

AGENDA

Kansas Board of Regents
Student Insurance Advisory Committee
Conference Call
Wednesday, September 4, 2024, at 12:30

- I. **Introduce new members:**
 - A. COBO Chair Jeff Dewitt
 - B. Tabitha Tafoya, ESU administrative representative
 - C. Jonah Sandford, PSU student representative

- II. **Approve Minutes from December 6, 2023, and May 1, 2024**

- III. **ECI Waiver Reports**

- IV. **Quarterly Reports – UHC-SR**

- V. **Good of the Order**

- VI. **Future SIAC meeting tentatively scheduled for 12:30**
 - A. Wednesday, December 4, 2024
 - B. Wednesday, February 5, 2024
 - C. Wednesday, May 7, 2025

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
December 6, 2023

The December 6, 2023, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 1:00 p.m.

Members Participating by Video Conference Call:

Wesley Wintch, FHSU COBO rep, Chair

Aaron Coffey, WSU

Mary McDaniel-Anschutz, ESU

Carol Solko-Olliff, FHSU

Madi Vannaman, KBOR

Matt Anderson, KUMC

Kiera Pulliam, PSU

Jennifer Williams, KSU

Morgan Swartzlander, KU

Also participating were Matt Brinson, Jim Lester and Traci Martin, UHC-SR; and John Yeary and Gage Rohlf, KBOR. KSU students Jyothi Kalarikkal and Jessica Ramirez were not able to attend.

Minutes

Carol Solko-Olliff moved to approve the September 6, 2023, minutes. Following the second by Kiera Pulliam, the motion carried.

ECI Waiver Reports

Matt Brinson referenced the ECI reports reflecting the waiver process utilized for six of the campuses.

At the September 2023 meeting, Aaron Coffey asked for a breakdown of what qualifies for waiver approval. This response was provided in the ECI information for the December 2023 meeting: "A question was sent to ECI requesting additional information on the waiver denials for a student's lack of Medical and Evacuation coverage. Typically, in these cases a student presents an employer plan for waiver as typical domestic employer plans do not have these benefits. When a student's waiver is denied for insufficient coverage for this benefit, the denial email furnishes links so students can purchase the coverage under a separate plan and fulfill the Medical Evacuation and Repatriation (MER) requirement. Most international students purchase the additional benefit, and their records are adjusted to reflect coverage and waivers are approved. Of the 66 denied waivers for Fall 2023, 11 students were denied for non-purchase of a separate MER plan for unknown reasons."

UHC-SR Quarterly Reports

The reports reflected data as of October 31, 2023, and showed that annualized membership slightly decreased about 4.5%. Some of the decrease is related to dependent enrollment. That is not a large number from an underwriting perspective. Jim Lester shared that the decrease was from approximately:

1. Option 2, students whose academic discipline requires them to have health insurance, a drop of about 50 students;
2. Option 3, graduate students who meet eligibility criteria and receive the university's 75% semester premium contribution, an increase of about 100 students;
3. Option 4, international students, a drop of about 300 students; and
4. Option 1, for all other students, a drop of about 14 students.

Carol Solko-Olliff commented that the swing in international enrollment has been growing since COVID. Aaron Coffey remarked that at WSU, enrollment has been severely restricted by some programs, and that has

significantly impacted international enrollment. Matt Brinson noted that international enrollment is flat, if not down slightly, for UHC-SR student plans overall.

Matt Brinson reviewed the plan's experience noting that the P&L (profit and loss) trend is swinging in a more positive direction after being impacted by COVID, decreased international and other enrollment, as well as benefit changes. For Plan Year 22-23, the net effect is trending positive but there is still a tail run out of claims for six to eight months after a policy year is completed.

Wesley Wintch asked what UHC-SR's acceptable target loss ratio is, taking into account overhead and administrative costs. Matt Brinson replied that individual insurance must have at least an 80% medical loss ratio but, as the KBOR account has grown over the years, the target ratio for the KBOR SHIP Plan is 84%. [Information used last year, for the PY 23-24 renewal that was presented to the Board, also stated that the target loss ratio for the Plan is 84%.] A big driver of utilization has been dependent utilization but there was a significant drop in PY 22-23 from \$3.1M to \$1.2M.

Wesley Wintch asked whether the 0% premium increase proposed for PY 24-25 should instead reflect a reduction if the target loss ratio is 84%, based on the current PY 22-23 numbers showing a 61.16% loss ratio (and understanding that there will be runout still for several more months). Matt Brinson replied that there are numerous factors impacting the rate proposal. The 0% underwriting renewal workup does include medical and prescription inflationary trend numbers which, on a combined basis, is 8%. Also, enrollment numbers are trickling down for KBOR and nationally. UHC-SR's underwriting is trying to create a stabilized rate instead of ups and downs based on utilization and enrollment.

Jim Lester noted that PY 22-23 data for large claims showed there were ten claims over \$250k totaling 1.8M. In PY21-22, there were 11 claims and UHC-SR paid \$4.7M. In PY20-21, 13 claims with payment of \$3.5M. So far, for PY22-23, there are not those large claims paid. Underwriting will look at what the future favorable experience will be and project out some portion of that, averaging over several years.

Wesley Wintch asked about the structural big difference in PY 22-23, being the first year that dependents are ineligible for coverage under Option 1. He noted that PY 22-23 could have been impacted by not having those dependents on the plan. Based on that structural change, we could expect to have more "good years." Morgan Swartzlander agreed and asked if there is tail run out of claims annually, does UHC-SR have data that will help to better predict claims experience. Matt Brinson replied that the runout for PY 22-23, it is 97-98% complete and UHC-SR can make a pretty solid estimate for the total run out. But, for the current PY 23-24, it is too early to make a reliable projection. Jim Lester stated that if there are two years in a row of positive experience, the underwriters will be looking to drop the rates.

Carol Solko-Olliff stated that international students are required to have insurance but, as enrolled participants, they are most likely to use the KBOR insurance the least.

Aaron Coffey asked about CVS' recent information about how it will change its reimbursement to pharmacies in how they use pharmacy benefit management and whether there would be potential impact to prescription costs or if the industry, in general, will remain status quo. Matt Brinson replied that impact will not occur overnight and that everyone is in the same boat. As more generics are introduced to the market, it will directly impact overall utilization.

PY 2024 – 2025 Renewal Proposals

UHC-SR's renewal proposal reflected no increase in the premiums, and no change to the benefit package or eligibility, for each of the four options. Although no premium increase is proposed, UHC-SR's pricing does include 8% for medical and prescription drug inflationary trend numbers.

The Committee discussed whether it could or should ask for another proposal. Matt Brinson and Jim Lester indicated that waiting to utilize data through November 30 would not result in any change and that waiting to utilize data through January 31 would impinge upon the time needed to get the approvals finalized and brochures and websites updated. Matt Brinson shared that as soon as the rates are finalized, UHC-SR does a "bid accept" to subject the proposal to actuary and compliance input, and then submit it to the Kansas Insurance Department (KID). KID then has 60 days to review the filing. UHC-SR cannot release any information until the KID approval is received. If there are any changes required by KID, those have to be addressed before draft brochures and marketing information are shared for review and finalization.

Each of the campus representatives indicated that their sub-committees were fine with UHC-SR's renewal proposal. Matt Anderson asked, based on the current Plan experience, whether Option 1 could be brought back into the same risk pool with the other Options. Matt Brinson will have data reviewed to see if that is possible and what the potential impact would be as, historically, plan experience has run much higher for Option 1 students. [*After the meeting*, UHCSR provided the following information: Including the Option 1 plan into the same risk pools as the other Options is a possibility. However, there is the potential by including Option 1 within the other risk pools it could adversely impact the financial performance of those Options. Option 1 has had a history of running at a loss ratio in excess of 100% which is mostly based on the eligibility of the plan being voluntary. As the 2023-2024 becomes more complete from a utilization perspective; underwriting will be happy to review the impact of including the Option 1 utilization into the other risk pools.]

Carol Solko-Olliff moved to accept the UHC-SR proposal for PY 24-25 as presented. After a second by Jennifer Williams, the motion passed.

Good of the Order

Morgan Swartzlander asked whether UHC-SR could work with the universities who have graduate students eligible for Option 3. Those 3Gs are currently required to enroll for both the fall and spring semesters when many of them have full academic year appointments. The universities can continue to verify eligibility each semester and pay that semester's 75% university premium contribution but, if the students can enroll with UHC-SR for the entire academic year, that would be extremely helpful. Jennifer Williams and Aaron Coffey indicated their campuses would be interested too. Matt Brinson stated that he will discuss this with UHC-SR's payment management program and will secure additional information, as necessary, from the SIAC contacts. [*After the meeting*, UHCSR provided the following information: Currently, we have the Fall (8/1-12/31), Spring (1/1-5/31) and Summer (6/1-7/31) periods set up in our system for the Option 3 GTA/GRA students that utilize Partner Center Payment Management (PCPM) for enrollment. We are able to set up Annual as well if needed. However, we do have to match the premium amount in our system to the enrollment period that was chosen. In other words, if a student wanted to enroll for an Annual basis we cannot setup a "payment plan" to allow them to pay on a monthly basis even though enrolled for the entire year. Students would have to pay the full amount for the period they choose. We hope this helps to address the question and if further discussions need to take place we can organize a call with our Payment Management Team to discuss additional options.]

Future SIAC meetings

Student Insurance Advisory Committee

December 6, 2023

Page 4

Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):

A. Wednesday, May 1, 2024

B. Wednesday, September 4, 2024

C. Wednesday, December 4, 2024

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
May 1, 2024

The May 1, 2024, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:

Wesley Wintch, FHSU COBO rep, Chair
Jennifer Williams, KSU
Madi Vannaman, KBOR

Kiera Pulliam, PSU
Morgan Swartzlander, KU

Also participating were Matt Brinson, Jim Lester and Traci Martin, UHCSR; and John Yeary and Gage Rohlf, KBOR. Matt Anderson, KUMC; Aaron Coffey, WSU; Mary McDaniel-Anschutz, ESU; Carol Solko-Olliff, FHSU; and KSU students Jyothi Kalarikkal and Jessica Ramirez were not able to attend. Leslie Renteria participated and represented ESU.

The Committee did not have a quorum to conduct business.

Minutes

The December 6, 2023, meeting minutes were reviewed.

ECI Waiver Reports

Matt Brinson referenced the ECI reports reflecting the waiver process utilized for six of the campuses.

UHCSR Quarterly Reports

Matt Brinson noted that there is a minor dip in the annualized membership from last year (5,706 from 6,112), but the Plan enrollment has consistently been around 5,500 each year. UHCSR will continue to monitor enrollment. The vast majority of enrollment is in Options 3 and 4 (the graduate student and international student options).

For Plan experience, the data shows that beginning with Plan Year 22-23, there is a major shift in the right direction from the prior five years. Since 2018, the average loss ratios have been in the 95% range. There is an 18-month tail for claims and the current experience for Plan Year 23-24 is trending very well. The dependent loss ratio also reflects a major shift in the right direction. Loss ratios for recent Plan Years: 20-21, 330%; 21-22, 513%; and 22-23, 266%. The current 23-24 numbers reflect a 107% dependent loss ratio. Student plans are classified as individual plans, and the overall required minimum is 80%; group policies require 85%.

Wesley Wintch commented that with Plan Year 22-23 pretty much completed and Plan Year 23-24 about half-way done, if we extrapolate the loss ratio it could end up around 70%. Noting that Plan Year 24-25 premiums remained flat, he asked if that loss ratio trend continues, is it reasonable to expect a premium decrease for Plan Year 25-26? Matt Brinson replied that it is very reasonable if the claims experience continues in a similar manner as it did in policy year 2022-2023.

Good of the Order

1. UHCSR website - PY 24-25 information

No SIAC comments were received about the UHCSR Qualified Life Event forms, and Traci Martin will get those forms finalized. Traci will keep us posted about the status of the UHCSR website for the PY 24-25 documents and information.

2. American College Health Association meeting

Matt Brinson and Jim Lester will be attending this year's ACHA conference in Mobile in late May and would welcome seeing any SIAC members who will also be attending.

3. Option 3 disenrollment notification

Maria Beebe, K-State, shared concerns impacting international students who are graduate students enrolled in Option 3. Some of those students paid premiums by bank transfer and, for some unknown reason, the bank blocked the transfer of funds which led to UHCSR dropping the students from coverage. UHCSR may have sent notifications to students through federal mail, but those letters are sometimes not received by students. K-State was not notified at that time and was therefore unable to assist the students. Because the university premium contribution is paid late in the semester, K-State was not aware of this issue until that time. Matt Brinson requested an example of an impacted student so that UHCSR's enrollment eligibility team can research this further.

4. Coverage for early arriving international students

Morgan Swartzlander, KU, received an email from the Watkins Health Center director about a policy change that had not been previously noted. In the past, international students were able to purchase one week of coverage when they arrived for summer orientation in late May, but now they must purchase an entire month's coverage. Because of the change, Watkins Health Center is planning to open on Saturday, June 1st this year so that the students do not need to purchase coverage for the month of May. Matt Brinson will look at the ability to address coverage for early arriving international students with the university providing a list of those who need coverage.

[After the meeting, emails addressing this topic were exchanged and shared with the SIAC members:

Traci Martin, UHC SR, initially emailed the following information:

Matt and I discussed a solution for this and we are willing to set up a Weekly period under the International Option 4 for each of the schools in the KBOR system. This period would be used by school admins for the purpose of enrolling these early arriving International students if they are needing less than one month of coverage. Coverage would be sent to our SID Premium department via the enrollment "List" template.

If this is agreeable, I will request the Weekly period be added to the current 2023-24 policy year, and going forward. And, if agreeable, I will also advise Morgan at KU of this and send her, the updated 2023-24 enrollment template with this period added.

Madi then asked Traci follow-up questions, and she provided the following answers:

A few questions:

1. Would each university be able to have its own "weekly period" or does that week need to be the week before the new PY starts on 8/1? **UHCSR Response:** We would set up a Weekly "sliding" period for each school under their Option 4 International policy. It can be used anytime throughout the policy year and can be used for more than one week. For example, if the early arriving Int'l students need 2 weeks of coverage before the Summer 1 Period begins on 5/15/24, the school would be able to list the enrollment period as 5/1/24 through 5/14/24 on the enrollment template and we would charge for 2 weeks of coverage.
2. Can the "weekly period" be for more than one week? **UHCSR Response:** See above response.

3. What would the premium rate be for the week period? **UHCSR Response:** The Option 4 student only rate would \$55 per week. This is applicable for both the 2023-24 & 2024-25 Policy Years since the rate did not change for the 2024-25 renewal.
4. Do you think that each university is aware of the “List” template that they are to use for enrollment? **UHCSR Response:** Client file (a.k.a. List enrollment) is in use for the International insured category under the Option 4 for all of the KBOR schools so there should be at least one person who is aware of it.

Kiera Pulliam emailed, “Pittsburg State University would be interested in having this coverage option for our short-term programs as well.”

Traci Martin responded, “I am not aware of a "process" for short-term programs except that we have in the past added early arriving periods to cover specific dates. Otherwise, we have advised that the Monthly period should be used outside of the regular semester dates. The below solution to add the Weekly sliding period would be what the schools could use in cases like this.

The schools can reach out directly to our enrollment team requesting the Monthly period is case. The school admins can ask for coverage to be added if we have the period available. We just don't have anything less than Monthly for "sliding" periods that can be used throughout the policy year. The only periods that are available for less than a month are those with set dates (not sliding) like the Special Coverage Period from 7/18/24-7/31/24. If we added a Weekly, this would be a new process for them to be able to use as another "sliding" period at the school admins' discretion.”

Traci Martin confirmed that the Weekly period was added to the International Option 4 Plan Year 2023-24 and 2024-25 policy years.]

Future SIAC meetings

Future SIAC meetings tentatively scheduled for 12:30 (unless otherwise stated below):

- A. Wednesday, September 4, 2024
- B. Wednesday, December 4, 2024



Kansas Board of Regents

KBOR Quarterly Meeting

**Eligibility and Waiver Audit Services
Overview of Summer 2024 Process (Final)**

Date of Report: August 13, 2024

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

The waiver/enrollment processes have proceeded normally for audits, enrollment if applicable, and Customer Service. We have helped some new employees with training questions about our processes.

Attached are the final Summer Elev834 reports with results on waiver and enrollment data for the semester, and Customer Service and Ticket reports. ECI recently opened for the Fall 2024 waiver audit/enrollment process with no changes to last year's waiver standards. 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.

Kansas Board of Regents

Waiver Processing Time Report

Summer 2024 (Final)

April 10, 2024

University of Kansas

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
84	1.43	0.06

Wichita State University

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
25	0.59	0.04

Kansas State University

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	0.03	0.04

Emporia State University

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
1	0.01	0.04

Pittsburg State University

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
1	16.36	0

University of Kansas Medical Center

Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	0.01	0.02

University of Kansas
Waiver Audit Summary Report
Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	72	85.7%
2	Unknown	1	1.2%
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active	1	1.2%
9	Plan does not provide insured prescription drug coverage		
10	No coverage for inpatient and/or outpatient mental health services with no limit	1	1.2%
11	Plan does not have maternity coverage with no dollar limit	1	1.2%
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions		
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is over 25%		
18	Insurer does not have a based of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	2	2.4%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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.		
99	Void	6	7.1%
Grand Total		84	100%

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	27
Client Request	2
Student Provided MER	8
Student Resubmitted Waiver	5
Student Updated Insurance	1
Grand Total	43

% Adjusted of Total Audits Completed	51.2%
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Total Billable	Billable Count
Final, Completed Audit Results	84
Audits Adjusted	43
Total Billable	127

Wichita State University

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	20	80.0%
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active	3	12.0%
9	Plan does not provide insured Prescription Drug coverage		
10	No coverage for inpatient and/or outpatient mental health services with no limit		
11	Plan does not have maternity coverage with no dollar limit		
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions		
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is more than 25%		
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	2	8.0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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		
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.		
99	Void		
Grand Total		25	100%

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	8
Client Request	0
Student Provided MER	1
Student Resubmitted Waiver	2
Student Updated Insurance	0
Grand Total	11

% Adjusted of Total Audits Completed	44.0%
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Total Billable	Billable Count
Final, Completed Audit Results	25
Audits Adjusted	11
Total Billable	36

Kansas State University

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	3	75.00%
2	Unknown		
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active		
9	Plan does not provide insured Prescription Drug coverage		
10	No coverage for inpatient and/or outpatient mental health services with no limit		
11	Plan does not have maternity coverage with no dollar limit		
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions	1	25.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is more than 25%		
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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		
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.		
99	Void		
Grand Total		4	100%

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

% Adjusted of Total Audits Completed	25.0%
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Total Billable	Billable Count
Final, Completed Audit Results	4
Audits Adjusted	1
Total Billable	5

Emporia State University

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	1	100.0%
2	Unknown		
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active		
9	Plan does not provide insured Prescription Drug coverage		
10	No coverage for inpatient and/or outpatient mental health services with no limit		
11	Plan does not have maternity coverage with no dollar limit		
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions		
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is more than 25%		
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		
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21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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		
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.		
99	Void		
Grand Total		1	100%

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

% Adjusted of Total Audits Completed	0.0%
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Total Billable	Billable Count
Final, Completed Audit Results	1
Audits Adjusted	0
Total Billable	1

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	1	100.0%
2	Unknown		
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active		
9	Plan does not provide insured Prescription Drug coverage		
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11	Plan does not have maternity coverage with no dollar limit		
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions		
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is more than 25%		
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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		
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.		
99	Void		
Grand Total		1	100%

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	2
Client Request	0
Student Provided MER	0
Student Resubmitted Waiver	0
Student Updated Insurance	0
Grand Total	2

% Adjusted of Total Audits Completed	0.00%
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Total Billable	Billable Count
Final, Completed Audit Results	1
Audits Adjusted	2
Total Billable	3

NOTE: PSU students have not submitted any waivers for Spring 2024

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2023-24

Summer 2024

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	3	75%
2	Unknown		
4	Invalid Student Insurance Information		
6	Carrier refuses to disclose information		
7	Auditor was unable to complete the waiver audit (other than network status)		
8	Policy is not Active		
9	Plan does not provide insured Prescription Drug coverage		
10	No coverage for inpatient and/or outpatient mental health services with no limit		
11	Plan does not have maternity coverage with no dollar limit		
12	Plan does not have preventive routine care with no limit		
13	Plan does not provide coverage for pre-existing conditions		
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		
15	The Individual Annual Deductible is over \$500		
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)		
17	Patient co-insurance is more than 25%		
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	1	25%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		
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		
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.		
99	Void		
Grand Total		4	100%

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

% Adjusted of Total Audits Completed	0.0%
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Total Billable	Billable Count
Final, Completed Audit Results	4
Audits Adjusted	0
Total Billable	4

University of Kansas

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	37
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	258
TOTAL ENROLLMENTS	295

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	72
DENIED WAIVERS	6
PENDING WAIVERS	0
VOIDED WAIVERS	6
NUMBER OF SUBMITTED WAIVERS	84

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1284
STUDENTS DROPPED FROM SHIP	17
STUDENTS WHO ARE DISAPPROVED FROM SHIP	2
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	1303

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	-14
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-1
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-17

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	295
WAIVERS PROCESSED	84
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1303
STUDENTS WITH MULTIPLE RESULTS	-17
TOTAL NUMBER STUDENTS RECEIVED	1665

Wichita State University

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	66
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	208
TOTAL ENROLLMENTS	274

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	20
DENIED WAIVERS	5
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	25

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	87
STUDENTS DROPPED FROM SHIP	3
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	90

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	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-6

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	274
WAIVERS PROCESSED	26
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	90
STUDENTS WITH MULTIPLE RESULTS	-6
TOTAL NUMBER STUDENTS RECEIVED	384

Kansas State University

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	5
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	133
TOTAL ENROLLMENTS	138

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	4

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	49
STUDENTS DROPPED FROM SHIP	276
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	325

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	-1
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	138
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	325
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	466

Emporia State University

Statistics Report

Summer 2024

Thursday, August 15, 2024

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)	11
TOTAL ENROLLMENTS	11

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	2
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	2

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	11
WAIVERS PROCESSED	1
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	2
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	14

Pittsburg State University

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	44
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	44

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	131
STUDENTS DROPPED FROM SHIP	4
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	135

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	44
WAIVERS PROCESSED	1
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	135
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	179

University of Kansas Medical Center

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	87
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	87

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	4

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	3
STUDENTS DROPPED FROM SHIP	0
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	3

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	87
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	3
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	94

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

April 10, 2024 through August 10, 2024

Ticket	Start Date	Close Date	Response time	Duration	Priority	Category	School
1	4/18/2024 17:12	4/19/2024 12:59	0:05:00	6:52:00	Normal	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
2	4/19/2024 12:35	4/19/2024 13:06	0:08:00	0:39:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
3	4/22/2024 10:31	4/22/2024 10:53	0:00:00	0:22:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
4	4/22/2024 14:05	4/25/2024 11:28	0:15:00	30:38:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas Medical Center
5	4/24/2024 7:58	4/24/2024 9:37	0:00:00	1:37:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
6	4/25/2024 15:31	4/25/2024 16:43	0:17:00	1:29:00	Normal	Insurance Enrollment / Drop Enrollment Request	Wichita State University
7	4/30/2024 13:32	5/2/2024 9:48	0:03:00	18:19:00	Normal	Insurance Enrollment / Drop Enrollment Request	Kansas State University
8	5/1/2024 12:26	5/1/2024 12:26	1:04:00	1:04:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
9	5/2/2024 16:41	5/7/2024 11:26	0:17:00	28:02:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Pittsburg State University
10	5/2/2024 16:56	5/3/2024 9:07	0:30:00	3:41:00	Normal	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
11	5/2/2024 16:56	5/3/2024 9:07	0:29:00	3:40:00	Normal	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
12	5/9/2024 12:53	5/10/2024 12:37	0:05:00	10:49:00	Normal	Insurance Enrollment / Drop Enrollment Request	Emporia State University
13	5/13/2024 12:07	5/13/2024 12:07	4:07:00	4:07:00	Normal	Insurance Enrollment / Student Log In Issues	University of Kansas
14	5/13/2024 16:41	5/14/2024 11:22	0:17:00	5:58:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
15	5/15/2024 11:00	5/16/2024 7:28	0:31:00	8:31:00	High	Waiver / Waiver Audit Questions	University of Kansas
16	5/16/2024 7:49	5/16/2024 8:36	0:00:00	0:36:00	Normal	Waiver / Waiver Audit Questions	Pittsburg State University
17	5/16/2024 9:20	5/16/2024 9:34	0:59:00	1:13:00	Normal	Waiver / Waiver Audit Questions	Pittsburg State University
18	5/20/2024 10:48	5/20/2024 11:14	0:06:00	0:32:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
19	5/20/2024 10:56	5/20/2024 11:14	0:06:00	0:24:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
20	5/21/2024 8:14	5/21/2024 8:36	0:14:00	0:36:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
21	5/21/2024 13:06	6/13/2024 11:19	1:17:00	175:30:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
22	5/22/2024 3:28	5/22/2024 10:58		2:58:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
23	5/22/2024 10:01	5/22/2024 10:24	0:35:00	0:58:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
24	5/22/2024 11:23	5/22/2024 12:07	0:18:00	1:02:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
25	5/23/2024 9:19	5/28/2024 12:14	1:19:00	26:14:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
26	5/23/2024 16:03	5/30/2024 11:39	2:27:00	42:03:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
27	5/28/2024 9:24	5/30/2024 11:40	1:03:00	25:19:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
28	5/28/2024 9:28	6/28/2024 8:43	1:07:00	242:22:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
29	5/28/2024 9:28	5/30/2024 11:39	1:07:00	25:18:00	High	Waiver / Waiver Audit Questions	University of Kansas
30	5/28/2024 9:29	5/30/2024 11:40	1:06:00	25:17:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
31	5/28/2024 13:20	5/30/2024 11:40	0:21:00	20:41:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
32	5/29/2024 7:53	5/30/2024 11:41	0:00:00	14:41:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
33	5/29/2024 11:46	5/30/2024 11:41	0:27:00	11:22:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
34	5/29/2024 11:55	5/30/2024 11:41	0:11:00	10:57:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
35	5/29/2024 16:18	5/30/2024 11:43	0:04:00	6:29:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
36	5/29/2024 17:58	5/29/2024 17:58	0:58:00	0:58:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
37	5/29/2024 17:45	5/30/2024 11:46	0:20:00	5:21:00	Normal	Waiver / Waiver Audit Questions	Pittsburg State University
38	5/30/2024 16:06	5/31/2024 7:34	0:18:00	3:12:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
39	5/30/2024 17:59	5/31/2024 7:35	0:06:00	1:07:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
40	5/31/2024 9:47	5/31/2024 11:26	0:15:00	1:54:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
41	5/31/2024 9:47	5/31/2024 12:02	0:01:00	2:16:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
42	5/31/2024 10:10	6/4/2024 9:49	0:15:00	21:54:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
43	5/31/2024 10:12	5/31/2024 12:02	0:03:00	1:53:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
44	6/3/2024 13:29	6/3/2024 20:40	5:29:00	11:00:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
45	6/3/2024 10:01	6/3/2024 10:44	2:01:00	2:44:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
46	6/3/2024 9:52	6/3/2024 10:45	1:52:00	2:45:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
47	6/3/2024 9:54	6/3/2024 10:44	1:47:00	2:37:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
48	6/3/2024 9:57	6/3/2024 10:44	1:57:00	2:44:00	Normal	Waiver / Waiver Audit Questions	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

April 10, 2024 through August 10, 2024

Ticket	Start Date	Close Date	Response time	Duration	Priority	Category	School
49	6/3/2024 9:59	6/4/2024 12:55	1:59:00	15:55:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
50	6/3/2024 16:14	6/4/2024 9:48	2:42:00	7:16:00	Normal	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
51	6/3/2024 15:40	6/7/2024 10:16	1:43:00	40:19:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
52	6/4/2024 8:45	6/4/2024 8:47	0:45:00	0:47:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
53	6/4/2024 8:34	6/4/2024 8:47	0:34:00	0:47:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
54	6/4/2024 9:54	6/4/2024 9:54	0:15:00	0:15:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
55	6/5/2024 13:49	6/6/2024 11:59	0:09:00	9:19:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
56	6/5/2024 14:23	6/5/2024 15:11	0:02:00	0:50:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
57	6/5/2024 16:04	6/5/2024 16:11	0:10:00	0:17:00	Normal	Waiver / Waiver Audit Questions	University of Kansas Medical Center
58	6/7/2024 10:05	7/1/2024 9:50	2:05:00	166:50:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
59	6/7/2024 10:06	6/12/2024 14:16	0:25:00	37:35:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
60	6/7/2024 14:20	6/10/2024 10:11	0:10:00	7:01:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
61	6/10/2024 10:00	6/10/2024 10:00	2:00:00	2:00:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
62	6/11/2024 11:55	6/11/2024 11:55	1:17:00	1:17:00	Normal	Insurance Enrollment / Drop Enrollment Request	Wichita State University
63	6/11/2024 14:00	6/11/2024 14:00	0:05:00	0:05:00	Normal	Insurance Enrollment / Drop Enrollment Request	Emporia State University
64	6/12/2024 12:12	6/12/2024 12:43	0:23:00	0:54:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
65	6/12/2024 12:43	6/12/2024 12:59	0:09:00	0:25:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
66	6/12/2024 13:43	6/18/2024 15:29	0:04:00	45:50:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
67	6/18/2024 9:29	6/18/2024 9:29	1:29:00	1:29:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
68	6/18/2024 15:03	6/20/2024 10:49	0:50:00	7:36:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
69	6/20/2024 9:58	6/24/2024 9:18	1:58:00	23:18:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
70	6/20/2024 10:23	6/20/2024 10:53	2:23:00	2:53:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
71	6/20/2024 8:06	6/20/2024 8:26	0:06:00	0:26:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
72	6/20/2024 15:45	6/24/2024 11:48	0:18:00	18:21:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
73	6/21/2024 9:57	6/21/2024 14:57	1:16:00	6:16:00	Normal	Insurance Enrollment / Drop Enrollment Request	Wichita State University
74	6/21/2024 10:00	6/21/2024 12:39	0:11:00	2:50:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
75	6/24/2024 9:35	6/24/2024 11:01	1:24:00	2:50:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
76	6/24/2024 12:54	6/24/2024 14:13	0:05:00	1:24:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
77	6/24/2024 13:57	6/25/2024 11:49	0:03:00	8:55:00	Normal	Insurance Enrollment / Drop Enrollment Request	Kansas State University
78	6/25/2024 17:11	6/28/2024 12:00	1:31:00	29:20:00	Normal	Insurance Enrollment / Drop Enrollment Request	Kansas State University
79	6/26/2024 9:34	6/27/2024 10:22	1:34:00	13:22:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
80	6/26/2024 10:08	6/27/2024 8:51	2:08:00	11:51:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
81	6/27/2024 9:51	6/27/2024 9:51	0:10:00	0:10:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
82	6/27/2024 12:23	6/27/2024 14:28	1:47:00	3:52:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
83	6/27/2024 11:15	6/28/2024 12:06	0:07:00	11:58:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Pittsburg State University
84	6/27/2024 12:43	6/27/2024 14:04	0:11:00	1:32:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
85	6/27/2024 14:04	6/28/2024 12:09	0:16:00	9:21:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
86	6/27/2024 16:59	6/28/2024 8:44		2:45:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
87	6/28/2024 7:54	6/28/2024 8:21	1:54:00	2:15:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
88	6/28/2024 10:40	6/28/2024 12:17	0:35:00	2:12:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
89	7/1/2024 9:52	7/1/2024 18:12	1:32:00	9:52:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
90	6/29/2024 11:22	7/1/2024 10:00		1:38:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
91	7/1/2024 9:53	7/1/2024 18:11	1:30:00	9:48:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
92	7/1/2024 9:51	7/1/2024 10:11	1:30:00	1:50:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
93	7/3/2024 14:44	7/4/2024 10:27	0:45:00	5:28:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
94	7/4/2024 10:33	7/4/2024 21:01	0:33:00	0:00:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
95	7/5/2024 9:51	7/10/2024 10:19	0:05:00	33:33:00	Normal	Insurance Enrollment / Drop Enrollment Request	Kansas State University
96	7/8/2024 7:51	7/8/2024 10:39	0:00:00	2:39:00	Normal	Waiver / Waiver Audit Questions	Kansas State University

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

April 10, 2024 through August 10, 2024

Ticket	Start Date	Close Date	Response time	Duration	Priority	Category	School
97	7/8/2024 18:32	7/8/2024 18:32	3:14:00	3:14:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
98	7/9/2024 7:51	7/9/2024 8:52	0:24:00	1:16:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
99	7/10/2024 8:03	7/10/2024 9:04	0:03:00	1:04:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
100	7/10/2024 16:42	7/11/2024 11:02	0:01:00	5:21:00	Normal	Waiver / Waiver Audit Questions	University of Kansas Medical Center
101	7/15/2024 12:24	7/15/2024 13:04	3:56:00	4:36:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
102	7/15/2024 15:32	7/15/2024 15:55	0:29:00	0:52:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
103	7/17/2024 8:30	7/17/2024 9:57	5:48:00	7:15:00	Normal	Waiver / Waiver Audit Questions	Emporia State University
104	7/16/2024 17:00	7/16/2024 17:00	0:09:00	0:09:00	Normal	Insurance Enrollment / Drop Enrollment Request	Wichita State University
105	7/17/2024 9:38	7/17/2024 9:38	1:38:00	1:38:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
106	7/17/2024 10:25	7/17/2024 12:06	0:06:00	1:47:00	Normal	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
107	7/17/2024 14:12	7/18/2024 16:17	0:03:00	13:08:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
108	7/18/2024 9:28	7/18/2024 9:28	1:05:00	1:05:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
109	7/18/2024 11:57	7/19/2024 13:04	0:23:00	12:30:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
110	7/18/2024 11:58	7/19/2024 13:04	0:23:00	12:29:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
111	7/18/2024 11:58	7/19/2024 13:05	0:23:00	12:30:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
112	7/18/2024 11:59	7/19/2024 13:05	0:07:00	12:13:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
113	7/18/2024 11:59	7/19/2024 13:06	0:07:00	12:14:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
114	7/18/2024 12:00	7/19/2024 13:06	0:04:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
115	7/18/2024 12:00	7/19/2024 13:07	0:03:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
116	7/18/2024 12:01	7/19/2024 13:08	0:03:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
117	7/18/2024 12:01	7/19/2024 13:08	0:03:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
118	7/18/2024 12:32	7/19/2024 13:08	0:33:00	12:09:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
119	7/18/2024 12:32	7/19/2024 13:09	0:33:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
120	7/18/2024 12:33	7/19/2024 13:09	0:34:00	12:10:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
121	7/18/2024 12:34	7/19/2024 13:09	0:34:00	12:09:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
122	7/18/2024 12:34	7/19/2024 13:12	0:33:00	12:11:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
123	7/18/2024 12:35	7/19/2024 13:12	0:34:00	12:11:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
124	7/18/2024 12:35	7/19/2024 13:13	0:34:00	12:12:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
125	7/18/2024 13:18	7/19/2024 13:03	0:13:00	10:58:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
126	7/18/2024 13:18	7/19/2024 13:03	0:13:00	10:58:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
127	7/18/2024 13:18	7/19/2024 13:02	0:12:00	10:56:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
128	7/18/2024 13:19	7/19/2024 13:02	0:12:00	10:55:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
129	7/18/2024 13:19	7/19/2024 13:01	0:12:00	10:54:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
130	7/18/2024 13:20	7/19/2024 13:01	0:13:00	10:54:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
131	7/18/2024 13:20	7/19/2024 13:00	0:12:00	10:52:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
132	7/19/2024 12:49	7/19/2024 12:49	0:09:00	0:09:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
133	7/22/2024 8:22	7/22/2024 11:52	0:22:00	3:52:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
134	7/22/2024 8:15	7/22/2024 11:50	0:08:00	3:43:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
135	7/22/2024 10:16	7/22/2024 11:51	1:30:00	3:05:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
136	7/22/2024 16:35	7/22/2024 16:35	0:42:00	0:42:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
137	7/22/2024 17:37	7/23/2024 15:56	1:13:00	10:32:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
138	7/22/2024 17:38	7/23/2024 15:57	1:14:00	10:33:00	Normal	Insurance Enrollment / Drop Enrollment Request	University of Kansas
139	7/23/2024 9:23	7/23/2024 9:23	1:23:00	1:23:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
140	7/23/2024 8:15	7/23/2024 8:33	0:15:00	0:33:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
141	7/23/2024 10:19	7/23/2024 10:19	1:04:00	1:04:00	Normal	Waiver / Waiver Audit Questions	University of Kansas Medical Center
142	7/24/2024 8:04	7/24/2024 10:38	0:04:00	2:38:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
143	7/25/2024 9:03	7/31/2024 9:16	2:54:00	47:07:00	Normal	Insurance Enrollment / Drop Enrollment Request	Kansas State University
144	7/24/2024 17:16	7/24/2024 17:50	0:07:00	0:41:00	Normal	Waiver / Waiver Audit Questions	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

April 10, 2024 through August 10, 2024

Ticket	Start Date	Close Date	Response time	Duration	Priority	Category	School
145	7/25/2024 9:50	7/25/2024 11:47	0:10:00	2:07:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
146	7/26/2024 11:19	7/26/2024 11:19	3:19:00	3:19:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
147	7/27/2024 19:59	7/27/2024 19:59	0:42:00	0:42:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
148	7/29/2024 15:41	7/29/2024 15:41	5:03:00	5:03:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
149	7/29/2024 16:18	7/30/2024 7:58	0:22:00	3:04:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
150	7/30/2024 9:09	7/30/2024 9:09	1:09:00	1:09:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
151	7/30/2024 12:39	7/30/2024 12:39	0:22:00	0:22:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
152	7/31/2024 8:08	7/31/2024 8:53	4:36:00	5:21:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
153	7/31/2024 9:36	7/31/2024 9:36	2:33:00	2:33:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
154	7/31/2024 8:23	7/31/2024 8:55	0:23:00	0:55:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
155	7/31/2024 9:43	7/31/2024 10:21	0:21:00	0:59:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
156	7/31/2024 11:45	7/31/2024 13:37	0:21:00	2:13:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
157	8/1/2024 8:05	8/1/2024 9:00	4:49:00	5:44:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
158	8/1/2024 8:22	8/1/2024 9:00	3:17:00	3:55:00	Normal	Waiver / Waiver Audit Questions	Emporia State University
159	8/1/2024 8:32	8/2/2024 9:36	3:17:00	15:21:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
160	7/31/2024 16:44	7/31/2024 16:44	0:09:00	0:09:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
161	8/1/2024 9:27	8/2/2024 9:40	1:27:00	12:40:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
162	8/1/2024 9:31	8/2/2024 10:21	1:18:00	13:08:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
163	8/1/2024 16:02	8/2/2024 10:13	3:07:00	8:18:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
164	8/1/2024 15:58	8/1/2024 16:02	1:33:00	1:37:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
165	8/1/2024 17:20	8/2/2024 16:10	1:28:00	11:18:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Wichita State University
166	8/2/2024 8:03	8/2/2024 9:31	1:04:00	2:32:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
167	8/2/2024 8:06	8/2/2024 9:34	0:46:00	2:14:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
168	8/2/2024 9:26	8/2/2024 9:26	1:26:00	1:26:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
169	8/2/2024 12:26	8/2/2024 14:32	1:47:00	3:53:00	Normal	Waiver / Authorized Person	University of Kansas
170	8/2/2024 12:45	8/5/2024 10:42	0:18:00	9:15:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
171	8/2/2024 15:04	8/2/2024 16:17	0:42:00	1:55:00	Normal	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
172	8/2/2024 21:03	8/2/2024 21:03	0:00:00	0:00:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
173	8/5/2024 8:18	8/5/2024 9:15	0:18:00	1:15:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
174	8/5/2024 13:58	8/5/2024 14:12	5:25:00	5:39:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
175	8/5/2024 14:01	8/5/2024 14:34	5:11:00	5:44:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
176	8/5/2024 14:46	8/6/2024 16:47	5:01:00	18:02:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
177	8/5/2024 10:43	8/5/2024 12:07	0:08:00	1:32:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
178	8/5/2024 15:04	8/6/2024 16:47	0:07:00	12:50:00	Normal	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
179	8/6/2024 8:07	8/6/2024 8:14	3:37:00	3:44:00	Normal	Waiver / Waiver Audit Questions	Emporia State University
180	8/6/2024 16:40	8/7/2024 15:44	7:38:00	17:42:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
181	8/6/2024 9:54	8/6/2024 11:41	0:10:00	1:57:00	Normal	Insurance Enrollment / Enrollment Questions	University of Kansas
182	8/6/2024 14:17	8/9/2024 12:24	3:40:00	34:47:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
183	8/7/2024 8:15	8/7/2024 9:41	0:15:00	1:41:00	Normal	Waiver / Waiver Audit Questions	University of Kansas
184	8/7/2024 9:03	8/7/2024 9:03	0:24:00	0:24:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
185	8/8/2024 13:41	8/8/2024 13:58	1:18:00	1:35:00	Normal	Waiver / Waiver Audit Questions	Kansas State University
186	8/8/2024 14:45	8/12/2024 15:53	0:27:00	23:35:00	Normal	Insurance Enrollment / SHIP Enrollment Request	Emporia State University
187	8/8/2024 17:11	8/8/2024 17:19	0:06:00	0:14:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
188	8/9/2024 9:00	8/12/2024 18:00	1:00:00	21:00:00	Normal	Insurance Enrollment / Enrollment Questions	Wichita State University
189	8/9/2024 12:56	8/9/2024 12:56	0:42:00	0:42:00	Normal	Insurance Enrollment / Enrollment Questions	Kansas State University
190	8/9/2024 14:26	8/9/2024 14:26	0:41:00	0:41:00	Normal	Insurance Enrollment / Drop Enrollment Request	Wichita State University

Average Response Time: 1 hour, 1 minute, 19 seconds

Average Duration: 10 hour, 51 minutes, 55 seconds

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

April 10, 2024 through August 10, 2024

Count	Time	Queue Name	Media Type
1	8/9/2024 15:42:55		Phone
2	8/9/2024 11:36:43	Waiver	Phone
3	8/9/2024 11:35:54	Waiver	Phone
4	8/9/2024 09:41:22	Waiver	Phone
5	8/8/2024 13:34:28		Phone
6	8/6/2024 10:25:33	Waiver	Phone
7	8/5/2024 16:03:26	Waiver	Phone
8	8/5/2024 16:02:15		Phone
9	8/5/2024 10:50:31	Waiver	Phone
10	8/5/2024 10:24:46		Phone
11	8/2/2024 15:29:30		Phone
12	8/2/2024 12:39:47	Waiver	Phone
13	8/1/2024 11:32:25	Waiver	Phone
14	7/31/2024 15:59:44	Waiver	Phone
15	7/31/2024 15:57:42	Waiver	Phone
16	7/30/2024 23:22:37	Waiver VM	Voice Mail
17	7/30/2024 23:22:02		Phone
18	7/30/2024 13:58:05	Waiver	Phone
19	7/30/2024 11:20:20	Waiver	Phone
20	7/25/2024 11:00:33	Waiver	Phone
21	7/24/2024 16:24:09	Waiver	Phone
22	7/24/2024 13:10:09	Waiver	Phone
23	7/24/2024 13:10:09		Phone
24	7/24/2024 13:09:13		Phone
25	7/23/2024 17:44:55	Waiver	Phone
26	7/23/2024 17:42:19	Waiver	Phone
27	7/23/2024 13:24:55	Waiver	Phone
28	7/19/2024 14:19:28	Waiver	Phone
29	7/19/2024 14:19:28		Phone
30	7/19/2024 13:39:26	Waiver	Phone
31	7/19/2024 12:32:42	Waiver	Phone
32	7/19/2024 12:29:56	Waiver	Phone
33	7/18/2024 08:40:35	Waiver	Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

April 10, 2024 through August 10, 2024

Count	Time	Queue Name	Media Type
34	7/18/2024 08:38:56		Phone
35	7/18/2024 08:38:56		Phone
36	7/18/2024 08:38:56		Phone
37	7/16/2024 18:41:29	Waiver	Phone
38	7/16/2024 15:37:47		Phone
39	7/16/2024 15:37:46		Phone
40	7/11/2024 10:07:41	Waiver	Phone
41	7/11/2024 10:07:41		Phone
42	7/10/2024 16:38:00		Phone
43	7/1/2024 11:59:11		Phone
44	7/1/2024 11:04:19	Waiver	Phone
45	6/27/2024 16:10:07	Waiver	Phone
46	6/27/2024 16:08:06		Phone
47	6/21/2024 19:57:07	Waiver VM	Voice Mail
48	6/21/2024 19:55:10		Phone
49	6/14/2024 10:34:24	Waiver	Phone
50	6/14/2024 10:33:25		Phone
51	6/13/2024 10:51:56	Waiver	Phone
52	6/13/2024 10:50:56		Phone
53	6/11/2024 11:45:10	Waiver	Phone
54	6/11/2024 10:08:13	Waiver	Phone
55	6/10/2024 16:49:40	Waiver	Phone
56	6/10/2024 14:36:24	Waiver	Phone
57	6/10/2024 14:35:21		Phone
58	6/9/2024 18:22:24	Waiver VM	Voice Mail
59	6/9/2024 18:21:48		Phone
60	6/8/2024 10:50:13		Phone
61	6/7/2024 15:39:49	Waiver	Phone
62	6/7/2024 08:16:33	Waiver	Phone
63	6/6/2024 10:59:21	Waiver	Phone
64	6/5/2024 14:31:01	Waiver	Phone
65	6/4/2024 15:53:29		Phone
66	6/4/2024 14:55:48	Waiver	Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

April 10, 2024 through August 10, 2024

Count	Time	Queue Name	Media Type
67	6/4/2024 14:54:19		Phone
68	6/4/2024 14:53:18	Waiver	Phone
69	6/4/2024 13:10:59	Waiver	Phone
70	6/4/2024 13:09:02		Phone
71	6/4/2024 11:56:35	Waiver	Phone
72	6/4/2024 11:44:43	Waiver	Phone
73	6/4/2024 11:43:04		Phone
74	6/4/2024 10:14:02		Phone
75	6/4/2024 07:43:58	Waiver	Phone
76	6/3/2024 19:38:20		Phone
77	6/3/2024 11:50:27	Waiver	Phone
78	5/31/2024 11:11:08	Waiver	Phone
79	5/31/2024 11:09:34		Phone
80	5/31/2024 11:07:56		Phone
81	5/31/2024 11:02:05	Waiver	Phone
82	5/31/2024 09:40:28	Waiver	Phone
83	5/31/2024 09:28:15	Waiver	Phone
84	5/30/2024 14:57:36		Phone
85	5/30/2024 10:01:36	Waiver	Phone
86	5/29/2024 18:17:37	Waiver	Phone
87	5/29/2024 18:17:27	Waiver VM	Voice Mail
88	5/29/2024 18:06:30	Waiver	Phone
89	5/24/2024 14:47:05	Waiver	Phone
90	5/24/2024 14:39:21	Waiver	Phone
91	5/24/2024 14:37:39		Phone
92	5/24/2024 11:07:58	Waiver	Phone
93	5/22/2024 14:10:05	Waiver	Phone
94	5/20/2024 14:32:26	Waiver	Phone
95	5/20/2024 14:08:19	Waiver	Phone
96	5/20/2024 14:06:34		Phone
97	5/20/2024 13:10:43	Waiver	Phone
98	5/20/2024 13:08:54	Waiver	Phone
99	5/20/2024 10:56:01	Waiver	Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

April 10, 2024 through August 10, 2024

Count	Time	Queue Name	Media Type
100	5/20/2024 10:12:53	Waiver	Phone
101	5/15/2024 14:57:08	Waiver	Phone
102	5/14/2024 16:03:05		Phone
103	5/9/2024 11:57:36	Waiver	Phone
104	5/9/2024 11:57:36		Phone
105	5/6/2024 13:01:02	Waiver	Phone
106	5/6/2024 12:59:27		Phone
107	5/6/2024 12:59:27		Phone
108	4/19/2024 16:38:27	Waiver	Phone
109	4/19/2024 16:22:23	Waiver	Phone
110	4/19/2024 13:54:29	Waiver	Phone
111	4/19/2024 13:54:29		Phone
	Total Calls	111	

Note:

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

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