



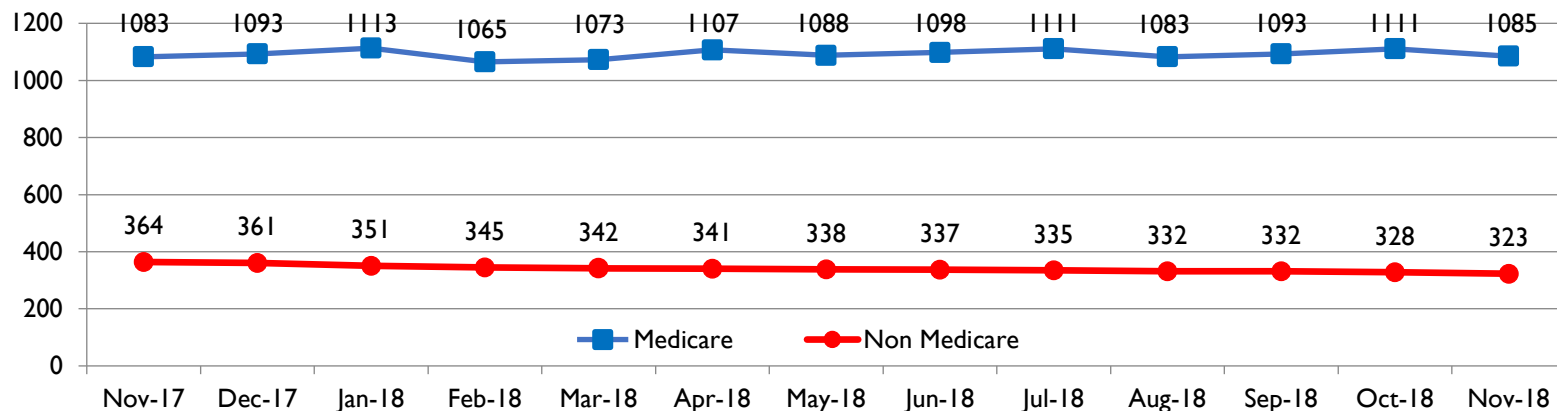
WSHIP Dashboard November 2018

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





Enrollment Summary

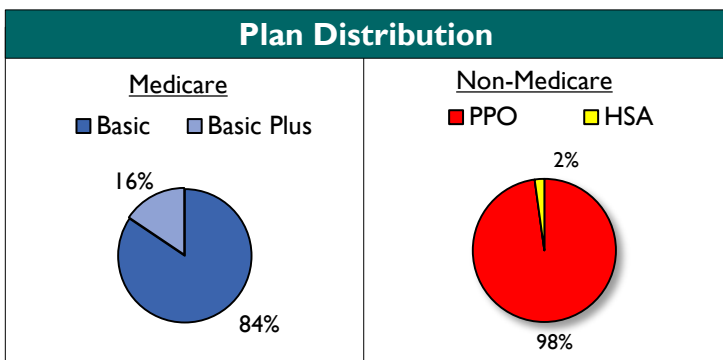


Applications Received

Medicare: 14

Non-Medicare: 0 (Closed)

Individuals	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Total Enrollment	1447	1454	1464	1410	1415	1448	1426	1435	1446	1415	1425	1439	1408
3rd Party Sponsorship	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)
Non-Medicare	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)
EHIP	236	236	235	235	232	231	231	231	230	229	229	227	224
Other (Mostly AKF)	32	32	31	28	29	30	29	29	29	30	29	28	27
Medicare (Mostly AKF)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)



Medicare Enrollee Profile

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

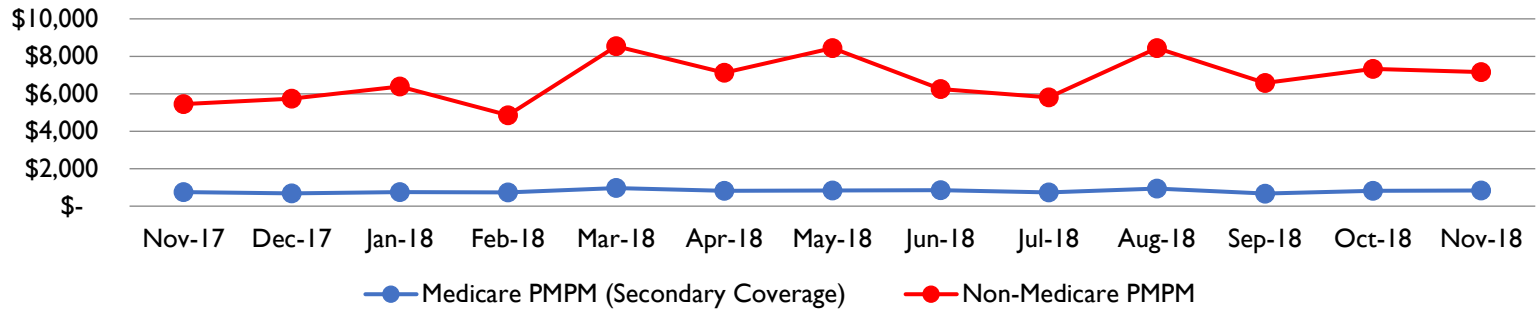
Non-Medicare Enrollee Profile

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

Monthly Activity



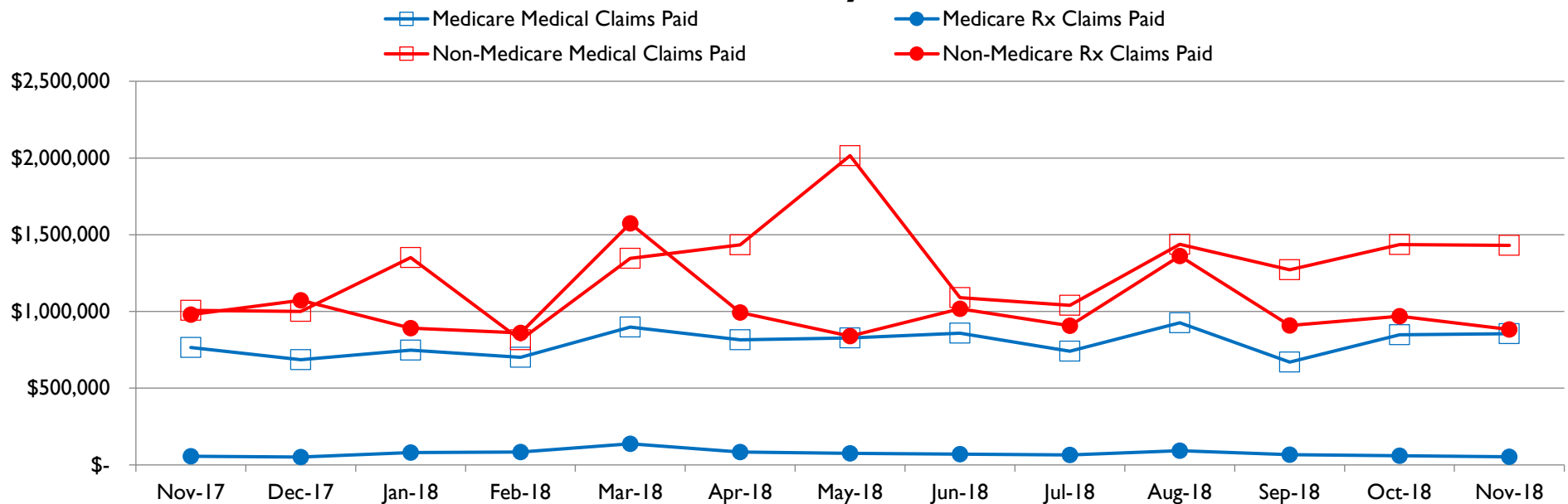
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

2 Claims
 Total Paid: \$326,369.01
 Diagnoses: Hemochromatosis & Hemoglobinuria

Medical & Pharmacy Claims Paid

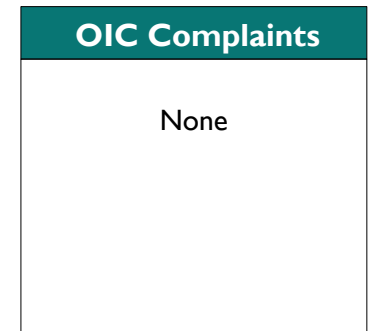
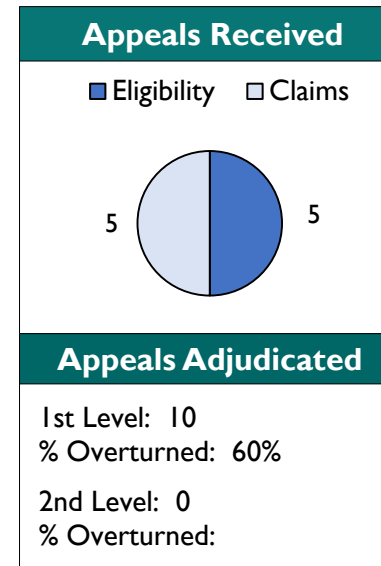
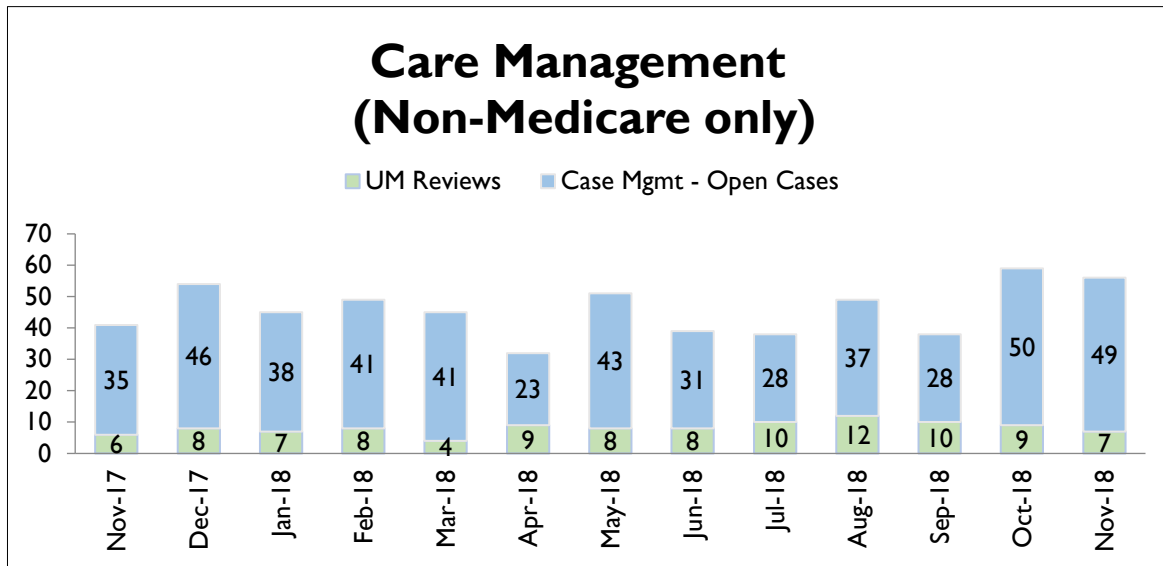


Monthly Activity



Service Levels

Metric	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Customer Service:													
Average Calls per Day	26	27	27	28	29	30	31	32	33	33	33	34	34
Speed of Answer (Standard 60 Sec)	48	38	69	65	49	44	51	61	87	47	35	49	40
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.7%	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	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

