

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

I. Approve Minutes from September 4, 2024

II. ECI Waiver Reports

III. Quarterly Reports – UHC-SR

IV. Items from September 4, 2024, SIAC meeting

- A. Jennifer Williams, KSU – asked if UHC SR could **increase the number of days the payment link is available for Option 3 students** as they often have to wait for funds to be available. The graduate students would like the link to be active throughout the enrollment period, which is most likely not feasible, but an extension from the current five-day window would be appreciated. Matt Brinson replied that he will discuss this with UHC SR’s Partner Center team to see if the period can be extended beyond five days.

***Jim Lester provided the following response: It was confirmed that the payment link is open for the period for which the link was sent. So, for example, for the Fall, the link would be good until the cutoff date, which would have been 10/1/24. If the issue is Monthly, that link is set to expire 5 days after the date for which it is issued. Given the short coverage period for monthly, that length of time is unfortunately not something that can be changed.

- B. Aaron Coffey, WSU, asked whether it possible to **imbed a dental plan into Options 2, 3 and 4**. The dental plan is currently a stand-alone plan that has very low enrollment. Gage Rohlif will review the statutes that authorize KBOR to offer student insurance to see if dental insurance can be considered for inclusion.

***After researching Kansas statutes, Gage Rohlif determined the Board of Regent’s authority is broad enough to include dental coverage as part of the benefits offered pursuant to K.S.A. 74-4101. Jim Lester was asked to reach out to the UHC Dental partners to determine pricing and plan benefits in time for the 12/4/24 SIAC meeting. If that information is available, it will be shared with the SIAC.

V. Plan Year 25-26 Renewal (emailed on November 14, 2024)

VI. Good of the Order

VII. Future SIAC meeting tentatively scheduled for 12:30

- A. Wednesday, February 5, 2024
B. Wednesday, May 7, 2025

KANSAS BOARD OF REGENTS
Student Insurance Advisory Committee
MINUTES
September 4, 2024

The September 4, 2024, 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	Matt Anderson, KUMC
Aaron Coffey, WSU	Kiera Pulliam, PSU
Carol Solko-Olliff, FHSU	Morgan Swartzlander, KU
Tabatha Tafoya, ESU	Jennifer Williams, KSU
Madi Vannaman, KBOR	

Also participating were Matt Brinson, Jim Lester and Traci Martin, UHCSR; and John Yeary, Gage Rohlif and Becky Pottebaum, KBOR. PSU student Jonah Sandford was not able to attend.

Introduction

Jeff DeWitt, KU's Chief Financial Officer and Executive Vice Chancellor for Finance; Tabatha Tafoya, ESU's assistant director of Human Resources; Jonah Sandford, PSU student and Ella Burrows, FHSU student, were welcomed to the SIAC.

Minutes

Carol Solko-Olliff moved to approve the December 6, 2023, and May 1, 2024, minutes. Following the second by Jennifer Williams, the motion carried.

ECI Waiver Reports

Matt Brinson explained the ECI waiver process and referenced the ECI waiver reports with information about international and other students who are required to have health insurance for six of the campuses. Jeff DeWitt asked how many students waive out of the plan, noting that the bigger the pool is the better insurance cost and benefits are available. Matt Brinson replied that it varies by university. For Plan Year 2022-23 there were 6,112 students enrolled. The annualized count for Plan Year 2023-24 currently reflects that there are 5,611 students enrolled. Jim Lester stated that the international student count is around 3,000.

Jeff DeWitt asked about comparable coverage information with the federal exchange. Matt Brinson responded that the UHC SR plan has low deductibles, lower copays for prescription drugs, and waiver of deductibles for physician visits at most of the Student Health Centers. The plan is a gold level plan, so benefits and premiums are extremely competitive.

UHC SR Quarterly Reports

Jim Lester reviewed highlights from the UHC SR quarterly reports. Although all premiums for PY 23-24 have been received, the payout of claims generally runs 18 months after the PY closes. Current student enrollment is down 8% from PY 22-23, and much of that is driven by international students year over year. (Of the 5,611 annualized students enrolled in PY 23-24, 2,202 are in Option 3, the graduate student plan and 2,844 are in Option 4, the international student plan.)

Jim Lester reviewed plan experience, profit and loss (P&L), that reflects premiums versus paid claims. Generally, an 80% Loss Ratio is the target for student insurance plans. Early indicators are PY 23-24 may have about the same Loss Ratio as PY 22-23, around 63%, and UHC SR will continue to monitor that as claims are paid out.

Jeff DeWitt asked what the “sweet spot” is for UHC SR’s Loss Ratio to have a positive impact on premiums. Jim Lester replied that with the target being 80%; anything above that will result in rate increases taking into consideration trends and how much the target is exceeded. If the trend is 8% and the Loss Ratio is in the low 70s, the plan should be able to maintain premiums; if less than that, a reduction of rates or enhancement of benefits can be considered. Jim Lester confirmed Jeff DeWitt’s statement that it is fair to expect a discussion about better rates or benefits in the renewal based on what the data is currently showing.

Aaron Coffey asked whether the dependent loss ratio is always high because they are truly voluntary coverage. Jim Lester agreed and stated that is reflected in other comparably sized student plans.

Aaron Coffey commented that dependent participation is 2%, but usage per person is 7 times that of students, and asked how that is beneficial to most students in the plan. He noted competing states’ rates can be much lower and that impacts international student perception of our offerings. Jim Lester replied that dependents tend to drive up the loss ratio on any plan. UHC SR has found that clients like to include dependent coverage in their plans. For single students, it doesn’t benefit them, but for those needing dependent coverage it does. He recalled that KBOR made the decision to include dependent coverage for all Plan Options except for Option 1. Matt Brinson added that other UHC SR clients removed dependents one year and that did not go well. Pushback from graduate and international students resulted in adding back dependent coverage. It’s a balancing act and most UHC SR clients with graduate and international students do offer dependent coverage.

Jim Lester provided highlights from the rest of the quarterly report noting that prescription drug claim amounts are always at the top of the list and generally run 20-25% of total claims paid; Tier 2 prescriptions are always where most of the utilization falls with high dollar prescriptions in that tier.

Aaron Coffey asked about the impact Medicaid expansion in 2026 will have on student plans or whether that covers a different type of drug for which pricing can be negotiated. Jim Lester replied that Medicaid’s target audience is different from students. While there may be some trickle-down impact because of pressure on manufacturers there will not be a large impact on the student business.

Tabatha Tafoya asked if any of the large claims would be “lasered” out for pricing purposes. Jim Lester replied that UHC SR will look for patterns. If there is a pattern, then the claim(s) will not be pulled, otherwise those claims will be minimized for pricing impact.

Jeff DeWitt asked whether student insurance is seeing a more normal period (pre-COVID). Jim Lester responded that it took three years to get here but, across UHC SR’s book of business, there is normalizing with enrollment and claims to pre-COVID levels.

Jeff DeWitt asked whether the student population has a high level of vaccinations. Jim Lester stated that not so much post-COVID, with the younger campus population, as those vaccinations are no longer required.

Jeff DeWitt asked about the timeframe for plan renewal information. Matt Brinson responded that UHC SR will want to look at PY 24-25 enrollment information as late as possible and to be able to look at run out and premiums/claims through the end of October. They should be able to provide renewal information in early November. Any PY 25-26 renewal information approved by the Board of Regents has to go through the Kansas Department of Insurance, so providing that information as quickly as possible is beneficial.

Jeff DeWitt asked if UHC SR would provide information from peer universities so we can see how we compare especially with GTAs and international students, and comparative information with the federal

exchange. Jeff DeWitt volunteered to provide a listing of peer universities. Morgan Swartzlander also requested comparison costs for dependents on the open market. She indicated that at KU it would be extremely challenging to remove dependents and that reducing dependent costs is a concern. Matt Brinson replied that UHC SR will provide that type of information but noted that the exchange information can be confusing because subsidies are offered, and every individual has a different option. But from a plan benefit perspective, for gold level plans, UHC SR can look at annual charges but there will be unknowns (subsidies).

Good of the Order

1. Megan Miller, KSU – a doctoral student is currently enrolled in Option 3, for graduate students, but will not have an appointment this summer. Can that student enroll in Option 1 if the student is not enrolled in classes during the summer? Several SIAC representatives noted that under Option 3, the graduate student has a “continuation privilege” for a maximum of up to three months due to loss of appointment.

- Jennifer Williams, KSU, noted that the Option 3 policy allows 90-day coverage and asked if that is a one-time option. Jim Lester responded that it is Plan Policy Year specific and is available immediately following the semester in which that student loses eligibility.

2. Aaron Coffey, WSU, asked whether it possible to imbed a dental plan into Options 2, 3 and 4. The dental plan is currently a stand-alone plan that has very low enrollment. Gage Rohlf will review the statutes that authorize KBOR to offer student insurance to see if dental insurance can be considered for inclusion.

3. Jennifer Williams, KSU – asked if UHC SR could increase the number of days the payment link is available for Option 3 students as they often have to wait for funds to be available. The graduate students would like the link to be active throughout the enrollment period, which is most likely not feasible, but an extension from the current five-day window would be appreciated. Matt Brinson replied that he will discuss this with UHC SR’s Partner Center team to see if the period can be extended beyond five days. [After the meeting, Jim Lester provided the following response: It was confirmed that the payment link is open for the period for which the link was sent. So, for example, for the Fall, the link would be good until the cutoff date, which would have been 10/1/24. If the issue is Monthly, that link is set to expire 5 days after the date for which it is issued. Given the short coverage period for monthly, that length of time is unfortunately not something that can be changed.]

4. Outstanding item from the May 2024 meeting: Option 3 disenrollment notification
Maria Beebe, K-State, shared concerns impacting international students who are graduate students enrolled in Option 3. Some of those students paid premiums by bank transfer and, for unknown reasons, the banks blocked the transfers leading to UHC SR dropping the students from coverage. UHCSR may have sent notifications to students through federal mail, but those letters are sometimes not received by students. K-State was not notified at that time and was therefore unable to assist the students. Because the university premium contribution is paid late in the semester, K-State was not aware of this issue until that time. Matt Brinson requested an example of an impacted student so that UHC SR’s enrollment eligibility team can research this further.

Matt Brinson confirmed that UHC SR will continue to send letters, and that the eligibility team will now monitor bank returns that do not go through. When those circumstances arise, the eligibility team will either reach out to the campus contact or share that information with Matt who will reach out to the campus contact to try to assist.

Future SIAC meetings

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

- A. Wednesday, December 4, 2024
- B. Wednesday, February 5, 2025
- C. Wednesday, May 7, 2025

DRAFT



Kansas Board of Regents

KBOR Quarterly Meeting

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

Date of Report: November 13, 2024

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

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

Attached are the Fall Elev834 reports with results on waiver and enrollment data for the semester, and Customer Service and Ticket reports. ECI expects to start work for Spring 2025 shortly. 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

Fall 2024 (Final)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	186	84.5%
2	Unknown	1	0.5%
4	Invalid Student Insurance Information	7	3.2%
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	6	2.7%
9	Plan does not provide insured prescription drug coverage	6	2.7%
10	No coverage for inpatient and/or outpatient mental health services with no limit	1	0.5%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit	2	0.9%
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	2	0.9%
15	The Individual Annual Deductible is over \$500	1	0.5%
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	0.5%
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	4	1.8%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	1	0.5%
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	2	0.9%
Grand Total		220	100%

Audits Adjusted	Total
Additional Documentation	3
Audit Adjustment	38
Client Request	12
Student Provided MER	11
Student Resubmitted Waiver	18
Student Updated Insurance	5
Grand Total	87

% Adjusted of Total Audits Completed	39.5%
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Total Billable	Billable Count
Final, Completed Audit Results	220
Audits Adjusted	87
Total Billable	307

University of Kansas Medical Center (KUMC)

Waiver Audit Summary Report

Plan Year 2024-25

Fall 2024 (Final)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	8	89%
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	1	11%
Grand Total		9	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	11.1%
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Total Billable	Billable Count
Final, Completed Audit Results	9
Audits Adjusted	1
Total Billable	10

Wichita State University

Waiver Audit Summary Report

Plan Year 2024-25

Fall 2024 (Final)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	61	70.9%
2	Unknown		0.0%
4	Invalid Student Insurance Information	3	3.5%
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		0.0%
9	Plan does not provide insured Prescription Drug coverage	3	3.5%
10	No coverage for inpatient and/or outpatient mental health services with no limit	2	2.3%
11	Plan does not have maternity coverage with no dollar limit		0.0%
12	Plan does not have preventive routine care with no limit	1	1.2%
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	1.2%
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	1.2%
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	11	12.8%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	3	3.5%
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		86	100%

Audits Adjusted	Total
Additional Documentation	1
Audit Adjustment	17
Client Request	8
Student Provided MER	17
Student Resubmitted Waiver	
Student Updated Insurance	1
Grand Total	44

% Adjusted of Total Audits Completed	51.2%
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Total Billable	Billable Count
Final, Completed Audit Results	86
Audits Adjusted	44
Total Billable	130

Kansas State University

Waiver Audit Summary Report

Plan Year 2024-25

Fall 2024 (Final)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	11	50.00%
2	Unknown		0.00%
4	Invalid Student Insurance Information		0.00%
6	Carrier refuses to disclose information	1	4.55%
7	Auditor was unable to complete the waiver audit (other than network status)		0.00%
8	Policy is not Active	1	4.55%
9	Plan does not provide insured Prescription Drug coverage	2	9.09%
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	1	4.55%
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)	1	4.55%
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	9.09%
20	The insurance company is not authorized to do business in the state by the Kansas Department of Insurance	2	9.09%
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	4.55%
Grand Total		22	100%

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

% Adjusted of Total Audits Completed	45.5%
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Total Billable	Billable Count
Final, Completed Audit Results	22
Audits Adjusted	10
Total Billable	32

Emporia State University

Waiver Audit Summary Report

Plan Year 2024-25

Fall 2024 (Final)

Approval/ Disapproval Code	Approval/ Disapproval Description	Number of Audits	% of Audits
1	Approved	3	75.0%
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	1	25.0%
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	100%

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

% Adjusted of Total Audits Completed	50.0%
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Total Billable	Billable Count
Final, Completed Audit Results	4
Audits Adjusted	1
Total Billable	5

Pittsburg State University

Waiver Audit Summary Report

Plan Year 2024-25

Fall 2024 (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	1	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	2	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	1
Audit Adjustment	2
Client Request	
Student Provided MER	
Student Resubmitted Waiver	1
Student Updated Insurance	
Grand Total	4

% Adjusted of Total Audits Completed	100.0%
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Total Billable	Billable Count
Final, Completed Audit Results	4
Audits Adjusted	4
Total Billable	8

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
1	8/12/2024 09:35:38		Phone
2	8/14/2024 11:55:11		Phone
3	8/14/2024 12:06:15	Waiver	Phone
4	8/14/2024 14:01:05		Phone
5	8/14/2024 21:18:35		Phone
6	8/15/2024 09:49:44	Waiver	Phone
7	8/15/2024 10:49:27		Phone
8	8/15/2024 10:50:53		Phone
9	8/15/2024 10:51:33		Phone
10	8/15/2024 15:05:06		Phone
11	8/15/2024 15:06:39		Phone
12	8/16/2024 11:28:40	Waiver	Phone
13	8/16/2024 17:03:08		Phone
14	8/19/2024 08:07:17	Waiver	Phone
15	8/20/2024 10:08:25		Phone
16	8/20/2024 10:10:14	Waiver	Phone
17	8/20/2024 11:55:23	Waiver	Phone
18	8/20/2024 12:15:24	Waiver	Phone
19	8/21/2024 13:20:26	Waiver	Phone
20	8/22/2024 09:14:16		Phone
21	8/22/2024 09:14:16		Phone
22	8/22/2024 09:15:12		Phone
23	8/22/2024 09:18:08	Waiver	Phone
24	8/22/2024 09:19:18		Phone
25	8/22/2024 09:19:18		Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
26	8/22/2024 10:23:37		Phone
27	8/22/2024 10:44:57	Waiver	Phone
28	8/22/2024 14:32:17		Phone
29	8/23/2024 09:48:53		Phone
30	8/23/2024 09:48:53	Waiver	Phone
31	8/23/2024 09:54:02	Waiver	Phone
32	8/23/2024 10:03:40		Phone
33	8/23/2024 10:17:38		Phone
34	8/23/2024 10:24:24		Phone
35	8/23/2024 10:25:59	Waiver	Phone
36	8/23/2024 10:57:58	Waiver	Phone
37	8/23/2024 11:18:06	Waiver	Phone
38	8/23/2024 11:58:28	Waiver	Phone
39	8/23/2024 12:31:48	Waiver	Phone
40	8/23/2024 12:43:43		Phone
41	8/23/2024 12:45:16		Phone
42	8/23/2024 13:11:36		Phone
43	8/23/2024 13:35:28		Phone
44	8/23/2024 15:05:36	Waiver	Phone
45	8/23/2024 15:23:36	Waiver	Phone
46	8/23/2024 15:56:23	Waiver	Phone
47	8/23/2024 16:37:39	Waiver	Phone
48	8/26/2024 09:26:43	Waiver	Phone
49	8/26/2024 10:48:13	Waiver	Phone
50	8/26/2024 12:05:32	Waiver	Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
51	8/26/2024 13:28:58	Waiver	Phone
52	8/26/2024 14:47:45	Waiver	Phone
53	8/26/2024 15:59:18	Waiver	Phone
54	8/26/2024 16:03:29		Phone
55	8/26/2024 16:04:36	Waiver	Phone
56	8/26/2024 16:11:00		Phone
57	8/26/2024 16:23:17		Phone
58	8/26/2024 16:31:37	Waiver	Phone
59	8/26/2024 17:07:19		Phone
60	8/26/2024 17:08:45	Waiver	Phone
61	8/27/2024 08:34:56		Phone
62	8/27/2024 08:36:34		Phone
63	8/27/2024 08:42:28		Phone
64	8/27/2024 10:44:17		Phone
65	8/27/2024 11:04:12		Phone
66	8/27/2024 11:04:55	Waiver	Phone
67	8/27/2024 11:07:52		Phone
68	8/27/2024 11:37:30	Waiver	Phone
69	8/27/2024 14:24:27		Phone
70	8/27/2024 14:25:24	Waiver	Phone
71	8/27/2024 14:39:10	Waiver	Phone
72	8/27/2024 17:38:22	Waiver	Phone
73	8/28/2024 09:07:15		Phone
74	8/28/2024 09:07:59	Waiver	Phone
75	8/28/2024 10:00:52		Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
76	8/28/2024 10:13:57	Waiver	Phone
77	8/28/2024 10:25:33		Phone
78	8/28/2024 10:26:42	Waiver VM	Voice Mail
79	8/28/2024 11:46:51	Waiver	Phone
80	8/29/2024 10:23:05		Phone
81	8/29/2024 10:24:43	Waiver VM	Voice Mail
82	8/29/2024 10:29:28	Waiver VM	Voice Mail
83	8/29/2024 10:30:02	Waiver VM	Voice Mail
84	8/29/2024 10:31:46	Waiver VM	Voice Mail
85	8/29/2024 10:32:13	Waiver VM	Voice Mail
86	8/29/2024 14:43:36		Phone
87	8/29/2024 14:53:58	Waiver	Phone
88	8/29/2024 14:59:54	Waiver	Phone
89	8/30/2024 10:46:19		Phone
90	9/1/2024 18:29:03		Phone
91	9/3/2024 07:54:46		Phone
92	9/3/2024 08:43:54		Phone
93	9/3/2024 08:43:54		Phone
94	9/3/2024 12:16:54		Phone
95	9/3/2024 13:11:49	Waiver	Phone
96	9/3/2024 16:56:34	Waiver	Phone
97	9/3/2024 16:57:56		Phone
98	9/3/2024 16:59:31	Waiver	Phone
99	9/4/2024 15:51:07		Phone
100	9/4/2024 15:52:41	Waiver VM	Voice Mail

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
101	9/5/2024 10:27:12	Waiver	Phone
102	9/5/2024 11:57:54		Phone
103	9/5/2024 11:59:35	Waiver	Phone
104	9/6/2024 10:17:58	Waiver	Phone
105	9/9/2024 09:35:43	Waiver	Phone
106	9/13/2024 12:21:14	Waiver	Phone
107	9/17/2024 10:30:53	Waiver	Phone
108	9/17/2024 11:25:25	Waiver	Phone
109	9/17/2024 11:36:08	Waiver	Phone
110	9/19/2024 13:45:30	Waiver	Phone
111	9/23/2024 10:34:41	Waiver	Phone
112	9/23/2024 10:38:36		Phone
113	9/23/2024 10:39:37	Waiver	Phone
114	9/23/2024 11:37:37		Phone
115	9/23/2024 11:37:37		Phone
116	9/23/2024 11:37:37	Waiver	Phone
117	9/23/2024 15:32:57	Waiver	Phone
118	9/26/2024 09:16:51		Phone
119	9/26/2024 09:16:51	Waiver	Phone
120	9/26/2024 09:17:51	Waiver	Phone
121	9/26/2024 09:18:47	Waiver	Phone
122	9/26/2024 09:19:18	Waiver	Phone
123	9/26/2024 09:19:58	Waiver	Phone
124	9/30/2024 14:38:03		Phone
125	10/7/2024 12:12:04		Phone

Kansas Board of Regents (KBOR)

Customer Service Toll-Free Calls

August 11, 2024 through November 10, 2024

Count	Time	Queue Name	Media Type
126	10/7/2024 12:12:04	Waiver	Phone
127	10/21/2024 09:13:21	Waiver	Phone
128	10/23/2024 14:32:21	Waiver	Phone
129	10/30/2024 16:09:21	Waiver	Phone
130	11/5/2024 12:36:34	Waiver	Phone
131	11/8/2024 14:05:36	Waiver	Phone
132	11/8/2024 14:28:13	Waiver	Phone
133	11/8/2024 16:06:09	Waiver	Phone
	Total Calls	133	

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

Fall 2024 (Final)

November 13, 2024

University of Kansas

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
220	1.54	0.06

Wichita State University

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
86	1.75	0.06

Kansas State University

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
22	1.13	0.05

Emporia State University

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	0.57	0.03

Pittsburg State University

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
4	1.65	0.03

University of Kansas Medical Center

Fall 2023 Audits	Total Audits Average Processing Time (days)	Total Average QA Time (days)
9	0.22	0.1

University of Kansas

Statistics Report

Fall 2024

Wednesday, November 13, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	199
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	702
TOTAL ENROLLMENTS	901

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	186
DENIED WAIVERS	32
PENDING WAIVERS	0
VOIDED WAIVERS	2
NUMBER OF SUBMITTED WAIVERS	220

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1395
STUDENTS DROPPED FROM SHIP	62
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	1457

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-6
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-14
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-21
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-41

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	901
WAIVERS PROCESSED	220
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1457
STUDENTS WITH MULTIPLE RESULTS	-41
TOTAL NUMBER STUDENTS RECEIVED	2537

Wichita State University

Statistics Report

Fall 2024

Wednesday, November 13, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	
DEFAULT ENROLLMENTS	300
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	769
TOTAL ENROLLMENTS	1069

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	61
DENIED WAIVERS	25
PENDING WAIVERS	0
VOIDED WAIVERS	0
NUMBER OF SUBMITTED WAIVERS	86

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	1148
STUDENTS DROPPED FROM SHIP	50
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	1198

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	-68
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-19
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-89

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	1069
WAIVERS PROCESSED	86
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	1198
STUDENTS WITH MULTIPLE RESULTS	-89
TOTAL NUMBER STUDENTS RECEIVED	2264

Kansas State University

Statistics Report

Fall 2024

Wednesday, November 13, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	27
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	845
TOTAL ENROLLMENTS	872

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	11
DENIED WAIVERS	10
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	22

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	44
STUDENTS DROPPED FROM SHIP	8
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	52

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	-2
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-9
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-12

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	872
WAIVERS PROCESSED	22
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	52
STUDENTS WITH MULTIPLE RESULTS	-12
TOTAL NUMBER STUDENTS RECEIVED	934

Emporia State University

Statistics Report

Fall 2024

Wednesday, November 13, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	52
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	57
TOTAL ENROLLMENTS	109

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

STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	NUMBER OF STUDENTS
STUDENTS WITHDRAWN FROM PROCESS	44
STUDENTS DROPPED FROM SHIP	4
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	48

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	-1
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-1

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	109
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	48
STUDENTS WITH MULTIPLE RESULTS	-1
TOTAL NUMBER STUDENTS RECEIVED	160

Pittsburg State University

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	0
DEFAULT ENROLLED PAID (ACTIVE)	255
TOTAL ENROLLMENTS	255

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	1
DENIED WAIVERS	3
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	27
STUDENTS WHO ARE DISAPPROVED FROM SHIP	0
NUMBER OF WITHDRAWN, DISAPPROVED or DROPPED STUDENTS	27

STUDENTS WITH MULTIPLE RESULTS	NUMBER OF STUDENTS
STUDENTS WITH PENDING, APPROVED OR VOIDED WAIVER & ACTIVE, DROPPED, APPROVED or DISAPPROVED ENROLLMENT	-1
STUDENTS WITHDRAWN WITH APPROVED/DENIED/VOID WAIVER	0
STUDENTS WITH DENIED WAIVERS and ACTIVE/DROPPED/DENIED WAIVERS - PENDING ENROLLMENT	-3
NUMBER OF STUDENTS WITH MULTIPLE RESULTS	-4

STUDENT RECORDS PROCESSED	NUMBER OF STUDENTS
ACTIVE ENROLLMENT	255
WAIVERS PROCESSED	4
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	27
STUDENTS WITH MULTIPLE RESULTS	-4
TOTAL NUMBER STUDENTS RECEIVED	282

University of Kansas Medical Center

Statistics Report

Summer 2024

Thursday, August 15, 2024

STUDENT ENROLLMENT	NUMBER OF STUDENTS
STUDENTS WHO POSITIVELY ENROLLED (OPT IN)	0
DEFAULT ENROLLMENTS	
DENIED WAIVERS - PENDING ENROLLMENT	0
STUDENTS WHO DID NOTHING	114
DEFAULT ENROLLED PAID (ACTIVE)	0
TOTAL ENROLLMENTS	114

STUDENT WAIVERS	NUMBER OF STUDENTS
APPROVED WAIVERS	8
DENIED WAIVERS	0
PENDING WAIVERS	0
VOIDED WAIVERS	1
NUMBER OF SUBMITTED WAIVERS	9

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

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	114
WAIVERS PROCESSED	9
STUDENTS WITHDRAWN, DISAPPROVED or DROPPED	5
STUDENTS WITH MULTIPLE RESULTS	0
TOTAL NUMBER STUDENTS RECEIVED	128

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

August 11, 2024 through November 13, 2024

Ticket	Start Date	Close Date	Response Time	Duration Time	Category	School
1	8/12/2024 8:16	8/12/2024 8:43	0:07:00	0:20:00	Waiver / Waiver Audit Questions	Kansas State University
3	8/12/2024 9:43	8/12/2024 9:43	1:15:00	1:15:00	Insurance Enrollment / Enrollment Questions	Wichita State University
4	8/12/2024 8:38	8/12/2024 8:45	0:38:00	0:45:00	Waiver / Waiver Audit Questions	University of Kansas
5	8/12/2024 11:10	8/12/2024 18:08	0:11:00	7:09:00	Insurance Enrollment / Enrollment Questions	Wichita State University
6	8/12/2024 14:34	8/12/2024 16:09	3:17:00	4:52:00	Waiver / Waiver Audit Questions	Kansas State University
7	8/12/2024 11:37	8/12/2024 17:51	0:15:00	6:29:00	Insurance Enrollment / Enrollment Questions	Wichita State University
8	8/12/2024 12:53	8/12/2024 17:56	1:08:00	6:11:00	Insurance Enrollment / Enrollment Questions	Wichita State University
9	8/12/2024 12:48	8/12/2024 16:09	0:44:00	4:05:00	Waiver / Waiver Audit Questions	Wichita State University
10	8/12/2024 14:10	8/12/2024 16:08	1:49:00	3:47:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
11	8/12/2024 14:52	8/12/2024 16:09	0:12:00	1:29:00	Waiver / Waiver Audit Questions	University of Kansas
12	8/12/2024 16:15	8/13/2024 7:24	0:53:00	3:38:00	Waiver / Waiver Audit Questions	Kansas State University
13	8/12/2024 16:09	8/13/2024 7:23	0:01:00	2:52:00	Waiver / Waiver Audit Questions	University of Kansas
14	8/12/2024 16:25	8/13/2024 7:25	0:08:00	2:43:00	Waiver / Waiver Audit Questions	University of Kansas
15	8/12/2024 17:58	8/12/2024 17:58	0:06:00	0:06:00	Insurance Enrollment / Enrollment Questions	Wichita State University
16	8/13/2024 8:06	8/13/2024 11:06	1:02:00	4:02:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
17	8/13/2024 8:09	8/13/2024 11:07	0:09:00	3:07:00	Waiver / Waiver Audit Questions	University of Kansas
18	8/13/2024 8:08	8/13/2024 11:07	0:08:00	3:07:00	Waiver / Waiver Audit Questions	University of Kansas
19	8/13/2024 9:28	8/13/2024 14:52	1:28:00	6:52:00	Insurance Enrollment / Enrollment Questions	University of Kansas
20	8/13/2024 10:52	8/13/2024 11:07	2:13:00	2:28:00	Waiver / Waiver Audit Questions	Kansas State University
21	8/13/2024 11:02	8/13/2024 15:39	2:07:00	6:44:00	Waiver / Waiver Audit Questions	Wichita State University
22	8/13/2024 10:19	8/20/2024 14:05	0:12:00	58:58:00	Insurance Enrollment / Enrollment Questions	University of Kansas
23	8/13/2024 12:38	8/13/2024 14:52	1:05:00	3:19:00	Insurance Enrollment / Enrollment Questions	University of Kansas
24	8/13/2024 13:30	8/13/2024 13:30	0:06:00	0:06:00	Insurance Enrollment / Enrollment Questions	Wichita State University
25	8/13/2024 13:53	8/13/2024 15:43	0:25:00	2:15:00	Waiver / Waiver Audit Questions	University of Kansas
26	8/13/2024 13:50	8/13/2024 15:37	0:17:00	2:04:00	Insurance Enrollment / Enrollment Questions	University of Kansas
27	8/13/2024 15:26	8/13/2024 15:26	0:08:00	0:08:00	Insurance Enrollment / Enrollment Questions	Emporia State University
28	8/14/2024 10:02	8/14/2024 14:22	0:26:00	4:46:00	Waiver / Waiver Audit Questions	University of Kansas
29	8/14/2024 11:46	8/14/2024 14:24	0:02:00	2:40:00	Waiver / Waiver Audit Questions	University of Kansas
30	8/15/2024 9:53	8/15/2024 10:47	1:31:00	2:25:00	Insurance Enrollment / Enrollment Questions	University of Kansas
31	8/15/2024 12:20	8/15/2024 13:13	2:41:00	3:34:00	Waiver / Waiver Audit Questions	Kansas State University
32	8/15/2024 13:26	8/20/2024 10:49	3:17:00	33:40:00	Waiver / Waiver Audit Questions	Pittsburg State University
33	8/15/2024 11:41	8/22/2024 19:27	0:32:00	62:51:00	Insurance Enrollment / Enrollment Questions	Wichita State University
34	8/15/2024 14:01	8/15/2024 15:51	1:13:00	3:03:00	Waiver / Waiver Audit Questions	University of Kansas
35	8/16/2024 8:13	8/19/2024 9:00	0:13:00	12:00:00	Waiver / Waiver Audit Questions	University of Kansas
36	8/16/2024 11:40	8/16/2024 11:40	1:16:00	1:16:00	Insurance Enrollment / Enrollment Questions	Wichita State University
38	8/16/2024 16:47	8/16/2024 17:43	0:11:00	1:07:00	Insurance Enrollment / Enrollment Questions	University of Kansas
39	8/19/2024 8:41	8/26/2024 11:07	2:53:00	60:19:00	Waiver / Waiver Audit Questions	University of Kansas
40	8/16/2024 18:36	8/19/2024 9:10	0:39:00	2:13:00	Insurance Enrollment / Enrollment Questions	University of Kansas
41	8/19/2024 8:59	8/19/2024 8:59	0:59:00	0:59:00	Insurance Enrollment / Enrollment Questions	Wichita State University
42	8/19/2024 8:44	8/19/2024 9:22	0:10:00	0:28:00	Waiver / Waiver Audit Questions	University of Kansas
43	8/19/2024 9:45	8/19/2024 9:45	0:46:00	0:46:00	Insurance Enrollment / Enrollment Questions	University of Kansas
44	8/19/2024 9:47	8/22/2024 19:33	0:26:00	42:39:00	Insurance Enrollment / Enrollment Questions	Wichita State University
45	8/19/2024 13:31	8/19/2024 13:54	2:39:00	3:02:00	Waiver / Waiver Audit Questions	University of Kansas
46	8/19/2024 11:06	8/22/2024 19:33	0:12:00	41:06:00	Insurance Enrollment / Enrollment Questions	Wichita State University
47	8/19/2024 11:06	8/22/2024 19:32	0:11:00	41:05:00	Insurance Enrollment / Enrollment Questions	Wichita State University
48	8/19/2024 11:07	8/22/2024 19:32	0:11:00	41:04:00	Insurance Enrollment / Enrollment Questions	Wichita State University
49	8/19/2024 14:10	8/19/2024 14:35	2:26:00	2:51:00	Waiver / Waiver Audit Questions	University of Kansas
50	8/19/2024 15:55	8/26/2024 13:15	1:48:00	54:08:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
51	8/19/2024 16:05	8/26/2024 13:01	1:52:00	53:48:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
52	8/19/2024 16:04	8/28/2024 14:34	1:45:00	77:15:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
53	8/19/2024 16:03	8/29/2024 15:52	1:35:00	89:24:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
54	8/19/2024 16:05	8/28/2024 14:30	1:34:00	76:59:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
55	8/19/2024 16:08	8/28/2024 14:32	1:36:00	77:00:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
56	8/19/2024 16:39	8/22/2024 18:28	1:43:00	36:32:00	Insurance Enrollment / Enrollment Questions	Emporia State University
57	8/19/2024 16:46	8/28/2024 14:33	1:43:00	76:30:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
58	8/19/2024 16:48	8/28/2024 14:35	1:43:00	76:30:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
59	8/19/2024 17:00	8/26/2024 14:26	1:50:00	54:16:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
60	8/20/2024 8:17	8/20/2024 8:49	0:24:00	0:56:00	Waiver / Waiver Audit Questions	Kansas State University
61	8/20/2024 9:22	8/20/2024 9:53	1:22:00	1:53:00	Insurance Enrollment / Enrollment Questions	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

August 11, 2024 through November 13, 2024

Ticket	Start Date	Close Date	Response Time	Duration Time	Category	School
62	8/20/2024 13:18	8/20/2024 15:32	4:48:00	7:02:00	Waiver / Waiver Audit Questions	University of Kansas
63	8/20/2024 10:04	8/22/2024 19:30	0:08:00	31:04:00	Insurance Enrollment / Enrollment Questions	Wichita State University
64	8/20/2024 13:57	8/20/2024 14:20	3:46:00	4:09:00	Waiver / Waiver Audit Questions	University of Kansas
65	8/20/2024 11:42	8/20/2024 11:42	0:05:00	0:05:00	Insurance Enrollment / Enrollment Questions	Wichita State University
66	8/21/2024 8:37	8/26/2024 14:19	5:04:00	43:46:00	Insurance Enrollment / Enrollment Questions	University of Kansas
67	8/21/2024 8:04	8/21/2024 8:36	3:13:00	3:45:00	Waiver / Waiver Audit Questions	University of Kansas
68	8/21/2024 8:55	8/22/2024 18:28	0:18:00	20:51:00	Insurance Enrollment / Enrollment Questions	Emporia State University
69	8/21/2024 9:07	8/22/2024 18:28	0:02:00	20:23:00	Insurance Enrollment / Enrollment Questions	Emporia State University
70	8/21/2024 13:44	8/22/2024 9:48	3:53:00	10:57:00	Waiver / Waiver Audit Questions	University of Kansas
71	8/21/2024 10:06	8/22/2024 18:27	0:11:00	19:32:00	Waiver / Waiver Audit Questions	Emporia State University
72	8/21/2024 10:06	8/22/2024 18:27	0:05:00	19:26:00	Waiver / Waiver Audit Questions	Emporia State University
73	8/21/2024 11:31	8/22/2024 19:34	0:26:00	18:55:00	Waiver / Waiver Audit Questions	Wichita State University
74	8/21/2024 11:30	8/26/2024 14:06	0:24:00	36:00:00	Waiver / Waiver Audit Questions	Wichita State University
75	8/21/2024 12:55	8/26/2024 13:14	0:08:00	33:27:00	Waiver / Waiver Audit Questions	Pittsburg State University
76	8/21/2024 12:57	8/28/2024 14:51	0:09:00	57:03:00	Waiver / Waiver Audit Questions	Pittsburg State University
77	8/21/2024 12:56	8/28/2024 14:50	0:07:00	57:01:00	Waiver / Waiver Audit Questions	Pittsburg State University
78	8/21/2024 12:58	8/26/2024 14:24	0:07:00	34:33:00	Waiver / Waiver Audit Questions	Pittsburg State University
79	8/21/2024 14:13	10/3/2024 11:49	0:44:00	328:20:00	Waiver / Waiver Audit Questions	University of Kansas
80	8/21/2024 17:55	8/21/2024 17:55	0:31:00	0:31:00	Insurance Enrollment / Enrollment Questions	Wichita State University
81	8/22/2024 8:16	8/22/2024 9:48	0:16:00	1:48:00	Waiver / Waiver Audit Questions	University of Kansas
82	8/22/2024 13:05	8/26/2024 14:27	5:05:00	28:27:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
83	8/22/2024 13:06	8/28/2024 14:54	5:05:00	50:53:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
84	8/22/2024 13:07	8/28/2024 14:55	5:05:00	50:53:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
85	8/22/2024 13:08	8/28/2024 14:55	5:06:00	50:53:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
86	8/22/2024 13:08	8/28/2024 14:55	5:06:00	50:53:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
87	8/22/2024 13:10	8/28/2024 14:55	5:07:00	50:52:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
88	8/22/2024 13:11	8/28/2024 14:56	5:07:00	50:52:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
89	8/22/2024 13:12	8/28/2024 14:56	5:05:00	50:49:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
90	8/22/2024 13:54	8/22/2024 14:15	5:02:00	5:23:00	Waiver / Waiver Audit Questions	University of Kansas
91	8/22/2024 14:13	8/22/2024 14:17	2:08:00	2:12:00	Waiver / Waiver Audit Questions	University of Kansas
92	8/22/2024 15:27	8/23/2024 8:14	0:21:00	4:08:00	Insurance Enrollment / Enrollment Questions	Wichita State University
93	8/23/2024 8:09	8/23/2024 9:06	0:09:00	1:06:00	Waiver / Waiver Audit Questions	University of Kansas
94	8/23/2024 10:05	8/26/2024 13:56	1:13:00	16:04:00	Insurance Enrollment / Enrollment Questions	Wichita State University
95	8/23/2024 11:44	8/23/2024 11:53	1:36:00	1:45:00	Waiver / Waiver Audit Questions	University of Kansas
96	8/23/2024 11:41	8/23/2024 12:06	1:25:00	1:50:00	Waiver / Waiver Audit Questions	University of Kansas
97	8/23/2024 11:41	8/23/2024 11:52	1:20:00	1:31:00	Waiver / Waiver Audit Questions	University of Kansas
98	8/23/2024 11:44	8/23/2024 11:51	1:21:00	1:28:00	Waiver / Waiver Audit Questions	University of Kansas
99	8/23/2024 11:39	8/23/2024 11:39	0:08:00	0:08:00	Insurance Enrollment / Enrollment Questions	University of Kansas
100	8/23/2024 11:57	8/23/2024 12:03	0:01:00	0:07:00	Waiver / Waiver Audit Questions	University of Kansas
101	8/23/2024 12:07	8/23/2024 12:07	0:06:00	0:06:00	Waiver / Waiver Audit Questions	University of Kansas
102	8/23/2024 13:34	8/24/2024 15:29	1:21:00	7:16:00	Insurance Enrollment / Enrollment Questions	Wichita State University
103	8/23/2024 13:27	8/23/2024 13:36	0:02:00	0:11:00	Waiver / Waiver Audit Questions	University of Kansas
104	8/23/2024 15:46	8/23/2024 16:09	0:34:00	0:57:00	Insurance Enrollment / Enrollment Questions	University of Kansas
105	8/23/2024 15:56	8/23/2024 15:56	0:05:00	0:05:00	Insurance Enrollment / Enrollment Questions	University of Kansas
106	8/23/2024 16:47	9/9/2024 18:45	0:06:00	112:04:00	Insurance Enrollment / Enrollment Questions	Wichita State University
107	8/23/2024 17:20	8/26/2024 10:58	0:18:00	4:56:00	Waiver / Waiver Audit Questions	University of Kansas
108	8/24/2024 14:33	8/28/2024 14:16	0:33:00	28:16:00	Insurance Enrollment / Enrollment Questions	University of Kansas
110	8/26/2024 8:30	8/26/2024 11:06	0:27:00	2:09:00	Waiver / Waiver Audit Questions	University of Kansas
111	8/26/2024 8:27	8/26/2024 11:00	0:17:00	2:50:00	Waiver / Waiver Audit Questions	University of Kansas
112	8/24/2024 17:47	8/26/2024 9:19	0:37:00	1:09:00	Insurance Enrollment / Enrollment Questions	University of Kansas
113	8/26/2024 9:05	8/26/2024 13:33	1:05:00	5:33:00	Insurance Enrollment / Enrollment Questions	Wichita State University
114	8/26/2024 9:13	8/26/2024 14:21	0:51:00	5:59:00	Insurance Enrollment / Enrollment Questions	Emporia State University
115	8/26/2024 9:55	8/26/2024 14:23	0:17:00	4:45:00	Insurance Enrollment / Enrollment Questions	Emporia State University
116	8/26/2024 9:55	8/26/2024 14:23	0:14:00	4:42:00	Insurance Enrollment / Enrollment Questions	Emporia State University
117	8/26/2024 11:43	8/26/2024 12:24	1:49:00	2:30:00	Waiver / Waiver Audit Questions	Kansas State University
118	8/26/2024 12:17	8/26/2024 12:17	0:07:00	0:07:00	Insurance Enrollment / Enrollment Questions	University of Kansas
119	8/26/2024 12:42	8/26/2024 12:42	0:03:00	0:03:00	Insurance Enrollment / Enrollment Questions	University of Kansas
120	8/26/2024 14:01	8/28/2024 14:19	0:10:00	22:28:00	Insurance Enrollment / Enrollment Questions	Wichita State University
121	8/26/2024 15:27	8/26/2024 15:27	0:54:00	0:54:00	Insurance Enrollment / Enrollment Questions	Wichita State University

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

August 11, 2024 through November 13, 2024

Ticket	Start Date	Close Date	Response Time	Duration Time	Category	School
122	8/26/2024 15:43	8/28/2024 14:57	0:22:00	21:36:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
123	8/26/2024 16:05	8/26/2024 16:06	0:42:00	0:43:00	Waiver / Waiver Audit Questions	University of Kansas
124	8/26/2024 15:40	8/28/2024 14:56	0:15:00	21:31:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
125	8/26/2024 15:42	8/28/2024 14:57	0:11:00	21:26:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
126	8/26/2024 15:41	8/28/2024 14:56	0:03:00	21:18:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
127	8/27/2024 9:46	9/1/2024 21:27	1:46:00	44:00:00	Insurance Enrollment / Enrollment Questions	Wichita State University
128	8/27/2024 9:47	8/28/2024 14:17	1:26:00	16:56:00	Insurance Enrollment / Enrollment Questions	University of Kansas
129	8/27/2024 9:57	8/28/2024 14:26	0:46:00	16:15:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
130	8/27/2024 14:56	8/27/2024 15:03	1:45:00	1:52:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
131	8/27/2024 15:45	8/27/2024 15:55	0:42:00	0:52:00	Waiver / Waiver Audit Questions	University of Kansas
132	8/27/2024 16:36	9/4/2024 13:25	0:34:00	52:23:00	Waiver / Waiver Audit Questions	University of Kansas
133	8/28/2024 8:09	8/28/2024 8:21	0:09:00	0:21:00	Waiver / Waiver Audit Questions	University of Kansas
134	8/28/2024 13:16	8/28/2024 13:16	0:47:00	0:47:00	Insurance Enrollment / Enrollment Questions	Kansas State University
135	8/29/2024 8:12	8/29/2024 11:32	6:10:00	9:30:00	Waiver / Waiver Audit Questions	Emporia State University
136	8/29/2024 8:24	8/29/2024 11:32	1:21:00	4:29:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
137	8/29/2024 8:19	8/29/2024 13:21	0:19:00	5:21:00	Waiver / Waiver Audit Questions	Kansas State University
138	8/29/2024 9:37	8/29/2024 15:59	1:37:00	7:59:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
139	8/29/2024 9:38	8/29/2024 9:38	1:31:00	1:31:00	Insurance Enrollment / Enrollment Questions	Emporia State University
140	8/29/2024 9:55	8/29/2024 10:45	0:55:00	1:45:00	Insurance Enrollment / Enrollment Questions	Wichita State University
141	8/29/2024 10:02	8/29/2024 16:02	0:03:00	6:03:00	Insurance Enrollment / Enrollment Questions	University of Kansas
142	8/29/2024 11:35	9/2/2024 12:00	0:19:00	18:44:00	Insurance Enrollment / Enrollment Questions	Wichita State University
143	8/29/2024 11:56	9/2/2024 12:06	0:13:00	18:23:00	Insurance Enrollment / Enrollment Questions	University of Kansas
144	8/29/2024 12:31	8/30/2024 13:51	0:25:00	12:45:00	Insurance Enrollment / Enrollment Questions	University of Kansas
145	8/29/2024 12:31	8/30/2024 13:51	0:23:00	12:43:00	Insurance Enrollment / Enrollment Questions	University of Kansas
146	8/29/2024 15:33	8/30/2024 13:50	0:14:00	9:31:00	Insurance Enrollment / Enrollment Questions	University of Kansas
147	8/30/2024 9:33	8/30/2024 9:33	1:33:00	1:33:00	Insurance Enrollment / Enrollment Questions	Wichita State University
148	8/30/2024 10:54	9/2/2024 12:07	0:12:00	8:25:00	Insurance Enrollment / Enrollment Questions	Wichita State University
149	9/3/2024 8:17	9/3/2024 9:46	0:25:00	1:04:00	Waiver / Waiver Audit Questions	University of Kansas
150	9/3/2024 8:38	9/3/2024 9:47	0:14:00	1:23:00	Waiver / Waiver Audit Questions	University of Kansas
151	9/3/2024 8:39	9/3/2024 9:46	0:03:00	1:04:00	Waiver / Waiver Audit Questions	University of Kansas
152	9/3/2024 10:29	9/4/2024 17:30	2:29:00	20:30:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
153	9/3/2024 14:57	9/4/2024 15:54	0:32:00	12:29:00	Waiver / Waiver Audit Questions	Kansas State University
154	9/4/2024 9:52	9/5/2024 10:23	1:19:00	12:50:00	Insurance Enrollment / Enrollment Questions	University of Kansas
155	9/4/2024 9:53	9/5/2024 10:53	1:17:00	13:17:00	Insurance Enrollment / Enrollment Questions	University of Kansas
156	9/4/2024 9:54	9/5/2024 10:52	1:17:00	13:15:00	Insurance Enrollment / Enrollment Questions	University of Kansas
157	9/4/2024 17:01	9/5/2024 7:37	5:44:00	7:43:00	Waiver / Waiver Audit Questions	University of Kansas
158	9/4/2024 15:22	9/9/2024 19:26	0:02:00	36:40:00	Insurance Enrollment / Enrollment Questions	University of Kansas
159	9/4/2024 15:24	9/9/2024 19:27	0:01:00	36:37:00	Insurance Enrollment / Enrollment Questions	University of Kansas
160	9/4/2024 16:36	9/9/2024 19:28	0:17:00	35:41:00	Insurance Enrollment / Enrollment Questions	University of Kansas
161	9/5/2024 11:18	9/5/2024 12:00	2:43:00	3:25:00	Waiver / Waiver Audit Questions	University of Kansas
162	9/5/2024 10:51	9/5/2024 11:28	0:18:00	0:55:00	Insurance Enrollment / Enrollment Questions	University of Kansas
163	9/5/2024 11:04	9/9/2024 19:06	0:07:00	30:03:00	Insurance Enrollment / Enrollment Questions	Wichita State University
164	9/6/2024 8:13	10/7/2024 12:21	0:13:00	235:21:00	Waiver / Waiver Audit Questions	Kansas State University
165	9/6/2024 9:35	9/9/2024 19:28	0:19:00	20:44:00	Insurance Enrollment / Enrollment Questions	University of Kansas
166	9/6/2024 9:36	9/9/2024 19:29	0:15:00	20:39:00	Insurance Enrollment / Enrollment Questions	University of Kansas
167	9/6/2024 10:56	9/6/2024 11:32	0:15:00	0:51:00	Waiver / Waiver Audit Questions	Kansas State University
168	9/6/2024 14:36	9/9/2024 19:30	3:41:00	19:05:00	Insurance Enrollment / Enrollment Questions	University of Kansas
169	9/6/2024 15:05	9/6/2024 15:05	1:46:00	1:46:00	Insurance Enrollment / Enrollment Questions	Kansas State University
170	9/6/2024 14:43	9/9/2024 7:44	0:27:00	4:44:00	Waiver / Waiver Audit Questions	Kansas State University
171	9/9/2024 9:03	9/9/2024 9:03	0:42:00	0:42:00	Insurance Enrollment / Enrollment Questions	Kansas State University
172	9/9/2024 10:34	9/9/2024 19:38	0:47:00	9:13:00	Insurance Enrollment / Enrollment Questions	University of Kansas
173	9/9/2024 18:43	9/12/2024 14:09	4:46:00	33:12:00	Insurance Enrollment / Enrollment Questions	Wichita State University
174	9/9/2024 14:53	9/9/2024 17:56	0:32:00	3:35:00	Insurance Enrollment / Enrollment Questions	University of Kansas
175	9/9/2024 18:44	9/12/2024 14:09	3:46:00	32:11:00	Insurance Enrollment / Enrollment Questions	Wichita State University
176	9/11/2024 10:51	9/11/2024 11:14	0:12:00	0:35:00	Waiver / Waiver Audit Questions	University of Kansas
177	9/13/2024 14:45	9/17/2024 9:57	0:38:00	17:50:00	Insurance Enrollment / Enrollment Questions	Pittsburg State University
178	9/17/2024 12:01	9/17/2024 14:49	0:08:00	2:56:00	Waiver / Waiver Audit Questions	University of Kansas Medical Center
179	9/17/2024 15:51	10/3/2024 12:42	0:05:00	128:56:00	Insurance Enrollment / Enrollment Questions	University of Kansas
180	9/18/2024 10:23	9/20/2024 10:52	1:36:00	24:05:00	Insurance Enrollment / Enrollment Questions	University of Kansas

Kansas Board of Regents (KBOR)

Customer Service - Ticket Requests

August 11, 2024 through November 13, 2024

Ticket	Start Date	Close Date	Response Time	Duration Time	Category	School
181	9/18/2024 10:25	9/23/2024 9:46	0:43:00	33:04:00	Insurance Enrollment / Enrollment Questions	University of Kansas
182	9/18/2024 10:25	9/23/2024 9:46	0:42:00	33:03:00	Insurance Enrollment / Enrollment Questions	University of Kansas
183	9/18/2024 12:51	9/20/2024 11:54	1:45:00	22:48:00	Insurance Enrollment / Enrollment Questions	University of Kansas
184	9/18/2024 14:49	9/20/2024 11:57	0:04:00	19:12:00	Insurance Enrollment / Enrollment Questions	University of Kansas
185	9/18/2024 18:03	9/20/2024 12:32	1:17:00	17:46:00	Insurance Enrollment / Enrollment Questions	Kansas State University
186	9/18/2024 18:03	9/20/2024 12:33	1:16:00	17:46:00	Insurance Enrollment / Enrollment Questions	Kansas State University
187	9/18/2024 18:03	9/20/2024 12:33	1:15:00	17:45:00	Insurance Enrollment / Enrollment Questions	Kansas State University
188	9/18/2024 18:04	9/20/2024 12:34	1:15:00	17:45:00	Insurance Enrollment / Enrollment Questions	Kansas State University
189	9/19/2024 9:58	9/19/2024 9:58	0:13:00	0:13:00	Insurance Enrollment / Enrollment Questions	Wichita State University
190	9/19/2024 11:05	10/21/2024 12:10	0:56:00	244:01:00	Waiver / Waiver Audit Questions	University of Kansas
191	9/20/2024 10:51	9/20/2024 10:51	0:19:00	0:19:00	Insurance Enrollment / Enrollment Questions	University of Kansas
192	9/20/2024 10:54	9/23/2024 10:11	0:20:00	10:37:00	Insurance Enrollment / Enrollment Questions	University of Kansas
193	9/20/2024 11:01	9/23/2024 10:12	0:18:00	10:29:00	Insurance Enrollment / Enrollment Questions	University of Kansas
194	9/23/2024 14:02	9/23/2024 15:11	2:48:00	3:57:00	Waiver / Waiver Audit Questions	Kansas State University
195	9/23/2024 17:56	9/24/2024 12:46	3:05:00	8:55:00	Insurance Enrollment / Enrollment Questions	University of Kansas
196	9/24/2024 14:34	9/24/2024 15:33	0:02:00	1:01:00	Waiver / Waiver Audit Questions	University of Kansas
197	9/26/2024 7:40	9/27/2024 7:38	3:26:00	14:26:00	Waiver / Waiver Audit Questions	University of Kansas
198	10/2/2024 15:27	10/11/2024 11:02	0:02:00	72:37:00	Insurance Enrollment / Enrollment Questions	University of Kansas
199	10/4/2024 16:21	10/4/2024 16:21	4:48:00	4:48:00	Waiver / Waiver Audit Questions	University of Kansas
200	10/8/2024 8:19	10/8/2024 9:03	0:04:00	0:48:00	Waiver / Waiver Audit Questions	University of Kansas
201	10/9/2024 11:51	10/11/2024 10:23	0:18:00	20:50:00	Insurance Enrollment / Enrollment Questions	University of Kansas
202	10/11/2024 10:00	10/11/2024 12:35	1:44:00	4:19:00	Insurance Enrollment / Enrollment Questions	University of Kansas
203	10/14/2024 10:30	10/14/2024 16:39	0:23:00	6:32:00	Insurance Enrollment / Enrollment Questions	Kansas State University
204	10/14/2024 16:11	10/15/2024 12:39	0:26:00	7:54:00	Insurance Enrollment / Enrollment Questions	University of Kansas
205	10/18/2024 9:30	10/21/2024 12:46	4:02:00	18:18:00	Insurance Enrollment / Enrollment Questions	University of Kansas
206	10/18/2024 9:29	10/22/2024 10:08	1:29:00	24:08:00	Insurance Enrollment / Enrollment Questions	Wichita State University
207	10/22/2024 9:35	10/22/2024 9:57	0:33:00	0:55:00	Waiver / Waiver Audit Questions	University of Kansas
208	10/22/2024 16:39	10/25/2024 14:35	0:57:00	31:53:00	Waiver / Waiver Audit Questions	University of Kansas
209	10/24/2024 12:14	10/25/2024 10:01	0:40:00	9:27:00	Waiver / Waiver Audit Questions	University of Kansas
210	10/25/2024 14:41	11/5/2024 13:16	0:29:00	76:04:00	Insurance Enrollment / Enrollment Questions	University of Kansas
211	10/28/2024 14:42	10/28/2024 15:14	0:04:00	0:36:00	Waiver / Waiver Audit Questions	Kansas State University
212	10/31/2024 10:45	11/8/2024 16:07	0:47:00	72:09:00	Waiver / Waiver Audit Questions	University of Kansas
213	11/4/2024 13:56	11/5/2024 12:43	0:07:00	9:54:00	Insurance Enrollment / Enrollment Questions	University of Kansas
214	11/5/2024 12:36	11/5/2024 14:04	2:08:00	3:36:00	Insurance Enrollment / Enrollment Questions	Wichita State University
215	11/12/2024 10:47	Open	28:57:00	Open	Insurance Enrollment / Enrollment Questions	University of Kansas
216	11/7/2024 11:12	11/8/2024 12:17	0:05:00	12:10:00	Insurance Enrollment / Enrollment Questions	University of Kansas
217	11/8/2024 16:05	11/11/2024 16:43	0:11:00	3:49:00	Insurance Enrollment / Enrollment Questions	University of Kansas
218	11/8/2024 16:05	11/11/2024 16:45	0:09:00	3:49:00	Insurance Enrollment / Enrollment Questions	University of Kansas
219	11/8/2024 16:06	11/11/2024 16:46	0:09:00	3:49:00	Insurance Enrollment / Enrollment Questions	University of Kansas
220	11/11/2024 13:54	Open	0:01:00	Open	Insurance Enrollment / Enrollment Questions	University of Kansas
221	11/11/2024 15:10	11/12/2024 10:28	0:43:00	1:35:00	Waiver / Waiver Audit Questions	University of Kansas
222	11/13/2024 14:08	Open	0:12:00	Open	Insurance Enrollment / Enrollment Questions	Wichita State University

Notes:

Tickets created during period: **221**

Of them closed: **218**

Still open: **3**

Tickets that were reopened: **22**

Average response time: **1h 16m 45s**

Average duration: **21h 04m 51s**

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