



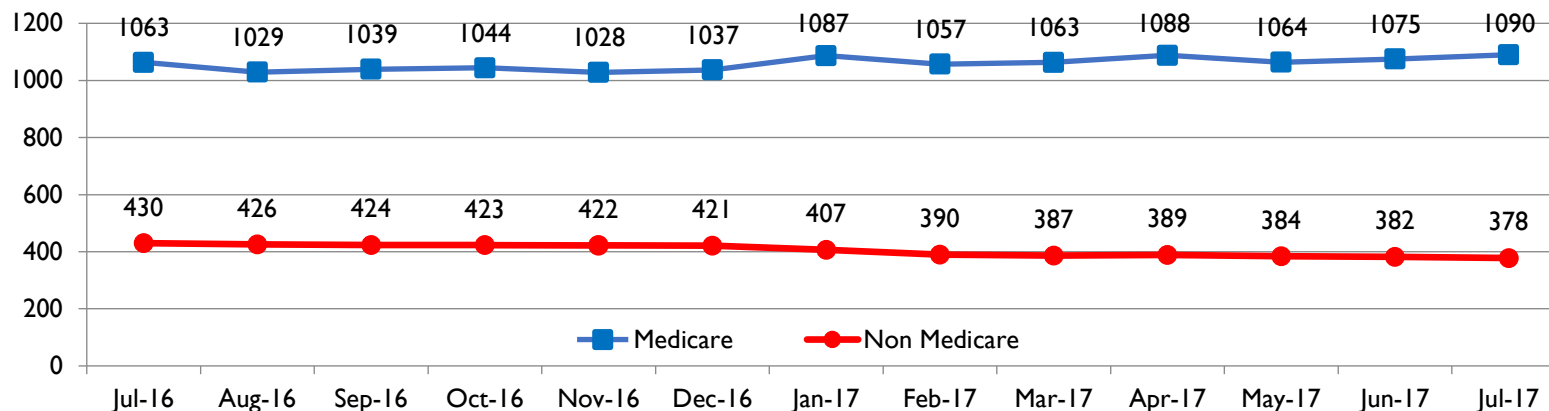
# WSHIP Dashboard July 2017

An Overview Summary of the Administrator's Monthly Operations Report and Pool Activities





# Enrollment Summary

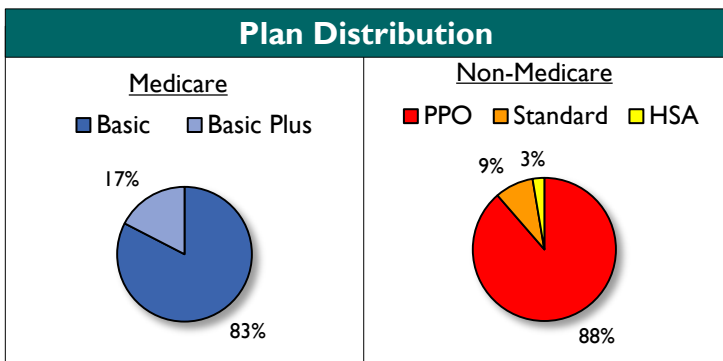


**Applications Received**

Medicare: 31

Non-Medicare: 0 (Closed)

Individuals	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
<b>Total Enrollment</b>	1493	1455	1463	1467	1450	1458	1494	1447	1450	1477	1448	1457	1468
<b>3rd Party Sponsorship</b>													
Non-Medicare	280 (65%)	277 (65%)	276 (65%)	296 (70%)	296 (70%)	296 (70%)	292 (72%)	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)
EHIP	255	253	253	253	253	253	252	247	247	247	245	243	240
Other (Mostly AKF)	25	24	23	43	43	43	40	35	36	38	37	37	38
Medicare	594 (56%)	566 (55%)	577 (56%)	595 (57%)	583 (57%)	597 (58%)	601 (55%)	579 (55%)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)



### Medicare Enrollee Profile

Average Age: 59  
 Gender: Female 43% Male 57%  
 Top Diagnosis: Kidney & Urinary Disease

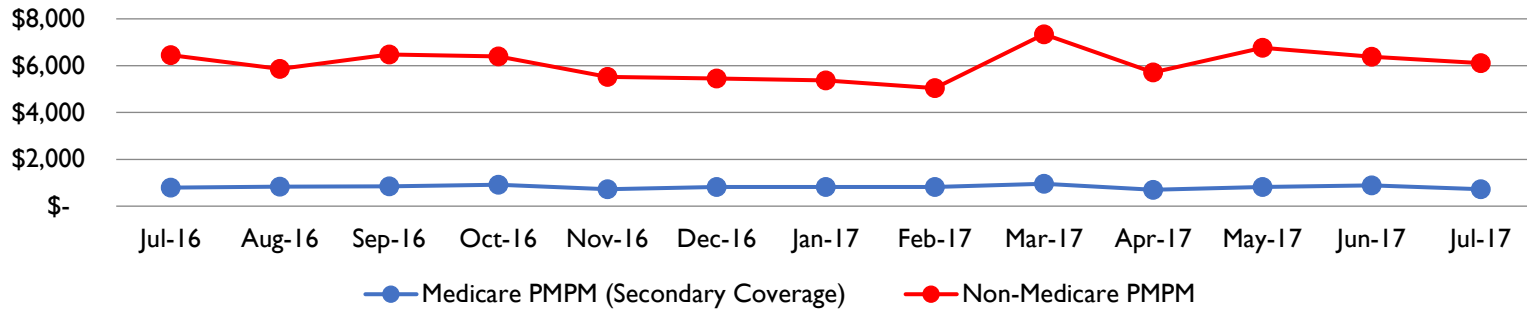
### Non-Medicare Enrollee Profile

Average Age: 44  
 Gender: Female 33% Male 67%  
 Top Diagnosis: HIV / AIDS (54.6%)

# Monthly Activity



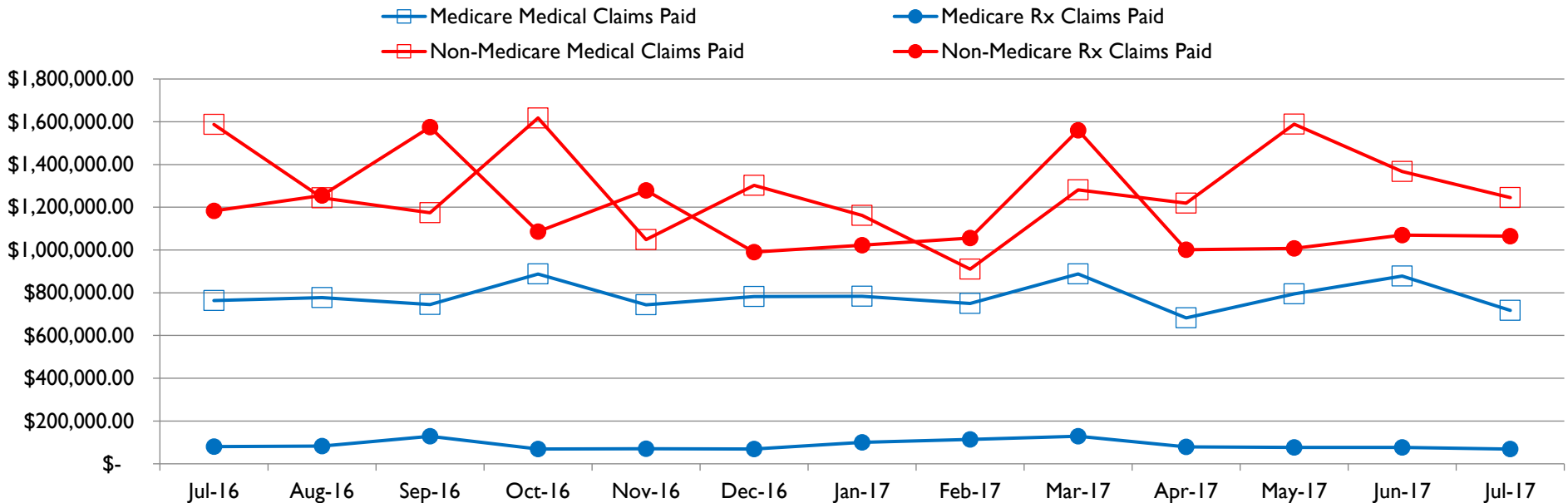
## Claims Paid Per Member Per Month



### High Dollar Claims (over \$100,000)

1 Claim / Total Paid:  
\$166,093  
Inpatient stay at UW  
Med Center / ESRD

## Medical & Pharmacy Claims Paid

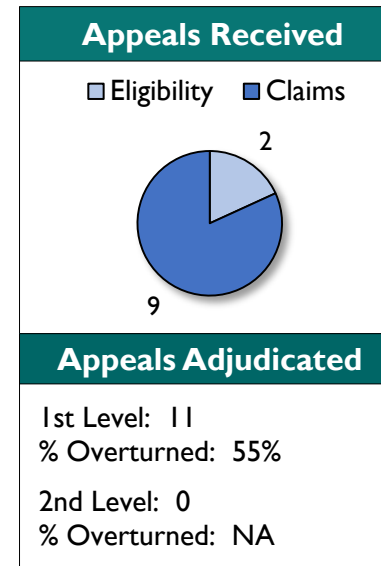
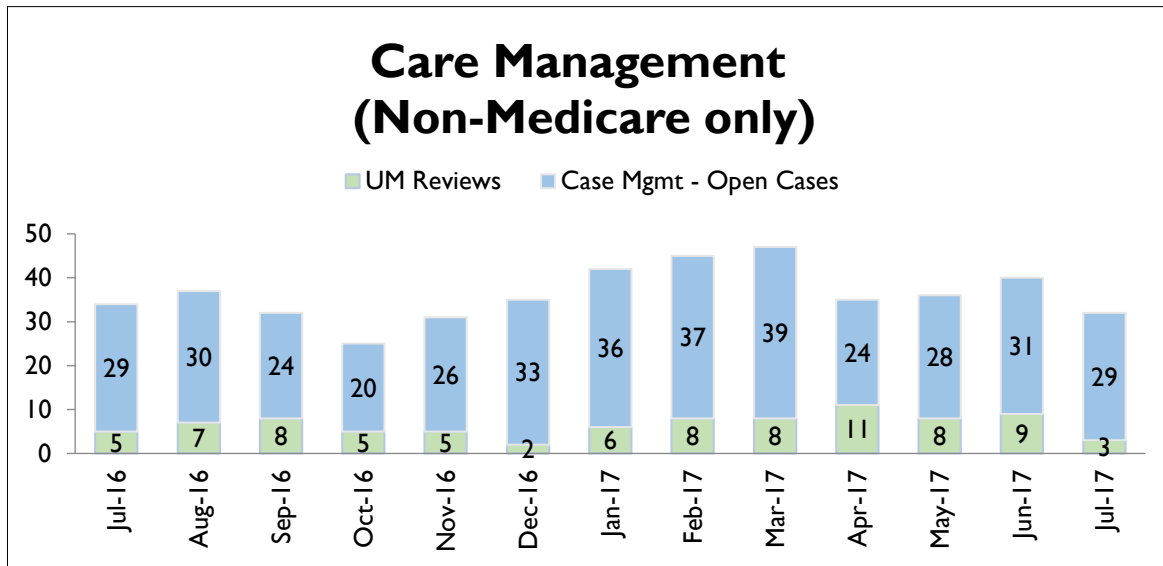


# Monthly Activity



## Service Levels

Metric	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
<b>Customer Service:</b>													
Average Calls per Day	44	43	43	40	39	37	36	34	33	31	29	28	27
Speed of Answer (Standard 60 Sec)	33	44	41	18	21	41	84	30	36	41	46	44	44
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.3%	99.5%	99.4%	98.9%	99.2%	99.5%	99.5%	99.5%	99.3%	98.9%	99.0%	100%	99.8%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



### OIC Complaints

None

# Enrollment by County

