



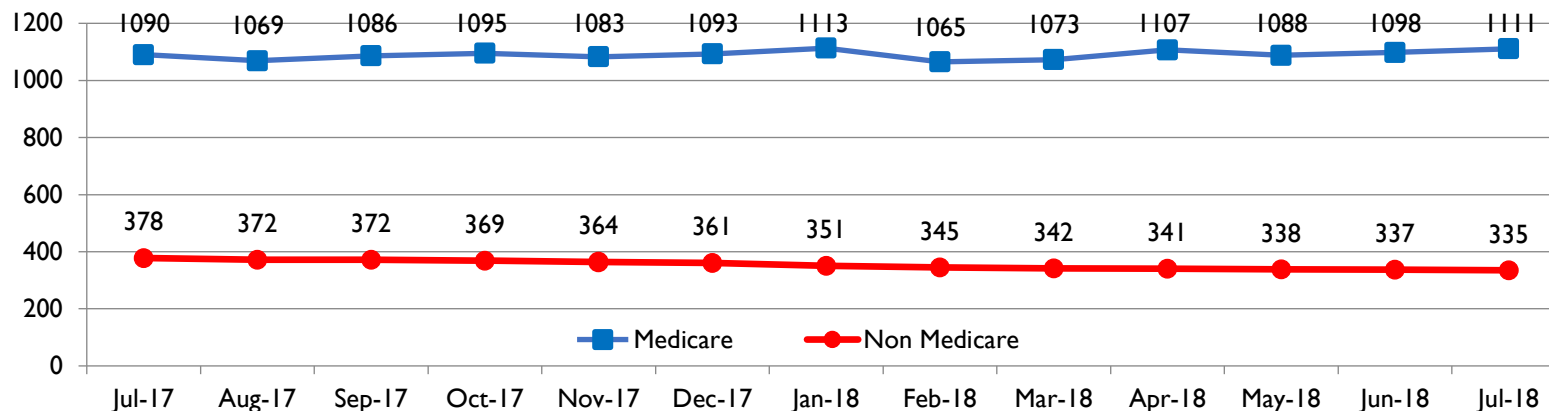
WSHIP Dashboard July 2018

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





Enrollment Summary

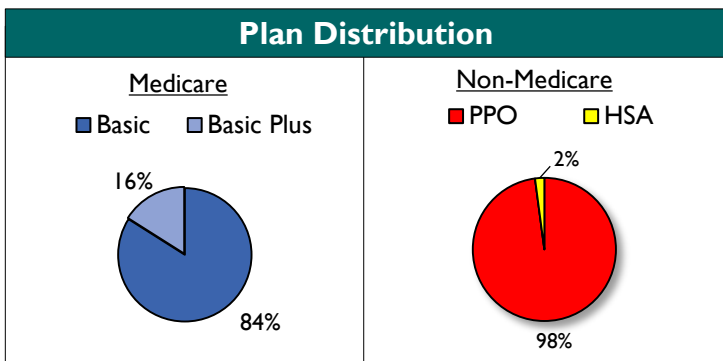


Applications Received

Medicare: 37

Non-Medicare: 0 (Closed)

Individuals	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Total Enrollment	1468	1441	1458	1464	1447	1454	1464	1410	1415	1448	1426	1435	1446
3rd Party Sponsorship	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)
Non-Medicare	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)
EHIP	240	236	237	236	236	236	235	235	232	231	231	231	230
Other (Mostly AKF)	38	38	37	36	32	32	31	28	29	30	29	29	29
Medicare (Mostly AKF)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)



Medicare Enrollee Profile

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

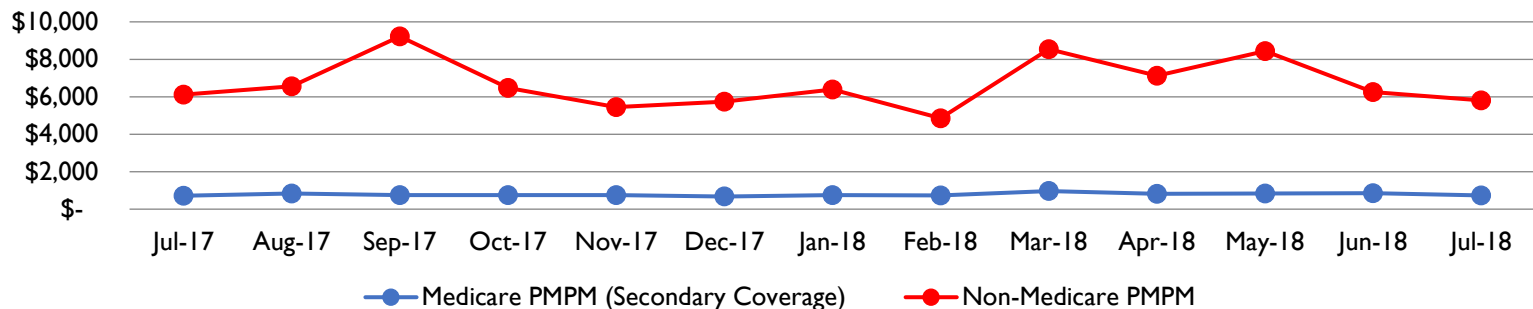
Non-Medicare Enrollee Profile

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

Monthly Activity



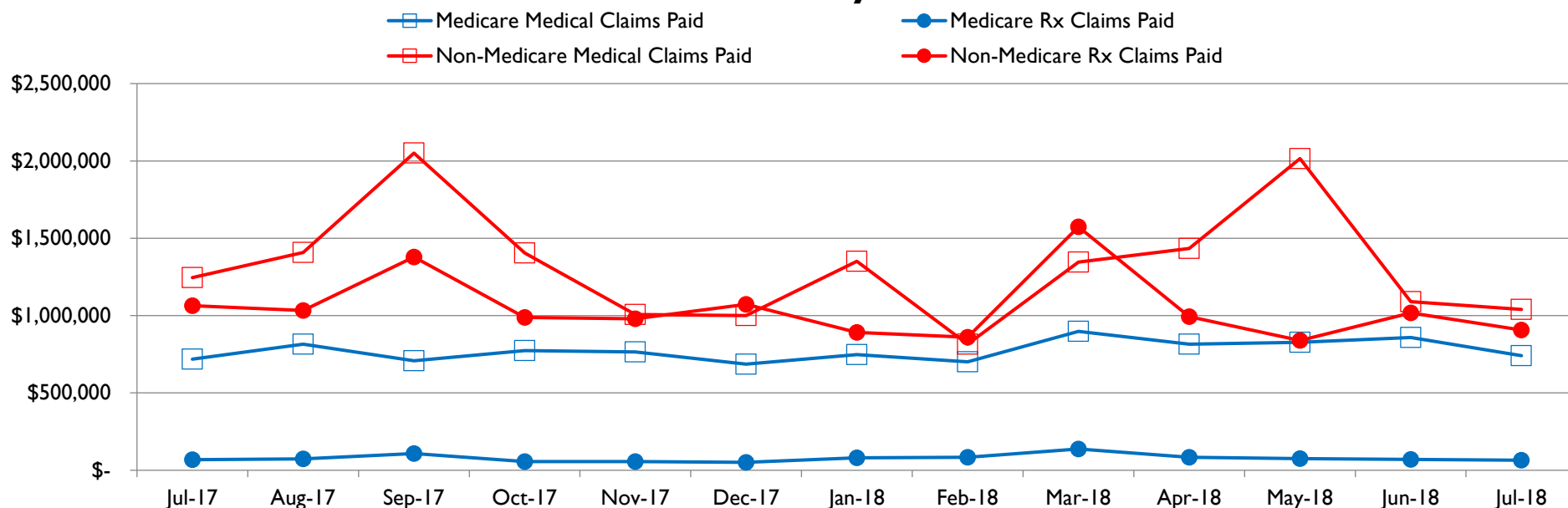
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1 Claim
Total Paid:
\$115,922
Dx: Hemophilia

Medical & Pharmacy Claims Paid

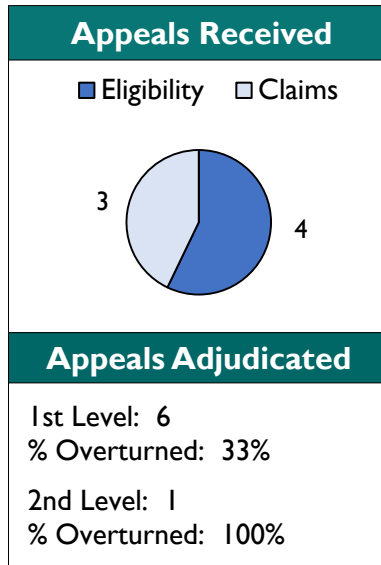
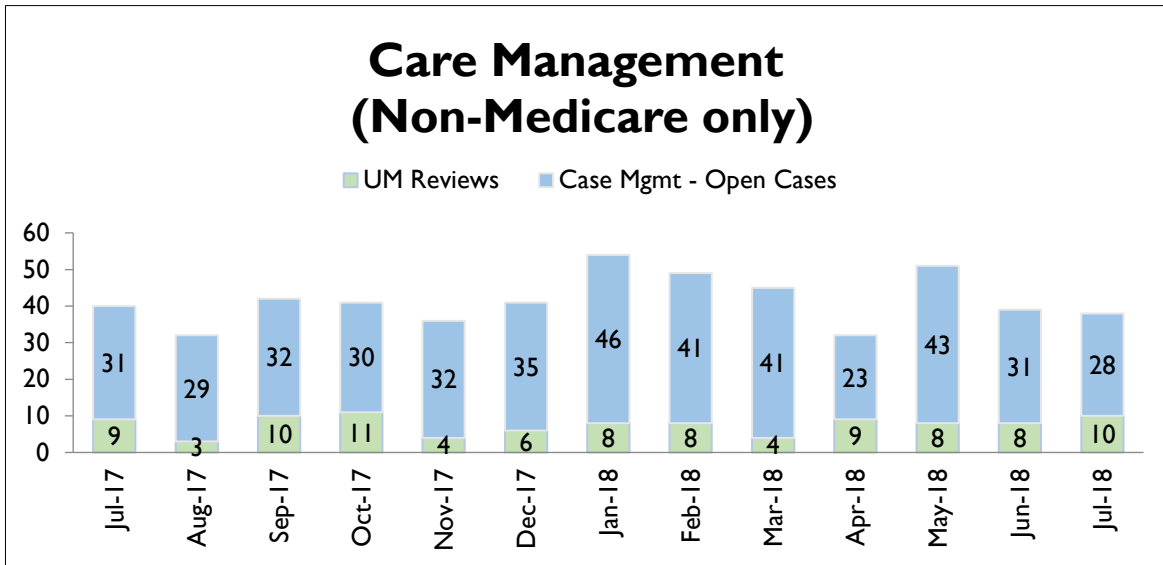


Monthly Activity



Service Levels

Metric	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Customer Service:													
Average Calls per Day	27	25	25	26	26	27	27	28	29	30	31	32	33
Speed of Answer (Standard 60 Sec)	44	56	29	49	48	38	69	65	49	44	51	61	87
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.8%	99.8%	99.1%	100.0%	99.7%	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%
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

