



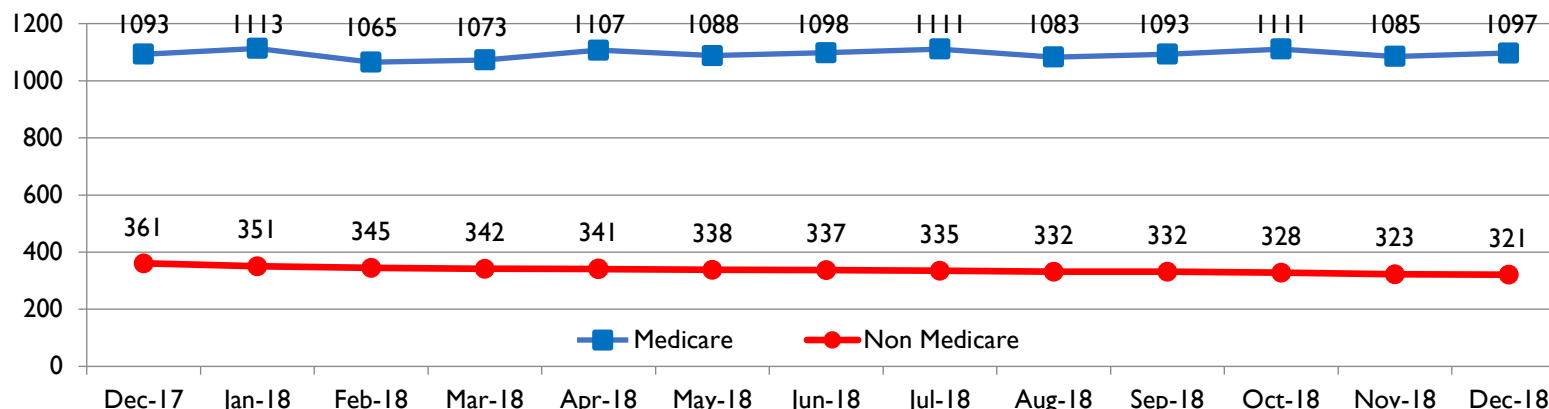
WSHIP Dashboard December 2018

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





Enrollment Summary

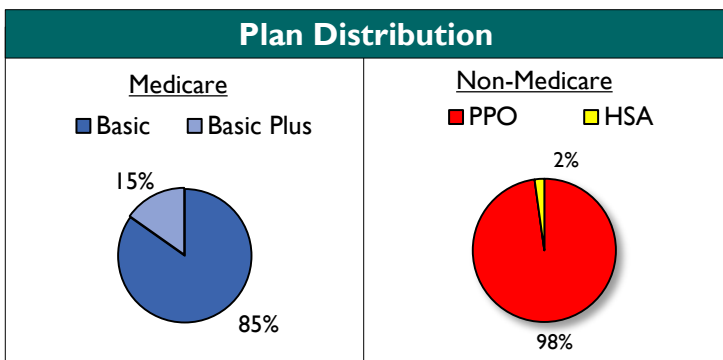


Applications Received

Medicare: 29

Non-Medicare: 0 (Closed)

Individuals	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Total Enrollment	1454	1464	1410	1415	1448	1426	1435	1446	1415	1425	1439	1408	1418
3rd Party Sponsorship	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)	864 (61%)
Non-Medicare	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)	249 (78%)
EHIP	236	235	235	232	231	231	231	230	229	229	227	224	222
Other (Mostly AKF)	32	31	28	29	30	29	29	29	30	29	28	27	27
Medicare (Mostly AKF)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)	615 (56%)



Medicare Enrollee Profile

Average Age: 60
 Gender: Female 42% Male 58%
 Top Diagnosis: Kidney & Urinary Disease

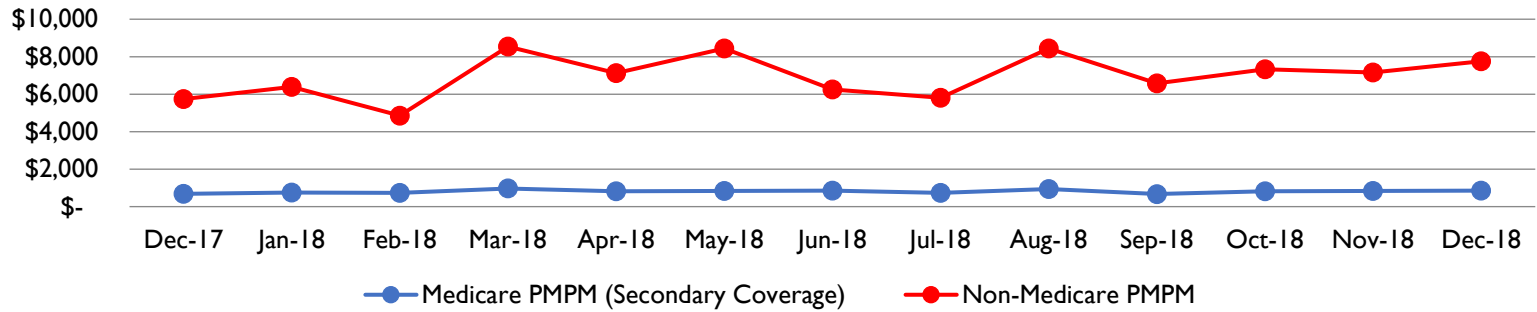
Non-Medicare Enrollee Profile

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

Monthly Activity



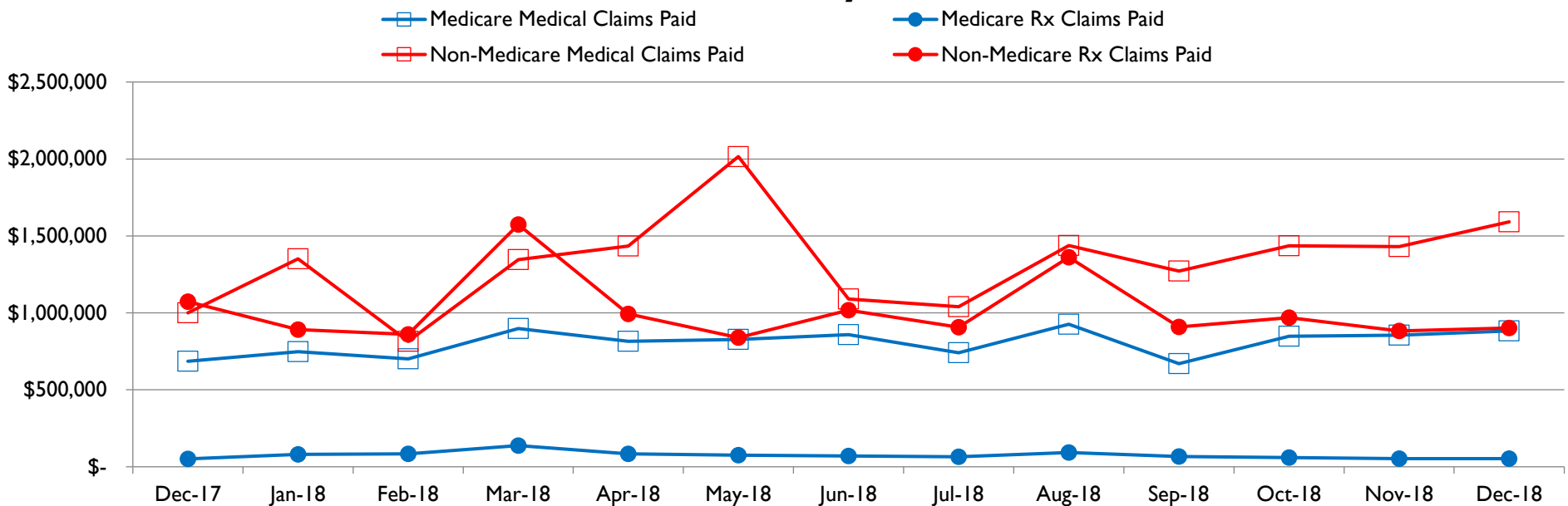
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

Medical & Pharmacy Claims Paid

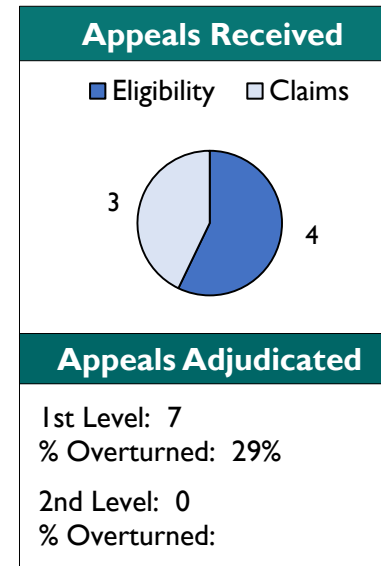
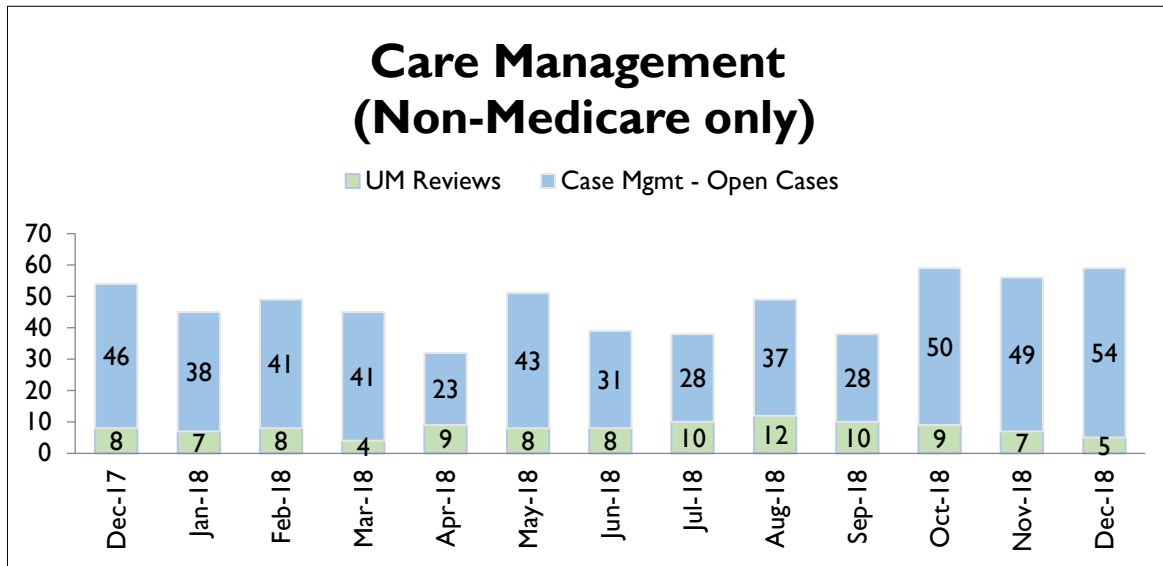




Monthly Activity

Service Levels

Metric	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Customer Service:													
Average Calls per Day	27	27	28	29	30	31	32	33	33	33	34	34	33
Speed of Answer (Standard 60 Sec)	38	69	65	49	44	51	61	87	47	35	49	40	34
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%	99.2%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Enrollment by County

