



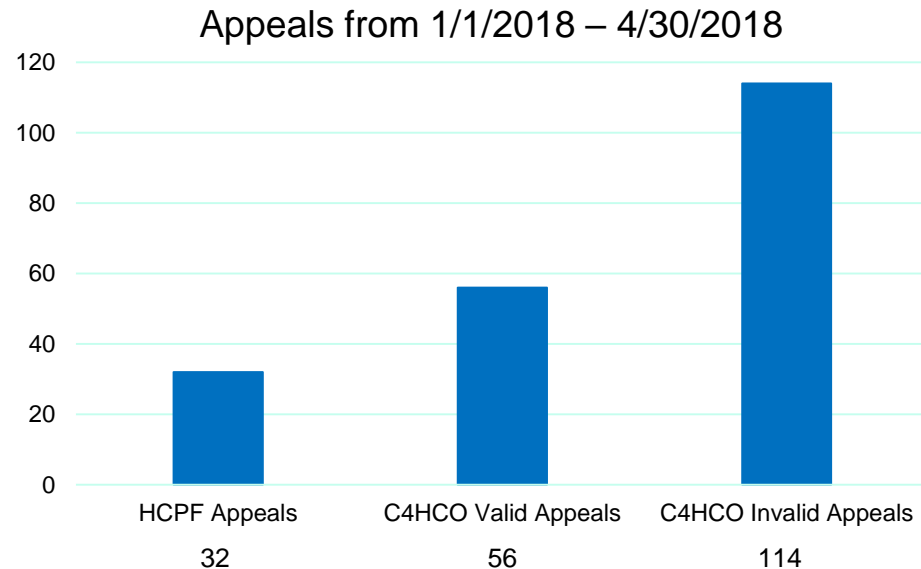
2018 APPEALS METRICS

Appeals and Timeliness Through 4/30/2018

Appeals

Main drivers remain the same:

- Effective date changes (invalid)
- Carrier issues (invalid)
- Incorrect income (valid)

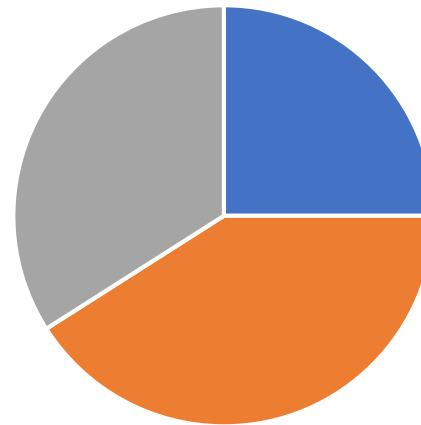


Timeliness

Main drivers:

- Appellant becomes unresponsive
- Appellant has issues obtaining or providing documentation
- Complex cases involving multiple issues

Appeals Processing Timeframes



- Average days to close an Appeal - 61
- Average days an open Appeal has been open - 100
- All Cases Average Days Open - 83