



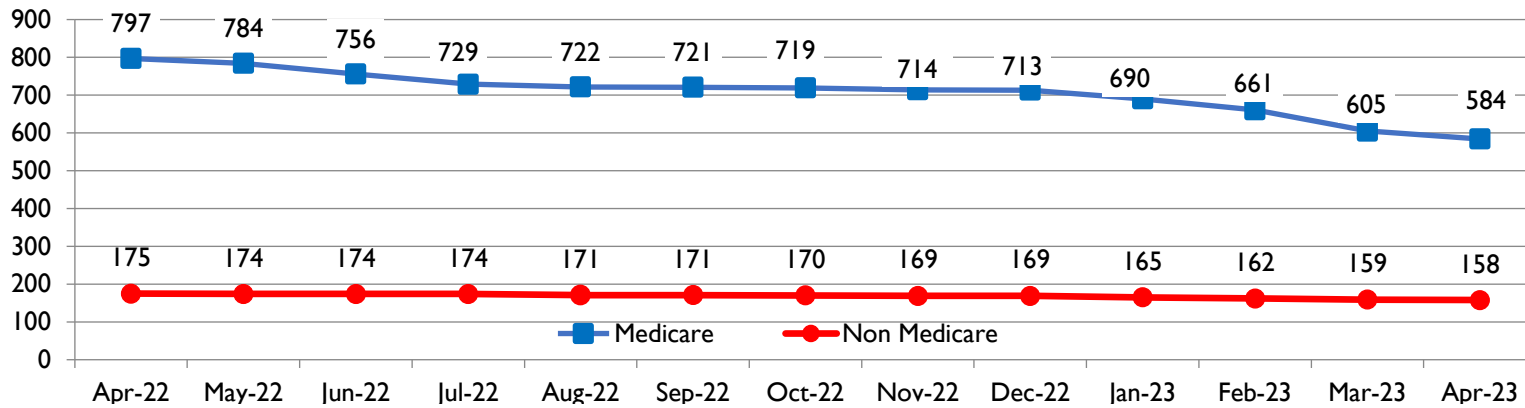
WSHIP Dashboard April 2023

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





Enrollment Summary

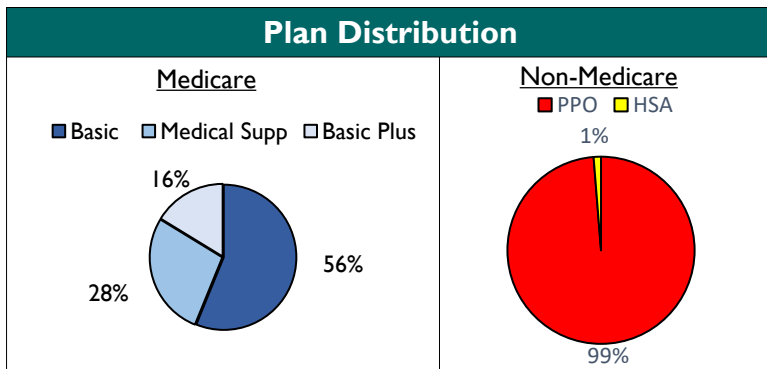


Applications Received

Medicare: 0

Non-Medicare: 0 (Closed)

Individuals	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
Total Enrollment	972	958	930	903	893	892	889	883	882	855	823	764	742
3rd Party Sponsorship	579 (60%)	572 (60%)	553 (59%)	527 (59%)	517 (58%)	522 (59%)	519 (59%)	517 (59%)	515 (58%)	499 (58%)	471 (57%)	426 (56%)	413 (56%)
Non-Medicare	136 (78%)	136 (78%)	136 (78%)	136 (78%)	133 (77%)	134 (77%)	133 (77%)	134 (79%)	134 (79%)	131 (79%)	129 (80%)	127 (80%)	126 (80%)
EHIP	122	122	122	122	120	120	120	120	120	119	118	118	115
Other (Mostly AKF)	13	14	14	14	13	13	13	14	14	12	11	9	11
Medicare (Mostly AKF)	443 (56%)	436 (55%)	412 (53%)	391 (54%)	384 (53%)	388 (53%)	386 (53%)	383 (54%)	381 (53%)	368 (53%)	342 (52%)	299 (48%)	287 (49%)



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

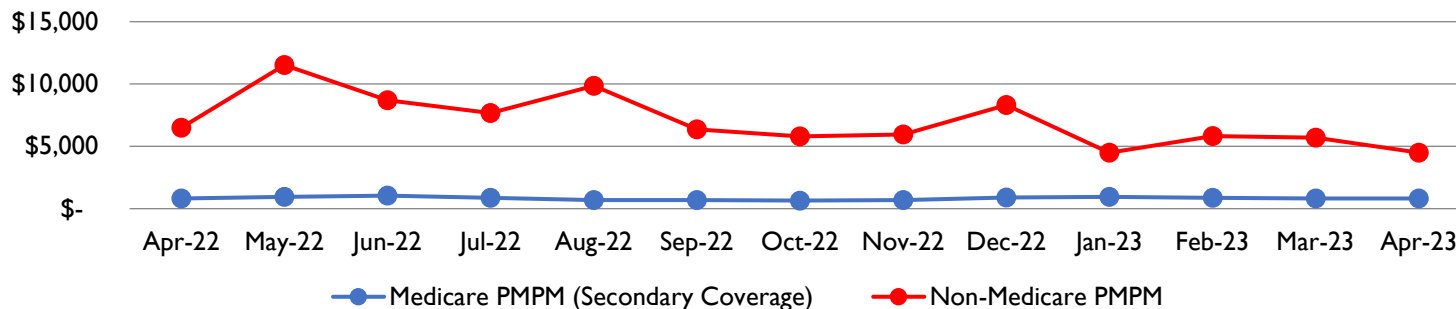
Monthly Activity



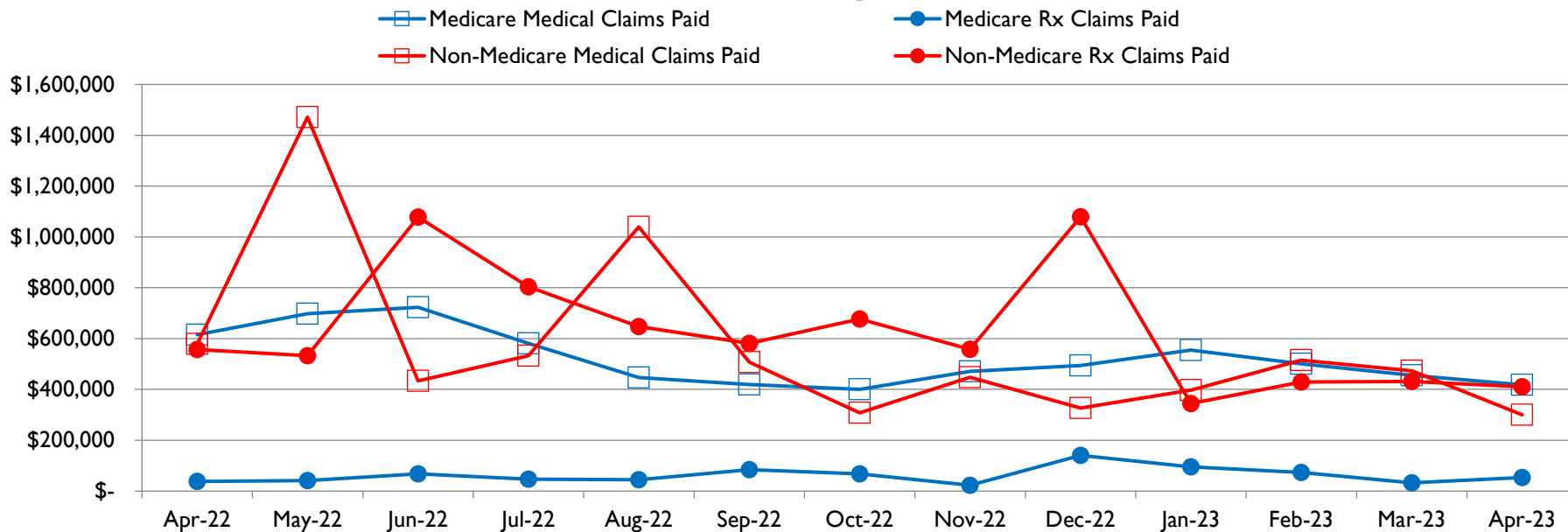
High Dollar Claims (over \$100,000)

None

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

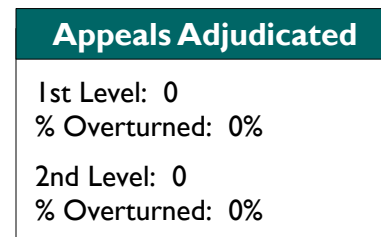
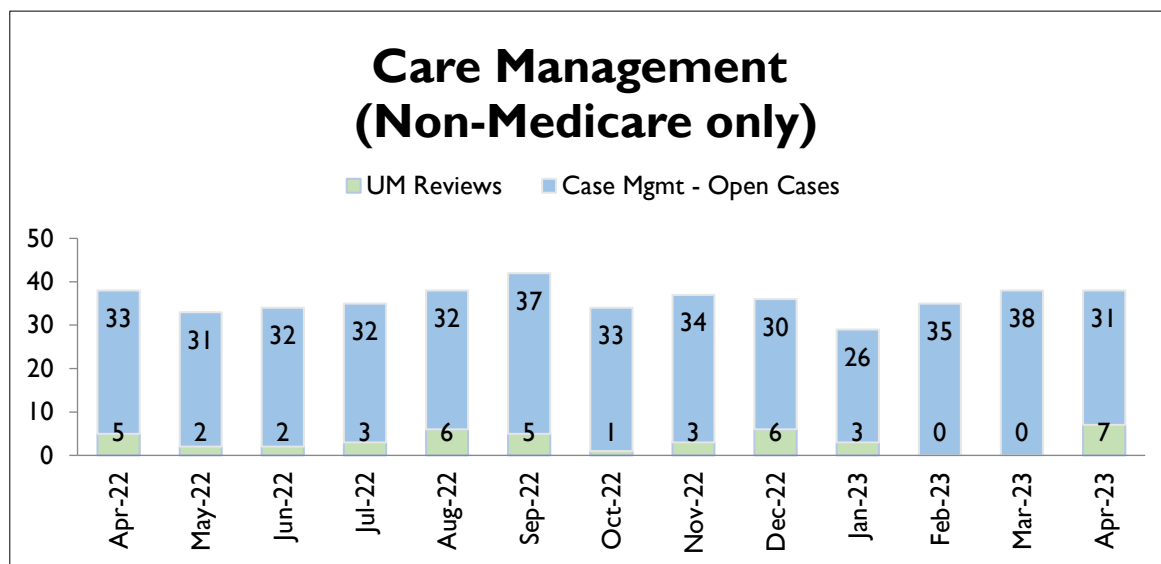


Monthly Activity



Service Levels

Metric	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
Customer Service:													
Average Calls per Day	35	37	38	39	41	41	41	42	40	40	38	37	36
Speed of Answer (Standard 60 Sec)	171	50	53	48	60	110	97	122	191	195	112	98	115
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	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%
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%



Enrollment by County



WASHINGTON STATE
HEALTH INSURANCE POOL

