



**2022 Performance Results
(as of December 31, 2022)
Naperville IL Service Center**

Client Services		
	Average telephone answer time to CSR	30 seconds
	Telephone inquiries resolved on first call by CSR	99.7%
	Abandoned call rate	1.7%

Claims Processing		
	Average claim turnaround time	2.03 work days
	Claims paid within 15 calendar days	97.6%
	Claims paid within 30 calendar days	99.0%

Processing Accuracy		
	Number of correct claims processed / Total number of all claims processed	98.4%

Financial Accuracy		
	Total amount of claim dollars paid correctly/ Total claim dollars paid	100.0%