

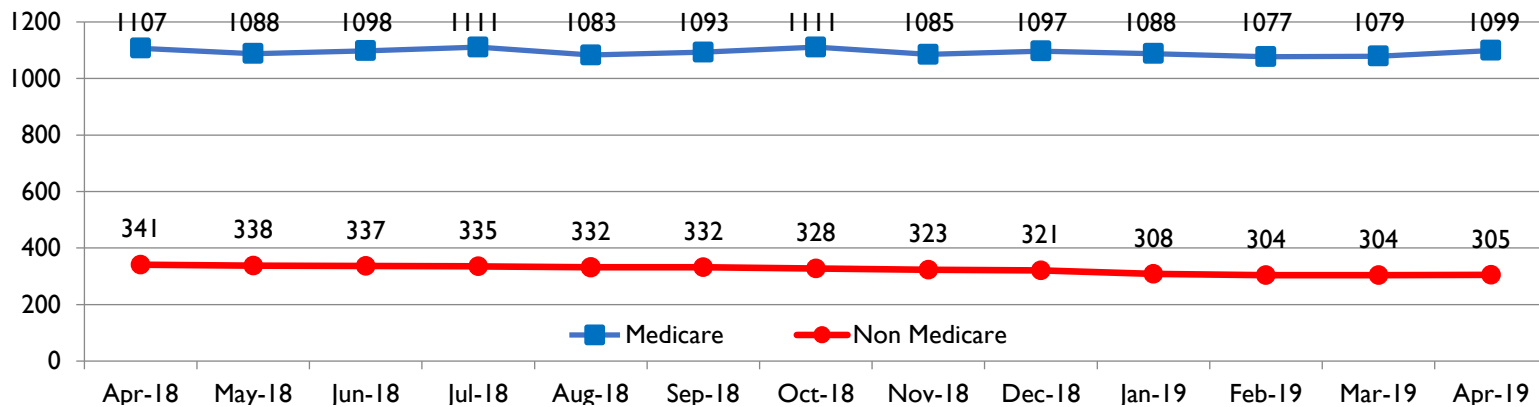


WSHIP Dashboard April 2019

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



Enrollment Summary

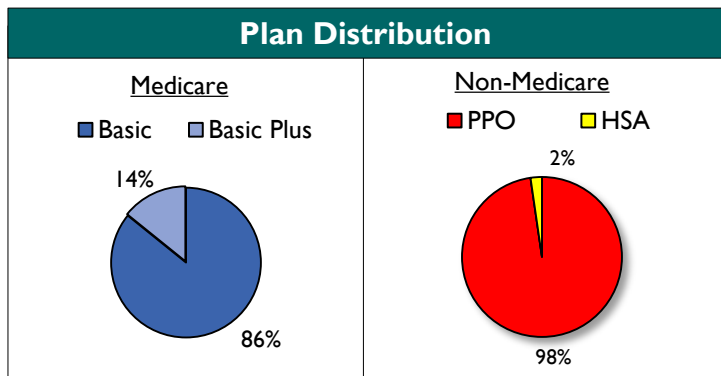


Applications Received

Medicare: 33

Non-Medicare: 0 (Closed)

| Individuals | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Enrollment | 1448 | 1426 | 1435 | 1446 | 1415 | 1425 | 1439 | 1408 | 1418 | 1396 | 1381 | 1383 | 1404 |
| 3rd Party Sponsorship | 875 (60%) | 853 (60%) | 859 (60%) | 869 (60%) | 852 (60%) | 866 (61%) | 878 (61%) | 852 (61%) | 864 (61%) | 854 (61%) | 847 (61%) | 845 (61%) | 870 (62%) |
| Non-Medicare | 261 (77%) | 260 (77%) | 260 (77%) | 259 (77%) | 259 (78%) | 258 (78%) | 255 (78%) | 251 (78%) | 249 (78%) | 243 (79%) | 242 (80%) | 242 (80%) | 243 (80%) |
| EHIP | 231 | 231 | 231 | 230 | 229 | 229 | 227 | 224 | 222 | 217 | 216 | 216 | 217 |
| Other (Mostly AKF) | 30 | 29 | 29 | 29 | 30 | 29 | 28 | 27 | 27 | 26 | 26 | 26 | 26 |
| Medicare (Mostly AKF) | 614 (55%) | 593 (55%) | 599 (55%) | 610 (55%) | 594 (55%) | 608 (56%) | 623 (56%) | 601 (55%) | 615 (56%) | 611 (56%) | 605 (56%) | 603 (56%) | 627 (57%) |



Medicare Enrollee Profile

Average Age: 61
 Gender: Female 43% Male 57%
 Top Diagnosis: Kidney & Urinary Disease

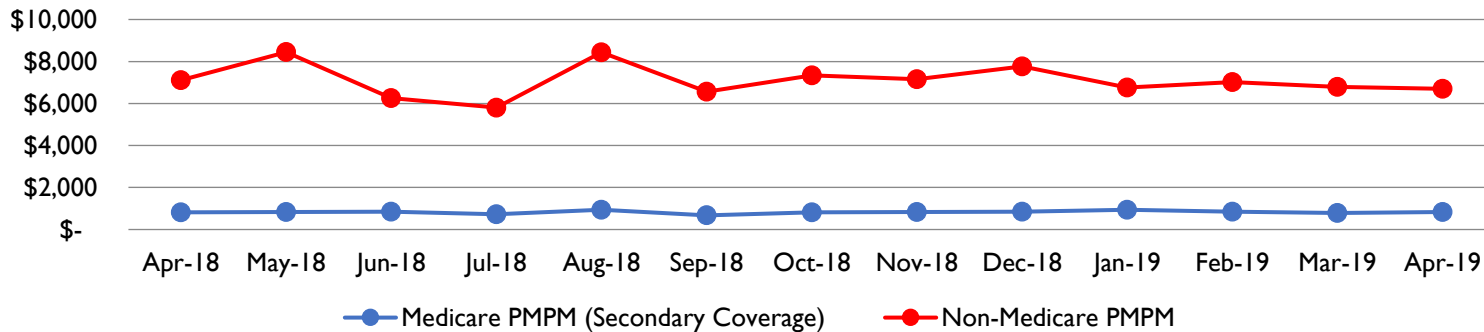
Non-Medicare Enrollee Profile

Average Age: 45
 Gender: Female 31% Male 69%
 Top Diagnosis: HIV / AIDS

Monthly Activity



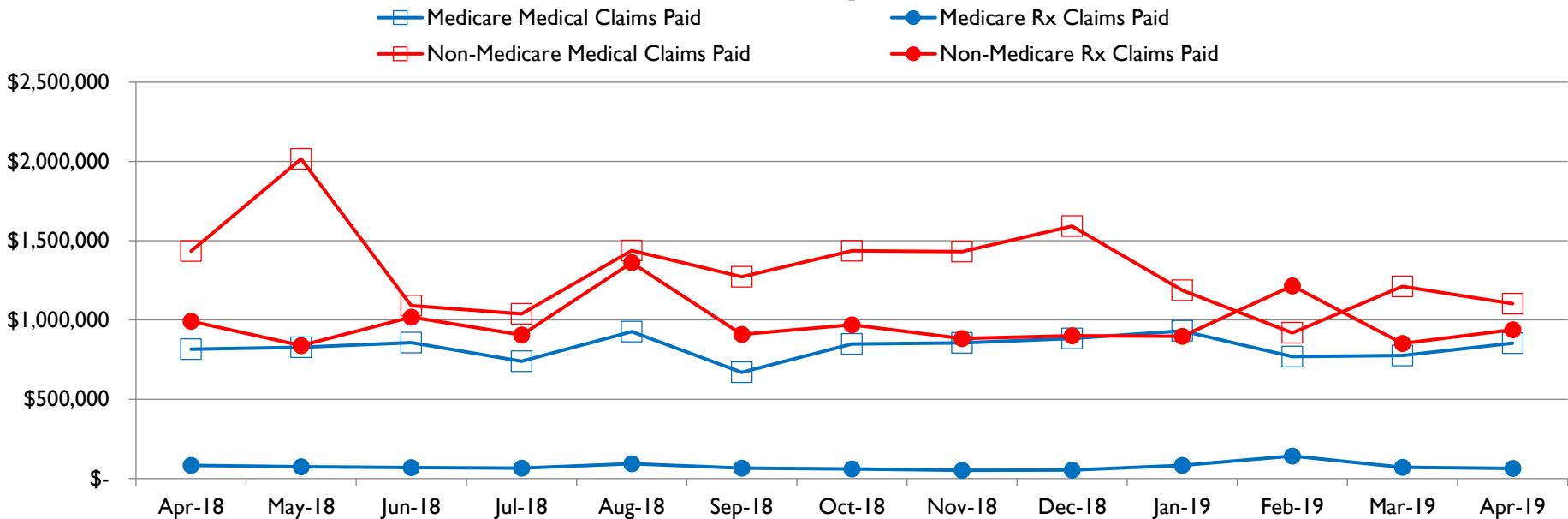
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

Medical & Pharmacy Claims Paid

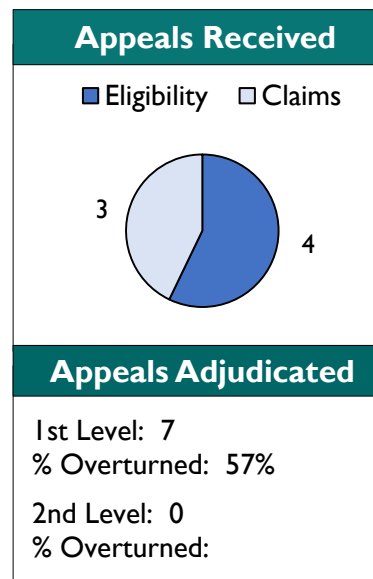
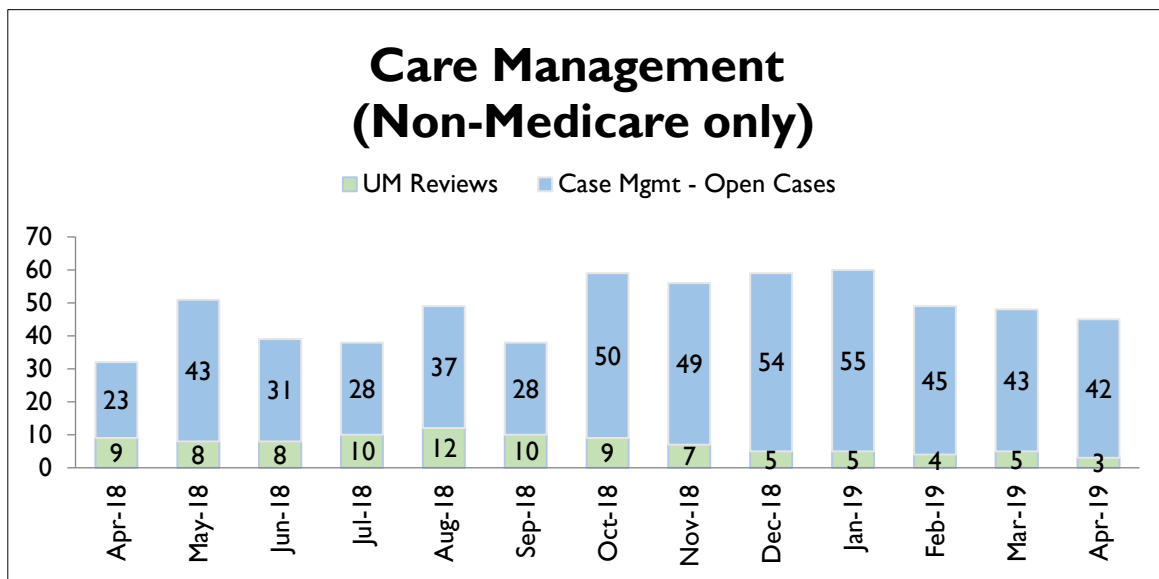


Monthly Activity



Service Levels

| Metric | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer Service: | | | | | | | | | | | | | |
| Average Calls per Day | 29 | 30 | 31 | 32 | 33 | 33 | 33 | 34 | 34 | 33 | 33 | 33 | 33 |
| Speed of Answer (Standard 60 Sec) | 49 | 44 | 51 | 61 | 87 | 47 | 35 | 49 | 40 | 34 | 46 | 49 | 30 |
| Top Call Reason | Status | Status | Status | Status | Status | Status | Status | Status | Status | Status | Status | Status | Status |
| Claims: | | | | | | | | | | | | | |
| Claims Processing Accuracy (Standard 97%) | 99.5% | 99.7% | 99.7% | 99.5% | 99.2% | 99.5% | 98.8% | 99.7% | 99.7% | 99.2% | 98.4% | 99.7% | 99.0% |
| 30-Day Clean Claims Processing (Standard 100%) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |



OIC Complaints

One - Provider disputed an enrollee's termination, effective 10/1/17. Explained termination was appropriate due to Medicaid Eligibility.

Enrollment by County

