



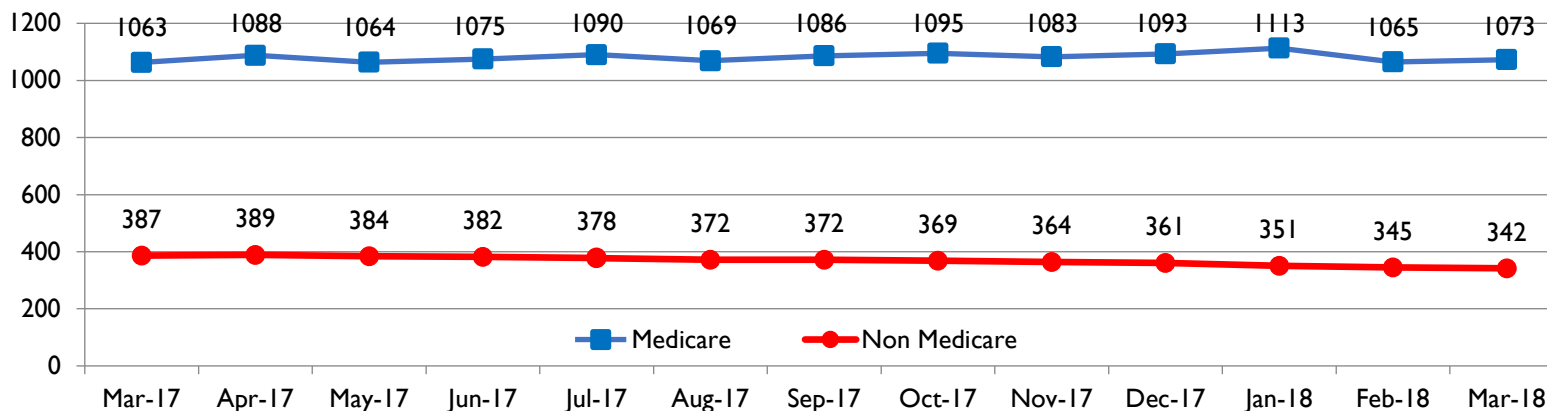
WSHIP Dashboard March 2018

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





Enrollment Summary

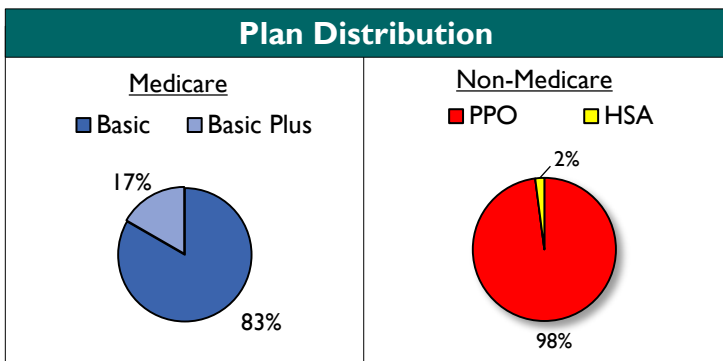


Applications Received

Medicare: 40

Non-Medicare: 0 (Closed)

Individuals	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Total Enrollment	1450	1477	1448	1457	1468	1441	1458	1464	1447	1454	1464	1410	1415
3rd Party Sponsorship	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)
Non-Medicare	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)
EHIP	247	247	245	243	240	236	237	236	236	236	235	235	232
Other (Mostly AKF)	36	38	37	37	38	38	37	36	32	32	31	28	29
Medicare (Mostly AKF)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)



Medicare Enrollee Profile

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

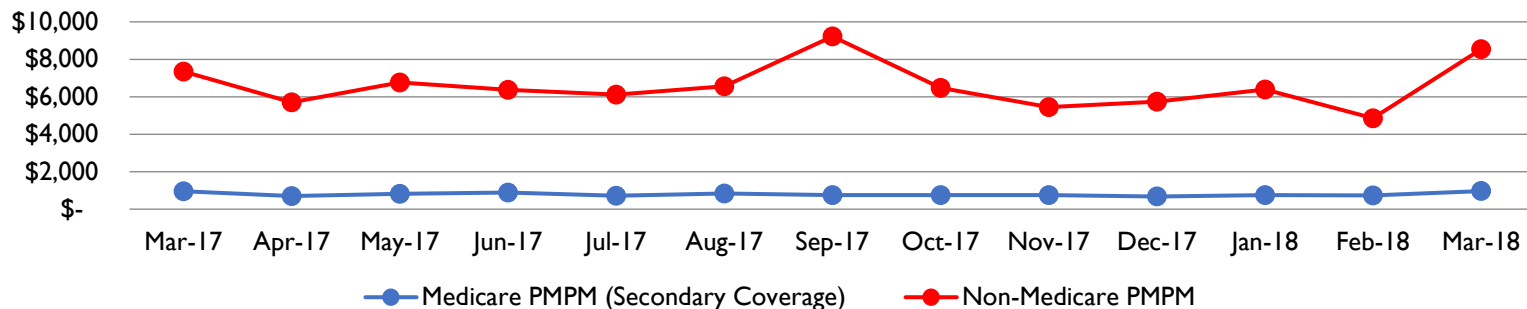
Non-Medicare Enrollee Profile

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

Monthly Activity



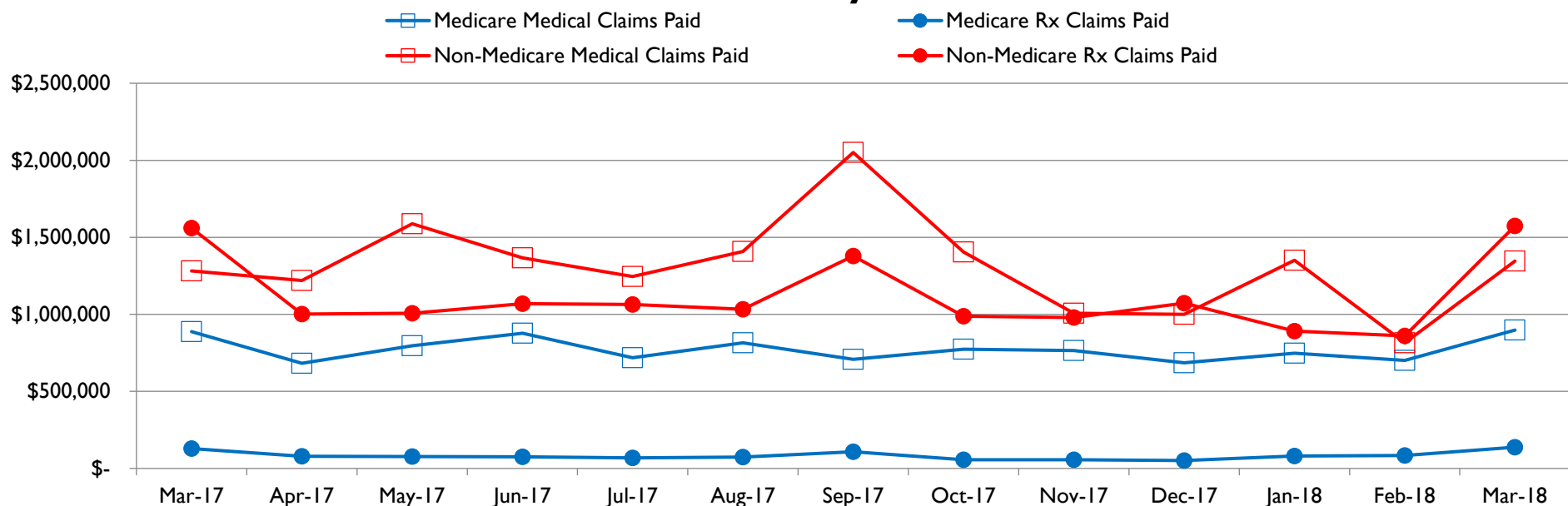
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

Medical & Pharmacy Claims Paid

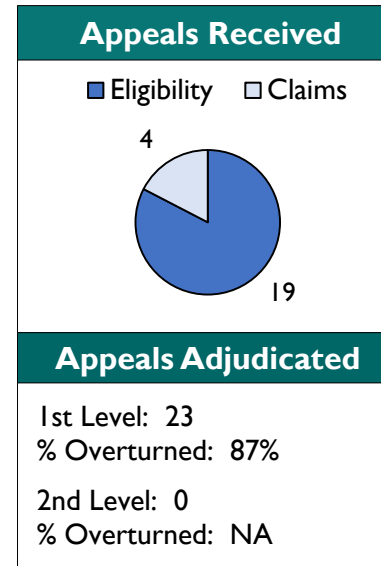
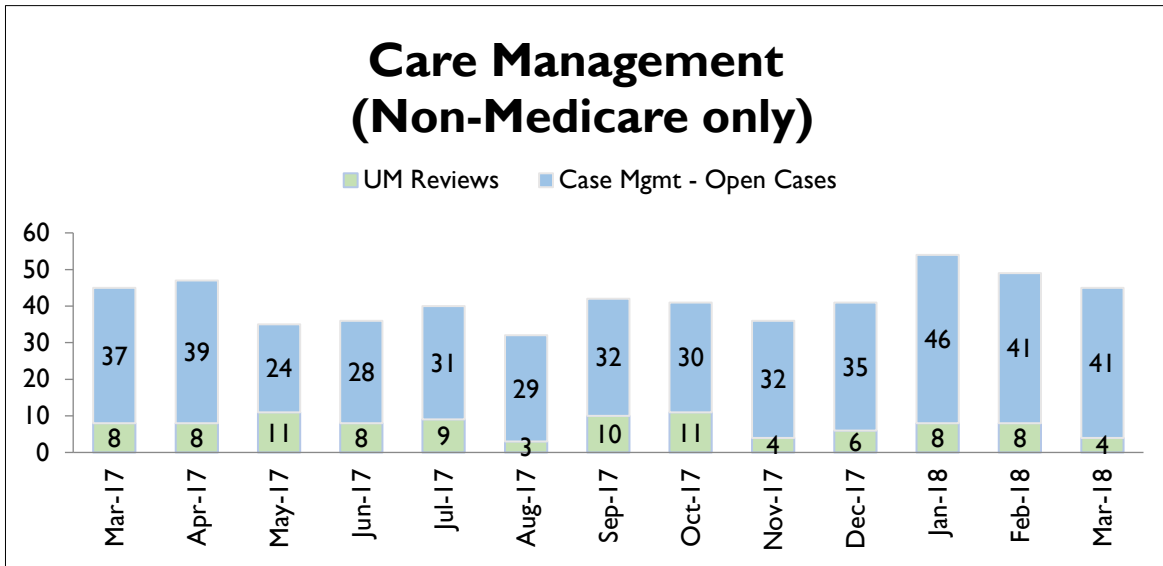


Monthly Activity



Service Levels

Metric	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Customer Service:													
Average Calls per Day	33	31	29	28	27	25	25	26	26	27	27	28	29
Speed of Answer (Standard 60 Sec)	36	41	46	44	44	56	29	49	48	38	69	65	49
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.3%	98.9%	99.0%	100.0%	99.8%	99.8%	99.1%	100.0%	99.7%	99.7%	99.8%	99.4%	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

