

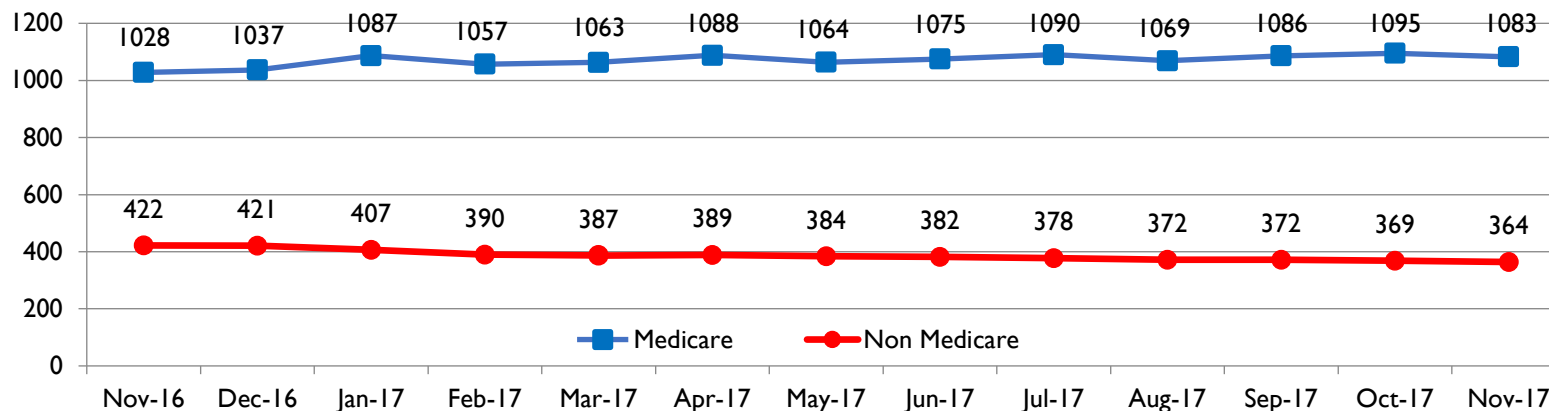


WSHIP Dashboard November 2017

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



Enrollment Summary

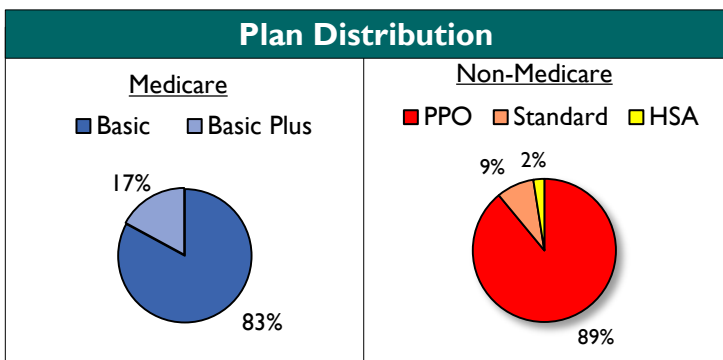


Applications Received

Medicare: 25

Non-Medicare: 0 (Closed)

Individuals	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
Total Enrollment	1450	1458	1494	1447	1450	1477	1448	1457	1468	1441	1458	1464	1447
3rd Party Sponsorship	879 (61%)	893 (61%)	893 (60%)	861 (60%)	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)
Non-Medicare	296 (70%)	296 (70%)	292 (72%)	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)
EHIP	253	253	252	247	247	247	245	243	240	236	237	236	236
Other (Mostly AKF)	43	43	40	35	36	38	37	37	38	38	37	36	32
Medicare (Mostly AKF)	583 (57%)	597 (58%)	601 (55%)	579 (55%)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)



Medicare Enrollee Profile

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

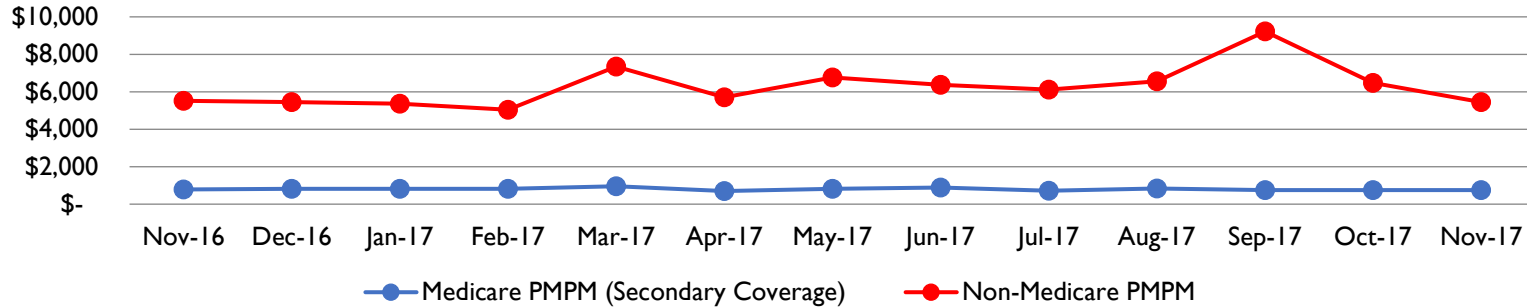
Non-Medicare Enrollee Profile

Average Age: 44
 Gender: Female 32% Male 68%
 Top Diagnosis: HIV / AIDS (54.6%)

Monthly Activity



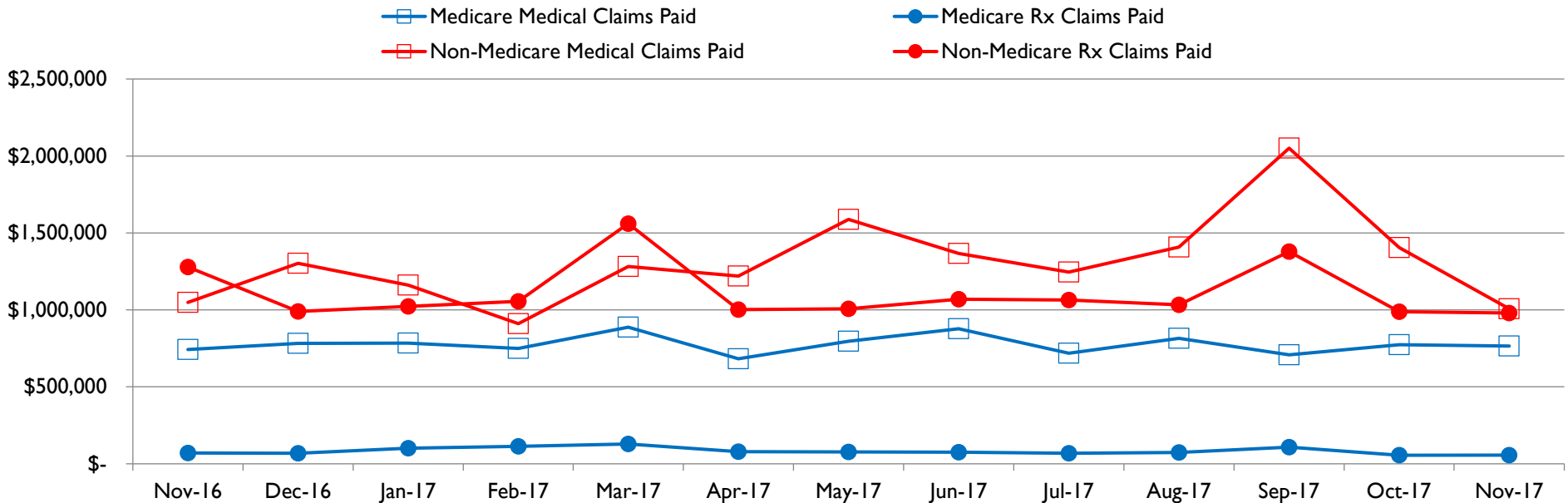
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1 Claim / Total Paid:
\$104,593.30
Hemophilia

Medical & Pharmacy Claims Paid

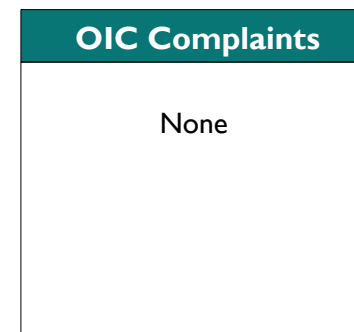
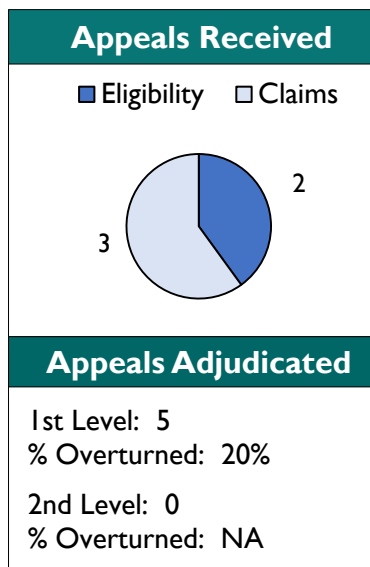
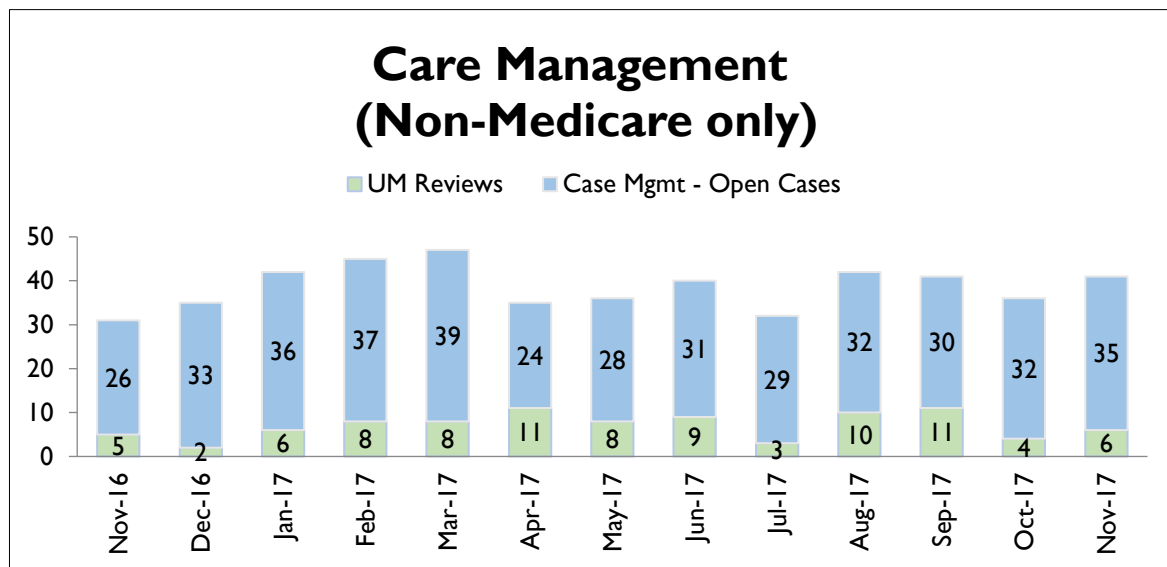


Monthly Activity



Service Levels

Metric	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
Customer Service:													
Average Calls per Day	39	37	36	34	33	31	29	28	27	25	25	26	26
Speed of Answer (Standard 60 Sec)	21	41	84	30	36	41	46	44	44	56	29	49	48
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.2%	99.5%	99.5%	99.5%	99.3%	98.9%	99.0%	100%	99.8%	99.8%	99.1%	100%	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

