Service Types                               | 1.0%                           | \$1,379,765   | 0.6%           | ( 0.2%) - 2.3%          | 1.0%                    | 6.3%                    |
| All Codes With Less Than 30 Lines                    | 0.6%                           | \$256,078   | 0.5%           | ( 0.3%) - 1.6%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.9%                           | \$26,117,629  | 0.5%           | 1.0% - 2.8%             | 1.3%                    | 0.6%                    |

**BCBS AR AR 00020**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.5%                           | \$6,201,176   | 0.7%           | 1.2% - 3.9%             | 2.3%                    | 0.0%                    |
| SNF  | 5.2%                           | \$4,086,172   | 2.1%           | 1.1% - 9.3%             | 5.2%                    | 0.0%                    |
| Other FI Service Types                               | 3.7%                           | \$1,264,714   | 1.0%           | 1.7% - 5.6%             | 3.4%                    | 0.0%                    |
| RHCs   | 1.5%                           | \$68,106  | 1.3%           | ( 1.1%) - 4.0%          | 1.5%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 2.8%                           | \$11,620,168  | 0.6%           | 1.7% - 4.0%             | 2.7%                    | 0.0%                    |

**BCBS AZ AZ 00030**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.1%                           | \$3,897,243   | 0.6%           | 1.0% - 3.2%             | 2.0%                    | 0.1%                    |
| SNF  | 1.6%                           | \$1,260,028   | 0.6%           | 0.4% - 2.9%             | 1.6%                    | 0.0%                    |
| Other FI Service Types                               | 1.6%                           | \$176,737   | 0.9%           | ( 0.2%) - 3.4%          | 1.6%                    | 0.0%                    |
| RHCs   | 4.2%                           | \$63,808  | 3.6%           | ( 2.9%) - 11.2%         | 4.2%                    | 0.0%                    |
| ESRD   | 0.2%                           | \$58,837  | 0.1%           | ( 0.1%) - 0.4%          | 0.2%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$6,128   | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.7%                           | \$5,462,780   | 0.4%           | 1.0% - 2.4%             | 1.6%                    | 0.1%                    |

**First Coast Service Options FL 00090**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.4%                           | \$30,835,785  | 0.6%           | 2.1% - 4.6%             | 2.8%                    | 0.1%                    |
| SNF  | 1.4%                           | \$11,045,052  | 0.4%           | 0.6% - 2.2%             | 1.4%                    | 0.0%                    |
| Other FI Service Types                               | 2.7%                           | \$7,210,284   | 0.8%           | 1.1% - 4.4%             | 2.3%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.6%                           | \$1,581,978   | 0.3%           | 0.0% - 1.1%             | 0.6%                    | 0.0%                    |
| All Provider Types                                   | 2.2%                           | \$50,673,099  | 0.3%           | 1.6% - 2.9%             | 1.9%                    | 0.1%                    |

**BCBS GA GA 00101**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.2%                           | \$17,418,700  | 0.9%           | 1.4% - 5.0%             | 2.7%                    | 0.1%                    |
| ESRD   | 0.8%                           | \$8,963,979   | 0.4%           | ( 0.0%) - 1.6%          | 0.8%                    | 0.0%                    |
| Other FI Service Types                               | 1.3%                           | \$411,639   | 1.0%           | ( 0.6%) - 3.2%          | 1.3%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.1%                           | \$91,686  | 0.1%           | ( 0.0%) - 0.2%          | 0.1%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.4%                           | \$26,886,005  | 0.4%           | 0.7% - 2.1%             | 1.3%                    | 0.1%                    |

**Cahaba IA/SD 00011**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| HHA  | 1.7%                           | \$23,397,602  | 0.6%           | 0.6% - 2.9%             | 1.7%                    | 0.2%                    |
| SNF  | 4.3%                           | \$6,939,960   | 2.0%           | 0.5% - 8.2%             | 4.3%                    | 0.0%                    |
| Other FI Service Types                               | 3.5%                           | \$4,729,320   | 1.8%           | 0.0% - 6.9%             | 3.5%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 1.0%                           | \$3,328,394   | 0.3%           | 0.4% - 1.5%             | 0.9%                    | 0.0%                    |
| Hospice  | 0.5%                           | \$3,049,489   | 0.5%           | ( 0.4%) - 1.4%          | 0.5%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.9%                           | \$471,591   | 0.7%           | ( 0.5%) - 2.3%          | 0.9%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.1%                           | \$59,089  | 0.0%           | ( 0.0%) - 0.1%          | 0.1%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.5%                           | \$41,975,444  | 0.3%           | 0.8% - 2.2%             | 1.5%                    | 0.1%                    |

**BCBS KS KS 00150**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.0%                           | \$3,821,767   | 0.8%           | 0.5% - 3.5%             | 2.0%                    | 0.1%                    |
| Other FI Service Types                               | 2.8%                           | \$1,680,542   | 1.2%           | 0.5% - 5.1%             | 2.7%                    | 0.0%                    |
| SNF  | 1.3%                           | \$1,194,886   | 0.6%           | 0.1% - 2.5%             | 1.3%                    | 0.0%                    |
| RHCs   | 1.2%                           | \$141,575   | 0.6%           | ( 0.0%) - 2.4%          | 1.2%                    | 0.8%                    |
| All Codes With Less Than 30 Lines                    | 0.2%                           | \$31,728  | 0.2%           | ( 0.1%) - 0.5%          | 0.2%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$4,200   | 0.0%           | ( 0.0%) - 0.0%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.5%                           | \$6,874,698   | 0.4%           | 0.8% - 2.3%             | 1.5%                    | 0.2%                    |

**TriSpan LA/MO/MS 00230**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 6.2%                           | \$30,285,104  | 1.7%           | 2.9% - 9.4%             | 5.6%                    | 0.2%                    |
| SNF  | 4.3%                           | \$21,896,366  | 1.1%           | 2.2% - 6.4%             | 3.6%                    | 0.0%                    |

| FI Provider Type                  | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|-----------------------------------|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|                                   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| All Codes With Less Than 30 Lines | 2.7%                           | \$2,709,006   | 1.8%           | ( 0.8%) - 6.2%          | 2.7%                    | 0.0%                    |
| Other FI Service Types            | 1.6%                           | \$1,628,968   | 0.7%           | 0.1% - 3.0%             | 1.5%                    | 1.3%                    |
| RHCs                              | 1.7%                           | \$439,689   | 0.8%           | 0.1% - 3.3%             | 0.6%                    | 0.6%                    |
| Non-PPS Hospital In-patient       | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                | 3.7%                           | \$56,959,133  | 0.7%           | 2.4% - 5.1%             | 3.3%                    | 0.3%                    |

### BCBS MT MT 00250

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| Other FI Service Types                               | 4.7%                           | \$1,488,443   | 2.5%           | ( 0.2%) - 9.5%          | 4.6%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 0.8%                           | \$543,267   | 0.2%           | 0.3% - 1.3%             | 0.8%                    | 0.0%                    |
| SNF  | 0.8%                           | \$285,931   | 0.6%           | ( 0.4%) - 2.0%          | 0.8%                    | 0.0%                    |
| RHCs   | 0.8%                           | \$38,313  | 0.7%           | ( 0.6%) - 2.3%          | 0.8%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$7,625   | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.3%                           | \$2,363,580   | 0.5%           | 0.4% - 2.2%             | 1.2%                    | 0.0%                    |

### Palmetto NC 00382

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.4%                           | \$17,031,690  | 0.6%           | 1.3% - 3.5%             | 2.4%                    | 0.2%                    |
| SNF  | 2.4%                           | \$9,604,340   | 1.1%           | 0.2% - 4.7%             | 2.4%                    | 0.0%                    |
| Other FI Service Types                               | 6.9%                           | \$3,353,679   | 3.2%           | 0.6% - 13.1%            | 6.9%                    | 0.0%                    |
| ESRD   | 0.4%                           | \$530,653   | 0.2%           | ( 0.0%) - 0.8%          | 0.4%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 2.3%                           | \$30,520,362  | 0.5%           | 1.4% - 3.3%             | 2.3%                    | 0.2%                    |

**BCBS NE NE 00260**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.9%                           | \$2,246,086   | 1.2%           | 0.6% - 5.2%             | 2.9%                    | 0.1%                    |
| Other FI Service Types                               | 0.5%                           | \$270,101   | 0.1%           | 0.3% - 0.6%             | 0.4%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$10,890  | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.1%                           | \$2,527,077   | 0.4%           | 0.3% - 1.9%             | 1.1%                    | 0.1%                    |

**BCBS AR RI 00021**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.1%                           | \$1,742,527   | 1.7%           | ( 1.3%) - 5.5%          | 2.1%                    | 0.0%                    |
| SNF  | 1.6%                           | \$874,329   | 3.0%           | ( 4.3%) - 7.6%          | 1.6%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.8%                           | \$2,616,856   | 1.5%           | ( 1.2%) - 4.8%          | 1.8%                    | 0.0%                    |

**Palmetto SC 00380**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| HHA  | 2.1%                           | \$108,606,179                                       | 0.5%           | 1.2% - 3.1%             | 2.0%                    | 0.0%                    |
| Hospice  | 0.6%                           | \$20,195,719  | 0.4%           | ( 0.1%) - 1.3%          | 0.6%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 2.6%                           | \$8,621,524   | 1.3%           | 0.1% - 5.1%             | 2.6%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.5%                           | \$8,259,707   | 1.1%           | 0.4% - 4.7%             | 2.5%                    | 0.0%                    |
| All Provider Types                                   | 1.6%                           | \$145,683,128                                       | 0.3%           | 1.0% - 2.2%             | 1.5%                    | 0.0%                    |

**BCBS WY WY 00460**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 5.5%                           | \$1,343,294   | 1.9%           | 1.9% - 9.2%             | 5.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 12.2%                          | \$1,062,969   | 5.5%           | 1.6% - 22.9%            | 10.8%                   | 2.1%                    |
| Other FI Service Types                               | 1.3%                           | \$180,643   | 0.5%           | 0.3% - 2.3%             | 1.2%                    | 10.3%                   |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$2,347   | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 4.3%                           | \$2,589,253   | 1.2%           | 2.1% - 6.6%             | 3.9%                    | 3.2%                    |

**CareFirst DC/MD 00366**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| SNF  | 4.2%                           | \$85,016,936  | 1.1%           | 2.1% - 6.3%             | 4.2%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 2.1%                           | \$18,917,519  | 0.4%           | 1.2% - 2.9%             | 1.9%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 7.7%                           | \$11,608,999  | 2.5%           | 2.9% - 12.5%            | 7.1%                    | 0.0%                    |
| Free Standing Ambulatory Surgery                     | 0.9%                           | \$2,684,302   | 0.6%           | ( 0.2%) - 2.1%          | 0.9%                    | 0.0%                    |
| Other FI Service Types                               | 4.6%                           | \$1,704,047   | 1.5%           | 1.6% - 7.6%             | 4.6%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.3%                           | \$406,371   | 0.2%           | ( 0.1%) - 0.6%          | 0.3%                    | 0.0%                    |
| All Provider Types                                   | 3.4%                           | \$120,338,173                                       | 0.6%           | 2.1% - 4.6%             | 3.3%                    | 0.0%                    |

**COSVI PR/VI 57400**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 10.8%                          | \$8,443,233   | 2.1%           | 6.6% - 15.0%            | 7.2%                    | 0.7%                    |
| ESRD   | 7.9%                           | \$1,186,663   | 5.0%           | ( 1.9%) - 17.6%         | 7.9%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 3.6%                           | \$512,789   | 1.6%           | 0.4% - 6.8%             | 3.6%                    | 0.0%                    |
| All Provider Types                                   | 9.4%                           | \$10,142,685  | 1.7%           | 6.0% - 12.8%            | 6.8%                    | 0.7%                    |

**Empire CT/DE/NY 00308**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 19.5%                          | \$458,462,928                                       | 13.3%          | ( 6.5%) - 45.5%         | 19.5%                   | 0.0%                    |
| SNF  | 5.5%                           | \$81,750,944  | 3.5%           | ( 1.4%) - 12.5%         | 5.5%                    | 0.0%                    |
| ESRD   | 0.9%                           | \$3,801,072   | 0.5%           | ( 0.1%) - 1.9%          | 0.9%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.5%                           | \$1,184,766   | 0.5%           | ( 0.4%) - 1.5%          | 0.5%                    | 0.0%                    |
| All Provider Types                                   | 12.2%                          | \$545,199,710                                       | 7.7%           | ( 2.8%) - 27.2%         | 12.2%                   | 0.0%                    |

**Chisholm OK 00340**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.3%                           | \$4,770,507   | 0.6%           | 1.1% - 3.5%             | 2.2%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 32.2%                          | \$4,428,082   | 18.2%          | ( 3.4%) - 67.8%         | 32.2%                   | 0.0%                    |
| Other FI Service Types                               | 0.6%                           | \$455,200   | 0.3%           | 0.0% - 1.1%             | 0.6%                    | 9.1%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$17,292  | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 2.6%                           | \$9,671,081   | 1.1%           | 0.5% - 4.7%             | 2.5%                    | 1.0%                    |

**Veritus PA 00363**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 4.1%                           | \$34,414,719  | 1.6%           | 0.9% - 7.3%             | 4.0%                    | 0.0%                    |
| SNF  | 1.9%                           | \$17,393,359  | 0.5%           | 0.9% - 2.9%             | 1.7%                    | 0.0%                    |
| Other FI Service Types                               | 3.8%                           | \$3,317,149   | 2.3%           | ( 0.7%) - 8.3%          | 3.8%                    | 0.0%                    |
| RHCs   | 4.6%                           | \$1,001,694   | 1.8%           | 1.0% - 8.2%             | 2.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$25,408  | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 2.8%                           | \$56,152,329  | 0.7%           | 1.4% - 4.3%             | 2.7%                    | 0.0%                    |

**Mutual of Omaha (all states) 52280**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| SNF  | 5.8%                           | \$283,017,981                                       | 2.4%           | 1.1% - 10.6%            | 5.8%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 5.2%                           | \$157,343,660                                       | 1.4%           | 2.5% - 7.9%             | 4.4%                    | 0.1%                    |
| Other FI Service Types                               | 1.9%                           | \$6,383,683   | 1.0%           | ( 0.2%) - 3.9%          | 1.6%                    | 1.4%                    |
| RHCs   | 2.1%                           | \$513,521   | 1.8%           | ( 1.5%) - 5.7%          | 2.1%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.4%                           | \$487,219   | 0.4%           | ( 0.3%) - 1.1%          | 0.4%                    | 0.0%                    |
| All Provider Types                                   | 5.4%                           | \$447,746,065                                       | 1.5%           | 2.4% - 8.3%             | 5.0%                    | 0.2%                    |

**Noridian MN/ND 00320/00321**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 0.7%                           | \$3,604,505   | 0.2%           | 0.4% - 1.1%             | 0.7%                    | 0.1%                    |
| SNF  | 1.7%                           | \$3,475,907   | 0.8%           | 0.1% - 3.2%             | 1.7%                    | 0.0%                    |
| Other FI Service Types                               | 1.6%                           | \$2,058,812   | 0.6%           | 0.5% - 2.8%             | 1.6%                    | 0.3%                    |
| All Codes With Less Than 30 Lines                    | 6.0%                           | \$2,038,800   | 4.1%           | ( 2.1%) - 14.2%         | 5.3%                    | 0.0%                    |
| RHCs   | 0.4%                           | \$49,967  | 0.4%           | ( 0.3%) - 1.1%          | 0.4%                    | 0.5%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$6,072   | 0.0%           | ( 0.0%) - 0.0%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.1%                           | \$11,234,063  | 0.2%           | 0.6% - 1.6%             | 1.1%                    | 0.1%                    |

**Noridian AK/WA 00322**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.5%                           | \$8,825,648   | 1.4%           | 0.7% - 6.2%             | 2.9%                    | 0.0%                    |
| Other FI Service Types                               | 1.3%                           | \$1,016,154   | 1.0%           | ( 0.6%) - 3.3%          | 1.0%                    | 6.7%                    |
| All Codes With Less Than 30 Lines                    | 0.4%                           | \$600,832   | 0.3%           | ( 0.3%) - 1.1%          | 0.4%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |

| FI Provider Type   | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--------------------|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|                    | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| All Provider Types | 1.8%                           | \$10,442,635  | 0.7%           | 0.5% - 3.2%             | 1.5%                    | 0.9%                    |

### Medicare NW ID/OR/UT 00350

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 5.5%                           | \$21,798,637  | 0.5%           | 4.5% - 6.5%             | 4.2%                    | 0.2%                    |
| ESRD   | 8.5%                           | \$5,245,002   | 1.4%           | 5.7% - 11.3%            | 8.5%                    | 0.0%                    |
| SNF  | 1.8%                           | \$3,589,569   | 0.2%           | 1.3% - 2.2%             | 1.8%                    | 0.0%                    |
| Other FI Service Types                               | 1.9%                           | \$1,971,715   | 0.2%           | 1.6% - 2.3%             | 1.6%                    | 4.5%                    |
| RHCs   | 1.5%                           | \$122,869   | 0.4%           | 0.8% - 2.3%             | 1.5%                    | 0.0%                    |
| Non-PPS Hospital In-patient                          | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 3.8%                           | \$32,727,791  | 0.3%           | 3.3% - 4.3%             | 3.1%                    | 0.9%                    |

### Riverbend NJ/TN 00390

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 2.1%                           | \$25,242,191  | 0.4%           | 1.3% - 2.9%             | 1.8%                    | 0.1%                    |
| SNF  | 1.8%                           | \$19,784,967  | 0.7%           | 0.4% - 3.2%             | 1.8%                    | 0.0%                    |
| ESRD   | 1.8%                           | \$4,991,468   | 1.6%           | ( 1.4%) - 5.0%          | 1.8%                    | 0.0%                    |
| RHCs   | 1.5%                           | \$2,634,945   | 0.5%           | 0.5% - 2.5%             | 0.9%                    | 0.2%                    |
| Other FI Service Types                               | 6.3%                           | \$2,540,094   | 3.1%           | 0.2% - 12.5%            | 7.0%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 1.9%                           | \$55,193,665  | 0.4%           | 1.2% - 2.6%             | 1.7%                    | 0.1%                    |

**Trailblazer CO/NM/TX 00400**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.2%                           | \$42,004,221  | 1.1%           | 1.0% - 5.4%             | 2.9%                    | 0.0%                    |
| Other FI Service Types                               | 12.2%                          | \$35,188,890  | 9.5%           | ( 6.5%) - 30.9%         | 12.1%                   | 14.6%                   |
| SNF  | 2.6%                           | \$9,992,557   | 1.8%           | ( 0.9%) - 6.2%          | 2.6%                    | 0.0%                    |
| ESRD   | 0.6%                           | \$9,400,660   | 0.2%           | 0.1% - 1.1%             | 0.6%                    | 0.0%                    |
| RHCs   | 1.6%                           | \$962,914   | 0.8%           | ( 0.0%) - 3.2%          | 1.1%                    | 0.0%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$3,278   | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 2.7%                           | \$97,552,520  | 0.9%           | 0.9% - 4.4%             | 2.5%                    | 1.2%                    |

**UGS AS/CA/GU/HI/NV/NMI 00454**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 8.1%                           | \$122,807,465                                       | 2.5%           | 3.2% - 13.0%            | 6.2%                    | 0.2%                    |
| SNF  | 5.8%                           | \$62,083,214  | 2.6%           | 0.6% - 11.0%            | 5.8%                    | 0.0%                    |
| HHA  | 2.6%                           | \$15,020,337  | 1.9%           | ( 1.2%) - 6.3%          | 2.6%                    | 0.0%                    |
| ESRD   | 1.7%                           | \$11,752,782  | 1.4%           | ( 0.9%) - 4.4%          | 1.7%                    | 0.0%                    |
| Other FI Service Types                               | 3.6%                           | \$2,374,406   | 2.2%           | ( 0.6%) - 7.8%          | 3.1%                    | 3.8%                    |
| All Codes With Less Than 30 Lines                    | 0.0%                           | \$110,271   | 0.0%           | ( 0.0%) - 0.1%          | 0.0%                    | 0.0%                    |
| Hospice  | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| RHCs   | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                                   | 4.3%                           | \$214,148,475                                       | 1.0%           | 2.3% - 6.2%             | 3.7%                    | 0.2%                    |

**UGS WI/MI 00450/00452**

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| SNF  | 10.4%                          | \$65,680,656  | 6.8%           | ( 2.9%) - 23.7%         | 10.4%                   | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 3.3%                           | \$52,290,063  | 1.7%           | ( 0.0%) - 6.6%          | 3.2%                    | 0.2%                    |

| FI Provider Type                  | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|-----------------------------------|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|                                   | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| HHA                               | 1.0%                           | \$19,059,930  | 0.8%           | ( 0.6%) - 2.5%          | 1.0%                    | 0.8%                    |
| Other FI Service Types            | 6.0%                           | \$17,629,734  | 3.2%           | ( 0.2%) - 12.3%         | 1.9%                    | 2.9%                    |
| FQHC                              | 1.9%                           | \$5,796,374   | 0.6%           | 0.7% - 3.1%             | 0.5%                    | 0.0%                    |
| All Codes With Less Than 30 Lines | 0.1%                           | \$416,618   | 0.1%           | ( 0.1%) - 0.3%          | 0.1%                    | 0.0%                    |
| Hospice                           | 0.0%                           | \$0   | 0.0%           | 0.0% - 0.0%             | 0.0%                    | 0.0%                    |
| All Provider Types                | 2.7%                           | \$160,873,375                                       | 0.9%           | 0.9% - 4.5%             | 2.4%                    | 0.3%                    |

### UGS VA/WV 00453

| FI Provider Type                                     | Paid/Allowed Claims Error Rate |   |                |                         |                         | No Resolution Rate      |
|--|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|
|  | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims |
| SNF  | 3.7%                           | \$13,638,464  | 1.1%           | 1.5% - 5.9%             | 3.7%                    | 0.0%                    |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI) | 1.7%                           | \$12,826,852  | 0.6%           | 0.5% - 3.0%             | 1.7%                    | 0.2%                    |
| All Codes With Less Than 30 Lines                    | 0.6%                           | \$812,632   | 0.3%           | ( 0.0%) - 1.2%          | 0.6%                    | 0.0%                    |
| Other FI Service Types                               | 1.7%                           | \$710,029   | 1.0%           | ( 0.3%) - 3.6%          | 1.7%                    | 12.8%                   |
| All Provider Types                                   | 2.2%                           | \$27,987,977  | 0.5%           | 1.2% - 3.1%             | 2.1%                    | 1.0%                    |

## Appendix D –No Documentation Information

The tables in this section of the appendix provide no documentation information.

This section of the appendix provides rates for:

- All No Documentation claims,
- No Documentation claims with less than \$100 billed; and
- No Documentation claims with \$100 or more billed.

The no documentation rates in the tables below are different than the no documentation rate elsewhere in the report and appendices. The rates in these tables are based on the ratio of the dollar value of medical records not received to the dollar value of medical records requested. In the rest of the report and appendices, the excluding documentation error rate measures the error rate by excluding no documentation claims from the payment error rate estimate. Therefore, the excluding documentation rate is not counting claims with no documentation errors in the numerator or denominator of the error rate.

The tables are sorted in descending order by the overall error rate.

### D1: Overall Rates for No Documentation

| Carrier/DMERC/FI | All              |                         | Less than \$100                  |                         | \$100 or more                                   |                         |
|------------------|------------------|-------------------------|----------------------------------|-------------------------|---|-------------------------|
|                  | Paid No Doc Rate | 95% Confidence Interval | Paid No Doc Rate Less Than \$100 | 95% Confidence Interval | Paid No Doc Rate Greater Than Or Equal To \$100 | 95% Confidence Interval |
| All              | 0.9%             | 0.5% - 1.3%             | 0.8%                             | 0.7% - 0.9%             | 1.0%  | 0.5% - 1.4%             |

### D2: Carrier Rates for No Documentation

| Carrier Cluster                                      | All              |                         | Less than \$100                  |                         | \$100 or more                                   |                         |
|--|------------------|-------------------------|----------------------------------|-------------------------|---|-------------------------|
|  | Paid No Doc Rate | 95% Confidence Interval | Paid No Doc Rate Less Than \$100 | 95% Confidence Interval | Paid No Doc Rate Greater Than Or Equal To \$100 | 95% Confidence Interval |
| First Coast Service Options FL 00590                 | 7.1%             | 0.8% - 13.4%            | 1.7%                             | 1.0% - 2.4%             | 11.1%   | 0.8% - 21.4%            |
| AdminaStar IN/KY 00630/00660                         | 1.4%             | ( 0.3%) - 3.2%          | 0.6%                             | 0.1% - 1.1%             | 2.1%  | ( 1.0%) - 5.2%          |
| BCBS AR AR/NM/OK/MO/LA 00520/00521/00522/00523/00528 | 1.4%             | 0.7% - 2.0%             | 0.9%                             | 0.5% - 1.2%             | 1.8%  | 0.7% - 2.9%             |

| Carrier Cluster  | All              |                         | Less than \$100                  |                         | \$100 or more                                   |                         |
|--|------------------|-------------------------|----------------------------------|-------------------------|---|-------------------------|
|  | Paid No Doc Rate | 95% Confidence Interval | Paid No Doc Rate Less Than \$100 | 95% Confidence Interval | Paid No Doc Rate Greater Than Or Equal To \$100 | 95% Confidence Interval |
| CIGNA TN 05440   | 0.8%             | 0.4% - 1.2%             | 0.8%                             | 0.3% - 1.3%             | 0.8%  | 0.2% - 1.4%             |
| Palmetto OH/WV 00883/00884                                     | 0.8%             | 0.2% - 1.4%             | 1.1%                             | 0.4% - 1.9%             | 0.5%  | ( 0.0%) - 1.0%          |
| BCBS KS/NE/W MO 00650/00655/00651                              | 0.7%             | 0.4% - 1.1%             | 1.1%                             | 0.6% - 1.6%             | 0.3%  | ( 0.1%) - 0.8%          |
| WPS WI/IL/MI/MN 00951/00952/00953/00954                        | 0.7%             | 0.1% - 1.2%             | 0.4%                             | 0.1% - 0.6%             | 0.9%  | ( 0.0%) - 1.9%          |
| Empire NJ 00805  | 0.6%             | 0.2% - 1.1%             | 0.8%                             | 0.0% - 1.6%             | 0.5%  | ( 0.0%) - 1.0%          |
| Empire NY 00803  | 0.6%             | 0.0% - 1.1%             | 1.1%                             | 0.2% - 2.0%             | 0.2%  | ( 0.1%) - 0.5%          |
| GHI NY 14330   | 0.6%             | 0.3% - 0.9%             | 1.2%                             | 0.6% - 1.9%             | 0.0%  | 0.0% - 0.0%             |
| Noridian AK/AZ/HI/NV/OR/WA 00831/00832/00833/00834/00835/00836 | 0.6%             | 0.2% - 0.9%             | 0.8%                             | 0.4% - 1.2%             | 0.4%  | ( 0.1%) - 0.8%          |
| Regence UT 00910   | 0.5%             | 0.2% - 0.8%             | 0.9%                             | 0.4% - 1.4%             | 0.3%  | ( 0.1%) - 0.6%          |
| Trailblazer TX 00900   | 0.5%             | ( 0.1%) - 1.1%          | 0.4%                             | 0.1% - 0.7%             | 0.6%  | ( 0.4%) - 1.6%          |
| Palmetto SC 00880  | 0.5%             | 0.1% - 0.8%             | 0.4%                             | 0.0% - 0.7%             | 0.6%  | ( 0.0%) - 1.1%          |
| CIGNA NC 05535   | 0.5%             | 0.1% - 0.8%             | 0.4%                             | 0.1% - 0.7%             | 0.5%  | ( 0.0%) - 1.0%          |
| NHIC CA 31140/31146  | 0.4%             | 0.1% - 0.8%             | 0.7%                             | 0.2% - 1.2%             | 0.3%  | ( 0.1%) - 0.6%          |
| BCBS MT 00751  | 0.4%             | 0.2% - 0.7%             | 1.0%                             | 0.4% - 1.5%             | 0.0%  | 0.0% - 0.0%             |
| Cahaba AL/GA/MS 00510/00511/00512                              | 0.4%             | 0.2% - 0.6%             | 0.7%                             | 0.3% - 1.0%             | 0.2%  | ( 0.1%) - 0.5%          |
| Triple S, Inc. PR/VI 00973/00974                               | 0.4%             | 0.1% - 0.7%             | 0.5%                             | 0.2% - 0.9%             | 0.3%  | ( 0.2%) - 0.7%          |
| NHIC ME/MA/NH/VT 31142/31143/31144/31145                       | 0.3%             | 0.1% - 0.6%             | 0.4%                             | 0.1% - 0.8%             | 0.2%  | ( 0.2%) - 0.6%          |
| Noridian CO/ND/WY/IA/SD 00820/00824/00825/00826/00889          | 0.3%             | 0.1% - 0.5%             | 0.7%                             | 0.3% - 1.2%             | 0.0%  | 0.0% - 0.0%             |
| HGSA PA 00865  | 0.3%             | 0.1% - 0.5%             | 0.5%                             | 0.1% - 0.8%             | 0.1%  | ( 0.1%) - 0.3%          |
| First Coast Service Options CT 00591                           | 0.3%             | 0.1% - 0.5%             | 0.7%                             | 0.2% - 1.1%             | 0.0%  | 0.0% - 0.0%             |
| BCBS AR RI 00524   | 0.3%             | 0.1% - 0.5%             | 0.4%                             | 0.0% - 0.8%             | 0.1%  | ( 0.1%) - 0.3%          |
| HealthNow NY 00801   | 0.3%             | 0.1% - 0.4%             | 0.5%                             | 0.2% - 0.9%             | 0.0%  | 0.0% - 0.0%             |
| CIGNA ID 05130   | 0.2%             | 0.0% - 0.3%             | 0.4%                             | 0.1% - 0.7%             | 0.0%  | 0.0% - 0.0%             |
| Trailblazer MD/DE/DC/VA 00901/00902/00903/00904                | 0.1%             | 0.0% - 0.3%             | 0.2%                             | 0.1% - 0.4%             | 0.1%  | ( 0.1%) - 0.2%          |
| Combined   | 1.3%             | 0.6% - 1.9%             | 0.7%                             | 0.6% - 0.9%             | 1.7%  | 0.5% - 2.8%             |

### D3: DMERC Rates for No Documentation

| DMERC Cluster               | All              |                         | Less than \$100                  |                         | \$100 or more                     |                         |
|-----------------------------|------------------|-------------------------|----------------------------------|-------------------------|-----------------------------------|-------------------------|
|                             | Paid No Doc Rate | 95% Confidence Interval | Paid No Doc Rate Less Than \$100 | 95% Confidence Interval | Paid No Doc Rate Including No Doc | 95% Confidence Interval |
| Palmetto Region C 00885     | 6.3%             | 0.7% - 12.0%            | 1.7%                             | 0.6% - 2.9%             | 7.4%                              | 0.5% - 14.2%            |
| Tricenturion Region A 77011 | 1.1%             | 0.0% - 2.2%             | 1.0%                             | 0.4% - 1.6%             | 1.1%                              | ( 0.2%) - 2.5%          |
| CIGNA Region D 05655        | 0.2%             | ( 0.0%) - 0.4%          | 0.3%                             | ( 0.0%) - 0.6%          | 0.1%                              | ( 0.1%) - 0.4%          |
| AdminaStar - Region B 00635 | 0.1%             | 0.0% - 0.2%             | 0.6%                             | 0.2% - 1.0%             | 0.0%                              | 0.0% - 0.0%             |
| Combined                    | 3.1%             | 0.5% - 5.6%             | 1.1%                             | 0.6% - 1.6%             | 3.6%                              | 0.4% - 6.8%             |

**D4: FI Rates for No Documentation**

| FI Cluster                                     | All              |                         | Less than \$100                  |                         | \$100 or more                     |                         |
|--|------------------|-------------------------|----------------------------------|-------------------------|-----------------------------------|-------------------------|
|  | Paid No Doc Rate | 95% Confidence Interval | Paid No Doc Rate Less Than \$100 | 95% Confidence Interval | Paid No Doc Rate Including No Doc | 95% Confidence Interval |
| COSVI PR/VI 57400                              | 2.8%             | 1.3% - 4.4%             | 4.6%                             | 3.2% - 6.0%             | 2.6%                              | 0.9% - 4.4%             |
| Medicare NW ID/OR/UT 00350                     | 0.7%             | 0.4% - 0.9%             | 0.4%                             | 0.3% - 0.5%             | 0.7%                              | 0.4% - 1.0%             |
| UGS AS/CA/GU/HI/NV/NMI 00454                   | 0.6%             | ( 0.1%) - 1.3%          | 2.0%                             | 0.9% - 3.0%             | 0.6%                              | ( 0.1%) - 1.2%          |
| Cahaba GBA 00010                               | 0.6%             | ( 0.2%) - 1.4%          | 1.0%                             | 0.3% - 1.7%             | 0.6%                              | ( 0.3%) - 1.4%          |
| BCBS WY WY 00460                               | 0.5%             | 0.0% - 1.0%             | 0.5%                             | ( 0.1%) - 1.0%          | 0.5%                              | ( 0.0%) - 1.0%          |
| TriSpan LA/MO/MS 00230                         | 0.5%             | 0.1% - 0.8%             | 1.7%                             | 0.8% - 2.7%             | 0.4%                              | 0.0% - 0.8%             |
| Anthem ME/MA 00180/00181                       | 0.3%             | ( 0.1%) - 0.8%          | 0.1%                             | ( 0.1%) - 0.4%          | 0.3%                              | ( 0.1%) - 0.8%          |
| Mutual of Omaha (all states) 52280             | 0.3%             | 0.0% - 0.7%             | 1.3%                             | 0.5% - 2.0%             | 0.3%                              | ( 0.0%) - 0.6%          |
| First Coast Service Options FL 00090           | 0.3%             | 0.0% - 0.6%             | 1.3%                             | 0.6% - 2.1%             | 0.3%                              | ( 0.0%) - 0.5%          |
| UGS WI/MI 00450/00452                          | 0.3%             | 0.0% - 0.6%             | 0.9%                             | 0.3% - 1.5%             | 0.3%                              | ( 0.1%) - 0.6%          |
| Noridian AK/WA 00322                           | 0.3%             | ( 0.2%) - 0.8%          | 0.1%                             | ( 0.2%) - 0.4%          | 0.3%                              | ( 0.2%) - 0.8%          |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 | 0.2%             | ( 0.1%) - 0.5%          | 0.4%                             | 0.0% - 0.7%             | 0.2%                              | ( 0.1%) - 0.5%          |
| Riverbend NJ/TN 00390                          | 0.2%             | 0.1% - 0.3%             | 1.3%                             | 0.6% - 1.9%             | 0.1%                              | 0.0% - 0.1%             |
| BCBS AR AR 00020                               | 0.1%             | 0.0% - 0.3%             | 0.6%                             | 0.0% - 1.1%             | 0.1%                              | ( 0.0%) - 0.3%          |
| Trailblazer CO/NM/TX 00400                     | 0.1%             | 0.0% - 0.3%             | 1.1%                             | 0.2% - 1.9%             | 0.1%                              | ( 0.0%) - 0.2%          |
| Veritus PA 00363                               | 0.1%             | ( 0.0%) - 0.3%          | 0.4%                             | ( 0.0%) - 0.9%          | 0.1%                              | ( 0.0%) - 0.3%          |
| BCBS GA GA 00101                               | 0.1%             | ( 0.0%) - 0.3%          | 0.5%                             | ( 0.1%) - 1.1%          | 0.1%                              | ( 0.1%) - 0.3%          |
| Palmetto SC 00380                              | 0.1%             | ( 0.1%) - 0.2%          | 0.2%                             | ( 0.1%) - 0.5%          | 0.1%                              | ( 0.1%) - 0.2%          |
| Chisholm OK 00340                              | 0.1%             | ( 0.0%) - 0.2%          | 0.1%                             | ( 0.0%) - 0.2%          | 0.1%                              | ( 0.1%) - 0.2%          |
| Carefirst DC/MD 00366                          | 0.1%             | 0.0% - 0.1%             | 0.7%                             | 0.1% - 1.3%             | 0.1%                              | 0.0% - 0.1%             |
| BCBS AZ AZ 00030                               | 0.1%             | ( 0.0%) - 0.1%          | 0.1%                             | ( 0.1%) - 0.4%          | 0.1%                              | ( 0.0%) - 0.1%          |
| Noridian MN/ND 00320/00321                     | 0.1%             | 0.0% - 0.1%             | 0.4%                             | 0.1% - 0.7%             | 0.0%                              | ( 0.0%) - 0.1%          |
| UGS VA/WV 00453                                | 0.1%             | 0.0% - 0.1%             | 0.5%                             | 0.0% - 1.0%             | 0.0%                              | ( 0.0%) - 0.1%          |
| Empire CT/DE/NY 00308                          | 0.0%             | 0.0% - 0.1%             | 0.5%                             | ( 0.0%) - 1.1%          | 0.0%                              | ( 0.0%) - 0.0%          |
| BCBS KS KS 00150                               | 0.0%             | ( 0.0%) - 0.0%          | 0.1%                             | ( 0.0%) - 0.2%          | 0.0%                              | ( 0.0%) - 0.0%          |
| BCBS MT MT 00250                               | 0.0%             | ( 0.0%) - 0.0%          | 0.1%                             | ( 0.1%) - 0.3%          | 0.0%                              | ( 0.0%) - 0.0%          |
| Cahaba IA/SD 00011                             | 0.0%             | ( 0.0%) - 0.0%          | 0.2%                             | ( 0.0%) - 0.3%          | 0.0%                              | ( 0.0%) - 0.0%          |
| BCBS NE NE 00260                               | 0.0%             | 0.0% - 0.0%             | 0.1%                             | ( 0.0%) - 0.2%          | 0.0%                              | ( 0.0%) - 0.0%          |
| Palmetto NC 00382                              | 0.0%             | ( 0.0%) - 0.0%          | 0.0%                             | ( 0.0%) - 0.1%          | 0.0%                              | ( 0.0%) - 0.0%          |
| Anthem NH/VT 00270                             | 0.0%             | ( 0.0%) - 0.0%          | 0.0%                             | ( 0.0%) - 0.0%          | 0.0%                              | 0.0% - 0.0%             |
| BCBS AR RI 00021                               | 0.0%             | 0.0% - 0.0%             | 0.0%                             | 0.0% - 0.0%             | 0.0%                              | 0.0% - 0.0%             |
| Combined                                       | 0.2%             | 0.1% - 0.3%             | 0.8%                             | 0.7% - 1.0%             | 0.2%                              | 0.1% - 0.3%             |

## **Type of No Documentation Errors by Contractor**

Tables D5 through D7 present the percentage of projected dollars in error for each category of the Carrier/DMERC/FI no documentation error rate. No documentation issues are defined in the following six categories:

1) Beneficiary Issue - This category included situations in which:

- The provider indicated that no such patient exists, or
- The provider indicated that although this patient exists, no such service was provided to the patient.

2) Wrong Date of Service (DOS) - For this category, the provider indicated that they did not have a medical record for the date of service in the CERT request, but they do have a medical record for the same service just a few days before or after the service in question. The claim in question may be a duplicate claim.

3) Medical Record Issue - This category includes instances where the provider responded to a CERT documentation request but did not provide a medical record to support payment of a claim. This category includes the following situations:

- The provider indicated that another department within the provider organization is responsible for fulfilling documentation requests,
- The provider indicated they have the medical record but refused to provide it without payment for copying/ mailing charges,
- The provider indicated that it is a HIPAA violation to supply the record,
- The provider submitted a statement that the record was destroyed as a result of extenuating circumstances (e.g., fire, flood, explosion),
- The provider indicated in writing that they did not provide a service to the beneficiary on the date indicated on the claim, and
- The provider indicated they have the medical record but refuse to provide it for some other reason.

4) Billing Provider Issue - This category contains the following reasons for no documentation:

- The provider number has been deactivated,
- The provider has gone out of business, or
- The provider commented, but failed to produce a record.

5) Third Party Record - This category contains situations in which the provider indicated that a different provider, a third party, has the relevant medical record.

6) Did Not Respond - No response to any CERT documentation request.

CMS attributed no documentation to multiple factors, including the providers' lack of familiarity with the CERT Review Contractor, concerns about compliance with the Health Insurance Portability and Accountability Act (HIPAA), and cases where documentation did not exist. In some instances, all of the documentation may be located at a third party. If providers fail to

contact the third party or the third party fails to submit the documentation, CMS counted the claim as a no documentation error.

The first column in each table is the percent of total error due to no documentation. The second column contains the total number of no documentation claims. The other columns show the distribution of the no documentation rate (i.e., the last six columns add up to 100% of the error rate). The table is sorted by the paid claims error rate for clusters and within clusters by the paid claims error rate for contractors within the cluster.

**D5: Type of No Documentation Errors for Carriers**

| Services Billed to Carriers                                    | Type of No Documentation Error    |                         |              |                   |           |                      |                        |                    |
|--|-----------------------------------|-------------------------|--------------|-------------------|-----------|----------------------|------------------------|--------------------|
|  | Paid Claims Error Rate for No Doc | Number of No Doc Claims | Non-Response | Beneficiary Issue | Wrong DOS | Medical Record Issue | Billing Provider Issue | Third Party Record |
| First Coast Service Options FL 00590                           | 7.1%                              | 32                      | 6.6%         | 0.1%              | 0.0%      | 0.3%                 | 0.1%                   | 0.1%               |
| AdminaStar IN/KY 00630/00660                                   | 1.4%                              | 11                      | 0.0%         | 1.3%              | 0.0%      | 0.0%                 | 0.1%                   | 0.0%               |
| BCBS AR AR/NM/OK/MO/LA 00520/00521/00522/00523/00528           | 1.4%                              | 33                      | 0.4%         | 0.5%              | 0.2%      | 0.0%                 | 0.1%                   | 0.2%               |
| CIGNA TN 05440   | 0.8%                              | 18                      | 0.1%         | 0.4%              | 0.1%      | 0.2%                 | 0.0%                   | 0.0%               |
| Palmetto OH/WV 00883/00884                                     | 0.8%                              | 16                      | 0.4%         | 0.0%              | 0.3%      | 0.0%                 | 0.1%                   | 0.0%               |
| BCBS KS/NE/W MO 00650/00655/00651                              | 0.7%                              | 27                      | 0.1%         | 0.2%              | 0.1%      | 0.0%                 | 0.3%                   | 0.0%               |
| WPS WI/IL/MI/MN 00951/00952/00953/00954                        | 0.7%                              | 17                      | 0.1%         | 0.2%              | 0.1%      | 0.3%                 | 0.0%                   | 0.0%               |
| Empire NJ 00805  | 0.6%                              | 9                       | 0.4%         | 0.2%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Empire NY 00803  | 0.6%                              | 11                      | 0.1%         | 0.2%              | 0.0%      | 0.3%                 | 0.0%                   | 0.0%               |
| GHI NY 14330   | 0.6%                              | 15                      | 0.2%         | 0.2%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| Noridian AK/AZ/HI/NV/OR/WA 00831/00832/00833/00834/00835/00836 | 0.6%                              | 17                      | 0.1%         | 0.3%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| Regence UT 00910   | 0.5%                              | 14                      | 0.1%         | 0.2%              | 0.1%      | 0.1%                 | 0.0%                   | 0.0%               |
| Trailblazer TX 00900   | 0.5%                              | 7                       | 0.1%         | 0.1%              | 0.4%      | 0.0%                 | 0.0%                   | 0.0%               |
| Palmetto SC 00880  | 0.5%                              | 9                       | 0.1%         | 0.3%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| CIGNA NC 05535   | 0.5%                              | 9                       | 0.3%         | 0.0%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| NHIC CA 31140/31146  | 0.4%                              | 18                      | 0.0%         | 0.4%              | 0.0%      | 0.1%                 | 0.0%                   | 0.0%               |
| BCBS MT 00751  | 0.4%                              | 16                      | 0.1%         | 0.1%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| Cahaba AL/GA/MS 00510/00511/00512                              | 0.4%                              | 17                      | 0.0%         | 0.2%              | 0.1%      | 0.1%                 | 0.0%                   | 0.0%               |
| Triple S, Inc. PR/VI 00973/00974                               | 0.4%                              | 9                       | 0.1%         | 0.2%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| NHIC ME/MA/NH/VT 31142/31143/31144/31145                       | 0.3%                              | 7                       | 0.0%         | 0.2%              | 0.0%      | 0.1%                 | 0.0%                   | 0.0%               |
| Noridian CO/ND/WY/IA/SD 00820/00824/00825/00826/00889          | 0.3%                              | 12                      | 0.0%         | 0.2%              | 0.0%      | 0.0%                 | 0.1%                   | 0.0%               |
| HGSA PA 00865  | 0.3%                              | 9                       | 0.0%         | 0.2%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| First Coast Service Options CT 00591                           | 0.3%                              | 11                      | 0.0%         | 0.1%              | 0.0%      | 0.0%                 | 0.1%                   | 0.0%               |
| BCBS AR RI 00524   | 0.3%                              | 10                      | 0.0%         | 0.2%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| HealthNow NY 00801   | 0.3%                              | 11                      | 0.1%         | 0.1%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| CIGNA ID 05130   | 0.2%                              | 7                       | 0.0%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.1%               |
| Trailblazer MD/DE/DC/VA 00901/00902/00903/00904                | 0.1%                              | 7                       | 0.0%         | 0.1%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| Combined   | 1.3%                              | 379                     | 0.8%         | 0.2%              | 0.1%      | 0.1%                 | 0.0%                   | 0.0%               |

**D6: Type of No Documentaiton Errors for DMERCs**

| Services Billed to DMERCs   | Type of No Documentation Error    |                         |              |                   |           |                      |                        |                    |
|-----------------------------|-----------------------------------|-------------------------|--------------|-------------------|-----------|----------------------|------------------------|--------------------|
|                             | Paid Claims Error Rate for No Doc | Number of No Doc Claims | Non-Response | Beneficiary Issue | Wrong DOS | Medical Record Issue | Billing Provider Issue | Third Party Record |
| Palmetto Region C 00885     | 6.3%                              | 19                      | 4.2%         | 0.3%              | 0.3%      | 0.0%                 | 0.0%                   | 1.5%               |
| Tricenturion Region A 77011 | 1.1%                              | 14                      | 0.7%         | 0.3%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| CIGNA Region D 05655        | 0.2%                              | 4                       | 0.1%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| AdminaStar Region B 00635   | 0.1%                              | 9                       | 0.0%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Combined                    | 3.1%                              | 46                      | 2.0%         | 0.2%              | 0.2%      | 0.0%                 | 0.0%                   | 0.7%               |

**D7: Type of No Documentaiton Errors for FIs**

| Services Billed to FIs                         | Type of No Documentation Error    |                         |              |                   |           |                      |                        |                    |
|--|-----------------------------------|-------------------------|--------------|-------------------|-----------|----------------------|------------------------|--------------------|
|  | Paid Claims Error Rate for No Doc | Number of No Doc Claims | Non-Response | Beneficiary Issue | Wrong DOS | Medical Record Issue | Billing Provider Issue | Third Party Record |
| COSVI PR/VI 57400                              | 2.8%                              | 58                      | 1.7%         | 0.8%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| Medicare NW ID/OR/UT 00350                     | 0.7%                              | 10                      | 0.0%         | 0.1%              | 0.6%      | 0.0%                 | 0.0%                   | 0.0%               |
| UGS AS/CA/GU/HI/NV/NMI 00454                   | 0.6%                              | 21                      | 0.0%         | 0.3%              | 0.3%      | 0.0%                 | 0.0%                   | 0.0%               |
| Cahaba GBA 00010                               | 0.6%                              | 15                      | 0.0%         | 0.1%              | 0.5%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS WY WY 00460                               | 0.5%                              | 9                       | 0.0%         | 0.0%              | 0.2%      | 0.0%                 | 0.0%                   | 0.2%               |
| TriSpan LA/MO/MS 00230                         | 0.5%                              | 19                      | 0.1%         | 0.2%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| Anthem ME/MA 00180/00181                       | 0.3%                              | 5                       | 0.3%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Mutual of Omaha (all states) 52280             | 0.3%                              | 19                      | 0.1%         | 0.1%              | 0.0%      | 0.2%                 | 0.0%                   | 0.0%               |
| First Coast Service Options FL 00090           | 0.3%                              | 19                      | 0.0%         | 0.1%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| UGS WI/MI 00450/00452                          | 0.3%                              | 17                      | 0.2%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Noridian AK/WA 00322                           | 0.3%                              | 8                       | 0.0%         | 0.3%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 | 0.2%                              | 9                       | 0.0%         | 0.0%              | 0.2%      | 0.0%                 | 0.0%                   | 0.0%               |
| Riverbend NJ/TN 00390                          | 0.2%                              | 19                      | 0.0%         | 0.1%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS AR AR 00020                               | 0.1%                              | 11                      | 0.0%         | 0.0%              | 0.1%      | 0.1%                 | 0.0%                   | 0.0%               |
| Trailblazer CO/NM/TX 00400                     | 0.1%                              | 11                      | 0.0%         | 0.0%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |
| Veritus PA 00363                               | 0.1%                              | 6                       | 0.0%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS GA GA 00101                               | 0.1%                              | 10                      | 0.0%         | 0.0%              | 0.0%      | 0.1%                 | 0.0%                   | 0.0%               |
| Palmetto SC 00380                              | 0.1%                              | 3                       | 0.1%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Chisholm OK 00340                              | 0.1%                              | 3                       | 0.0%         | 0.1%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Carefirst DC/MD 00366                          | 0.1%                              | 11                      | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS AZ AZ 00030                               | 0.1%                              | 4                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Noridian MN/ND 00320/00321                     | 0.1%                              | 7                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| UGS VA/WV 00453                                | 0.1%                              | 12                      | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Empire CT/DE/NY 00308                          | 0.0%                              | 8                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS KS KS 00150                               | 0.0%                              | 5                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS MT MT 00250                               | 0.0%                              | 2                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Cahaba IA/SD 00011                             | 0.0%                              | 7                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS NE NE 00260                               | 0.0%                              | 4                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Palmetto NC 00382                              | 0.0%                              | 3                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Anthem NH/VT 00270                             | 0.0%                              | 1                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| BCBS AR RI 00021                               | 0.0%                              | 0                       | 0.0%         | 0.0%              | 0.0%      | 0.0%                 | 0.0%                   | 0.0%               |
| Combined                                       | 0.2%                              | 336                     | 0.1%         | 0.1%              | 0.1%      | 0.0%                 | 0.0%                   | 0.0%               |

## Appendix E – Coding Information

The CMS has recognized problems with certain procedure codes. In a letter dated June 1, 2000, the CMS Administrator notified Medicare physicians that CPT codes 99233 and 99214 for evaluation and management (E&M) services had accounted for a significant proportion of the FY 1998 and FY 1999 coding errors. The Administrator noted that documentation for many of these services more appropriately supported CPT codes 99231 and 99212, respectively, and reminded providers to document the specific procedures performed. Analysis indicates continuing problems with these same procedure codes. This section of the appendix presents tabulations for those codes.

**CPT code 99233, subsequent hospital care.** The physician should typically spend 35 minutes with the patient and perform at least two of these key procedures: a detailed interval patient history, a detailed examination, and/or medical decision making of high complexity.

Table E1 summarizes data for this code.

**Table E1: Problem Code: CPT Code 99233**

| Fiscal Year | Number of Lines Reviewed | Number of Lines Questioned | Percent of Lines in Error |
|-------------|--------------------------|----------------------------|---------------------------|
| 1996        | 217                      | 115                        | 53.0%                     |
| 1997        | 416                      | 128                        | 30.8%                     |
| 1998        | 457                      | 114                        | 24.9%                     |
| 1999        | 187                      | 102                        | 54.5%                     |
| 2000        | 449                      | 220                        | 49.0%                     |
| 2001        | 338                      | 142                        | 42.0%                     |
| 2002        | 228                      | 174                        | 76.3%                     |
| 2003        | 709                      | 435                        | 61.4%                     |
| 2004        | 768                      | 391                        | 50.9%                     |
| 2005        | 1,079                    | 474                        | 43.9%                     |
| May 2006    | 866                      | 353                        | 40.8%                     |

**CPT code 99214, office or other outpatient visit.** The physician should typically spend 25 minutes face-to-face with the patient and perform at least two of the following procedures: a detailed patient history, a detailed examination, and/or medical decision making of moderate complexity.

Table E2 summarizes data for this code.

**Table E2: Problem Code: CPT Code 99214**

| Fiscal Year | Number of Lines Reviewed | Number of Lines Questioned | Percent of Lines in Error |
|-------------|--------------------------|----------------------------|---------------------------|
| 1996        | 140                      | 54                         | 38.6%                     |
| 1997        | 234                      | 86                         | 36.8%                     |
| 1998        | 168                      | 63                         | 37.5%                     |
| 1999        | 143                      | 81                         | 56.6%                     |
| 2000        | 191                      | 71                         | 37.2%                     |
| 2001        | 214                      | 67                         | 31.3%                     |
| 2002        | 104                      | 24                         | 23.1%                     |
| 2003        | 2,798                    | 687                        | 24.6%                     |
| 2004        | 3,250                    | 589                        | 18.1%                     |
| 2005        | 4,436                    | 648                        | 14.6%                     |
| May 2006    | 3,580                    | 516                        | 14.4%                     |

**CPT code 99232, subsequent hospital care.** For this billing code, the physician should typically spend 25 minutes at bedside with the patient and should perform at least two of the following key procedures: an expanded problem-focused interval patient history, an expanded problem-focused examination, and/or medical decision making of moderate complexity.

Table E3 summarizes data for this code.

**Table E3: Problem Code: CPT Code 99232**

| Fiscal Year | Number of Lines Reviewed | Number of Lines Questioned | Percent of Lines in Error |
|-------------|--------------------------|----------------------------|---------------------------|
| 1996        | 597                      | 266                        | 44.6%                     |
| 1997        | 1,159                    | 350                        | 30.2%                     |
| 1998        | 911                      | 181                        | 19.9%                     |
| 1999        | 837                      | 279                        | 33.3%                     |
| 2000        | 881                      | 270                        | 30.6%                     |
| 2001        | 964                      | 146                        | 15.1%                     |
| 2002        | 488                      | 179                        | 36.7%                     |
| 2003        | 2,213                    | 855                        | 38.6%                     |
| 2004        | 2,485                    | 754                        | 30.3%                     |
| 2005        | 3,194                    | 555                        | 17.4%                     |
| May 2006    | 2,590                    | 324                        | 12.5%                     |

Other Evaluation and Management (E&M) codes also contribute significantly to the error rate.

The American Medical Association (AMA) has developed E&M codes that Medicare physicians use when submitting claims for payment. In 2003, there were 21 categories of E&M codes, including categories such as office or other outpatient service, consultations, emergency department services, and critical care services. Within each category of codes there is a range of three to five levels of HCPCS codes that determines the level of service and the level of payment. There are three key descriptors used to determine the appropriate HCPCS code: history, examination, and medical decision-making. There are four other components, including

counseling, coordination of care, nature of presenting problem, and time that are contributory factors, but they are not used to determine the HCPCS code.<sup>1</sup>

Table E4 lists all E&M codes with 2,000 or more claims in the CERT sample. The table provides information on the types of error found for each code. The tables are sorted in descending order by projected improper payments.

**Table E4: E&M Codes with more than 2,000 claims reviewed**

| Carrier Provider Type | Paid/Allowed Claims Error Rate |   |                |                         |                         | Provider Compliance Error Rate |                         | No Resolution Rate      |
|-----------------------|--------------------------------|---|----------------|-------------------------|-------------------------|--------------------------------|-------------------------|-------------------------|
|                       | Including No Doc Claims        | Projected Improper Payments Including No Doc Claims | Standard Error | 95% Confidence Interval | Excluding No Doc Claims | Including No Doc Claims        | Excluding No Doc Claims | Including No Doc Claims |
| 99232                 | 10.7%                          | \$241,174,319                                       | 1.0%           | 8.8% - 12.6%            | 10.2%                   | 19.4%                          | 18.9%                   | 0.1%                    |
| 99214                 | 6.7%                           | \$261,403,335                                       | 0.3%           | 6.1% - 7.3%             | 6.3%                    | 14.2%                          | 13.9%                   | 0.1%                    |
| 99213                 | 2.2%                           | \$102,045,938                                       | 0.2%           | 1.9% - 2.5%             | 1.8%                    | 9.8%                           | 9.4%                    | 0.1%                    |

Tables E5 through E7 lists for each contractor type the top twenty services (if available) with the highest dollars in error due to overcoding. All estimates in these tables are based on a minimum of 30 claims in the sample. Data in these tables are sorted by projected improper payments.

For most of the coding errors, the medical reviewers determined that providers submitted documentation that supported a lower code than the code submitted (in these cases, providers are said to have *overcoded* claims). However, for some of the coding errors, the medical reviewers determined that the documentation supported a higher code than the code the provider submitted (in these cases, the providers are said to have *undercoded* claims).

**Table E5: Services with Overcoding Errors: Carriers**

| Service Billed to Carrier (HCPCS)    | Overcoding Errors      |                             |                         |
|--------------------------------------|------------------------|-----------------------------|-------------------------|
|                                      | Paid Claims Error Rate | Projected Improper Payments | 95% Confidence Interval |
| Office/outpatient visit, est (99214) | 5.7%                   | \$224,701,320               | 5.2% - 6.3%             |
| Subsequent hospital care (99233)     | 13.0%                  | \$153,257,521               | 10.8% - 15.2%           |
| Office consultation (99244)          | 14.2%                  | \$136,704,020               | 11.8% - 16.7%           |
| Initial inpatient consult (99254)    | 17.0%                  | \$109,039,261               | 14.5% - 19.5%           |
| Office/outpatient visit, est (99215) | 16.7%                  | \$98,113,693                | 14.2% - 19.3%           |
| Initial hospital care (99223)        | 12.6%                  | \$94,979,180                | 10.1% - 15.2%           |
| Initial inpatient consult (99255)    | 17.2%                  | \$88,796,795                | 13.0% - 21.4%           |
| Office/outpatient visit, new (99204) | 19.2%                  | \$73,550,664                | 15.5% - 22.8%           |
| Emergency dept visit (99285)         | 5.6%                   | \$49,912,056                | 4.1% - 7.1%             |
| Office consultation (99245)          | 13.3%                  | \$49,287,421                | 9.5% - 17.2%            |
| Subsequent hospital care (99232)     | 2.2%                   | \$48,577,396                | 1.5% - 2.8%             |
| Office/outpatient visit, new (99203) | 12.2%                  | \$45,869,215                | 9.8% - 14.7%            |

<sup>1</sup> However, in instances where counseling and coordination of care is the primary nature of the encounter, time is the primary basis for billing.

| Service Billed to Carrier (HCPCS)    | Overcoding Errors      |                             |                         |
|--------------------------------------|------------------------|-----------------------------|-------------------------|
|                                      | Paid Claims Error Rate | Projected Improper Payments | 95% Confidence Interval |
| Office/outpatient visit, new (99205) | 21.9%                  | \$44,888,270                | 16.8% - 27.0%           |
| Office consultation (99243)          | 8.7%                   | \$41,001,838                | 6.1% - 11.3%            |
| Office/outpatient visit, est (99213) | 0.8%                   | \$38,142,338                | 0.7% - 1.0%             |
| Initial hospital care (99222)        | 10.4%                  | \$32,180,488                | 7.6% - 13.2%            |
| Nursing fac care, subseq (99313)     | 10.9%                  | \$23,003,475                | 8.0% - 13.7%            |
| Initial inpatient consult (99253)    | 7.2%                   | \$18,875,212                | 4.7% - 9.8%             |
| Nursing facility care (99303)        | 13.1%                  | \$13,358,025                | 8.6% - 17.7%            |
| Critical care, first hour (99291)    | 1.8%                   | \$9,587,866                 | 0.2% - 3.4%             |
| All Other Codes                      | 0.5%                   | \$283,087,464               | 0.4% - 0.7%             |
| Overall                              | 2.2%                   | \$1,676,913,519             | 2.1% - 2.4%             |

**Table E6: Services with Overcoding Errors: DMERCs**

| Service Billed to DMERC (HCPCS)      | Overcoding Errors      |                             |                         |
|--------------------------------------|------------------------|-----------------------------|-------------------------|
|                                      | Paid Claims Error Rate | Projected Improper Payments | 95% Confidence Interval |
| Budesonide inhalation sol (J7626)    | 3.7%                   | \$5,503,118                 | 0.1% - 7.3%             |
| Blood glucose/reagent strips (A4253) | 0.4%                   | \$4,482,347                 | ( 0.0%) - 0.9%          |
| Levalbuterol unit dose (J7614)       | 1.2%                   | \$1,269,433                 | ( 0.8%) - 3.2%          |
| High strength ltwt whlchr (K0004)    | 0.9%                   | \$769,798                   | ( 0.7%) - 2.6%          |
| Cont airway pressure device (E0601)  | 0.3%                   | \$606,361                   | ( 0.2%) - 0.9%          |
| Lancets per box (A4259)              | 0.5%                   | \$569,552                   | ( 0.1%) - 1.2%          |
| Lightweight wheelchair (K0003)       | 0.8%                   | \$453,062                   | ( 0.6%) - 2.2%          |
| Albuterol compound solution (J7616)  | 0.1%                   | \$259,770                   | ( 0.1%) - 0.4%          |
| EF complet w/intact nutrient (B4150) | 0.1%                   | \$108,698                   | ( 0.1%) - 0.2%          |
| Dispensing fee dme neb drug (E0590)  | 0.4%                   | \$42,386                    | ( 0.3%) - 1.1%          |
| Ipratropium brom inh sol u d (J7644) | 0.0%                   | \$39,150                    | ( 0.0%) - 0.1%          |
| All Other Codes                      | 0.6%                   | \$48,541,497                | ( 0.3%) - 1.6%          |
| Overall                              | 0.6%                   | \$62,645,173                | ( 0.1%) - 1.3%          |

**Table E7: Services with Overcoding Errors: FIs**

| Service Billed to FIs (Type of Bill)  | Overcoding Errors      |                             |                         |
|---|------------------------|-----------------------------|-------------------------|
|   | Paid Claims Error Rate | Projected Improper Payments | 95% Confidence Interval |
| Hospital-outpatient (HHA-A also)(under OPPTS 13X must be used for ASC claims submitted for OPPTS payment -- eff. 7/00) (13) | 2.3%                   | \$505,866,984               | ( 0.8%) - 5.3%          |
| SNF-inpatient (including Part A) (21)   | 2.1%                   | \$360,228,354               | 0.8% - 3.4%             |
| HHA-outpatient (HHA-A also) (33)  | 0.5%                   | \$21,035,876                | 0.0% - 0.9%             |
| Clinic-hospital based or independent renal dialysis facility (72)   | 0.2%                   | \$14,291,755                | 0.1% - 0.4%             |
| SNF-inpatient or home health visits (Part B only) (22)  | 0.9%                   | \$12,488,390                | 0.4% - 1.4%             |
| Special facility or ASC surgery-rural primary care hospital (eff 10/94) (85)  | 0.2%                   | \$3,970,680                 | 0.1% - 0.4%             |
| Clinic-ORF only (eff 4/97): ORF and CMHC  | 0.6%                   | \$3,690,853                 | 0.2% - 0.9%             |

| Service Billed to FIs (Type of Bill)  | Overcoding Errors      |                             |                         |
|---|------------------------|-----------------------------|-------------------------|
|   | Paid Claims Error Rate | Projected Improper Payments | 95% Confidence Interval |
| (10/91 - 3/97) (74)   |                        |                             |                         |
| HHA-inpatient or home health visits (Part B only) (32)  | 0.1%                   | \$3,667,467                 | ( 0.0%) - 0.2%          |
| Hospital-other (Part B) (14)  | 0.2%                   | \$3,448,542                 | 0.1% - 0.3%             |
| Hospital-inpatient or home health visits (Part B only) (12)   | 2.3%                   | \$2,445,595                 | ( 2.0%) - 6.7%          |
| SNF-outpatient (HHA-A also) (23)  | 0.8%                   | \$1,940,685                 | ( 0.6%) - 2.1%          |
| Clinic-CORF (75)  | 0.5%                   | \$1,110,559                 | 0.0% - 0.9%             |
| Special facility or ASC surgery-ambulatory surgical center (Discontinued for Hospitals Subject to Outpatient PPS: hospitals must use 13X for ASC claims submitted for OPSS payment -- eff. 7/00) (83) | 0.2%                   | \$637,851                   | ( 0.2%) - 0.6%          |
| Hospital-swing beds (18)  | 0.1%                   | \$426,652                   | ( 0.0%) - 0.2%          |
| Clinic-rural health (71)  | 0.0%                   | \$119,410                   | ( 0.0%) - 0.1%          |
| Overall   | 1.3%                   | \$935,369,655               | 0.3% - 2.3%             |

## Appendix F – Overpayments

Tables F1 through F4 provide for each contractor type (Carrier/DMERC/FI) the service-specific overpayment rates. Each table contains information for the top 20 improperly paid services. FY 2004 was the first year that CMS included service specific overpayment rates. The tables are sorted in descending order by projected improper payments.

**Table F1: Service Specific Overpayment Rates: Carriers**

| Service Billed to Carrier (HCPCS)    | Number of Claims in Sample | Number of Lines in Sample | Dollars Overpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Overpaid | Overpayment Rate |
|--------------------------------------|----------------------------|---------------------------|----------------------------|------------------------------|----------------------------|------------------|
| All Codes With Less Than 30 Lines    | 7,273                      | 10,350                    | \$56,742                   | \$1,379,157                  | \$983,461,449              | 4.9%             |
| Subsequent hospital care (99233)     | 554                        | 866                       | \$14,755                   | \$67,254                     | \$262,208,170              | 22.2%            |
| Office/outpatient visit, est (99214) | 3,561                      | 3,580                     | \$16,988                   | \$259,334                    | \$259,754,780              | 6.6%             |
| Subsequent hospital care (99232)     | 1,559                      | 2,590                     | \$15,870                   | \$145,056                    | \$237,840,316              | 10.5%            |
| Office consultation (99244)          | 404                        | 404                       | \$9,699                    | \$63,427                     | \$158,732,020              | 16.5%            |
| Initial hospital care (99223)        | 381                        | 382                       | \$11,228                   | \$52,481                     | \$157,336,710              | 20.9%            |
| Initial inpatient consult (99254)    | 344                        | 344                       | \$8,888                    | \$42,515                     | \$129,653,150              | 20.2%            |
| Office/outpatient visit, est (99215) | 400                        | 403                       | \$7,032                    | \$40,414                     | \$107,230,623              | 18.3%            |
| Initial inpatient consult (99255)    | 165                        | 165                       | \$5,657                    | \$28,455                     | \$100,253,980              | 19.4%            |
| Office/outpatient visit, est (99213) | 7,220                      | 7,274                     | \$6,938                    | \$336,694                    | \$82,210,673               | 1.8%             |
| Non esrd epoetin alpha inj (Q0136)   | 125                        | 128                       | \$3,474                    | \$41,131                     | \$80,384,953               | 12.1%            |
| Office/outpatient visit, new (99204) | 228                        | 228                       | \$5,778                    | \$26,328                     | \$79,231,168               | 20.6%            |
| Therapeutic exercises (97110)        | 1,000                      | 1,348                     | \$5,629                    | \$54,592                     | \$72,938,823               | 9.8%             |
| Chiropractic manipulation (98941)    | 743                        | 1,017                     | \$5,055                    | \$29,451                     | \$71,241,022               | 18.3%            |
| Radiation tx delivery, imrt (77418)  | 18                         | 48                        | \$3,070                    | \$35,238                     | \$67,081,673               | 17.7%            |
| Emergency dept visit (99285)         | 436                        | 437                       | \$4,281                    | \$60,298                     | \$59,424,172               | 6.6%             |
| Initial hospital care (99222)        | 233                        | 233                       | \$4,104                    | \$23,295                     | \$53,894,897               | 17.4%            |
| Subsequent hospital care (99231)     | 654                        | 1,027                     | \$3,828                    | \$35,249                     | \$51,736,494               | 10.7%            |
| Office/outpatient visit, new (99203) | 340                        | 340                       | \$3,493                    | \$27,051                     | \$49,793,598               | 13.3%            |
| Office consultation (99245)          | 145                        | 145                       | \$3,801                    | \$26,304                     | \$49,287,421               | 13.3%            |
| All Other Codes                      | 34,337                     | 60,293                    | \$85,913                   | \$2,438,403                  | \$1,247,451,041            | 3.5%             |
| Combined                             | 50,153                     | 91,602                    | \$282,221                  | \$5,212,128                  | \$4,361,147,133            | 5.7%             |

**Table F2: Service Specific Overpayment Rates: DMERCs**

| Service Billed to DMERC (HPCPS)      | Number of Claims in Sample | Number of Lines in Sample | Dollars Overpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Overpaid | Overpayment Rate |
|--------------------------------------|----------------------------|---------------------------|----------------------------|------------------------------|----------------------------|------------------|
| All Codes With Less Than 30 Lines    | 1,497                      | 2,250                     | \$32,099                   | \$357,822                    | \$402,605,521              | 11.4%            |
| Blood glucose/reagent strips (A4253) | 1,101                      | 1,117                     | \$17,325                   | \$108,718                    | \$162,628,463              | 15.3%            |
| Powered pres-redu air matrs (E0277)  | 26                         | 30                        | \$1,895                    | \$12,747                     | \$29,096,245               | 19.9%            |
| Oxygen concentrator (E1390)          | 1,047                      | 1,116                     | \$2,065                    | \$205,151                    | \$22,014,265               | 1.1%             |
| Ipratropium brom inh sol u d (J7644) | 240                        | 256                       | \$1,315                    | \$18,868                     | \$19,166,834               | 9.1%             |
| Cont airway pressure device (E0601)  | 226                        | 242                       | \$1,946                    | \$19,141                     | \$17,345,974               | 9.4%             |
| Albuterol inh sol u d (J7619)        | 146                        | 157                       | \$1,286                    | \$11,211                     | \$14,974,784               | 12.0%            |
| Budesonide inhalation sol (J7626)    | 86                         | 86                        | \$1,296                    | \$13,620                     | \$13,103,099               | 8.9%             |
| Lancets per box (A4259)              | 604                        | 614                       | \$1,306                    | \$10,880                     | \$12,274,180               | 11.2%            |
| Nasal application device (A7034)     | 57                         | 57                        | \$941                      | \$5,848                      | \$10,029,890               | 17.8%            |
| Levalbuterol unit dose (J7614)       | 32                         | 32                        | \$1,051                    | \$9,600                      | \$9,869,938                | 9.4%             |
| Multi den insert direct form (K0628) | 44                         | 45                        | \$745                      | \$6,155                      | \$8,323,966                | 13.4%            |
| Diab shoe for density insert (A5500) | 80                         | 84                        | \$632                      | \$8,503                      | \$7,629,961                | 8.9%             |
| Disp fee inhal drug/30 day           | 358                        | 363                       | \$627                      | \$18,867                     | \$6,439,601                | 3.4%             |
| High strength ltwt whlchr (K0004)    | 96                         | 106                       | \$368                      | \$8,420                      | \$4,873,500                | 5.9%             |
| Nebulizer with compression (E0570)   | 541                        | 575                       | \$514                      | \$7,237                      | \$4,450,338                | 6.0%             |
| EF complet w/intact nutrient (B4150) | 76                         | 83                        | \$258                      | \$15,030                     | \$3,821,192                | 2.6%             |
| Pos airway press headgear (A7035)    | 59                         | 62                        | \$437                      | \$1,931                      | \$3,421,571                | 19.2%            |
| Multi den insert custom mold (K0629) | 29                         | 34                        | \$217                      | \$5,018                      | \$3,329,268                | 6.4%             |
| Portable gaseous O2 (E0431)          | 691                        | 734                       | \$331                      | \$20,706                     | \$3,328,483                | 1.7%             |
| All Other Codes                      | 2,423                      | 3,292                     | \$3,314                    | \$167,971                    | \$28,930,636               | 1.8%             |
| Combined                             | 6,587                      | 11,335                    | \$69,967                   | \$1,033,443                  | \$787,657,710              | 7.7%             |

**Table F3: Service Specific Overpayment Rates: FI**

| Service Billed to Fiscal Intermediary (Type of Bill)  | Number of Claims in Sample | Dollars Overpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Overpaid | Overpayment Rate |
|---|----------------------------|----------------------------|------------------------------|----------------------------|------------------|
| Hospital-outpatient (HHA-A also)(under OPSS 13X must be used for ASC claims submitted for OPSS payment -- eff. 7/00) (13) | 28,902                     | \$380,200                  | \$9,863,206                  | \$1,178,906,999            | 5.3%             |
| SNF-inpatient (including Part A) (21)   | 1,279                      | \$161,195                  | \$5,726,517                  | \$607,517,752              | 3.6%             |

| Service Billed to Fiscal Intermediary (Type of Bill)  | Number of Claims in Sample | Dollars Overpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Overpaid | Overpayment Rate |
|---|----------------------------|----------------------------|------------------------------|----------------------------|------------------|
| SNF-inpatient or home health visits (Part B only) (22)  | 867                        | \$54,503                   | \$432,304                    | \$165,545,747              | 11.8%            |
| HHA-outpatient (HHA-A also) (33)  | 641                        | \$23,613                   | \$1,460,399                  | \$64,776,722               | 1.5%             |
| Clinic-hospital based or independent renal dialysis facility (72)   | 1,096                      | \$32,532                   | \$2,467,445                  | \$63,134,174               | 1.1%             |
| HHA-inpatient or home health visits (Part B only) (32)  | 812                        | \$13,284                   | \$1,639,178                  | \$39,809,855               | 0.8%             |
| Special facility or ASC surgery-rural primary care hospital (eff 10/94) (85)  | 4,343                      | \$25,455                   | \$1,296,107                  | \$34,041,388               | 2.1%             |
| Hospital-inpatient (including Part A) (11)  | 264                        | \$7,107                    | \$1,939,166                  | \$32,355,412               | 1.1%             |
| Clinic-ORF only (eff 4/97); ORF and CMHC (10/91 - 3/97) (74)  | 790                        | \$8,838                    | \$250,008                    | \$29,747,492               | 4.5%             |
| Hospital-other (Part B) (14)  | 10,938                     | \$13,876                   | \$638,592                    | \$28,054,235               | 1.8%             |
| SNF-outpatient (HHA-A also) (23)  | 181                        | \$8,617                    | \$84,048                     | \$23,413,536               | 9.4%             |
| Special facility or ASC surgery-hospice (hospital based) (82)   | 106                        | \$3,790                    | \$273,221                    | \$11,877,595               | 1.4%             |
| Special facility or ASC surgery-hospice (non-hospital based) (81)   | 652                        | \$4,417                    | \$1,586,719                  | \$10,935,219               | 0.2%             |
| Clinic-rural health (71)  | 2,855                      | \$2,639                    | \$231,473                    | \$6,401,279                | 1.4%             |
| Clinic-independent provider based FQHC (eff 10/91) (73)   | 500                        | \$777                      | \$42,649                     | \$5,796,374                | 1.9%             |
| Clinic-CORF (75)  | 161                        | \$2,119                    | \$87,119                     | \$4,914,982                | 2.1%             |
| Hospital-inpatient or home health visits (Part B only) (12)   | 47                         | \$678                      | \$29,328                     | \$2,715,881                | 2.6%             |
| Special facility or ASC surgery-ambulatory surgical center (Discontinued for Hospitals Subject to Outpatient PPS; hospitals must use 13X for ASC claims submitted for OPPS payment -- eff. 7/00) (83) | 78                         | \$1,168                    | \$132,691                    | \$2,684,302                | 0.9%             |
| Clinic-CMHC (eff 4/97) (76)   | 47                         | \$558                      | \$63,737                     | \$1,539,699                | 1.0%             |
| Hospital-swing beds (18)  | 93                         | \$710                      | \$563,351                    | \$426,652                  | 0.1%             |
| All Other Codes   | 126                        | \$0                        | \$2,098                      | \$0                        | 0.0%             |
| Combined  | 54,778                     | \$746,076                  | \$28,809,354                 | \$2,314,595,295            | 3.2%             |

**Table F4: Service Specific Overpayment Rates: Carrier/DMERC/FI**

| Service Billed to Carriers/DMERCs/FIs | Number of Claims in Sample | Dollars Overpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Overpaid | Overpayment Rate |
|---------------------------------------|----------------------------|----------------------------|------------------------------|----------------------------|------------------|
| All                                   | 111,518                    | 1,098,265                  | \$35,054,925                 | \$7,463,400,139            | 4.7%             |

## Appendix G - Underpayments

The tables in this section of the appendix provide underpayment information.

Tables G1 through G4 provide for each contractor type (Carrier/DMERC/FI) the service-specific underpayment rates. Data in these tables is sorted by projected dollars underpaid. All estimates in these tables are based on a minimum of 30 claims in the sample with at least one claim underpaid.

**Table G1: Service Specific Underpayment Rates: Carriers**

| Service Billed to Carriers (HCPCS)   | Number of Claims in Sample | Number of Lines in Sample | Dollars Underpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Underpaid | Underpymt Rate |
|--------------------------------------|----------------------------|---------------------------|-----------------------------|------------------------------|-----------------------------|----------------|
| All Codes With Less Than 30 Lines    | 7,273                      | 10,350                    | 2,069                       | 1,379,157                    | \$34,225,084                | 0.2%           |
| Office/outpatient visit, est (99212) | 1,766                      | 1,776                     | 1,637                       | 57,215                       | \$21,087,761                | 2.9%           |
| Office/outpatient visit, est (99213) | 7,220                      | 7,274                     | 1,607                       | 336,694                      | \$19,835,264                | 0.4%           |
| Non esrd epoetin alpha inj (Q0136)   | 125                        | 128                       | 569                         | 41,131                       | \$12,804,474                | 1.9%           |
| Mri brain w/o dye (70551)            | 38                         | 38                        | 696                         | 5,066                        | \$11,366,364                | 14.3%          |
| Office/outpatient visit, est (99211) | 663                        | 676                       | 637                         | 12,202                       | \$8,137,037                 | 4.5%           |
| Subsequent hospital care (99231)     | 654                        | 1,027                     | 371                         | 35,249                       | \$6,180,124                 | 1.3%           |
| Ground mileage (A0425)               | 762                        | 820                       | 173                         | 40,614                       | \$5,212,478                 | 1.0%           |
| Inj paravertebral l/s add-on (64476) | 24                         | 38                        | 161                         | 4,089                        | \$4,714,947                 | 8.7%           |
| Tissue exam by pathologist (88305)   | 635                        | 735                       | 509                         | 55,449                       | \$4,512,943                 | 0.6%           |
| Office consultation (99241)          | 34                         | 34                        | 138                         | 1,098                        | \$4,477,846                 | 21.7%          |
| Emergency dept visit (99283)         | 371                        | 371                       | 279                         | 19,166                       | \$4,381,144                 | 1.7%           |
| Therapeutic exercises (97110)        | 1,000                      | 1,348                     | 126                         | 54,592                       | \$3,419,511                 | 0.5%           |
| Subsequent hospital care (99232)     | 1,559                      | 2,590                     | 150                         | 145,056                      | \$3,334,003                 | 0.1%           |
| Office/outpatient visit, est (99214) | 3,561                      | 3,580                     | 80                          | 259,334                      | \$1,648,555                 | 0.0%           |
| Chiropractic manipulation (98940)    | 398                        | 584                       | 148                         | 11,111                       | \$1,574,079                 | 1.1%           |
| Initial inpatient consult (99252)    | 81                         | 82                        | 78                          | 5,239                        | \$1,305,282                 | 1.8%           |
| Follow-up inpatient consult (99262)  | 43                         | 61                        | 123                         | 2,228                        | \$1,282,068                 | 4.1%           |
| Nursing fac care, subseq (99311)     | 278                        | 303                       | 132                         | 8,994                        | \$1,266,854                 | 1.1%           |
| Initial hospital care (99222)        | 233                        | 233                       | 43                          | 23,295                       | \$1,264,635                 | 0.4%           |
| All Other Codes                      | 34,055                     | 59,554                    | 1,564                       | 2,715,147                    | \$16,210,241                | 0.0%           |
| Combined                             | 50,153                     | 91,602                    | 11,291                      | 5,212,128                    | \$168,240,691               | 0.2%           |

**Table G2: Service Specific Underpayment Rates: DMERC**

| Service Billed to DMERCs (HCPCS)     | Number of Claims in Sample | Number of Lines in Sample | Dollars Underpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Underpaid | Underpymt Rate |
|--------------------------------------|----------------------------|---------------------------|-----------------------------|------------------------------|-----------------------------|----------------|
| EF complet w/intact nutrient (B4150) | 76                         | 83                        | \$156                       | \$15,030                     | \$2,395,157                 | 1.6%           |
| All Codes With Less Than 30 Lines    | 1,497                      | 2,250                     | \$261                       | \$357,822                    | \$2,270,269                 | 0.1%           |
| High strength ltwt whlchr (K0004)    | 96                         | 106                       | \$85                        | \$8,420                      | \$654,286                   | 0.8%           |
| Elevating whlchair leg rests (K0195) | 129                        | 134                       | \$15                        | \$1,450                      | \$118,354                   | 0.9%           |
| All Other Codes                      | 5,373                      | 8,762                     | \$0                         | \$650,721                    | \$0                         | 0.0%           |
| Combined                             | 6,587                      | 11,335                    | \$518                       | \$1,033,443                  | \$5,438,066                 | 0.1%           |

**Table G3: Service Specific Underpayment Rates: FI**

| Service Billed to FIs (Type of Bill)  | Number of Claims in Sample | Number of Lines in Sample | Dollars Underpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Underpaid | Underpymt Rate |
|---|----------------------------|---------------------------|-----------------------------|------------------------------|-----------------------------|----------------|
| HHA-outpatient (HHA-A also) (33)  | 641                        | 641                       | 20,810                      | 1,460,399                    | \$64,212,336                | 1.5%           |
| Hospital-outpatient (HHA-A also)(under OPPTS 13X must be used for ASC claims submitted for OPPTS payment -- eff. 7/00) (13) | 28,902                     | 28,902                    | 32,062                      | 9,863,206                    | \$52,742,199                | 0.2%           |
| Clinic-hospital based or independent renal dialysis facility (72)   | 1,096                      | 1,096                     | 8,337                       | 2,467,445                    | \$21,399,685                | 0.4%           |
| SNF-inpatient (including Part A) (21)   | 1,279                      | 1,279                     | 4,440                       | 5,726,517                    | \$19,800,702                | 0.1%           |
| HHA-inpatient or home health visits (Part B only) (32)  | 812                        | 812                       | 3,548                       | 1,639,178                    | \$11,150,032                | 0.2%           |
| Hospital-other (Part B) (14)  | 10,938                     | 10,938                    | 611                         | 638,592                      | \$2,279,081                 | 0.1%           |
| Special facility or ASC surgery-rural primary care hospital (eff 10/94) (85)  | 4,343                      | 4,343                     | 969                         | 1,296,107                    | \$1,496,109                 | 0.1%           |
| Special facility or ASC surgery-hospice (non-hospital based) (81)   | 652                        | 652                       | 401                         | 1,586,719                    | \$1,069,939                 | 0.0%           |
| SNF-inpatient or home health visits (Part B only) (22)  | 867                        | 867                       | 268                         | 432,304                      | \$592,423                   | 0.0%           |
| Hospital-inpatient or home health visits (Part B only) (12)   | 47                         | 47                        | 1,011                       | 29,328                       | \$456,922                   | 0.4%           |
| Clinic-ORF only (eff 4/97); ORF and CMHC (10/91 - 3/97) (74)  | 790                        | 790                       | 249                         | 250,008                      | \$294,358                   | 0.0%           |
| SNF-outpatient (HHA-A also) (23)  | 181                        | 181                       | 51                          | 84,047                       | \$242,254                   | 0.1%           |
| Clinic-rural health (71)  | 2,855                      | 2,855                     | 41                          | 231,473                      | \$92,999                    | 0.0%           |
| All Other Codes   | 1,375                      | 1,375                     | 0                           | 3,104,032                    | \$0                         | 0.0%           |
| Combined  | 54,778                     | 54,778                    | 72,799                      | 28,809,354                   | \$175,829,038               | 0.2%           |

**Table G4: Service Specific Underpayment Rates: Carrier/DMERC/FI**

| Service Billed to Carriers/DMERCs/FIs | Number of Claims in Sample | Number of Lines in Sample | Dollars Underpaid in Sample | Total Dollars Paid in Sample | Projected Dollars Underpaid | Underpymt Rate |
|---------------------------------------|----------------------------|---------------------------|-----------------------------|------------------------------|-----------------------------|----------------|
| All                                   | 111,518                    | 157,715                   | \$84,607                    | \$35,054,925                 | \$349,507,796               | 0.2%           |

## Appendix H – Statistics and Other Information for the CERT Sample

The tables in this section of the appendix provide statistics and other information that can be calculated from the CERT sample data.

Table H1 provides information on the sample size for each cluster included in the report. This table provides data by claim. It is not comparable to other tables that are by line item for Carriers and DMERCs and by claim for FIs.

**Table H1a: Carrier Size of Universe and Size of Review Sample**

| Cluster   | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|---|---------------------------|------------------------------------|-------------------------------------|
| First Coast Service Options FL 00590                                      | 1,633                     | 200                                | 12.2%                               |
| First Coast Service Options CT 00591                                      | 1,596                     | 131                                | 8.2%                                |
| Palmetto SC 00880   | 1,582                     | 138                                | 8.7%                                |
| WPS WI/IL/MI/MN 00951/00952/00953/00954                                   | 3,470                     | 256                                | 7.4%                                |
| Trailblazer TX 00900  | 1,570                     | 122                                | 7.8%                                |
| Cahaba AL/GA/MS 00510/00511/00512   | 2,528                     | 263                                | 10.4%                               |
| NHIC CA 31140/31146   | 1,690                     | 166                                | 9.8%                                |
| Trailblazer MD/DE/DC/VA 00901/00902/00903/00904                           | 2,445                     | 193                                | 7.9%                                |
| NHIC ME/MA/NH/VT 31142/31143/31144/31145                                  | 1,617                     | 107                                | 6.6%                                |
| Noridian ND/CO/WY/IA/SD 00820/00824/00825/00826/00889                     | 1,762                     | 123                                | 7.0%                                |
| Palmetto OH/WV 00883/00884  | 1,586                     | 151                                | 9.5%                                |
| HGSA PA 00865   | 1,644                     | 142                                | 8.6%                                |
| HealthNow NY 00801  | 1,678                     | 138                                | 8.2%                                |
| GHI NY 14330  | 1,524                     | 191                                | 12.5%                               |
| BCBS MT 00751   | 1,596                     | 111                                | 7.0%                                |
| Regence UT 00910  | 1,595                     | 167                                | 10.5%                               |
| Noridian AK/AZ/AS/CNMI/GU/HI/NV/OR/WA 00831/00832/00833/00834/00835/00836 | 1,643                     | 176                                | 10.7%                               |
| AdminaStar IN/KY 00630/00660  | 1,729                     | 116                                | 6.7%                                |
| BCBS KS/NE/W MO 00650/00655/00651   | 2,345                     | 167                                | 7.1%                                |
| Triple S, Inc. PR/VI 00973/00974  | 1,476                     | 278                                | 18.8%                               |
| Empire NY 00803   | 1,598                     | 201                                | 12.6%                               |
| Empire NJ 00805   | 1,608                     | 167                                | 10.4%                               |
| CIGNA ID 05130  | 1,565                     | 91                                 | 5.8%                                |

| Cluster   | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|---|---------------------------|------------------------------------|-------------------------------------|
| CIGNA TN 05440  | 1,612                     | 149                                | 9.2%                                |
| CIGNA NC 05535  | 1,689                     | 124                                | 7.3%                                |
| BCBS AR AR/NM/OK/MO/LA<br>00520/00521/00522/00523/00528 | 3,477                     | 321                                | 9.2%                                |
| BCBS AR RI 00524  | 1,895                     | 183                                | 9.7%                                |
| All   | 50,153                    | 4,572                              | 9.1%                                |

**Table H1b: DMERC Size of Universe and Size of Review Sample**

| Cluster                     | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|-----------------------------|---------------------------|------------------------------------|-------------------------------------|
| AdminaStar Region B 00635   | 1,655                     | 137                                | 8.3%                                |
| Palmetto Region C 00885     | 1,753                     | 100                                | 5.7%                                |
| CIGNA Region D 05655        | 1,576                     | 92                                 | 5.8%                                |
| Tricenturion Region A 77011 | 1,603                     | 105                                | 6.6%                                |
| All                         | 6,587                     | 434                                | 6.6%                                |

**Table H1c: FI Size of Universe and Size of Review Sample**

| Cluster  | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|--|---------------------------|------------------------------------|-------------------------------------|
| Cahaba 00010                                   | 1,732                     | 114                                | 6.6%                                |
| BCBS GA GA 00101                               | 1,586                     | 104                                | 6.6%                                |
| First Coast Service Options FL 00090           | 1,653                     | 137                                | 8.3%                                |
| BCBS AR AR 00020                               | 1,720                     | 101                                | 5.9%                                |
| Cahaba IA/SD 00011                             | 1,759                     | 89                                 | 5.1%                                |
| AdminaStar IN/IL/KY/OH 00130/00131/00160/00332 | 3,313                     | 179                                | 5.4%                                |
| BCBS KS KS 00150                               | 1,692                     | 64                                 | 3.8%                                |
| Anthem ME/MA 00180/00181                       | 1,792                     | 90                                 | 5.0%                                |
| Anthem NH/VT 00270                             | 1,742                     | 75                                 | 4.3%                                |
| Carefirst DC/MD 00366                          | 1,734                     | 186                                | 10.7%                               |
| TriSpan LA/MO/MS 00230                         | 1,657                     | 145                                | 8.8%                                |
| Palmetto NC 00382                              | 1,637                     | 90                                 | 5.5%                                |
| Noridian MN/ND 00320/00321                     | 2,309                     | 75                                 | 3.2%                                |
| Mutual of Omaha (all states) 52280             | 1,699                     | 155                                | 9.1%                                |
| Empire CT/DE/NY 00308                          | 1,575                     | 88                                 | 5.6%                                |
| Chisholm OK 00340                              | 1,710                     | 77                                 | 4.5%                                |
| Veritus PA 00363                               | 1,708                     | 86                                 | 5.0%                                |
| COSVI PR/VI 57400                              | 1,586                     | 256                                | 16.1%                               |
| Palmetto SC 00380                              | 1,705                     | 61                                 | 3.6%                                |
| Riverbend NJ/TN 00390                          | 1,658                     | 119                                | 7.2%                                |

| Cluster                      | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|------------------------------|---------------------------|------------------------------------|-------------------------------------|
| Trailblazer CO/NM/TX 00400   | 1,516                     | 96                                 | 6.3%                                |
| BCBS AZ AZ 00030             | 1,619                     | 85                                 | 5.3%                                |
| UGS VA/WV 00453              | 1,628                     | 106                                | 6.5%                                |
| UGS AS/CA/GU/HI/NV/NMI 00454 | 1,658                     | 126                                | 7.6%                                |
| UGS WI/MI 00450/00452        | 1,956                     | 74                                 | 3.8%                                |
| BCBS WY WY 00460             | 1,739                     | 120                                | 6.9%                                |
| BCBS MT MT 00250             | 1,756                     | 62                                 | 3.5%                                |
| Noridian AK/WA 00322         | 1,738                     | 90                                 | 5.2%                                |
| Medicare NW ID/OR/UT 00350   | 1,716                     | 108                                | 6.3%                                |
| BCBS NE NE 00260             | 1,776                     | 55                                 | 3.1%                                |
| BCBS AR RI 00021             | 1,709                     | 73                                 | 4.3%                                |
| All                          | 54,778                    | 3,286                              | 6.0%                                |

Table H2 series provides information on the sample size for each category for which this report makes national estimates. These tables also show the number of claims containing errors and the percent of claims with payment errors. Data in these tables for Carrier and DMERC data is expressed in terms of line items, and data in these tables for FI data is expressed in terms of claims. Totals cannot be calculated for these categories since CMS is using different units for each type of service.

**Table H2a: Claims in Error: Carriers**

| Variable   | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|--|---------------------------|------------------------------------|-------------------------------------|
| <b>HCPCS Procedure Code</b>                                  |                           |                                    |                                     |
| All Codes With Less Than 30 Lines                            | 10,350                    | 493                                | 4.8%                                |
| Complete cbc w/auto diff wbc (85025)                         | 1,700                     | 44                                 | 2.6%                                |
| Drawing blood for specimen (G0001)                           | 1,495                     | 31                                 | 2.1%                                |
| Office/outpatient visit, est (99212)                         | 1,776                     | 135                                | 7.6%                                |
| Office/outpatient visit, est (99213)                         | 7,274                     | 319                                | 4.4%                                |
| Office/outpatient visit, est (99214)                         | 3,580                     | 516                                | 14.4%                               |
| Prothrombin time (85610)                                     | 1,349                     | 25                                 | 1.9%                                |
| Routine venipuncture (36415)                                 | 2,789                     | 66                                 | 2.4%                                |
| Subsequent hospital care (99232)                             | 2,590                     | 324                                | 12.5%                               |
| Therapeutic exercises (97110)                                | 1,348                     | 156                                | 11.6%                               |
| Other  | 57,351                    | 3,931                              | 6.9%                                |
| <b>TOS Code</b>  |                           |                                    |                                     |
| Hospital visit - subsequent                                  | 5,140                     | 846                                | 16.5%                               |
| Lab tests - automated general profiles                       | 2,225                     | 42                                 | 1.9%                                |
| Lab tests - blood counts                                     | 2,190                     | 61                                 | 2.8%                                |
| Lab tests - other (non-Medicare fee schedule)                | 10,349                    | 226                                | 2.2%                                |
| Lab tests - routine venipuncture (non Medicare fee schedule) | 4,316                     | 97                                 | 2.2%                                |
| Minor procedures - other (Medicare fee schedule)             | 5,979                     | 590                                | 9.9%                                |

| Variable   | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|--|---------------------------|------------------------------------|-------------------------------------|
| Office visits - established                      | 14,050                    | 1,235                              | 8.8%                                |
| Specialist - ophthalmology                       | 2,585                     | 59                                 | 2.3%                                |
| Standard imaging - chest                         | 2,260                     | 48                                 | 2.1%                                |
| Standard imaging - musculoskeletal               | 2,205                     | 84                                 | 3.8%                                |
| Other  | 40,303                    | 2,752                              | 6.8%                                |
| <b>Resolution Type</b>                           |                           |                                    |                                     |
| Automated  | 18,049                    | 80                                 | 0.4%                                |
| Complex  | 58                        | 0                                  | 0.0%                                |
| None   | 73,000                    | 5,946                              | 8.1%                                |
| Routine  | 495                       | 14                                 | 2.8%                                |
| <b>Diagnosis Code</b>                            |                           |                                    |                                     |
| Arthropathies and related disorders              | 4,525                     | 363                                | 8.0%                                |
| Diseases of other endocrine glands               | 3,854                     | 235                                | 6.1%                                |
| Diseases of the blood and bloodforming organs    | 2,688                     | 145                                | 5.4%                                |
| Disorders of the eye and adnexa                  | 3,885                     | 163                                | 4.2%                                |
| Dorsopathies                                     | 3,948                     | 392                                | 9.9%                                |
| Hypertensive disease                             | 4,478                     | 298                                | 6.7%                                |
| Ischemic heart disease                           | 2,892                     | 197                                | 6.8%                                |
| Other forms of heart disease                     | 4,886                     | 308                                | 6.3%                                |
| Other metabolic disorders and immunity disorders | 3,753                     | 150                                | 4.0%                                |
| Symptoms   | 9,899                     | 678                                | 6.8%                                |
| Other  | 46,794                    | 3,111                              | 6.6%                                |

**Table H2b: Claims in Error: DMERCs**

| Variable                             | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|--------------------------------------|---------------------------|------------------------------------|-------------------------------------|
| <b>HCPCS Procedure Code</b>          |                           |                                    |                                     |
| All Codes With Less Than 30 Lines    | 2,250                     | 140                                | 6.2%                                |
| Blood glucose/reagent strips (A4253) | 1,117                     | 178                                | 15.9%                               |
| Disp fee inhal drug/30 da            | 363                       | 12                                 | 3.3%                                |
| Hosp bed semi-electr w/ matt (E0260) | 275                       | 0                                  | 0.0%                                |
| Ipratropium brom inh sol u d (J7644) | 256                       | 15                                 | 5.9%                                |
| Lancets per box (A4259)              | 614                       | 74                                 | 12.1%                               |
| Nebulizer with compression (E0570)   | 575                       | 38                                 | 6.6%                                |
| Oxygen concentrator (E1390)          | 1,116                     | 10                                 | 0.9%                                |
| Portable gaseous O2 (E0431)          | 734                       | 10                                 | 1.4%                                |
| Standard wheelchair (K0001)          | 255                       | 3                                  | 1.2%                                |
| Other                                | 3,780                     | 190                                | 5.0%                                |
| <b>TOS Code</b>                      |                           |                                    |                                     |
| All Codes With Less Than 30 Claims   | 466                       | 11                                 | 2.4%                                |
| CPAP                                 | 561                       | 72                                 | 12.8%                               |
| Enteral Nutrition                    | 374                       | 9                                  | 2.4%                                |
| Glucose Monitor                      | 2,222                     | 273                                | 12.3%                               |
| Hospital Beds/Accessories            | 350                       | 1                                  | 0.3%                                |

| Variable  | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|---|---------------------------|------------------------------------|-------------------------------------|
| Nebulizers & Related Drugs                                  | 2,362                     | 135                                | 5.7%                                |
| Ostomy Supplies   | 280                       | 23                                 | 8.2%                                |
| Oxygen Supplies/Equipment                                   | 2,050                     | 23                                 | 1.1%                                |
| Wheelchairs Manual  | 555                       | 11                                 | 2.0%                                |
| Wheelchairs Options/Accessories                             | 343                       | 13                                 | 3.8%                                |
| Other   | 1,772                     | 99                                 | 5.6%                                |
| <b>Resolution Type</b>                                      |                           |                                    |                                     |
| Automated   | 1,742                     | 10                                 | 0.6%                                |
| Complex   | 1                         | 0                                  | 0.0%                                |
| None  | 9,407                     | 653                                | 6.9%                                |
| Routine   | 185                       | 7                                  | 3.8%                                |
| <b>Diagnosis Code</b>                                       |                           |                                    |                                     |
| All Codes With Less Than 30 Lines                           | 466                       | 18                                 | 3.9%                                |
| Arthropathies and related disorders                         | 368                       | 14                                 | 3.8%                                |
| Cerebrovascular disease                                     | 255                       | 16                                 | 6.3%                                |
| Chronic obstructive pulmonary disease and allied conditions | 3,846                     | 163                                | 4.2%                                |
| Diseases of other endocrine glands                          | 2,499                     | 287                                | 11.5%                               |
| Other diseases of skin and subcutaneous tissue              | 156                       | 26                                 | 16.7%                               |
| Other disorders of the central nervous system               | 155                       | 2                                  | 1.3%                                |
| Other forms of heart disease                                | 372                       | 7                                  | 1.9%                                |
| Persons with a condition influencing their health status    | 713                       | 29                                 | 4.1%                                |
| Symptoms  | 1,109                     | 67                                 | 6.0%                                |
| Other   | 1,396                     | 41                                 | 2.9%                                |

**Table H2c: Claims in Error: FIs**

| Variable  | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|---|---------------------------|------------------------------------|-------------------------------------|
| <b>Type Of Bill</b>   |                           |                                    |                                     |
| Clinic-ORF only (eff 4/97); ORF and CMHC (10/91 - 3/97) (74)  | 790                       | 74                                 | 9.4%                                |
| Clinic-hospital based or independent renal dialysis facility (72)   | 1,096                     | 123                                | 11.2%                               |
| Clinic-rural health (71)  | 2,855                     | 37                                 | 1.3%                                |
| HHA-inpatient or home health visits (Part B only) (32)  | 812                       | 19                                 | 2.3%                                |
| Hospital-other (Part B) (14)  | 10,938                    | 393                                | 3.6%                                |
| Hospital-outpatient (HHA-A also)(under OPPTS 13X must be used for ASC claims submitted for OPPTS payment -- eff. 7/00) (13) | 28,902                    | 1,840                              | 6.4%                                |
| SNF-inpatient (including Part A) (21)   | 1,279                     | 131                                | 10.2%                               |
| SNF-inpatient or home health visits (Part B only) (22)  | 867                       | 279                                | 32.2%                               |
| Special facility or ASC surgery-hospice (non-hospital based) (81)   | 652                       | 9                                  | 1.4%                                |
| Special facility or ASC surgery-rural primary care hospital (eff 10/94) (85)  | 4,343                     | 269                                | 6.2%                                |
| Other   | 2,244                     | 112                                | 5.0%                                |

| Variable   | Number of Claims Reviewed | Number of Claims Containing Errors | Percent of Claims Containing Errors |
|--|---------------------------|------------------------------------|-------------------------------------|
| <b>TOS Code</b>  |                           |                                    |                                     |
| ESRD   | 1,096                     | 123                                | 11.2%                               |
| FOHC   | 500                       | 8                                  | 1.6%                                |
| Free Standing Ambulatory Surgery   | 78                        | 4                                  | 5.1%                                |
| HHA  | 1,579                     | 49                                 | 3.1%                                |
| Hospice  | 758                       | 10                                 | 1.3%                                |
| Non-PPS Hospital In-patient  | 2,228                     | 115                                | 5.2%                                |
| OPPS, Laboratory (an FI), Ambulatory (Billing an FI)   | 37,994                    | 2,127                              | 5.6%                                |
| Other FI Service Types   | 5,363                     | 363                                | 6.8%                                |
| RHCs   | 2,855                     | 37                                 | 1.3%                                |
| SNF  | 2,327                     | 450                                | 19.3%                               |
| <b>Resolution Type</b>   |                           |                                    |                                     |
| Automated  | 2,708                     | 1                                  | 0.0%                                |
| Complex  | 137                       | 6                                  | 4.4%                                |
| None   | 51,868                    | 3,276                              | 6.3%                                |
| Routine  | 65                        | 3                                  | 4.6%                                |
| <b>Diagnosis Code</b>  |                           |                                    |                                     |
| Arthropathies and related disorders  | 2,033                     | 133                                | 6.5%                                |
| Diseases of other endocrine glands   | 2,595                     | 301                                | 11.6%                               |
| Dorsopathies   | 1,795                     | 134                                | 7.5%                                |
| Hypertensive disease   | 2,482                     | 67                                 | 2.7%                                |
| Other diseases of urinary system   | 1,595                     | 114                                | 7.1%                                |
| Other forms of heart disease   | 2,825                     | 105                                | 3.7%                                |
| Other metabolic disorders and immunity disorders   | 2,118                     | 75                                 | 3.5%                                |
| Persons encountering health services for specific procedures and aftercare   | 4,231                     | 266                                | 6.3%                                |
| Persons without reported diagnosis encountered during examination and investigation of individuals and populations | 2,735                     | 104                                | 3.8%                                |
| Symptoms   | 5,994                     | 343                                | 5.7%                                |
| Other  | 26,375                    | 1,644                              | 6.2%                                |

Table H3 indicates types of claims this report included or excluded from each error rate.

**Table H3: Included and Excluded in the Sample**

| Error Rate          | Paid Line Items | Unpaid Line Items | Denied For Non-Medical Reasons | Automated Medical Review Denials | No Resolution | RTP     | Late Resolution | Inpt, RAPS, Tech Errors |
|---------------------|-----------------|-------------------|--------------------------------|----------------------------------|---------------|---------|-----------------|-------------------------|
| Paid Claim          | Include         | Include           | Include                        | Include                          | Exclude       | Exclude | Exclude         | Exclude                 |
| No Resolution       | Include         | Include           | Include                        | Include                          | Include       | Exclude | Include         | Exclude                 |
| Provider Compliance | Include         | Include           | Include                        | Include                          | Exclude       | Exclude | Exclude         | Exclude                 |

The dollars in error for the paid claims error rate is based on the final allowed charges, and the dollars in error for the provider compliance error rate is based on the fee schedule amount for the billed service. The no resolution rate is based on the number of claims where the contractor can not track the outcome of the claim divided by no resolution claims plus all claims included in the paid or provider compliance error rate.

Table H4 indicates the number of claims for this report that CMS included or excluded from each error rate.

**Table H4a: Frequency of Claims in the May 2006 Improper Medicare Fee-for-Service Payments Report that are Included and Excluded From Each Error Rate: Carriers**

| Error Type          | Included | Dropped | Total  | Percent Included |
|---------------------|----------|---------|--------|------------------|
| Paid                | 50,153   | 2,975   | 53,128 | 94.4%            |
| No Resolution       | 50,195   | 2,933   | 53,128 | 94.5%            |
| Provider Compliance | 50,153   | 2,975   | 53,128 | 94.4%            |

**Table H4b: Frequency of Claims in the May 2006 Improper Medicare Fee-for-Service Payments Report that are Included and Excluded from Each Error Rate: DMERCs**

| Error Type          | Included | Dropped | Total | Percent Included |
|---------------------|----------|---------|-------|------------------|
| Paid                | 6,587    | 120     | 6,707 | 98.2%            |
| No Resolution       | 6,593    | 114     | 6,707 | 98.3%            |
| Provider Compliance | 6,587    | 120     | 6,707 | 98.2%            |

**Table H4c: Frequency of Claims in the May 2006 Improper Medicare Fee-for-Service Payments Report that are Included and Excluded From Each Error Rate: FIs**

| Error Type          | Included | Dropped | Total  | Percent Included |
|---------------------|----------|---------|--------|------------------|
| Paid                | 54,778   | 1,804   | 56,582 | 96.8%            |
| No Resolution       | 55,013   | 1,569   | 56,582 | 97.2%            |
| Provider Compliance | N/A      | N/A     | N/A    | N/A              |