

LTC Contractor Annual Volumes for period 07-01-2011 through 01-31-2016

Selected Data for July 1, 2011 - January 31, 2016	End of Contract Yr 1 June 30, 2012	End of Contract Yr 2 June 30, 2013	End of Contract Yr 3 June 30, 2014	End of Contract Yr 4 June 30, 2015	Total of Contract Years 1-4	Year-to-Date - Yr 5	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016
Number of calls to I & R Helpline	177,004	168,325	169,865	161,069	676,263	96,596	15,177	15,437	14,234	12,871	15,385	11,109	12,383
Number of calls re: NH Admits	N/A	N/A	30,211	33,095	63,306	19,277	2,858	2,921	2,707	2,671	2,519	2,644	2,957
Number of Initial Assessments	6,420	6,514	6,755	6,562	26,251	3,753	528	657	634	631	420	463	420
Number of Re-Assessments	9,726	10,764	12,753	13,890	47,133	5,752	1,191	900	793	789	710	659	710
Number of Status Change Assessments	500	691	423	458	2,072	765	46	96	97	88	146	146	146
Total Assessments	16,646	17,969	19,931	20,910	75,456	10,270	1,765	1,653	1,524	1,508	1,276	1,268	1,276
Number of Provider Closures	26	30	25	21	102	10	4	2	2		1		1
Number of Recipients Transferred	463	503	432	250	1,648	267	34	23	110	0	35	0	65
Number of Regular LOCETS Completed	19,905	16,971	16,874	14,192	67,942	8,362	1,236	1,283	1,147	1,047	1,165	1,250	1,234
Number of NH LOCETS Completed	17,217	23,545	25,900	28,142	94,804	16,869	2,539	2,308	2,421	2,361	2,096	2,476	2,668
Total LOCETS Completed	37,122	40,516	42,774	42,334	162,746	25,231	3,775	3,591	3,568	3,408	3,261	3,726	3,902
Number New Appeals Received	N/A	N/A	1,730	3,462	5,192	2,371	496	663	296	295	263	177	181
Hearings Held	N/A	N/A	1,075	2,097	3,172	2,192	310	380	292	412	397	216	185
Rendered Decisions Received	N/A	N/A	1,584	4,463	6,047	3,857	680	753	485	583	669	408	279
Number of Monitoring Visits	4,774	19,127	23,741	25,133	72,775	12,527	2,215	2,006	1,806	2,055	1,681	1,357	1,407
Number of Monitoring Calls	3,322	24,548	21,233	16,574	65,677	11,106	1,823	1,064	1,661	1,613	1,418	1,619	1,908
Total Client Monitoring Encounters	8,096	43,675	44,974	41,707	138,452	23,633	4,038	3,070	3,467	3,668	3,099	2,976	3,315

Note: N/A means the data was not initially available but was added later

Number of calls re: NH Admits total	N/A	N/A	30,211	33,095	63,306	21,362	3,094	2,921	3,118	3,300	2,979	2,831	3,119
SOE requests received from OAAS						1,923	373	522	264	259	173	190	142
Number Fair Hearings completed						1,110	173	165	176	206	137	128	125