

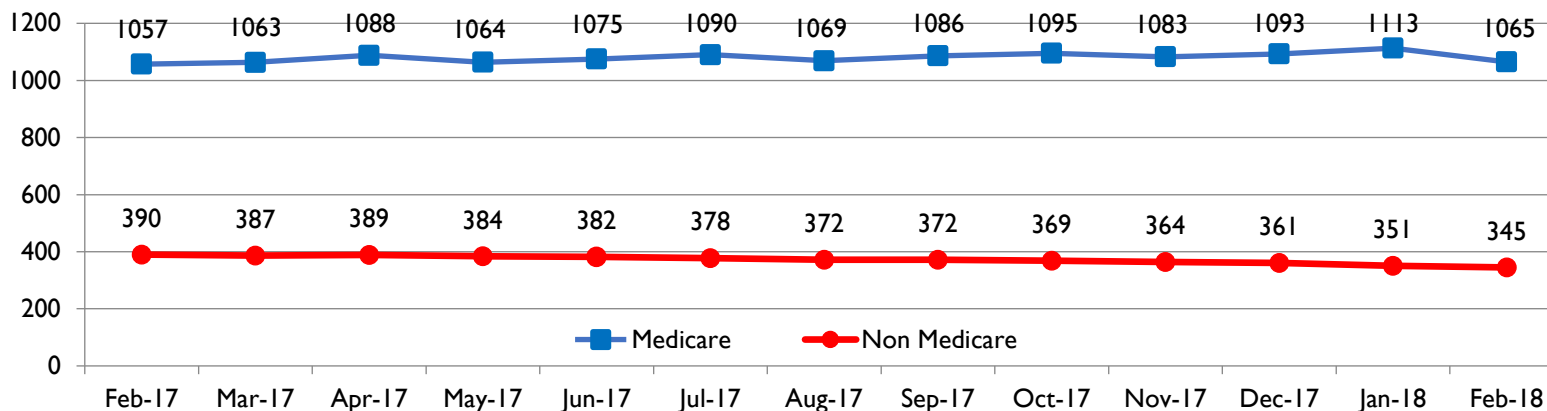


# WSHIP Dashboard February 2018

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



# Enrollment Summary

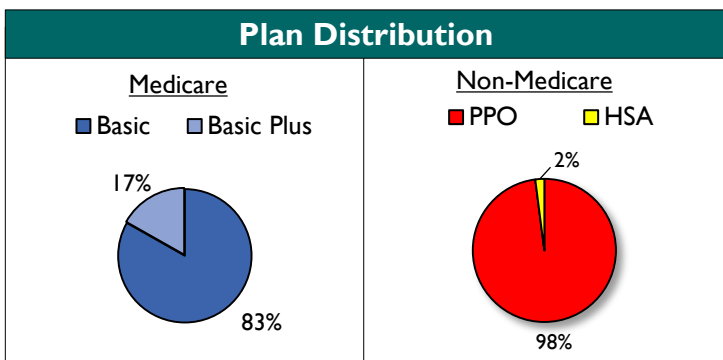


**Applications Received**

Medicare: 27

Non-Medicare: 0 (Closed)

Individuals	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
<b>Total Enrollment</b>	1447	1450	1477	1448	1457	1468	1441	1458	1464	1447	1454	1464	1410
<b>3rd Party Sponsorship</b>	861 (60%)	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)	833 (59%)
Non-Medicare	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)	263 (76%)
EHIP	247	247	247	245	243	240	236	237	236	236	236	235	235
Other (Mostly AKF)	35	36	38	37	37	38	38	37	36	32	32	31	28
Medicare (Mostly AKF)	579 (55%)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)	570 (54%)



### Medicare Enrollee Profile

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

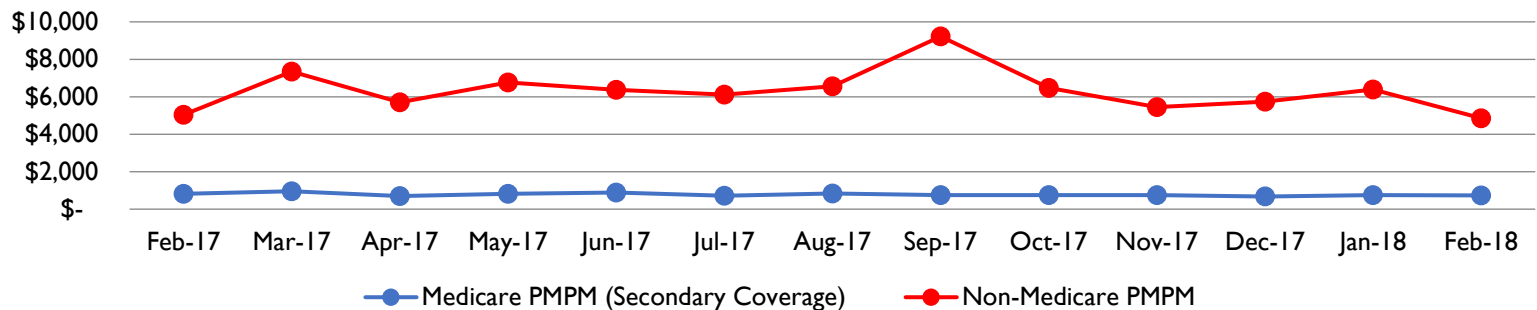
### Non-Medicare Enrollee Profile

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



# Monthly Activity

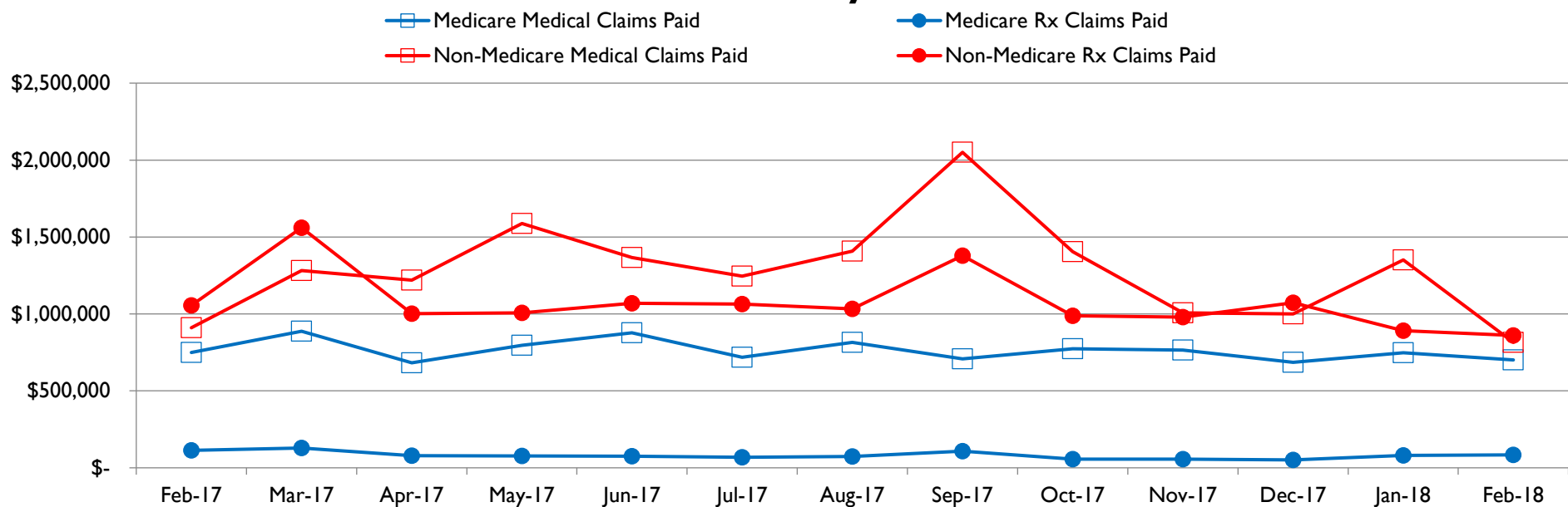
## Claims Paid Per Member Per Month



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

0 Claims

## Medical & Pharmacy Claims Paid

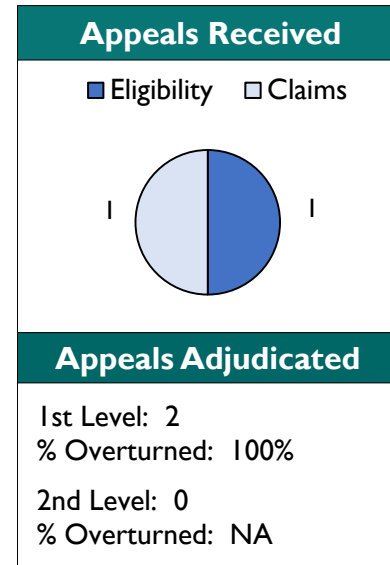
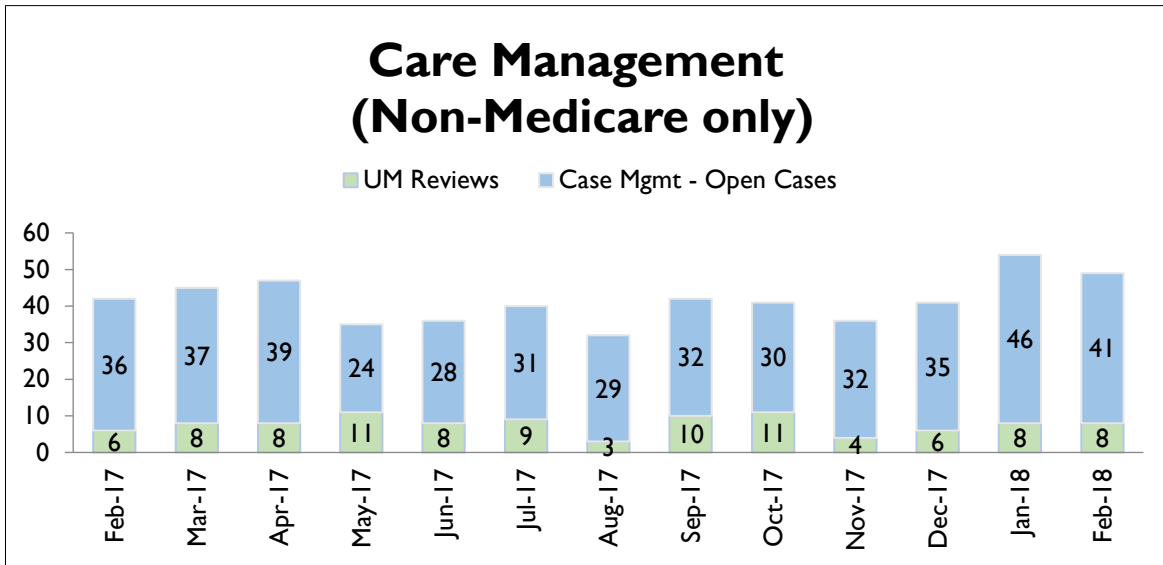


# Monthly Activity



## Service Levels

Metric	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
<b>Customer Service:</b>													
Average Calls per Day	34	33	31	29	28	27	25	25	26	26	27	27	28
Speed of Answer (Standard 60 Sec)	30	36	41	46	44	44	56	29	49	48	38	69	65
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%	99.3%	98.9%	99.0%	100.0%	99.8%	99.8%	99.1%	100.0%	99.7%	99.7%	99.8%	99.4%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Enrollment by County

