

Appendix 3 – BPOC Statistics and Anticipated Workloads

MSP Collection Statistics:

Call Center Inquiries	- 504,000 calls/mo
Inquiries requiring Spanish	- 3.5%
Correspondence submissions	- 40,000/mo
Section 111 GHP RREs	- 2,300 registered
Section 111 NGHP RREs	- 25,000 registered
(PRA estimated up to 250,000 potential NGHP RREs)	
ECRS MSP Inquiries	- 45,000/mo
ECRS Assistance Requests	- 60,000/mo
COBA Trading Partners	- 1,000

Recovery Statistics:

NGHP cases established in REMAS (Pre-demand)	- 800, 000 annually
NGHP cases established in HIGLAS (Post-demand)	- 250,000 annually
GHP (# of beneficiaries identified in Primary Payment Notice)	- 75,000
GHP (# of beneficiaries identified in HIGLAS)	- 60,000
Recovery Inquiries	- 166,700 calls/mo
Correspondence submissions	- 166,700/mo