



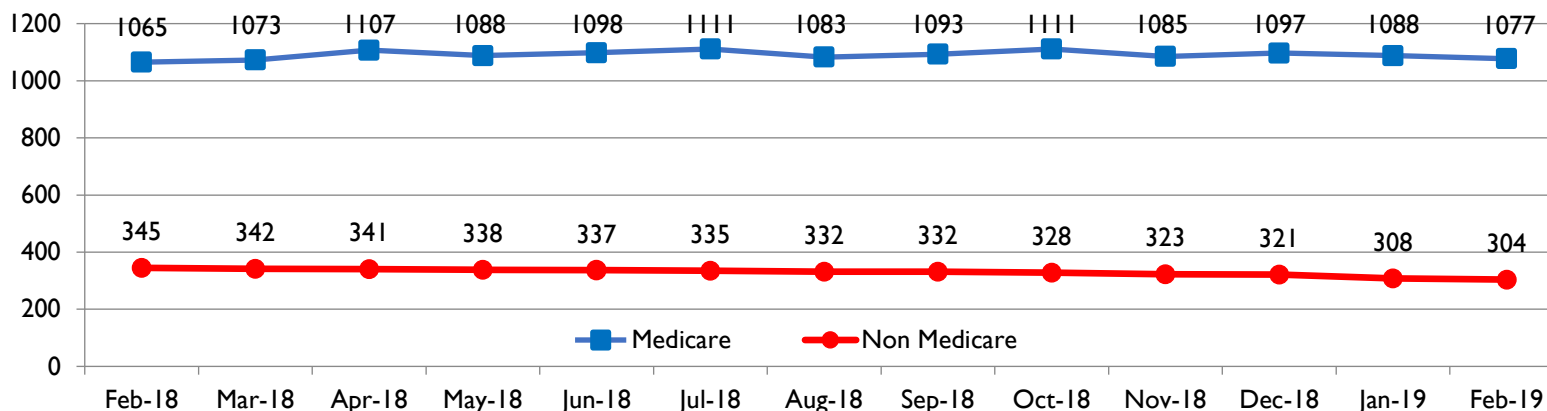
WSHIP Dashboard February 2019

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





Enrollment Summary

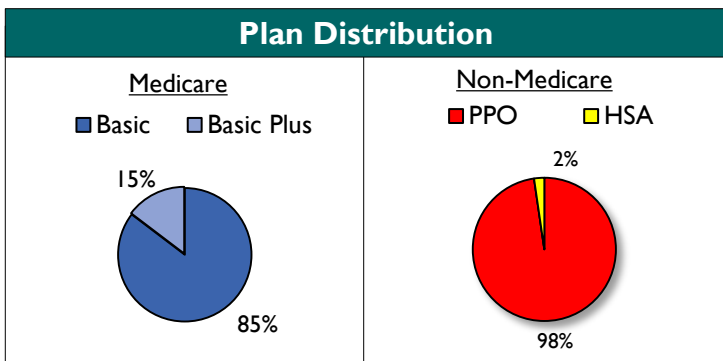


Applications Received

Medicare: 15

Non-Medicare: 0 (Closed)

Individuals	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Total Enrollment	1410	1415	1448	1426	1435	1446	1415	1425	1439	1408	1418	1396	1381
3rd Party Sponsorship	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)	864 (61%)	854 (61%)	847 (61%)
Non-Medicare	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)	249 (78%)	243 (79%)	242 (80%)
EHIP	235	232	231	231	231	230	229	229	227	224	222	217	216
Other (Mostly AKF)	28	29	30	29	29	29	30	29	28	27	27	26	26
Medicare (Mostly AKF)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)	615 (56%)	611 (56%)	605 (56%)



Medicare Enrollee Profile

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

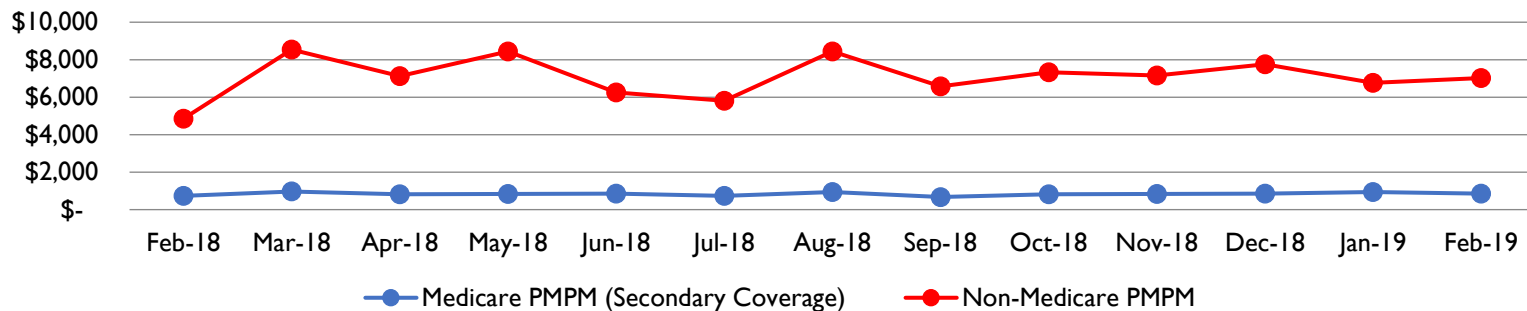
Non-Medicare Enrollee Profile

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

Monthly Activity



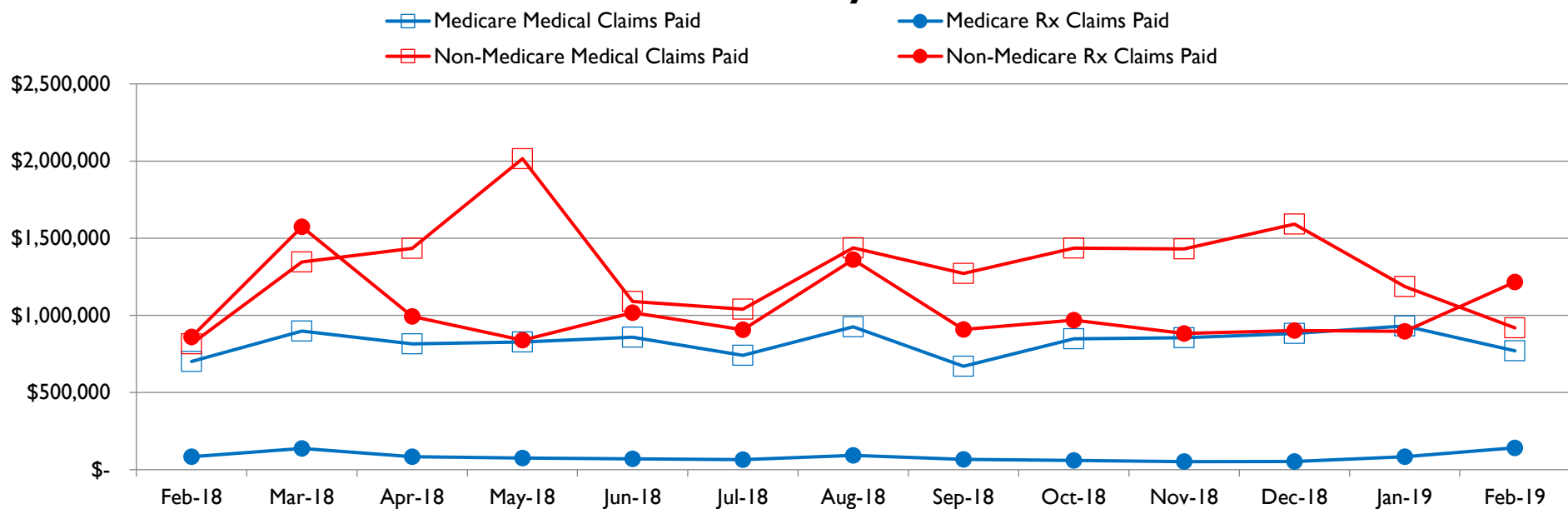
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

2 Claims
 Total Pd: \$353,879.62
 Diagnoses:
 Paroxysmal Nocturnal Hemoglobinuria, Hemophilia

Medical & Pharmacy Claims Paid

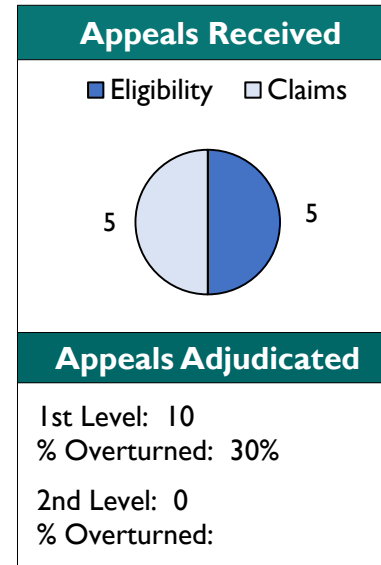
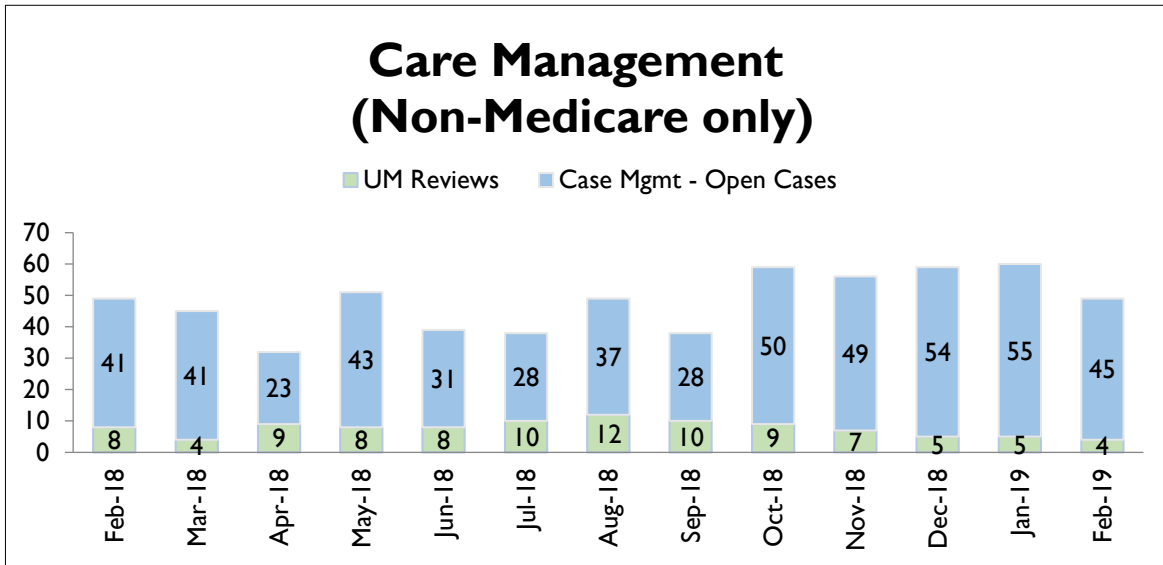




Monthly Activity

Service Levels

Metric	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Customer Service:													
Average Calls per Day	28	29	30	31	32	33	33	33	34	34	33	33	33
Speed of Answer (Standard 60 Sec)	65	49	44	51	61	87	47	35	49	40	34	46	49
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%	99.2%	98.4%	99.7%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Enrollment by County

