

Student Insurance Advisory Committee

Wednesday, October 22, 1:00 pm

Zoom Call

- I. Approve minutes of previous meetings
 - a. May 7, 2025
- II. Introductions
 - a. Chair Miller
 - b. Committee Members
 - c. UnitedHealthCare
- III. Reports from UnitedHealthcare Student Resources
 - a. Quarterly Reports
 - b. ECI Service Reports
 - i. Executive Summary
 - ii. Waiver Summary
 - iii. Toll-Free Calls
 - iv. Waiver Process Time
 - v. Statistics
 - vi. Customer Service-Ticket Request
- IV. UnitedHealthcare Ancillary Products Overview
- V. Good of the Order
 - a. Future Meeting Topics

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
May 7, 2025

The May 7, 2025, meeting of the Student Insurance Advisory Committee (SIAC) was called to order at 12:30 p.m.

Members Participating by Video Conference Call:

Jeff DeWitt, KU COBO rep, Chair	Kiera Pulliam, PSU
Carol Solko-Olliff, FHSU	Aaron Coffey, WSU
Morgan Swartzlander, KU	Tabatha Tafoya, ESU
Jennifer Williams, KSU	

Also participating were Jim Lester, Traci Martin, and Brooks Hickman, UHC SR; and John Yeary, Gage Rohl, Becky Pottebaum, and Kristin Scruggs, KBOR

Minutes

Carol Solko-Olliff moved to approve the February 5, 2025, minutes. Following the second by Tabitha Tafoya, the motion carried.

Introductions

Jim Lester introduced Brooks Hickman, the new Senior Account Executive.

Quarterly Reports

Jim Lester reviewed highlights from the UHC SR quarterly reports. Enrollment is down 12% overall. There has been a drop in students aged 17-25 and a shift to older students aged 26-40. The most significant drop in students is in Option 4 (International students).

For Plan Experience, data shows that the plan year 2023-24 loss ratio is 59%, but it should be slightly increased to bring it closer to 60%. Looking at the 2024-25 numbers, there is currently a 37% loss ratio, compared to 31% at the same time last year, which is a move in the right direction, as the total loss ratio should be around 80%. Jim Lester predicted the loss ratio for the 2024-25 year should be 69-72%. Jim reviewed the top utilization categories, with prescription drugs being the largest. There was discussion about having students fill more prescriptions at campus student health centers to reduce costs.

ECI Waiver Reports

Jim Lester shared information about the ECI Waiver reports.

Other Matters

Chair DeWitt stated that the committee's proposal was approved by the Board of Regents and is in place effective July 1, 2025, and thanked everyone for their service.

Becky Pottebaum announced that Emporia State University, Wichita State University, and Pittsburg State University are up for reappointment. She will contact the committee members to see if they would like to continue or have someone else from their business office join the committee.

Good of the Order

Aaron Coffey asked when they would get the enrollment forms and brochures. Traci Martin responded that they are waiting on the final approval of the KBOR single case filing. Once approved, they will create the final documents and send them out.

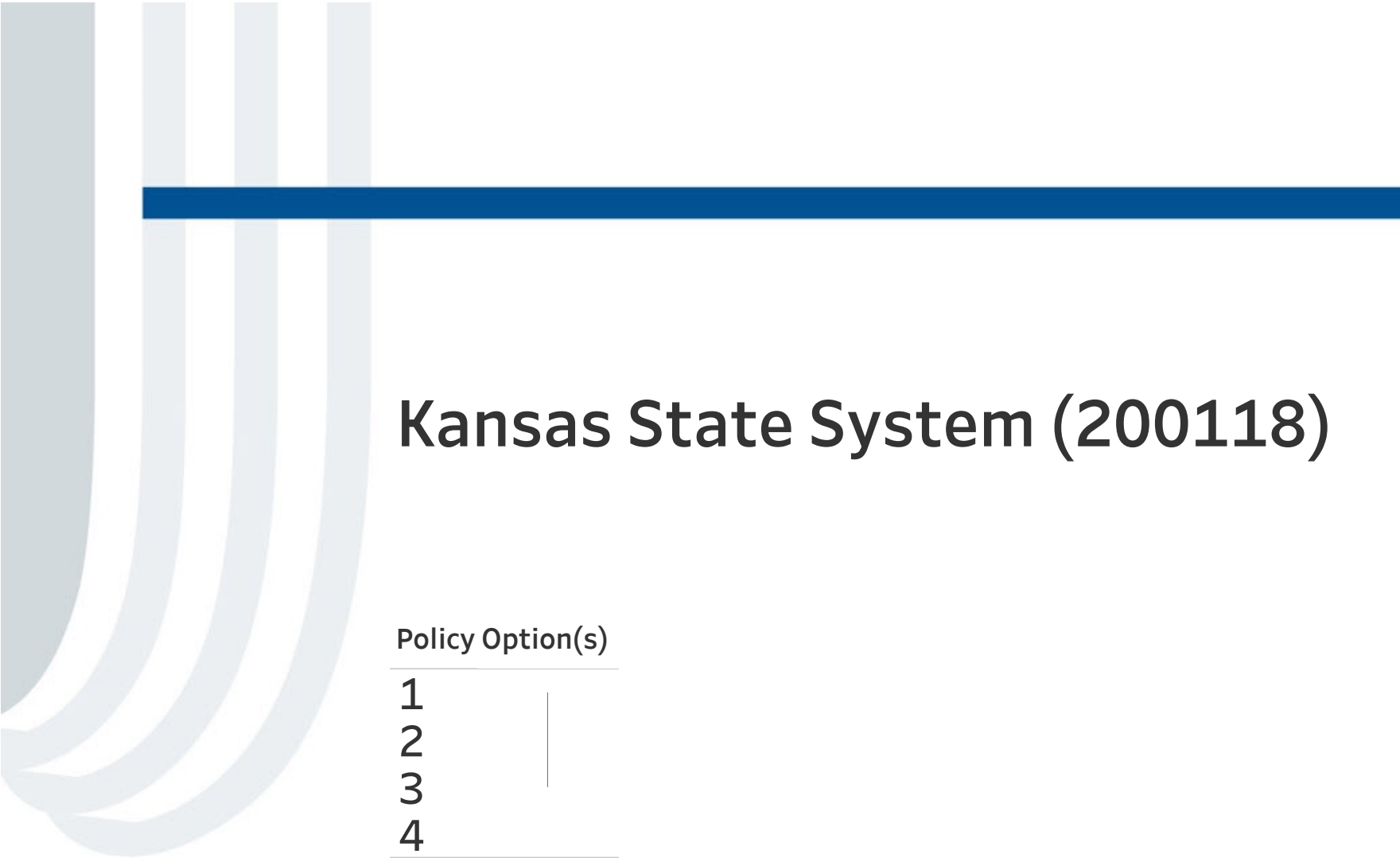
Morgan Swartzlander asked if there could be one qualifying life event form that students could fill out and select their school, rather than different forms for each school. Traci will ask the policy services team to look into the forms and see if something can be done.

Morgan also asked if they could be provided a QLE process flow document so they could help tier students better. Traci will work on getting one to present at the next meeting for feedback. UHC was also asked if it could provide training for new staff. Brooks Hickman responded that they could find a way to connect with anyone who needs assistance. Becky asked that member to reach out if they ever want something added to the agenda.

Future SIAC meetings

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

- A. Wednesday, September 3, 2025
- B. Wednesday, December 3, 2025



Kansas State System (200118)

Policy Option(s)

1
2
3
4

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

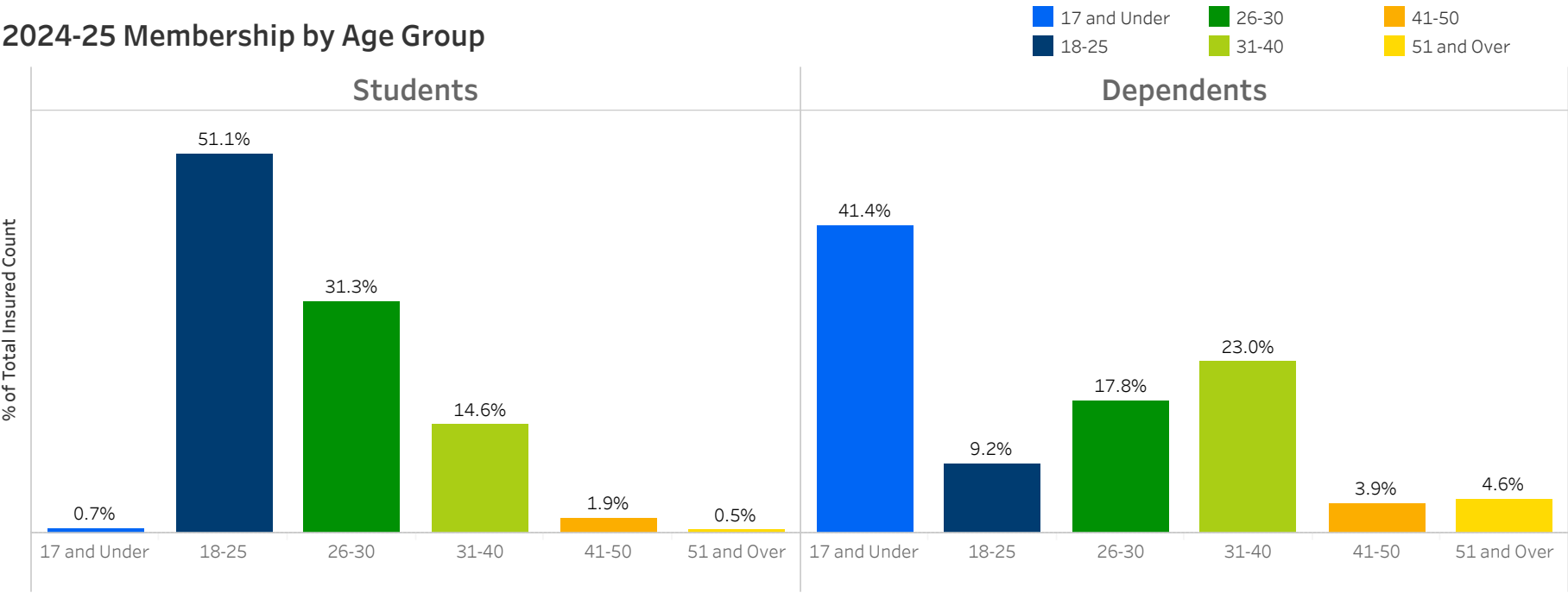
Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Annualized Membership

2024-25 policy year is an estimate.



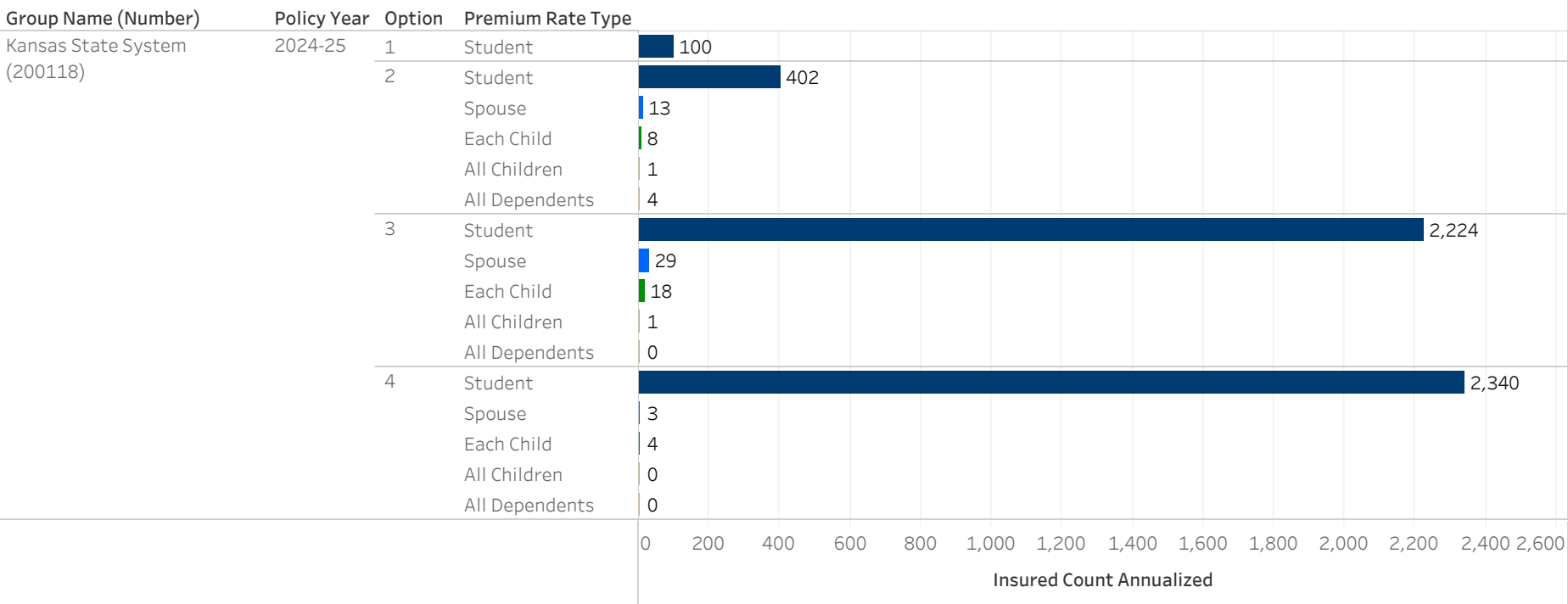
2024-25 Membership by Age Group



Kansas State System (200118) - Membership as of October 1, 2025

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Annualized Insured Counts



Kansas State System (200118) - Annualized Membership as of October 3, 2025

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Annualized Membership by Rate Type

*2025-26 Policy Year Annualized Insured Count is an estimate.

Group Name (Number)	Premium Rate Type	2024-25
Kansas State System (200118)	Student	5,066
	Spouse	45
	Each Child	30
	All Children	2
	All Dependents	4
Grand Total		5,147

*Annualized Membership is calculated by dividing the total premium received by the annual rate. For the in-progress policy year (2025-26) annualized membership is estimated for each rate type by totaling the monthly membership count year-to-date divided by the prior years membership received year-to-date.

Kansas State System (200118) - Annualized Membership as of October 4, 2025
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Insured Count by Rate Type and Option

Kansas State System (200118)

Policy Year 2024-25

Total Number of Insureds with active coverage as of October 07, 2025

Group Name (Number)	Client Name (Number)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Emporia State University (197)	Student	3	4	60	136	191
		Total	3	4	60	136	191
	Fort Hays State University (2005)	Student	4	6		219	229
		Total	4	6		219	229
	Kansas State University (470)	Student	25	105	909	467	1,426
		Spouse		1	19	1	21
		Each Child		1	5		6
		Total	25	107	933	468	1,452
	Pittsburg State University (2009)	Student	2		68	260	315
		Spouse			1		1
		Each Child			1	1	2
		Total	2		70	261	318
	University of Kansas - Medical Center (2070)	Student	11	308	222	17	552
		Spouse		13	8	1	22
		Each Child		9	4	2	15
		All Children			2		2
		All Dependents		3		3	6
		Total	11	333	235	20	593
	University of Kansas (471)	Student	85	60	1,125	1,098	2,289
		Spouse			23	5	28
		Each Child			16	8	23
		All Children		4	3		7
		All Dependents		10	3		13
		Total	85	74	1,168	1,111	2,358
	Wichita State University (180)	Student	13	64	458	1,340	1,721
		Spouse		2	2	1	5
		Each Child		1			1

Kansas State System (200118) - Total Insured Counts - Active Coverage as of October 07, 2025

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Insured Count by Rate Type and Option

Kansas State System (200118)

Policy Year 2024-25

Total Number of Insureds with active coverage as of October 07, 2025

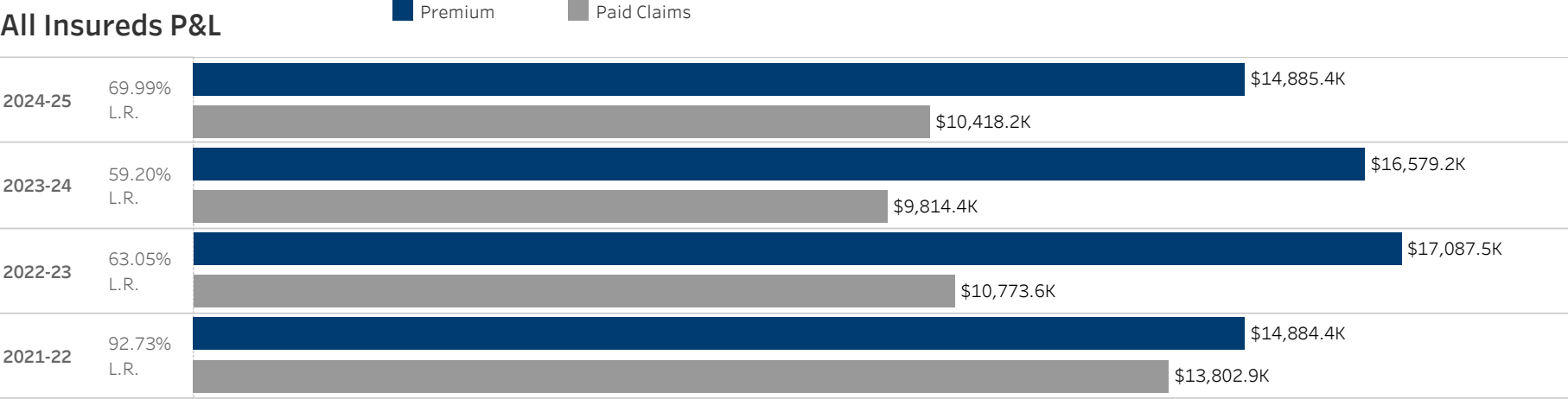
Group Name (Number)	Client Name (Number)	Premium Rate Type	1	2	3	4	Total
Kansas State System (200118)	Wichita State University (180)	All Dependents	3				3
		Total	13	70	460	1,341	1,730
	Total		143	594	2,924	3,556	6,867
# of Unique Members			143	594	2,924	3,556	6,867

Kansas State System (200118) - Total Insured Counts - Active Coverage as of October 07, 2025

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Plan Experience Overview

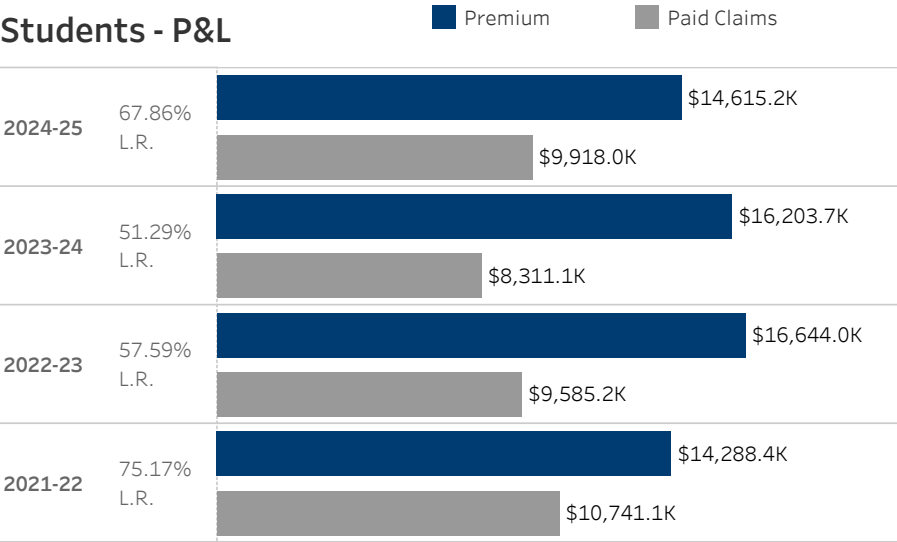
All Insureds P&L



Values are displayed in thousands

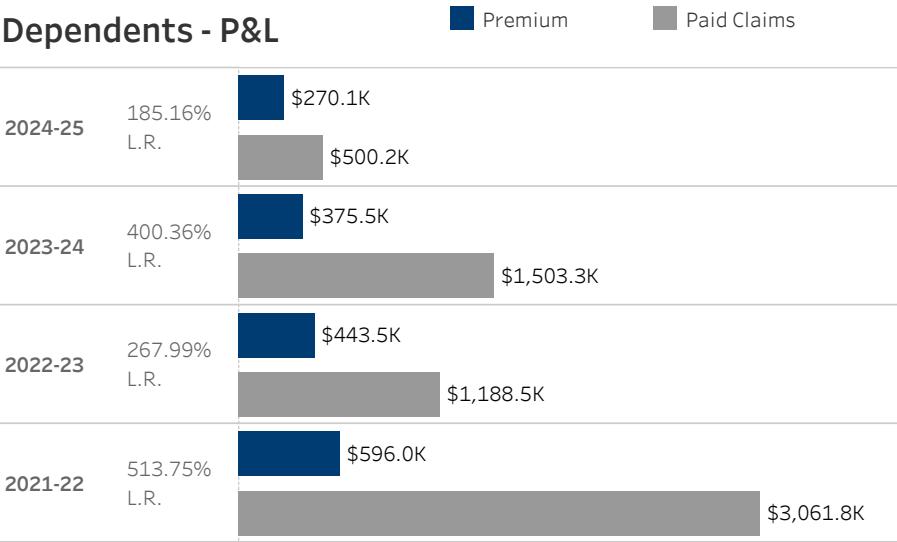
The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions (if applicable.)

Students - P&L



Values are displayed in thousands

Dependents - P&L

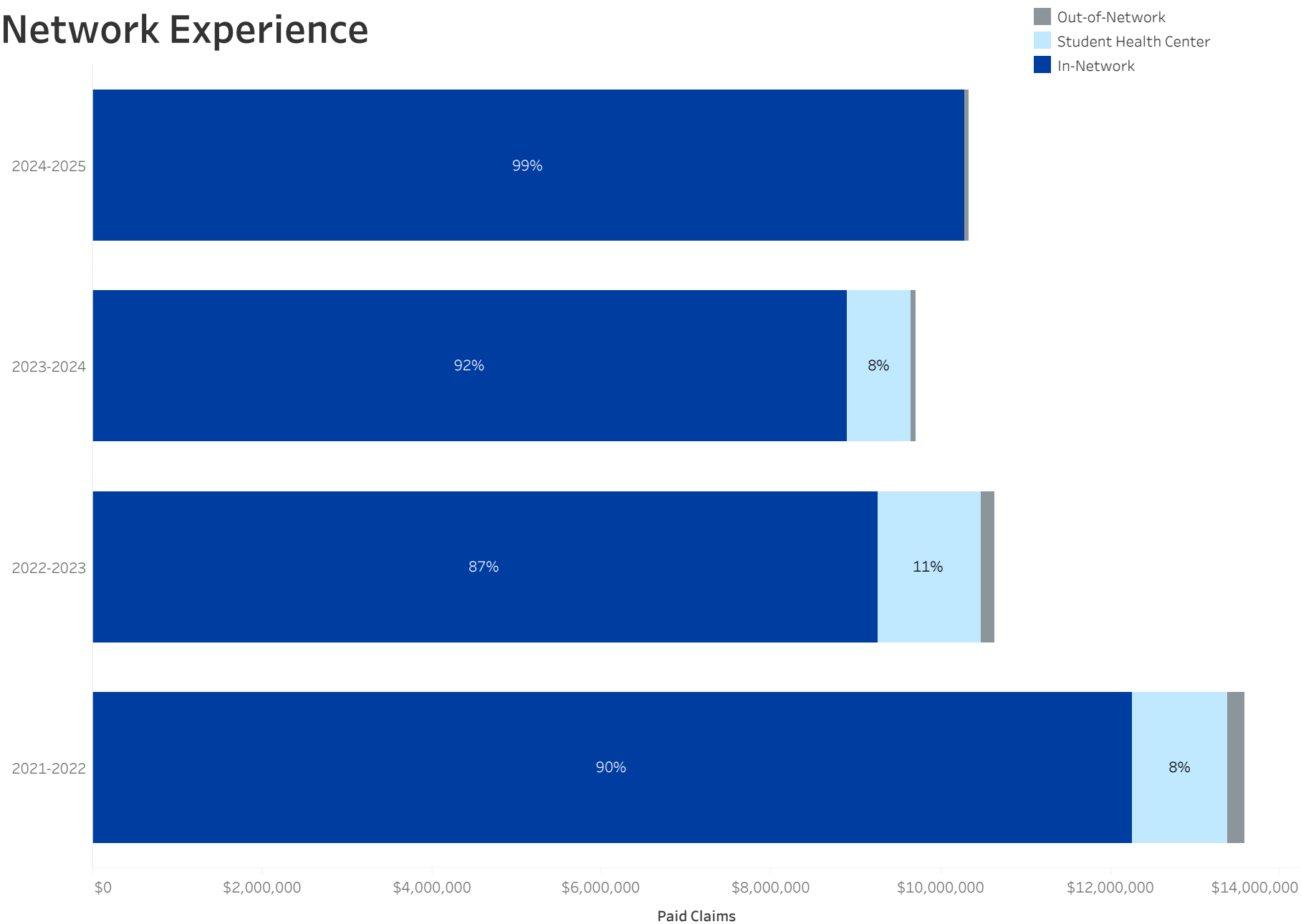


Values are displayed in thousands

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

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Network Experience



SR Charge Category Utilization as of 10/1/2025

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

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

		2023-2024				2024-2025			
Charge Service Type	Charge Description Category	Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Grand Total				\$26,901,220	\$9,814,390			\$33,740,118	\$10,418,167
Outpatient	Total			\$18,655,696	\$6,764,547			\$19,767,155	\$7,369,743
	Null	0	0		(\$12)				
	ADJUSTMENTS	583	1,411	\$0	(\$275,306)	844	1,895	\$0	(\$76,569)
	AMBULANCE	31	37	\$115,161	\$55,975	28	38	\$252,865	\$145,087
	ANESTHETIST	95	135	\$96,049	\$37,613	129	184	\$141,698	\$48,849
	ASSISTANT SURGEON	13	13	\$30,682	\$1,410	15	18	\$35,870	\$2,176
	CAT SCAN / MRI	251	570	\$1,530,378	\$325,181	264	633	\$1,656,296	\$325,968
	CHEMOTHERAPY	9	48	\$852,210	\$143,307	11	91	\$1,276,484	\$279,160
	CLAIM INTEREST	194	285	\$0	\$752	49	75	\$0	\$1,801
	DENTAL	12	14	\$4,179	\$41	9	14	\$3,598	\$881
	DURABLE MED/BRACES/APPL	172	292	\$173,458	\$44,852	179	299	\$136,793	\$29,746
	GROUP LEDGER BILLING	1	1	\$0	\$0				
	HOSPITAL MISCELLANEOUS	1	1	\$75	\$53	1	1	\$770	\$456
	INJECTIONS	1,667	2,913	\$527,218	\$396,578	1,715	3,689	\$785,751	\$567,610
	INVESTIGATIONS/LEGAL	2	2	\$1,702	\$1,702				
	LABORATORY	3,945	11,369	\$2,875,021	\$936,449	3,936	11,140	\$2,878,636	\$1,223,853
	MEDICAL EMERGENCY	274	364	\$1,126,492	\$254,114	223	259	\$1,164,304	\$239,457
	MEDICAL RECORDS	1	1	\$10	\$10				
	OTHER	20	118	\$5,430	\$5,430	22	103	\$7,652	\$7,652
	OTHER INSURANCE	2	3	\$0	(\$7,933)	3	4	\$0	(\$128,461)
	OUTPATIENT SURGERY	529	747	\$466,771	\$125,247	570	895	\$531,047	\$155,753
	OUTPATIENT SURGICAL FACILITIES	113	138	\$1,950,245	\$483,865	120	160	\$2,555,427	\$603,517
	PHYSICIAN VISITS	3,495	11,870	\$2,035,324	\$943,983	3,250	11,767	\$2,005,220	\$978,968
	PHYSIOTHERAPY	275	1,368	\$457,404	\$127,586	286	1,514	\$473,708	\$156,588
	PRESCRIPTIONS	2,905	23,107	\$4,635,784	\$2,093,596	3,070	24,784	\$4,888,743	\$2,521,035
	RADIATION THERAPY	2	8	\$163,860	\$70,131	3	96	\$167,693	\$33,316

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

Kansas State System (200118) - Utilization as of 10/1/2025

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SR Charge Category Utilization as of 10/1/2025

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

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

Charge Service Type	Charge Description Category	2023-2024				2024-2025			
		Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Outpatient	REFUNDS	48	49	\$0	(\$4,383)	6	6	\$0	(\$866)
	SHC-ADJUSTMENTS	4	24	\$0	\$0				
	SHC-CONSULTANT	1	1	\$45	\$45				
	SHC-GROUP LEDGER BILLING	1	0		\$12				
	SHC-HOSPITAL MISCELLANEOUS	10	11	\$1,627	\$1,627				
	SHC-INJECTIONS	215	605	\$35,927	\$35,927				
	SHC-LABORATORY	304	1,348	\$70,976	\$67,005				
	SHC-PHYSICIAN VISITS	60	69	\$11,604	\$11,604				
	SHC-PHYSIOTHERAPY	47	252	\$18,180	\$18,180				
	SHC-PRESCRIPTIONS	532	3,268	\$605,125	\$604,440				
	SHC-SURGERY	16	36	\$3,306	\$3,306				
	SHC-UNKNOWN	2	9	\$2,033	\$0				
	SHC-XRAYS	46	48	\$3,814	\$3,649				
	SUPPLIES/MISC	448	610	\$153,982	\$74,116	436	598	\$114,174	\$62,873
	URGENT CARE	3	3	\$1,384	\$229	7	8	\$3,246	\$299
	XRAYS	1,491	3,017	\$700,239	\$184,161	1,395	2,717	\$687,180	\$190,597
Inpatient	Total			\$8,245,524	\$3,049,843			\$13,972,963	\$3,048,424
	ADJUSTMENTS	19	23	\$0	\$296,700	13	54	\$0	\$104,340
	ANESTHETIST	50	71	\$122,413	\$63,450	37	61	\$92,039	\$47,889
	ASSISTANT SURGEON	11	11	\$12,953	\$1,502	13	14	\$31,847	\$2,726
	CLAIM INTEREST	4	4	\$0	\$158	3	3	\$0	\$13
	DENTAL	14	20	\$20,813	\$1,209	3	3	\$728	\$0
	HOME HEALTH CARE	21	42	\$25,745	\$7,921	33	73	\$57,585	\$19,469
	HOSPITAL	121	190	\$7,257,745	\$2,360,259	103	201	\$12,753,404	\$2,536,783
	INJECTIONS	1	1	\$114	\$62	8	10	\$899	\$336
	INPATIENT SURGERY	60	139	\$263,949	\$111,178	52	80	\$224,119	\$86,460
	MEDICAL EMERGENCY	22	35	\$181,557	\$59,237	25	37	\$257,781	\$70,799

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

Kansas State System (200118) - Utilization as of 10/1/2025

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SR Charge Category Utilization as of 10/1/2025

Kansas State System (200118)

Policy Option(s): All | Insured Location: All

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

Charge Service Type	Charge Description Category	2023-2024				2024-2025			
		Claimant Count	Claims	Claimed Amount	Paid Claims	Claimant Count	Claims	Claimed Amount	Paid Claims
Inpatient	PHYSICIAN VISITS	109	397	\$308,730	\$127,554	106	490	\$502,356	\$158,444
	PRESCRIPTIONS	64	184	\$14,577	\$8,731	40	148	\$14,428	\$8,550
	PROFESSIONAL FEE	41	138	\$36,928	\$12,692	140	310	\$37,776	\$12,616
	REFUNDS	1	1	\$0	(\$810)				

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

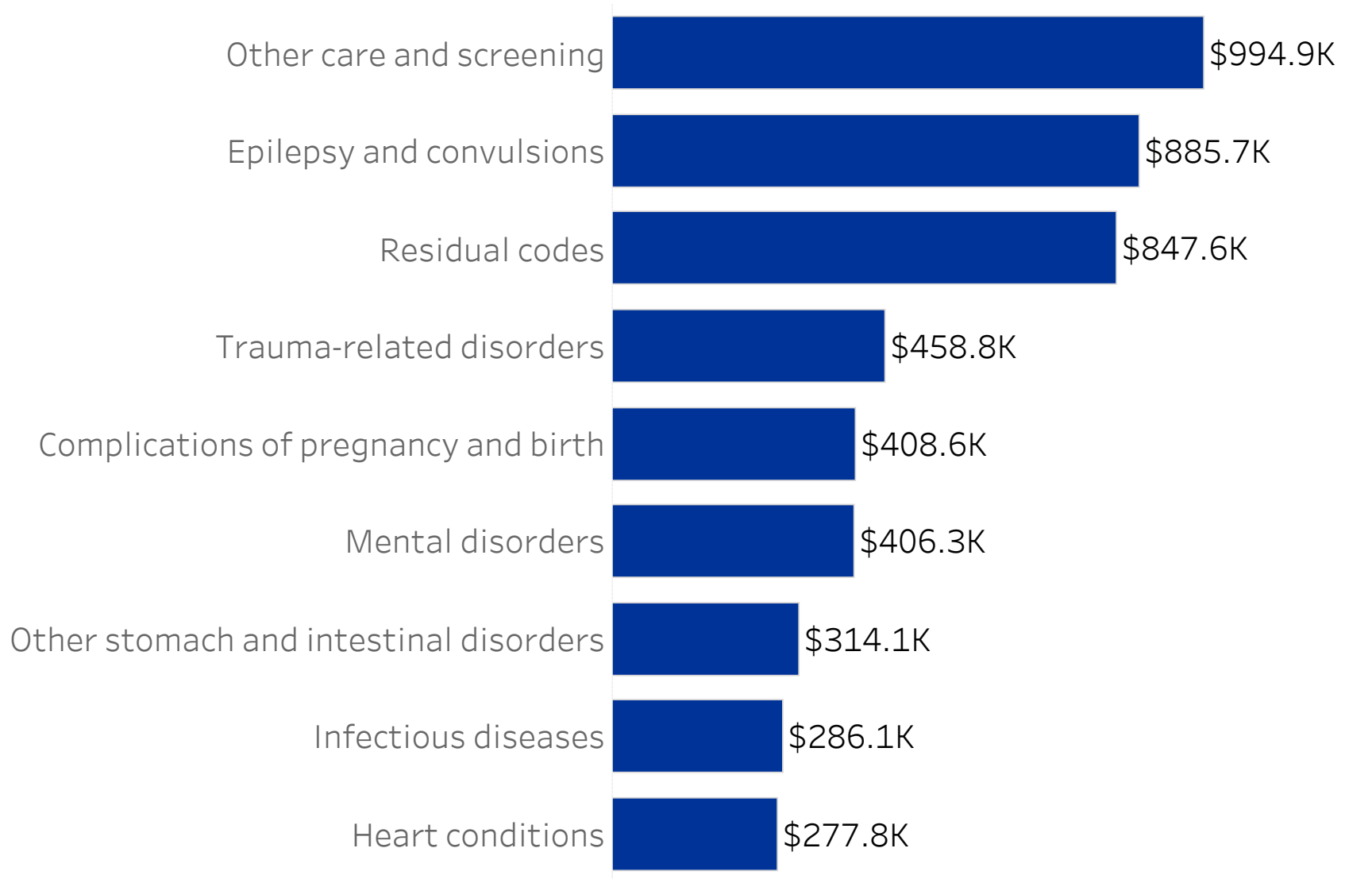
Kansas State System (200118) - Utilization as of 10/1/2025

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Top 10 Diagnoses

2024-25 Policy Year

Clinical Classification Software (CCS) Condition Descriptions group relevant International Classification of Diseases (ICD) Codes into clinically meaningful categories. Diagnoses information does not include Prescription Drugs or Student Health Center ledger billed claims.

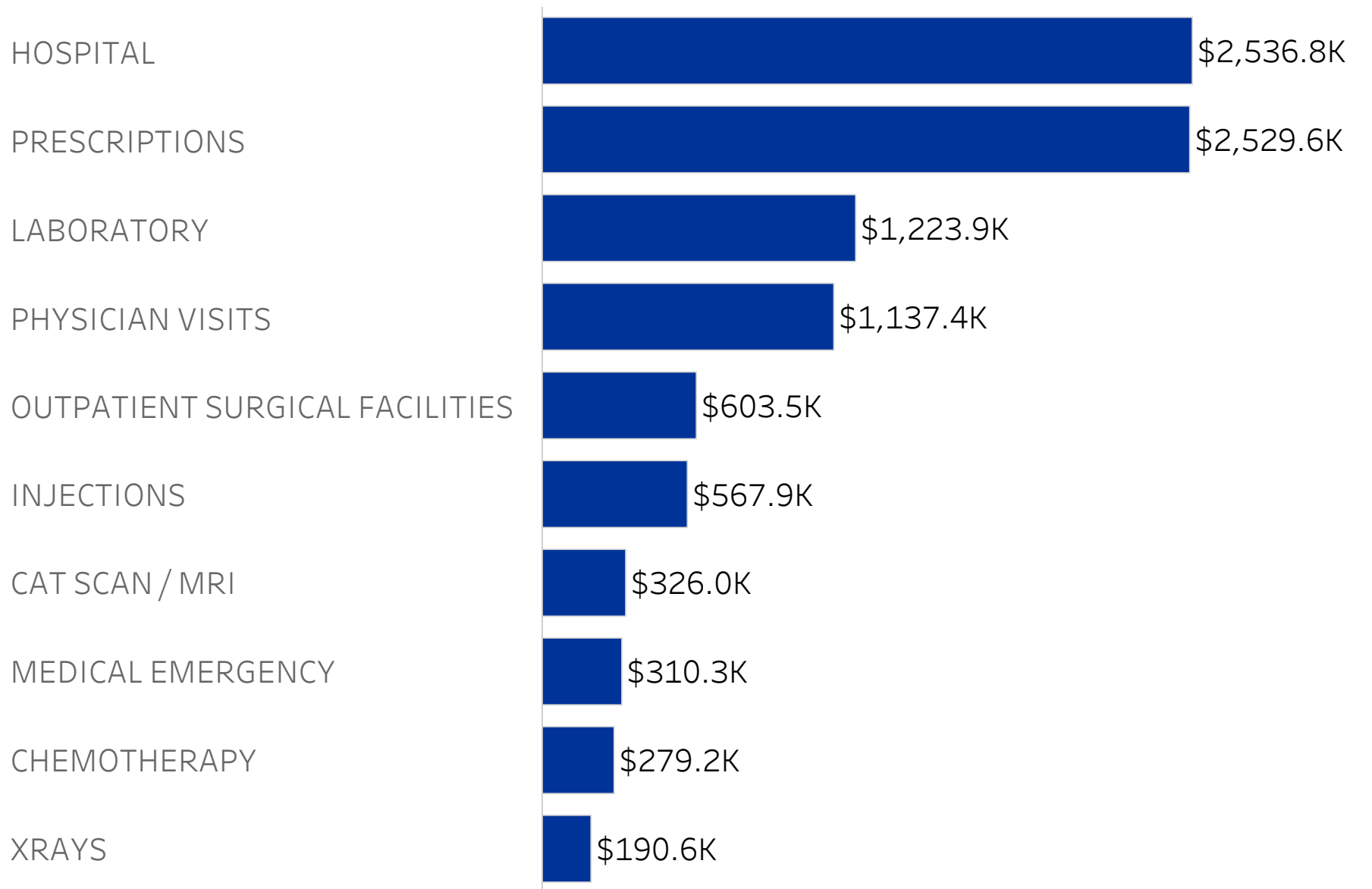


Values are displayed in thousands

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

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Top 10 SR Charge Categories 2024-25 Policy Year



Values are displayed in thousands

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

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Claims greater than \$100,000

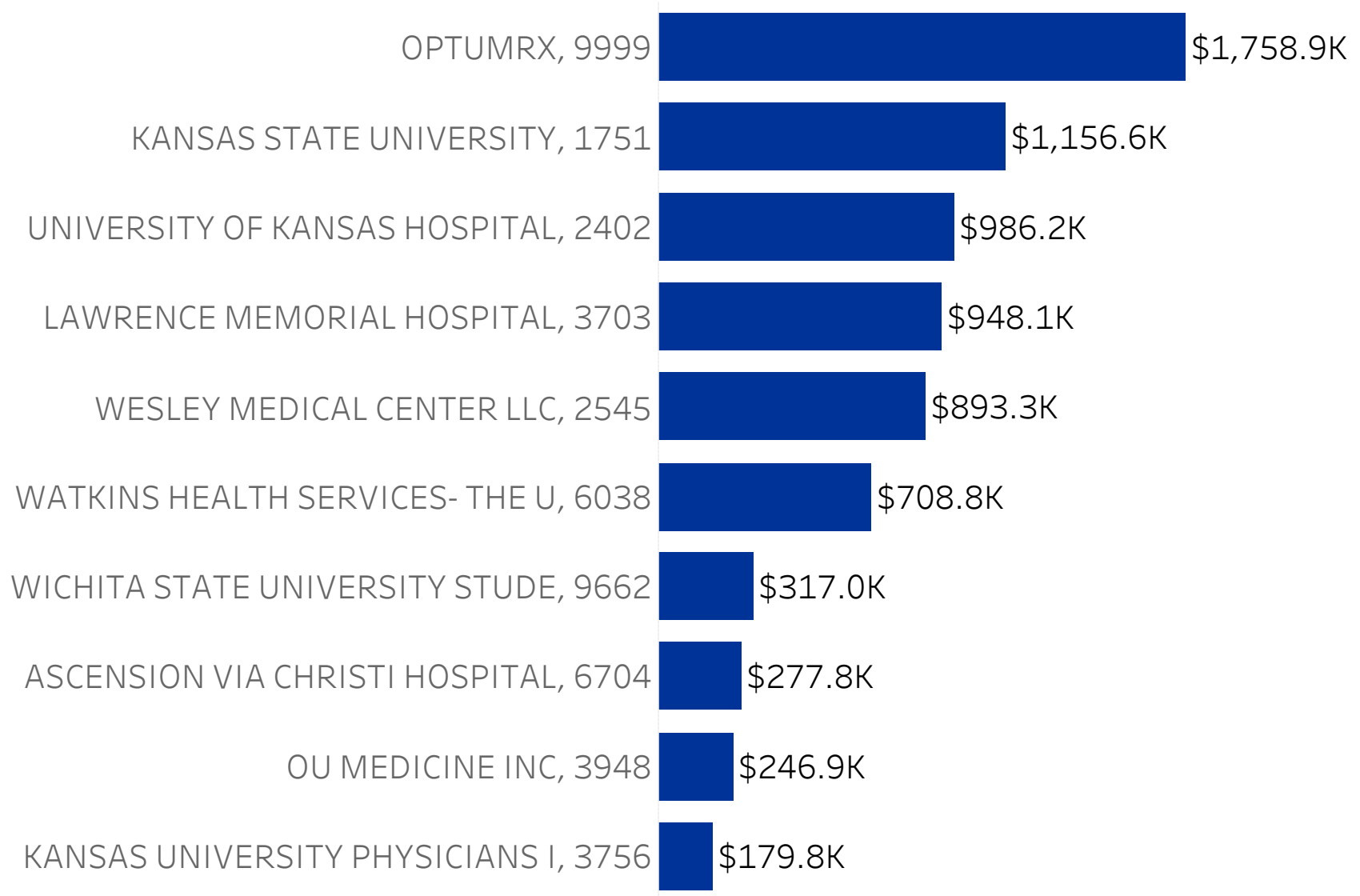
Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 11, 2023	Student	BENIGN INTRACRANIAL HYPERTENSION	\$322,942	\$167,750
	September 14, 2023	Student	PBM CLAIMS	\$189,599	\$148,615
	August 18, 2023	Student	PBM CLAIMS	\$187,507	\$141,158
	August 12, 2023	Dependent	PBM CLAIMS	\$202,192	\$145,725
	September 22, 2023	Student	SUPERVISION PREG W/HX INFERTILITY 1ST TRIMESTER	\$253,876	\$119,779
	September 13, 2023	Student	CROHNS DZ SMALL & LARGE INTEST W/INTEST OBST	\$516,286	\$443,170
	August 8, 2023	Student	PBM CLAIMS	\$383,460	\$276,598
	May 9, 2024	Dependent	SINGLE LIVEBORN INFANT DELIVERED BY CESAREAN	\$329,216	\$324,084
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	\$1,235,969	\$251,306
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	\$1,234,212	\$259,927
2024-25	August 15, 2024	Student	PBM CLAIMS	\$150,470	\$108,383
	April 11, 2025	Student	BENIGN NEOPLASM OF MENINGES UNSPECIFIED	\$399,916	\$181,846
	August 20, 2024	Student	PBM CLAIMS	\$217,123	\$160,917
	September 13, 2024	Student	ULCERATIVE CHRONIC PANCOLITIS W/O COMPLICATIONS	\$347,679	\$230,808
	October 3, 2024	Student	PBM CLAIMS	\$178,929	\$129,389
	April 9, 2025	Student	MULTIPLE SCLEROSIS	\$305,157	\$183,189
	August 13, 2024	Student	PBM CLAIMS	\$153,859	\$110,809
	March 16, 2025	Student	EPILEPSY UNS NOT INTRACT W/STATUS EPILEPTICUS	\$6,393,912	\$885,192
	May 2, 2025	Student	OTHER ENCEPHALITIS AND ENCEPHALOMYELITIS	\$1,239,722	\$256,085
	November 15, 2024	Student	ANEURYSM OF OTHER PRECEREBRAL ARTERIES	\$628,752	\$149,232
	November 5, 2024	Student	OTHER HYPERTROPHIC CARDIOMYOPATHY	\$579,410	\$167,332

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

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Top Billing Providers

2024-25 Policy Year



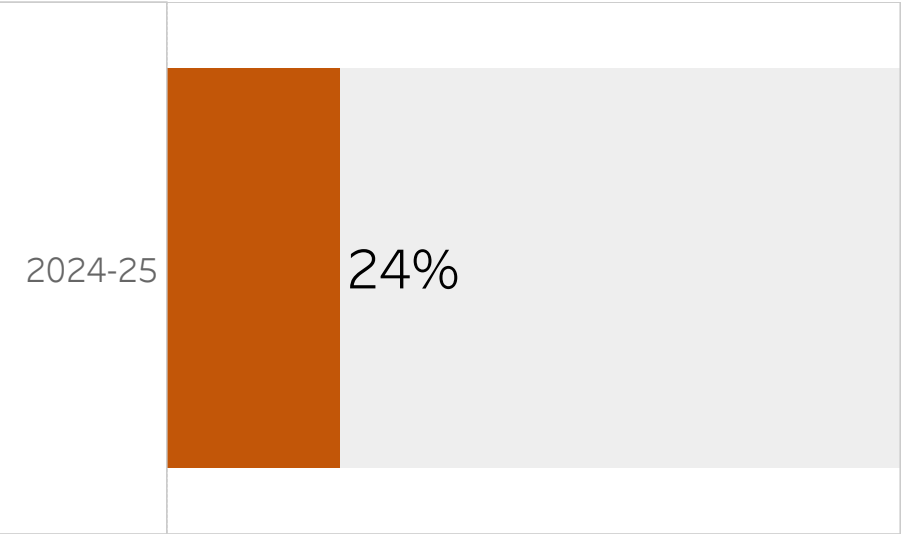
Values are displayed in thousands

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

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Top Rx Report

Percentage of Members Utilizing Rx



Top Drugs by Claimant Count

Drug Name	Tier	Script Count	Claimant Count	Copay	Paid Claims
COMIRNATY 2024-25	3	224	203	\$0	\$30,303
AMOXICILLIN	1	155	116	\$144	\$44
FLUCELVAX 2024-2025	3	120	114	\$0	\$5,099
AMPHETAMINE/DEXTROAMPHETAM..	1	644	113	\$3,253	\$6,073
PREDNISONE	1	144	109	\$102	\$6
DOXYCYCLINE HYCLATE	1	138	93	\$382	\$472
FLUBLOK 2024-2025	3	97	89	\$0	\$7,387
AMOXICILLIN/CLAVULANATE POTAS..	1	107	87	\$267	\$302
ESCITALOPRAM OXALATE	1	452	87	\$1,350	\$238
SPIKEVAX COVID-19 VACCINE/2024-..	3	89	80	\$0	\$11,788

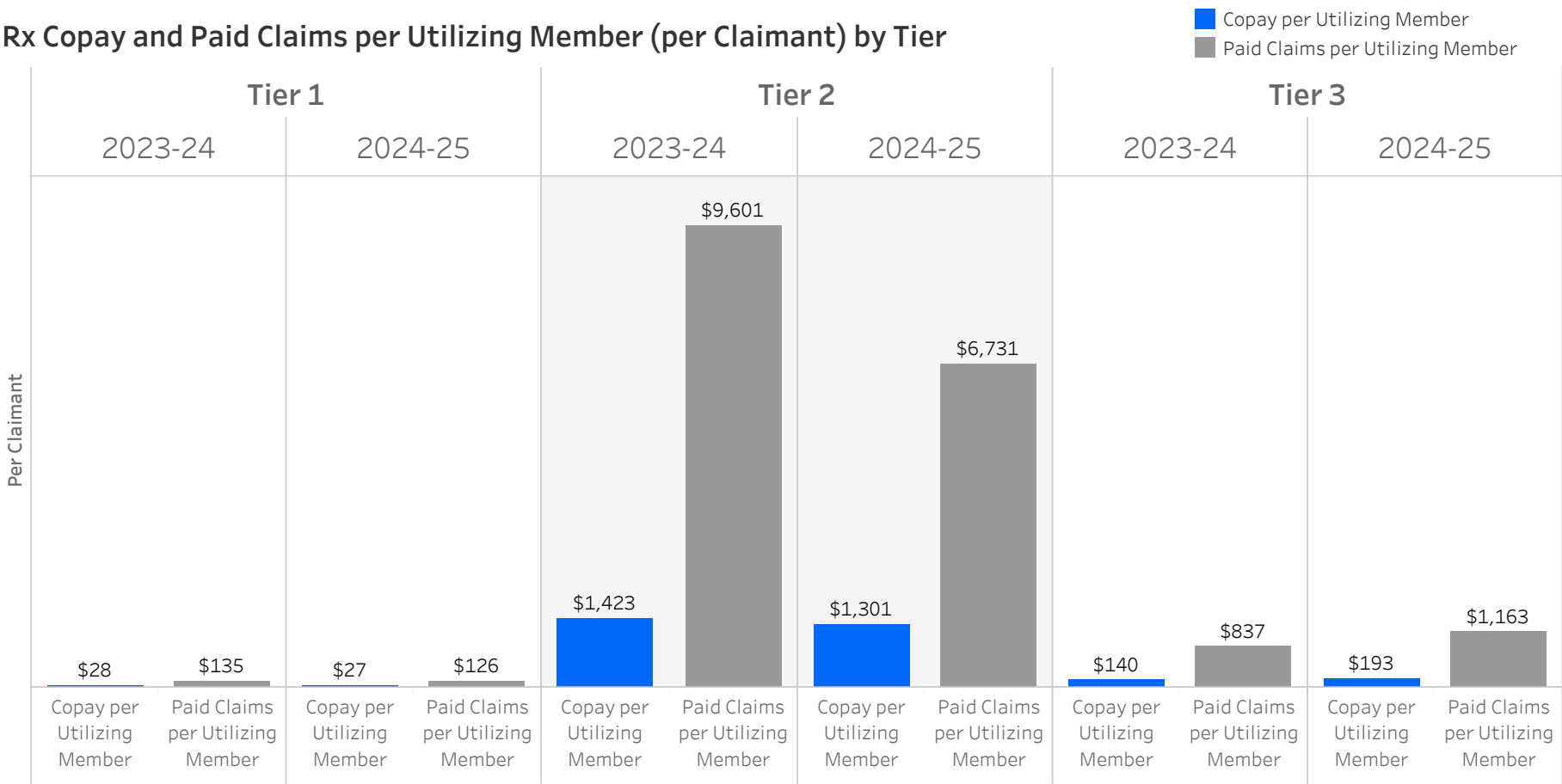
Top Drugs by Paid Claims

Drug Name	Tier	Claimant Count	Copay	Paid Claims
STELARA	2	2	\$13,208	\$236,260
NUCALA	3	1	\$7,955	\$152,816
HUMIRA PEN	2	1	\$35	\$73,907
KISQALI	3	1	\$4,999	\$70,896
RINVOQ	2	1	\$7,994	\$68,410
KESIMPTA	2	1	\$7,896	\$66,830
COSENTYX SENSOREADY PEN	2	1	\$0	\$66,542
BIKTARVY	3	2	\$15,210	\$64,461
BIMZELX	3	1	\$1,205	\$60,784
SPRAVATO 84MG DOSE	3	5	\$25,128	\$55,900

Top Therapeutic Classes by Claimant Count

	Claimant Count	Copay	Paid Claims
BIOLOGICALS	482	\$0	\$80,705
PSYCHOSTIMULANTS-ANTIDEPRESSANTS	308	\$9,906	\$13,324
MISCELLANEOUS	255	\$63,243	\$552,275
SYSTEMIC CONTRACEPTIVES	247	\$221	\$59,038
GLUCOCORTICOIDS	233	\$780	\$1,308
PENICILLINS	202	\$464	\$371
ANTIARTHRITICS	156	\$21,997	\$82,940
ALL OTHER ANTI OBESITY PREPS	131	\$5,416	\$46,574
NARCOTIC ANALGESICS	130	\$516	\$3,824
ANTINAUSEANTS	127	\$499	\$1,404

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



Rx Utilization by Tier

Tier	2023-24			2024-25		
	Claimant Count	Copay	Paid Claims	Claimant Count	Copay	Paid Claims
1	1,600	\$44,805	\$216,622	1,478	\$40,250	\$185,497
2	125	\$177,878	\$1,200,162	133	\$173,070	\$895,238
3	643	\$90,182	\$538,078	548	\$105,993	\$637,368

Premium, Paid Claims and Loss Ratio

utilization as of October 1, 2025

Group Name (Number)	Client Name (Number)	Policy Year			Measure Names
Kansas State System (200118)	Emporia State University (197)	2021-22	Premium		\$406,730
			Paid Claims		\$354,486
			Loss Ratio		87.2%
		2022-23	Premium		\$446,758
			Paid Claims		\$207,267
			Loss Ratio		46.4%
		2023-24	Premium		\$443,599
			Paid Claims		\$175,337
			Loss Ratio		39.5%
	2024-25	Premium		\$387,222	
		Paid Claims		\$233,597	
		Loss Ratio		60.3%	
	Fort Hays State University (2005)	2021-22	Premium		\$314,315
			Paid Claims		\$166,353
			Loss Ratio		52.9%
2022-23		Premium		\$396,345	
		Paid Claims		\$186,392	
		Loss Ratio		47.0%	
2023-24		Premium		\$446,811	
		Paid Claims		\$64,538	
		Loss Ratio		14.4%	
2024-25	Premium		\$573,431		
	Paid Claims		\$107,665		
	Loss Ratio		18.8%		
Kansas State University (470)	2021-22	Premium		\$3,176,502	
		Paid Claims		\$2,527,029	
		Loss Ratio		79.6%	

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

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

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Premium, Paid Claims and Loss Ratio

utilization as of October 1, 2025

Group Name (Number)	Client Name Policy		Year		Measure Names
	(Number)	(Number)			
Kansas State System (200118)	Kansas State University (470)	2022-23	Premium	\$3,196,269	
			Paid Claims	\$2,304,581	
			Loss Ratio	72.1%	
	2023-24	Premium	\$3,262,844		
		Paid Claims	\$3,236,003		
		Loss Ratio	99.2%		
	2024-25	Premium	\$3,222,869		
		Paid Claims	\$3,081,202		
		Loss Ratio	95.6%		
Pittsburg State University (2009)	2021-22	Premium	\$482,717		
		Paid Claims	\$247,415		
		Loss Ratio	51.3%		
	2022-23	Premium	\$631,601		
		Paid Claims	\$284,563		
		Loss Ratio	45.1%		
	2023-24	Premium	\$790,720		
		Paid Claims	\$142,179		
		Loss Ratio	18.0%		
	2024-25	Premium	\$562,872		
		Paid Claims	\$76,919		
		Loss Ratio	13.7%		
University of Kansas - Medical Center (2070)	2021-22	Premium	\$1,400,475		
		Paid Claims	\$1,957,982		
		Loss Ratio	139.8%		
	2022-23	Premium	\$1,454,944		
		Paid Claims	\$1,948,112		
		Loss Ratio	133.9%		

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

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

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Premium, Paid Claims and Loss Ratio

utilization as of October 1, 2025

Group Name (Number)	Client Name (Number)	Policy Year	Measure Names	
Kansas State System (200118)	University of Kansas - Medical Center (2070)	2023-24	Premium	\$1,373,235
			Paid Claims	\$1,645,076
			Loss Ratio	119.8%
	2024-25	Premium	\$1,337,514	
		Paid Claims	\$1,056,803	
		Loss Ratio	79.0%	
	University of Kansas (471)	2021-22	Premium	\$5,505,780
			Paid Claims	\$6,827,389
			Loss Ratio	124.0%
	2022-23	Premium	\$5,508,424	
		Paid Claims	\$4,503,647	
		Loss Ratio	81.8%	
	2023-24	Premium	\$5,627,633	
		Paid Claims	\$3,161,195	
		Loss Ratio	56.2%	
	2024-25	Premium	\$5,383,468	
		Paid Claims	\$3,784,731	
		Loss Ratio	70.3%	
Wichita State University (180)	2021-22	Premium	\$3,597,862	
		Paid Claims	\$1,722,255	
		Loss Ratio	47.9%	
	2022-23	Premium	\$5,453,124	
		Paid Claims	\$1,339,062	
		Loss Ratio	24.6%	
	2023-24	Premium	\$4,634,317	
		Paid Claims	\$1,390,061	
		Loss Ratio	30.0%	

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

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

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Premium, Paid Claims and Loss Ratio

utilization as of October 1, 2025

Group Name (Number)	Client Name Policy		Measure Names	
	(Number)	Year		
Kansas State System (200118)	Wichita State University (180)	2024-25	Premium	\$3,417,983
			Paid Claims	\$2,077,250
			Loss Ratio	60.8%

The premium reported includes all of the following taxes and fees: Premium tax, PPACA Patient-centered Outcomes Research Institute (PCORI) fee, PPACA reinsurance fee and the PPACA health insurance tax (HIT). Also included in the premium is all outside broker commissions.

Premium & Paid Claims

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Wichita State University (180)

Policy Option(s)

1
2
3
4

Wichita State University (180) - Utilization as of October 1, 2025

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	September 13, 2023	Student	CROHNS DZ SMALL & LARGE INTEST W/INTEST OBST	\$516,286	\$443,170
2024-25	March 16, 2025	Student	EPILEPSY UNS NOT INTRACT W/STATUS EPILEPTICUS	\$6,393,912	\$885,192
	May 2, 2025	Student	OTHER ENCEPHALITIS AND ENCEPHALOMYELITIS	\$1,239,722	\$256,085

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Emporia State University (197)

Policy Option(s)

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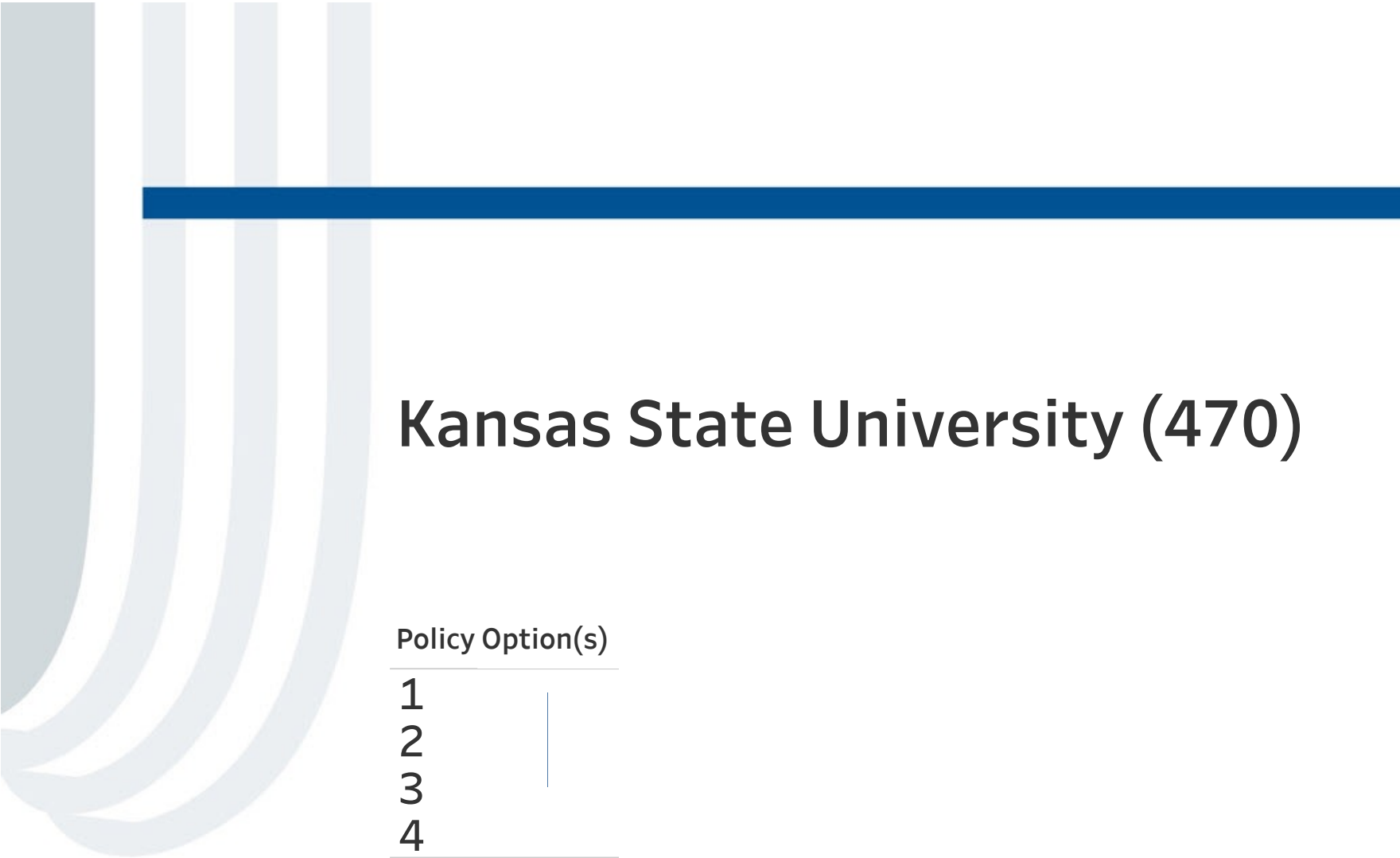
Emporia State University (197) - Utilization as of October 1, 2025

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Kansas State University (470)

Policy Option(s)

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Kansas State University (470) - Utilization as of October 1, 2025

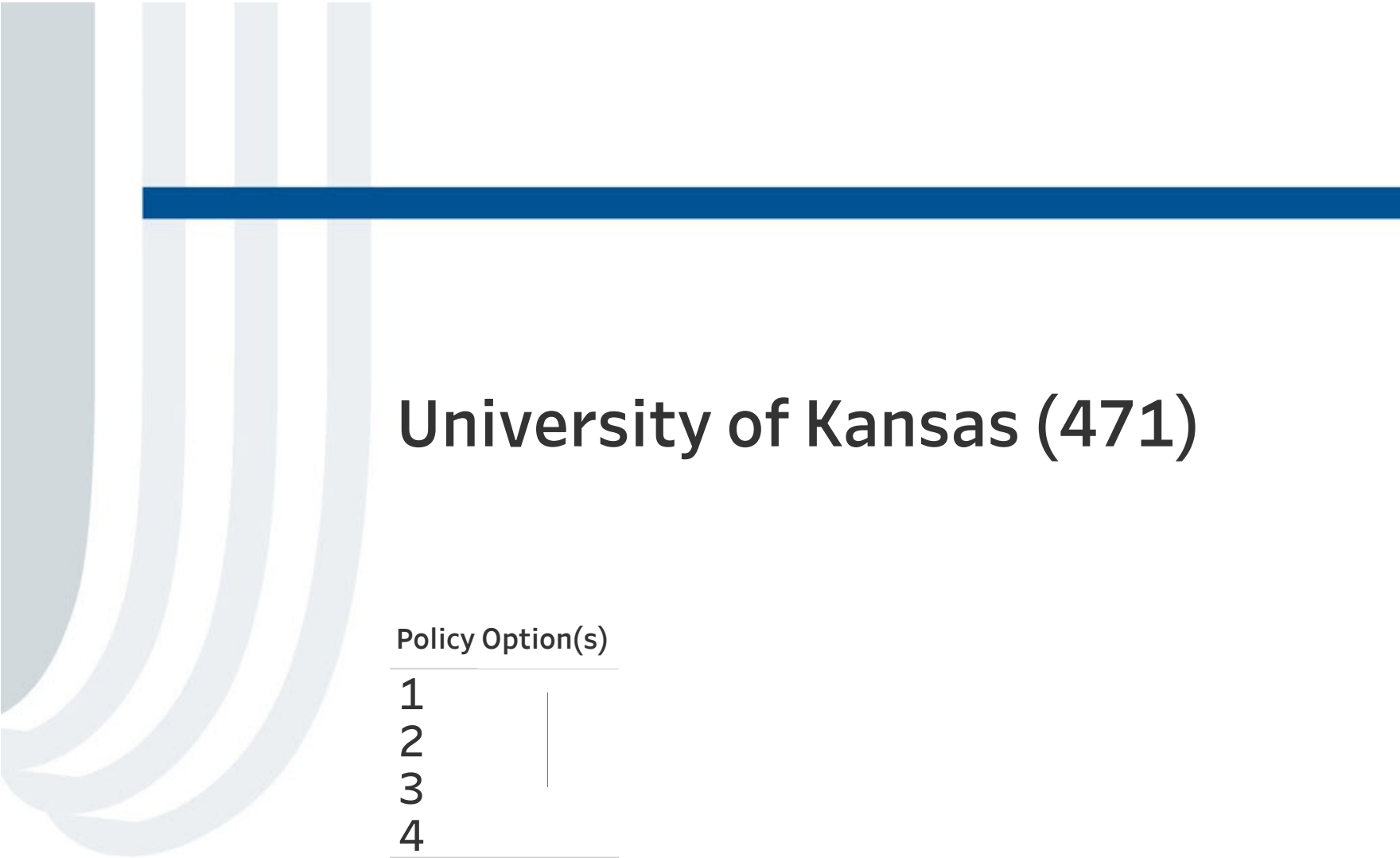
Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 18, 2023	Student	PBM CLAIMS	\$187,507	\$141,158
	September 22, 2023	Student	SUPERVISION PREG W/HX INFERTILITY 1ST TRIMESTER	\$253,876	\$119,779
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	\$1,235,969	\$251,306
	May 25, 2024	Dependent	TWIN LIVEBORN INFANT DELIVERED BY CESAREAN	\$1,234,212	\$259,927
2024-25	August 15, 2024	Student	PBM CLAIMS	\$150,470	\$108,383
	August 20, 2024	Student	PBM CLAIMS	\$217,123	\$160,917
	October 3, 2024	Student	PBM CLAIMS	\$178,929	\$129,389
	August 13, 2024	Student	PBM CLAIMS	\$153,859	\$110,809
	November 15, 2024	Student	ANEURYSM OF OTHER PRECEREBRAL ARTERIES	\$628,752	\$149,232

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



University of Kansas (471)

Policy Option(s)

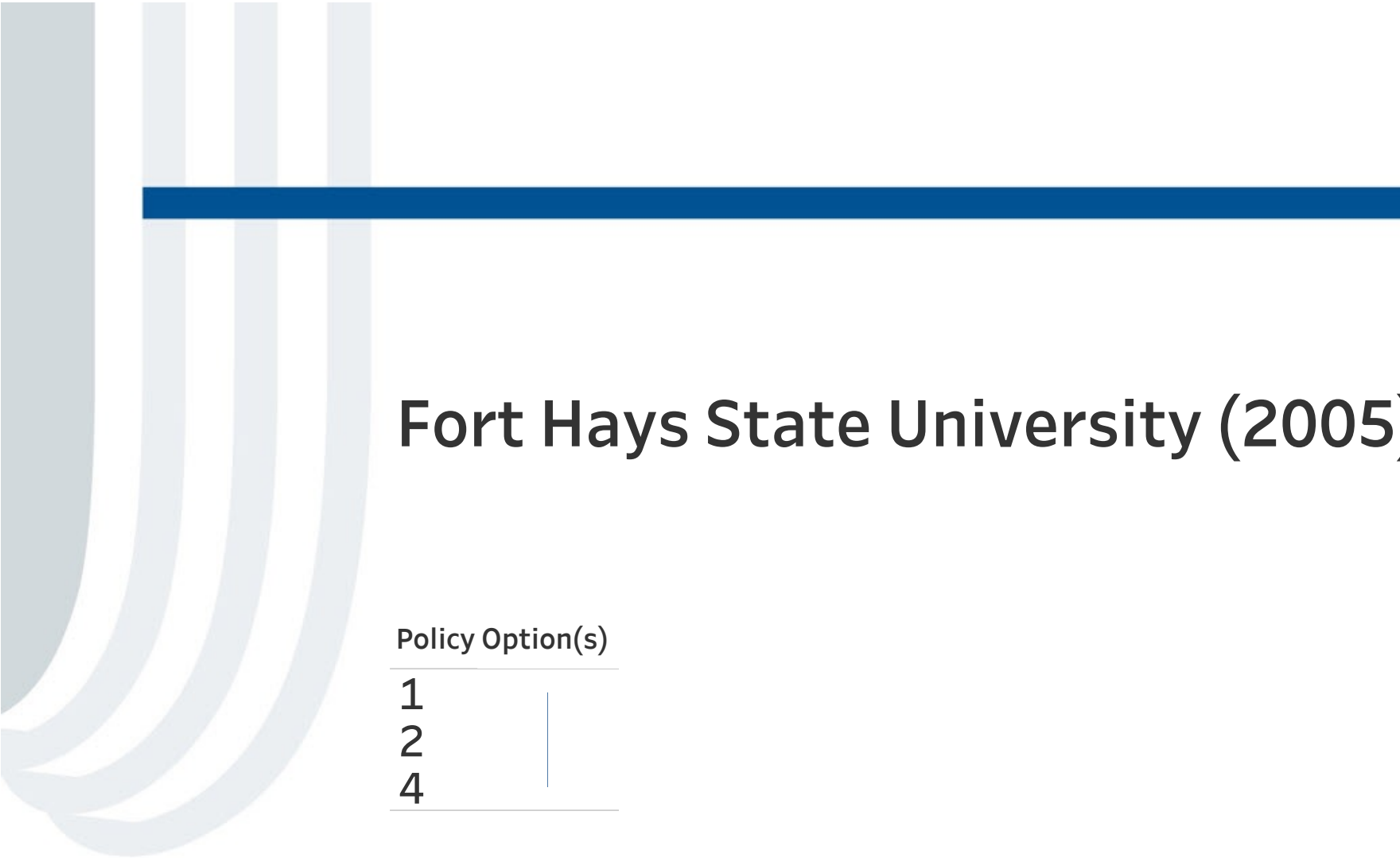
1	
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Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 11, 2023	Student	BENIGN INTRACRANIAL HYPERTENSION	\$322,942	\$167,750
	September 14, 2023	Student	PBM CLAIMS	\$189,599	\$148,615
	May 9, 2024	Dependent	SINGLE LIVEBORN INFANT DELIVERED BY CESAREAN	\$329,216	\$324,084
2024-25	April 11, 2025	Student	BENIGN NEOPLASM OF MENINGES UNSPECIFIED	\$399,916	\$181,846
	September 13, 2024	Student	ULCERATIVE CHRONIC PANCOLITIS W/O COMPLICATIONS	\$347,679	\$230,808
	April 9, 2025	Student	MULTIPLE SCLEROSIS	\$305,157	\$183,189
	November 5, 2024	Student	OTHER HYPERTROPHIC CARDIOMYOPATHY	\$579,410	\$167,332

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Fort Hays State University (2005)

Policy Option(s)

1
2
4

Fort Hays State University (2005) - Utilization as of October 1, 2025

Confidential Property of UnitedHealth Group. Recipient shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.

Claims greater than \$100,000

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Pittsburg State University (2009)

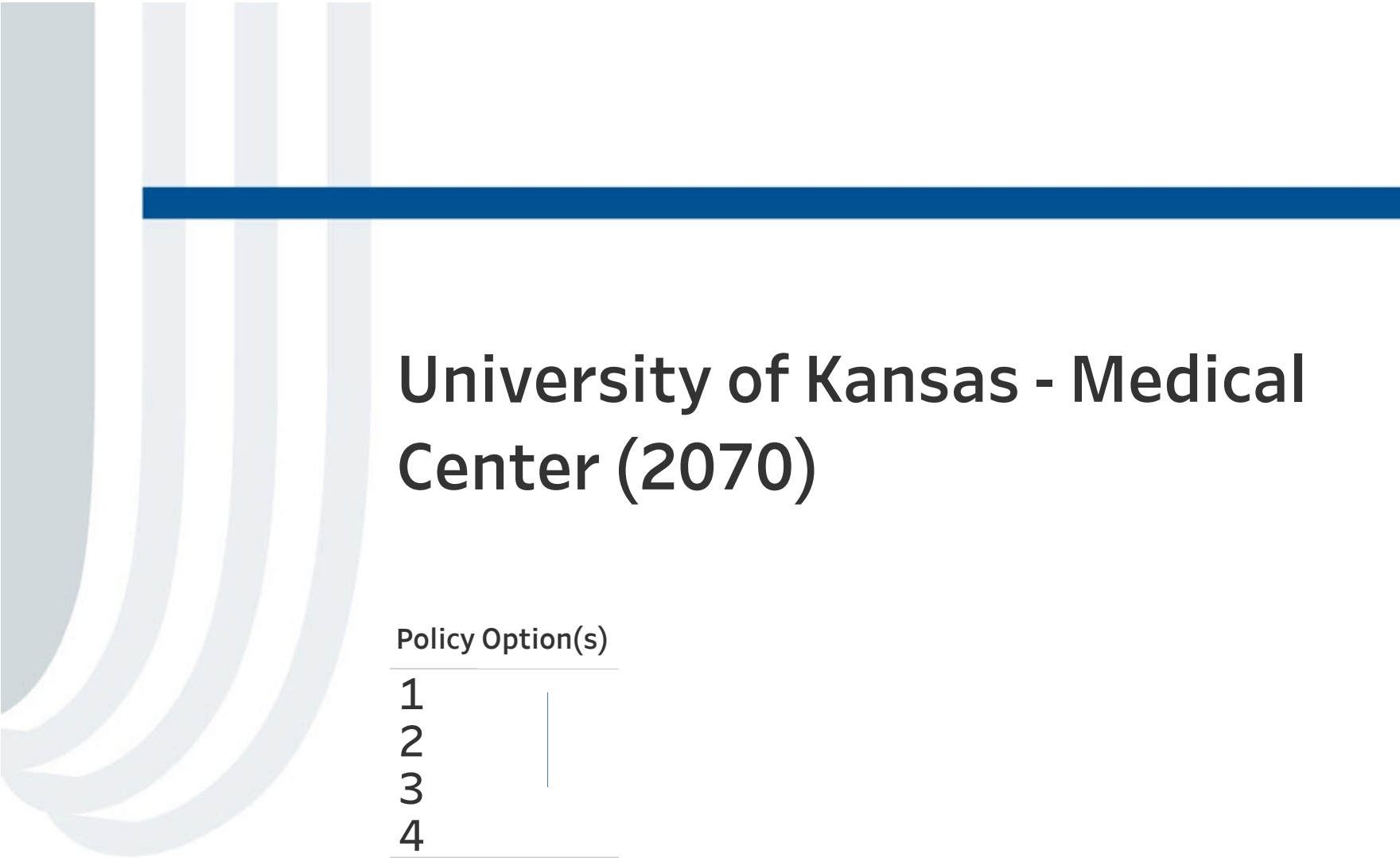
Policy Option(s)

1
2
3
4

Claims greater than \$100,000

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



University of Kansas - Medical Center (2070)

Policy Option(s)

1
2
3
4

Claims greater than \$100,000

Policy Year	Day of Date Diagnosis	Student-De..	ICD Code Description	Claimed Amount	Paid Claims
2023-24	August 12, 2023	Dependent	PBM CLAIMS	\$202,192	\$145,725
	August 8, 2023	Student	PBM CLAIMS	\$383,460	\$276,598

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

Confidential Property of UnitedHealth Group. Recipient Shall be liable for using and protecting from further disclosure or misuse, consistent with applicable law.



Kansas Board of Regents

KBOR Quarterly Meeting

**Eligibility and Waiver Audit Services
Overview of Summer and Fall 2025**

Date of Report: October 8, 2025

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

The waiver/enrollment processes have proceeded normally for audits, enrollment if applicable, and Customer Service.

Attached are Summer (final) and Fall (ongoing) 2025 Elev834 reports with to-date results on waiver and enrollment data for the semester, and Customer Service and Ticket reports. ECI has ended work for Summer and Fall 2025. The remaining work is reaudits whereas the students furnish additional information so we can finish or adjust a previously denied audit. The reaudits are expected to be finished by Friday, October 10, 2025, and there are no ongoing issues or concerns at this time. Even though the total number is very small, It has been noticed that exceptions are being made for plans that were previously and correctly denied in prior plan years.

ECI does not report on monthly enrollments, special handling, or dependent enrollment.

As a partner to KBOR and United HealthCare Student Resources we are always looking for better ways to serve the schools of the Kansas Board of Regents. We appreciate your business.

University of Kansas
Waiver Audit Summary Report
Plan Year 2024-25
Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	51	72.9%
2	Unknown		0.0%
4	Invalid Student Insurance Information	2	2.9%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)	1	1.4%
8	Policy is not Active		0.0%
9	Plan does not provide insured prescription drug coverage	2	2.9%
10	No coverage for inpatient and/or outpatient mental health services with no limit	2	2.9%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500	1	1.4%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is over 25%		0.0%
18	Insurer does not have a based of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	3	4.3%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void	8	11.4%
Grand Total		70	100%

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	26
Client Request	
Student Provided MER	5
Student Resubmitted Waiver	2
Student Updated Insurance	
Grand Total	33

% Adjusted of Total Audits Completed	47.1%
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Total Billable	Billable Count
Final, Completed Audit Results	70
Audits Adjusted	33
Total Billable	103

University of Kansas
Waiver Audit Summary Report
Plan Year 2025-26
Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	136	82.4%
2	Unknown		0.0%
4	Invalid Student Insurance Information	7	4.2%
6	Carrier refuses to disclose information	1	0.6%
7	Auditor was unable to complete the waiver audit (other than network status)	2	1.2%
8	Policy is not Active	4	2.4%
9	Plan does not provide insured prescription drug coverage	3	1.8%
10	No coverage for inpatient and/or outpatient mental health services with no limit	2	1.2%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit	1	0.6%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500	1	0.6%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)	1	0.6%
17	Patient co-insurance is over 25%		0.0%
18	Insurer does not have a based of operations in the U.S. or have a U.S. based claims payer	3	1.8%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	3	1.8%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	1	0.6%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void		0.0%
Grand Total		165	100%

Audits Adjusted	Total
Additional Documentation	2
Audit Adjustment	33
Client Request	8
Student Provided MER	3
Student Resubmitted Waiver	10
Student Updated Insurance	4
Grand Total	60

% Adjusted of Total Audits Completed	36.4%
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Total Billable	Billable Count
Final, Completed Audit Results	165
Audits Adjusted	60
Total Billable	225

Wichita State University

Waiver Audit Summary Report

Plan Year 2024-25

Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	13	72.2%
2	Unknown		0.0%
4	Invalid Student Insurance Information	1	5.6%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit	1	5.6%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500		0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	3	16.7%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void		0.0%
Grand Total		18	100%

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

% Adjusted of Total Audits Completed	16.7%
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Total Billable	Billable Count
Final, Completed Audit Results	18
Audits Adjusted	3
Total Billable	21

Wichita State University

Waiver Audit Summary Report

Plan Year 2025-26

Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	47	77.0%
2	Unknown		0.0%
4	Invalid Student Insurance Information	2	3.3%
6	Carrier refuses to disclose information	1	1.6%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active	2	3.3%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit	2	3.3%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations	1	1.6%
15	The Individual Annual Deductible is over \$500		0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is more than 25%	1	1.6%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	3	4.9%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	1	1.6%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void	1	1.6%
Grand Total		61	100%

Audits Adjusted	Total
Additional Documentation	0
Audit Adjustment	6
Client Request	1
Student Provided MER	3
Student Resubmitted Waiver	8
Student Updated Insurance	0
Grand Total	18

% Adjusted of Total Audits Completed	29.5%
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Total Billable	Billable Count
Final, Completed Audit Results	61
Audits Adjusted	18
Total Billable	79

Kansas State University

Waiver Audit Summary Report

Plan Year 2024-25

Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	2	100.00%
2	Unknown		0.00%
4	Invalid Student Insurance Information		0.00%
6	Carrier refuses to disclose information		0.00%
7	Auditor was unable to complete the waiver audit (other than network status)		0.00%
8	Policy is not Active		0.00%
9	Plan does not provide insured Prescription Drug coverage		0.00%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.00%
11	Plan does not have maternity coverage with no dollar limit		0.00%
12	Plan does not have preventive routine care with no limit		0.00%
13	Plan does not provide coverage for pre-existing conditions		0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.00%
15	The Individual Annual Deductible is over \$500		0.00%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.00%
17	Patient co-insurance is more than 25%		0.00%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.00%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		0.00%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.00%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.00%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.00%
99	Void		0.00%
Grand Total		2	100%

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

% Adjusted of Total Audits Completed	50.0%
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Total Billable	Billable Count
Final, Completed Audit Results	2
Audits Adjusted	1
Total Billable	3

Kansas State University

Waiver Audit Summary Report

Plan Year 2025-26

Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	3	37.50%
2	Unknown		0.00%
4	Invalid Student Insurance Information	1	12.50%
6	Carrier refuses to disclose information		0.00%
7	Auditor was unable to complete the waiver audit (other than network status)		0.00%
8	Policy is not Active	1	12.50%
9	Plan does not provide insured Prescription Drug coverage		0.00%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.00%
11	Plan does not have maternity coverage with no dollar limit		0.00%
12	Plan does not have preventive routine care with no limit		0.00%
13	Plan does not provide coverage for pre-existing conditions		0.00%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.00%
15	The Individual Annual Deductible is over \$500		0.00%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.00%
17	Patient co-insurance is more than 25%		0.00%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.00%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	2	25.00%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.00%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.00%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.00%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.00%
99	Void	1	12.50%
Grand Total		8	100%

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	2
Client Request	
Student Provided MER	2
Student Resubmitted Waiver	2
Student Updated Insurance	1
Grand Total	7

% Adjusted of Total Audits Completed	87.5%
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Total Billable	Billable Count
Final, Completed Audit Results	8
Audits Adjusted	7
Total Billable	15

Emporia State University

Waiver Audit Summary Report

Plan Year 2024-25

Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved		#DIV/0!
2	Unknown		#DIV/0!
4	Invalid Student Insurance Information		#DIV/0!
6	Carrier refuses to disclose information		#DIV/0!
7	Auditor was unable to complete the waiver audit (other than network status)		#DIV/0!
8	Policy is not Active		#DIV/0!
9	Plan does not provide insured Prescription Drug coverage		#DIV/0!
10	No coverage for inpatient and/or outpatient mental health services with no limit		#DIV/0!
11	Plan does not have maternity coverage with no dollar limit		#DIV/0!
12	Plan does not have preventive routine care with no limit		#DIV/0!
13	Plan does not provide coverage for pre-existing conditions		#DIV/0!
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		#DIV/0!
15	The Individual Annual Deductible is over \$500		#DIV/0!
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		#DIV/0!
17	Patient co-insurance is more than 25%		#DIV/0!
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		#DIV/0!
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		#DIV/0!
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		#DIV/0!
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		#DIV/0!
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		#DIV/0!
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		#DIV/0!
99	Void		#DIV/0!
Grand Total		0	#DIV/0!

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

% Adjusted of Total Audits Completed	#DIV/0!
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Total Billable	Billable Count
Final, Completed Audit Results	0
Audits Adjusted	0
Total Billable	0

Emporia State University

Waiver Audit Summary Report

Plan Year 2025-26

Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	3	37.5%
2	Unknown		0.0%
4	Invalid Student Insurance Information	1	12.5%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active	1	12.5%
9	Plan does not provide insured Prescription Drug coverage	1	12.5%
10	No coverage for inpatient and/or outpatient mental health services with no limit	1	12.5%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500		0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	1	12.5%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void		0.0%
Grand Total		8	100%

Audits Adjusted	Total
Additional Documentation	
Audit Adjustment	2
Client Request	
Student Provided MER	2
Student Resubmitted Waiver	2
Student Updated Insurance	1
Grand Total	7

% Adjusted of Total Audits Completed	87.5%
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Total Billable	Billable Count
Final, Completed Audit Results	8
Audits Adjusted	7
Total Billable	15

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2024-25

Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	1	0.0%
2	Unknown		0.0%
4	Invalid Student Insurance Information		0.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500		0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		0.0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void	1	0.0%
Grand Total		2	0%

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

% Adjusted of Total Audits Completed	150.0%
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Total Billable	Billable Count
Final, Completed Audit Results	2
Audits Adjusted	3
Total Billable	5

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2025-26

Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	2	0.0%
2	Unknown		0.0%
4	Invalid Student Insurance Information	1	0.0%
6	Carrier refuses to disclose information		0.0%
7	Auditor was unable to complete the waiver audit (other than network status)		0.0%
8	Policy is not Active		0.0%
9	Plan does not provide insured Prescription Drug coverage		0.0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0.0%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit		0.0%
13	Plan does not provide coverage for pre-existing conditions		0.0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0.0%
15	The Individual Annual Deductible is over \$500	1	0.0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0.0%
17	Patient co-insurance is more than 25%		0.0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0.0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		0.0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0.0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0.0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0.0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0.0%
99	Void		0.0%
Grand Total		4	0%

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

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2024-25

Summer 2025 (FINAL)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	4	80%
2	Unknown		0%
4	Invalid Student Insurance Information		0%
6	Carrier refuses to disclose information		0%
7	Auditor was unable to complete the waiver audit (other than network status)		0%
8	Policy is not Active		0%
9	Plan does not provide insured Prescription Drug coverage		0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0%
11	Plan does not have maternity coverage with no dollar limit		0%
12	Plan does not have preventive routine care with no limit		0%
13	Plan does not provide coverage for pre-existing conditions		0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0%
15	The Individual Annual Deductible is over \$500		0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0%
17	Patient co-insurance is more than 25%		0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation	1	20%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0%
99	Void		0%
Grand Total		5	100%

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

% Adjusted of Total Audits Completed	0.0%
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Total Billable	Billable Count
Final, Completed Audit Results	5
Audits Adjusted	0
Total Billable	5

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2025-26

Fall 2025 (ongoing with re-audits)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	4	100%
2	Unknown		0%
4	Invalid Student Insurance Information		0%
6	Carrier refuses to disclose information		0%
7	Auditor was unable to complete the waiver audit (other than network status)		0%
8	Policy is not Active		0%
9	Plan does not provide insured Prescription Drug coverage		0%
10	No coverage for inpatient and/or outpatient mental health services with no limit		0%
11	Plan does not have maternity coverage with no dollar limit		0%
12	Plan does not have preventive routine care with no limit		0%
13	Plan does not provide coverage for pre-existing conditions		0%
14	Plan does not provide Unlimited benefits with no per-service, per-diagnosis, or per-accident limitations		0%
15	The Individual Annual Deductible is over \$500		0%
16	Plan does not have out-of-pocket maximum of \$8,200 per member or \$16,400 per family (Including deductible and all co-pay amounts)		0%
17	Patient co-insurance is more than 25%		0%
18	Insurer does not have a base of operations in the U.S. or have a U.S. based claims payer		0%
19	Plan does not provide a combined maximum of \$100,000 for Medical Evacuation and Repatriation		0%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance		0%
21	This plan does not provide coverage for all required service types such as pediatric dental and vision for covered dependents		0%
22	The following health plan types will not be accepted: Limited, Travel, Short Term Limited Duration, Disability, Hospital Indemnity, Accident Only, or Emergency/Urgent Care Only		0%
23	Plan documents reviewed are not in English and converted to U.S. dollars or the insurance company contact telephone number is outside of the U.S.		0%
99	Void		0%
Grand Total		4	100%

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

Kansas Board of Regents (KBOR)**Customer Service Toll-Free Calls****April 12, 2025 through September 30, 2025**

Count	Time	Queue Name	Media Type
1	05/27/2025 08:58:24	Waiver	Phone
2	05/27/2025 09:00:10	-	Phone
3	05/27/2025 12:59:50	-	Phone
4	05/28/2025 07:16:32	Waiver	Phone
5	05/28/2025 08:26:38	Waiver	Phone
6	05/28/2025 09:32:18	Waiver	Phone
7	05/28/2025 09:34:02	Waiver	Phone
8	05/28/2025 09:34:46	Waiver	Phone
9	05/28/2025 09:35:57	Waiver	Phone
10	05/28/2025 09:36:35	-	Phone
11	05/28/2025 11:11:46	-	Phone
12	05/28/2025 12:18:31	Waiver	Phone
13	05/28/2025 12:26:57	-	Phone
14	05/28/2025 12:35:52	Waiver	Phone
15	05/28/2025 13:13:40	Waiver	Phone
16	05/29/2025 08:52:49	-	Phone
17	05/29/2025 09:02:05	-	Phone
18	05/29/2025 09:02:29	-	Phone
19	05/29/2025 09:03:02	Waiver VM	Voice Mail
20	05/29/2025 09:10:52	Waiver VM	Voice Mail
21	05/31/2025 14:18:01	Waiver	Phone
22	05/31/2025 14:19:38	Waiver	Phone
23	06/02/2025 10:49:33	Waiver	Phone
24	06/02/2025 12:51:33	Waiver	Phone
25	06/02/2025 16:07:44	Waiver	Phone
26	06/02/2025 16:24:55	Waiver	Phone
27	06/03/2025 07:17:27	-	Phone
28	06/03/2025 07:43:32	-	Phone
29	06/03/2025 08:24:19	-	Phone
30	06/09/2025 09:45:43	-	Phone
31	06/09/2025 12:00:34	-	Phone
32	06/10/2025 13:45:53	Waiver VM	Voice Mail
33	06/11/2025 10:24:16	-	Phone
34	06/12/2025 05:37:07	Waiver VM	Voice Mail
35	06/12/2025 06:23:30	-	Phone
36	06/12/2025 12:19:40	-	Phone

Kansas Board of Regents (KBOR)**Customer Service Toll-Free Calls****April 12, 2025 through September 30, 2025**

Count	Time	Queue Name	Media Type
37	06/18/2025 06:30:53	Waiver	Phone
38	06/18/2025 11:03:14	-	Phone
39	06/18/2025 11:07:54	-	Phone
40	06/23/2025 14:17:05	-	Phone
41	06/30/2025 10:13:31	Waiver VM	Voice Mail
42	07/09/2025 15:47:18	-	Phone
43	07/28/2025 06:23:43	-	Phone
44	07/28/2025 06:27:05	-	Phone
45	07/28/2025 06:31:19	Waiver	Phone
46	07/28/2025 10:29:56	-	Phone
47	07/29/2025 19:27:40	Waiver VM	Voice Mail
48	07/30/2025 11:29:15	Waiver VM	Voice Mail
49	07/30/2025 11:31:27	Waiver	Phone
50	07/30/2025 11:33:34	Waiver VM	Voice Mail
51	07/30/2025 11:33:40	Waiver	Phone
52	07/30/2025 11:35:26	Waiver	Phone
53	07/30/2025 11:35:49	Waiver VM	Voice Mail
54	07/30/2025 11:37:09	Waiver VM	Voice Mail
55	07/30/2025 11:38:54	Waiver VM	Voice Mail
56	07/30/2025 11:49:15	Waiver	Phone
57	07/30/2025 11:49:31	Waiver VM	Voice Mail
58	07/30/2025 11:55:28	Waiver	Phone
59	07/30/2025 12:15:50	-	Phone
60	07/31/2025 09:24:35	-	Phone
61	07/31/2025 10:43:11	-	Phone
62	07/31/2025 10:50:04	Waiver	Phone
63	07/31/2025 11:00:14	Waiver	Phone
64	07/31/2025 11:00:50	Waiver VM	Voice Mail
65	07/31/2025 11:02:38	Waiver	Phone
66	07/31/2025 11:03:13	Waiver VM	Voice Mail
67	07/31/2025 11:08:44	Waiver	Phone
68	07/31/2025 12:20:23	-	Phone
69	07/31/2025 13:15:54	Waiver	Phone
70	07/31/2025 13:16:54	Waiver VM	Voice Mail
71	08/01/2025 09:30:38	-	Phone
72	08/04/2025 11:28:16	-	Phone

Kansas Board of Regents (KBOR)**Customer Service Toll-Free Calls****April 12, 2025 through September 30, 2025**

Count	Time	Queue Name	Media Type
73	08/05/2025 08:14:20	Waiver VM	Voice Mail
74	08/05/2025 08:17:59	-	Phone
75	08/05/2025 09:19:41	-	Phone
76	08/05/2025 10:14:54	Waiver VM	Voice Mail
77	08/05/2025 10:16:17	Waiver VM	Voice Mail
78	08/05/2025 10:17:17	Waiver VM	Voice Mail
79	08/05/2025 10:18:34	Waiver	Phone
80	08/05/2025 11:22:03	-	Phone
81	08/11/2025 09:12:16	-	Phone
82	08/11/2025 11:25:07	Waiver VM	Voice Mail
83	08/11/2025 11:28:11	Waiver	Phone
84	08/11/2025 11:29:11	-	Phone
85	08/12/2025 09:03:01	-	Phone
86	08/12/2025 09:17:37	-	Phone
87	08/13/2025 11:01:59	Waiver VM	Voice Mail
88	08/13/2025 11:05:29	Waiver	Phone
89	08/13/2025 13:10:02	-	Phone
90	08/13/2025 13:42:45	-	Phone
91	08/15/2025 09:37:33	-	Phone
92	08/15/2025 09:42:31	-	Phone
93	08/15/2025 09:57:01	-	Phone
94	08/15/2025 10:05:03	Waiver	Phone
95	08/15/2025 14:15:34	Waiver VM	Voice Mail
96	08/15/2025 14:26:13	Waiver VM	Voice Mail
97	08/15/2025 14:42:15	Waiver	Phone
98	08/15/2025 14:43:21	-	Phone
99	08/15/2025 14:44:36	-	Phone
100	08/15/2025 18:00:28	Waiver	Phone
101	08/17/2025 15:17:41	Waiver	Phone
102	08/18/2025 11:38:49	-	Phone
103	08/18/2025 12:42:47	-	Phone
104	08/18/2025 16:14:39	Waiver	Phone
105	08/19/2025 08:19:04	-	Phone
106	08/19/2025 11:00:18	-	Phone
107	08/19/2025 11:00:54	Waiver VM	Voice Mail
108	08/19/2025 11:02:45	-	Phone

Kansas Board of Regents (KBOR)**Customer Service Toll-Free Calls****April 12, 2025 through September 30, 2025**

Count	Time	Queue Name	Media Type
109	08/20/2025 10:46:33	-	Phone
110	08/22/2025 07:56:50	-	Phone
111	08/25/2025 10:37:38	-	Phone
112	08/26/2025 08:56:49	-	Phone
113	08/27/2025 07:12:48	-	Phone
114	08/29/2025 06:07:48	Waiver	Phone
115	08/29/2025 12:54:25	-	Phone
116	08/29/2025 12:59:54	Waiver	Phone
117	08/29/2025 13:01:53	Waiver	Phone
118	08/29/2025 13:02:15	-	Phone
119	09/04/2025 06:54:09	-	Phone
120	09/04/2025 07:15:40	-	Phone
121	09/04/2025 14:43:55	-	Phone
122	09/05/2025 11:17:31	-	Phone
123	09/05/2025 11:44:01	-	Phone
124	09/09/2025 14:31:28	-	Phone
125	09/09/2025 14:56:54	-	Phone
126	09/10/2025 09:06:55	-	Phone
127	09/12/2025 14:06:47	-	Phone
128	09/18/2025 09:24:22	-	Phone
Total Calls		128	

Notes:

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

Kansas Board of Regents

Waiver Processing Time Report

Summer 2025 (FINAL)

October 8, 2025

University of Kansas

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
70	0.83	0.38

Wichita State University

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
18	0.35	0.18

Kansas State University

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
2	0.02	0.01

Emporia State University

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
0	0	0

Pittsburg State University

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
2	2.74	0.45

University of Kansas Medical Center

Summer 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
5	0.01	0.43

Kansas Board of Regents

Waiver Processing Time Report

Fall 2025 (Ongoing with Re-audits)

October 8, 2025

University of Kansas

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
165	1.3	0.06

Wichita State University

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
61	0.95	0.07

Kansas State University

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
8	1.8	0.04

Emporia State University

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
8	3.29	0.05

Pittsburg State University

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	0.63	0.1

University of Kansas Medical Center

Fall 2025 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	0.13	0.05

University of Kansas

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	48
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	217
TOTAL ENROLLMENTS	265

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	51
DENIED WAIVERS	11
PENDING WAIVERS	0
VOIDED WAIVERS	8
NUMBER OF SUBMITTED WAIVERS	70

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1292
STUDENTS DROPPED FROM SHIP	5
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	1297

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	-64
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-68

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	265
WAIVERS PROCESSED	70
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1297
STUDENTS WITH MULTIPLE RESULTS	-68
TOTAL NUMBER STUDENTS RECEIVED	1564

University of Kansas

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	132
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	616
TOTAL ENROLLMENTS	748

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	136
DENIED WAIVERS	29
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	165

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1425
STUDENTS DROPPED FROM SHIP	25
STUDENTS WHO ARE DISAPPROVED FROM SHIP	18
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	1468

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-3
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-3
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-26
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-32

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	748
WAIVERS PROCESSED	165
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1468
STUDENTS WITH MULTIPLE RESULTS	-32
TOTAL NUMBER STUDENTS RECEIVED	2349

Wichita State University

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	51
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	137
TOTAL ENROLLMENTS	188

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	13
DENIED WAIVERS	5
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	18

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	80
STUDENTS DROPPED FROM SHIP	10
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	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-14
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-4
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-18

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	188
WAIVERS PROCESSED	18
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	90
STUDENTS WITH MULTIPLE RESULTS	-18
TOTAL NUMBER STUDENTS RECEIVED	278

Wichita State University

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	276
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	556
TOTAL ENROLLMENTS	832

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	48
DENIED WAIVERS	13
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	62

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	385
STUDENTS DROPPED FROM SHIP	6
STUDENTS WHO ARE DISAPPROVED FROM SHIP	1
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	392

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	-52
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-9
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-62

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	832
WAIVERS PROCESSED	62
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	392
STUDENTS WITH MULTIPLE RESULTS	-62
TOTAL NUMBER STUDENTS RECEIVED	1224

Kansas State University

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

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)	153
TOTAL ENROLLMENTS	158

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

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	22
STUDENTS DROPPED FROM SHIP	249
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	271

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	158
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	271
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	431

Kansas State University

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	12
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	827
TOTAL ENROLLMENTS	839

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	4
DENIED WAIVERS	3
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	8

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	22
STUDENTS DROPPED FROM SHIP	35
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	57

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	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-5

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	839
WAIVERS PROCESSED	8
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	57
STUDENTS WITH MULTIPLE RESULTS	-5
TOTAL NUMBER STUDENTS RECEIVED	899

Emporia State University

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

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

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

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

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	0

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	143
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	146

Emporia State University

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	9
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	100
TOTAL ENROLLMENTS	109

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	3
DENIED WAIVERS	5
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	8

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

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-5
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-5

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	109
WAIVERS PROCESSED	8
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1
STUDENTS WITH MULTIPLE RESULTS	-5
TOTAL NUMBER STUDENTS RECEIVED	113

Pittsburg State University

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	1
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	19
TOTAL ENROLLMENTS	20

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	1
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	2

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	5
STUDENTS DROPPED FROM SHIP	4
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	9

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	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-2

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	20
WAIVERS PROCESSED	2
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	9
STUDENTS WITH MULTIPLE RESULTS	-2
TOTAL NUMBER STUDENTS RECEIVED	29

Pittsburg State University

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	2
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	110
TOTAL ENROLLMENTS	112

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	2
DENIED WAIVERS	2
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	4

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	154
STUDENTS DROPPED FROM SHIP	4
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	158

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	-3
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-1
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-4

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	112
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	158
STUDENTS WITH MULTIPLE RESULTS	-4
TOTAL NUMBER STUDENTS RECEIVED	270

University of Kansas Medical Center

Statistics Report

Summer 2025 (FINAL)

Tuesday, August 5, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	100
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	100

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	4
DENIED WAIVERS	1
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	5

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	100
WAIVERS PROCESSED	5
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	3
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	108

University of Kansas Medical Center

Statistics Report

Fall 2025 (Ongoing with re-audits)

Wednesday, October 8, 2025

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	124
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	124

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

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

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	0
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	0
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	0

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	124
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	0
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	128

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

Kansas Board of Regents (KBOR)

Customer Service Ticket Requests

April 12, 2025 through September 30, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
1	4/16/2025 16:30	4/16/2025 16:54	0:08:00	0:32:00	Waiver / Waiver Audit Questions	University of Kansas
2	4/18/2025 8:01	4/18/2025 8:50	1:03:00	1:52:00	Waiver / Waiver Audit Questions	Wichita State University State University
3	4/18/2025 14:00	4/23/2025 15:51	0:19:00	35:10:00	Insurance Enrollment / Enrollment Questions	Wichita State University
4	4/21/2025 16:20	4/24/2025 18:05	0:02:00	34:47:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
5	4/22/2025 9:26	4/24/2025 17:02	2:27:00	32:03:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
6	4/29/2025 11:57	4/29/2025 11:57	1:06:00	1:06:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
7	4/29/2025 14:55	4/29/2025 14:55	0:02:00	0:02:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
8	5/1/2025 9:12	5/1/2025 9:12	10:27:00	10:27:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
9	5/1/2025 9:15	5/1/2025 9:15	1:15:00	1:15:00	Insurance Enrollment / Enrollment Questions	University of Kansas
10	5/5/2025 8:03	5/13/2025 10:11	0:03:00	68:11:00	Waiver / Waiver Audit Questions	University of Kansas
11	5/5/2025 17:13	5/7/2025 9:28	0:23:00	14:38:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
12	5/6/2025 20:17	5/7/2025 9:31	10:04:00	11:35:00	Insurance Enrollment / Enrollment Questions	University of Kansas
13	5/6/2025 11:08	5/6/2025 13:25	0:16:00	2:33:00	Waiver / Waiver Audit Questions	University of Kansas
14	5/8/2025 17:18	5/8/2025 17:32	0:10:00	0:24:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
15	5/9/2025 9:13	5/12/2025 16:33	1:32:00	19:52:00	Insurance Enrollment / Enrollment Questions	University of Kansas
16	5/9/2025 10:37	5/9/2025 11:18	0:01:00	0:42:00	Waiver / Waiver Audit Questions	Wichita State University State University
17	5/19/2025 10:34	5/19/2025 10:34	25:30:00	25:30:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
18	5/16/2025 12:14	5/19/2025 15:46	0:33:00	15:05:00	Waiver / Waiver Audit Questions	University of Kansas
19	5/19/2025 10:38	5/20/2025 16:28	2:38:00	19:28:00	Insurance Enrollment / Enrollment Questions	University of Kansas
20	5/19/2025 8:02	5/19/2025 8:37	0:02:00	0:37:00	Waiver / Waiver Audit Questions	Wichita State University State University
21	5/19/2025 10:31	5/19/2025 10:31	0:55:00	0:55:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
22	5/19/2025 15:20	5/21/2025 9:57	1:24:00	18:01:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
23	5/21/2025 8:03	5/21/2025 8:45	2:10:00	2:52:00	Waiver / Waiver Audit Questions	University of Kansas
24	5/27/2025 9:17	5/27/2025 10:20	1:17:00	2:20:00	Waiver / Waiver Audit Questions	Kansas State University
25	5/26/2025 12:01	5/26/2025 12:01	0:00:00	0:00:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
26	5/28/2025 11:59	5/28/2025 11:59	1:35:00	1:35:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
27	5/29/2025 9:18	6/1/2025 19:32	1:18:00	22:00:00	Insurance Enrollment / Enrollment Questions	Wichita State University
28	5/29/2025 9:09	5/29/2025 9:15	0:26:00	0:32:00	Waiver / Waiver Audit Questions	University of Kansas
29	5/29/2025 11:48	5/29/2025 11:53	0:34:00	0:39:00	Waiver / Waiver Audit Questions	University of Kansas
30	5/29/2025 11:23	5/29/2025 11:46	0:08:00	0:31:00	Waiver / Waiver Audit Questions	University of Kansas
31	5/29/2025 11:22	5/30/2025 18:33	0:07:00	18:18:00	Insurance Enrollment / Enrollment Questions	University of Kansas
32	5/29/2025 11:17	5/29/2025 12:41	0:00:00	1:24:00	Waiver / Waiver Audit Questions	University of Kansas
33	5/29/2025 12:16	5/29/2025 12:41	0:31:00	0:56:00	Waiver / Waiver Audit Questions	University of Kansas
34	5/29/2025 13:52	5/29/2025 14:30	0:25:00	1:03:00	Waiver / Waiver Audit Questions	Wichita State University State University
35	5/29/2025 23:50	5/29/2025 23:50	5:32:00	5:32:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
36	5/29/2025 13:54	5/29/2025 14:31	0:07:00	0:44:00	Waiver / Waiver Audit Questions	University of Kansas
37	5/30/2025 9:18	6/12/2025 7:40	1:18:00	99:00:00	Waiver / Waiver MER Question	Kansas State University
38	5/30/2025 8:13	5/30/2025 8:53	0:13:00	0:53:00	Waiver / Waiver Audit Questions	University of Kansas
39	5/30/2025 9:18	5/30/2025 10:19	1:18:00	2:19:00	Waiver / Waiver Audit Questions	University of Kansas
40	5/30/2025 9:23	5/30/2025 10:19	1:21:00	2:17:00	Waiver / Waiver Audit Questions	University of Kansas
41	5/30/2025 10:07	5/30/2025 10:42	0:00:00	0:35:00	Waiver / Waiver Audit Questions	University of Kansas
42	5/30/2025 11:08	5/30/2025 11:57	0:14:00	1:03:00	Waiver / Waiver Audit Questions	University of Kansas
43	5/30/2025 16:23	6/2/2025 8:44	0:13:00	3:34:00	Waiver / Waiver Audit Questions	Kansas State University
44	6/2/2025 8:40	6/2/2025 8:49	0:40:00	0:49:00	Waiver / Waiver Audit Questions	Wichita State University
45	6/2/2025 8:51	6/3/2025 9:30	0:23:00	12:02:00	Waiver / Waiver Audit Questions	Pittsburg State University
46	6/2/2025 8:51	6/3/2025 9:31	0:51:00	12:31:00	Waiver / Waiver Audit Questions	University of Kansas
47	6/2/2025 9:35	6/2/2025 9:35	1:35:00	1:35:00	Insurance Enrollment / Enrollment Questions	University of Kansas
48	6/2/2025 14:06	6/3/2025 9:32	0:00:00	6:26:00	Waiver / Waiver Audit Questions	Wichita State University State University
49	6/3/2025 8:09	6/4/2025 8:38	0:44:00	12:13:00	Waiver / Waiver Audit Questions	University of Kansas
50	6/3/2025 8:24	6/3/2025 9:31	0:04:00	1:11:00	Waiver / Waiver Audit Questions	Wichita State University
51	6/3/2025 11:32	6/3/2025 11:52	0:57:00	1:17:00	Insurance Enrollment / SHIP Enrollment Request	Pittsburg State University
52	6/3/2025 11:02	6/3/2025 11:02	0:27:00	0:27:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
53	6/3/2025 11:03	6/3/2025 11:03	0:27:00	0:27:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University

Kansas Board of Regents (KBOR)

Customer Service Ticket Requests

April 12, 2025 through September 30, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
54	6/3/2025 11:05	6/3/2025 11:05	0:28:00	0:28:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
55	6/3/2025 11:06	6/3/2025 11:06	0:29:00	0:29:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
56	6/3/2025 12:07	6/3/2025 12:10	0:01:00	0:04:00	Waiver / Waiver Audit Questions	Pittsburg State University
57	6/4/2025 10:57	6/5/2025 12:02	2:20:00	14:25:00	Waiver / Waiver Audit Questions	Pittsburg State University
58	6/4/2025 10:22	6/5/2025 12:01	1:20:00	13:59:00	Waiver / Waiver Audit Questions	University of Kansas
59	6/4/2025 10:19	6/5/2025 12:06	0:31:00	13:18:00	Waiver / Waiver Audit Questions	Wichita State University State University
60	6/4/2025 11:39	6/5/2025 12:26	0:54:00	12:41:00	Waiver / Waiver Audit Questions	Wichita State University State University
61	6/9/2025 12:59	6/17/2025 10:18	3:00:00	66:19:00	Insurance Enrollment / SHIP Enrollment Request	Pittsburg State University
62	6/9/2025 12:45	6/11/2025 14:14	2:43:00	26:12:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
63	6/9/2025 14:40	6/9/2025 14:40	0:05:00	0:05:00	Insurance Enrollment / Enrollment Questions	Kansas State University
64	6/10/2025 18:06	6/11/2025 14:21	1:11:00	8:26:00	Insurance Enrollment / SHIP Enrollment Request	Kansas State University
65	6/10/2025 18:09	6/13/2025 11:12	0:40:00	26:43:00	Insurance Enrollment / SHIP Enrollment Request	Kansas State University
66	6/11/2025 17:24	6/11/2025 17:24	1:26:00	1:26:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
67	6/11/2025 17:27	6/13/2025 11:15	0:51:00	16:39:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
68	6/12/2025 11:42	6/12/2025 12:07	0:08:00	0:33:00	Waiver / Waiver Audit Questions	Wichita State University State University
69	6/16/2025 9:44	6/16/2025 9:44	1:44:00	1:44:00	Insurance Enrollment / Enrollment Questions	University of Kansas
70	6/16/2025 10:36	6/16/2025 17:30	2:36:00	9:30:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
71	6/16/2025 10:37	6/16/2025 17:29	1:53:00	8:45:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
72	6/16/2025 10:40	6/23/2025 11:25	1:02:00	45:47:00	Waiver / Waiver Audit Questions	Kansas State University
73	6/17/2025 10:17	6/17/2025 13:27	1:01:00	4:11:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
74	6/18/2025 16:02	6/23/2025 10:07	1:16:00	17:21:00	Insurance Enrollment / Enrollment Questions	University of Kansas
75	6/23/2025 9:34	6/23/2025 9:34	1:27:00	1:27:00	Insurance Enrollment / Enrollment Questions	University of Kansas
76	6/25/2025 9:45	7/1/2025 14:56	10:15:00	59:26:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
77	6/25/2025 9:45	7/1/2025 14:57	10:11:00	59:23:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
78	6/24/2025 14:54	6/24/2025 14:54	4:19:00	4:19:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
79	6/25/2025 9:45	7/1/2025 14:59	10:09:00	59:23:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
80	6/25/2025 9:45	7/1/2025 14:59	10:08:00	59:22:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
81	7/2/2025 11:35	7/3/2025 15:32	1:43:00	16:40:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
82	7/3/2025 10:50	7/3/2025 10:56	0:05:00	0:11:00	Waiver / Waiver Audit Questions	Kansas State University
83	7/9/2025 18:00	7/10/2025 7:43	0:30:00	1:30:00	Waiver / Waiver Audit Questions	Wichita State University State University
84	7/10/2025 8:57	7/10/2025 11:43	2:23:00	5:09:00	Waiver / Waiver Audit Questions	Kansas State University
85	7/13/2025 19:36	7/15/2025 16:50	0:00:00	19:50:00	Insurance Enrollment / Enrollment Questions	University of Kansas
86	7/13/2025 19:46	7/16/2025 18:33	0:36:00	31:57:00	Insurance Enrollment / Enrollment Questions	Wichita State University
87	7/14/2025 11:00	7/14/2025 16:55	0:21:00	6:16:00	Insurance Enrollment / Enrollment Questions	Kansas State University
88	7/14/2025 11:20	7/28/2025 15:17	0:17:00	114:14:00	Insurance Enrollment / Enrollment Questions	Kansas State University
89	7/15/2025 9:31	7/15/2025 9:31	0:54:00	0:54:00	Insurance Enrollment / Enrollment Questions	University of Kansas
90	7/15/2025 14:21	7/15/2025 14:31	5:11:00	5:21:00	Waiver / Waiver Audit Questions	pittsburg
91	7/17/2025 9:18	7/17/2025 11:26	0:25:00	2:33:00	Insurance Enrollment / Enrollment Questions	University of Kansas
92	7/17/2025 11:26	7/17/2025 11:26	0:15:00	0:15:00	Insurance Enrollment / Enrollment Questions	University of Kansas
93	7/18/2025 9:17	7/18/2025 11:38	1:17:00	3:38:00	Insurance Enrollment / Enrollment Questions	University of Kansas
94	7/18/2025 13:13	7/18/2025 14:15	3:49:00	4:51:00	Waiver / Waiver Audit Questions	Kansas State University
95	7/18/2025 13:07	7/18/2025 13:07	0:04:00	0:04:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
96	7/18/2025 17:30	7/21/2025 7:46	0:12:00	1:42:00	Waiver / Waiver Audit Questions	University of Kansas
97	7/21/2025 9:10	7/28/2025 15:38	1:10:00	62:38:00	Insurance Enrollment / Enrollment Questions	University of Kansas
98	7/22/2025 13:20	8/8/2025 11:43	4:21:00	145:44:00	Waiver / Waiver Audit Questions	University of Kansas
99	7/22/2025 13:31	7/22/2025 14:11	2:10:00	2:50:00	Waiver / Waiver Audit Questions	University of Kansas
100	7/22/2025 18:12	7/28/2025 15:39	1:42:00	43:09:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
101	7/25/2025 13:22	7/28/2025 7:39	3:04:00	8:42:00	Waiver / Waiver Audit Questions	Wichita State University State University
102	7/25/2025 16:02	7/29/2025 7:45	5:39:00	19:37:00	Waiver / Waiver Audit Questions	University of Kansas
103	7/25/2025 14:41	7/28/2025 7:43	1:05:00	5:24:00	Waiver / Waiver Audit Questions	Wichita State University State University
104	7/28/2025 8:05	7/29/2025 9:26	0:05:00	12:26:00	Insurance Enrollment / Enrollment Questions	University of Kansas
105	7/28/2025 8:24	7/28/2025 8:53	0:24:00	0:53:00	Waiver / Waiver Audit Questions	University of Kansas
106	7/30/2025 13:28	7/30/2025 14:14	4:42:00	5:28:00	Waiver / Waiver Audit Questions	University of Kansas

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Customer Service Ticket Requests

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Ticket	Start Date	Close Date	Response time	Duration	Category	School
107	7/30/2025 14:00	7/30/2025 14:14	4:07:00	4:21:00	Waiver / Waiver Audit Questions	University of Kansas
108	7/30/2025 14:24	7/30/2025 14:24	2:44:00	2:44:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
109	7/30/2025 14:16	7/30/2025 14:38	0:53:00	1:15:00	Waiver / Waiver Audit Questions	Wichita State University State University
110	7/31/2025 14:18	7/31/2025 15:06	1:01:00	1:49:00	Waiver / Waiver Audit Questions	University of Kansas
111	8/1/2025 9:23	8/1/2025 9:23	6:18:00	6:18:00	Insurance Enrollment / Enrollment Questions	University of Kansas
112	8/1/2025 8:08	8/1/2025 9:52	0:08:00	1:52:00	Waiver / Waiver Audit Questions	Wichita State University State University
113	8/1/2025 8:12	8/1/2025 14:11	0:01:00	6:00:00	Waiver / Waiver Audit Questions	Kansas State University
114	8/1/2025 16:19	8/1/2025 17:09	1:25:00	2:15:00	Waiver / Waiver Audit Questions	Emporia State University
115	8/4/2025 9:20	8/4/2025 16:00	4:51:00	11:31:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
116	8/4/2025 8:05	8/4/2025 8:32	0:05:00	0:32:00	Waiver / Waiver Audit Questions	Wichita State University State University
117	8/4/2025 13:51	8/4/2025 14:36	2:49:00	3:34:00	Waiver / Waiver Audit Questions	Kansas State University
118	8/4/2025 17:30	8/4/2025 17:53	0:02:00	0:25:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
119	8/5/2025 8:15	8/5/2025 13:43	0:15:00	5:43:00	Waiver / Waiver Audit Questions	University of Kansas
120	8/5/2025 14:06	8/5/2025 15:05	2:27:00	3:26:00	Waiver / Waiver Audit Questions	University of Kansas
121	8/5/2025 13:24	8/5/2025 13:43	1:00:00	1:19:00	Waiver / Waiver Audit Questions	Emporia State University
122	8/5/2025 14:18	8/5/2025 15:04	0:46:00	1:32:00	Waiver / Waiver Audit Questions	University of Kansas
123	8/5/2025 16:59	8/6/2025 7:38	1:45:00	3:46:00	Waiver / Waiver Audit Questions	Wichita State University State University
124	8/6/2025 8:07	8/6/2025 8:17	0:07:00	0:17:00	Waiver / Waiver Audit Questions	Wichita State University State University
125	8/6/2025 10:07	8/6/2025 10:19	0:42:00	0:54:00	Waiver / Waiver Audit Questions	Wichita State University State University
126	8/6/2025 15:33	8/11/2025 17:52	0:34:00	35:53:00	Insurance Enrollment / Enrollment Questions	University of Kansas
127	8/6/2025 16:15	8/7/2025 7:20	0:43:00	3:28:00	Waiver / Waiver Audit Questions	University of Kansas
128	8/6/2025 16:17	8/7/2025 7:19	0:35:00	3:18:00	Waiver / Waiver Audit Questions	Wichita State University State University
129	8/7/2025 8:03	8/7/2025 8:07	2:03:00	2:07:00	Waiver / Waiver Audit Questions	Kansas State University
130	8/7/2025 16:12	8/7/2025 16:12	0:23:00	0:23:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
131	8/11/2025 8:02	8/11/2025 13:09	1:47:00	6:54:00	Waiver / Waiver Audit Questions	University of Kansas
132	8/11/2025 8:17	8/11/2025 13:11	0:17:00	5:11:00	Waiver / Waiver Audit Questions	Kansas State University
133	8/11/2025 8:27	8/11/2025 13:15	0:25:00	5:13:00	Waiver / Waiver Audit Questions	Wichita State University State University
134	8/11/2025 11:19	8/11/2025 11:19	2:44:00	2:44:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
135	8/11/2025 13:26	8/11/2025 13:31	4:27:00	4:32:00	Waiver / Waiver Audit Questions	Wichita State University State University
136	8/11/2025 13:42	8/12/2025 11:28	3:59:00	12:45:00	Waiver / Waiver Audit Questions	University of Kansas
137	8/11/2025 15:56	8/14/2025 16:09	4:25:00	37:38:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
138	8/11/2025 16:39	8/12/2025 11:32	1:33:00	7:26:00	Waiver / Waiver Audit Questions	Wichita State University State University
139	8/12/2025 8:40	8/13/2025 7:52	0:40:00	11:00:00	Insurance Enrollment / Enrollment Questions	University of Kansas
140	8/12/2025 13:48	8/12/2025 15:55	2:15:00	4:22:00	Waiver / Waiver Audit Questions	Wichita State University State University
141	8/13/2025 13:25	8/13/2025 14:34	3:30:00	4:39:00	Waiver / Waiver Audit Questions	University of Kansas
142	8/13/2025 13:45	8/13/2025 14:36	3:13:00	4:04:00	Waiver / Waiver Audit Questions	University of Kansas
143	8/13/2025 11:10	8/13/2025 11:10	0:12:00	0:12:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
144	8/13/2025 13:50	8/14/2025 11:01	2:24:00	10:35:00	Waiver / Waiver Audit Questions	University of Kansas
145	8/13/2025 13:12	8/13/2025 16:18	0:40:00	3:46:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
146	8/13/2025 16:17	8/21/2025 13:39	1:07:00	64:29:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University

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Customer Service Ticket Requests

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Ticket	Start Date	Close Date	Response time	Duration	Category	School
147	8/14/2025 8:59	8/14/2025 13:30	0:59:00	5:30:00	Insurance Enrollment / Enrollment Questions	Emporia State University
148	8/14/2025 8:12	8/15/2025 12:18	0:12:00	15:18:00	Waiver / Waiver Audit Questions	University of Kansas
149	8/14/2025 12:48	8/14/2025 16:16	2:47:00	6:15:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
150	8/14/2025 13:48	8/14/2025 14:33	1:47:00	2:32:00	Waiver / Waiver Audit Questions	Wichita State University State University
151	8/14/2025 16:49	8/14/2025 17:03	4:14:00	4:28:00	Waiver / Waiver Audit Questions	Wichita State University State University
152	8/14/2025 13:39	8/15/2025 13:56	0:02:00	11:19:00	Insurance Enrollment / Enrollment Questions	University of Kansas
153	8/14/2025 15:36	8/14/2025 15:36	0:22:00	0:22:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
154	8/15/2025 8:03	8/15/2025 8:56	2:10:00	3:03:00	Waiver / Waiver Audit Questions	University of Kansas
155	8/15/2025 8:06	8/18/2025 7:44	0:06:00	11:00:00	Waiver / Waiver Audit Questions	University of Kansas
156	8/15/2025 9:23	8/15/2025 9:23	1:23:00	1:23:00	Insurance Enrollment / SHIP Enrollment Request	Kansas State University
157	8/15/2025 9:37	8/15/2025 11:11	0:46:00	2:20:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
158	8/15/2025 12:25	8/15/2025 12:55	0:48:00	1:18:00	Waiver / Waiver Audit Questions	Wichita State University State University
159	8/15/2025 16:28	8/18/2025 7:45	1:56:00	4:28:00	Waiver / Waiver Audit Questions	University of Kansas
160	8/18/2025 9:53	8/21/2025 13:38	1:53:00	38:38:00	Insurance Enrollment / Enrollment Questions	University of Kansas
161	8/18/2025 8:23	8/18/2025 9:52	0:30:00	0:59:00	Waiver / Waiver Audit Questions	Kansas State University
162	8/18/2025 8:42	8/18/2025 9:52	0:08:00	1:02:00	Waiver / Waiver Audit Questions	Wichita State University State University
163	8/18/2025 8:48	8/19/2025 8:14	0:48:00	11:14:00	Waiver / Waiver Audit Questions	University of Kansas
164	8/18/2025 8:49	8/18/2025 9:53	0:49:00	1:53:00	Waiver / Waiver Audit Questions	Kansas State University
165	8/18/2025 8:49	8/18/2025 9:54	0:49:00	1:54:00	Waiver / Waiver Audit Questions	Kansas State University
166	8/18/2025 9:46	8/18/2025 9:46	1:46:00	1:46:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
167	8/18/2025 9:58	8/18/2025 9:58	0:21:00	0:21:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
168	8/18/2025 12:11	8/21/2025 13:39	1:33:00	36:01:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
169	8/18/2025 11:23	8/18/2025 11:23	0:42:00	0:42:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
170	8/18/2025 13:43	8/18/2025 14:34	2:36:00	3:27:00	Waiver / Waiver Audit Questions	University of Kansas
171	8/18/2025 16:50	8/19/2025 13:44	2:34:00	10:28:00	Waiver / Waiver Audit Questions	University of Kansas
172	8/18/2025 16:55	8/19/2025 7:51	2:15:00	4:20:00	Waiver / Waiver Audit Questions	Kansas State University
173	8/19/2025 13:26	8/19/2025 13:43	4:47:00	5:04:00	Waiver / Waiver Audit Questions	University of Kansas
174	8/19/2025 13:44	8/19/2025 13:45	2:42:00	2:43:00	Waiver / Waiver Audit Questions	Kansas State University
175	8/19/2025 13:43	8/19/2025 13:45	2:33:00	2:35:00	Waiver / Waiver Audit Questions	University of Kansas
176	8/19/2025 14:00	8/19/2025 17:20	2:41:00	6:01:00	Waiver / Waiver Audit Questions	University of Kansas
177	8/19/2025 13:50	8/25/2025 7:39	2:10:00	40:20:00	Waiver / Waiver Audit Questions	University of Kansas
178	8/19/2025 13:01	8/19/2025 13:01	0:52:00	0:52:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
179	8/19/2025 18:04	8/29/2025 10:09	5:34:00	85:39:00	Insurance Enrollment / Enrollment Questions	University of Kansas
180	8/19/2025 14:16	8/19/2025 14:31	1:04:00	1:19:00	Waiver / Waiver Audit Questions	University of Kansas
181	8/19/2025 14:17	8/19/2025 14:30	0:00:00	0:13:00	Waiver / Waiver Audit Questions	Wichita State University State University
182	8/19/2025 16:54	9/15/2025 7:36	2:18:00	191:24:00	Waiver / Waiver Audit Questions	University of Kansas
183	8/20/2025 8:07	8/20/2025 8:22	2:23:00	2:38:00	Waiver / Waiver Audit Questions	Wichita State University State University
184	8/20/2025 9:58	8/20/2025 10:15	0:57:00	1:14:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
185	8/20/2025 13:25	9/4/2025 13:54	2:04:00	112:33:00	Waiver / Waiver Audit Questions	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service Ticket Requests

April 12, 2025 through September 30, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
186	8/20/2025 11:44	8/20/2025 11:45	0:04:00	0:05:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University
187	8/20/2025 13:46	8/28/2025 9:33	1:16:00	63:03:00	Waiver / Waiver Audit Questions	Wichita State University State University
188	8/20/2025 13:10	8/20/2025 13:10	0:10:00	0:10:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
189	8/20/2025 13:50	8/20/2025 14:07	0:47:00	1:04:00	Waiver / Waiver Audit Questions	Kansas State University
190	8/20/2025 14:34	8/21/2025 8:54	0:05:00	5:25:00	Waiver / Waiver Audit Questions	Kansas State University
191	8/20/2025 16:42	8/21/2025 7:41	1:40:00	3:58:00	Waiver / Waiver Audit Questions	Wichita State University State University
192	8/20/2025 22:44	8/21/2025 13:40	3:18:00	8:58:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
193	8/20/2025 22:38	8/20/2025 22:38	0:00:00	0:00:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
194	8/21/2025 8:19	8/21/2025 8:32	0:19:00	0:32:00	Waiver / Waiver Audit Questions	University of Kansas
195	8/21/2025 13:06	8/21/2025 13:07	3:52:00	3:53:00	Waiver / Waiver Audit Questions	University of Kansas
196	8/21/2025 10:14	8/21/2025 10:14	0:04:00	0:04:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
197	8/21/2025 10:31	8/21/2025 11:44	0:16:00	1:29:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
198	8/21/2025 13:44	8/26/2025 13:11	0:20:00	32:47:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
199	8/21/2025 14:08	8/21/2025 14:32	0:20:00	0:44:00	Waiver / Waiver Audit Questions	Wichita State University State University
200	8/22/2025 8:17	8/22/2025 8:27	0:17:00	0:27:00	Waiver / Waiver Audit Questions	University of Kansas
201	8/22/2025 8:13	8/22/2025 8:26	0:13:00	0:26:00	Waiver / Waiver Audit Questions	Kansas State University
202	8/22/2025 12:37	8/22/2025 12:37	0:11:00	0:11:00	Insurance Enrollment / Enrollment Questions	Emporia State University
203	8/22/2025 13:08	8/26/2025 14:01	0:05:00	22:58:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
204	8/22/2025 16:44	8/25/2025 13:57	1:14:00	9:27:00	Waiver / Waiver Audit Questions	University of Kansas
205	8/25/2025 8:00	8/25/2025 9:35	1:33:00	3:08:00	Waiver / Waiver Audit Questions	Pittsburg State University
206	8/25/2025 8:19	8/25/2025 9:31	0:24:00	0:48:00	Waiver / Waiver Audit Questions	University of Kansas
207	8/25/2025 13:21	8/25/2025 16:15	0:12:00	3:06:00	Waiver / Waiver Audit Questions	Wichita State University State University
208	8/25/2025 14:53	8/26/2025 11:27	0:06:00	7:40:00	Waiver / Waiver Audit Questions	University of Kansas
209	8/25/2025 15:03	8/28/2025 16:03	0:01:00	34:01:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
210	8/25/2025 16:10	8/25/2025 16:10	0:11:00	0:11:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
211	8/25/2025 16:09	8/25/2025 16:09	0:08:00	0:08:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
212	8/26/2025 13:46	8/26/2025 13:59	4:43:00	4:56:00	Waiver / Waiver Audit Questions	Wichita State University State University
213	8/26/2025 14:07	8/28/2025 13:06	3:11:00	24:10:00	Waiver / Waiver Audit Questions	Kansas State University
214	8/26/2025 14:26	8/26/2025 15:01	1:14:00	1:49:00	Waiver / Waiver Audit Questions	Wichita State University State University
215	8/26/2025 14:45	8/26/2025 14:45	1:33:00	1:33:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
216	8/26/2025 15:26	8/26/2025 16:28	0:49:00	1:51:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
217	8/26/2025 15:27	8/26/2025 16:28	0:44:00	1:45:00	Insurance Enrollment / SHIP Enrollment Request	University of Kansas
218	8/27/2025 9:03	8/27/2025 9:03	1:03:00	1:03:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
219	8/27/2025 9:04	8/27/2025 9:04	1:04:00	1:04:00	Insurance Enrollment / Drop Enrollment Request	Pittsburg State University
220	8/27/2025 14:26	8/27/2025 15:16	1:35:00	2:25:00	Waiver / Waiver Audit Questions	Wichita State University State University
221	8/27/2025 16:18	8/27/2025 16:28	3:19:00	3:29:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
222	8/27/2025 14:31	8/27/2025 15:15	0:37:00	1:21:00	Waiver / Waiver Audit Questions	University of Kansas
223	8/28/2025 14:11	8/28/2025 16:53	4:29:00	7:11:00	Waiver / Waiver Audit Questions	Kansas State University
224	8/29/2025 12:14	8/29/2025 12:14	13:32:00	13:32:00	Insurance Enrollment / Drop Enrollment Request	Wichita State University State University

Kansas Board of Regents (KBOR)

Customer Service Ticket Requests

April 12, 2025 through September 30, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
225	8/29/2025 8:07	8/29/2025 8:43	6:51:00	7:27:00	Waiver / Waiver Audit Questions	Kansas State University
226	8/29/2025 8:31	8/29/2025 8:46	3:40:00	3:55:00	Waiver / Waiver Audit Questions	University of Kansas
227	8/29/2025 14:12	9/2/2025 9:40	1:05:00	7:33:00	Waiver / Waiver Audit Questions	Wichita State University State University
228	9/2/2025 8:38	9/2/2025 9:38	1:21:00	2:21:00	Waiver / Waiver Audit Questions	Wichita State University State University
229	9/2/2025 8:53	9/4/2025 9:11	0:53:00	23:11:00	Waiver / Waiver Audit Questions	Wichita State University State University
230	9/2/2025 8:45	9/2/2025 9:38	0:17:00	1:10:00	Waiver / Waiver Audit Questions	Kansas State University
231	9/1/2025 22:57	9/1/2025 22:57	0:14:00	0:14:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
232	9/2/2025 8:54	9/2/2025 9:36	0:04:00	0:38:00	Waiver / Waiver Audit Questions	Kansas State University
233	9/2/2025 9:30	9/2/2025 9:41	1:30:00	1:41:00	Waiver / Waiver Audit Questions	Kansas State University
234	9/3/2025 8:12	9/3/2025 8:27	2:47:00	3:02:00	Waiver / Waiver Audit Questions	University of Kansas
235	9/3/2025 9:45	9/3/2025 9:47	1:45:00	1:47:00	Waiver / Waiver Audit Questions	University of Kansas
236	9/3/2025 14:54	9/3/2025 15:18	5:34:00	5:58:00	Waiver / Waiver Audit Questions	University of Kansas
237	9/3/2025 15:50	9/3/2025 15:58	6:21:00	6:29:00	Waiver / Waiver Audit Questions	Wichita State University State University
238	9/3/2025 11:09	9/4/2025 13:43	1:01:00	14:35:00	Insurance Enrollment / SHIP Enrollment Request	Kansas State University
239	9/3/2025 14:33	9/3/2025 16:12	4:21:00	6:00:00	Waiver / Authorized Person	Kansas State University
240	9/3/2025 11:46	9/4/2025 13:31	0:25:00	13:10:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
241	9/3/2025 11:48	9/4/2025 13:32	0:27:00	13:11:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
242	9/3/2025 12:38	9/3/2025 12:38	0:27:00	0:27:00	Insurance Enrollment / Enrollment Questions	University of Kansas
243	9/4/2025 13:09	9/4/2025 13:54	5:09:00	5:54:00	Waiver / Waiver Audit Questions	Kansas State University
244	9/4/2025 11:47	9/4/2025 11:47	0:16:00	0:16:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
245	9/4/2025 16:43	9/5/2025 7:37	0:29:00	2:46:00	Waiver / Waiver Audit Questions	University of Kansas
246	9/5/2025 8:13	9/5/2025 8:31	0:13:00	0:31:00	Waiver / Waiver Audit Questions	Kansas State University
247	9/5/2025 16:28	9/9/2025 15:16	0:07:00	20:55:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
248	9/5/2025 17:08	9/5/2025 17:08	0:36:00	0:36:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
249	9/7/2025 20:12	9/7/2025 20:12	0:24:00	0:24:00	Insurance Enrollment / Enrollment Questions	Wichita State University State University
250	9/8/2025 13:45	9/8/2025 14:47	2:52:00	3:54:00	Waiver / Waiver Audit Questions	Wichita State University State University
251	9/8/2025 16:43	9/9/2025 7:43	1:37:00	3:54:00	Waiver / Waiver Audit Questions	Kansas State University
252	9/9/2025 16:17	9/11/2025 0:20	0:24:00	14:07:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
253	9/10/2025 8:02	9/10/2025 8:03	0:02:00	0:03:00	Waiver / Waiver Audit Questions	Wichita State University State University
254	9/10/2025 8:40	9/10/2025 10:44	0:20:00	2:24:00	Waiver / Waiver Override Request	Kansas State University
255	9/10/2025 13:21	9/10/2025 13:30	4:22:00	4:31:00	Waiver / Waiver Audit Questions	University of Kansas
256	9/11/2025 13:01	9/18/2025 15:55	3:08:00	61:02:00	Waiver / Waiver Audit Questions	University of Kansas
257	9/11/2025 13:41	9/11/2025 13:46	1:45:00	1:50:00	Waiver / Waiver Audit Questions	University of Kansas
258	9/11/2025 16:49	9/12/2025 11:46	3:30:00	9:27:00	Waiver / Waiver Audit Questions	University of Kansas
259	9/15/2025 8:03	9/16/2025 7:49	1:31:00	12:28:00	Waiver / Waiver Audit Questions	University of Kansas
260	9/16/2025 9:39	9/16/2025 14:13	1:39:00	6:13:00	Waiver / Waiver Audit Questions	University of Kansas
261	9/16/2025 15:09	9/19/2025 18:02	0:30:00	36:23:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
262	9/16/2025 15:32	9/16/2025 15:32	0:20:00	0:20:00	Insurance Enrollment / SHIP Enrollment Request	Wichita State University State University
263	9/17/2025 10:13	9/17/2025 16:04	0:34:00	6:25:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University

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Customer Service Ticket Requests

April 12, 2025 through September 30, 2025

Ticket	Start Date	Close Date	Response time	Duration	Category	School
264	9/17/2025 9:46	9/17/2025 10:32	0:03:00	0:49:00	Waiver / Waiver Audit Questions	Kansas State University
265	9/17/2025 10:48	9/17/2025 16:05	0:10:00	5:27:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
266	9/17/2025 10:49	9/17/2025 16:07	0:09:00	5:27:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
267	9/17/2025 16:39	9/18/2025 7:56	0:09:00	2:30:00	Waiver / Waiver Audit Questions	University of Kansas
268	9/18/2025 11:39	9/19/2025 17:56	0:41:00	17:58:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
269	9/18/2025 12:38	9/19/2025 10:22	0:53:00	9:37:00	Waiver / Waiver Audit Questions	University of Kansas
270	9/18/2025 13:23	9/19/2025 18:01	0:31:00	16:09:00	Insurance Enrollment / Drop Enrollment Request	Kansas State University
271	9/19/2025 15:21	9/30/2025 14:09	0:32:00	76:20:00	Waiver / Waiver Audit Questions	Wichita State University
272	9/23/2025 8:06	9/23/2025 8:41	0:06:00	0:41:00	Waiver / Waiver Audit Questions	University of Kansas
273	9/23/2025 9:27	9/23/2025 15:38	0:05:00	6:16:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
274	9/24/2025 16:45	9/25/2025 17:34	0:15:00	12:04:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
275	9/29/2025 10:45	10/2/2025 10:40	0:42:00	33:37:00	Insurance Enrollment / Drop Enrollment Request	University of Kansas
276	9/29/2025 12:46	9/29/2025 12:49	0:13:00	0:16:00	Waiver / Waiver Audit Questions	Kansas State University

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