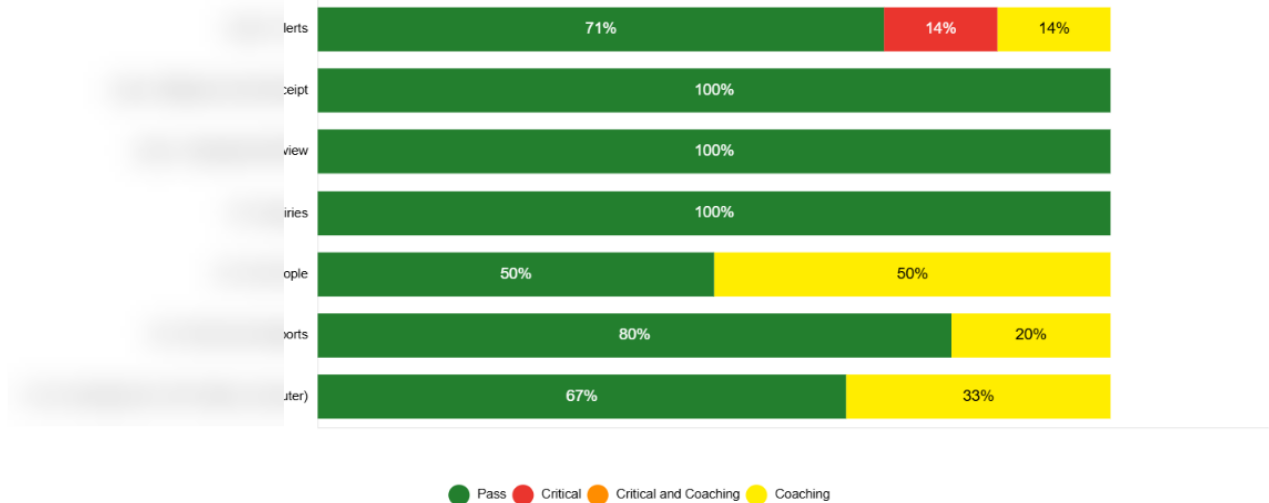## LEAVE

Over/Under Impacted Workflows

Primary	Audit Count	No Financial impact	OverPaid $0-$5,000	OverPaid $5,000-$10,000	OverPaid $10,000+	UnderPaid $0-$5,000	UnderPaid $5,000-$10,000	UnderPaid $10,000+
Year / Month 2025 / 6								
Total	**100**	**98**	**0**	**0**	**0**	**2**	**0**	**0**
Alerts	41	40	0	0	0	1	0	0
Pay Run Reports	28	27	0	0	0	1	0	0

Current Month

Overall Pass/Fail rates

Category	Pass	Critical	Coaching
...lerts	71%	14%	14%
...ceipt	100%		
...view	100%		
...iries	100%		
...ople	50%		50%
...orts	80%		20%
...(uter)	67%		33%

● Pass   ● Critical   ● Critical and Coaching   ● Coaching

Critical/Coaching Counts: Potential Critical/Coaching fail points

Critical/Coaching made Counts: Critical/Coaching fails made

Audit Count: Total Reviews processed after 03/05/2025 (**Counts not available prior to 03/05/2025**)

Counts

● Audit Count   ● Critical Count   ● Critical Made Count   ● Coaching Count
● Coaching Made Count

Percentage based on total

● Critical %
● Coaching %

Overall Pass/Fail rates

71%	14%	14%
100%		
100%		
100%		
50%	50%	
80%	20%	
67%	33%	

● Pass ● Critical ● Critical and Coaching ● Coaching

Critical/Coaching Counts: Potential Critical/Coaching fail points

Critical/Coaching made Counts: Critical/Coaching fails made

Audit Count: Total Reviews processed after 03/05/2025 (**Counts not available prior to 03/05/2025**)
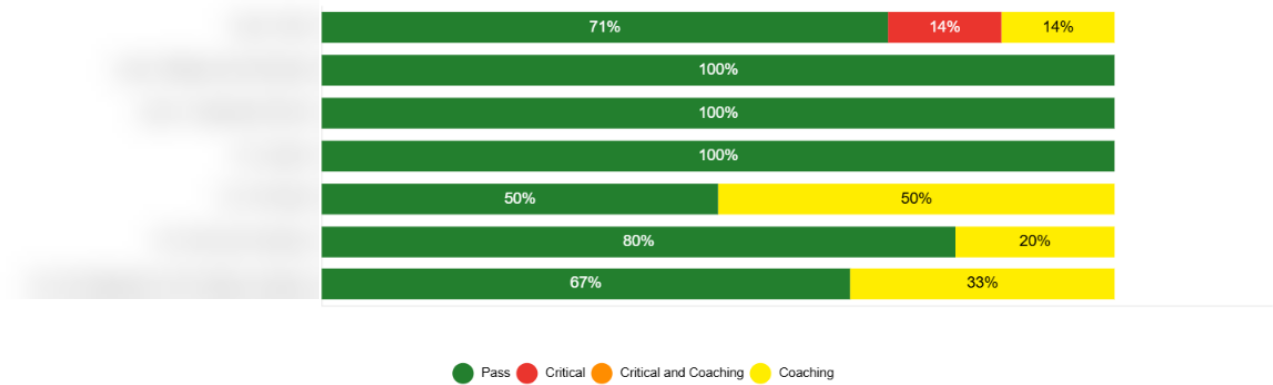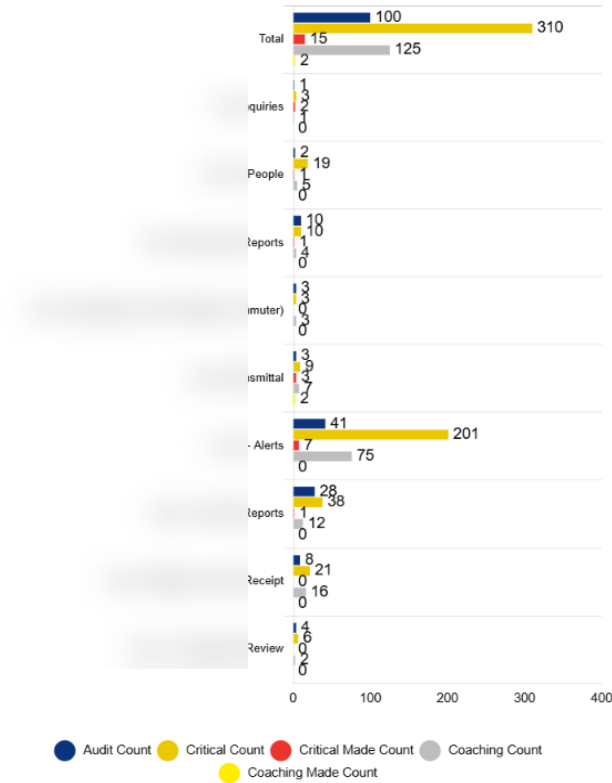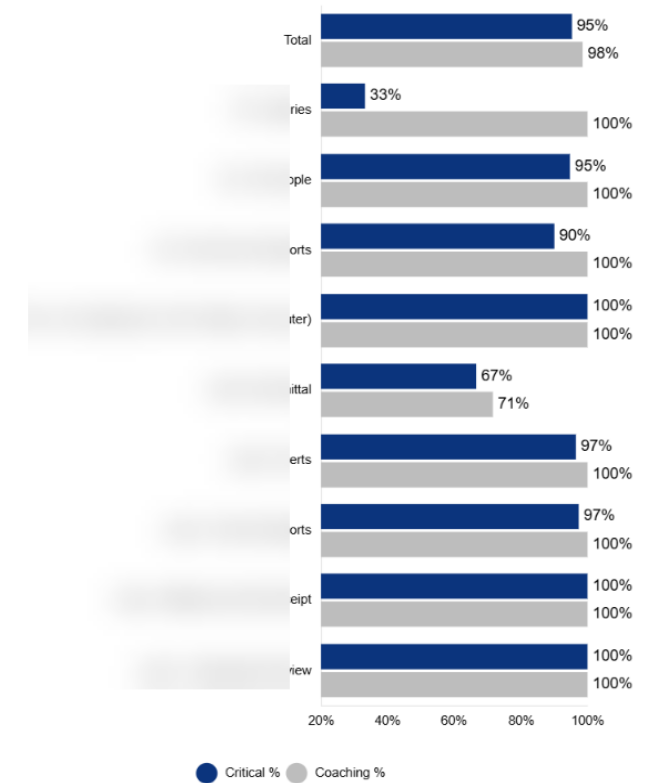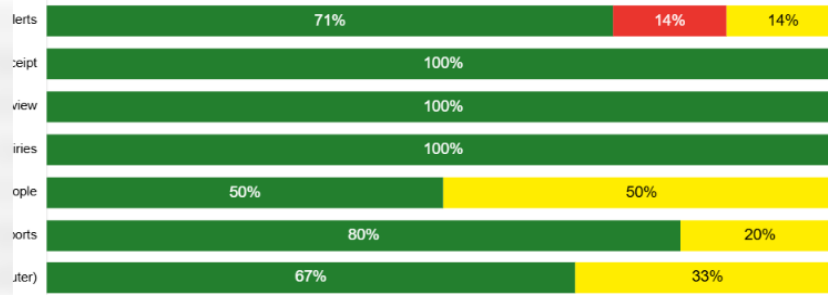
Counts

Category	Audit Count	Critical Count	Critical Made Count	Coaching Count	Coaching Made Count
Total	100	310	15	125	2
...quiries	1	3	2	0	
...People	2	19	1	5	0
...Reports	10	10	1	4	0
...muter)	3	3	0	3	0
...smittal	3	3	1	3	7	2
...Alerts	41	201	7	75	0
...Reports	28	38	1	12	0
...Receipt	8	21	0	16	0
...Review	4	6	0	2	0
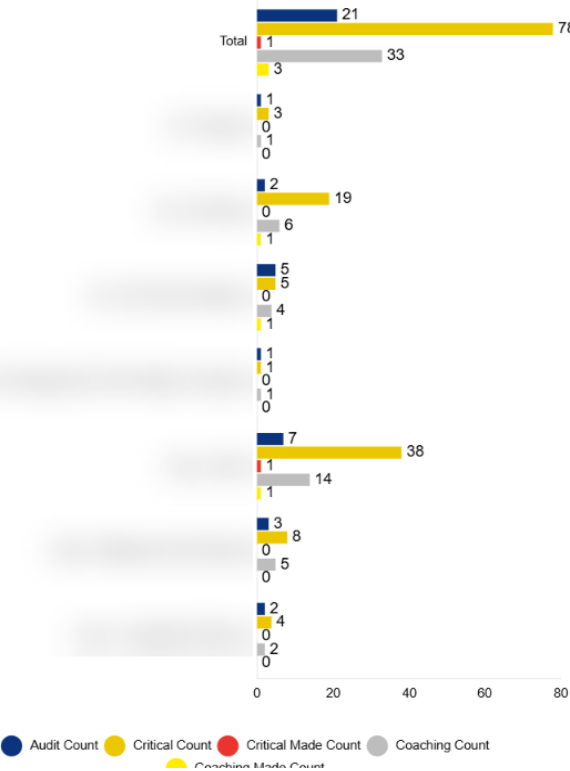
● Audit Count ● Critical Count ● Critical Made Count ● Coaching Count ● Coaching Made Count

Percentage based on total

Category	Critical %	Coaching %
Total	95%	98%
...ries	33%	100%
...ople	95%	100%
...orts	90%	100%
...ter)	100%	100%
...ittal	67%	71%
...erts	97%	100%
...orts	97%	100%
...eipt	100%	100%
...iew	100%	100%

● Critical % ● Coaching %

Quality Area Of Focus - Prior Month

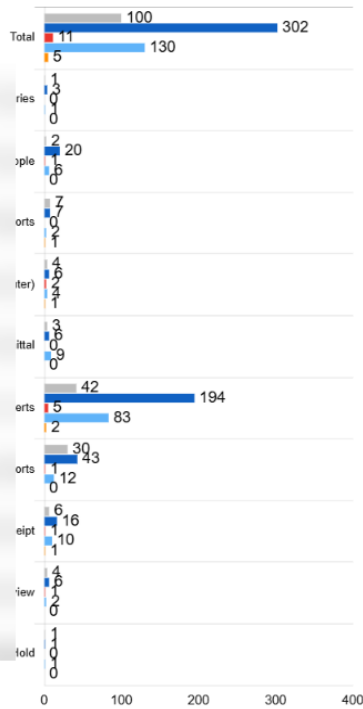| Primary	Process	Prior Month 1
Criticality		
Critical		
Was the P@L status updated correctly? (Critical)	...erts	2
Were all applicable tabs of the case workbook filled out completely? (Critical)	...erts	2
Were the correct reports/numbers sent to LFG or PS Comp? (Critical)	...erts	2
Were Time Management elements set up correctly if applicable? (Critical)	...erts	1
Was the appropriate element set up in P@L correctly if applicable? (Critical)	...y Run Reports	1
Was the PR 62 run correctly and saved to the case? (Critical)	...nsmittal	1
Was Section 5 completed if applicable? (Critical)	...nsmittal	1
Was action taken on the overpayment if applicable? (Critical)	...nsmittal	1
Criticality		
Coaching		
Was the email sent back to LFG moved to the Transmittal email folder? (Coaching)	...nsmittal	1
Was the email saved to the case workbook? (Coaching)	...nsmittal	1

Prior Month 2

Overall Pass/Fail rates

...lerts	71% — 14% — 14%
...ceipt	100%
...view	100%
...iries	100%
...ople	50% — 50%
...orts	80% — 20%
...uter)	67% — 33%

Legend: ● Pass ● Critical ● Critical and Coaching ● Coaching

Counts

Total	100 / 302 / 11 / 130 / 5
...ries	1 / 3 / 0 / 0
...ople	2 / 20 / 1 / 6 / 0
...orts	7 / 7 / 0 / 1
...uter)	4 / 6 / 2 / 4 / 1
...ittal	3 / 6 / 0 / 9
...erts	42 / 194 / 5 / 83 / 2
...orts	30 / 43 / 12 / 0
...ceipt	6 / 16 / 10
...view	4 / 5 / 0
...old	1 / 0 / 0

Legend: ● Audit Count ● Critical Count ● Critical Made Count ● Coaching Count ● Coaching Made Count

Percentage based on total

	Critical %	Coaching %
Total	96%	96%
...uiries	100%	100%
...eople	95%	100%
...ports	100%	50%
...uter)	67%	75%
...mittal	100%	100%
...Alerts	97%	98%
...ports	98%	100%
...ceipt	94%	90%
...view	83%	100%
...Hold	100%	100%
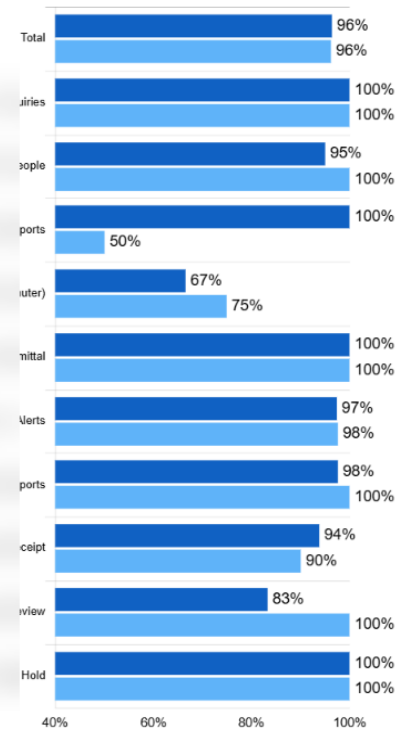
Legend: ● Critical % ● Coaching %

Quality Area Of Focus - Leave Prior2 Month

Primary	Process	Prior Month 2
Criticality		
Critical		
Were all applicable tabs of the case workbook filled out completely? (Critical)		3
Were PL Diff elements set up correctly if applicable? (Critical)		1
Did you process the alert before pay run, bank file, or in time to meet state regulations? (Critical)		1
Was the appropriate element set up in P@L correctly if applicable? (Critical)	...un Reports	1
Was the Billings Tracker updated correctly? (Critical)	...s and Cash Receipt	1
Was the TSH case updated correctly? (Critical)	...ayment Review	1
Criticality		
Coaching		
Were your case notes accurate, clear, and concise? (Coaching)		1
Were the appropriate drop downs selected on the Notes tab? (Coaching)		1
Were your case notes accurate, clear, and concise? (Coaching)	...s and Cash Receipt	1