

2 pages of Quarter Reporting Sample

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May 12, 2014

Evelyn Williams
Human Resources
City of Houston
PO Box 1562
Houston, TX 77251

RE: 2013 Plan Year – 4th Quarter Reporting

Dear Mrs. Williams:

I am pleased to inform you that of the 6,577 claims submitted during the fourth quarter of the 2013 plan year, 6,570 claims (99.89%) were processed within seven business days of receipt. The seven remaining claims (0.11%) were processed within 10 business days of receipt.

Our performance during this reporting period confirms our commitment to provide you excellent service as we strive to meet and exceed our goals of processing 97% of claims within seven working days of receipt and 100% of claims within 10 working days.

Please contact me at (706) 596-5072 if you need to discuss any of the reported information.

Sincerely,



Linda Johnson
Manager
Claims Department

LJ:img

City of Houston

4th Quarter Reporting

Service Level Agreement: 97% within 7 working days of receipt and 100% within 10 working days

February 2014-April 2014	7-Day Turnaround %	10-Day Turnaround %	> 10-Day Turnaround %
AD	99.93%	0.07%	0%
CA	99.90%	0.10%	0%
HP	99.83%	0.17%	0%
TOTAL	99.89%	0.11%	0.00%

February 2014-April 2014	Total Claims 7-Day Turnaround	Total Claims 10-Day Turnaround	Total Claims >10-Day Turnaround	GRAND TOTAL
AD	2798	2	0	2800
CA	1989	2	0	1991
HP	1783	3	0	1786
TOTAL	6570	7	0	6577

① 3 Pages of Annual Reporting Sample



May 12, 2014

Evelyn Williams
Human Resources
City of Houston
PO Box 1562
Houston, TX 77251

RE: Annual Reporting Results for 2013 Plan Year

Dear Mrs. Williams:

Enclosed is the annual report for the City of Houston. Included in this annual reporting is the loss ratio and performance roll-up information for the 2013 plan year.

I am pleased to inform you that of the 21,310 claims submitted for the 2013 contractual year, 21,286 claims (99.89%) were processed within seven business days of receipt. The remaining 24 claims (0.11%) were processed within 10 business days of receipt.

Our performance during this reporting period confirms our commitment to provide you excellent service as we strive to meet and exceed our goals of processing 97% of claims within seven working days of receipt and 100% of claims within 10 working days.

Please contact me at (706) 596-5072 if you need to discuss any of the reported information.

Sincerely,

Linda Johnson
Manager
Claims Department

LJ:img

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City of Houston

Annual Reporting

Service Level Agreement: 97% within 7 working days of receipt and 100% within 10 working days

May 2013-April 2014	7-Day Turnaround %	10-Day Turnaround %	> 10-Day Turnaround %
AD	99.89%	0.11%	0.00%
CA	99.89%	0.11%	0.00%
HP	99.89%	0.11%	0.00%
TOTAL	99.89%	0.11%	0.00%

May 2013-April 2014	Total Claims		Total Claims		GRAND TOTAL
	7-Day Turnaround	10-Day Turnaround	10-Day Turnaround	>10-Day Turnaround	
AD	8960	10	0	8970	
CA	6212	7	0	6219	
HP	6114	7	0	6121	
TOTAL	21286	24	0	21310	

**Experience For Group # 84423 & # 0X491 (City of Houston)
May 2013 through April 2014**

Product	Premiums	Paid Claims	Incurred Claims + Change in Policy Reserves	Loss Ratio
Accident	3,346,582	1,793,111	1,825,617	54.6%
Cancer	3,062,765	1,398,461	2,057,304	67.2%
HIP	2,682,276	1,074,966	1,420,894	53.0%
Total	9,091,623	4,266,538	5,303,814	58.3%