

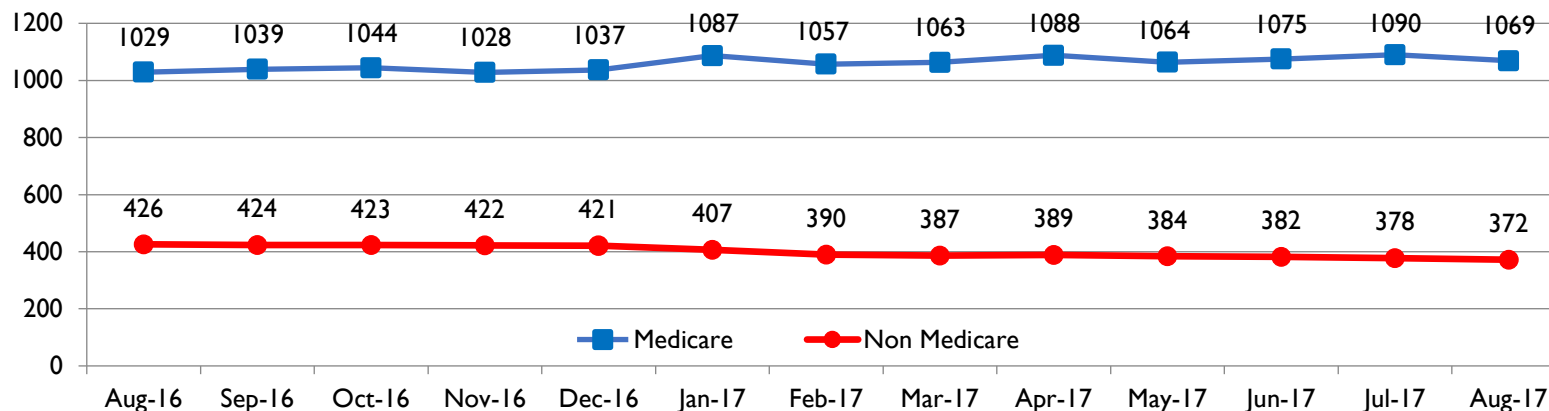


# WSHIP Dashboard August 2017

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



# Enrollment Summary

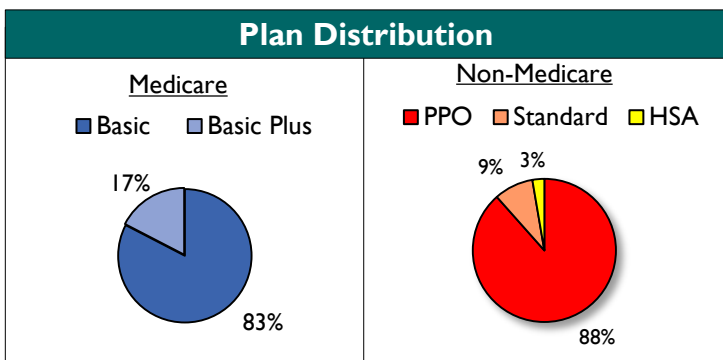


**Applications Received**

Medicare: 21

Non-Medicare: 0 (Closed)

Individuals	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
<b>Total Enrollment</b>	1455	1463	1467	1450	1458	1494	1447	1450	1477	1448	1457	1468	1441
<b>3rd Party Sponsorship</b>	843 (58%)	853 (58%)	891 (61%)	879 (61%)	893 (61%)	893 (60%)	861 (60%)	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)	865 (60%)
Non-Medicare	277 (65%)	276 (65%)	296 (70%)	296 (70%)	296 (70%)	292 (72%)	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)	274 (74%)
EHIP	253	253	253	253	253	252	247	247	247	245	243	240	236
Other (Mostly AKF)	24	23	43	43	43	40	35	36	38	37	37	38	38
Medicare (Mostly AKF)	566 (55%)	577 (56%)	595 (57%)	583 (57%)	597 (58%)	601 (55%)	579 (55%)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)	591 (55%)



### Medicare Enrollee Profile

Average Age: 60  
 Gender: Female 43% Male 57%  
 Top Diagnosis: Kidney & Urinary Disease

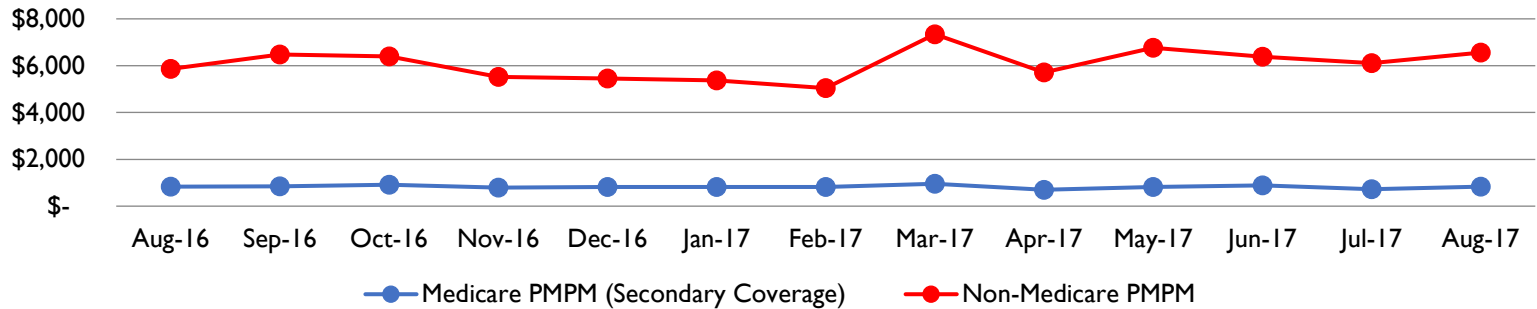
### Non-Medicare Enrollee Profile

Average Age: 44  
 Gender: Female 32% Male 68%  
 Top Diagnosis: HIV / AIDS (54.6%)

# Monthly Activity



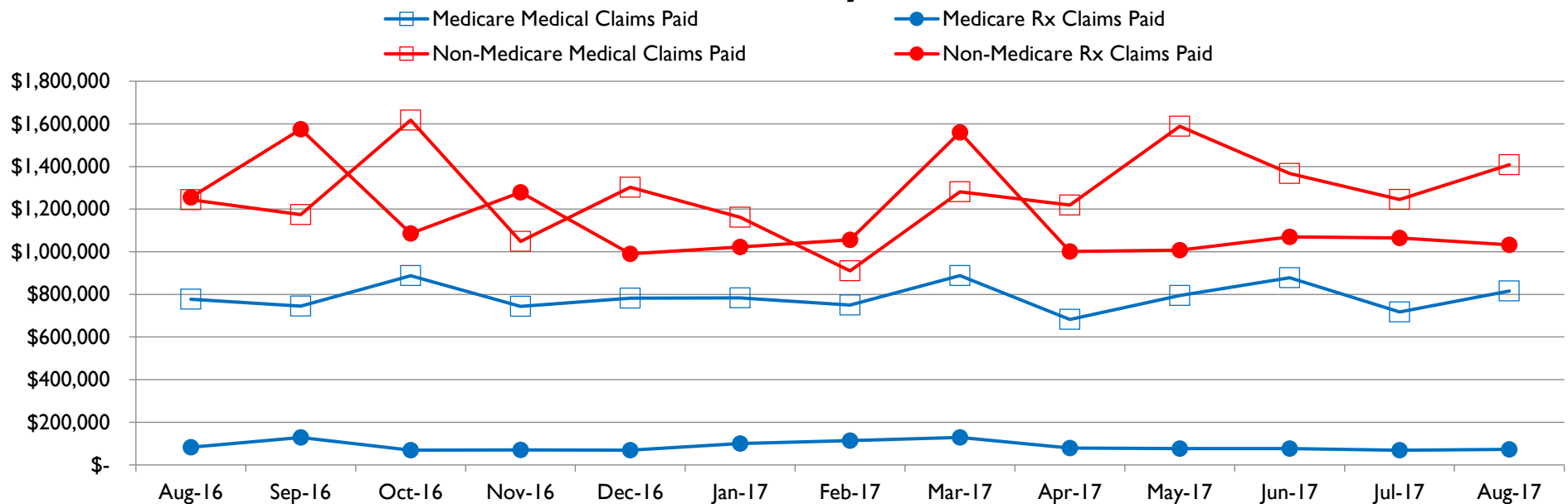
## Claims Paid Per Member Per Month



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

1 Claim / Total Paid:  
\$104,115  
Hemophilia

## Medical & Pharmacy Claims Paid

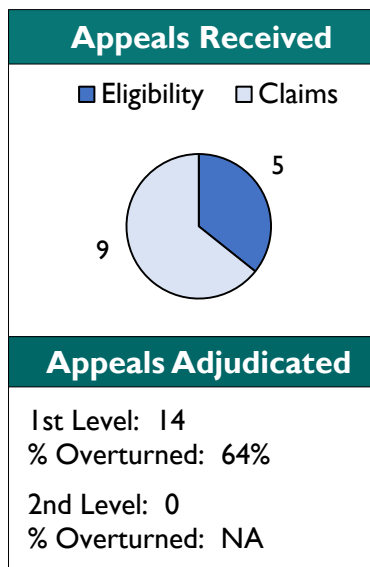
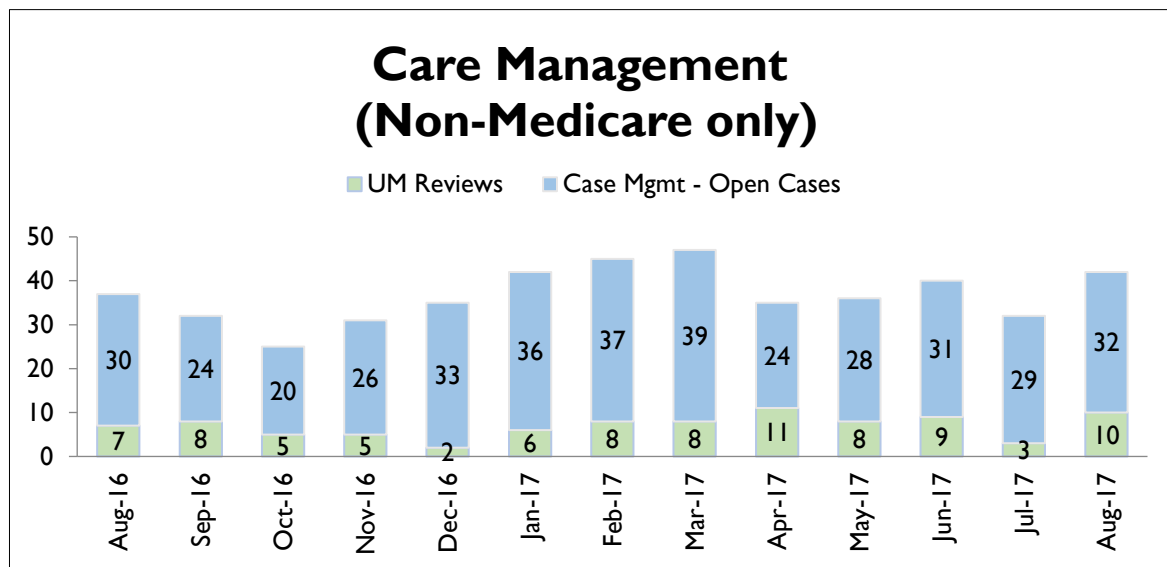


# Monthly Activity



## Service Levels

Metric	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
<b>Customer Service:</b>													
Average Calls per Day	43	43	40	39	37	36	34	33	31	29	28	27	25
Speed of Answer (Standard 60 Sec)	44	41	18	21	41	84	30	36	41	46	44	44	56
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.5%	99.4%	98.9%	99.2%	99.5%	99.5%	99.5%	99.3%	98.9%	99.0%	100%	99.8%	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

