

Year\_Month

2023

2024

Jan

Feb

Category

PAT - Billing

PAT - Pt Ops

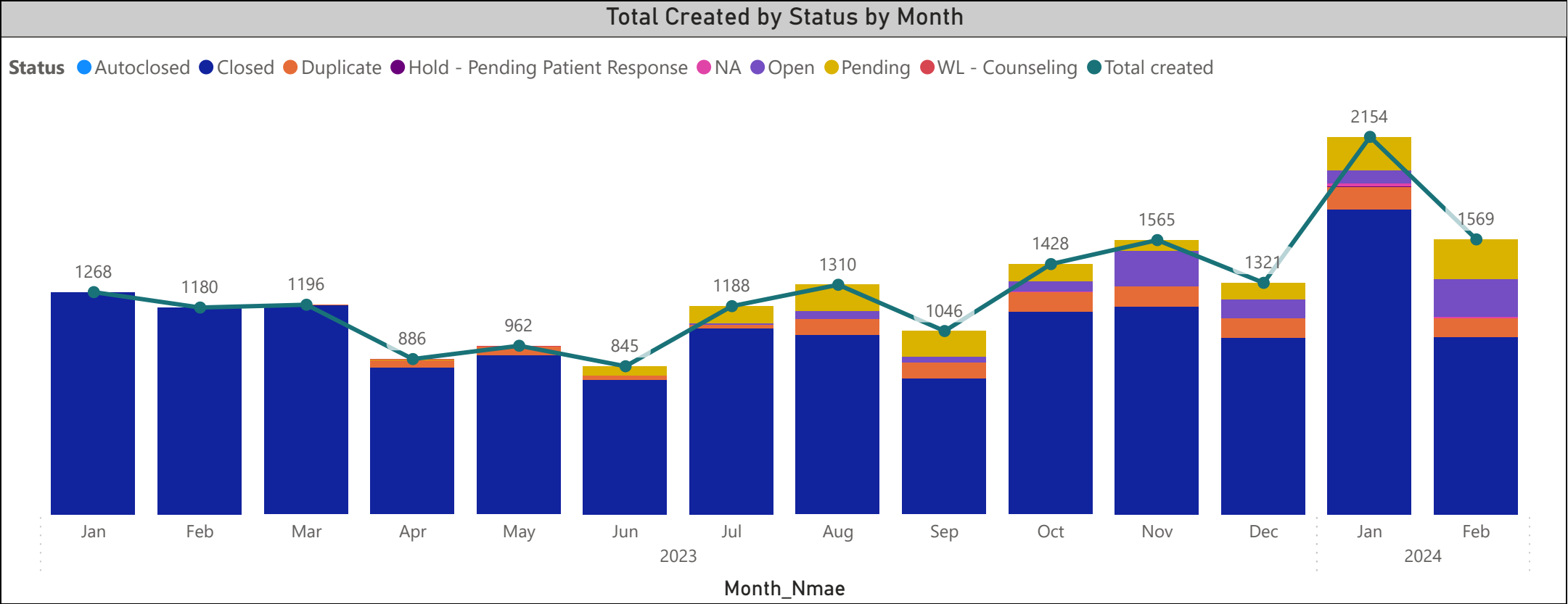
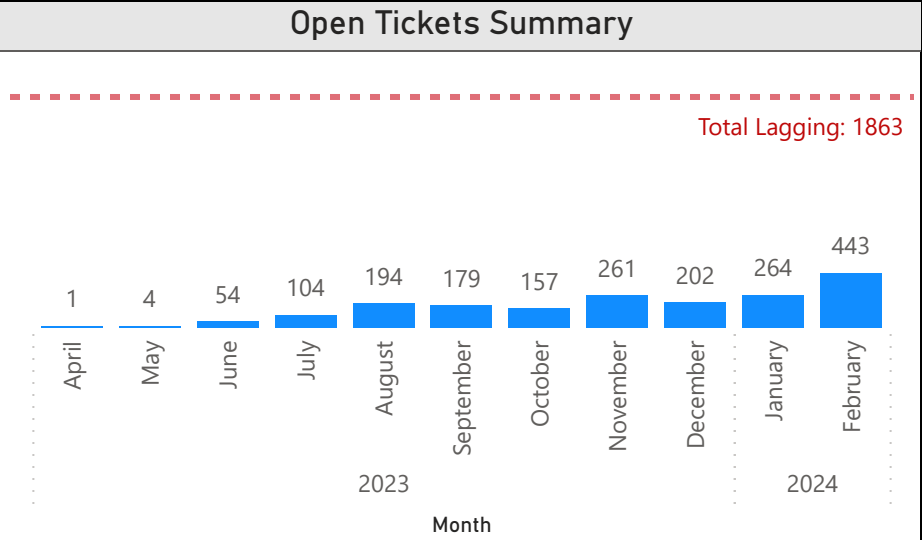
PAT - Triage

PRT - Billing

PRT - Pt Ops

PRT - Triage

Tickets Monthly Summary							
Year	New_Request	Total_Closed	Current_Month_Closed	% Closed	Lagging_Month_Closed	Open/Pending	Others
2024	1569	1399	1005	64%	394	443	115
Feb	1569	1399	1005	64%	394	443	115
Total	1569	1399	1005	64%	394	443	115



Year\_Month

2023

2024

Jan

Feb

Category

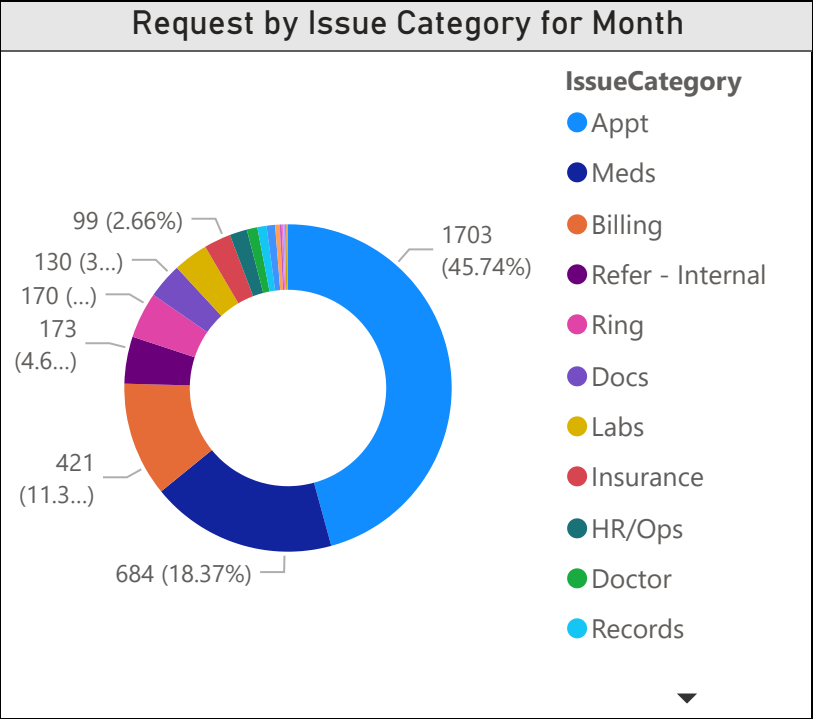
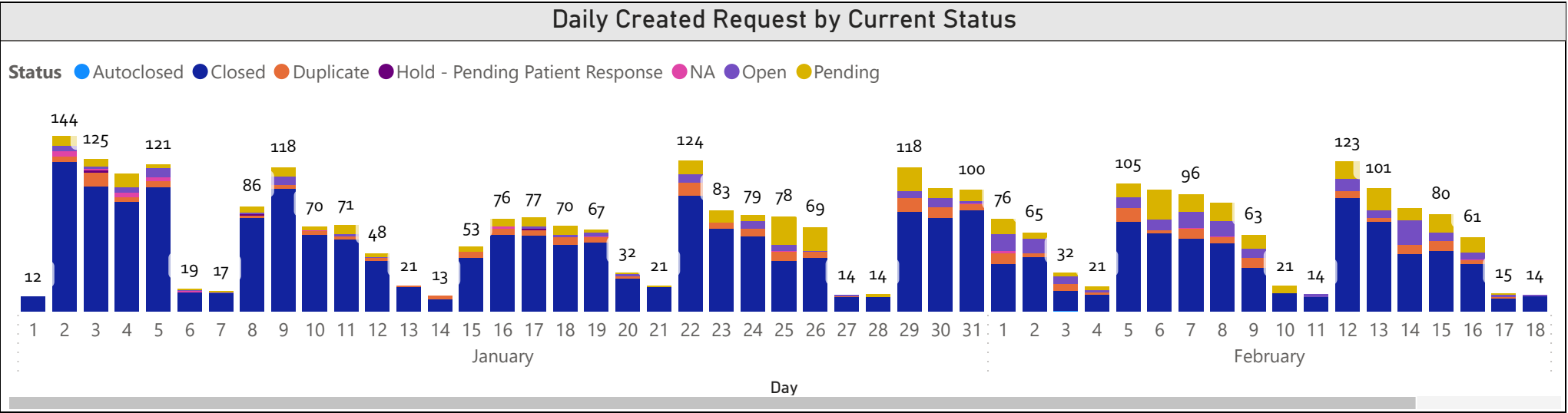
PAT - Billing

PAT - Pt Ops

PAT - Triage

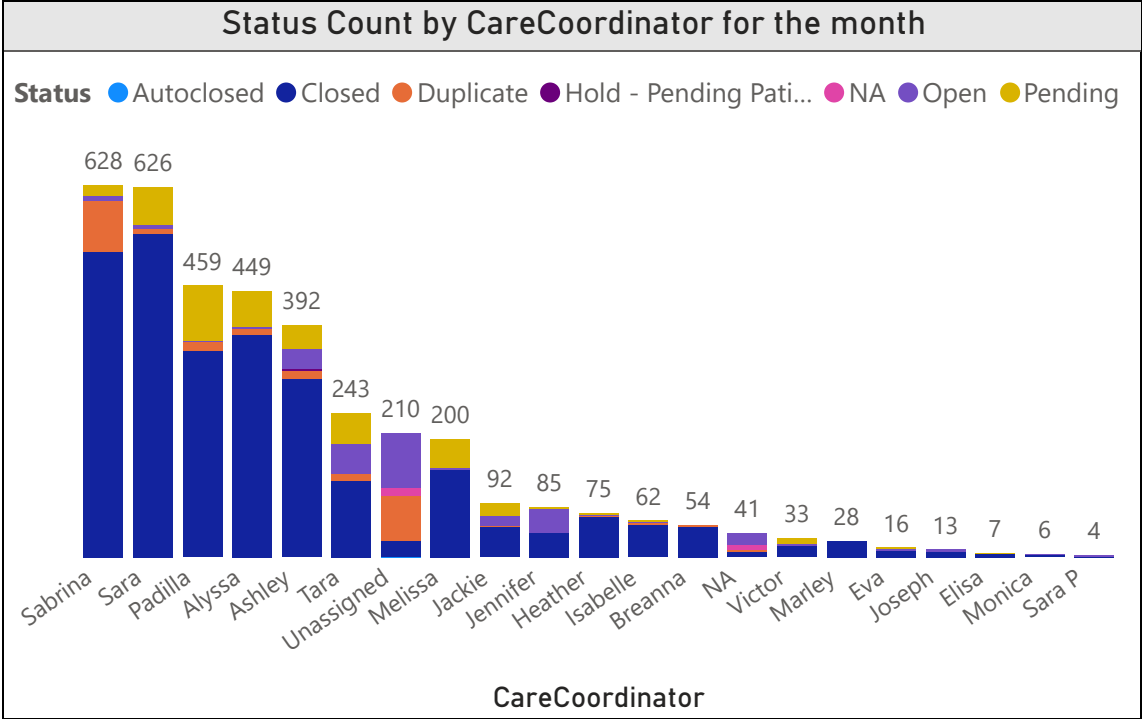
PRT - Billing

PRT - Pt Ops



Status Count by Month

Year	Tickets
2024	3723
Jan	2154
Closed	1738
Duplicate	128
Hold - Pending Patient Response	4
NA	20
Open	75
Pending	189
Feb	1569
Autoclosed	1
Closed	1010
Total	3723



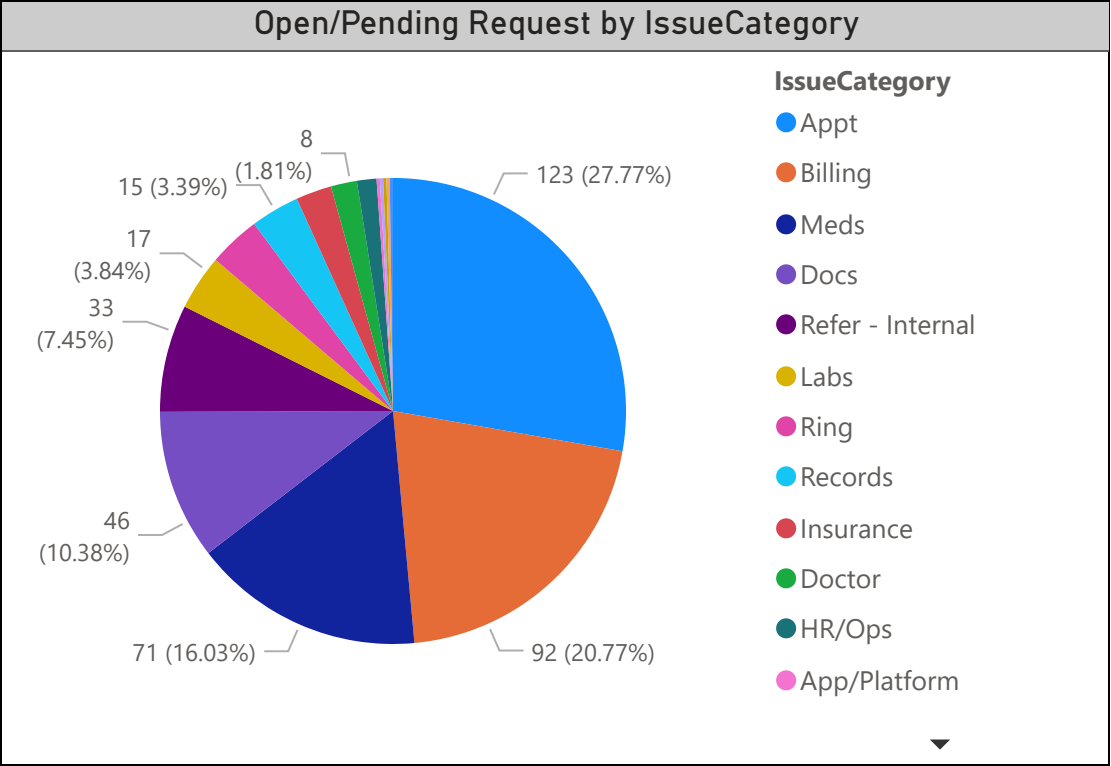
Year\_Month

(Blank)

2022

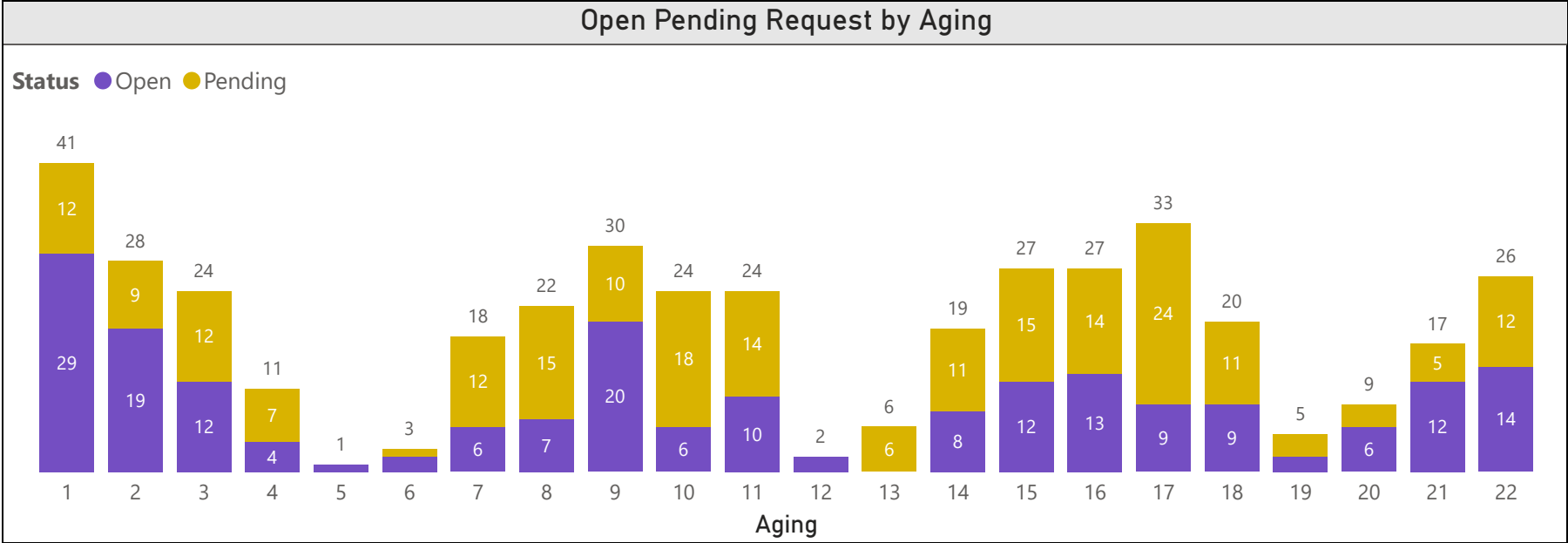
2023

2024



Open/Pending by CareCoordinator

CareCoordinator	Open	Pending	Total
Unassigned	83		83
Tara	42	25	67
Sara	5	51	56
Ashley	25	30	55
Alyssa		40	40
Padilla	1	39	40
Sabrina	6	14	20
Jackie	12	5	17
Jennifer	15		15
Victor	3	10	13
NA	11		11
Melissa		8	8
Eva	3	2	5
Joseph	4		4
Sara P	3		3
Total	217	226	443



Count of Aging Days

Aging Days	Total Open/Pending	%GT
1	41	9.3%
17	33	7.4%
9	30	6.8%
2	28	6.3%
15	27	6.1%
16	27	6.1%
0	26	5.9%
22	26	5.9%
3	24	5.4%
Total	443	100.0%

Year\_Month

(Blank)

2022

2023

2024

Jan

Feb

CareCoordinator

AJ

Alexia

Alyssa

Ashley

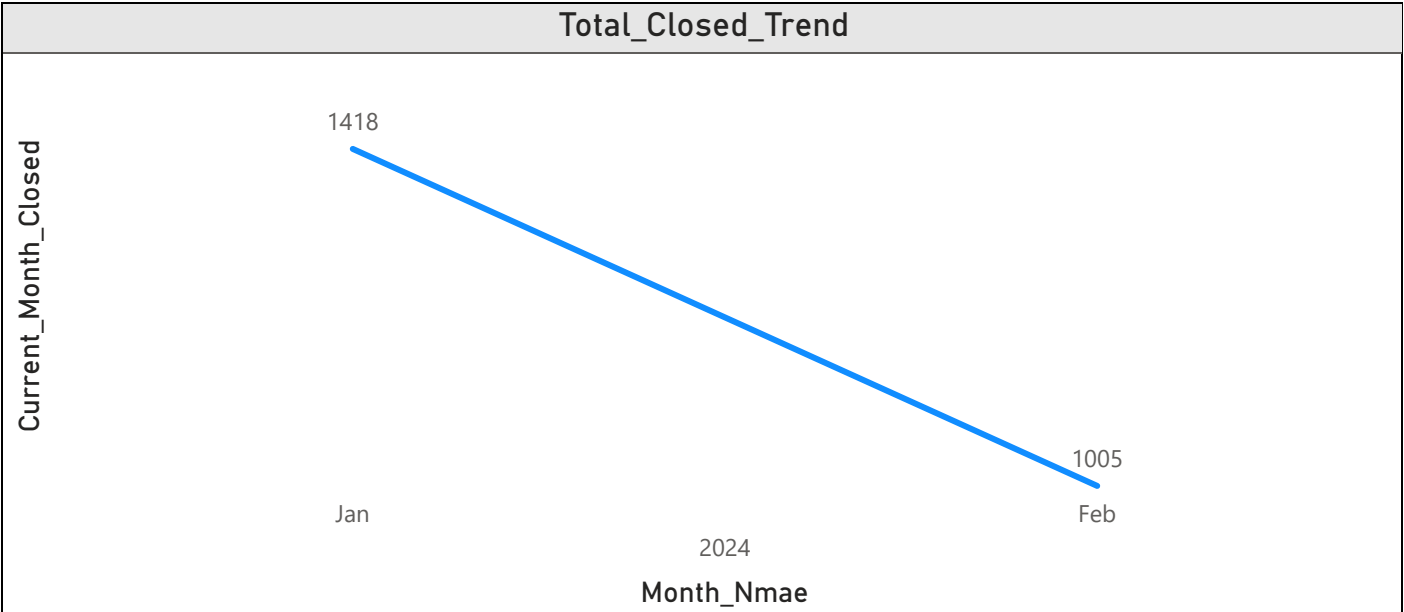
Ashley Hudd

Breanna

Denise

Average_Closing_Time by Care Coordinator						
Year	Total_Closed_Tickets	Average_close_days	Lagging_Closed_Tickets	Lagging_Average_days	Current_Month_Closed	Current_Month_Average
2024	1399	11	394	37	1005	1
Feb	1399	11	394	37	1005	1
Alyssa	134	1	9	3	125	0
Ashley	142	4	31	15	111	1
Breanna	51	2	2	22	49	1
Elisa	5	7	3	12	2	0
Eva	11	1			11	1
Heather	84	51	64	65	20	6
Isabelle	63	44	51	54	12	5
Jackie	44	17	23	29	21	3
Jennifer	12	27	8	36	4	8
Joseph	9	8	2	30	7	2
Total	1399	11	394	37	1005	1

Closing_Days	Total Closed	%GT
0	659	46.84%
1	199	14.14%
2	55	3.91%
3	34	2.42%
4	33	2.35%
9	22	1.56%
7	19	1.35%
8	18	1.28%
21	16	1.14%
22	16	1.14%
Total	1407	100.00%



Year\_Month

(Blank)

2022

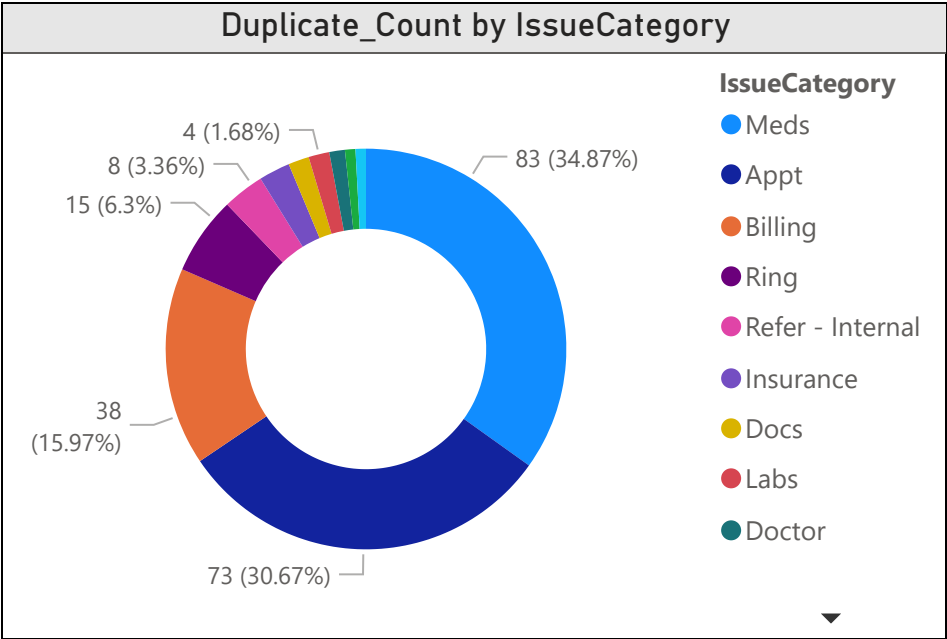
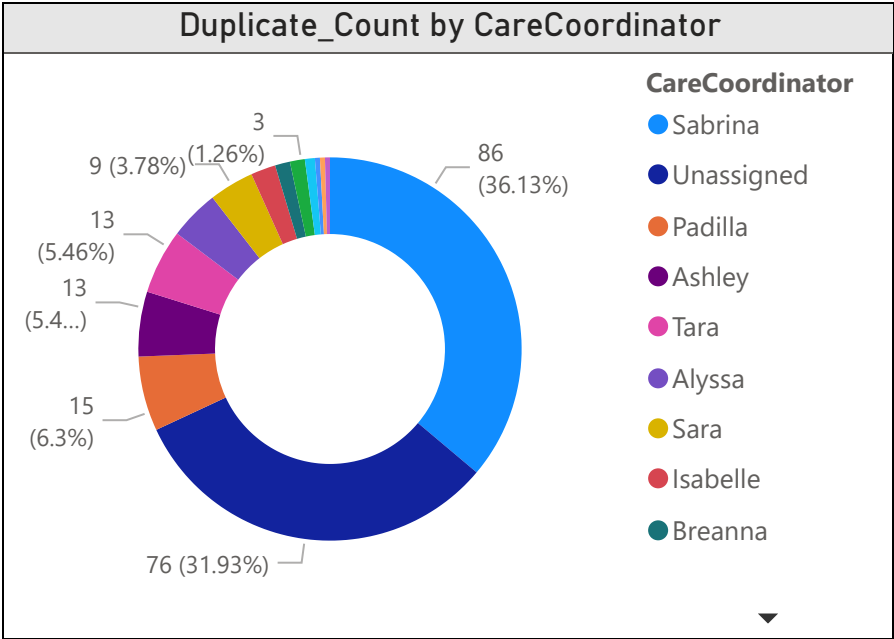
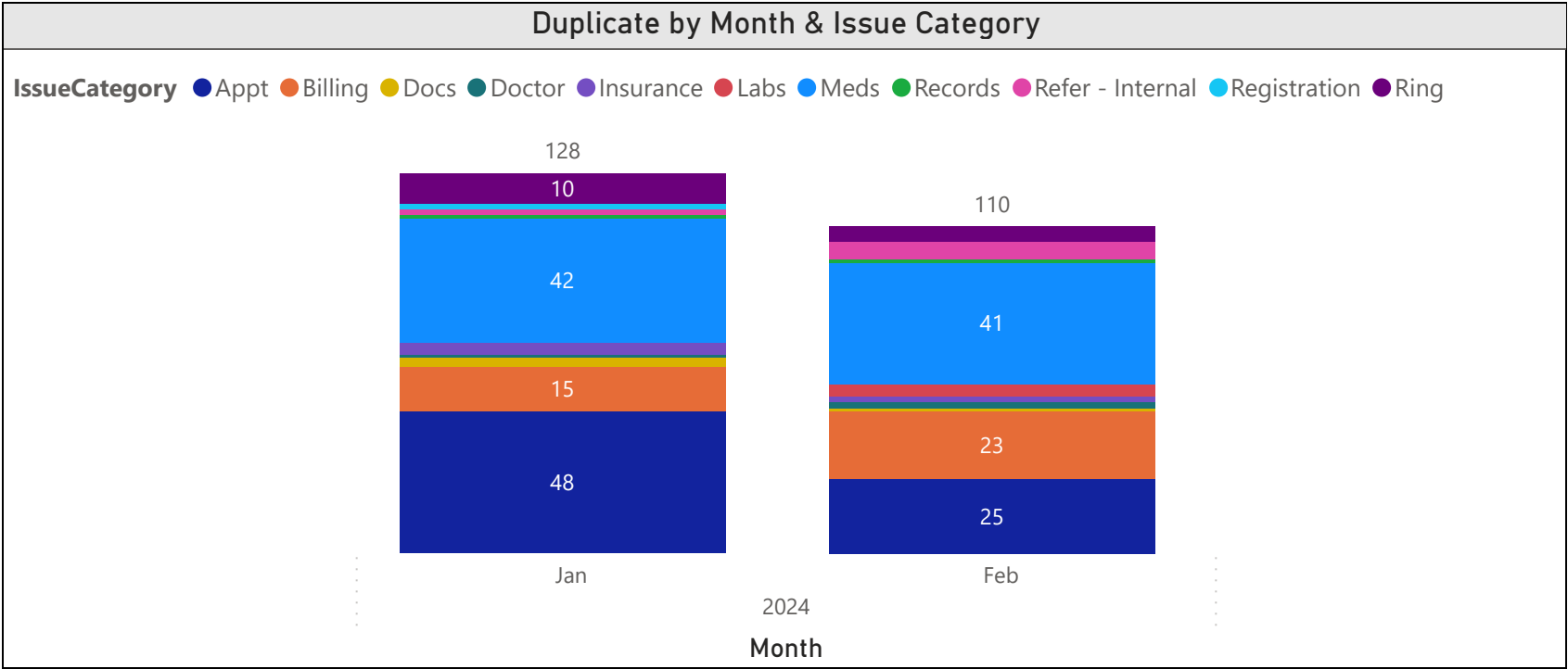
2023

2024

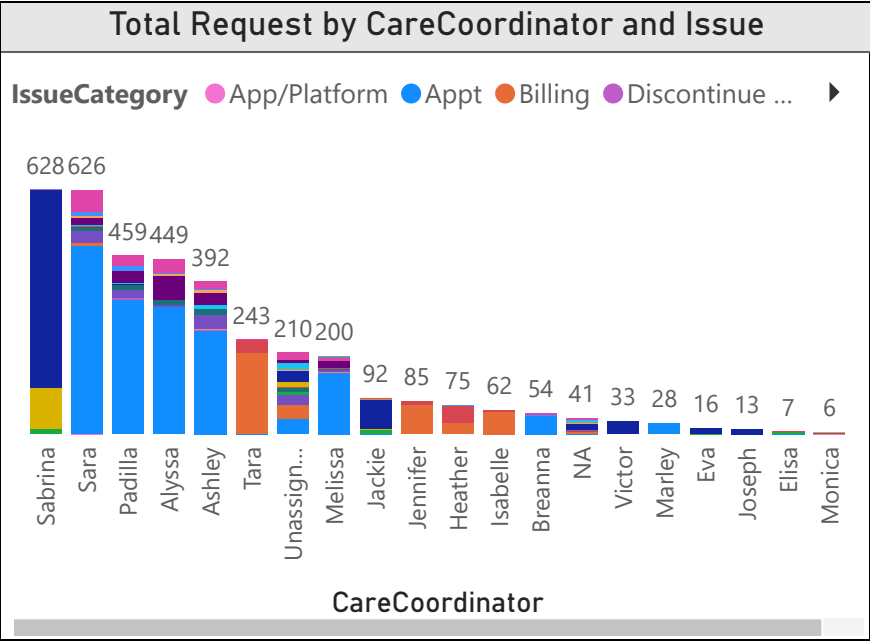
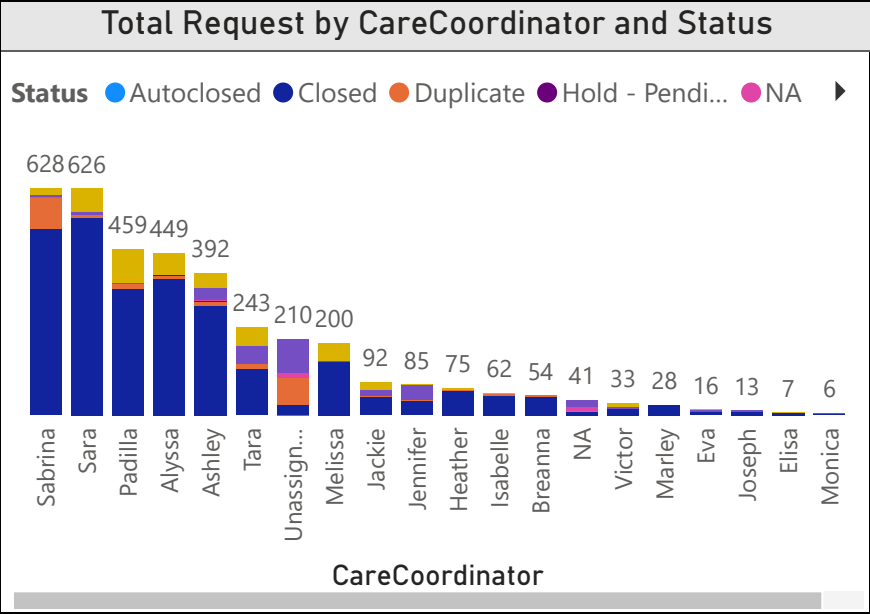
Jan

Total Duplicates

238



CareCoordinator	Duplicate	%GT
Sabrina	86	36.13%
Unassigned	76	31.93%
Padilla	15	6.30%
Ashley	13	5.46%
Tara	13	5.46%
Alyssa	10	4.20%
Sara	9	3.78%
Isabelle	5	2.10%
Breanna	3	1.26%
NA	3	1.26%
Heather	2	0.84%
Total	238	100.00%



CareCoordinator Summary							
Year	Request assigned	Request_Closed	Open / Pending	Others	% Closed	% Open	Total Closed(All Months)
2024							
Jan	2154	1418	264	152	66%	12%	1605
Feb							
Alyssa	166	125	40	1	75%	24%	134
Ashley	170	111	55	4	65%	32%	142
Breanna	52	49		3	94%		51
Elisa	3	2	1		67%	33%	5
Eva	16	11	5		69%	31%	11
Heather	22	20	2		91%	9%	84
Isabelle	16	12	2	2	75%	13%	63
Jackie	39	21	17	1	54%	44%	44
Jennifer	19	4	15		21%	79%	12
Joseph	11	7	4		64%	36%	9
Marley	7	1			14%		1
Melissa	21	13	8		62%	38%	33
Monica	2	1	1		50%	50%	2
NA	18	4	11	3	22%	61%	7
Padilla	157	114	40	3	73%	25%	120
Sabrina	237	170	20	47	72%	8%	289
Sara	315	255	56	4	81%	18%	271
Sara P	3		3			100%	
Stephanie							2
Tara	125	53	67	5	42%	54%	83
Unassigned	141	16	83	42	11%	59%	17
Victor	29	16	13		55%	45%	19

Year\_Month

2023

2024

Jan

Feb

See details

Fix this

CareCoordinator

AJ

Alexia

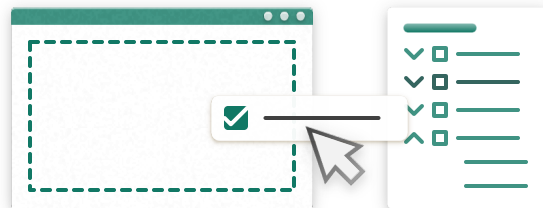
Alyssa

Ashley

Ashley Hudd

## Build visuals with your data

Select or drag fields from the **Data** pane onto the report canvas.



## Build visuals with your data

Select or drag fields from the **Data** pane onto the report canvas.

