

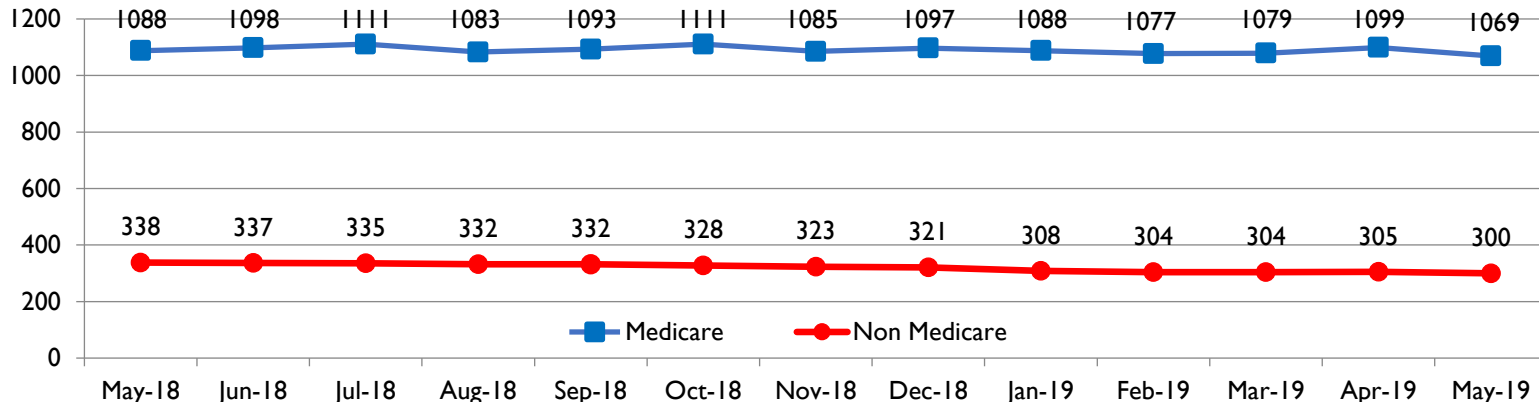


WSHIP Dashboard May 2019

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



Enrollment Summary

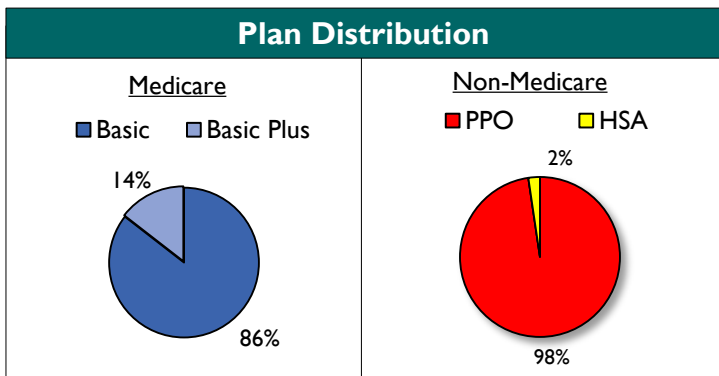


Applications Received

Medicare: 32

Non-Medicare: 0 (Closed)

Individuals	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Total Enrollment	1426	1435	1446	1415	1425	1439	1408	1418	1396	1381	1383	1404	1369
3rd Party Sponsorship	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)	864 (61%)	854 (61%)	847 (61%)	845 (61%)	870 (62%)	839 (61%)
Non-Medicare	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)	249 (78%)	243 (79%)	242 (80%)	242 (80%)	243 (80%)	239 (80%)
EHIP	231	231	230	229	229	227	224	222	217	216	216	217	216
Other (Mostly AKF)	29	29	29	30	29	28	27	27	26	26	26	26	23
Medicare (Mostly AKF)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)	615 (56%)	611 (56%)	605 (56%)	603 (56%)	627 (57%)	600 (56%)



Medicare Enrollee Profile

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

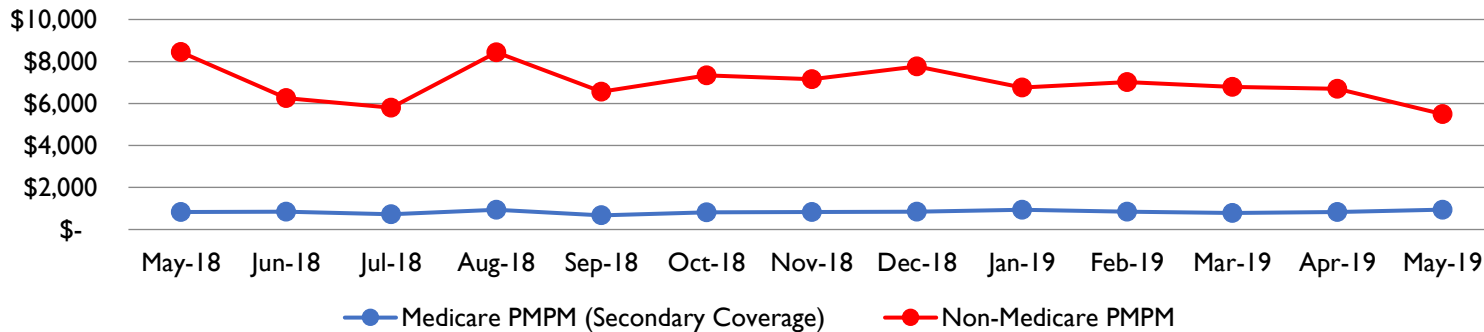
Non-Medicare Enrollee Profile

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

Monthly Activity



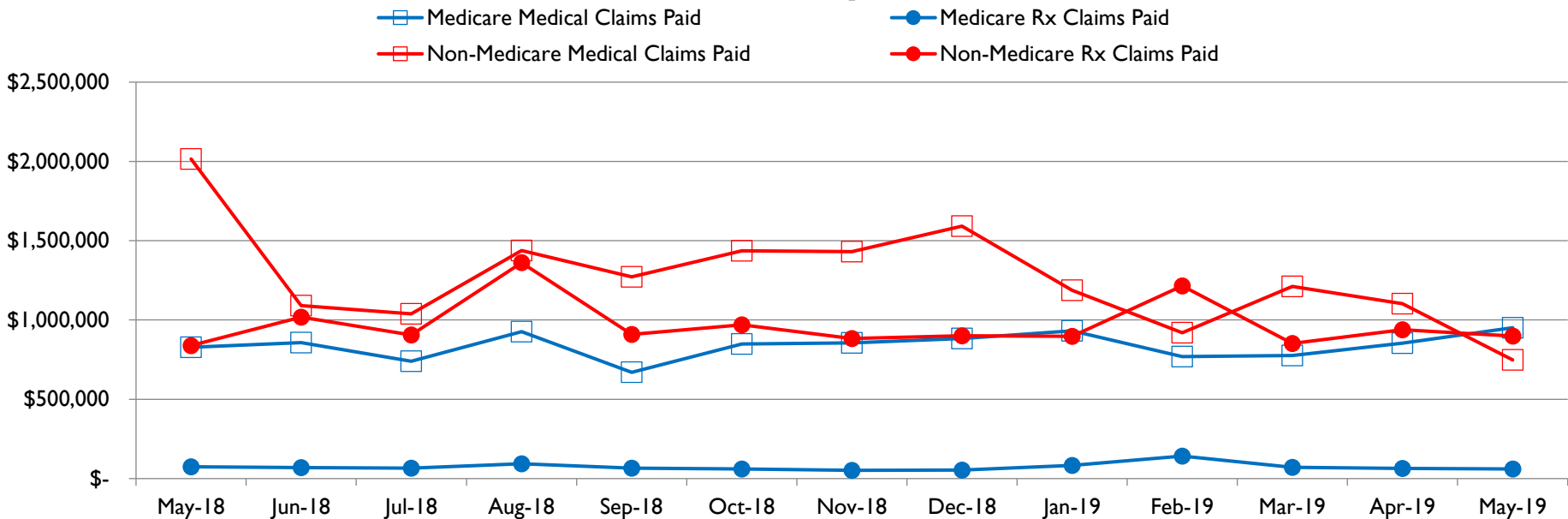
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

Medical & Pharmacy Claims Paid

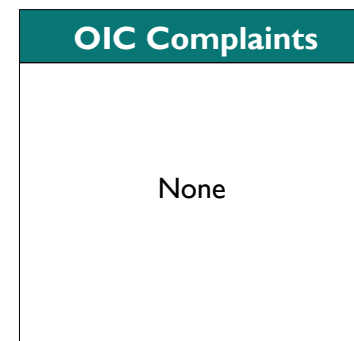
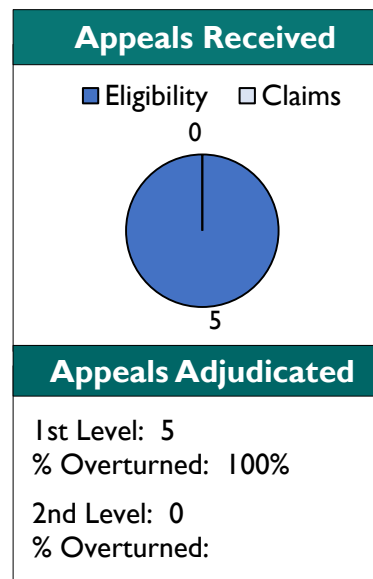
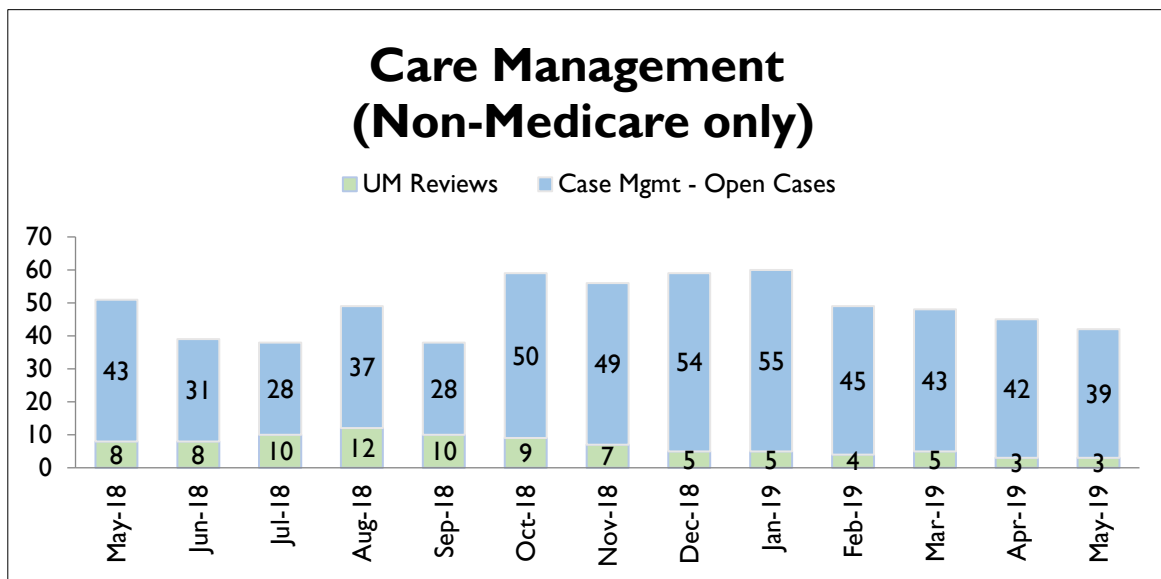


Monthly Activity



Service Levels

Metric	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
Customer Service:													
Average Calls per Day	31	32	33	33	33	34	34	33	33	33	33	33	33
Speed of Answer (Standard 60 Sec)	51	61	87	47	35	49	40	34	46	49	30	50	57
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%	99.2%	98.4%	99.7%	99.0%	99.1%	100%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Enrollment by County

