Student Insurance Advisory Committee
Wednesday, May 7, 2025, 12:30 pm
Virtual, via Zoom

I.   Approve minutes of the February 5, 2025 meeting

II.   Reports from UnitedHealthcare Student Resources
      a. Quarterly Reports
      b. ECI Services Reports
          i.   Waiver Summary
          ii. Toll-Free Calls
          iii. Waiver Process Time
          iv. Statistics
          v.   Customer Service-Ticket Request

III.   Other matters
      a. FY 2026 Appointments

The February 5, 2025, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:
Jeff DeWitt, KU COBO rep, Chair   Matt Anderson, KUMC
Ella Burrows, FHSU student   Aaron Coffey, WSU
Morgan Swartzlander, KU   Tabatha Tafoya, ESU
Jennifer Williams, KSU

Also participating were Jim Lester and Ellison Rooney, UHC SR; and John Yeary, Gage Rohlf, Becky Pottebaum, and Madi Vannaman, KBOR. Jonah Sandford, a PSU student, was unable to attend. Aaron Hurt represented PSU as Kiera Pulliam was unable to attend; and David Bollig represented FHSU as Carol Solko-Olliff was unable to attend.

Minutes
Jennifer Williams moved to approve the December 20, 2024, minutes. Following the second by Aaron Coffey, the motion carried.

ECI Waiver Reports
Jim Lester shared information about the ECI Waiver reports.

Updates on outstanding items from previous meetings
A. Items from the December 4, 2024, SIAC meeting:

<u>UHC SR Quarterly Reports</u>
For PY 24-25, there is data for four months. Enrollment in the past few years has been dropping; PY 22-23 had 6,112 students. PY 24-25 has 5,510 students, based on an estimated annualized count. That is the lowest enrollment in the past four PYs. The data also reflects shifting in age to a slightly older population than in the past. *Carol Solko-Olliff asked if that data reflects more graduate students in the upper age ranges, and Jim Lester responded he would get information about the undergraduate and graduate age breakdowns.*

- In a January 10, 2025, e-mail, Ellison Rooney provided the following breakdown:

2024-25 Student Membership by Age Group: Kansas State System (200118)
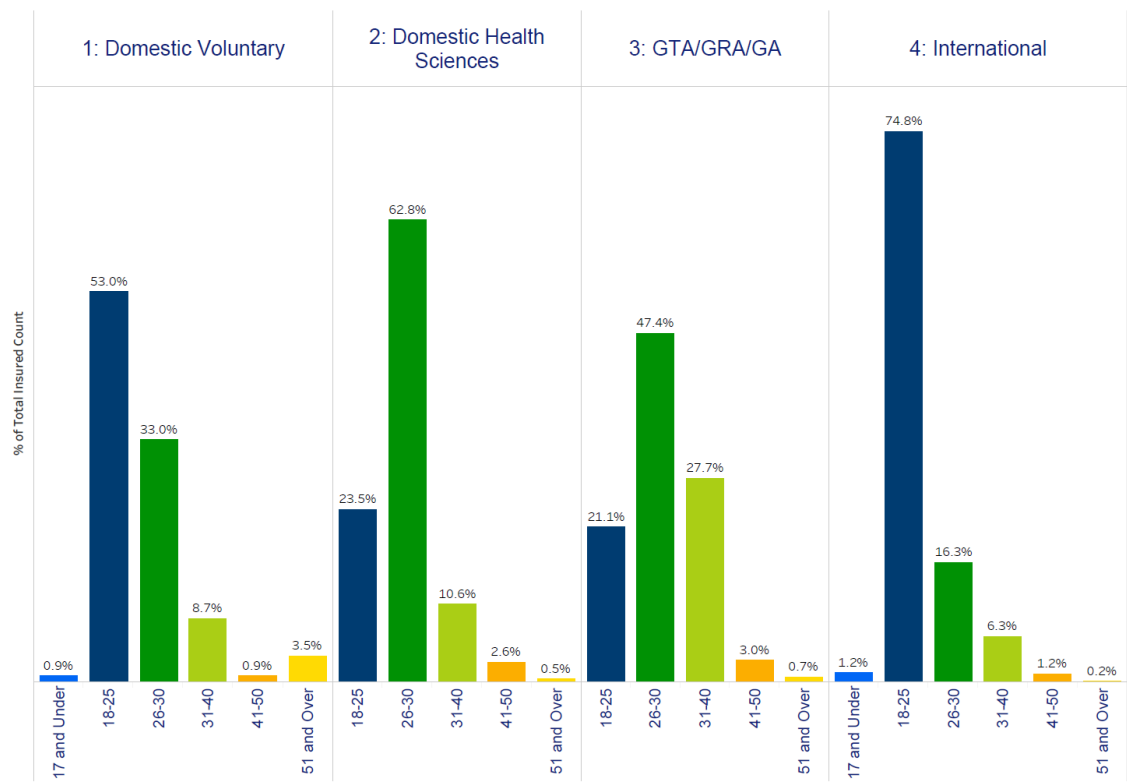
Kansas State System (200118) - Membership as of January 1, 2025
Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

<u>Newborns</u>
Morgan Swartzlander asked why the liveborn is considered a dependent. *Jim Lester responded even if the child only has coverage for the first 31 days, the child has an independent identifier code. He will get information about how dependents are being identified.*

- In a January 10, 2025, e-mail, Ellison Rooney provided the following information:

  "When we get a dependent claim, they claim number is identified as 1234567-3, which identifies the claim as a 'Dependent Child' claim. '-1' is for Students, '-2' is for Spouse. See below as an example:

471-3	Dependents	0	ROUTINE WELL BABY
664-3	Dependents	0	ROUTINE WELL BABY
387-3	Dependents	0	ROUTINE WELL BABY

  ,,

- At the February 5 meeting, Morgan Swartzlander, KU, asked if babies could be coded differently if they were not paid premium dependents, and Jim Lester responded that they could not code babies differently, but they could look at the data and pull out dependents by age.

B. Item from September 4, 2024, SIAC meeting

Payment Link
Jennifer Williams, KSU, asked if UHC SR could increase the number of days the payment link is available for Option 3 students as they often have to wait for funds to be available. The graduate students would like the link to be active throughout the enrollment period, which is most likely not feasible, but an extension from the current five-day window would be appreciated. Matt Brinson replied that he would discuss this with UHC SR's Partner Center team to see if the period could be extended beyond five days. [After the meeting, Jim Lester provided the following response: It was confirmed that the payment link is open for the period the link was sent. For example, for the fall, the link would be good until the cutoff date, which would have been 10/1/24. If the issue is monthly, that link is set to expire 5 days after the date for which it is issued. Given the short coverage period for monthly, that length of time is unfortunately not something that can be changed.]

Several SIAC members noted that the link is only available for five days, even for Option 3 students, and not until the enrollment period expires. Jim Lester will follow up with UHC SR contacts.

- In a January 10, 2025, email, Ellison Rooney stated that USC SR has "confirmed that we cannot extend beyond the 5-day calendar link."

C. Items from December 20, 2024, SIAC meeting

Good of the Order
1. Carol Solko-Olliff asked if UHC SR could provide a report on claims denied at the February Committee meeting. Ellison Rooney said a campus-by-campus report can be provided.

    - Ellison Rooney addressed this inquiry in a January 13, 2025, e-mail, and at the February 5 meeting. Ellison advised that USC SR is unable to share the information in any written format due to corporate policy.

2. Aaron Coffey said he heard from a student who received an *email from UHC SR about "Proofpoint," a secure email platform.* He asked that UHC SR share information about this before the students see it. Ellison Rooney said this platform will replace the previous Cisco platform. She will reach out to the transition team.

    - In a January 10, 2025, e-mail, Ellison Rooney reported "UHCSR is moving to a new Secure Email solution, and they plan to complete it by April 2025. Secure email recipients will experience the following changes: The first-time recipients receive a secure message, they will be required to register with Proofpoint. The experience will be similar to the process of registering with Cisco." Ellison attached the external recipient user guide.

Quarterly Reports – UHC SR
Allison Rooney reviewed highlights from the quarterly reports through December 2024. She reported a drop in international students, and Jeff DeWitt asked why. Matt Anderson stated that the summer enrollment numbers have not been reported yet, which could be a reason. Ellison noted that it was not something to be concerned about, and Jim mentioned that this was just an estimate. Allison said that paid claims were higher than last year at the same time, and physician visits and prescription medication were the highest copay costs. She also noted that other care, screening, and circulatory conditions arteries, veins, and lymphatics are up.

Allison noted that there are no claims greater than $100,000 yet, but there is one that is close. The number of member claims increased 5% in December 2024, with many members accessing prescriptions and vaccines. The prescription and paid claims per utilizing member by tier were consistent. She also noted that the premium paid claims and loss ratio was similar to the last report.

Update on the status of the SIAC recommendation for PY 25-26
The recommendations have been approved and will go to the Board Governance Committee and the full Board this month.

Good of the Order
No topics were discussed

Future SIAC meetings
Future SIAC meetings are tentatively scheduled for 12:30 (unless otherwise stated below):
A.   Wednesday, May 7, 2025
B.   Wednesday, September 3, 2025
C.   Wednesday, December 3, 2025

Kansas State System (200118)
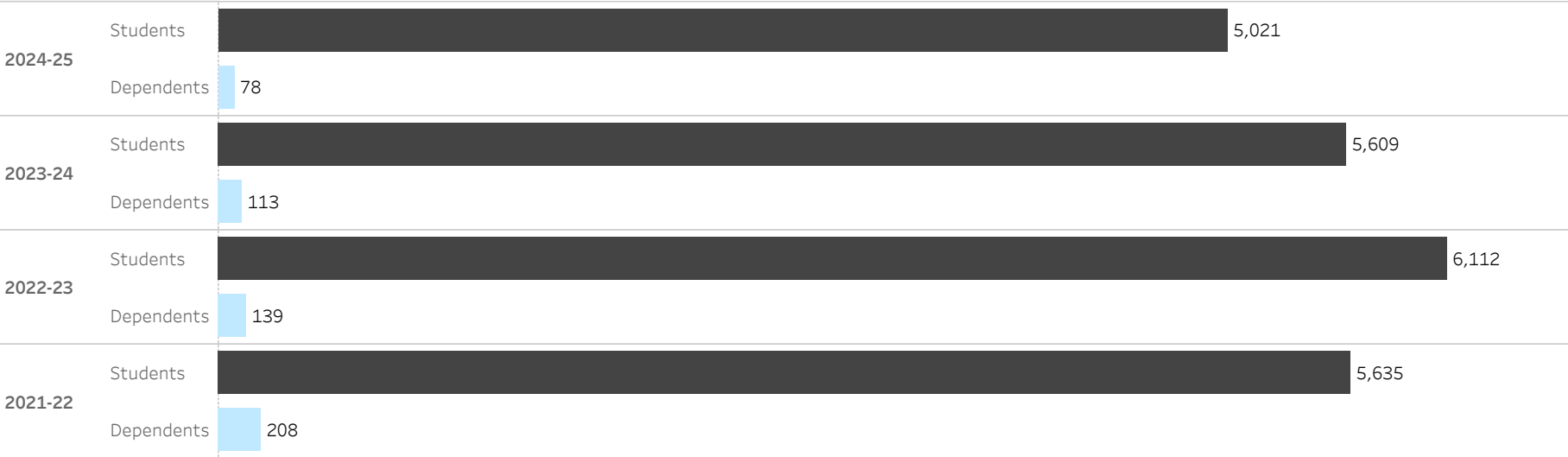
Policy Option(s)

1
2
3
4

Annualized Membership

2024-25 policy year is an estimate.

Legend: ■ Students ■ Dependents

2024-25
- Students: 5,021
- Dependents: 78

2023-24
- Students: 5,609
- Dependents: 113

2022-23
- Students: 6,112
- Dependents: 139

2021-22
- Students: 5,635
- Dependents: 208

2024-25 Membership by Age Group

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

Y-axis: % of Total Insured Count

Students
Age Group	%
17 and Under	0.7%
18-25	50.9%
26-30	31.4%
31-40	14.6%
41-50	2.0%
51 and Over	0.4%

Dependents
Age Group	%
17 and Under	42.1%
18-25	7.9%
26-30	18.6%
31-40	22.9%
41-50	4.3%
51 and Over	4.3%
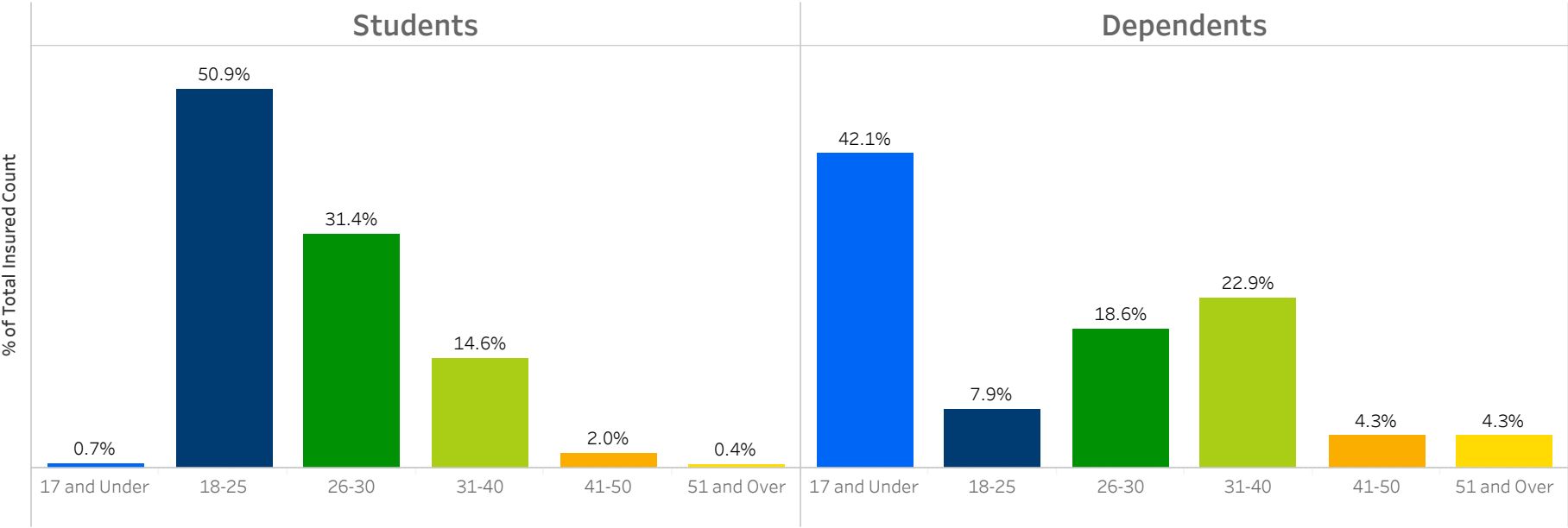
Kansas State System (200118) - Membership as of April 1, 2025

Annualized Insured Counts

*2024-25 Policy Year Annualized Insured Count is an estimate.
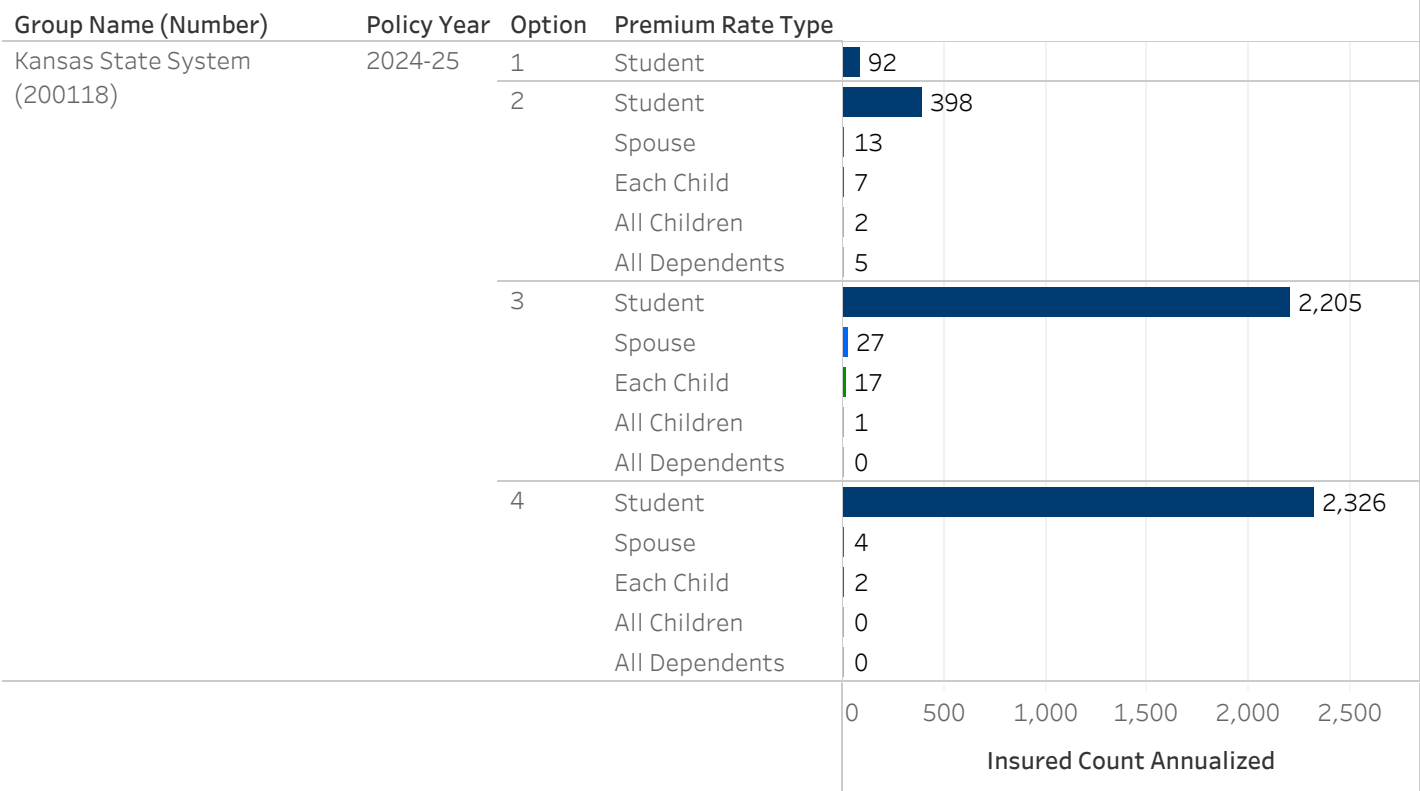
Group Name (Number)	Policy Year	Option	Premium Rate Type	Insured Count Annualized
Kansas State System (200118)	2024-25	1	Student	92
		2	Student	398
			Spouse	13
			Each Child	7
			All Children	2
			All Dependents	5
		3	Student	2,205
			Spouse	27
			Each Child	17
			All Children	1
			All Dependents	0
		4	Student	2,326
			Spouse	4
			Each Child	2
			All Children	0
			All Dependents	0

Insured Count Annualized

(axis: 0, 500, 1,000, 1,500, 2,000, 2,500)

Kansas State System (200118) - Annualized Membership as of April 22, 2025

Annualized Membership by Rate Type

*2024-25 Policy Year Annualized Insured Count is an estimate.

Group Name (Number)	Premium Rate Type	2024-25
Kansas State System (200118)	Student	5,021
	Spouse	44
	Each Child	26
	All Children	3
	All Dependents	5
Grand Total		5,099

*Annualized Membership is calculated by dividing the total premium received by the annual rate. For the in-progress policy year (2024-25) 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 April 22, 2025

Insured Count by Rate Type and Option

Kansas State System (200118)
Policy Year 2024-25
Total Number of Insureds with active coverage as of April 22, 2025

Group Name (Number)	Client Name (Number)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Emporia State University (197)	Student	3	4	61	135	193
		Total	3	4	61	135	193
	Fort Hays State University (2005)	Student	4	6		219	229
		Total	4	6		219	229
	Kansas State University (470)	Student	24	102	888	401	1,382
		Spouse		1	17	1	18
		Each Child		1	4		5
		Total	24	104	909	402	1,404
	Pittsburg State University (2009)	Student	2		68	252	314
		Spouse			1		1
		Each Child			1	1	2
		Total	2		70	253	317
	University of Kansas - Medical Center (2070)	Student	9	273	211	14	505
		Spouse		13	7	1	21
		Each Child		9	4	2	15
		All Children			2		2
		All Dependents		3			3
		Total	9	298	223	17	545
	University of Kansas (471)	Student	78	56	1,117	1,040	2,260
		Spouse			20	4	24
		Each Child			15	5	20
		All Children		4	3		7
		All Dependents		10	3		13
		Total	78	70	1,157	1,049	2,323
	Wichita State University (180)	Student	11	53	442	1,299	1,681
		Spouse		2	2	1	5
		Each Child		1			1

Insured Count by Rate Type and Option

Kansas State System (200118)

Policy Year 2024-25

Total Number of Insureds with active coverage as of April 22, 2025

Group Name (Number)	Client Name (Number)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Wichita State University (180)	All Dependents		3			3
		Total	11	59	444	1,300	1,690
	Total		131	541	2,863	3,375	6,700
# of Unique Members			131	541	2,863	3,375	6,700

Kansas State System (200118) - Total Insured Counts - Active Coverage as of April 22, 2025

Plan Experience Overview

All Insureds P&L

Premium | **Paid Claims**

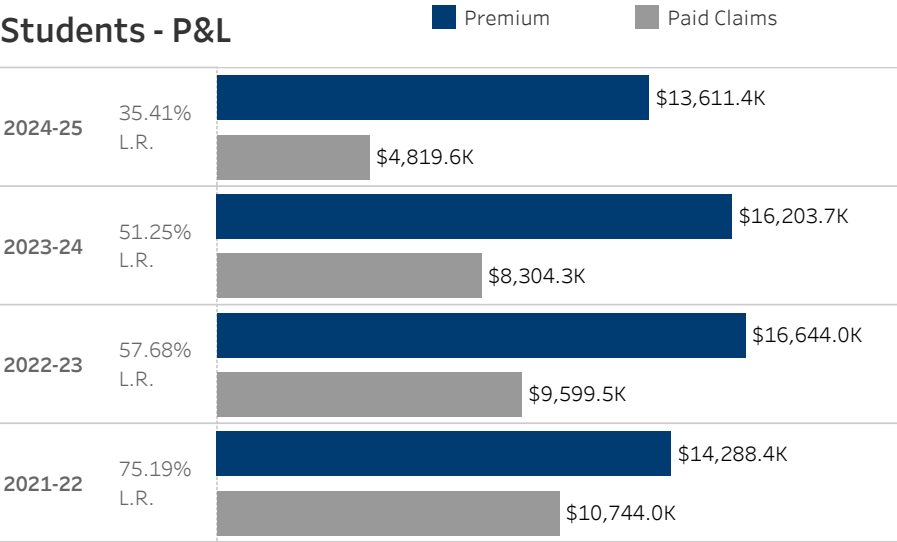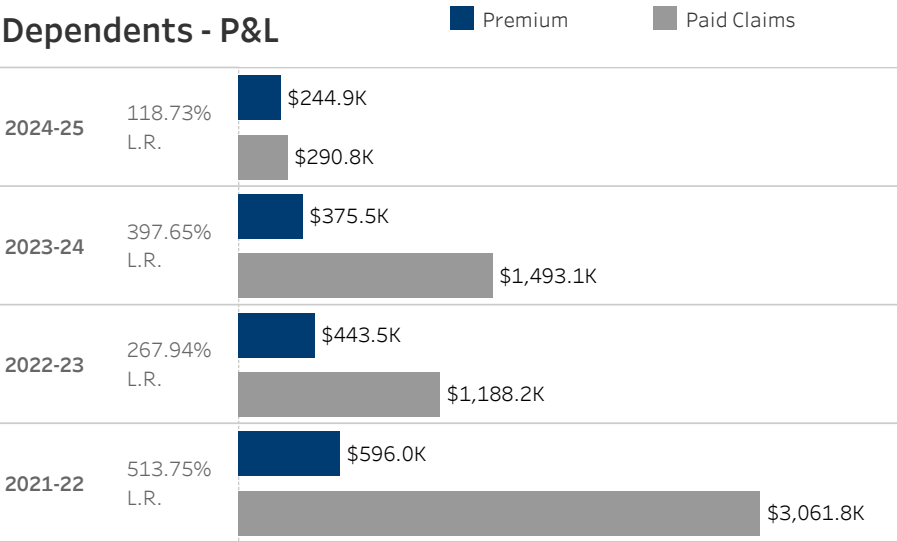| Year	L.R.	Premium	Paid Claims
2024-25	36.88% L.R.	$13,856.3K	$5,110.4K
2023-24	59.09% L.R.	$16,579.2K	$9,797.3K
2022-23	63.13% L.R.	$17,087.5K	$10,787.7K
2021-22	92.75% L.R.	$14,884.4K	$13,805.8K
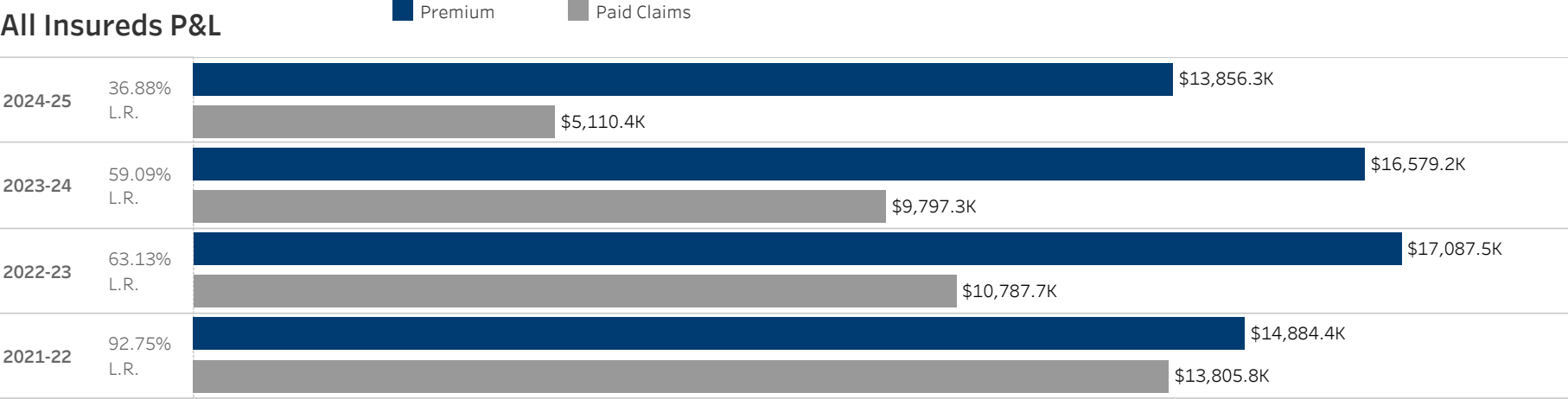
Values are displayed in thousands

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**

Year	L.R.	Premium	Paid Claims
2024-25	35.41% L.R.	$13,611.4K	$4,819.6K
2023-24	51.25% L.R.	$16,203.7K	$8,304.3K
2022-23	57.68% L.R.	$16,644.0K	$9,599.5K
2021-22	75.19% L.R.	$14,288.4K	$10,744.0K

Values are displayed in thousands

Dependents - P&L

Premium | **Paid Claims**

Year	L.R.	Premium	Paid Claims
2024-25	118.73% L.R.	$244.9K	$290.8K
2023-24	397.65% L.R.	$375.5K	$1,493.1K
2022-23	267.94% L.R.	$443.5K	$1,188.2K
2021-22	513.75% L.R.	$596.0K	$3,061.8K

Values are displayed in thousands

Kansas State System (200118) - Utilization as of April 1, 2025

Network Experience

Legend:
- ■ Out-of-Network (gray)
- ■ Student Health Center (light blue)
- ■ In-Network (dark blue)

2024-2025
- In-Network: 99%

2023-2024
- In-Network: 92%
- Student Health Center: 8%

2022-2023
- In-Network: 87%
- Student Health Center: 11%

2021-2022
- In-Network: 90%
- Student Health Center: 8%

X-axis (Paid Claims): $0, $2,000,000, $4,000,000, $6,000,000, $8,000,000, $10,000,000, $12,000,000, $14,000,000

Kansas State System (200118) - Utilization as of April 1, 2025

SR Charge Category Utilization as of 4/1/2025

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	2023-2024				2024-2025			
		Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Grand Total				**$26,857,096**	**$9,797,350**			**$14,820,832**	**$5,110,367**
Outpatient	Total			$18,647,064	$6,756,859			$10,859,556	$4,045,115
	Null	0	0		($12)				
	ADJUSTMENTS	557	1,352	$0	($281,766)	764	1,658	$0	($50,289)
	AMBULANCE	31	37	$115,161	$55,975	14	14	$107,737	$51,381
	ANESTHETIST	95	135	$96,049	$37,613	64	82	$69,566	$22,971
	ASSISTANT SURGEON	13	13	$30,682	$1,410	8	11	$17,374	$950
	CAT SCAN / MRI	251	566	$1,525,915	$322,973	179	394	$1,016,086	$194,326
	CHEMOTHERAPY	9	48	$852,210	$143,307	8	55	$639,009	$133,982
	CLAIM INTEREST	177	268	$0	$606	19	27	$0	$536
	DENTAL	12	14	$4,179	$41	5	7	$994	$34
	DURABLE MED/BRACES/APPL	172	292	$173,458	$44,852	111	173	$66,458	$11,134
	GROUP LEDGER BILLING	1	1	$0	$0				
	HOSPITAL MISCELLANEOUS	1	1	$75	$53				
	INJECTIONS	1,667	2,878	$528,544	$396,946	1,508	2,980	$532,419	$393,604
	INVESTIGATIONS/LEGAL	2	2	$1,702	$1,702				
	LABORATORY	3,945	11,340	$2,874,351	$938,150	3,335	7,841	$1,518,662	$626,570
	MEDICAL EMERGENCY	274	362	$1,126,492	$254,114	128	142	$556,226	$124,036
	MEDICAL RECORDS	1	1	$10	$10				
	OTHER	20	118	$5,430	$5,430	18	60	$4,877	$4,877
	OTHER INSURANCE	2	3	$0	($7,933)	1	1	$0	($13)
	OUTPATIENT SURGERY	529	747	$466,771	$125,247	357	507	$281,278	$81,277
	OUTPATIENT SURGICAL FACILITIES	113	138	$1,950,245	$483,865	68	80	$1,332,674	$290,991
	PHYSICIAN VISITS	3,493	11,830	$2,031,529	$941,747	2,584	7,552	$1,172,946	$574,685
	PHYSIOTHERAPY	275	1,366	$457,404	$128,216	205	902	$232,479	$80,617
	PRESCRIPTIONS	2,905	23,106	$4,635,770	$2,093,587	2,547	15,697	$2,727,277	$1,328,947
	RADIATION THERAPY	2	8	$163,860	$70,131	3	83	$107,351	$25,704

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

Kansas State System (200118) - Utilization as of 4/1/2025

SR Charge Category Utilization as of 4/1/2025

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	2023-2024				2024-2025			
		Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Outpatient	REFUNDS	44	44	$0	($3,734)				
	SHC-ADJUSTMENTS	4	24	$0	$0				
	SHC-CONSULTANT	1	1	$45	$45				
	SHC-GROUP LEDGER BILLING	1	0		$12				
	SHC-HOSPITAL MISCELLANEOUS	10	11	$1,627	$1,627				
	SHC-INJECTIONS	215	605	$35,927	$35,927				
	SHC-LABORATORY	304	1,348	$70,976	$67,005				
	SHC-PHYSICIAN VISITS	60	69	$11,604	$11,604				
	SHC-PHYSIOTHERAPY	47	252	$18,180	$18,180				
	SHC-PRESCRIPTIONS	532	3,268	$605,125	$604,440				
	SHC-SURGERY	16	36	$3,306	$3,306				
	SHC-UNKNOWN	2	9	$2,033	$0				
	SHC-XRAYS	46	48	$3,814	$3,649				
	SUPPLIES/MISC	448	610	$153,982	$74,116	330	423	$70,537	$38,925
	URGENT CARE	3	3	$1,384	$229	4	5	$1,647	$299
	XRAYS	1,491	3,013	$699,222	$184,185	1,035	1,744	$403,959	$109,571
Inpatient	Total			**$8,210,032**	**$3,040,491**			**$3,961,277**	**$1,065,252**
	ADJUSTMENTS	19	23	$0	$296,700	8	48	$0	$67,004
	ANESTHETIST	50	71	$122,413	$63,450	29	46	$68,420	$33,875
	ASSISTANT SURGEON	11	11	$12,953	$1,502	9	10	$20,759	$1,840
	CLAIM INTEREST	4	4	$0	$158				
	DENTAL	14	20	$20,813	$1,209	1	1	$244	$0
	HOME HEALTH CARE	21	41	$24,245	$6,461	25	49	$42,655	$16,322
	HOSPITAL	119	186	$7,224,081	$2,350,226	70	129	$3,448,596	$821,626
	INJECTIONS	1	1	$114	$62	8	10	$899	$336
	INPATIENT SURGERY	60	139	$263,949	$111,178	36	53	$121,387	$51,075
	MEDICAL EMERGENCY	22	35	$181,557	$59,237	17	23	$98,724	$22,448

SR Charge Category Utilization as of 4/1/2025

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	2023-2024				2024-2025			
		Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Inpatient	PHYSICIAN VISITS	109	391	$308,402	$129,695	64	239	$131,461	$39,904
	PRESCRIPTIONS	64	184	$14,577	$8,731	28	97	$9,603	$5,716
	PROFESSIONAL FEE	41	138	$36,928	$12,692	51	130	$18,529	$5,105
	REFUNDS	1	1	$0	($810)				

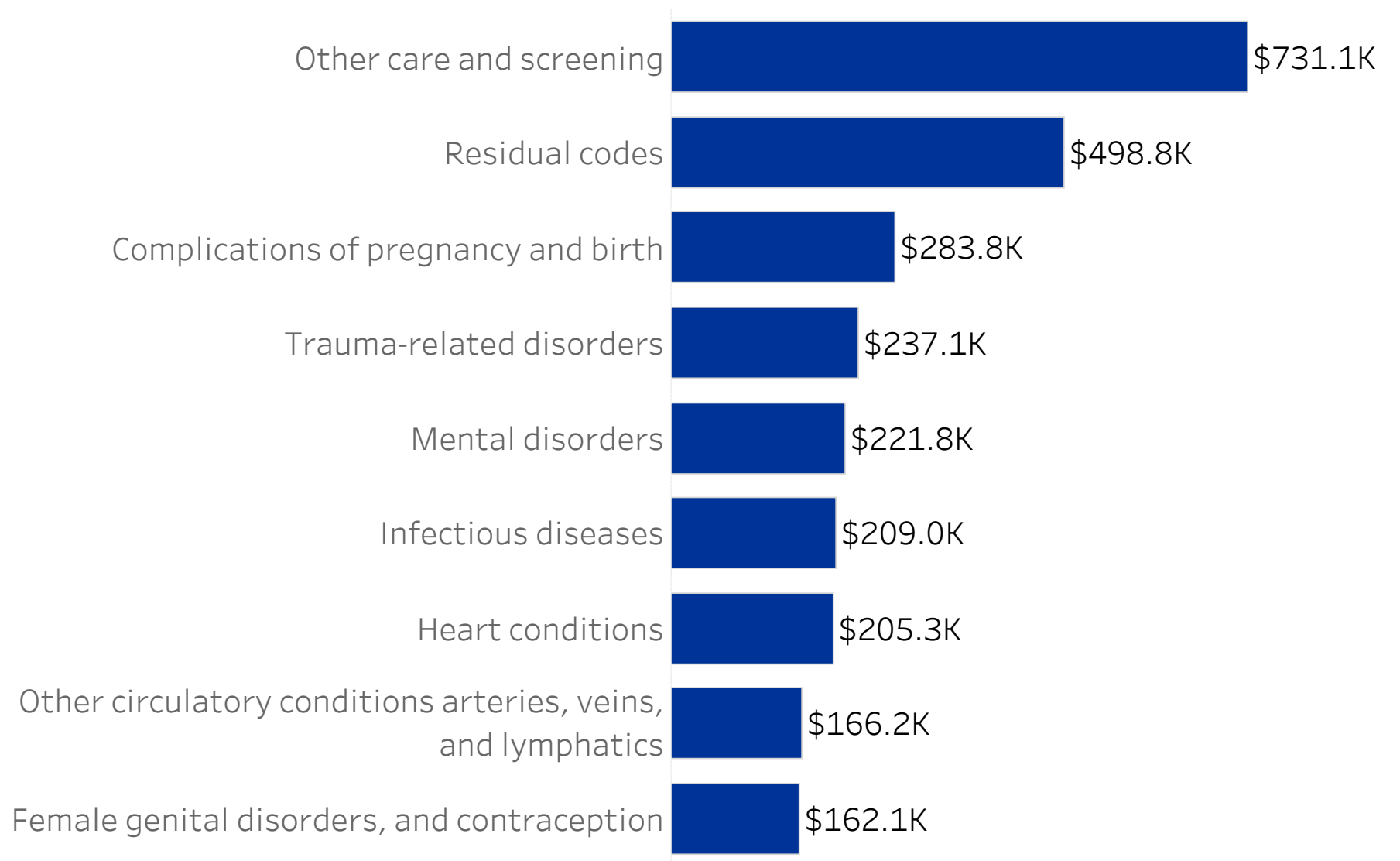Insured Type: All|Charge Type: All|Charge Service Type: All |Charge Code Description: All |Cause Code: All
Kansas State System (200118) - Utilization as of 4/1/2025

Top 10 Diagnoses 2024-25 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.

Diagnosis	Value
Other care and screening	$731.1K
Residual codes	$498.8K
Complications of pregnancy and birth	$283.8K
Trauma-related disorders	$237.1K
Mental disorders	$221.8K
Infectious diseases	$209.0K
Heart conditions	$205.3K
Other circulatory conditions arteries, veins, and lymphatics	$166.2K
Female genital disorders, and contraception	$162.1K

Values are displayed in thousands

Top 10 SR Charge Categories 2024-25 Policy Year
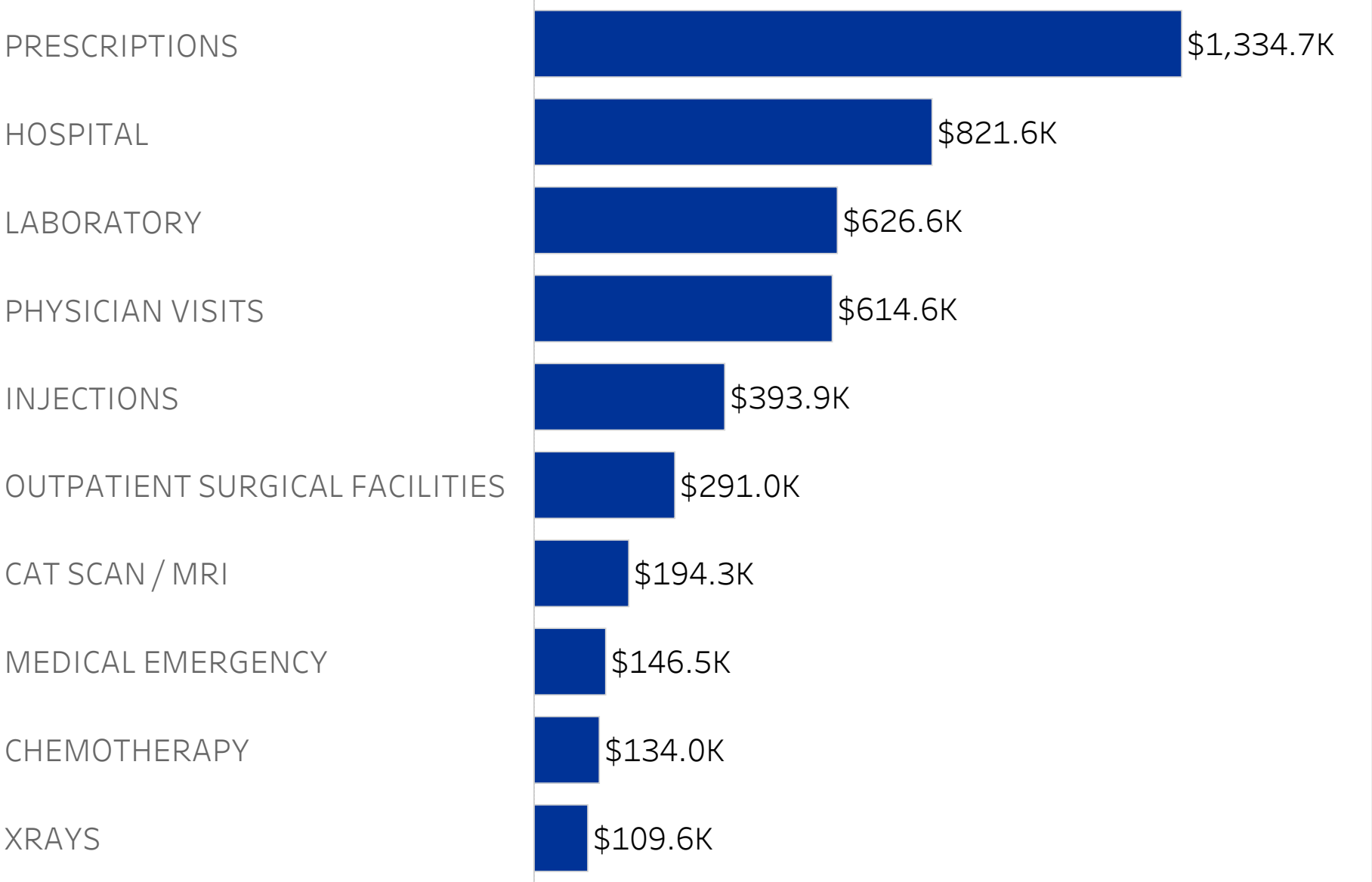
Category	Value
PRESCRIPTIONS	$1,334.7K
HOSPITAL	$821.6K
LABORATORY	$626.6K
PHYSICIAN VISITS	$614.6K
INJECTIONS	$393.9K
OUTPATIENT SURGICAL FACILITIES	$291.0K
CAT SCAN / MRI	$194.3K
MEDICAL EMERGENCY	$146.5K
CHEMOTHERAPY	$134.0K
XRAYS	$109.6K

Values are displayed in thousands

Kansas State System (200118) - Utilization as of April 1, 2025

Claims greater than $100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 11, 2023	Student	BENIGN INTRACRANIAL HYPERTENSION	$322,942	$167,750
	September 14, 2023	Student	PBM CLAIMS	$189,599	$148,615
	August 18, 2023	Student	PBM CLAIMS	$187,507	$141,158
	August 12, 2023	Dependent	PBM CLAIMS	$202,192	$145,725
	September 22, 2023	Student	SUPERVISION PREG W/HX INFERTILITY 1ST TRIMESTER	$253,876	$119,779
	September 13, 2023	Student	CROHNS DZ SMALL & LARGE INTEST W/INTEST OBST	$514,786	$441,770
	August 8, 2023	Student	PBM CLAIMS	$383,460	$276,598
	May 9, 2024	Dependent	SINGLE LIVEBORN INFANT DELIVERED BY CESAREAN	$329,216	$324,084
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	$1,235,969	$251,306
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	$1,234,212	$259,927
2024-25	November 15, 2024	Student	ANEURYSM OF OTHER PRECEREBRAL ARTERIES	$628,752	$149,232
	November 5, 2024	Student	OTHER HYPERTROPHIC CARDIOMYOPATHY	$553,496	$155,925

Kansas State System (200118) - Claims greater than $100,000 - Utilization as of April 1, 2025

Top Billing Providers

2024-25 Policy Year
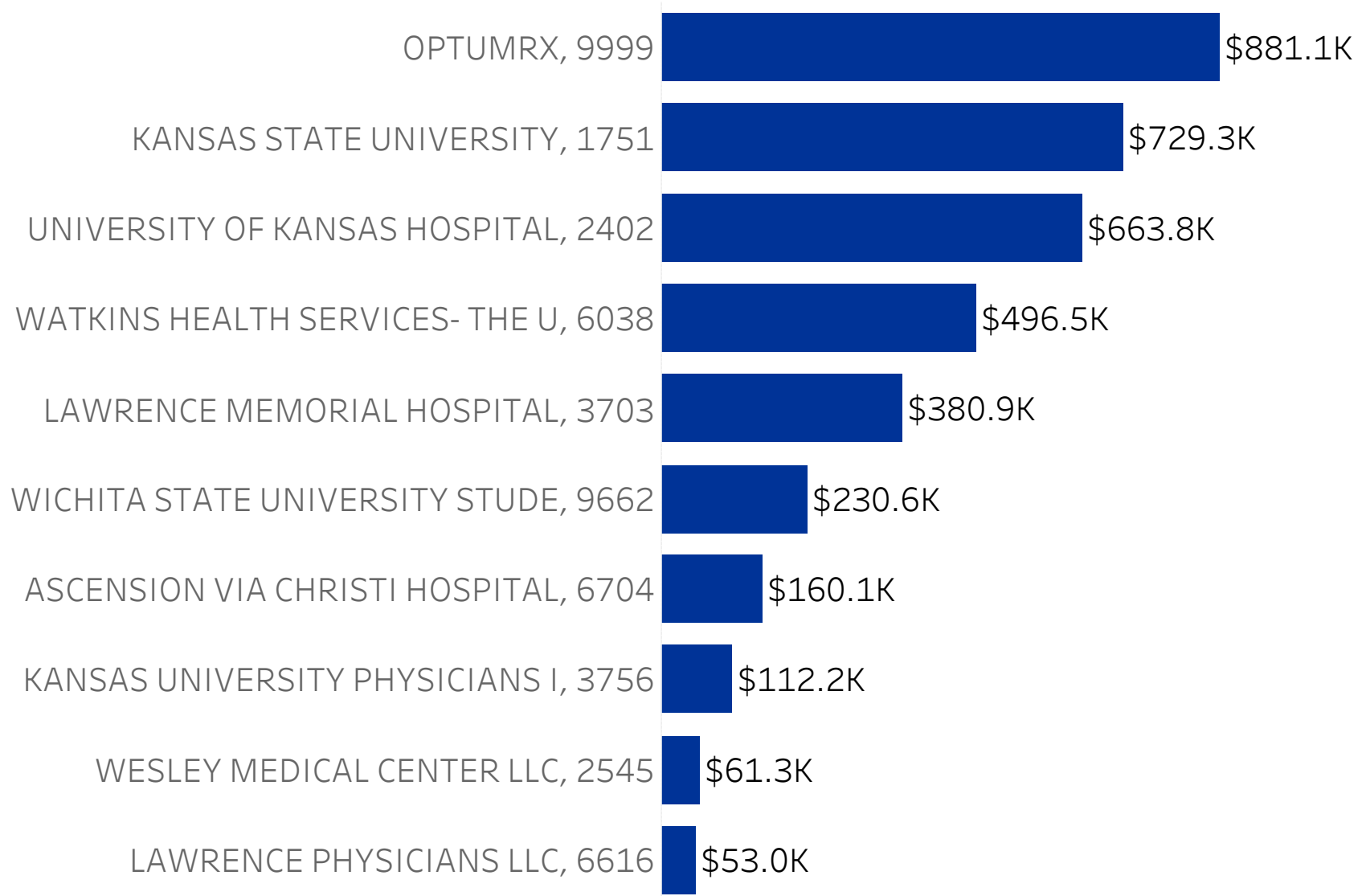
Provider	Value
OPTUMRX, 9999	$881.1K
KANSAS STATE UNIVERSITY, 1751	$729.3K
UNIVERSITY OF KANSAS HOSPITAL, 2402	$663.8K
WATKINS HEALTH SERVICES- THE U, 6038	$496.5K
LAWRENCE MEMORIAL HOSPITAL, 3703	$380.9K
WICHITA STATE UNIVERSITY STUDE, 9662	$230.6K
ASCENSION VIA CHRISTI HOSPITAL, 6704	$160.1K
KANSAS UNIVERSITY PHYSICIANS I, 3756	$112.2K
WESLEY MEDICAL CENTER LLC, 2545	$61.3K
LAWRENCE PHYSICIANS LLC, 6616	$53.0K

Values are displayed in thousands

Kansas State System (200118) - Utilization as of April 1, 2025

Top Rx Report

Percentage of Members Utilizing Rx
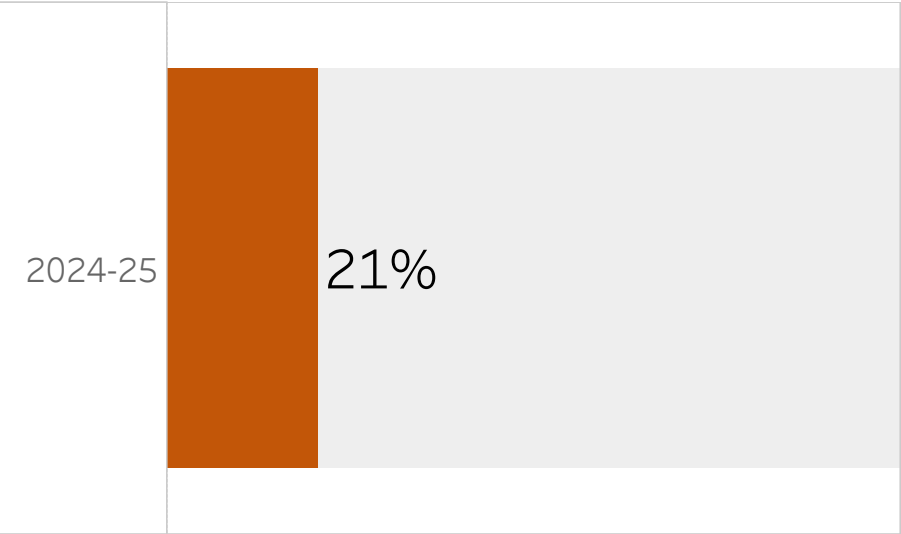
2024-25 — **21%**

Top Drugs by Claimant Count

Drug Name	Tier	Script Count	Claimant Count	Copay	Paid Claims
COMIRNATY 2024-25	3	206	193	$0	$28,480
FLUCELVAX 2024-2025	3	120	114	$0	$5,099
AMPHETAMINE/DEXTROAMPHETAM..	1	390	92	$1,553	$3,119
FLUBLOK 2024-2025	3	97	89	$0	$7,387
PREDNISONE	1	98	76	$58	$6
SPIKEVAX COVID-19 VACCINE/2024-..	3	80	75	$0	$10,681
AMOXICILLIN	1	94	73	$72	$32
ESCITALOPRAM OXALATE	1	274	72	$605	$105
DOXYCYCLINE HYCLATE	1	98	69	$195	$137
AZITHROMYCIN	1	68	58	$91	$26

Top Drugs by Paid Claims

Drug Name	Tier	Claimant Count	Copay	Paid Claims
STELARA	2	2	$13,208	$124,178
NUCALA	3	1	$7,955	$94,451
HUMIRA PEN	2	1	$35	$46,991
BIKTARVY	3	2	$15,210	$43,599
RINVOQ	2	1	$7,994	$42,253
COSENTYX SENSOREADY PEN	3	1	$7,644	$35,454
BIMZELX	3	1	$1,205	$29,789
LISDEXAMFETAMINE DIMESYLATE	1	45	$2,048	$28,937
COMIRNATY 2024-25	3	193	$0	$28,480
HUMULIN R U-500 KWIKPEN	2	1	$6,855	$24,477

Top Therapeutic Classes by Claimant Count

	Claimant Count	Copay	Paid Claims
BIOLOGICALS	437	$0	$69,986
PSYCHOSTIMULANTS-ANTIDEPRESSANTS	295	$9,120	$11,133
SYSTEMIC CONTRACEPTIVES	209	$0	$37,282
GLUCOCORTICOIDS	142	$402	$439
AMPHETAMINE PREPARATIONS	135	$5,129	$34,381
PENICILLINS	130	$240	$196
ANTIARTHRITICS	104	$21,429	$84,714
TETRACYCLINES	91	$295	$294
ATARACTICS-TRANQUILIZERS	89	$13,206	$20,788
MISCELLANEOUS	85	$28,897	$235,029

Kansas State System (200118) - Utilization as of April 1, 2025

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

	Tier 1				Tier 2				Tier 3			
	2023-24		2024-25		2023-24		2024-25		2023-24		2024-25	
Per Claimant	Copay per Utilizing Member	Paid Claims per Utilizing Member	Copay per Utilizing Member	Paid Claims per Utilizing Member	Copay per Utilizing Member	Paid Claims per Utilizing Member	Copay per Utilizing Member	Paid Claims per Utilizing Member	Copay per Utilizing Member	Paid Claims per Utilizing Member	Copay per Utilizing Member	Paid Claims per Utilizing Member
	$28	$135	$18	$90	$1,423	$9,601	$1,097	$3,964	$140	$837	$157	$733

Rx Utilization by Tier

	2023-24			2024-25		
Tier	Claimant Count	Copay	Paid Claims	Claimant Count	Copay	Paid Claims
1	1,600	$44,805	$216,622	1,181	$20,944	$106,586
2	125	$177,878	$1,200,162	103	$112,958	$408,250
3	643	$90,182	$538,078	488	$76,466	$357,893

Premium, Paid Claims and Loss Ratio

utilization as of April 1, 2025

Group Name (Number)	Client Name	Policy Year	Measure	Value
Kansas State System (200118)	Emporia State University	2021-22	Premium	$406,730
			Paid Claims	$354,486
			Loss Ratio	87.2%
		2022-23	Premium	$446,758
			Paid Claims	$207,267
			Loss Ratio	46.4%
		2023-24	Premium	$443,599
			Paid Claims	$175,337
			Loss Ratio	39.5%
		2024-25	Premium	$387,691
			Paid Claims	$139,046
			Loss Ratio	35.9%
	Fort Hays State University	2021-22	Premium	$314,315
			Paid Claims	$166,353
			Loss Ratio	52.9%
		2022-23	Premium	$396,345
			Paid Claims	$186,392
			Loss Ratio	47.0%
		2023-24	Premium	$446,811
			Paid Claims	$64,538

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 and Loss Ratio

utilization as of April 1, 2025

Group Name (Number)	Client Name	Policy Year		
Kansas State System (200118)	Fort Hays State University	2023-24	Loss Ratio	14.4%
		2024-25	Premium	$558,567
			Paid Claims	$55,446
			Loss Ratio	9.9%
	Kansas State University	2021-22	Premium	$3,176,502
			Paid Claims	$2,527,029
			Loss Ratio	79.6%
		2022-23	Premium	$3,196,269
			Paid Claims	$2,303,849
			Loss Ratio	72.1%
		2023-24	Premium	$3,262,844
			Paid Claims	$3,228,115
			Loss Ratio	98.9%
		2024-25	Premium	$2,902,776
			Paid Claims	$1,881,366
			Loss Ratio	64.8%
	Pittsburg State University	2021-22	Premium	$482,717
			Paid Claims	$247,415
			Loss Ratio	51.3%
		2022-23	Premium	$631,601

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 and Loss Ratio

utilization as of April 1, 2025

Group Name (Number)	Client Name	Policy Year			
Kansas State System (200118)	Pittsburg State University	2022-23	Paid Claims		$284,563
			Loss Ratio		45.1%
		2023-24	Premium		$790,720
			Paid Claims		$142,179
			Loss Ratio		18.0%
		2024-25	Premium		$553,432
			Paid Claims		$48,508
			Loss Ratio		8.8%
	University of Kansas	2021-22	Premium		$5,505,780
			Paid Claims		$6,827,389
			Loss Ratio		124.0%
		2022-23	Premium		$5,508,424
			Paid Claims		$4,518,346
			Loss Ratio		82.0%
		2023-24	Premium		$5,627,633
			Paid Claims		$3,157,554
			Loss Ratio		56.1%
		2024-25	Premium		$4,978,906
			Paid Claims		$1,886,491
			Loss Ratio		37.9%

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 April 1, 2025

Premium, Paid Claims and Loss Ratio

utilization as of April 1, 2025

Group Name (Number)	Client Name	Policy Year		
Kansas State System (200118)	University of Kansas - Medical Center	2021-22	Premium	$1,400,475
			Paid Claims	$1,962,482
			Loss Ratio	140.1%
		2022-23	Premium	$1,454,944
			Paid Claims	$1,948,112
			Loss Ratio	133.9%
		2023-24	Premium	$1,373,235
			Paid Claims	$1,644,979
			Loss Ratio	119.8%
		2024-25	Premium	$1,212,889
			Paid Claims	$623,452
			Loss Ratio	51.4%
	Wichita State University	2021-22	Premium	$3,597,862
			Paid Claims	$1,720,634
			Loss Ratio	47.8%
		2022-23	Premium	$5,453,124
			Paid Claims	$1,339,185
			Loss Ratio	24.6%
		2023-24	Premium	$4,634,317
			Paid Claims	$1,384,647

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 April 1, 2025

Premium, Paid Claims and Loss Ratio

utilization as of April 1, 2025

Group Name (Number)	Client Name	Policy Year		
Kansas State System (200118)	Wichita State University	2023-24	Loss Ratio	29.9%
		2024-25	Premium	$3,262,048
			Paid Claims	$476,058
			Loss Ratio	14.6%

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 April 1, 2025
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

Claims greater than $100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	September 13, 2023	Student	CROHNS DZ SMALL & LARGE INTEST W/INTEST OBST	$514,786	$441,770

Wichita State University (180) - Claims greater than $100,000 - Utilization as of April 1, 2025

Emporia State University (197)

Policy Option(s)

1
2
3
4

Claims greater than $100,000

None - Claims greater than $100,000 - Utilization as of April 1, 2025
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

Claims greater than $100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 18, 2023	Student	PBM CLAIMS	$187,507	$141,158
	September 22, 2023	Student	SUPERVISION PREG W/HX INFERTILITY 1ST TRIMESTER	$253,876	$119,779
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	$1,235,969	$251,306
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	$1,234,212	$259,927
2024-25	November 15, 2024	Student	ANEURYSM OF OTHER PRECEREBRAL ARTERIES	$628,752	$149,232

Kansas State University (470) - Claims greater than $100,000 - Utilization as of April 1, 2025

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
2023-24	August 11, 2023	Student	BENIGN INTRACRANIAL HYPERTENSION	$322,942	$167,750
	September 14, 2023	Student	PBM CLAIMS	$189,599	$148,615
	May 9, 2024	Dependent	SINGLE LIVEBORN INFANT DELIVERED BY CESAREAN	$329,216	$324,084
2024-25	November 5, 2024	Student	OTHER HYPERTROPHIC CARDIOMYOPATHY	$553,496	$155,925

University of Kansas (471) - Claims greater than $100,000 - Utilization as of April 1, 2025

Fort Hays State University (2005)

Policy Option(s)

1
2
4

Claims greater than $100,000

Pittsburg State University (2009)

Policy Option(s)

1
2
3
4

Claims greater than $100,000

University of Kansas - Medical Center (2070)

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
2023-24	August 12, 2023	Dependent	PBM CLAIMS	$202,192	$145,725
	August 8, 2023	Student	PBM CLAIMS	$383,460	$276,598

University of Kansas - Medical Center (2070) - Claims greater than $100,000 - Utilization as of April 1, 2025

Kansas Board of Regents

KBOR Quarterly Meeting

Eligibility and Waiver Audit Services
Overview of Spring 2025

Date of Report: April 17, 2025

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.

Attached are the finalized Spring 2025 Elev834 reports with to-date results on waiver and enrollment data for the semester, and Customer Service and Ticket reports. ECI has ended work for Spring 2025, started work for Summer 2025, and there are no ongoing issues or concerns at this time. No data is included for Summer 2025 as we only recently opened for Summer and there is little data to report. We are also currently working with United in preparation for Plan Year 2025-26.

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.

University of Kansas

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**80**	**88.9%**
2	Unknown		0.0%
4	**Invalid Student Insurance Information**	**2**	**2.2%**
6	Carrier refuses to disclose information		0.0%
7	**Auditor was unable to complete the waiver audit (other than network status)**	**4**	**4.4%**
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**	**1.1%**
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**	**1.1%**
17	Patient co-insurance is over 25%		0.0%
18	Insurer does not have a based 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**	**1**	**1.1%**
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%
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**	**1.1%**
Grand Total		**90**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	20
Client Request	7
Student Provided MER	6
Student Resubmitted Waiver	13
Student Updated Insurance	
Grand Total	**46**

% Adjusted of Total Audits Completed	51.1%

Total Billable	Billable Count
Final, Completed Audit Results	90
Audits Adjusted	46
Total Billable	**136**

Wichita State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**56**	**86.2%**
2	Unknown		0.0%
4	**Invalid Student Insurance Information**	**1**	**1.5%**
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**	**1**	**1.5%**
9	**Plan does not provide insured Prescription Drug coverage**	**3**	**4.6%**
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
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)		0.0%
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**	**1**	**1.5%**
20	**The insurance company is not authorized to do business in the state by the Kansas Department of Insurance**	**1**	**1.5%**
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**	**2**	**3.1%**
Grand Total		**65**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	13
Client Request	3
Student Provided MER	9
Student Resubmitted Waiver	8
Student Updated Insurance	
Grand Total	**33**

% Adjusted of Total Audits Completed	50.8%

Total Billable	Billable Count
Final, Completed Audit Results	65
Audits Adjusted	33
Total Billable	**98**

Kansas State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**7**	**63.64%**
2	Unknown		0.00%
4	Invalid Student Insurance Information		0.00%
6	Carrier refuses to disclose information		0.00%
7	Auditor was unable to complete the waiver audit (other than network status)		0.00%
8	Policy is not Active		0.00%
9	**Plan does not provide insured Prescription Drug coverage**	**1**	**9.09%**
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.00%
11	Plan does not have maternity coverage with no dollar limit		0.00%
12	Plan does not have preventive routine care with no limit		0.00%
13	Plan does not provide coverage for pre-existing conditions		0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.00%
15	The Individual Annual Deductible is over $500		0.00%
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)		0.00%
17	Patient co-insurance is more than 25%		0.00%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.00%
19	**Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation**	**3**	**27.27%**
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.00%
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		0.00%
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.		0.00%
99	Void		0.00%
Grand Total		**11**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	
Client Request	
Student Provided MER	1
Student Resubmitted Waiver	2
Student Updated Insurance	
Grand Total	**3**

% Adjusted of Total Audits Completed	
27.3%	

Total Billable	Billable Count
Final, Completed Audit Results	11
Audits Adjusted	3
Total Billable	**14**

Emporia State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**2**	**100.0%**
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
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		0.0%
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)		0.0%
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		0.0%
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		0.0%
Grand Total		**2**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	1
Client Request	
Student Provided MER	
Student Resubmitted Waiver	1
Student Updated Insurance	
Grand Total	**2**

% Adjusted of Total Audits Completed	
100.0%	

Total Billable	Billable Count
Final, Completed Audit Results	2
Audits Adjusted	2
Total Billable	**4**

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**1**	**0.0%**
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
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		0.0%
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)		0.0%
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		0.0%
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		0.0%
Grand Total		**1**	**0%**

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

% Adjusted of Total Audits Completed	100.0%

Total Billable	Billable Count
Final, Completed Audit Results	1
Audits Adjusted	1
Total Billable	**2**

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2024-25

Spring 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	**Approved**	**6**	**100%**
2	Unknown		0%
4	Invalid Student Insurance Information		0%
6	Carrier refuses to disclose information		0%
7	Auditor was unable to complete the waiver audit (other than network status)		0%
8	Policy is not Active		0%
9	Plan does not provide insured Prescription Drug coverage		0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0%
11	Plan does not have maternity coverage with no dollar limit		0%
12	Plan does not have preventive routine care with no limit		0%
13	Plan does not provide coverage for pre-existing conditions		0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0%
15	The Individual Annual Deductible is over $500		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)		0%
17	Patient co-insurance is more than 25%		0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0%
19	Plan does not provide a combined maximum of $100,000 for Medical Evacuation and Repatriation		0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		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%
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%
99	Void		0%
Grand Total		**6**	**100%**

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	1
Client Request	
Student Provided MER	1
Student Resubmitted Waiver	
Student Updated Insurance	
Grand Total	**2**

% Adjusted of Total Audits Completed	33.3%

Total Billable	Billable Count
Final, Completed Audit Results	6
Audits Adjusted	2
Total Billable	**8**

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

Count	Time (Creation)	Queue Name	Media Type
1	1/14/2025 10:22:09	Waiver	Phone
2	1/14/2025 10:58:41	Waiver	Phone
3	1/15/2025 11:05:40	Waiver	Phone
4	1/15/2025 11:28:38		Phone
5	1/15/2025 11:29:30	Waiver	Phone
6	1/15/2025 11:56:18	Waiver	Phone
7	1/15/2025 12:25:17		Phone
8	1/15/2025 12:26:54	Waiver	Phone
9	1/16/2025 08:57:29		Phone
10	1/16/2025 08:58:29	Waiver	Phone
11	1/16/2025 09:14:06	Waiver	Phone
12	1/16/2025 11:08:41		Phone
13	1/16/2025 11:10:55	Waiver	Phone
14	1/16/2025 15:12:30		Phone
15	1/17/2025 09:36:57	Waiver	Phone
16	1/21/2025 10:53:39	Waiver	Phone
17	1/21/2025 15:11:47	Waiver	Phone
18	1/21/2025 15:12:18	Waiver	Phone
19	1/21/2025 15:45:56	Waiver	Phone
20	1/22/2025 08:58:06	Waiver	Phone
21	1/22/2025 12:08:33	Waiver	Phone
22	1/23/2025 12:14:24	Waiver	Phone
23	1/23/2025 14:06:00	Waiver	Phone
24	1/23/2025 14:07:34		Phone
25	1/23/2025 14:18:46	Waiver	Phone
26	1/24/2025 07:48:05		Phone
27	1/24/2025 08:20:20	Waiver	Phone
28	1/24/2025 08:48:27	Waiver	Phone
29	1/24/2025 12:44:21	Waiver	Phone
30	1/28/2025 14:50:21	Waiver	Phone
31	1/31/2025 12:18:11		Phone
32	2/13/2025 15:02:28		Phone
33	2/13/2025 15:03:32		Phone
34	2/20/2025 15:13:21		Phone
	Total Calls	**34**	

Notes:

* If the "Queue Name" is blank this means the caller experienced no wait time for Customer Service

Kansas Board of Regents

Waiver Processing Time Report

Spring 2025 (FINAL)

April 17, 2025

University of Kansas

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
90	1.18	0.09

Wichita State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
65	1.36	0.07

Kansas State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
11	1.91	0.11

Emporia State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
2	1.06	0.01

Pittsburg State University

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
1	10.18	0.82

University of Kansas Medical Center

Spring 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
6	0.27	0.04

University of Kansas

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	93
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	696
TOTAL ENROLLMENTS	**789**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	80
DENIED WAIVERS	9
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	**90**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	712
STUDENTS DROPPED FROM SHIP	441
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**1154**

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	-4
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-8
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-13**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	789
WAIVERS PROCESSED	90
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1154
STUDENTS WITH MULTIPLE RESULTS	-13
TOTAL NUMBER STUDENTS RECEIVED	**2020**

Wichita State University

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	262
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	610
TOTAL ENROLLMENTS	**872**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	58
DENIED WAIVERS	7
PENDING WAIVERS	0
VOIDED WAIVERS	2
NUMBER OF SUBMITTED WAIVERS	**67**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	649
STUDENTS DROPPED FROM SHIP	70
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**719**

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-2
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-1
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-6
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-9**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	872
WAIVERS PROCESSED	67
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	719
STUDENTS WITH MULTIPLE RESULTS	-9
TOTAL NUMBER STUDENTS RECEIVED	**1649**

Kansas State University

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	4
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	286
TOTAL ENROLLMENTS	**290**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	7
DENIED WAIVERS	4
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**11**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	35
STUDENTS DROPPED FROM SHIP	575
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**610**

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	-2
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-2
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-5**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	290
WAIVERS PROCESSED	11
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	610
STUDENTS WITH MULTIPLE RESULTS	-5
TOTAL NUMBER STUDENTS RECEIVED	**906**

Emporia State University

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	32
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	111
TOTAL ENROLLMENTS	**143**

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	2
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	**2**

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**1**

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	143
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**146**

Pittsburg State University

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	144
TOTAL ENROLLMENTS	**144**

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

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	0
STUDENTS DROPPED FROM SHIP	40
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	**40**

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	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	**-1**

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	144
WAIVERS PROCESSED	1
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	40
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	**184**

University of Kansas Medical Center

Statistics Report

Spring 2025 (FINAL)

Thursday, April 17, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	105
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	**105**

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	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	105
WAIVERS PROCESSED	6
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	**111**

Kansas Board of Regents (KBOR)

Customer Service- Ticket Requests

January 14, 2025 through April 11, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
1	1/14/2025 9:10	1/15/2025 13:37	0:21:00	15:48:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
2	1/14/2025 11:45	1/14/2025 14:48	1:09:00	4:12:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
3	1/14/2025 11:45	1/15/2025 13:38	0:59:00	13:52:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
4	1/14/2025 16:01	1/15/2025 13:39	0:01:00	8:39:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
5	1/15/2025 15:40	1/15/2025 15:49	6:15:00	6:24:00	Waiver / Waiver Audit Questions	University of Kansas
6	1/15/2025 15:40	1/15/2025 15:49	6:10:00	6:19:00	Waiver / Waiver Audit Questions	University of Kansas
7	1/15/2025 11:48	1/15/2025 11:48	0:39:00	0:39:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
8	1/15/2025 15:40	1/15/2025 15:57	3:27:00	3:44:00	Waiver / Waiver Audit Questions	University of Kansas
9	1/15/2025 15:42	1/15/2025 15:50	0:49:00	0:57:00	Waiver / Waiver Audit Questions	University of Kansas
10	1/15/2025 15:44	1/15/2025 15:50	0:48:00	0:54:00	Waiver / Waiver Audit Questions	University of Kansas
11	1/15/2025 15:44	1/15/2025 15:50	0:28:00	0:34:00	Waiver / Waiver Audit Questions	University of Kansas
12	1/17/2025 8:54	1/17/2025 9:18	0:14:00	0:38:00	Waiver / Waiver Audit Questions	University of Kansas
13	1/17/2025 14:58	1/21/2025 10:55	0:53:00	7:50:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
14	1/17/2025 14:59	1/21/2025 10:55	0:50:00	7:46:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
15	1/20/2025 9:20	1/20/2025 9:20	0:20:00	0:20:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
16	1/21/2025 10:20	1/21/2025 12:57	0:37:00	3:14:00	Waiver / Waiver Audit Questions	University of Kansas
17	1/21/2025 10:22	1/21/2025 12:57	0:14:00	2:49:00	Waiver / Waiver Audit Questions	University of Kansas
18	1/21/2025 11:31	1/21/2025 14:57	0:08:00	3:34:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
19	1/22/2025 13:20	1/22/2025 13:25	2:40:00	2:45:00	Waiver / Waiver Audit Questions	Pittsburg State University
20	1/22/2025 17:56	1/23/2025 12:45	6:04:00	11:53:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
21	1/22/2025 17:53	1/23/2025 12:45	5:59:00	11:51:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
22	1/22/2025 18:27	1/27/2025 15:40	5:17:00	11:30:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
23	1/22/2025 14:25	1/23/2025 8:46	1:14:00	6:35:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
24	1/22/2025 16:22	1/23/2025 8:30	0:01:00	3:09:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
25	1/23/2025 8:03	1/23/2025 8:29	0:03:00	0:29:00	Waiver / Waiver Audit Questions	University of Kansas
26	1/23/2025 8:07	1/23/2025 9:41	0:07:00	1:41:00	Waiver / Waiver Audit Questions	Wichita State University State University
27	1/23/2025 8:27	1/23/2025 8:54	0:16:00	0:43:00	Waiver / Waiver Audit Questions	University of Kansas
28	1/23/2025 9:12	1/27/2025 15:39	0:04:00	4:31:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
29	1/23/2025 10:57	1/27/2025 15:39	1:00:00	3:42:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
30	1/23/2025 11:30	1/23/2025 14:27	0:30:00	3:27:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
31	1/23/2025 14:23	1/24/2025 9:52	0:29:00	6:58:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
32	1/23/2025 14:24	1/24/2025 9:52	0:27:00	6:55:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
33	1/24/2025 8:05	1/27/2025 7:39	2:56:00	13:51:00	Waiver / Waiver Audit Questions	University of Kansas
34	1/24/2025 8:08	1/24/2025 8:13	0:08:00	0:13:00	Waiver / Waiver Audit Questions	University of Kansas
35	1/24/2025 11:29	3/5/2025 13:29	1:39:00	12:39:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
36	1/24/2025 11:33	1/24/2025 14:00	1:37:00	4:04:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
37	1/24/2025 13:22	1/24/2025 14:06	0:56:00	1:40:00	Waiver / Waiver Audit Questions	University of Kansas
38	1/24/2025 14:54	1/24/2025 14:54	0:33:00	0:33:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
39	1/24/2025 16:25	1/27/2025 11:10	1:13:00	6:58:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
40	1/27/2025 12:03	1/27/2025 13:10	3:36:00	4:43:00	Waiver / Waiver Audit Questions	University of Kansas
41	1/27/2025 11:35	1/27/2025 15:52	3:21:00	7:38:00	Waiver / Waiver Audit Questions	University of Kansas
42	1/27/2025 9:08	1/27/2025 15:36	0:16:00	6:44:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
43	1/27/2025 12:15	1/27/2025 13:09	0:55:00	1:49:00	Waiver / Waiver Audit Questions	Kansas State University
44	1/27/2025 12:09	1/27/2025 13:11	0:12:00	1:14:00	Waiver / Waiver Audit Questions	Pittsburg State University
45	1/27/2025 17:20	1/27/2025 18:35	0:15:00	1:30:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
46	1/28/2025 11:08	1/28/2025 11:08	0:36:00	0:36:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
47	1/28/2025 13:12	1/28/2025 15:51	0:17:00	2:56:00	Waiver / Waiver Audit Questions	Kansas State University
48	1/28/2025 15:16	2/4/2025 12:05	1:43:00	5:32:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
49	1/29/2025 14:05	2/3/2025 19:31	8:42:00	22:37:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
50	1/29/2025 13:20	2/5/2025 16:12	7:41:00	17:33:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
51	1/29/2025 14:06	2/4/2025 12:10	8:22:00	2:26:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
52	1/29/2025 14:07	2/4/2025 12:11	8:21:00	2:25:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service- Ticket Requests

January 14, 2025 through April 11, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
53	1/29/2025 13:50	1/29/2025 13:50	2:20:00	2:20:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
54	1/29/2025 15:03	1/31/2025 10:26	0:06:00	17:29:00	Insurance Enrollment / Enrollment Questions	University of Kansas
55	1/29/2025 15:21	1/30/2025 14:01	0:19:00	9:59:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
56	1/30/2025 10:24	2/3/2025 7:34	0:04:00	19:40:00	Waiver / Waiver Audit Questions	Kansas State University
57	1/30/2025 13:56	1/31/2025 9:21	2:09:00	8:34:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
58	1/30/2025 15:11	2/3/2025 9:05	0:04:00	15:58:00	Waiver / Waiver Audit Questions	University of Kansas
59	1/30/2025 16:15	2/3/2025 7:53	0:05:00	13:50:00	Waiver / Waiver Audit Questions	University of Kansas
60	1/30/2025 18:12	1/30/2025 18:12	0:06:00	0:06:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
61	2/3/2025 9:54	2/4/2025 7:15	1:42:00	10:48:00	Waiver / Waiver Audit Questions	University of Kansas
62	2/3/2025 9:43	2/12/2025 15:13	1:40:00	12:10:00	Waiver / Waiver Audit Questions	University of Kansas
63	2/3/2025 9:46	2/5/2025 13:40	1:01:00	2:55:00	Waiver / Waiver Audit Questions	University of Kansas
64	2/3/2025 12:19	2/13/2025 12:46	0:18:00	16:45:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
65	2/3/2025 13:49	2/6/2025 14:20	0:06:00	9:37:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
66	2/3/2025 16:57	2/3/2025 16:57	0:09:00	0:09:00	Insurance Enrollment / Enrollment Questions	University of Kansas
67	2/4/2025 9:12	2/4/2025 10:39	1:12:00	2:39:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
68	2/4/2025 10:40	2/4/2025 10:40	1:15:00	1:15:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
69	2/4/2025 12:56	2/4/2025 12:56	0:15:00	0:15:00	Insurance Enrollment / Enrollment Questions	Kansas State University
70	2/5/2025 13:15	2/12/2025 15:44	0:05:00	9:34:00	Waiver / Waiver Audit Questions	University of Kansas
71	2/5/2025 14:59	2/5/2025 15:52	1:00:00	1:53:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
72	2/5/2025 15:00	2/5/2025 15:52	0:59:00	1:51:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
73	2/6/2025 10:23	2/6/2025 11:27	0:35:00	1:39:00	Waiver / Waiver MER Question	Wichita State University State University
74	2/6/2025 10:21	2/6/2025 14:35	0:12:00	4:26:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
75	2/7/2025 8:05	2/7/2025 12:40	0:05:00	4:40:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
76	2/7/2025 10:12	2/10/2025 18:11	0:13:00	19:12:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
77	2/7/2025 11:38	2/7/2025 13:15	0:40:00	2:17:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
78	2/10/2025 9:32	2/10/2025 9:32	1:32:00	1:32:00	Insurance Enrollment / Enrollment Questions	University of Kansas
79	2/10/2025 14:49	2/10/2025 14:49	0:55:00	0:55:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
80	2/10/2025 14:46	2/10/2025 15:46	0:07:00	1:07:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
81	2/13/2025 11:54	2/13/2025 11:56	1:01:00	1:03:00	Waiver / Waiver Audit Questions	University of Kansas
82	2/14/2025 8:03	2/14/2025 8:08	0:03:00	0:08:00	Waiver / Waiver Audit Questions	University of Kansas
83	2/14/2025 10:54	2/14/2025 15:45	0:24:00	5:15:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
84	2/14/2025 10:55	2/14/2025 15:46	0:25:00	5:16:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
85	2/17/2025 9:23	3/4/2025 9:36	0:12:00	15:01:00	Insurance Enrollment / Enrollment Questions	University of Kansas
86	2/19/2025 10:58	2/20/2025 5:31	0:02:00	8:04:00	Waiver / Waiver Audit Questions	Kansas State University
87	2/21/2025 16:14	2/24/2025 13:26	1:45:00	9:57:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
88	2/21/2025 17:11	2/24/2025 13:28	2:37:00	9:54:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
89	2/21/2025 16:08	2/26/2025 17:42	1:16:00	11:50:00	Insurance Enrollment / Enrollment Questions	University of Kansas
90	2/25/2025 14:43	2/26/2025 9:12	0:18:00	5:47:00	Insurance Enrollment / Enrollment Questions	University of Kansas
91	2/26/2025 16:43	2/27/2025 14:07	0:23:00	8:47:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
92	2/27/2025 13:05	2/28/2025 10:27	0:42:00	9:04:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
93	2/27/2025 13:06	2/28/2025 10:28	0:41:00	9:03:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
94	2/28/2025 11:09	2/28/2025 11:09	0:28:00	0:28:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
95	3/7/2025 9:40	3/14/2025 10:33	0:05:00	7:58:00	Insurance Enrollment / Enrollment Questions	University of Kansas
96	3/12/2025 9:44	3/12/2025 9:44	1:44:00	1:44:00	Insurance Enrollment / Enrollment Questions	University of Kansas
97	3/25/2025 9:23	3/25/2025 11:43	5:47:00	8:07:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
98	3/25/2025 11:45	3/25/2025 14:07	0:48:00	3:10:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
99	3/25/2025 11:51	3/25/2025 14:07	0:52:00	3:08:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
100	3/26/2025 14:00	3/27/2025 10:23	0:01:00	7:24:00	Insurance Enrollment / Enrollment Questions	University of Kansas
101	3/27/2025 10:14	3/27/2025 14:27	0:02:00	4:15:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
102	4/3/2025 10:30	4/4/2025 17:17	0:08:00	17:55:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
103	4/9/2025 15:39	4/10/2025 19:45	0:02:00	14:23:00	Insurance Enrollment / Enrollment Questions	University of Kansas
104	4/10/2025 19:46	4/10/2025 19:46	14:21:00	14:21:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service- Ticket Requests

January 14, 2025 through April 11, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
105	4/10/2025 19:47	4/10/2025 19:47	14:20:00	14:20:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
106	4/10/2025 19:48	4/10/2025 19:48	14:19:00	14:19:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
107	4/10/2025 19:49	4/10/2025 19:49	13:51:00	13:51:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas

ECI Services

Waiver Statistics Report

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