

## BENEFITS PERFORMANCE 2007/8

## Appendix 3

<b>2006-7 Performance</b>									
<b>New Apps</b>	30.78 days Grade 3	<b>Change of Circs</b>	6.3 days Grade 4	<b>All Claims Processed in 14 days</b>	81% Grade 2	<b>R/All Processed 14 days</b>	71% Grade 1	<b>Accuracy of Processing</b>	98.6% Grade 3
<b>3rd Quarter October 2007 - December 2007</b>									
<b>New Apps</b>	23.57 days Grade 4	<b>Change of Circs</b>	5.28 days Grade 4	<b>All Claims Processed in 14 days</b>	94% Grade 4	<b>R/All Processed 14 days</b>	88% Grade 4	<b>Accuracy of Processing</b>	100% Grade 4
<b>November 2007</b>									
<b>New Apps</b>	23.66 days Grade 4	<b>Change of Circs</b>	5.4 days Grade 4	<b>All Claims Processed in 14 days</b>	95% Grade 4	<b>R/All Processed 14 days</b>	93% Grade 4	<b>Accuracy of Processing</b>	100% Grade 4
<b>October 2007</b>									
<b>New Apps</b>	23.48 days Grade 4	<b>Change of Circs</b>	5.16 days Grade 4	<b>All Claims Processed in 14 days</b>	93% Grade 4	<b>R/All Processed 14 days</b>	81% Grade 3	<b>Accuracy of Processing</b>	100% Grade 4
<b>2007-8 Performance</b>									
<b>New Apps</b>	26.3 days Grade 4	<b>Change of Circs</b>	5.99 days Grade 4	<b>All Claims Processed in 14 days</b>	92% Grade 4	<b>R/All Processed 14 days</b>	89% Grade 3	<b>Accuracy of Processing</b>	100% Grade 4
<b>Excellent Authority (Grade 4)</b>									
<b>New Apps</b>	30 days	<b>Change of Circs</b>	9 days	<b>All Claims Processed in 14 days</b>	90%	<b>R/All Processed 14 days</b>	90%	<b>Accuracy of Processing</b>	99%