



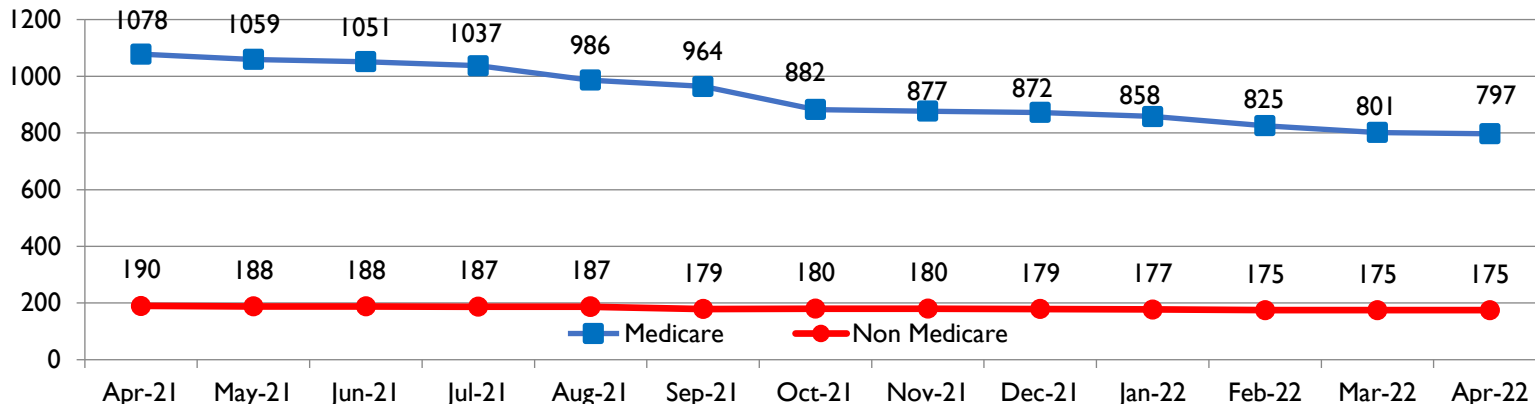
WSHIP Dashboard April 2022

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





Enrollment Summary

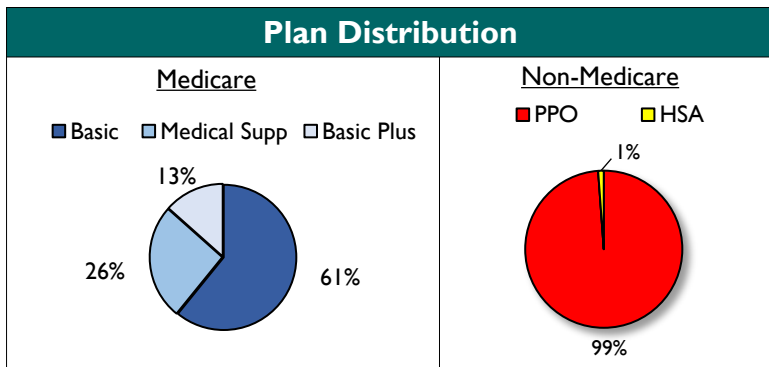


Applications Received

Medicare: 0

Non-Medicare: 0 (Closed)

Individuals	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Total Enrollment	1268	1247	1239	1224	1173	1143	1062	1057	1051	1033	1000	976	972
3rd Party Sponsorship	813 (64%)	792 (64%)	787 (64%)	776 (63%)	734 (63%)	711 (62%)	638 (60%)	633 (60%)	629 (60%)	622 (60%)	600 (60%)	581 (60%)	579 (60%)
Non-Medicare	146 (77%)	145 (77%)	145 (77%)	144 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)	138 (77%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)
EHIP	127	126	126	125	125	123	123	123	123	122	122	122	122
Other (Mostly AKF)	19	19	19	19	19	14	15	15	15	14	14	14	13
Medicare (Mostly AKF)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	590 (60%)	574 (60%)	500 (57%)	495 (56%)	491 (56%)	486 (57%)	464 (56%)	445 (56%)	443 (56%)



Medicare Member Profile

Average Age: 61
 Gender: Female 41% Male 59%
 Top Diagnosis: Kidney & Urinary Disease

Non-Medicare Member Profile

Average Age: 46
 Gender: Female 30% Male 70%
 Top Diagnosis: HIV / AIDS

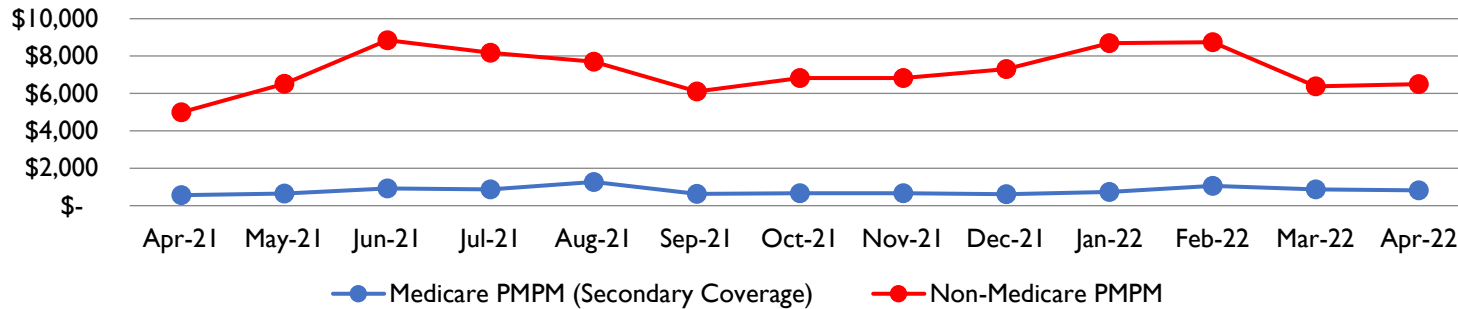
Monthly Activity



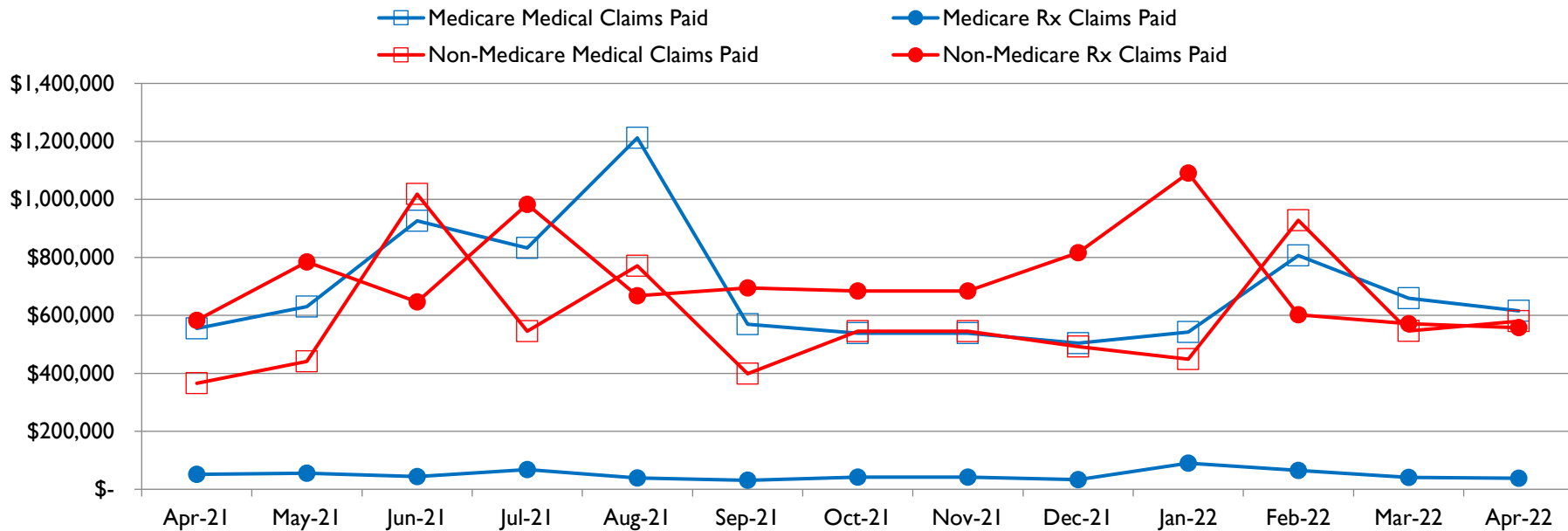
High Dollar Claims (over \$100,000)

1 Claim:
 Providence Health,
 Dx: Liver cell carcinoma
 Amt Pd: \$100,439.62

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

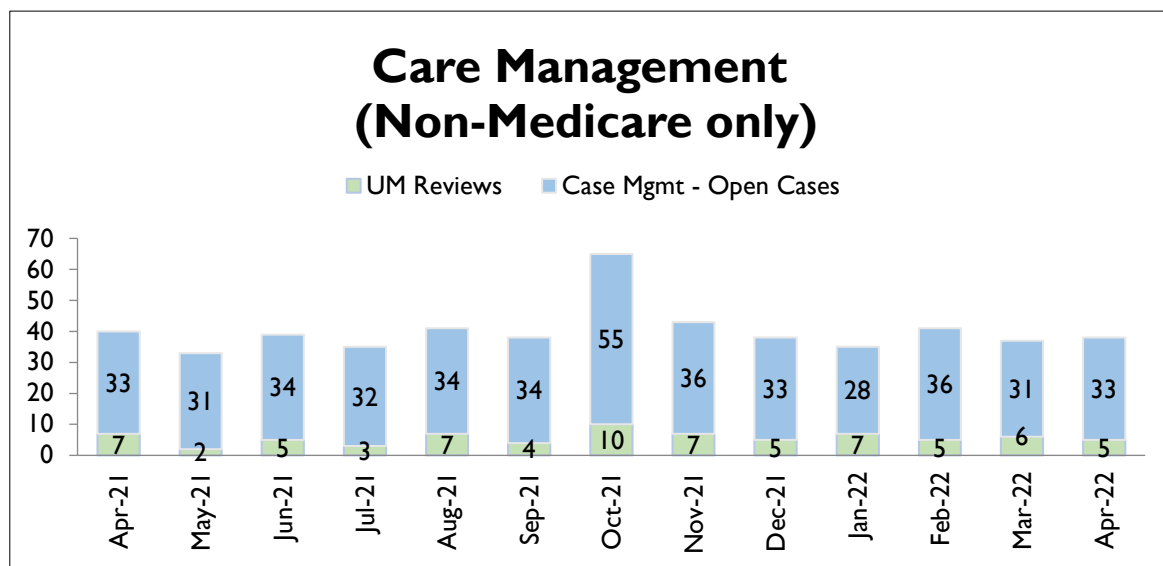


Monthly Activity



Service Levels

Metric	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Customer Service:													
Average Calls per Day	24	23	36	32	25	25	36	29	42	44	33	34	35
Speed of Answer (Standard 60 Sec)	94	56	67	57	53	48	46	43	55	87	270	268	171
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%	98.1%	99.5%	100.0%	100.0%	100.0%	100.0%
30-Day Clean Claims Processing (Standard 100%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Appeals Received

- Eligibility
- Claims

None

OIC Complaints

None

Appeals Adjudicated

1st Level: 0
% Overturned: 0%

2nd Level: 0
% Overturned: 0%

Enrollment by County

