



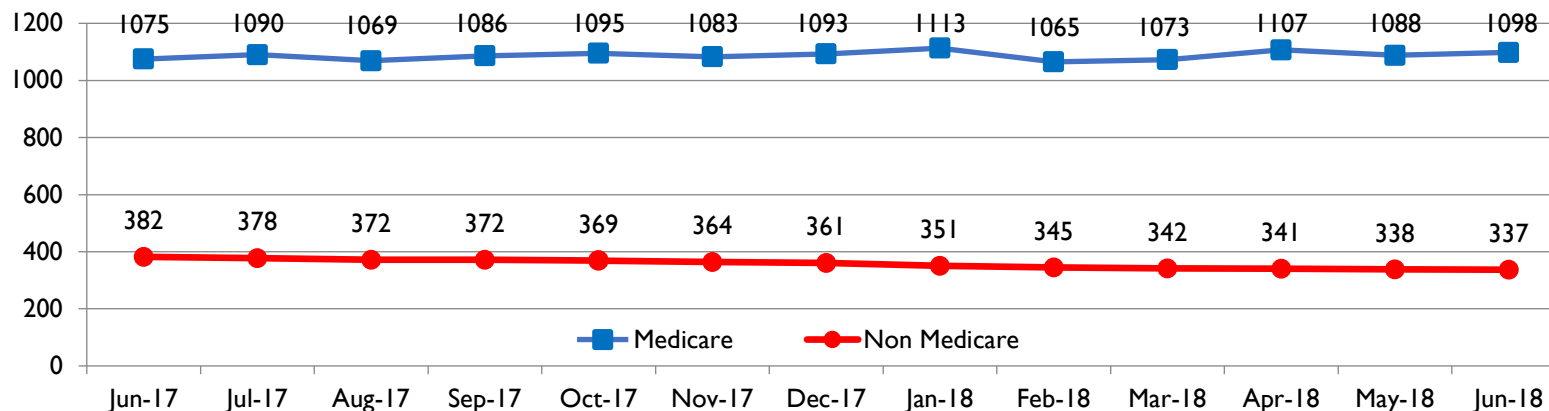
# WSHIP Dashboard June 2018

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





# Enrollment Summary

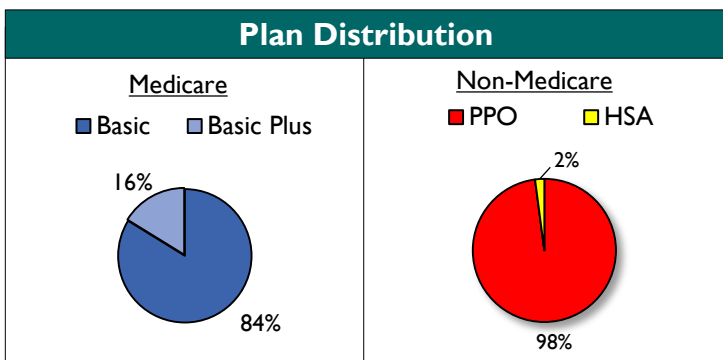


**Applications Received**

Medicare: 20

Non-Medicare: 0 (Closed)

Individuals	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Total Enrollment</b>	1457	1468	1441	1458	1464	1447	1454	1464	1410	1415	1448	1426	1435
<b>3rd Party Sponsorship</b>	873 (60%)	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)
Non-Medicare	281 (74%)	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)
EHIP	243	240	236	237	236	236	236	235	235	232	231	231	231
Other (Mostly AKF)	37	38	38	37	36	32	32	31	28	29	30	29	29
Medicare (Mostly AKF)	592 (55%)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)



### Medicare Enrollee Profile

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

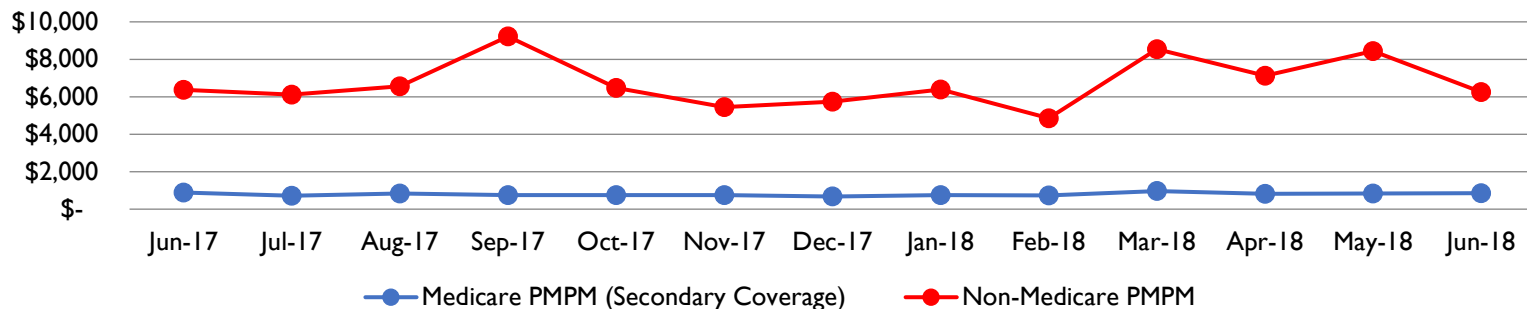
### Non-Medicare Enrollee Profile

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

# Monthly Activity



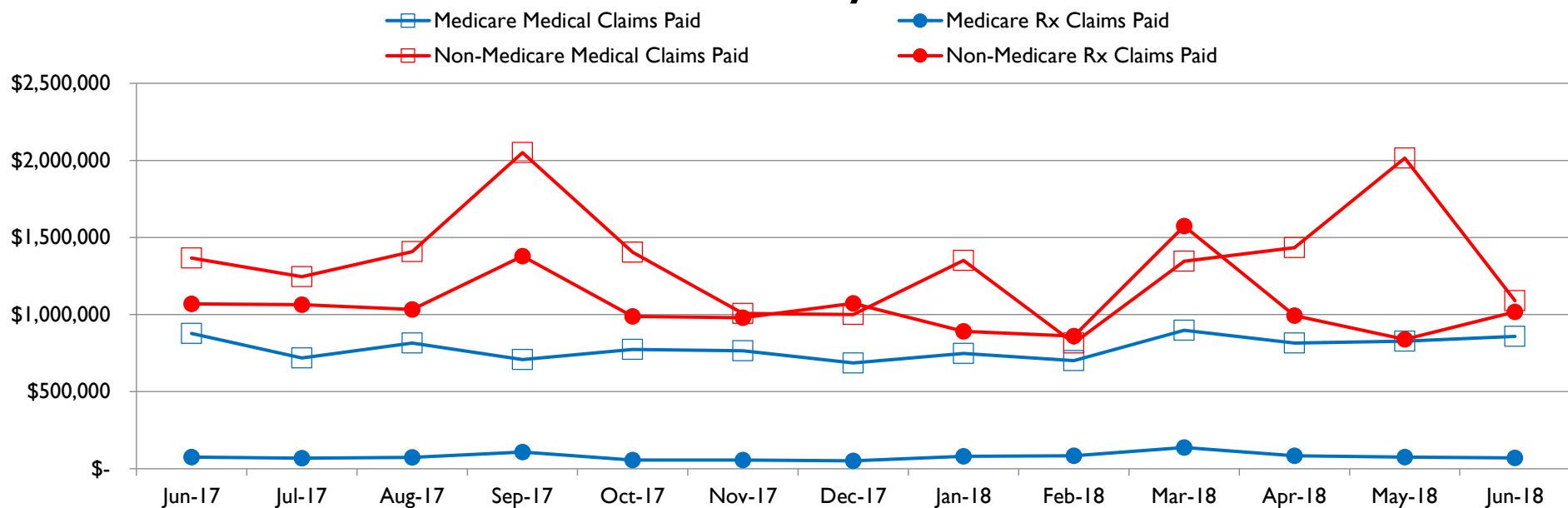
## Claims Paid Per Member Per Month



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

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

## Medical & Pharmacy Claims Paid

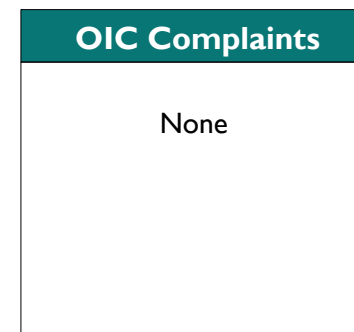
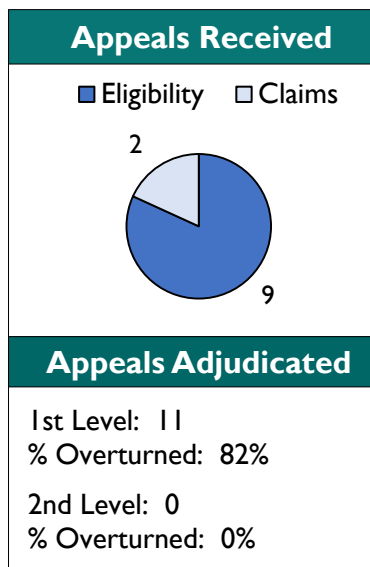
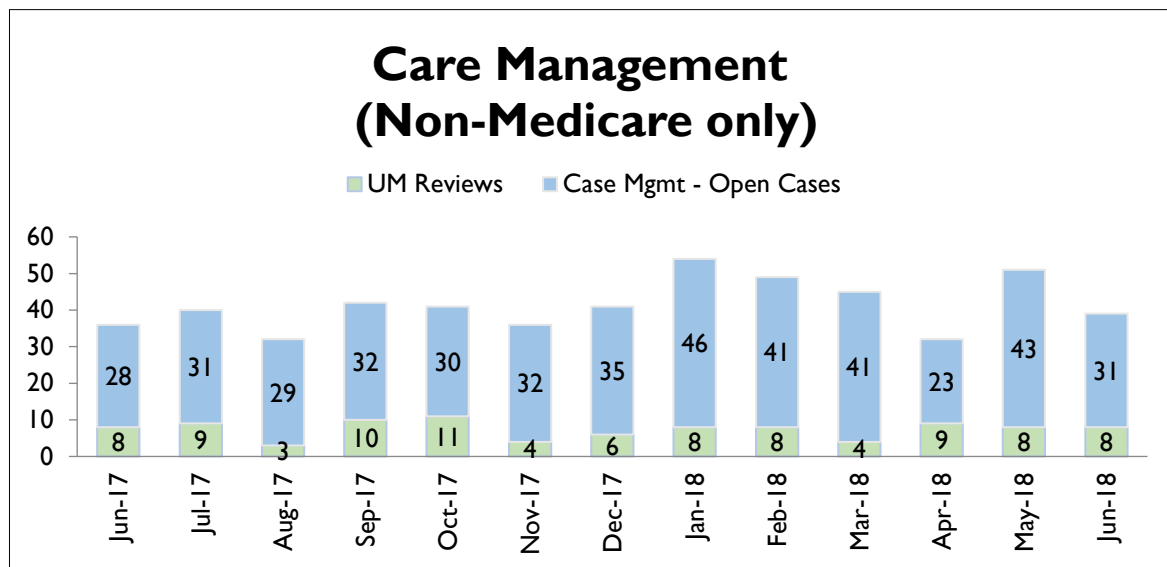


# Monthly Activity



## Service Levels

Metric	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Customer Service:</b>													
Average Calls per Day	28	27	25	25	26	26	27	27	28	29	30	31	32
Speed of Answer (Standard 60 Sec)	44	44	56	29	49	48	38	69	65	49	44	51	61
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	100.0%	99.8%	99.8%	99.1%	100.0%	99.7%	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Enrollment by County

