

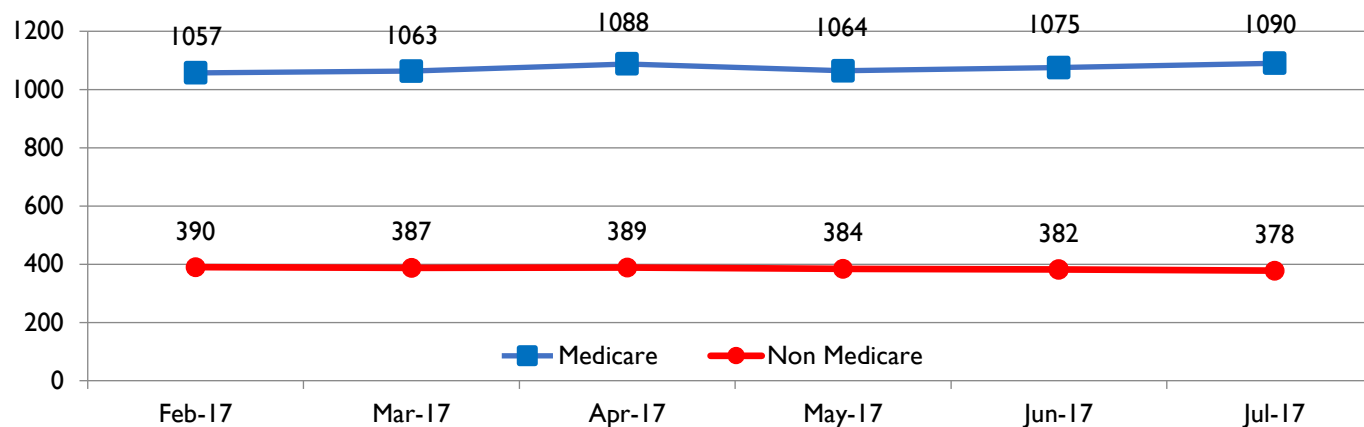


WSHIP Dashboard July 2017

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



Enrollment Summary



Applications Received

Medicare: 31
 Non-Medicare: 0 (Closed)

Plan Distribution

Medicare

- Basic Plus: 17%
- Basic: 83%

Non-Medicare

- PPO: 88%
- Standard: 9%
- HSA: 3%

Individuals	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Total Enrollment	1447	1450	1477	1448	1457	1468
3rd Party Sponsorship	861 (60%)	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)
Non-Medicare	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)
EHIP	247	247	247	245	243	240
Other	35	36	38	37	37	38
Medicare	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

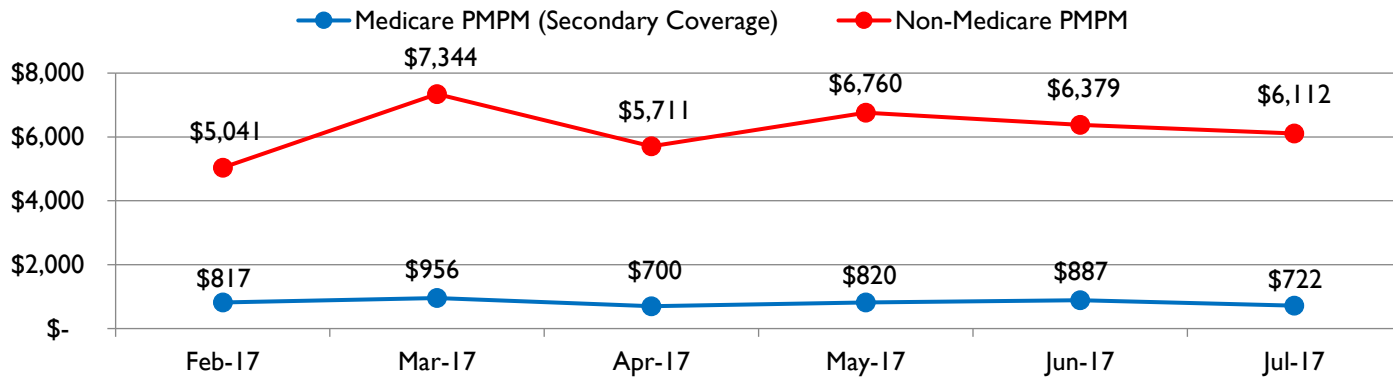
Non-Medicare Enrollee Profile

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

Monthly Activity



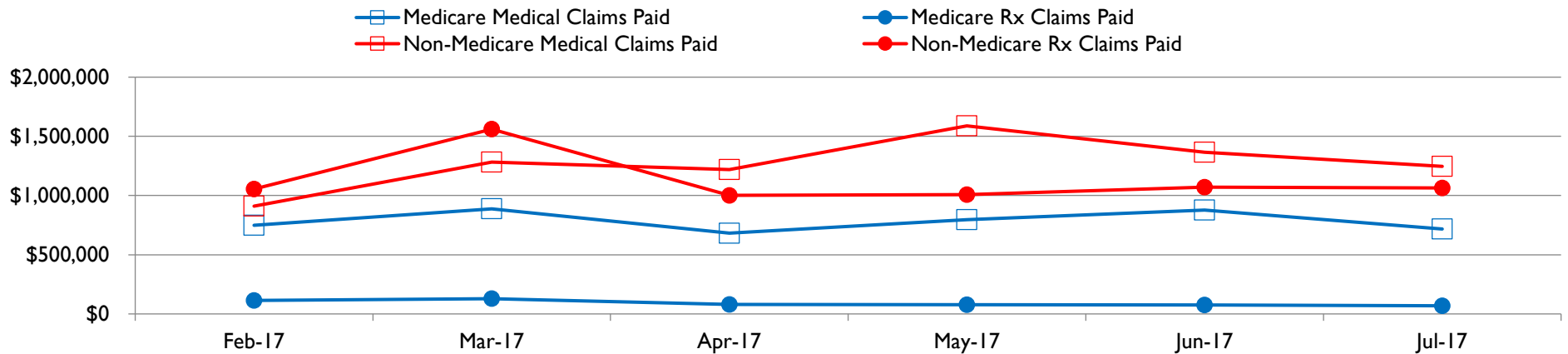
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

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

Medical & Pharmacy Claims Paid

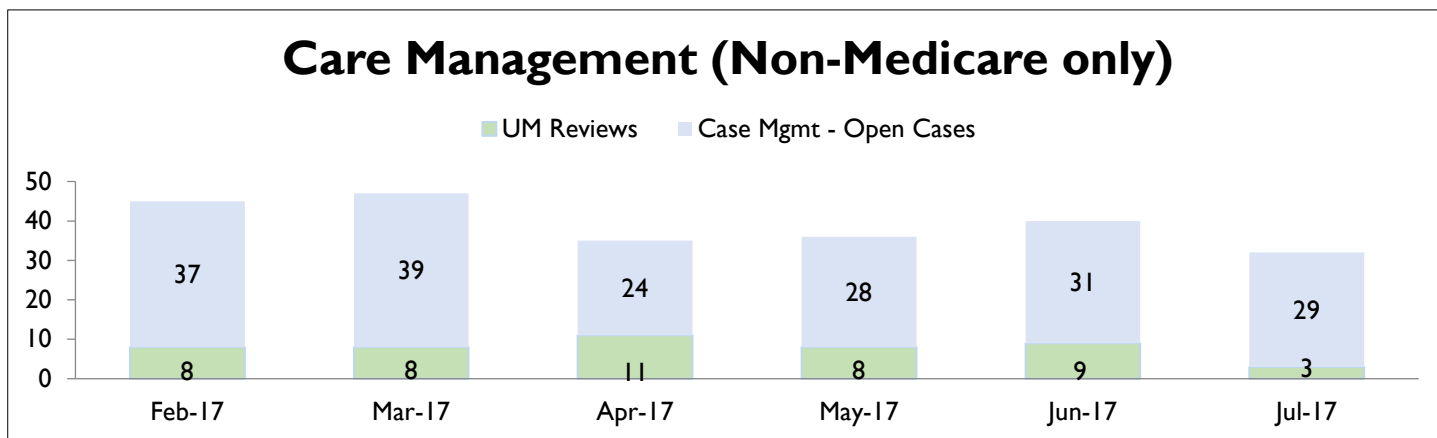
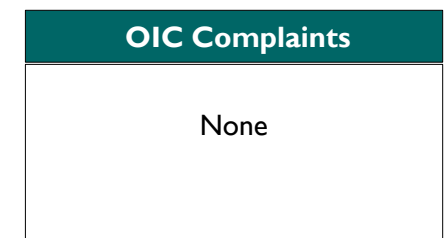
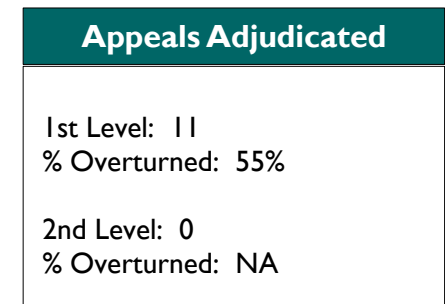
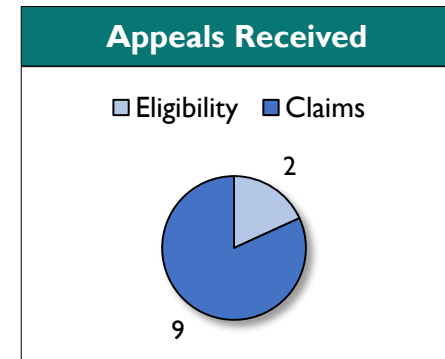


Monthly Activity



Service Levels

Metric	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Customer Service:						
Average Calls per Day	34	33	31	29	28	27
Speed of Answer (Standard 60 Sec)	30	36	41	46	44	44
Top Call Reason	Claim Status	Claim Status	Claim Status	Claim Status	Claim Status	Claim Status
Claims:						
Claims Processing Accuracy (Standard 97%)	99.50%	99.30%	98.90%	99.00%	100.00%	99.75%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%



Enrollment by County

