

USVI Dashboard for Week Ending 2/15/2026

Financial Control (Payment) Summary	
Claims Total Paid for Week	\$3,846,716.27
Claims Total Paid YTD	\$12,403,202.78
Claims Total Paid SFYTD	\$28,277,785.87
Number Claims Processed YTD	21,976
Number Claims Processed SFYTD	65,158
Number Claims Processed for the Week	4,386
Number Claims Denied for the Week	347
Percent of Claims Denied for the Week	7.9
Add Pay Weekly Count	
Add Pay Weekly Amount	

*Open & Void are excluded from 'Processed' Counts

Members	
Number of Members (Current Month)	18,729
Newly Eligible Members (Current Month)	100
Number of Members (Last Month)	19,396
Number Termed (Current Month)	12
Number Termed (Last Month)	767

Provider Enrollment	
Enrolled Providers	1,106
On Island Providers	290
Off Island Providers	816
PayTo Providers	923
Credentialed	546
Provisional	538
Provider Updates Processed	32
Number Termed Providers (Prev. Month)	4
Number of Termed Providers (Week)	0
Number of Providers on Pay Hold	5

Prior Authorizations	
PA's (Current Month)	16,284
PA's (Week)	187

Call Center			
	Received	In Process	Closed
Provider Inquiry	0	0	0
EDI	1	0	1
Provider Enrollment	0	0	0
Recipient/Member	0	0	0

Data Entry (TO BE DETERMINED)						
	Beg. Inv.	Claims Rec'd	Claims Proc'd	End Inv.	Date of Oldest Batch	Days on Hand
CMS 1500						
UB04						
ADA						
Totals						

Pends	
	Total Volume
0-10 Days	613
11-20	402
21-30	226
Over 30	3,567
Totals	4,808

Reversal Replacements (Adjustments) and Voids (TO BE DETERMINED)					
	Date of Oldest Batch	Inventory	Received	Processed	On Hand
Reversal					

Mailroom (TO BE DETERMINED)	
Total Paper Claims Received	
Total Paper Claims Processed	

Claims Processed									
	% EDI Claims	EDI Claim Vol.	% DDE Claims	DDE Claim Vol.	Claim Vol.	% of Auto Adj.	Processed in 30 Days	% Paid in 30 Days	Total
CMS 1500	44	1,681	56	2,140	0	87.40	90.70	82	3,821
UB04	2.4	10	97.6	402	0	93	98.50	93.10	412
ADA	100	153	0	0	0	56.90	54.30	74.20	153
Total Vol.	42	1,844	58	2,542	0	86.90	90.10	82.40	4,386
* Pharmacy		0		0	0	0			0

* Pharmacy is not included in the Total Volume. CIGNA processes Pharmacy claims through a PBM

Change Requests																
Type	Submitted	SOW_ Processing	Queued	Development	Resolved	SIT Integrate	SIT Test	UAT Integrate	UAT Test	PROD Integrate	PROD	On Hold	OnGoing	PI_ Monitoring	Total	
Billable	1	4	1	1	1	0	0	0	3	0	0	1	0	0	12	
Non-Billable	0	0	2	5	2	0	0	0	0	1	0	2	2	0	14	
Total CRs	1	4	3	6	3	0	0	0	3	1	0	3	2	0	26	
Weekly CR		Submitted	Closed													
Billable	0	0														
Non-Billable	0	0														
SOWs		Due to USVI	Awaiting USVI													
Billable	0	5														

* YTD = Calendar Year to Date

* SFYTD = October 1 to September 30

Government Provider's Financial Control (Payment) Summary**Weekending
Claims Total
Paid for Week****Provider Name**

DOH, GOVERNMENT OF THE VI, CHARLES HARWOOD COMPLEX	\$1,206.32
FREDERIKSTED HEALTH CARE, INC.	\$204,345.77
GOVERNOR JUAN F LUIS HOSPITAL / ESRD	\$54,894.47
GOVERNOR JUAN F. LUIS HOSPITAL AND MEDICAL CENTER	\$36,166.43
MYRAH KEATING SMITH COMMUNITY HOSPITAL	\$16,925.02
RLS COMMUNITY HEALTH CENTER	\$0.00
ROY L. SCHNEIDER HOSPITAL	\$147,558.18
ST THOMAS EAST END MEDICAL CENTER CORP	\$30,305.45

2/15/2026

Claims Total Paid YTD	Claims Total Paid SFYTD	Number Claims Processed YTD	Number Claims Processed SFYTD
\$19,979.28	\$54,962.01	249	703
\$1,633,406.66	\$3,666,500.92	4,732	11,231
\$118,369.53	\$202,510.01	49	108
\$398,963.16	\$773,604.54	450	1,117
\$32,944.63	\$120,446.33	121	308
\$0.00	\$0.00	91	228
\$1,807,777.58	\$4,489,086.72	1,491	4,216
\$242,498.87	\$920,310.67	1,708	6,165

Number Claims Processed for the Week	Number Claims Denied for the Week	Percent of Claims Denied for the Week
21	2	9.5
1,028	4	0.3
7	0	0.0
76	5	6.5
13	1	7.6
1	1	100.0
294	5	1.7
397	1	0.2