

BENEFITS PERFORMANCE 2008/9

Appendix 3

2007-8 Performance											
Right Time Indicator	11.69 days	New Apps	26.03 days	Change of Circs	5.55 days	All Claims Processed in 14 days	91.5%	R/All Processed 14 days	87.5%	Accuracy of Processing	100%
1st Quarter April - June 2008											
Right Time Indicator	7.53 days	New Apps	26.10 days	Change of Circs	5.18 days	All Claims Processed in 14 days	89%	R/All Processed 14 days	83%	Accuracy of Processing	100%
March 2008											
Right Time Indicator	6.44 days	New Apps	23.7 days Grade 4	Change of Circs	5.5 days Grade 4	All Claims Processed in 14 days	88% Grade 4	R/All Processed 14 days	87.5% Grade 4	Accuracy of Processing	100% Grade 4
December 2007											
Right Time Indicator	7.53 days	New Apps	23.12 days Grade 4	Change of Circs	5.02 days Grade 4	All Claims Processed in 14 days	93% Grade 4	R/All Processed 14 days	90% Grade 3	Accuracy of Processing	100% Top Quartile Grade 4
2008-9 Performance											
Right Time Indicator	7.53 days	New Apps	26 days Grade 4	Change of Circs	5.90 days Grade 4	All Claims Processed in 14 days	92% Grade 4	R/All Processed 14 days	89% Grade 3	Accuracy of Processing	100% Grade 4