

**Exhibit Eight - Call Center and Trip Data 2010 - Inbound Telephone Call Volume**  
 (2010 HUSKY A and LIA NEMT Call Volume will be forthcoming)

**FFS call volume**

	<b>Calls Offered</b>	<b>Calls Answered</b>
<b>January</b>	52,346	48,767
<b>February</b>	57,828	55,848
<b>March</b>	58,604	56,894
<b>Q1</b>	168,778	161,509
<b>April</b>	51,117	49,867
<b>May</b>	51,753	50,670
<b>June</b>	50,655	49,539
<b>Q2</b>	153,525	150,076
<b>July</b>	48,655	47,461
<b>August</b>	50,795	49,331
<b>September</b>	54,322	51,946
<b>Q3</b>	153,772	148,738
<b>October</b>	50,596	49,495
<b>November</b>	53,654	52,182
<b>December</b>	51,091	49,222
<b>Q4</b>	155,341	150,899
<b>Total</b>	631,416	611,222

## 2010 trips by Quarter

<b>ALL HUSKY trips</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
TOTAL MONTHLY TRIPS PROVIDED	150,707	142,482	129,287	165,640
TOTAL LIVERY PROVIDED	97,818	93,431	82,648	116,668
TOTAL W/C PROVIDED	652	904	831	812
TOTAL REIMBURSEMENT TRIPS	18,696	19,836	17,864	19,302
TOTAL TRAIN TRIPS	491	393	321	435
TOTAL BUS TRIPS	33,050	27,918	27,623	28,423
ENROLLMENT(MEMBER MONTHS)	1,089,114	1,122,805	1,142,901	1,159,851

<b>FFS trips (includes PCCM*)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
TOTAL MONTHLY TRIPS PROVIDED	404,063	414,948	417,817	421,917
TOTAL LIVERY PROVIDED	147,070	154,170	153,845	150,981
TOTAL W/C PROVIDED	69,575	71,987	71,458	71,907
TOTAL REIMBURSEMENT TRIPS	17,918	16,881	17,072	18,524
TOTAL BUS TRIPS	169,500	171,910	175,442	180,505
ENROLLMENT(MEMBER MONTHS)	315,044	321,616	320,385	324,588

\* PCCM is part of the HUSKY A program but transportation is arranged by the FFS NEMT brokers

## 2010 LIA trips by month

<b>LIA trips</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
TOTAL LIVERY PROVIDED	8,189	8,296	8,600
TOTAL W/C PROVIDED	301	341	229
TOTAL REIMBURSEMENT TRIPS	710	594	696
TOTAL BUS TRIPS	28948	37883	35231

**NOTE: Assume 5% annual trend.**

1. Reimbursement refers to gas reimbursement for individuals to transport clients
2. Bus transportation refers to estimated number of trips and not to the actual tickets or passes.
3. Enrollment is based on the first of the month data. The first of the month enrollment data are summed to produce quarterly enrollment data.