

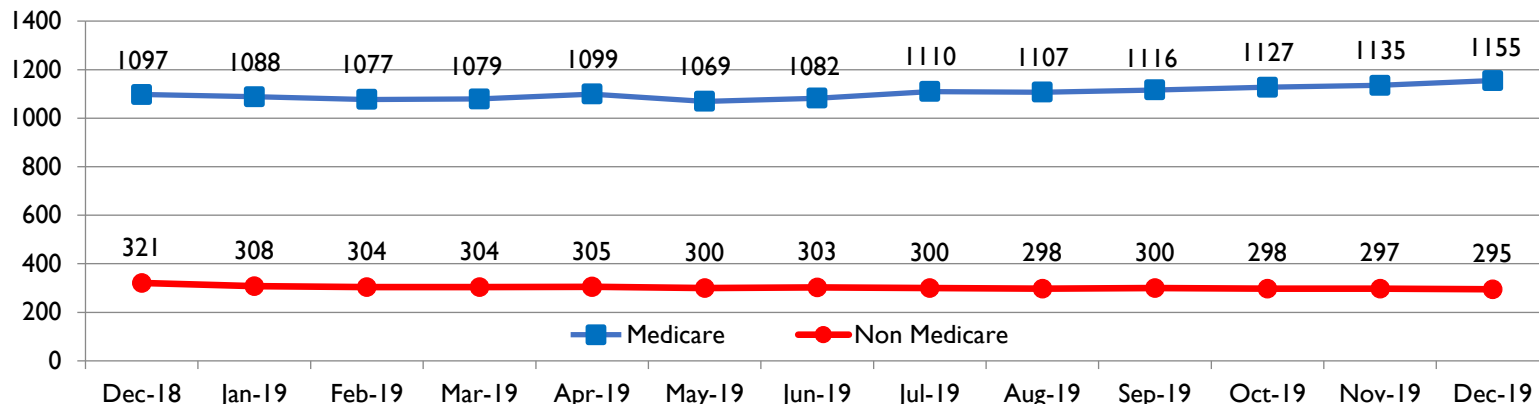


WSHIP Dashboard December 2019

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



Enrollment Summary

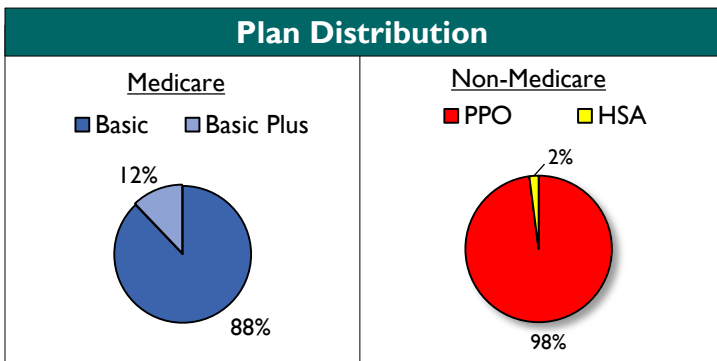


Applications Received

Medicare: 33

Non-Medicare: 0 (Closed)

Individuals	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Total Enrollment	1418	1396	1381	1383	1404	1369	1385	1410	1405	1416	1425	1432	1450
3rd Party Sponsorship	864 (61%)	854 (61%)	847 (61%)	845 (61%)	870 (62%)	839 (61%)	857 (62%)	879 (62%)	871 (62%)	882 (62%)	895 (63%)	907 (63%)	927 (64%)
Non-Medicare	249 (78%)	243 (79%)	242 (80%)	242 (80%)	243 (80%)	239 (80%)	241 (80%)	241 (80%)	240 (81%)	241 (80%)	240 (81%)	240 (81%)	239 (81%)
EHIP	222	217	216	216	217	216	216	216	216	216	215	215	214
Other (Mostly AKF)	27	26	26	26	26	23	25	25	24	25	25	25	25
Medicare (Mostly AKF)	615 (56%)	611 (56%)	605 (56%)	603 (56%)	627 (57%)	600 (56%)	616 (57%)	638 (57%)	631 (57%)	641 (57%)	655 (58%)	667 (59%)	688 (60%)



Medicare Enrollee Profile

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

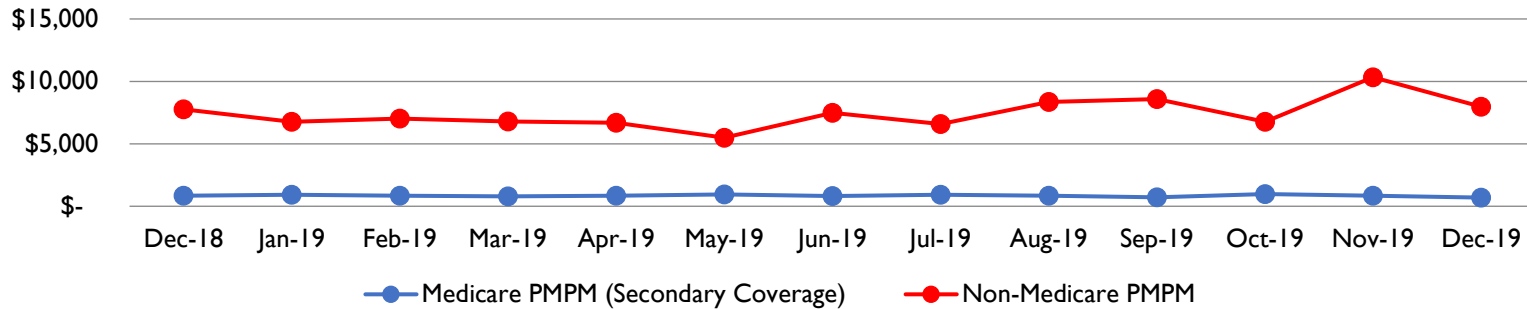
Non-Medicare Enrollee Profile

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

Monthly Activity



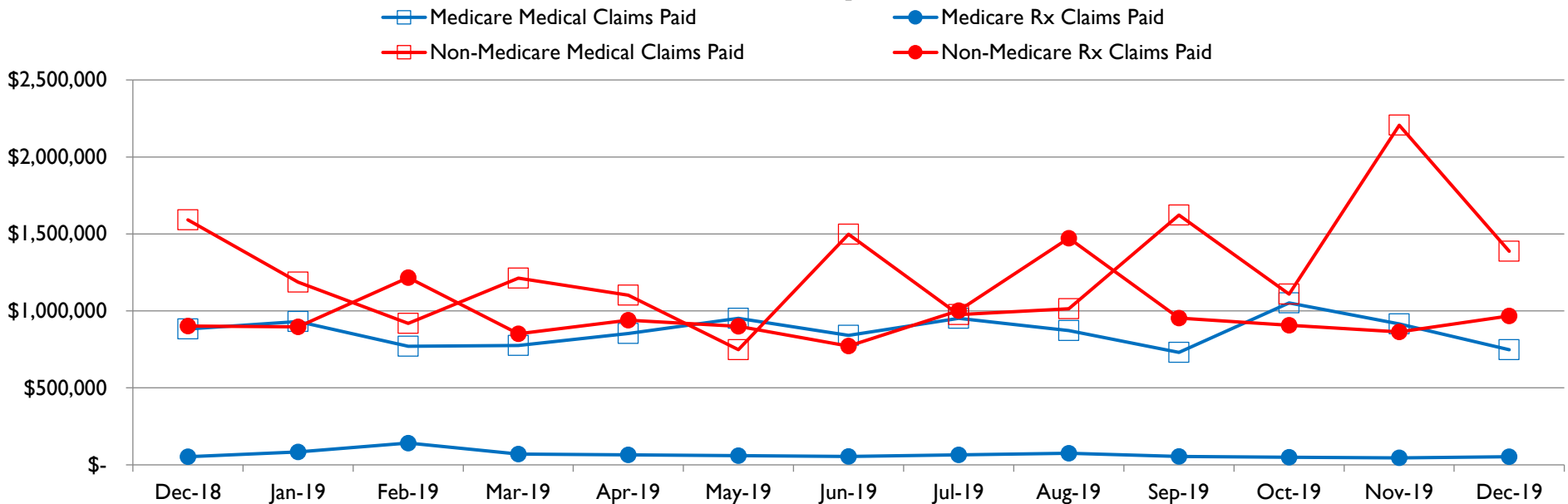
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

2 Claims
 Total Paid: \$338,203.96, Dx:
 -Hemoglobinuria
 -Hemophilia
 -

Medical & Pharmacy Claims Paid

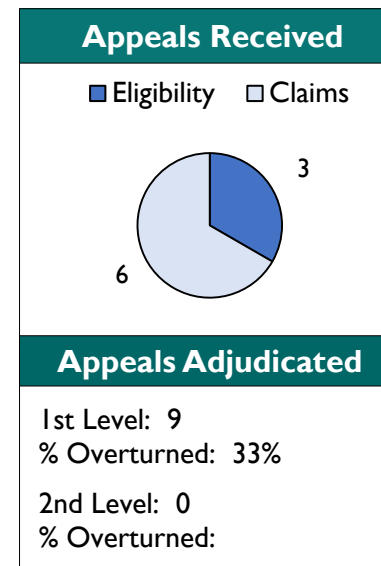
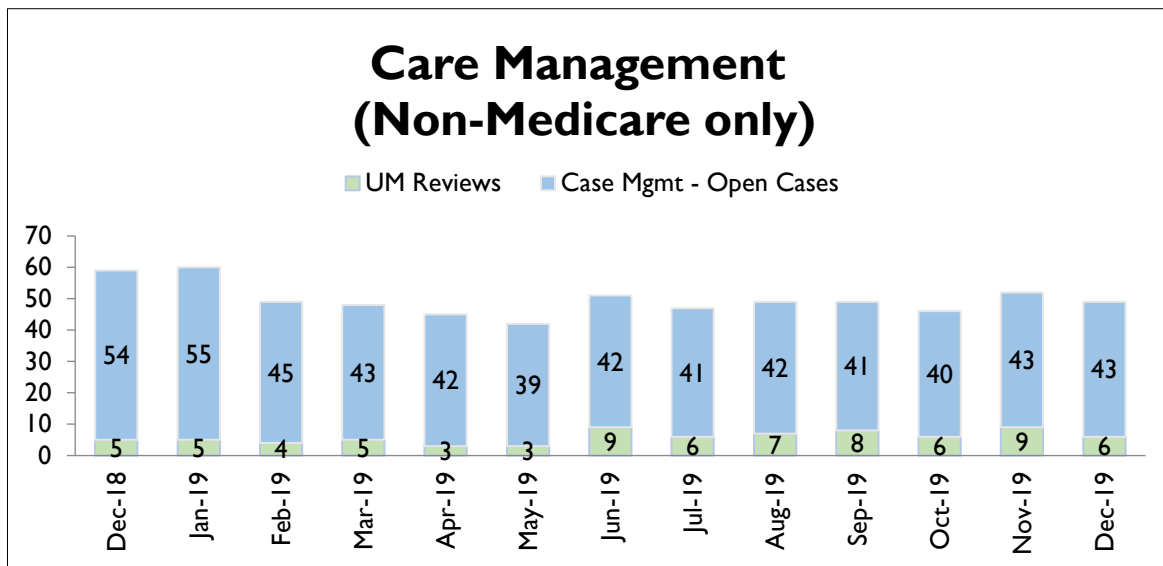


Monthly Activity



Service Levels

Metric	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Customer Service:													
Average Calls per Day	34	40	53	39	34	30	31	36	23	28	28	32	39
Speed of Answer (Standard 60 Sec)	34	46	49	30	50	57	64	81	68	90	37	34	43
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.2%	98.4%	99.7%	99.0%	99.1%	100.0%	99.7%	99.7%	99.5%	99.7%	99.8%	99.7%	99.7%
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%



OIC Complaints

None

