

## Industry Repair Report:

Timeline average since January for both companies have improved over 20–30-day improvement in timeline on days to all repairs. Each month providers were improving 4-5 days decrease in timelines for repair.

IT technical developments are still be completed in reporting for bill, as each company had manual tracking systems. Over next month should have more details report to each specific tracking completed.

Review new repairs from July 1- August 31<sup>st</sup>.

Total between companies over 745 repair orders. ~ 50% of orders have primary insurance that needed RX or PA on file.

1. Call back to customer within 1 business day: one company had tracking in place met 97% orders in timeline.
2. Evaluation within 3 business days, each company had different tracking.  
Appears avg. range from 75-88% met, improvements noted in August.
3. First PO issued within 3 business days of Evaluation/Prior Authorization approvals.

Both companies able to get orders started in system within timeframe, however this is area both are challenged with responses and quoting back from manufacturer– avg 5 days wait for responses (will discuss what we are working on with manufactures an internal process to address this timeline issue)

4. Performance of meeting the 10-day window from All PO's (after Rx/PA) received to delivery.  
Between both companies avg 80%- 85% orders hit that timeline.