

---

**JULY 05 UPDATE TO  
FY 2004 IMPROPER MEDICARE  
FEE-FOR-SERVICE PAYMENTS REPORT**

---

*Revised 08/16/05*

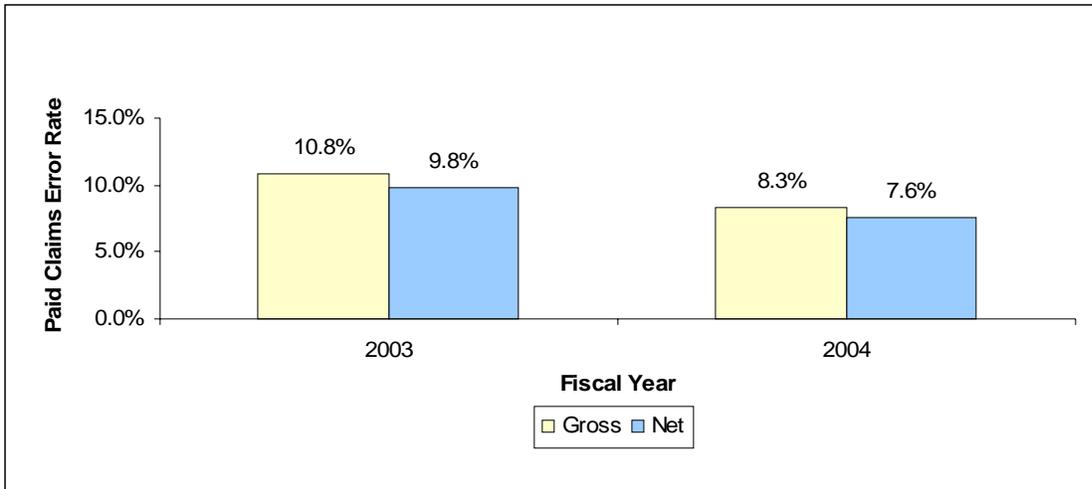
# REPORT FINDINGS

## Gross vs. Net Values (FY2003 - 2004)

Year	Total Payments Issued in Medicare FFS Program	Overpayments Made by Medicare FFS Program	Underpayments Made by Medicare FFS Program	Gross (Overpayments + Underpayments)		Net (Overpayments - Underpayments)	
				Improper Payment Amount	Error Rate	Improper Payment Amount	Error Rate
2003	\$ 199.1 B	\$ 20.5 B	\$ 0.9 B	\$ 21.5 B *	10.8% *	\$19.6 B *	9.8% *
2004	\$ 213.5 B	\$17.0 B	\$0.8 B	\$17.8 B	8.3%	\$16.2 B	7.6%

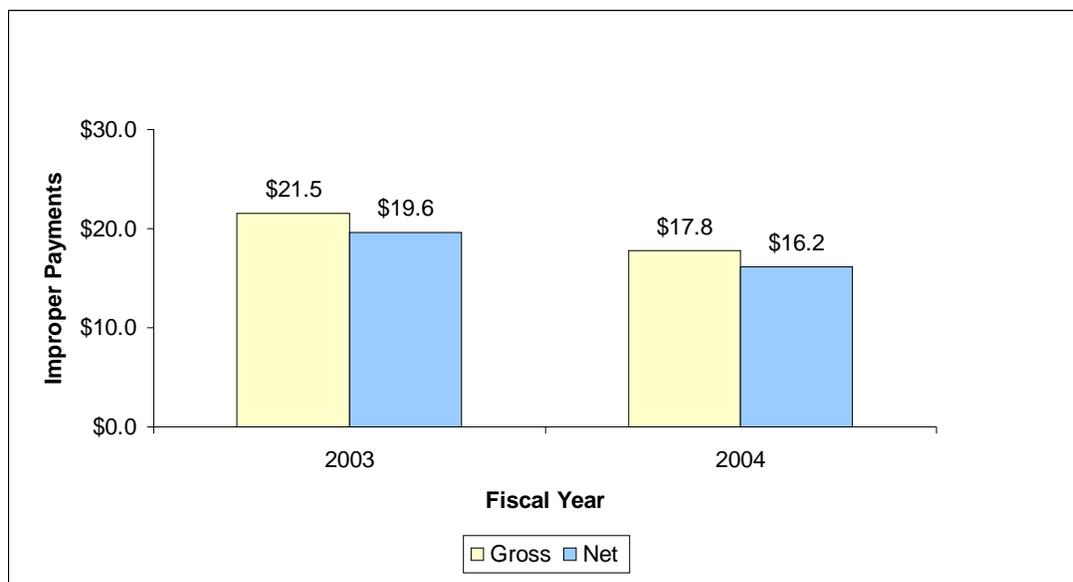
\* These figures have not been adjusted to account for the high provider non-response experienced in 2003.

## Gross and Net National Medicare FFS Error Rates



\* These figures have not been adjusted to account for the high provider non-response experienced in 2003. Had the adjustment been made, the national paid claims would have been 6.4% (gross) and 5.8% (net).

## Gross and Net National Projected Improper Payments\*



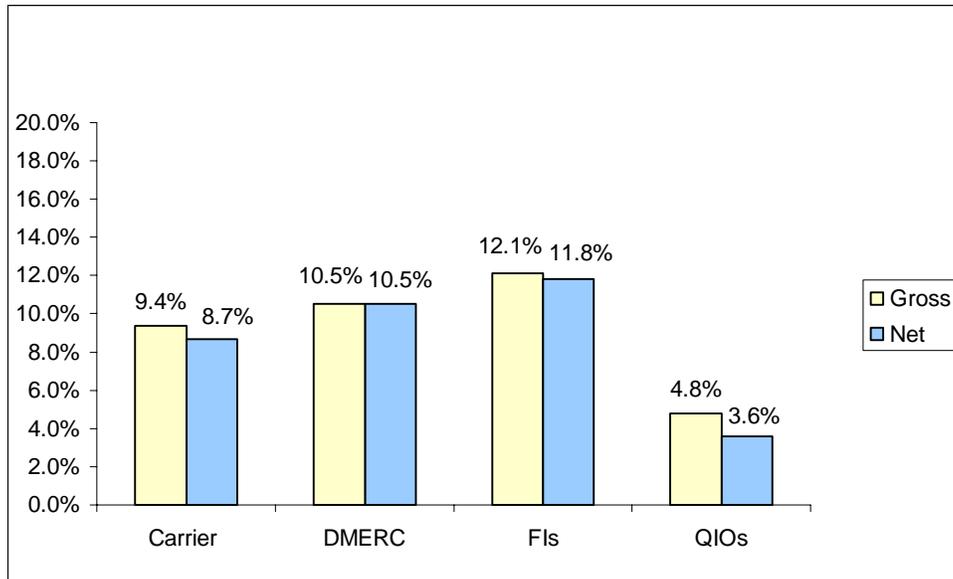
\* All data has been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

\*\* These figures have not been adjusted to account for the high provider non-response experienced in 2003. Had the adjustment been made, the improper payments would have been \$12.7 B (gross) and \$11.6 B (net).

## Underpayments and Overpayments by Contractor Type (FY 2004)

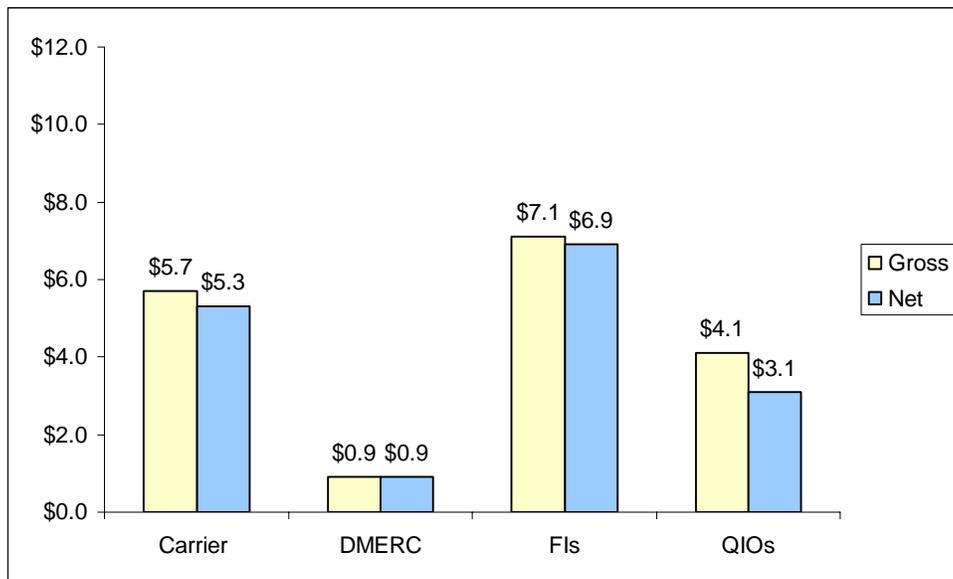
	Overpayments	Underpayments	Gross (Overpayments + Underpayments)		Net (Overpayments - Underpayments)	
			Improper Payments	Error Rate	Improper Payments	Error Rate
Carrier	\$5.5 B	\$0.2 B	\$5.7 B	9.4%	\$5.3 B	8.7%
DMERC	\$0.9 B	\$0.0 B	\$0.9 B	10.5%	\$0.9 B	10.5%
FI	\$7.0 B	\$0.1 B	\$7.1 B	12.1%	\$6.9 B	11.8%
QIOs	\$3.6 B	\$0.5 B	\$4.1 B	4.8%	\$3.1 B	3.6%
<b>All Medicare FFS</b>	<b>\$17.0 B</b>	<b>\$0.8 B</b>	<b>\$17.8 B</b>	<b>8.3%</b>	<b>\$16.2 B</b>	<b>7.6%</b>

### Error Rates by Contractor Type (FY 2004)\*



\* All data in these charts has been adjusted to exclude beneficiary co-payment, deductible, and reductions to recover previous overpayments.

### Improper Payments by Contractor Type (FY 2004)\*



\* All data in these charts has been adjusted to exclude beneficiary co-payment, deductible, and reductions to recover previous overpayments.

## CONTRACTOR SPECIFIC FINDINGS

### Gross Error Rates: Carriers (FY 2004)

Carrier Clusters	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate		Services Processed Error Rate	
	Including Non-Response Claims	Projected Improper Payments Including Non-Response Claims*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims
WPS WI/LI/MI/MN	9.1%	\$742,336,399	1.0%	7.3% - 11.0%	6.1%	23.0%	20.8%	11.5%	8.1%
NHIC CA	10.4%	\$710,234,247	1.0%	8.4% - 12.4%	8.0%	29.0%	27.5%	12.7%	10.9%
Empire NY/NJ	9.5%	\$691,733,658	1.1%	7.3% - 11.7%	7.7%	24.7%	23.5%	11.4%	8.6%
First Coast Service Options FL	9.1%	\$668,769,630	1.0%	7.1% - 11.0%	7.1%	21.0%	19.5%	11.1%	9.2%
TrailBlazer TX	12.7%	\$656,924,977	1.4%	10.0% - 15.4%	8.9%	29.8%	27.3%	13.4%	9.7%
Noridian									
AK/AZ/AS/CNMI/GU/HI/NV/OR/WA	8.2%	\$410,812,973	1.3%	5.7% - 10.7%	7.0%	23.2%	22.4%	10.6%	8.6%
CIGNA ID/TN/NC	8.3%	\$408,282,814	1.1%	6.1% - 10.5%	6.0%	17.0%	15.0%	10.0%	8.4%
Cahaba GBA AL/GA/MS	10.4%	\$403,846,321	1.5%	7.4% - 13.5%	8.1%	22.9%	21.3%	12.0%	9.4%
TrailBlazer MD/DE/DC/VA	8.9%	\$369,510,520	1.0%	6.8% - 10.9%	6.4%	25.9%	24.2%	10.1%	7.4%
Palmetto GBA OH/WV	8.5%	\$359,502,308	0.9%	6.7% - 10.4%	7.0%	21.1%	20.1%	10.0%	8.1%
HGSA PA	8.6%	\$309,029,823	1.1%	6.4% - 10.7%	7.1%	23.8%	22.8%	10.8%	9.2%
NHIC ME/MA/NH/VT	8.8%	\$296,496,070	0.9%	7.1% - 10.6%	6.3%	22.0%	20.2%	10.9%	8.6%
BCBS AR NM/OK/LA	10.7%	\$245,386,734	1.1%	8.5% - 12.9%	8.0%	23.8%	21.9%	12.1%	8.8%
AdminaStar IN/KY	8.7%	\$233,958,833	1.2%	6.3% - 11.0%	7.0%	15.6%	14.3%	8.9%	7.2%
BCBS AR AR/MO	8.6%	\$197,548,709	1.1%	6.5% - 10.7%	6.7%	22.0%	20.6%	10.5%	8.1%
Noridian ND/CO/WY/IA/SD	8.6%	\$161,811,110	1.3%	6.1% - 11.2%	6.2%	28.8%	27.4%	7.9%	6.0%
Palmetto GBA SC	10.4%	\$124,082,134	1.4%	7.6% - 13.3%	9.3%	19.7%	18.8%	12.3%	10.6%
Triple S, Inc. PR/VI	17.4%	\$121,432,016	1.5%	14.5% - 20.4%	14.7%	25.2%	22.9%	18.3%	16.3%
HealthNow NY	8.6%	\$116,609,929	1.3%	6.1% - 11.2%	6.0%	19.8%	17.8%	10.6%	8.5%
BCBS KS KS/ W MO/NE	5.3%	\$85,657,879	0.6%	4.1% - 6.6%	3.9%	11.8%	10.5%	8.7%	7.0%
First Coast Service Options CT	7.2%	\$79,672,423	0.8%	5.6% - 8.9%	6.1%	26.5%	25.6%	8.9%	7.5%
GHI NY	14.3%	\$53,680,363	1.5%	11.3% - 17.3%	11.5%	27.9%	25.9%	14.5%	11.8%
BCBS UT	9.6%	\$33,411,090	1.1%	7.4% - 11.8%	7.1%	26.4%	24.8%	10.7%	8.3%
BCBS AR RI	9.7%	\$22,752,989	1.1%	7.6% - 11.8%	7.8%	25.5%	24.2%	10.9%	9.2%
BCBS MT	4.8%	\$9,232,166	0.8%	3.3% - 6.3%	4.5%	20.2%	20.0%	7.8%	6.9%
<b>All Carrier Clusters</b>	<b>9.4%</b>	<b>\$7,512,716,116</b>	<b>0.3%</b>	<b>8.8% - 9.9%</b>	<b>7.1%</b>	<b>23.4%</b>	<b>21.8%</b>	<b>11.1%</b>	<b>8.8%</b>

\*\* All data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

**Paid/Allowed Claims Error Rate:** This is the percentage of dollars that carriers erroneously paid and is a good indicator of how accurately each carrier paid claims.

**Provider Compliance Error Rate:** This rate is based on how claims looked when they first arrived at the carrier – before the carrier applied any edits or conducted any reviews. The provider compliance error rate is a good indicator of how well the carrier is educating the provider community since it measures how well providers prepared claims for submission.

**Services Processed Error Rate:** This rate is based on the number of services processed and measures whether the carrier made appropriate payment decisions on claims.

## Net Error Rates: Carriers (FY 2004)

Carrier Clusters	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate	
	Including Non-Response Claims	Projected Improper Payments Including Non-Response Claims*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims
WPS WI/IL/MI/MN	8.6%	\$698,266,651	1.0%	6.7% - 10.5%	5.5%	22.5%	20.3%
NHIC CA	10.0%	\$679,051,630	1.0%	8.0% - 12.0%	7.6%	28.6%	27.1%
Empire NY/NJ	8.7%	\$632,959,604	1.1%	6.5% - 11.0%	6.8%	24.1%	22.8%
First Coast Service Options FL	8.5%	\$625,740,035	1.0%	6.5% - 10.4%	6.5%	20.5%	19.0%
TrailBlazer TX	12.0%	\$620,747,693	1.4%	9.3% - 14.7%	8.1%	29.3%	26.8%
Noridian AK/AZ/AS/CNMI/GU/HI/NV/OR/WA	7.9%	\$393,626,530	1.3%	5.4% - 10.4%	6.6%	22.9%	22.1%
CIGNA ID/TN/NC	7.3%	\$360,221,415	1.1%	5.2% - 9.5%	5.0%	16.2%	14.2%
Cahaba GBA AL/GA/MS	9.1%	\$351,167,163	1.6%	6.0% - 12.1%	6.7%	21.8%	20.1%
Palmetto GBA OH/WV	8.2%	\$345,062,154	0.9%	6.3% - 10.0%	6.7%	20.8%	19.7%
TrailBlazer MD/DE/DC/VA	7.8%	\$326,508,226	1.0%	5.8% - 9.8%	5.3%	25.0%	23.4%
HGSA PA	7.6%	\$275,534,402	1.1%	5.5% - 9.8%	6.2%	23.0%	22.0%
NHIC ME/MA/NH/VT	8.0%	\$267,418,837	0.9%	6.3% - 9.7%	5.6%	21.3%	19.6%
BCBS AR NM/OK/LA	10.2%	\$234,911,791	1.1%	8.0% - 12.4%	7.5%	23.4%	21.5%
AdminaStar IN/KY	7.9%	\$213,260,622	1.2%	5.6% - 10.2%	6.3%	14.9%	13.5%
BCBS AR AR/MO	8.0%	\$183,071,790	1.1%	5.9% - 10.1%	6.0%	21.5%	20.0%
Noridian ND/COWY/IA/SD	8.0%	\$150,497,637	1.3%	5.5% - 10.6%	5.6%	28.4%	26.9%
Palmetto GBA SC	9.8%	\$116,317,216	1.4%	7.0% - 12.6%	8.7%	19.1%	18.2%
Triple S, Inc. PR/VI	16.6%	\$115,197,160	1.5%	13.6% - 19.6%	13.7%	24.3%	21.9%
HealthNow NY	7.7%	\$103,433,498	1.3%	5.1% - 10.2%	5.0%	19.0%	16.9%
BCBS KS KS/ W MO/NE	4.7%	\$75,442,684	0.6%	3.5% - 5.9%	3.2%	11.1%	9.8%
First Coast Service Options CT	6.7%	\$74,273,754	0.8%	5.1% - 8.4%	5.6%	26.1%	25.2%
GHI NY	13.3%	\$49,734,853	1.5%	10.2% - 16.3%	10.4%	27.0%	25.0%
BCBS UT	9.2%	\$32,044,588	1.1%	7.0% - 11.4%	6.7%	26.1%	24.4%
BCBS AR RI	9.3%	\$21,661,804	1.1%	7.1% - 11.4%	7.3%	25.1%	23.8%
BCBS MT	4.0%	\$7,759,781	0.7%	2.6% - 5.5%	3.7%	19.6%	19.4%
<b>All Carrier Clusters</b>	<b>8.7%</b>	<b>\$6,953,911,520</b>	<b>0.3%</b>	<b>8.1% - 9.2%</b>	<b>6.4%</b>	<b>22.8%</b>	<b>21.3%</b>

\* This data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

**Paid/Allowed Claims Error Rate:** This is the percentage of dollars that carriers erroneously paid and is a good indicator of how accurately each carrier paid claims.

**Provider Compliance Error Rate:** This rate is based on how claims looked when they first arrived at the carrier – before the carrier applied any edits or conducted any reviews. The provider compliance error rate is a good indicator of how well the carrier is educating the provider community since it measures how well providers prepared claims for submission.

## Gross Error Rates: DMERCs (FY 2004)

DMERCs	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate		Services Processed Error Rate	
	Including Non-Response Claims	Projected Improper Payments Including Non-Response Claims*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims
Palmetto GBA - Region C	14.8%	\$765,877,068	3.1%	8.7% - 20.9%	6.1%	23.9%	17.1%	8.3%	5.4%
CIGNA - Region D	7.7%	\$150,042,619	1.0%	5.7% - 9.7%	6.3%	17.5%	16.4%	8.3%	7.0%
AdminaStar - Region B	6.0%	\$138,670,900	0.9%	4.3% - 7.8%	5.1%	13.2%	12.5%	7.5%	6.4%
Tricenturion - Region A	6.4%	\$92,912,579	0.8%	4.7% - 8.0%	4.8%	12.6%	11.2%	7.8%	6.0%
<b>All DMERCs</b>	<b>10.5%</b>	<b>\$1,147,503,165</b>	<b>1.6%</b>	<b>7.5% - 13.6%</b>	<b>5.7%</b>	<b>19.1%</b>	<b>15.2%</b>	<b>8.1%</b>	<b>6.0%</b>

\* This data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

## Net Error Rates: DMERCs (FY 2004)

DMERCs	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate		
	Including Non-Response Claims	Projected Improper Payments Including Non-Response Claims*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims	
Palmetto GBA - Region C	14.7%	\$764,418,930	3.1%	8.6% - 20.9%	6.0%	23.9%	17.0%	
CIGNA - Region D	7.7%	\$150,042,619	1.0%	5.7% - 9.7%	6.3%	17.5%	16.4%	
AdminaStar - Region B	6.0%	\$138,670,900	0.9%	4.3% - 7.8%	5.1%	13.2%	12.5%	
Tricenturion - Region A	6.4%	\$92,912,579	0.8%	4.7% - 8.0%	4.8%	12.6%	11.2%	
<b>All DMERCs</b>	<b>10.5%</b>	<b>\$1,146,045,027</b>	<b>1.6%</b>	<b>7.5% - 13.6%</b>	<b>5.7%</b>	<b>19.1%</b>	<b>15.1%</b>	

\* This data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

**Paid/Allowed Claims Error Rate:** This is the percentage of dollars that DMERCs erroneously paid and is a good indicator of how accurately each DMERC paid claims.

**Provider Compliance Error Rate:** This rate is based on how claims looked when they first arrived at the DMERC – before the DMERC applied any edits or conducted any reviews. The provider compliance error rate is a good indicator of how well the DMERC is educating the provider community since it measures how well providers prepared claims for submission.

**Services Processed Error Rate:** This rate is based on the number of services processed and measures whether the DMERC made appropriate payment decisions on claims.

Gross Error Rates: FIs (FY 2004)

FI Clusters	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate		Services Processed Error Rate	
	Including Non-Response Claims	Projected Improper Payments Including Non-Response Claims*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims
Mutual of Omaha (all states)	19.2%	\$2,263,343,359	3.1%	13.2% - 25.2%	14.5%	N/A	N/A	N/A	N/A
UGS AS/CA/CMNI/GU/HI/NV	15.4%	\$928,051,642	1.7%	12.0% - 18.8%	9.0%	N/A	N/A	N/A	N/A
Empire CT/DE/NY	15.4%	\$893,390,752	2.8%	9.9% - 20.8%	10.9%	N/A	N/A	N/A	N/A
AdminaStar IN/IL/KY/OH	7.0%	\$672,217,158	1.3%	4.4% - 9.5%	6.4%	N/A	N/A	N/A	N/A
Palmetto GBA SC	9.3%	\$656,153,486	1.0%	7.3% - 11.3%	5.8%	N/A	N/A	N/A	N/A
UGS WI/MI	9.7%	\$555,703,731	2.1%	5.6% - 13.8%	6.9%	N/A	N/A	N/A	N/A
TrailBlazer TX/CO/NM	11.1%	\$508,979,938	1.6%	7.9% - 14.3%	7.3%	N/A	N/A	N/A	N/A
Palmetto GBA NC	15.1%	\$481,661,156	2.9%	9.4% - 20.8%	11.8%	N/A	N/A	N/A	N/A
First Coast Service Options FL	18.7%	\$462,203,545	2.6%	13.6% - 23.8%	13.2%	N/A	N/A	N/A	N/A
Riverbend NJ/TN	8.2%	\$296,238,747	1.7%	4.8% - 11.6%	5.7%	N/A	N/A	N/A	N/A
CareFirst DC/MD	14.0%	\$285,810,144	1.8%	10.5% - 17.5%	13.2%	N/A	N/A	N/A	N/A
Veritus PA	13.6%	\$285,457,613	2.7%	8.4% - 18.9%	12.2%	N/A	N/A	N/A	N/A
Anthem ME/MA	8.4%	\$241,630,094	2.0%	4.5% - 12.4%	5.0%	N/A	N/A	N/A	N/A
CAHABA GBA IA/SD	5.3%	\$225,735,960	1.0%	3.3% - 7.2%	3.9%	N/A	N/A	N/A	N/A
TRISPAN LA/MO/MS	13.2%	\$225,298,143	2.3%	8.7% - 17.7%	11.2%	N/A	N/A	N/A	N/A
NORIDIAN MN/ND	16.4%	\$216,251,310	3.4%	9.8% - 23.1%	10.5%	N/A	N/A	N/A	N/A
UGS VA/WV	10.0%	\$145,306,834	2.3%	5.6% - 14.5%	7.5%	N/A	N/A	N/A	N/A
BCBS RI	18.0%	\$140,519,261	2.8%	12.6% - 23.4%	16.5%	N/A	N/A	N/A	N/A
BCBS GA	6.2%	\$129,301,394	1.5%	3.2% - 9.1%	3.9%	N/A	N/A	N/A	N/A
BCBS AR AR	24.5%	\$118,973,393	5.5%	13.7% - 35.3%	10.7%	N/A	N/A	N/A	N/A
Premera WA/AK	11.1%	\$111,711,513	2.1%	6.9% - 15.3%	9.9%	N/A	N/A	N/A	N/A
CAHABA GBA AL	13.6%	\$96,001,288	2.0%	9.8% - 17.4%	6.8%	N/A	N/A	N/A	N/A
Medicare Northwest ID/OR/UT	12.3%	\$88,303,685	2.5%	7.5% - 17.1%	8.4%	N/A	N/A	N/A	N/A
BCBS OK	7.2%	\$80,443,187	2.0%	3.2% - 11.2%	6.3%	N/A	N/A	N/A	N/A
BCBS KS	8.1%	\$41,911,236	2.0%	4.1% - 12.1%	5.7%	N/A	N/A	N/A	N/A
Anthem NH/VT	4.6%	\$29,636,209	1.1%	2.4% - 6.8%	2.0%	N/A	N/A	N/A	N/A
BCBS AZ	6.4%	\$20,692,885	1.4%	3.7% - 9.0%	5.1%	N/A	N/A	N/A	N/A
COSVI PR/VI	9.1%	\$14,458,783	1.6%	6.0% - 12.2%	4.6%	N/A	N/A	N/A	N/A
BCBS NE	4.1%	\$12,195,409	1.1%	2.0% - 6.1%	3.2%	N/A	N/A	N/A	N/A
BCBS WY	12.6%	\$10,446,506	2.6%	7.4% - 17.8%	11.3%	N/A	N/A	N/A	N/A
BCBS MT	4.0%	\$9,307,461	1.1%	1.8% - 6.3%	3.2%	N/A	N/A	N/A	N/A
<b>ALL FI Clusters</b>	<b>12.1%</b>	<b>\$10,247,335,822</b>	<b>0.6%</b>	<b>10.9% - 13.3%</b>	<b>8.8%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

\* This data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

**Paid/Allowed Claims Error Rate:** This is the percentage of dollars that FIs erroneously paid and is a good indicator of how accurately each FI paid claims.

**Provider Compliance Error Rate:** These rates will be available in the FY 2005 report.

**Services Processed Error Rate:** These rates will be available in the FY 2005 report.

## Net Error Rates: FIs (FY 2004)

FI Clusters	Paid/Allowed Claims Error Rate					Provider Compliance Error Rate	
	Including Non-Response Claims	Projected Improper Payment Amount Including Non-Response*	Standard Error	95% Confidence Interval	Excluding Non-Response Claims	Including Non-Response Claims	Excluding Non-Response Claims
Mutual of Omaha (all states)	19.0%	\$2,245,003,821	3.1%	13.0% - 25.0%	14.4%	N/A	N/A
UGS AS/CA/CMNI/GU/HI/NV	15.3%	\$922,209,085	1.7%	11.9% - 18.7%	8.9%	N/A	N/A
Empire CT/DE/NY	15.1%	\$876,893,328	2.8%	9.6% - 20.6%	10.7%	N/A	N/A
Palmetto GBA SC	9.1%	\$646,073,254	1.0%	7.1% - 11.1%	5.7%	N/A	N/A
AdminaStar IN/IL/KY/OH	6.7%	\$643,588,975	1.3%	4.1% - 9.3%	6.1%	N/A	N/A
UGS WI/MI	9.6%	\$553,096,049	2.1%	5.5% - 13.7%	6.9%	N/A	N/A
TrailBlazer TX/CO/NM	10.9%	\$500,337,894	1.6%	7.7% - 14.1%	7.2%	N/A	N/A
Palmetto GBA NC	14.8%	\$473,080,876	2.9%	9.1% - 20.5%	11.5%	N/A	N/A
First Coast Service Options FL	18.6%	\$460,738,139	2.6%	13.5% - 23.7%	13.1%	N/A	N/A
Riverbend NJ/TN	8.2%	\$295,405,801	1.7%	4.7% - 11.6%	5.7%	N/A	N/A
CareFirst DC/MD	13.4%	\$273,385,733	1.8%	9.9% - 16.9%	12.6%	N/A	N/A
Veritus PA	13.0%	\$271,328,480	2.7%	7.7% - 18.2%	11.5%	N/A	N/A
Anthem ME/MA	7.9%	\$227,446,510	2.0%	4.0% - 11.9%	4.4%	N/A	N/A
TRISPAN LA/MOMS	12.4%	\$211,848,728	2.3%	8.0% - 16.9%	10.4%	N/A	N/A
NORIDIAN MN/ND	15.8%	\$207,739,459	3.4%	9.1% - 22.4%	9.8%	N/A	N/A
CAHABA GBA IA/SD	4.7%	\$202,571,726	1.0%	2.8% - 6.7%	3.3%	N/A	N/A
UGS VA/WV	10.0%	\$144,704,519	2.3%	5.5% - 14.5%	7.4%	N/A	N/A
BCBS GA	6.0%	\$124,551,136	1.5%	3.0% - 8.9%	3.7%	N/A	N/A
BCBS AR AR	24.4%	\$118,751,628	5.5%	13.6% - 35.3%	10.7%	N/A	N/A
BCBS RI	14.1%	\$110,347,171	2.8%	8.6% - 19.7%	12.8%	N/A	N/A
CAHABA GBA AL	13.4%	\$94,774,051	2.0%	9.6% - 17.3%	6.6%	N/A	N/A
Medicare Northwest ID/OR/UT	12.1%	\$87,310,233	2.5%	7.3% - 16.9%	8.3%	N/A	N/A
Premera WA/AK	8.5%	\$86,262,552	2.2%	4.3% - 12.8%	7.3%	N/A	N/A
BCBS OK	6.8%	\$75,949,966	2.0%	2.8% - 10.8%	5.9%	N/A	N/A
BCBS KS	7.8%	\$40,368,061	2.1%	3.8% - 11.8%	5.5%	N/A	N/A
Anthem NH/VT	4.5%	\$28,740,999	1.1%	2.3% - 6.7%	1.8%	N/A	N/A
BCBS AZ	6.2%	\$20,062,831	1.4%	3.5% - 8.8%	4.9%	N/A	N/A
COSVI PR/VI	9.0%	\$14,249,873	1.6%	5.9% - 12.0%	4.4%	N/A	N/A
BCBS NE	3.9%	\$11,611,638	1.1%	1.8% - 5.9%	3.2%	N/A	N/A
BCBS WY	12.2%	\$10,104,833	2.7%	7.0% - 17.4%	10.8%	N/A	N/A
BCBS MT	3.7%	\$8,638,738	1.1%	1.5% - 6.0%	2.9%	N/A	N/A
<b>ALL FI Clusters</b>	<b>11.8%</b>	<b>\$9,987,176,089</b>	<b>0.6%</b>	<b>10.6% - 12.9%</b>	<b>8.5%</b>	<b>N/A</b>	<b>N/A</b>

\* This data has not been adjusted to exclude beneficiary co-payments, deductibles, and reductions to recover previous overpayments.

**Paid/Allowed Claims Error Rate:** This is the percentage of dollars that FIs erroneously paid and is a good indicator of how accurately each FI paid claims.

**Provider Compliance Error Rate:** These rates will be available in the FY 2005 report.

**Services Processed Error Rate:** These rates will be available in the FY 2005 report.