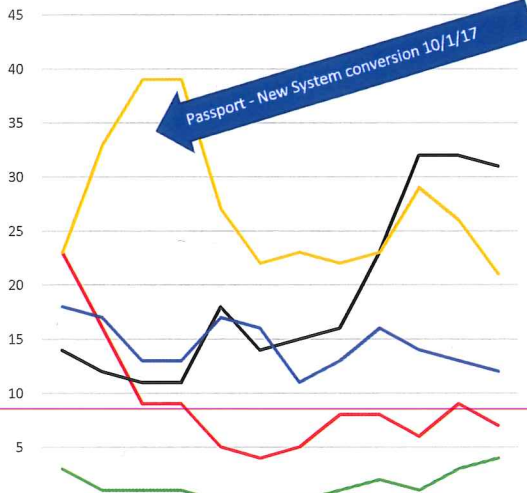


### Number of Issues Outstanding

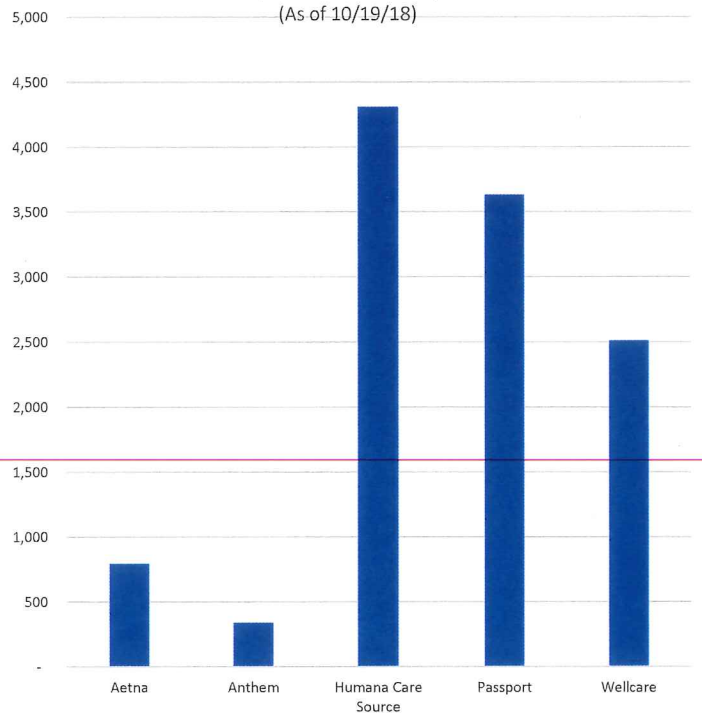
(Lower is Better)  
(As of 10/19/18)



	Nov. '17	Dec. '17	Jan. '18	Feb. '18	Mar. '18	Apr. '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
Aetna	23	16	9	9	5	4	5	8	8	6	9	7
Anthem	3	1	1	1	-	-	-	1	2	1	3	4
Humana Care Source	14	12	11	11	18	14	15	16	23	32	32	31
Passport	23	33	39	39	27	22	23	22	23	29	26	21
Wellcare	18	17	13	13	17	16	11	13	16	14	13	12

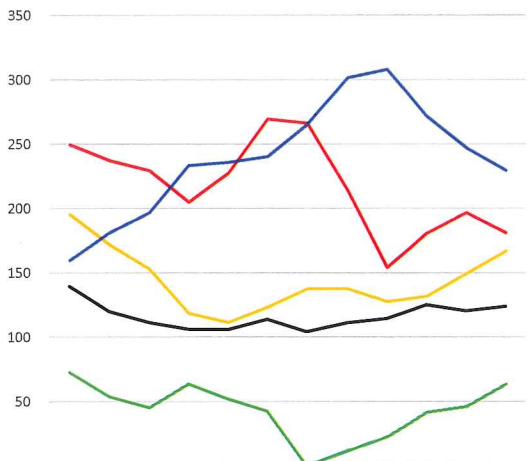
### Cumulative Days of Issues Outstanding

(Lower is Better)  
(As of 10/19/18)



### 3-mo. Avg of Days Outstanding for Open Issues

(Lower is Better)  
(As of 10/19/18)



	Nov. '17	Dec. '17	Jan. '18	Feb. '18	Mar. '18	Apr. '18	May '18	Jun '18	Jul '18	Aug '18	Sep '18	Oct '18
Aetna	250	237	229	205	228	270	266	214	154	181	197	181
Anthem	73	54	45	64	52	43	-	12	22	42	46	64
Humana Care Source	140	120	112	106	106	114	104	111	114	125	121	124
Passport	196	172	153	119	112	123	138	138	128	132	150	167
Wellcare	160	181	197	233	236	240	265	302	308	272	247	230

### Trend in Rate of Issue Days per 10,000 Members

(Lower is Better)  
(As of 10/19/18)

