



Kansas State System (200118)

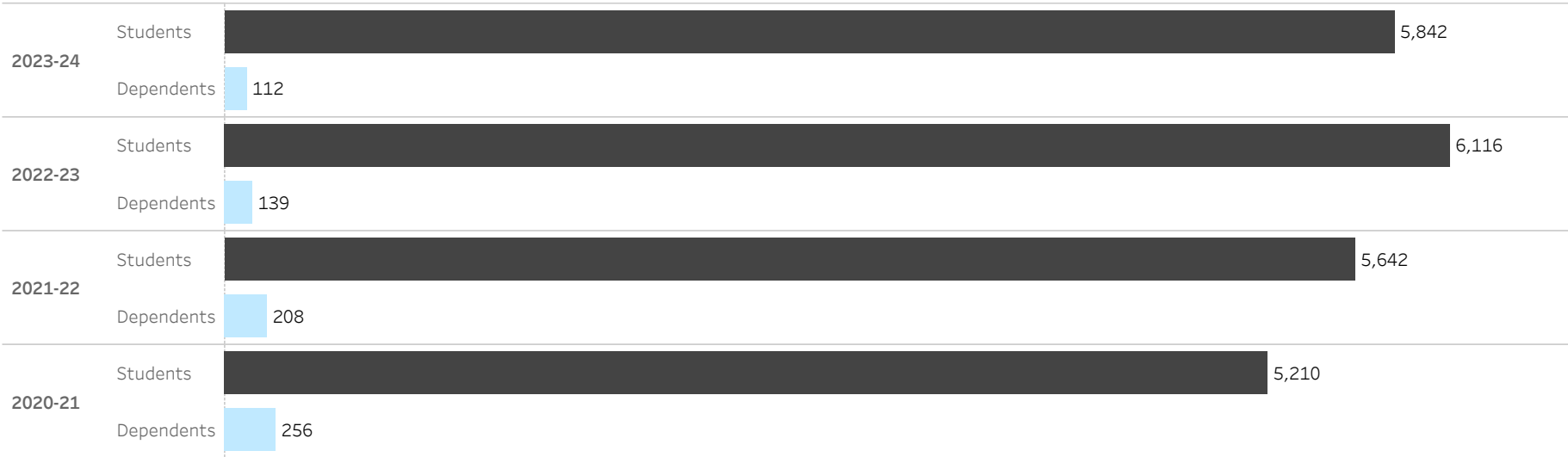
Policy Option(s)

1	
2	
3	
4	

Annualized Membership

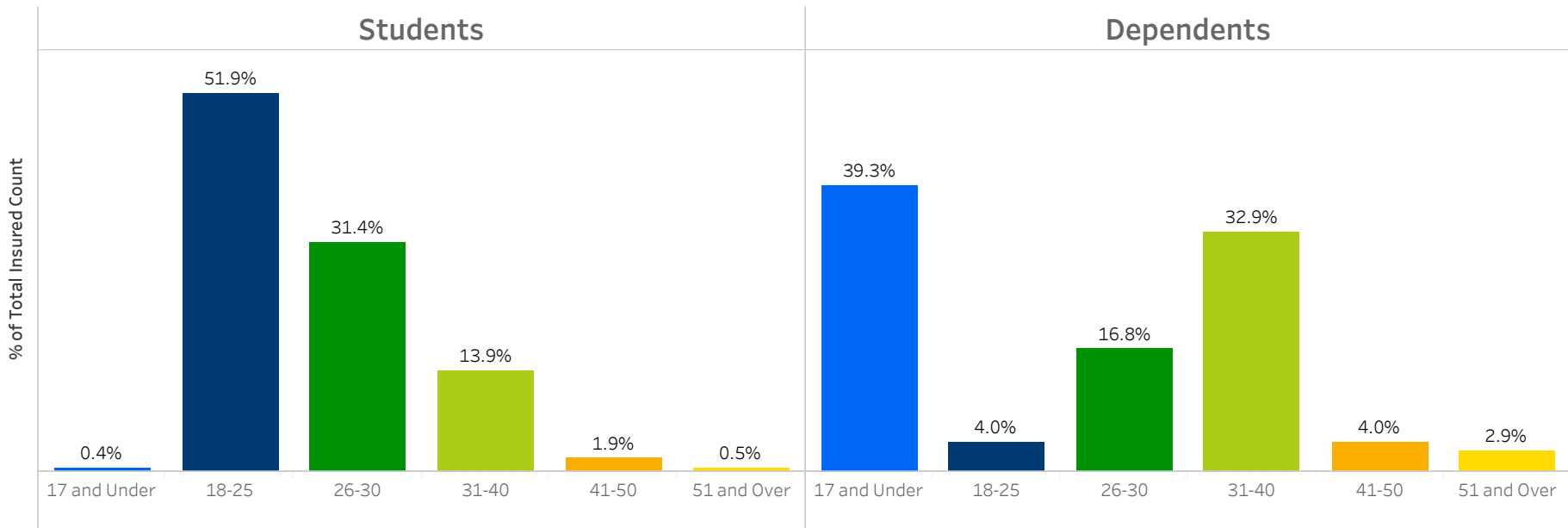
2023-24 policy year is an estimate.

■ Students ■ Dependents



2023-24 Membership by Age Group

■ 17 and Under ■ 26-30 ■ 41-50
 ■ 18-25 ■ 31-40 ■ 51 and Over

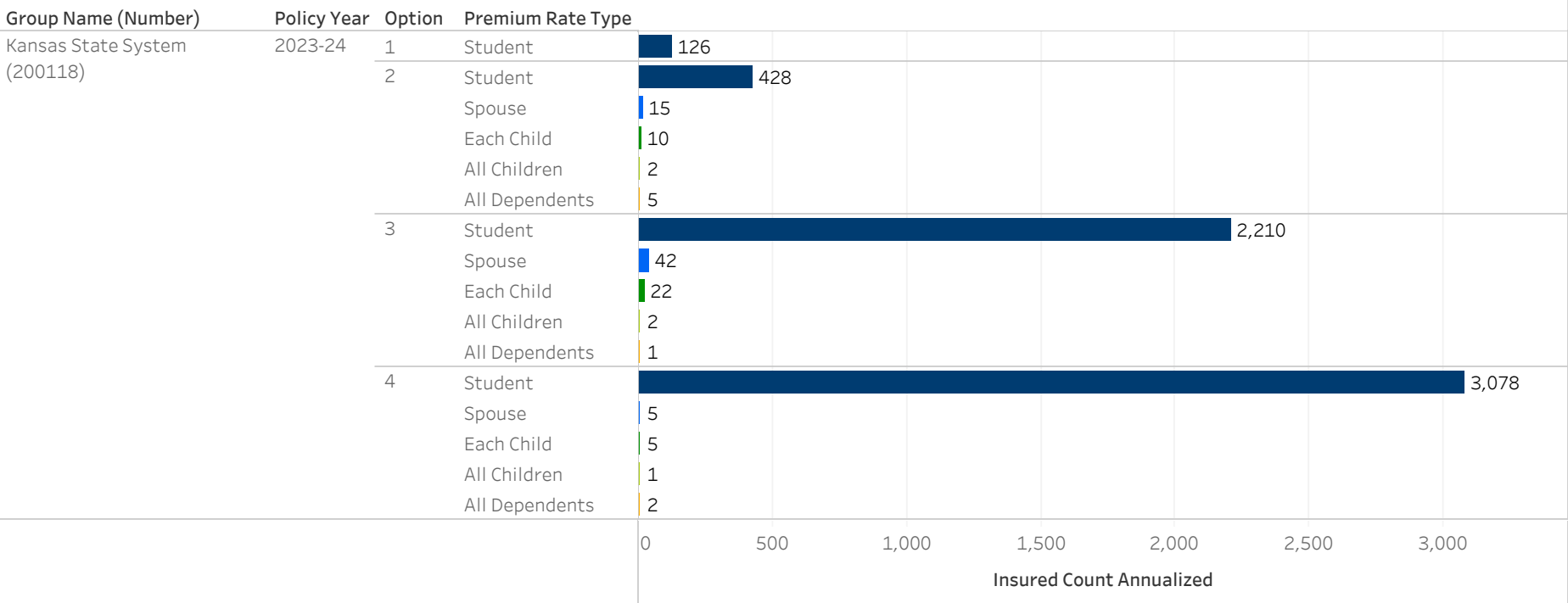


Kansas State System (200118) - Membership as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Annualized Insured Counts

*2023-24 Policy Year Annualized Insured Count is an estimate.



Kansas State System (200118) - Annualized Membership as of January 20, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Annualized Membership by Rate Type

*2023-24 Policy Year Annualized Insured Count is an estimate.

Group Name (Number)	Premium Rate Type	2023-24
Kansas State System (200118)	Student	5,842
	Spouse	62
	Each Child	37
	All Children	5
	All Dependents	8
Grand Total		5,954

*Annualized Membership is calculated by dividing the total premium received by the annual rate. For the in-progress policy year (2023-24) annualized membership is estimated for each rate type by totaling the monthly membership count year-to-date divided by the prior years membership received year-to-date.

Kansas State System (200118) - Annualized Membership as of January 20, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Insured Count by Rate Type and Option

Kansas State System (200118)

Policy Year 2023-24

Total Number of Insureds with active coverage as of January 23, 2024

Group Name (Number)	Client Name (Num..)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Emporia State University (197)	Student	6	3	65	132	199
		Total	6	3	65	132	199
	Fort Hays State University (2005)	Student	8	2		164	174
		Total	8	2		164	174
Kansas State University (470)		Student	28	99	780	357	1,251
		Spouse		4	27	1	32
		Each Child			2		2
		All Children				4	4
		All Dependents		3			3
		Total	28	106	809	362	1,292
Pittsburg State University (2009)		Student	2		69	261	332
		Spouse			1	2	3
		Each Child			1	3	4
		All Children			2		2
		Total	2		73	266	341
University of Kansas - Medical Center (2070)		Student	6	277	184	10	476
		Spouse		10	7	1	18
		Each Child		6	4		10
		All Children		2	2		4
		All Dependents		6			6
		Total	6	301	197	11	512
University of Kansas (471)		Student	85	40	1,094	1,034	2,229
		Spouse			25	10	35
		Each Child			16	9	24
		All Children		2	2	4	8
		All Dependents		4	4		8
		Total	85	46	1,141	1,055	2,302

Kansas State System (200118) - Total Insured Counts - Active Coverage as of January 23, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Insured Count by Rate Type and Option

Kansas State System (200118)

Policy Year 2023-24

Total Number of Insureds with active coverage as of January 23, 2024

Group Name (Number)	Client Name (Num..)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Wichita State University (180)	Student	18	41	353	1,640	2,035
		Spouse		3	4	1	8
		Each Child				1	1
		All Dependents		3			3
		Total	18	47	357	1,642	2,047
	Total		153	505	2,642	3,631	6,866
# of Unique Members			153	505	2,642	3,631	6,866

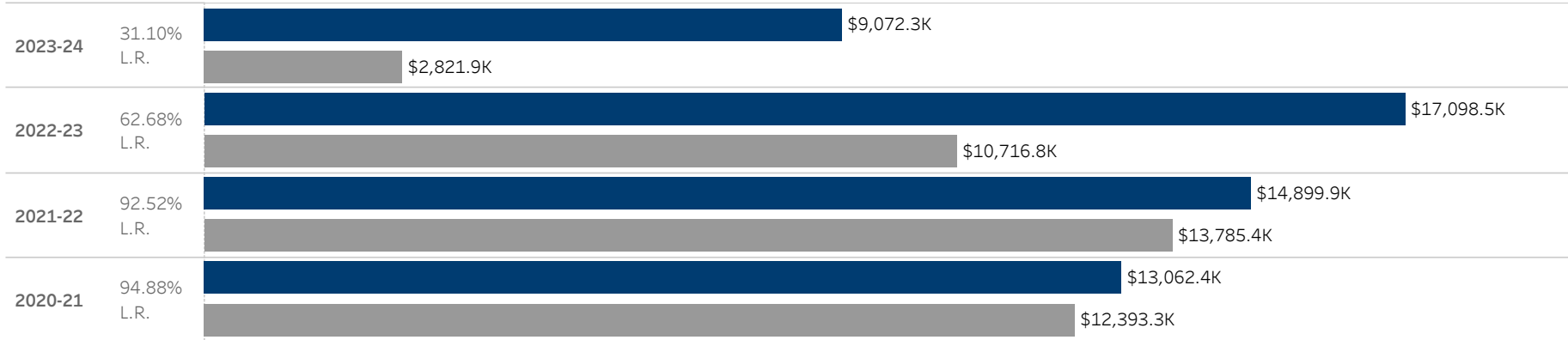
Kansas State System (200118) - Total Insured Counts - Active Coverage as of January 23, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Plan Experience Overview

All Insureds P&L

■ Premium ■ Paid Claims

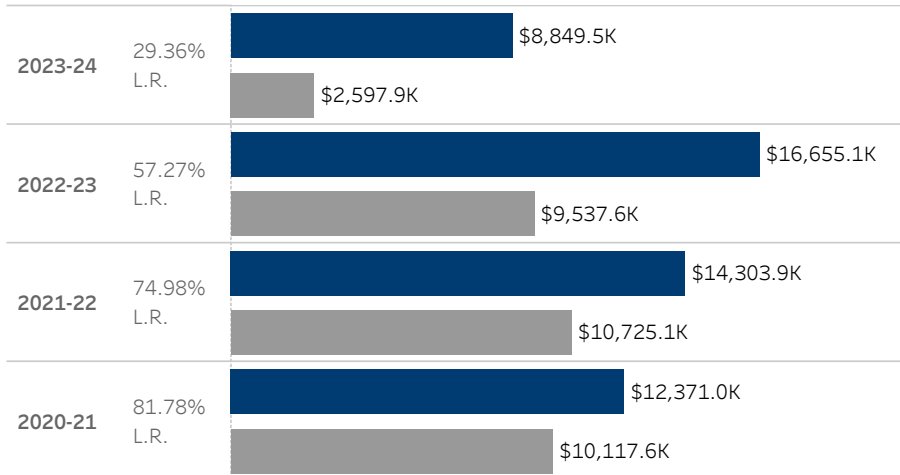


Values are displayed in thousands

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions (if applicable.)

Students - P&L

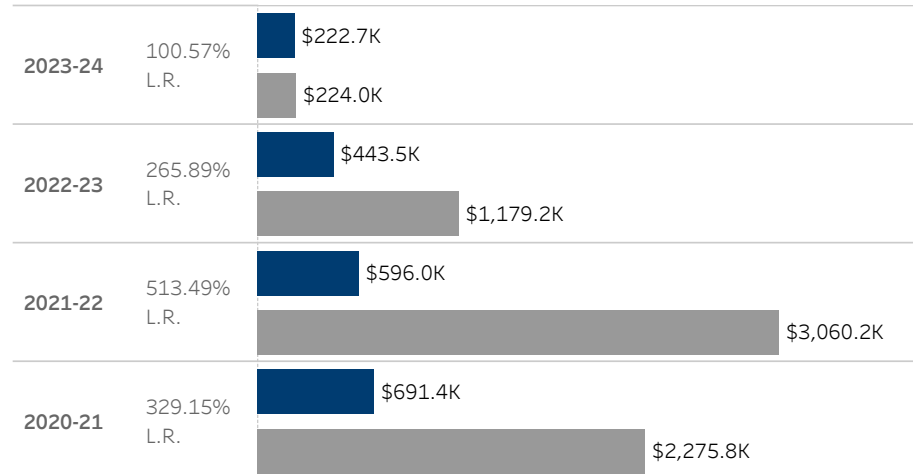
■ Premium ■ Paid Claims



Values are displayed in thousands

Dependents - P&L

■ Premium ■ Paid Claims

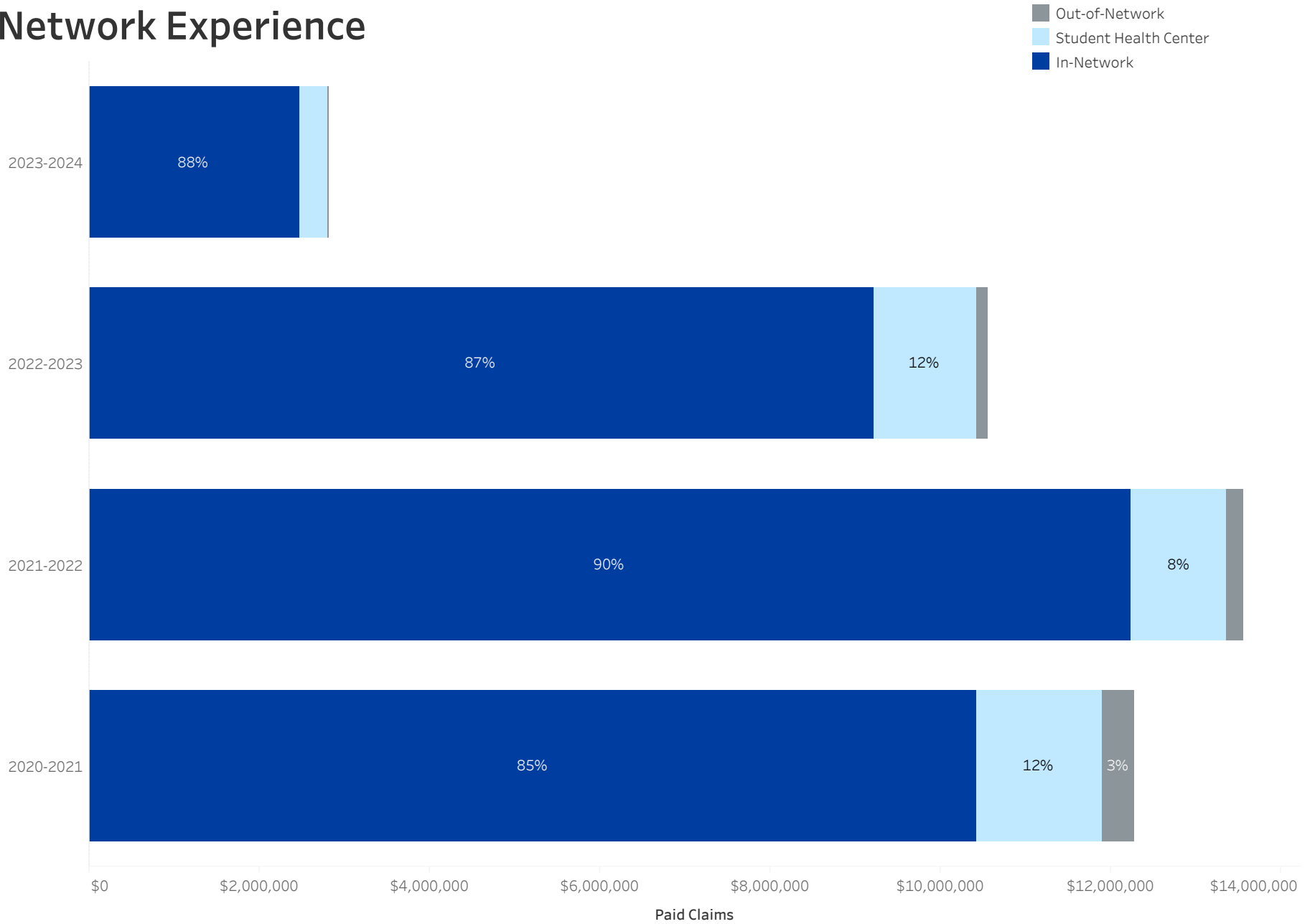


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Kansas State System (200118) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Network Experience



Kansas State System (200118) - Utilization as of January 1, 2024

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SR Charge Category Utilization as of 1/1/2024

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Charge Service Type	Charge Description Category	2022-2023				2023-2024			
		Claimant Count	Claim Count	Claimed Amount	Paid Claims	Claimant Count	Claim Count	Claimed Amount	Paid Claims
Grand Total				\$29,098,625	\$10,716,788			\$7,478,546	\$2,821,857
Outpatient	Total			\$23,273,093	\$8,382,565			\$6,427,056	\$2,433,596
	Null					0	0		(\$12)
	ADJUSTMENTS	287	1,122	\$0	(\$400,318)	213	524	\$0	(\$24,915)
	AMBULANCE	48	54	\$117,210	\$66,150	5	5	\$8,016	\$3,605
	ANESTHETIST	141	197	\$157,527	\$59,054	30	43	\$27,324	\$10,990
	ASSISTANT SURGEON	18	19	\$82,634	\$5,710	1	1	\$680	\$209
	CAT SCAN / MRI	299	664	\$1,804,160	\$376,385	100	183	\$534,292	\$90,113
	CHEMOTHERAPY	10	58	\$1,332,605	\$278,363	7	14	\$270,468	\$44,053
	CLAIM INTEREST	331	719	\$0	\$16,735	113	148	\$0	\$33
	DENTAL	11	15	\$11,144	\$238	8	9	\$2,579	\$41
	DURABLE MED/BRACES/APPL	160	290	\$144,639	\$39,461	64	94	\$30,272	\$4,866
	GROUP LEDGER BILLING	6	24	\$0	\$0				
	HOSPITAL MISCELLANEOUS	17	39	\$603,422	\$202,588				
	INJECTIONS	1,382	2,546	\$594,501	\$417,201	1,122	1,640	\$245,064	\$192,493
	INVESTIGATIONS/LEGAL					1	1	\$996	\$996
	LABORATORY	3,057	13,686	\$3,576,086	\$1,211,895	2,249	4,509	\$967,056	\$330,733
	MEDICAL EMERGENCY	328	435	\$1,338,112	\$322,017	111	139	\$386,923	\$75,826
	MEDICAL RECORDS	2	2	\$436	\$436				
	OTHER	21	131	\$12,012	\$12,012	12	22	\$956	\$956
	OTHER INSURANCE	4	9	\$0	(\$1,026)				
	OUTPATIENT SURGERY	543	827	\$669,125	\$180,884	203	240	\$120,742	\$29,330
	OUTPATIENT SURGICAL FACILITIES	152	221	\$2,830,443	\$727,765	40	42	\$588,408	\$129,909
	PHYSICIAN VISITS	3,102	11,361	\$2,056,865	\$928,309	2,046	4,525	\$653,696	\$316,173
	PHYSIOTHERAPY	215	1,087	\$432,764	\$124,359	108	394	\$126,639	\$25,917
	PRESCRIPTIONS	2,836	22,675	\$5,384,170	\$2,395,634	1,863	8,974	\$1,676,083	\$729,985
	RADIATION THERAPY					1	5	\$161,520	\$68,493

Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Kansas State System (200118) - Utilization as of 1/1/2024

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SR Charge Category Utilization as of 1/1/2024

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Charge Service Type	Charge Description Category	2022-2023				2023-2024			
		Claimant Count	Claim Count	Claimed Amount	Paid Claims	Claimant Count	Claim Count	Claimed Amount	Paid Claims
Outpatient	REFUNDS	6	8	\$0	(\$5,133)				
	SHC-ADJUSTMENTS	48	236	\$0	\$0				
	SHC-CONSULTANT	3	3	\$45	\$45	1	1	\$45	\$45
	SHC-GROUP LEDGER BILLING	3	2	\$42,110	\$42,334	1	0		\$12
	SHC-INJECTIONS	793	2,197	\$209,145	\$118,488	214	601	\$35,927	\$35,927
	SHC-LABORATORY	2,500	10,231	\$331,284	\$315,645	300	1,320	\$70,019	\$66,209
	SHC-PHYSICIAN VISITS	1,310	2,380	\$146,662	\$146,662	60	69	\$11,604	\$11,604
	SHC-PHYSIOTHERAPY	148	998	\$62,521	\$62,521	47	252	\$18,180	\$18,180
	SHC-PRESCRIPTIONS	936	3,837	\$456,892	\$456,716	293	1,018	\$178,457	\$178,457
	SHC-PSYCHOTHERAPY	18	77	\$1,426	\$1,426				
	SHC-SUPPLIES/MISC	90	99	\$21,855	\$21,830	10	11	\$1,627	\$1,627
	SHC-SURGERY	126	230	\$23,870	\$23,870	16	36	\$3,306	\$3,306
	SHC-UNKNOWN	4	11	\$719	\$0				
	SHC-XRAYS	275	305	\$25,753	\$25,213	46	48	\$3,814	\$3,649
	STATE MANDATE TAX	3	11	\$183	\$151				
	SUPPLIES/MISC	99	117	\$88,793	\$51,102	157	180	\$39,925	\$19,387
	URGENT CARE	8	8	\$10,336	\$1,556	2	2	\$699	\$0
XRAYS	1,252	2,636	\$703,645	\$156,288	790	1,197	\$261,737	\$65,396	
Inpatient	Total			\$5,825,531	\$2,334,223			\$1,051,490	\$388,262
	ADJUSTMENTS	14	23	\$0	\$428,097	1	1	\$0	\$29,740
	ANESTHETIST	55	80	\$129,903	\$51,233	10	15	\$18,220	\$8,518
	ASSISTANT SURGEON	13	16	\$19,964	\$2,034	2	2	\$2,436	\$307
	CLAIM INTEREST	23	49	\$0	\$2,996				
	DENTAL	20	30	\$14,088	\$1,500	7	8	\$7,985	\$93
	HOME HEALTH CARE	13	58	\$61,292	\$15,138	7	11	\$6,675	\$236
	HOSPITAL	133	204	\$4,717,362	\$1,554,716	26	33	\$856,844	\$296,761
	INJECTIONS	2	2	\$322	\$143				

Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Kansas State System (200118) - Utilization as of 1/1/2024

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SR Charge Category Utilization as of 1/1/2024

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Charge Service Type	Charge Description Category	2022-2023				2023-2024			
		Claimant Count	Claim Count	Claimed Amount	Paid Claims	Claimant Count	Claim Count	Claimed Amount	Paid Claims
Inpatient	INPATIENT SURGERY	64	89	\$260,776	\$110,477	17	20	\$56,235	\$25,244
	MEDICAL EMERGENCY	25	36	\$205,361	\$56,318	6	8	\$27,858	\$9,551
	PHYSICIAN VISITS	135	447	\$372,971	\$94,838	27	81	\$65,315	\$13,212
	PRESCRIPTIONS	74	262	\$18,580	\$10,989	45	76	\$5,739	\$3,443
	PROFESSIONAL FEE	43	120	\$24,911	\$5,743	12	19	\$4,183	\$1,158

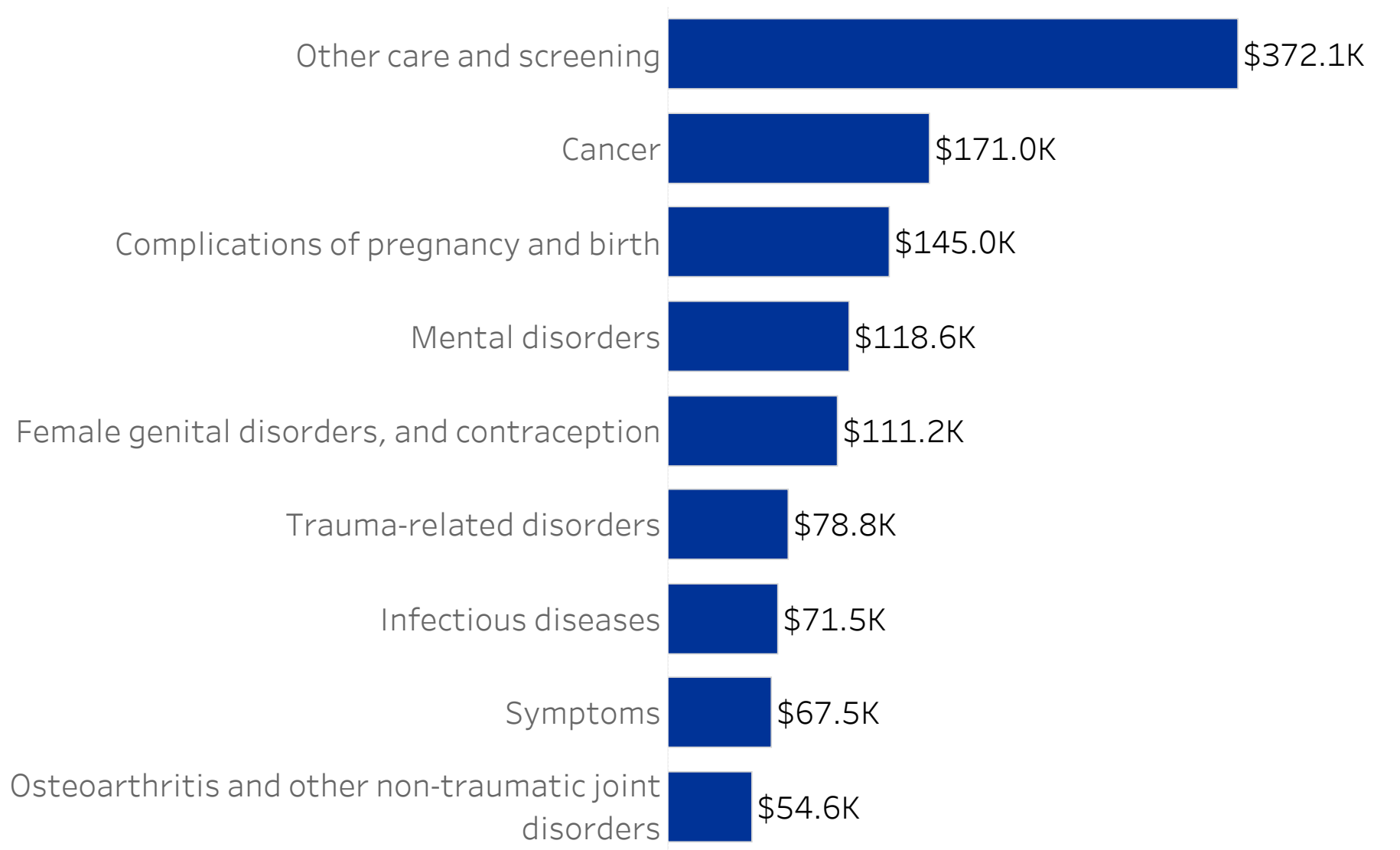
Insured Type: All | Charge Type: All | Charge Service Type: All | Charge Code Description: All | Cause Code: All

Kansas State System (200118) - Utilization as of 1/1/2024

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Top 10 Diagnoses 2023-24 Policy Year

Clinical Classification Software (CCS) Condition Descriptions group relevant International Classification of Diseases (ICD) Codes into clinically meaningful categories. Diagnoses information does not include Prescription Drugs or Student Health Center ledger billed claims.

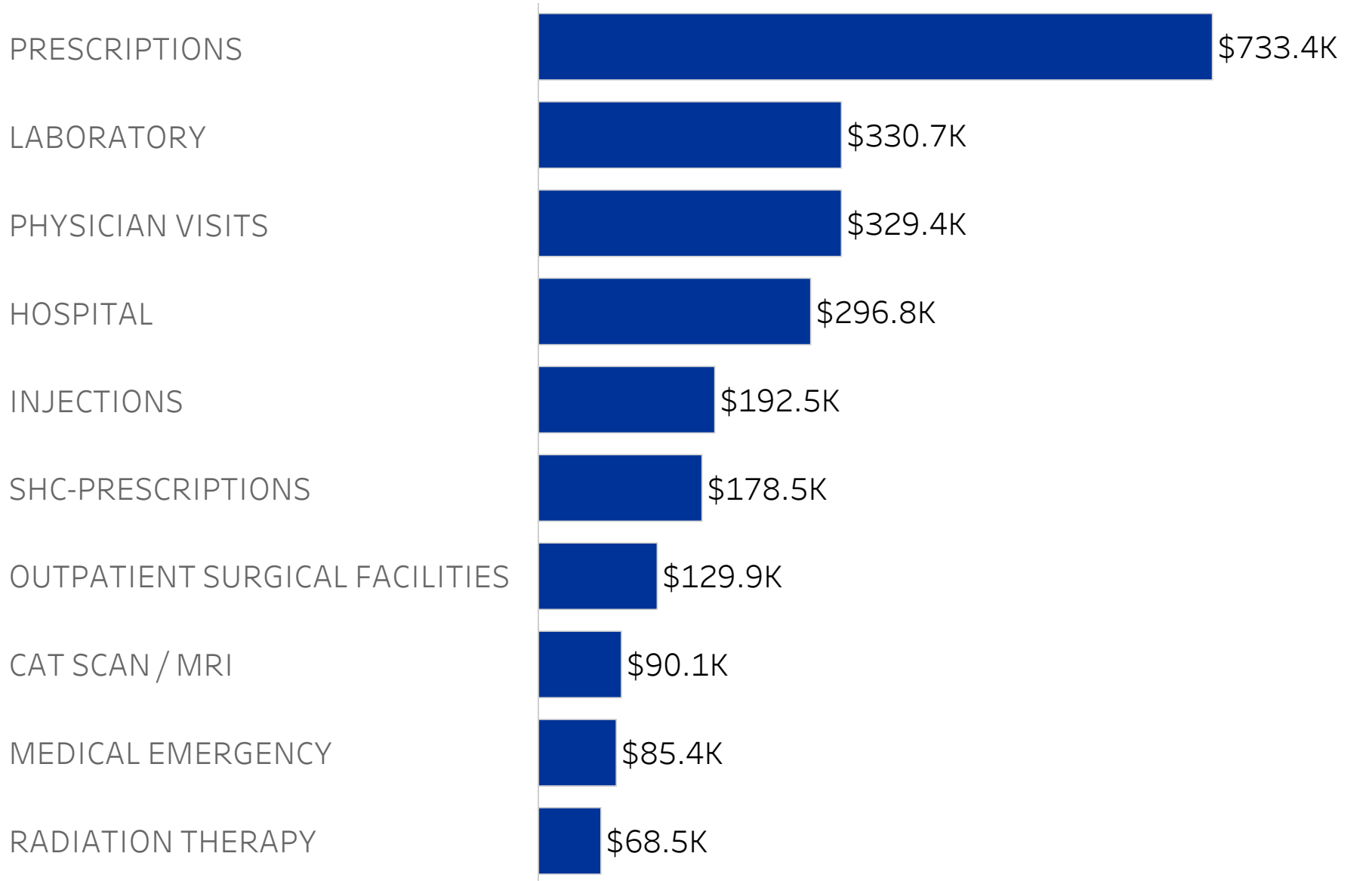


Values are displayed in thousands

Kansas State System (200118) - Utilization as of January 1, 2024

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Top 10 SR Charge Categories 2023-24 Policy Year



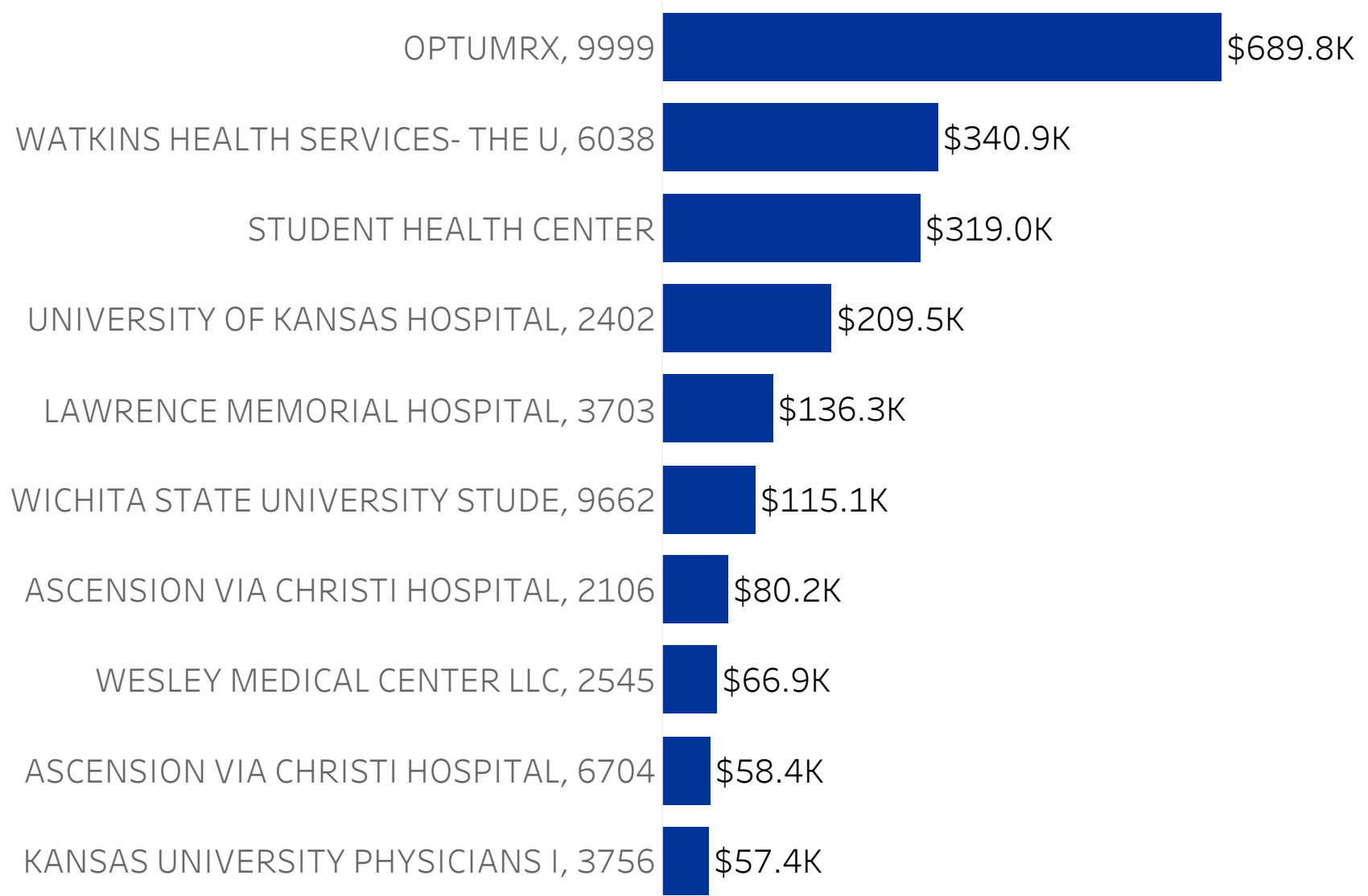
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Kansas State System (200118) - Utilization as of January 1, 2024

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Top Billing Providers

2023-24 Policy Year



Values are displayed in thousands

Kansas State System (200118) - Utilization as of January 1, 2024

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Claims greater than \$100,000

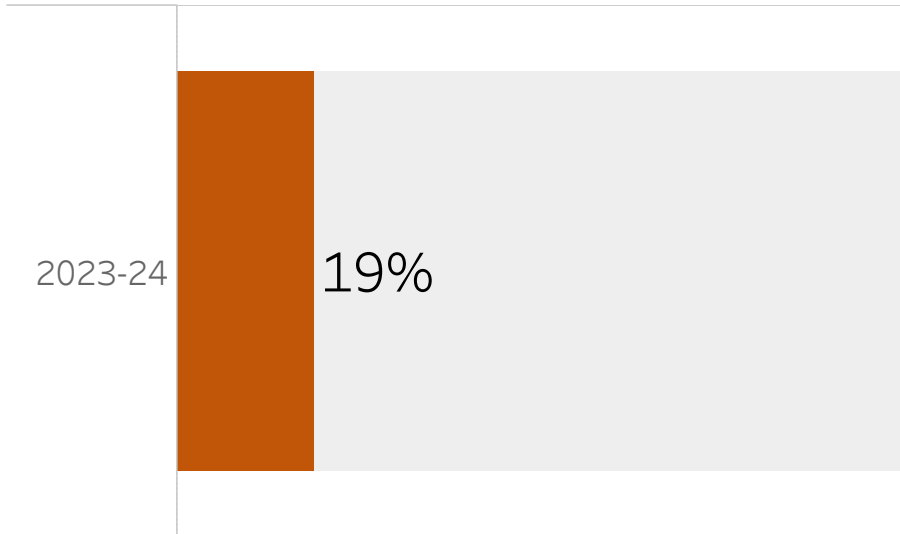
Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2022-23	January 16, 2023	Student	SPINAL STENOSIS CERVICAL REGION	\$262,035	\$180,478
	August 16, 2022	Student	PBM CLAIMS	\$252,528	\$196,822
	February 18, 2023	Student	CONTUSION OF LUNG UNSPECIFIED INITIAL ENCOUNTER	\$708,659	\$182,728
	August 15, 2022	Student	PBM CLAIMS	\$173,829	\$123,278
	September 19, 2022	Student	SICKLE-CELL DISEASE WITHOUT CRISIS	\$510,233	\$321,979
	July 20, 2022	Student	ACUTE LYMPHOBLASTIC LEUKEMIA NOT ACHIEVED REMISS	\$544,286	\$245,056
	September 3, 2022	Dependent	PBM CLAIMS	\$228,199	\$165,279
	January 1, 2022	Student	MALIGNANT NEOPLASM OF SIGMOID COLON	\$226,046	\$105,526
	January 30, 2023	Student	UNSPECIFIED INJURY OF HEAD INITIAL ENCOUNTER	\$453,575	\$176,419
	August 14, 2022	Dependent	CHOANAL ATRESIA	\$248,216	\$155,353
2023-24	August 8, 2023	Student	PBM CLAIMS	\$173,722	\$118,484

Kansas State System (200118) - Claims greater than \$100,000 - Utilization as of January 1, 2024

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Top Rx Report

Percentage of Members Utilizing Rx



Top Drugs by Claimant Count

Drug Name	Tier	Script Count	Claimant Count	Copay	Paid Claims
COMIRNATY 2023-24	3	196	175	\$0	\$23,736
FLUCELVAX QUADRIVALENT 2023-20..	3	183	168	\$0	\$6,481
SPIKEVAX COVID-19 VACCINE/2023-..	3	126	118	\$0	\$16,520
ESCITALOPRAM OXALATE	1	222	67	\$445	\$151
FLUZONE QUADRIVALENT 2023-2024	3	64	62	\$0	\$1,842
AMOXICILLIN	1	74	58	\$19	\$10
AMPHETAMINE/DEXTROAMPHETAM..	1	173	51	\$637	\$1,793
BUPROPION HYDROCHLORIDE ER (XL)	1	205	51	\$400	\$241
FLUBLOK QUADRIVALENT 2023-2024	3	52	50	\$0	\$2,250
FLUARIX QUADRIVALENT 2023-2024	3	44	43	\$0	\$1,290

Top Drugs by Paid Claims

Drug Name	Tier	Claimant Count	Copay	Paid Claims
STELARA	2	3	\$16,000	\$185,469
VERZENIO	2	1	\$0	\$57,214
NUCALA	3	1	\$7,857	\$46,939
COSENTYX SENSOREADY PEN	3	1	\$8,000	\$32,681
SKYRIZI	2	1	\$7,531	\$30,123
HUMIRA PEN	2	3	\$18,554	\$27,831
COMIRNATY 2023-24	3	175	\$0	\$23,736
RINVOQ	2	1	\$7,561	\$21,896
ADDERALL XR	1	40	\$1,236	\$17,799
SPIKEVAX COVID-19 VACCINE/2023-24	3	118	\$0	\$16,520

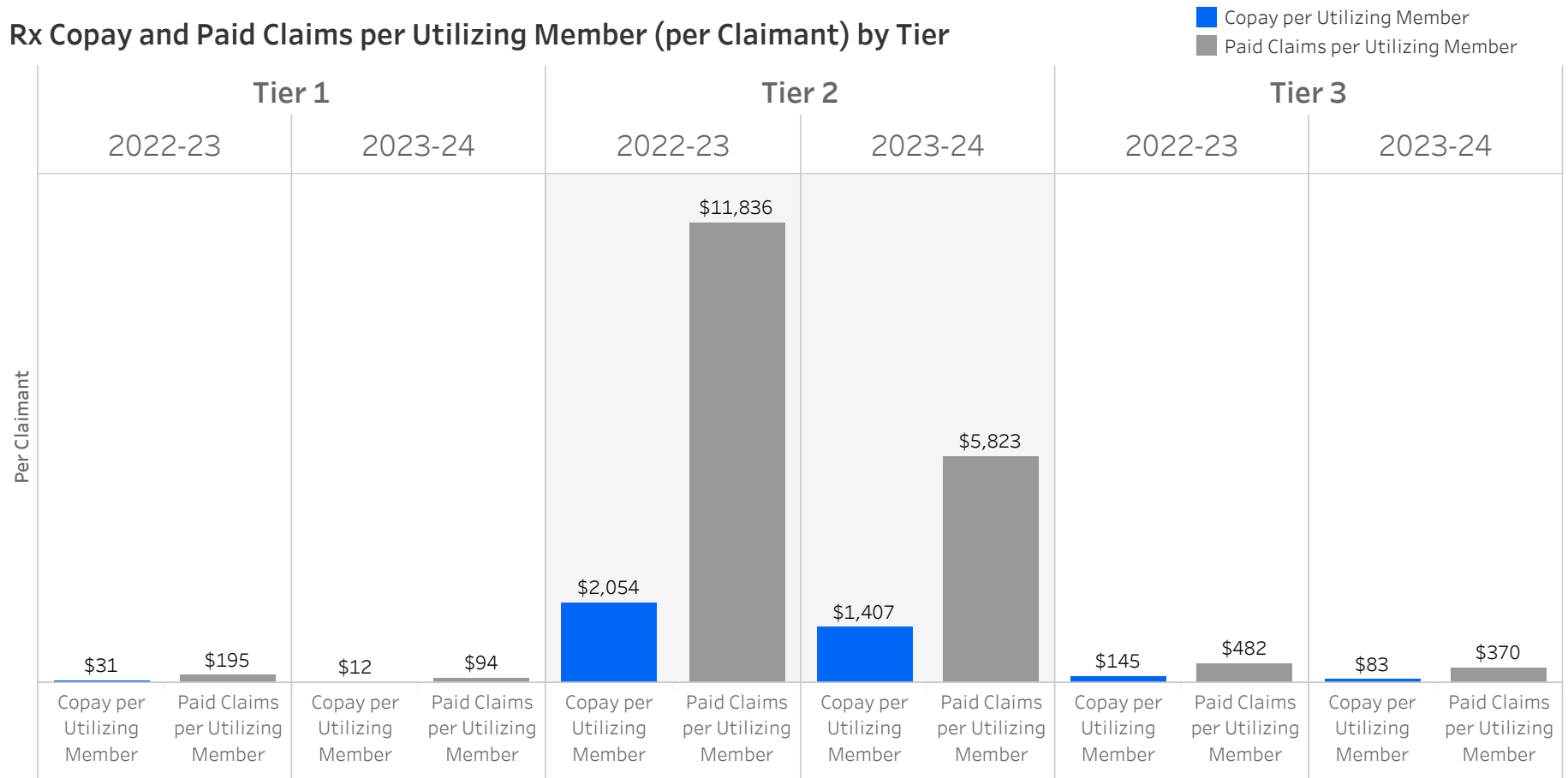
Top Therapeutic Classes by Claimant Count

	Claimant Count	Copay	Paid Claims
BIOLOGICALS	458	\$0	\$60,501
PSYCHOSTIMULANTS-ANTIDEPRESSANTS	306	\$5,720	\$10,244
SYSTEMIC CONTRACEPTIVES	185	\$819	\$24,862
MISCELLANEOUS	143	\$36,625	\$253,668
AMPHETAMINE PREPARATIONS	114	\$6,083	\$29,077
GLUCOCORTICOIDS	105	\$315	\$725
PENICILLINS	84	\$94	\$95
ANTIARTHRITICS	69	\$31,595	\$57,846
BRONCHIAL DILATORS	57	\$739	\$9,564
NARCOTIC ANALGESICS	57	\$112	\$897

Kansas State System (200118) - Utilization as of January 1, 2024

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Rx Copay and Paid Claims per Utilizing Member (per Claimant) by Tier



Rx Utilization by Tier

Tier	2022-23			2023-24		
	Claimant Count	Copay	Paid Claims	Claimant Count	Copay	Paid Claims
1	1,802	\$55,708	\$351,760	954	\$11,639	\$89,230
2	128	\$262,849	\$1,514,961	67	\$94,251	\$390,157
3	988	\$143,733	\$476,136	527	\$43,788	\$195,098

Kansas State System (200118) - Utilization as of January 1, 2024

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Premium, Paid Claims and Loss Ratio

utilization as of January 1, 2024

Group Name (Number)	Client Name (Number)	Policy Year	Measure	Value
Kansas State System (200118)	Emporia State University (197)	2020-21	Premium	\$380,571
			Paid Claims	\$379,742
			Loss Ratio	99.8%
	2021-22		Premium	\$421,993
			Paid Claims	\$354,358
			Loss Ratio	84.0%
	2022-23		Premium	\$457,165
			Paid Claims	\$208,954
			Loss Ratio	45.7%
	2023-24		Premium	\$257,367
			Paid Claims	\$59,318
			Loss Ratio	23.0%
Fort Hays State University (2005)	2020-21		Premium	\$272,999
			Paid Claims	\$125,881
			Loss Ratio	46.1%
	2021-22		Premium	\$314,315
			Paid Claims	\$166,353
			Loss Ratio	52.9%
	2022-23		Premium	\$396,345
			Paid Claims	\$185,763
			Loss Ratio	46.9%
	2023-24		Premium	\$221,141
			Paid Claims	\$34,413
			Loss Ratio	15.6%
Kansas State University (470)	2020-21		Premium	\$3,180,018
			Paid Claims	\$2,472,960
			Loss Ratio	77.8%

Measure Names
■ Premium
■ Paid Claims
■ Loss Ratio

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

Kansas State System (200118) Utilization as of January 1, 2024

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Premium, Paid Claims and Loss Ratio

utilization as of January 1, 2024

Group Name (Number)	Client Name (Number)	Policy Year	Measure Name	Value
Kansas State System (200118)	Kansas State University (470)	2021-22	Premium	\$3,176,502
			Paid Claims	\$2,530,297
			Loss Ratio	79.7%
	2022-23	Premium	\$3,196,713	
		Paid Claims	\$2,288,910	
		Loss Ratio	71.6%	
	2023-24	Premium	\$1,854,008	
		Paid Claims	\$708,985	
		Loss Ratio	38.2%	
Pittsburg State University (2009)	2020-21	Premium	\$387,006	
		Paid Claims	\$201,142	
		Loss Ratio	52.0%	
	2021-22	Premium	\$482,717	
		Paid Claims	\$247,415	
		Loss Ratio	51.3%	
	2022-23	Premium	\$631,601	
		Paid Claims	\$281,468	
		Loss Ratio	44.6%	
2023-24	Premium	\$407,544		
	Paid Claims	\$67,094		
	Loss Ratio	16.5%		
University of Kansas - Medical Center (2070)	2020-21	Premium	\$1,438,421	
		Paid Claims	\$2,507,422	
		Loss Ratio	174.3%	
	2021-22	Premium	\$1,400,475	
		Paid Claims	\$1,946,271	
		Loss Ratio	139.0%	

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

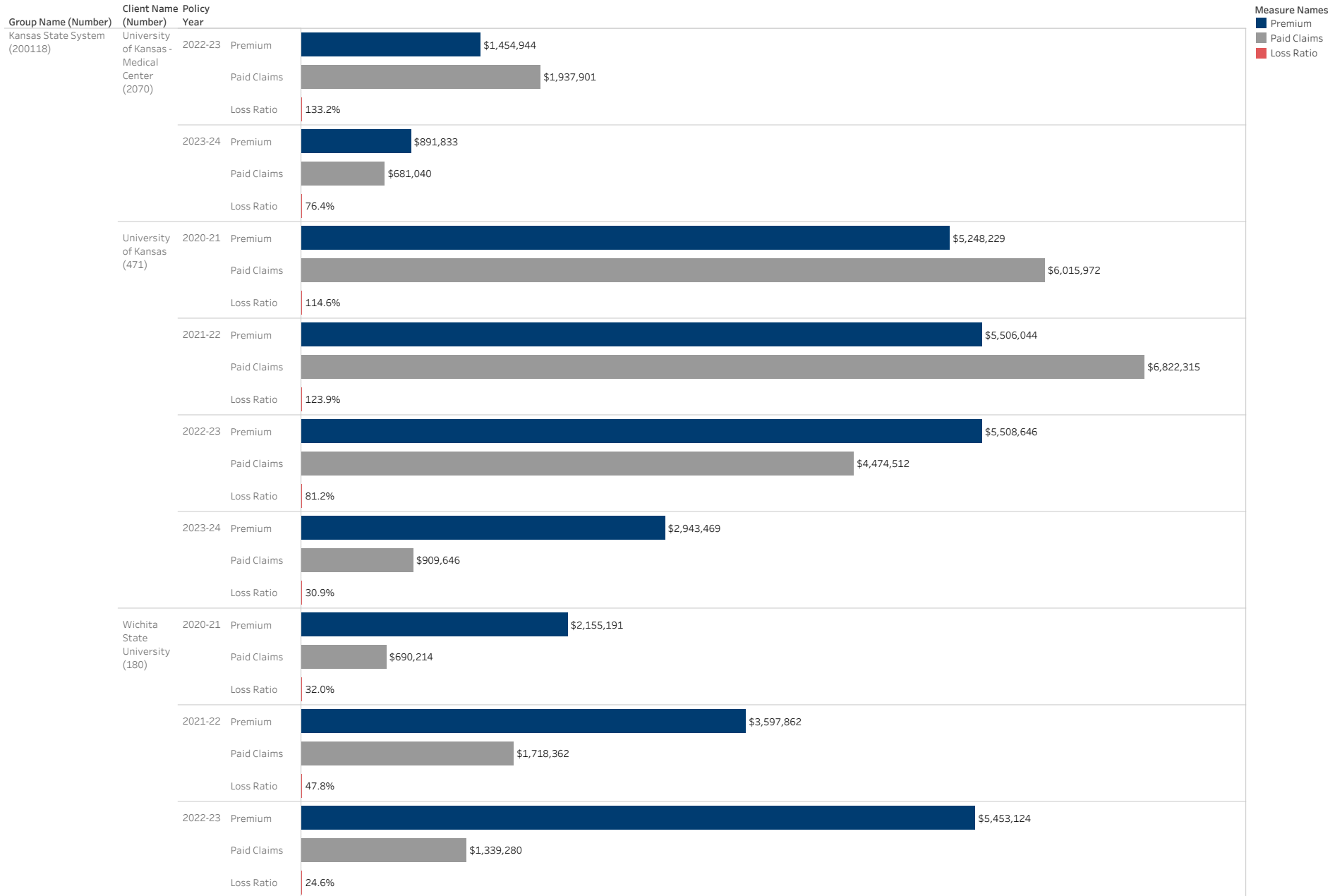
Premium & Paid Claims

Kansas State System (200118) Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Premium, Paid Claims and Loss Ratio

utilization as of January 1, 2024



The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

Kansas State System (200118) Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Premium, Paid Claims and Loss Ratio

utilization as of January 1, 2024

Group Name (Number)	Client Name (Number)	Policy Year	Measure Name	Value
Kansas State System (200118)	Wichita State University (180)	2023-24	Premium	\$2,496,888
			Paid Claims	\$361,362
			Loss Ratio	14.5%

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

Kansas State System (200118) Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Wichita State University (180)

Policy Option(s)

- 1
- 2
- 3
- 4

Wichita State University (180) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2022-23	January 1, 2022	Student	MALIGNANT NEOPLASM OF SIGMOID COLON	\$226,046	\$105,526
	January 30, 2023	Student	UNSPECIFIED INJURY OF HEAD INITIAL ENCOUNTER	\$453,575	\$176,419

Wichita State University (180) - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Emporia State University (197)

Policy Option(s)

1
2
3
4

Emporia State University (197) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

None - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Kansas State University (470)

Policy Option(s)

1
2
3
4

Kansas State University (470) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

None - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



University of Kansas (471)

Policy Option(s)

- 1
- 2
- 3
- 4

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2022-23	January 16, 2023	Student	SPINAL STENOSIS CERVICAL REGION	\$262,035	\$180,478
	August 16, 2022	Student	PBM CLAIMS	\$252,528	\$196,822
	February 18, 2023	Student	CONTUSION OF LUNG UNSPECIFIED INITIAL ENCOUNTER	\$708,659	\$182,728
	September 19, 2022	Student	SICKLE-CELL DISEASE WITHOUT CRISIS	\$510,233	\$321,979
	July 20, 2022	Student	ACUTE LYMPHOBLASTIC LEUKEMIA NOT ACHIEVED REMISS	\$544,286	\$245,056
	August 14, 2022	Dependent	CHOANAL ATRESIA	\$248,216	\$155,353

University of Kansas (471) - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Fort Hays State University (2005)

Policy Option(s)

1
2
4

Fort Hays State University (2005) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

None - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Pittsburg State University (2009)

Policy Option(s)

- 1
- 2
- 3
- 4

Pittsburg State University (2009) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

None - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



University of Kansas - Medical Center (2070)

Policy Option(s)

- 1
- 2
- 3
- 4

University of Kansas - Medical Center (2070) - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2022-23	August 15, 2022	Student	PBM CLAIMS	\$173,829	\$123,278
	September 3, 2022	Dependent	PBM CLAIMS	\$228,199	\$165,279
2023-24	August 8, 2023	Student	PBM CLAIMS	\$173,722	\$118,484

University of Kansas - Medical Center (2070) - Claims greater than \$100,000 - Utilization as of January 1, 2024

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

University of Kansas

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	118
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	13
STUDENTS WHO DID NOTHING	1657
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	1788

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	91
DENIED WAIVERS	15
PENDING WAIVERS	0
VOIDED WAIVERS	4
NUMBER OF SUBMITTED WAIVERS	110

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	154
STUDENTS DROPPED FROM SHIP	1
STUDENTS WHO ARE DISAPPROVED FROM SHIP	6
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	161

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-1
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-14
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-16

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	1788
WAIVERS PROCESSED	110
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	161
STUDENTS WITH MULTIPLE RESULTS	-16
TOTAL NUMBER STUDENTS RECEIVED	2043

Wichita State University

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	132
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	5
STUDENTS WHO DID NOTHING	1940
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	2077

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	38
DENIED WAIVERS	8
PENDING WAIVERS	3
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	49

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	24
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	24

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-2
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-6
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-8

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	2077
WAIVERS PROCESSED	49
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	24
STUDENTS WITH MULTIPLE RESULTS	-8
TOTAL NUMBER STUDENTS RECEIVED	2142

Kansas State University

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	2
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	4
STUDENTS WHO DID NOTHING	884
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	890

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	4
DENIED WAIVERS	4
PENDING WAIVERS	1
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	9

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	4
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	4

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-4

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	890
WAIVERS PROCESSED	9
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	4
STUDENTS WITH MULTIPLE RESULTS	-4
TOTAL NUMBER STUDENTS RECEIVED	899

Emporia State University

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	15
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	3
STUDENTS WHO DID NOTHING	134
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	152

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	1
DENIED WAIVERS	6
PENDING WAIVERS	1
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	9

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	10
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	10

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-2
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-6

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	152
WAIVERS PROCESSED	9
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	10
STUDENTS WITH MULTIPLE RESULTS	-6
TOTAL NUMBER STUDENTS RECEIVED	165

Pittsburg State University

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	222
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	222

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	0
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	0

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	0
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	0

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	0

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	222
WAIVERS PROCESSED	0
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	222

University of Kansas Medical Center

Statistics Report

Spring 2024

Friday, January 19, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	82
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	82

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	6
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	6

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	8
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	8

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	0

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	82
WAIVERS PROCESSED	6
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	8
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	96

Emporia State University

Waiver Audit Summary Report

Plan Year 2023-24

Spring 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	1	12.5%
2	Unknown		0.0%
4	Invalid Student Insurance Information	2	25.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit	1	12.5%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500		0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)	1	12.5%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	2	25.0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void	1	12.5%
Grand Total		8	100%

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	7
Client Request	0
Student Provided MER	1
Student Resubmitted Waiver	0
Student Updated Insurance	0
Grand Total	8

% Adjusted of Total Audits Completed	100.0%
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Total Billable	Billable Count
Final, Completed Audit Results	8
Audits Adjusted	8
Total Billable	16

Kansas Board of Regents

Waiver Processing Time Report

Spring 2024

January 19, 2024

University of Kansas

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
110	1.29	0.12

Wichita State University

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
47	1.07	0.09

Kansas State University

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
8	2.23	0.08

Emporia State University

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
8	1.39	0.09

Pittsburg State University

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
0	0	0

University of Kansas Medical Center

Spring 2024 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
6	1.48	0.09

Kansas Board of Regents (KBOR)
Customer Service - Ticket Requests

November 16, 2023 through January 18, 2023

Ticket	Start Date	Close Date	Response Time (Minutes)	Duration Time (Minutes)	Category	School
1	11/16/2023 9:11	11/16/2023 9:35	0:05:00	0:29:00	Waiver / Waiver Audit Questions	Wichita State University
2	11/16/2023 10:13	11/17/2023 18:09	0:48:00	19:44:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University
3	11/16/2023 12:22	11/17/2023 18:10	0:33:00	17:21:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
4	11/16/2023 13:22	11/17/2023 18:10	0:39:00	16:27:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
5	11/16/2023 14:55	11/17/2023 18:12	0:22:00	14:39:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
6	11/16/2023 14:56	11/17/2023 18:12	0:22:00	14:38:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
7	11/16/2023 14:56	11/17/2023 18:13	0:21:00	14:38:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
8	11/17/2023 14:38	11/17/2023 18:13	12:17:00	15:52:00	Insurance Enrollment / Enrollment Questions	University of Kansas
9	11/20/2023 8:33	11/20/2023 10:31	0:14:00	1:44:00	Waiver / Waiver Audit Questions	University of Kansas
10	11/27/2023 10:03	11/27/2023 10:03	13:03:00	13:03:00	Insurance Enrollment / Enrollment Questions	University of Kansas
11	11/30/2023 10:33	11/30/2023 12:00	2:33:00	4:00:00	Waiver / Waiver Audit Questions	Wichita State University
12	11/30/2023	11/30/2023 11:38		3:38:00	Insurance Enrollment / Enrollment Questions	Wichita State University
13	12/1/2023 17:13	12/4/2023 13:49	0:20:00	7:56:00	Waiver / Waiver Audit Questions	University of Kansas
14	12/4/2023 14:00	12/7/2023 7:45	0:05:00	27:05:00	Waiver / Waiver Audit Questions	University of Kansas
15	12/5/2023 10:52	12/5/2023 12:02	0:02:00	1:12:00	Waiver / Waiver Audit Questions	University of Kansas
16	12/5/2023 15:58	12/5/2023 16:35	0:29:00	1:06:00	Waiver / Waiver Audit Questions	University of Kansas
17	12/5/2023 16:32	12/5/2023 16:32	0:12:00	0:12:00	Insurance Enrollment / Enrollment Questions	Wichita State University
18	12/5/2023 16:34	12/6/2023 7:41	0:02:00	2:28:00	Waiver / Waiver Audit Questions	Wichita State University
19	12/5/2023 16:49	12/8/2023 16:21	0:29:00	33:01:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
20	12/7/2023 8:21	12/8/2023 15:47	5:38:00	24:04:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
21	12/7/2023 8:23	12/8/2023 16:09	4:27:00	23:13:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
22	12/7/2023 12:23	12/7/2023 15:49	0:09:00	3:35:00	Waiver / Waiver Audit Questions	University of Kansas
23	12/7/2023 17:18	12/7/2023 17:18	0:22:00	0:22:00	Insurance Enrollment / Enrollment Questions	Emporia State University
24	12/8/2023 8:03	1/2/2024 13:53	1:51:00	172:41:00	Waiver / Waiver Audit Questions	University of Kansas
25	12/11/2023 7:57	12/11/2023 7:58	0:00:00	0:00:00	Waiver / Waiver Audit Questions	Kansas State University
26	12/11/2023 9:19	12/18/2023 7:10	1:19:00	55:00:00	Waiver / Waiver Audit Questions	Wichita State University
27	12/11/2023 10:08	12/11/2023 10:08	1:36:00	1:36:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
28	12/11/2023 12:56	12/13/2023 10:15	0:01:00	19:20:00	Waiver / Waiver Audit Questions	ECI Services
29	12/11/2023 16:12	12/12/2023 7:35	0:06:00	2:54:00	Waiver / Waiver Audit Questions	Wichita State University
30	12/12/2023 9:22	1/15/2024 14:35	1:22:00	242:35:00	Waiver / Waiver Audit Questions	University of Kansas
31	12/12/2023 10:11	12/19/2023 9:24	0:29:00	54:42:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
32	12/12/2023 10:23	12/12/2023 11:18	0:09:00	1:04:00	Waiver / Waiver Audit Questions	University of Kansas
33	12/12/2023 10:42	12/19/2023 9:25	0:54:00	54:37:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
34	12/13/2023 9:56	12/13/2023 9:58		0:02:00	Waiver / Waiver Audit Questions	University of Kansas
35	12/13/2023 10:15	12/13/2023 10:25	0:02:00	0:12:00	Waiver / Waiver Audit Questions	ECI Services
36	12/13/2023 11:03	12/13/2023 12:27	0:07:00	1:31:00	Waiver / Waiver Audit Questions	University of Kansas
37	12/13/2023 16:49	12/14/2023 10:27	1:07:00	5:45:00	Waiver / Waiver Audit Questions	Emporia State University



Kansas Board of Regents

KBOR (Kansas Board of Regents) Quarterly Meeting

Eligibility and Waiver Audit Services Overview Spring 2024

Date of Report: January 19, 2024

At the request of the Kansas Board of Regents (KBOR) this document serves as an overview of the work ECI has performed for six of the seven KBOR schools: (1) University of Kansas (KU), (2) University of Kansas Medical Center (KUMC), (3) Kansas State University (KSU), (4) Emporia State University (ESU), (5) Wichita State University (WSU), and (6) Pittsburg State University (PSU).

The waiver/enrollment processes have proceeded normally for audits, enrollment if applicable, and Customer Service. For the ongoing Spring semester, ECI has managed 108 written customer service requests and 43 inbound calls for the schools combined as per the attached reporting.

Attached are Spring 2024 Elev834 reports with current results on waiver and enrollment data. Please note Spring 2024 audit does not end until late January or early February 2024, dependent on the school. ECI does not report on monthly enrollments, special handling, or dependent enrollment.

As a partner to KBOR and United HealthCare Student Resources we are always looking for better ways to serve the schools of the Kansas Board of Regents. We appreciate your business so let us know if you have any additional questions or concerns about the Waiver/Enrollment process for the international students at KBOR.

Kansas Board of Regents (KBOR) Customer Service - Ticket Requests

November 16, 2023 through January 18, 2023

Ticket	Start Date	Close Date	Response Time (Minutes)	Duration Time (Minutes)	Category	School
38	12/14/2023 8:03	12/14/2023 10:25	0:03:00	2:25:00	Waiver / Waiver Audit Questions	Emporia State University
39	12/18/2023 8:07	12/22/2023 9:26	0:07:00	45:26:00	Waiver / Waiver Audit Questions	Emporia State University
40	12/18/2023 8:16	1/19/2024 7:44	5:05:00	235:49:00	Waiver / Waiver Audit Questions	University of Kansas
41	12/18/2023 9:15	12/18/2023 9:15	11:11:00	11:11:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University
42	12/18/2023 10:03	12/22/2023 9:25	0:45:00	44:07:00	Waiver / Waiver Audit Questions	Pittsburg State University
43	12/18/2023 14:14	12/20/2023 8:28	0:10:00	16:24:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
44	12/19/2023 12:35	12/22/2023 9:50	0:37:00	30:52:00	Waiver / Waiver Audit Questions	Wichita State University
45	12/21/2023 8:00	12/22/2023 9:32	0:00:00	12:32:00	Waiver / Waiver Audit Questions	University of Kansas
46	12/21/2023 8:02	12/22/2023 9:32	0:02:00	12:32:00	Waiver / Waiver Audit Questions	University of Kansas
47	12/21/2023 8:09	12/22/2023 9:33	3:02:00	15:26:00	Waiver / Waiver Audit Questions	University of Kansas
48	12/21/2023 9:11	12/22/2023 9:32	0:44:00	12:05:00	Waiver / Waiver Audit Questions	University of Kansas
49	12/26/2023 7:54	12/26/2023 9:15	0:38:00	0:37:00	Waiver / Waiver Audit Questions	University of Kansas
50	12/26/2023 12:04	12/26/2023 14:03	0:45:00	2:44:00	Waiver / Waiver Audit Questions	Emporia State University
51	12/28/2023 11:49	12/28/2023 12:46	0:12:00	1:09:00	Waiver / Waiver Audit Questions	Wichita State University
52	12/29/2023 12:42	12/29/2023 13:30	0:06:00	0:54:00	Waiver / Waiver Audit Questions	University of Kansas
53	1/2/2024 8:03	1/2/2024 11:14	0:03:00	3:14:00	Waiver / Waiver Audit Questions	Wichita State University
54	1/2/2024 15:50	1/5/2024 10:19	1:47:00	29:16:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
55	1/3/2024 10:49	1/4/2024 11:53	0:16:00	12:20:00	Insurance Enrollment / Enrollment Questions	Emporia State University
56	1/3/2024 15:46	1/3/2024 15:59	0:30:00	0:43:00	Waiver / Waiver Audit Questions	Emporia State University
57	1/4/2024 10:58	1/4/2024 16:59	1:44:00	7:45:00	Waiver / Waiver Audit Questions	University of Kansas
58	1/4/2024 14:21	1/4/2024 14:24	1:53:00	1:56:00	Waiver / Waiver Audit Questions	Wichita State University
59	1/5/2024 12:05	1/5/2024 12:13	3:17:00	3:25:00	Waiver / Waiver Audit Questions	University of Kansas
60	1/5/2024 12:07	1/5/2024 15:12	1:48:00	4:53:00	Waiver / Waiver Audit Questions	Wichita State University
61	1/5/2024 12:18	1/5/2024 13:24	2:49:00	3:55:00	Waiver / Waiver Audit Questions	University of Kansas
62	1/8/2024 7:57	1/11/2024 20:55	0:50:00	43:10:00	Waiver / Waiver Audit Questions	Kansas State University
63	1/8/2024 15:08	1/9/2024 9:31	6:53:00	12:16:00	Waiver / Waiver Audit Questions	Emporia State University
64	1/8/2024 15:34	1/8/2024 15:49	0:32:00	0:47:00	Insurance Enrollment / Enrollment Questions	Wichita State University
65	1/9/2024 8:00	1/9/2024 8:28	7:54:00	8:22:00	Waiver / Waiver Audit Questions	Kansas State University
66	1/9/2024 8:10	1/9/2024 10:57	5:29:00	8:16:00	Waiver / Waiver Audit Questions	Wichita State University
67	1/9/2024 10:44	1/10/2024 11:59	0:23:00	12:38:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
68	1/9/2024 10:45	1/10/2024 12:04	0:24:00	12:43:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
69	1/9/2024 10:47	1/10/2024 12:11	0:25:00	12:49:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
70	1/9/2024 10:48	1/9/2024 13:36	0:26:00	3:14:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
71	1/9/2024 15:00	1/9/2024 17:06	1:12:00	3:18:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
72	1/9/2024 15:34	1/10/2024 10:51	1:45:00	8:02:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
73	1/9/2024 15:35	1/9/2024 17:07	1:45:00	3:17:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
74	1/10/2024 7:58	1/10/2024 14:51	1:21:00	8:12:00	Waiver / Waiver Audit Questions	Kansas State University

Kansas Board of Regents (KBOR) Customer Service - Ticket Requests

November 16, 2023 through January 18, 2023

Ticket	Start Date	Close Date	Response Time (Minutes)	Duration Time (Minutes)	Category	School
75	1/10/2024 10:19	1/16/2024 10:20	0:01:00	33:02:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
76	1/11/2024 11:45	1/11/2024 11:45	0:02:00	0:02:00	Insurance Enrollment / Enrollment Questions	University of Kansas
77	1/11/2024 14:38	1/11/2024 15:06	0:49:00	1:17:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
78	1/11/2024 14:40	1/11/2024 15:06	0:41:00	1:07:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
79	1/12/2024 8:16	1/12/2024 15:07	0:05:00	6:56:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
80	1/12/2024 8:30	1/15/2024 7:46	4:00:00	14:30:00	Waiver / Waiver Audit Questions	Emporia State University
81	1/12/2024 8:31	1/15/2024 7:45	3:40:00	14:09:00	Waiver / Waiver Audit Questions	University of Kansas
82	1/12/2024 10:02	1/15/2024 9:10	0:05:00	9:13:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
83	1/12/2024 11:50	1/12/2024 16:46	4:28:00	9:24:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
84	1/15/2024 8:14	1/15/2024 8:45	0:13:00	0:18:00	Waiver / Waiver Audit Questions	University of Kansas
85	1/15/2024 8:20	1/15/2024 8:46	0:20:00	0:46:00	Waiver / Waiver Audit Questions	Kansas State University
86	1/15/2024 8:21	1/15/2024 13:18	0:14:00	0:11:00	Waiver / Waiver Audit Questions	Kansas State University
87	1/15/2024 8:29	1/15/2024 8:47	0:29:00	0:47:00	Waiver / Waiver Audit Questions	Wichita State University
88	1/15/2024 10:48	1/22/2024 9:52	0:07:00	45:11:00	Insurance Enrollment / Enrollment Questions	University of Kansas
89	1/15/2024 14:24	1/15/2024 14:36	0:33:00	0:21:00	Waiver / Waiver Audit Questions	University of Kansas
90	1/15/2024 14:33	1/15/2024 14:37	0:33:00	0:37:00	Waiver / Waiver Audit Questions	Wichita State University
91	1/16/2024 12:06	1/16/2024 12:06	0:06:00	0:06:00	Insurance Enrollment / Enrollment Questions	University of Kansas
92	1/16/2024 15:16	1/18/2024 10:42	1:11:00	18:37:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
93	1/17/2024 8:07	1/17/2024 8:11	0:07:00	0:11:00	Waiver / Waiver Audit Questions	Wichita State University
94	1/17/2024 11:21	1/18/2024 12:40	0:16:00	12:35:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
95	1/17/2024 14:31	1/19/2024 7:43	0:09:00	15:38:00	Waiver / Waiver Audit Questions	University of Kansas
96	1/17/2024 15:16	1/19/2024 11:04	0:06:00	17:54:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
97	1/17/2024	1/17/2024 12:03		0:15:00	Waiver / Waiver Audit Questions	University of Kansas
98	1/17/2024	1/17/2024 12:03		0:06:00	Waiver / Waiver Audit Questions	University of Kansas
99	1/18/2024 7:59	1/19/2024 10:10	5:52:00	19:02:00	Insurance Enrollment / Enrollment Questions	Wichita State University
100	1/18/2024 9:54	1/19/2024 11:07	0:16:00	12:29:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
101	1/18/2024 10:11	1/18/2024 10:11	2:11:00	2:11:00	Insurance Enrollment / Enrollment Questions	University of Kansas
102	1/18/2024 10:12	1/19/2024 11:09	0:06:00	12:03:00	Insurance Enrollment / Drop Enrollment Request	Emporia State University
103	1/18/2024 12:14	1/22/2024 8:44	0:06:00	18:36:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
104	1/18/2024 13:16	1/19/2024 7:45	4:31:00	10:15:00	Waiver / Waiver Audit Questions	University of Kansas
105	1/18/2024 13:37	1/19/2024 7:44	3:33:00	8:56:00	Waiver / Waiver Audit Questions	University of Kansas
106	1/18/2024 13:38	1/19/2024 7:45	2:09:00	7:31:00	Waiver / Waiver Audit Questions	Wichita State University
107	1/18/2024 14:16	1/19/2024 11:58	0:03:00	8:45:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University
108	1/18/2024 16:24	1/19/2024 7:46	0:11:00	2:47:00	Waiver / Waiver Audit Questions	Kansas State University

Average response time: 1h 57m 42s

Average duration: 23h 16m 46s

ECI Services

Waiver Statistics Report

Definitions Key

Definitions Key	
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	Students who selected to enroll in SHIP* by submitting the on-line enrollment form
DENIED WAIVERS - PENDING ENROLLMENT	Students will be enrolled on SHIP* due to waivers being denied
DEFAULT ENROLLED PAID (ACTIVE)	Student that did not submit a waiver or positively enroll on the insurance plan so are automatically enrolled on SHIP*
APPROVED WAIVERS	Student submitted waiver was approved
DENIED WAIVERS	Student submitted waiver was denied
PENDING WAIVERS	Student submitted waiver is in the process of being audited
VOIDED WAIVERS	School requested to void the waiver for reasons such as student dropped out of school or waiver was submitted in error
STUDENTS WITHDRAWN FROM PROCESS	Student has been removed from the eligibility process at the school's request for reasons such as 1) student dropped below the number of hours, 2) student dropped out of school,3) student is on another school plan (i.e., a graduate plan such as GTA/GRA/GA)
STUDENTS DROPPED FROM SHIP	Student has been dropped from SHIP* as the school's request or student has a subsequently approved waiver after they were enrolled on SHIP*
STUDENTS WHO ARE DISAPPROVED FROM SHIP	Student enrolled on SHIP (possibly in error) and enrollment hasn't been activated at the carrier
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	Student has submitted a waiver that was approved/denied. At a later date the student drops out of school or has been withdrawn from school for other reasons.
STUDENTS WITH DENIED WAIVERS AND ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	Student that has an approved waiver on file, but subsequently enrolls on SHIP*, but student is not yet Active on carrier's system.

* SHIP = Student Health Insurance Plan