National Seating & Mobility Repairs (July 1 thru September 31st)

Total Orders 438 orders (122 Medicaid, 59 Medicare, 257 Commercial Primary Insurance) – all orders manual, scooter and CRT chairs

122 orders missed one of the timelines below
Contacted within **1 business day** of request
Evaluation within **3 business days** – (location of evaluations, 17% Remote, 19% in Facility, 20% in branch, 44% in Home)
PO issued with **1 business day** of evaluation
Location of completed Repair: 2% in branch, 6 % other/ship, 28% Facility (SNF), 64% Home

Here's the data on the **orders** out of the **10-day** window:
- **42% (51)** orders were NSM fault (eval, funding, schedule etc.)
- **58%** order we had to deliver to a facility outside the standard time performance or orders were facility deliveries (require set day) or client related changes.

How out of compliance for 122 orders to 10-day window? Regardless of if NSM or Client delays.

21% missed by 1 day
11% missed by 2 days
11% missed by 3 days
13% missed by 4 days
10% missed by 5 days
24% > 5-day window

On where we stand on strategy and staffing in CT:
- Hired a Strategic Account Executive –will lead the efforts to coordinate the prioritization of repairs and data integrity enforcement.
- Added supplemental tech support for CT – We have 2 Supervisors that are targeted to aid with deliveries in October, this will also help with order back log prior to July 1 start.
- We added Spec Entry for all technicians in CT – Training has been complete with the Technicians.
- Zoning and Routing –begin training working with Customer Service and RSS for setting expectations.
- Staffing – Newington has staff openings for 1 technician and 1 CSS, while Niantic has staff opening for 1 technician.
- Finalizing new IT build to capture reason and components per bill year-end report

Service over past 12 months for all product repairs, key to notice on going decrease in cycle time for all. Will review during meeting what these data points mean again. Key point her is timelines have improved and continue to improve since project started prior to bill going live.

CT Service Data

Sub-Process	Oct-24	Sep-24	Aug-24	Jul-24	Jun-24	May-24	Apr-24	Mar-24	Feb-24	Jan-24	Dec-23	Nov-23	Oct-23	Sep-23	Aug-23	Jul
Create to Eval	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Eval to CBC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CBC to RTP	1	1	2	2	1	1	1	1	0	1	1	2	2	0	0	
RTP to FSFF	5	13	14	13	9	9	9	12	12	13	14	12	13	17	24	
Approval	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RTP to Aprv	6	15	13	15	11	11	13	15	16	18	20	15	19	29	29	
Purchase	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	
Receipt	7	7	7	8	7	7	7	7	8	8	8	9	7	9	9	
Delivery	12	13	14	16	21	17	23	33	29	37	31	27	26	22	26	
Auth to Dlvry	21	22	22	28	31	27	33	41	43	50	42	37	38	32	39	
Total	50	47	57	59	57	61	71	76	83	94	78	82	87	82	89	

National Service Data

Sub-Process	Oct-24	Sep-24	Aug-24	Jul-24	Jun-24	May-24	Apr-24	Mar-24	Feb-24	Jan-24	Dec-23	Nov-23	Oct-23	Sep-23	Aug-23	Jul-23	Ju
Create to Eval	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Eval to CBC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CBC to RTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RTP to FSFF	8	8	8	9	9	9	9	9	10	11	10	11	11	12	11	12	
Approval	1	0	1	1	1	1	2	1	1	1	1	1	2	2	1	3	
RTP to Aprv	15	15	16	17	16	16	17	16	17	20	20	18	19	21	19	22	
Purchase	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	
Receipt	8	9	8	8	8	8	8	8	8	11	9	10	10	12	11	11	
Delivery	15	16	15	15	16	15	15	15	15	19	17	15	15	15	14	15	
Auth to Dlvry	28	28	25	27	28	27	27	27	28	32	30	29	29	30	28	29	
Total	63	62	62	62	62	60	62	63	70	73	70	70	71	71	71	71	