

# *SHERLOCK EXPENSE EVALUATION REPORT*

## **2011 MEDICARE-ORIENTED PLANS EDITION** **Volume II.A: Operational Metrics**

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December 2011



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▪ <i>Customer Services responds, processes, resolves or provides information for transactions or inquiries of customers based on eligibility, contract language, benefit interpretation, medical management activities, regulatory interpretation, claims process accuracy and historical member communications used to provide and authorize service or payment.</i>	
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