



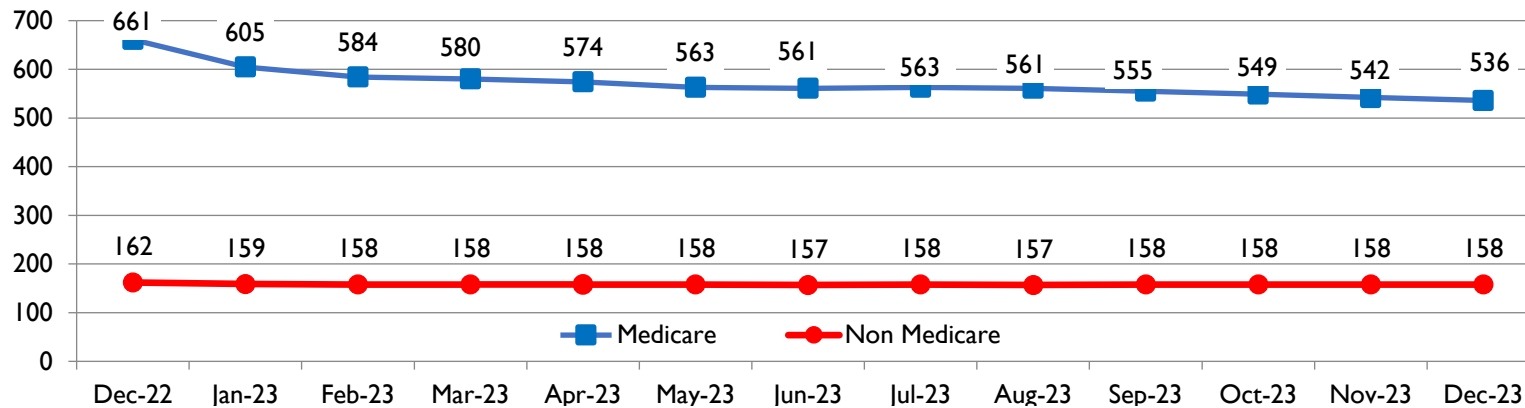
# WSHIP Dashboard December 2023

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





# Enrollment Summary

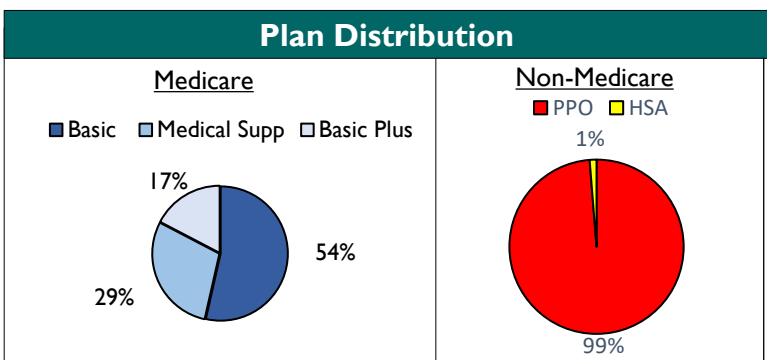


**Applications Received**

Medicare: 0

Non-Medicare: 0 (Closed)

Individuals	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
<b>Total Enrollment</b>	882	855	823	764	742	738	732	721	718	713	707	700	694
<b>3rd Party Sponsorship</b>													
Non-Medicare	134 (79%)	131 (79%)	129 (80%)	127 (80%)	126 (80%)	126 (80%)	126 (80%)	127 (80%)	125 (80%)	126 (80%)	126 (80%)	126 (80%)	126 (80%)
EHIP	120	119	118	118	115	115	115	115	115	115	115	115	115
Other (Mostly AKF)	14	12	11	9	11	11	11	12	10	11	11	11	11
Medicare (Mostly AKF)	381 (53%)	368 (53%)	342 (52%)	299 (48%)	287 (49%)	281 (48%)	278 (48%)	270 (48%)	270 (48%)	265 (48%)	261 (48%)	255 (47%)	261 (48%)



### Medicare Member Profile

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

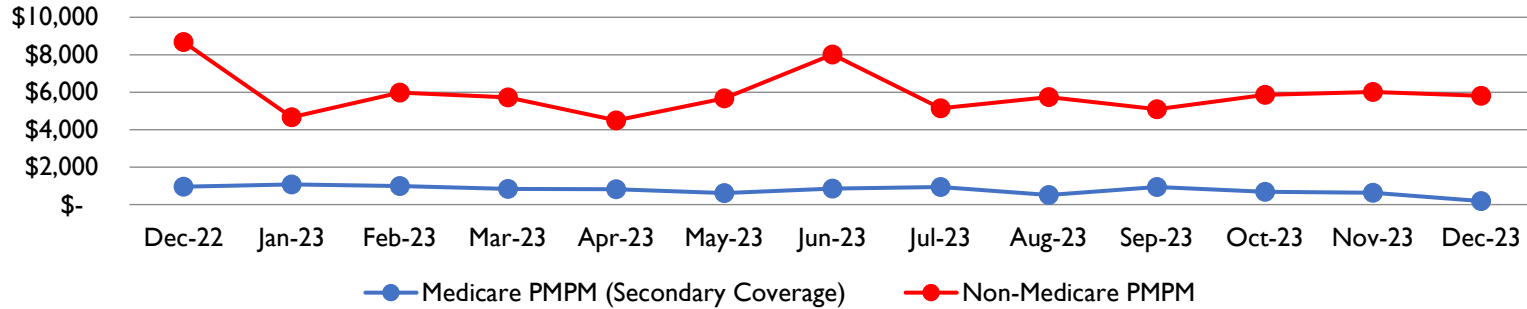
### Non-Medicare Member Profile

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

# Monthly Activity



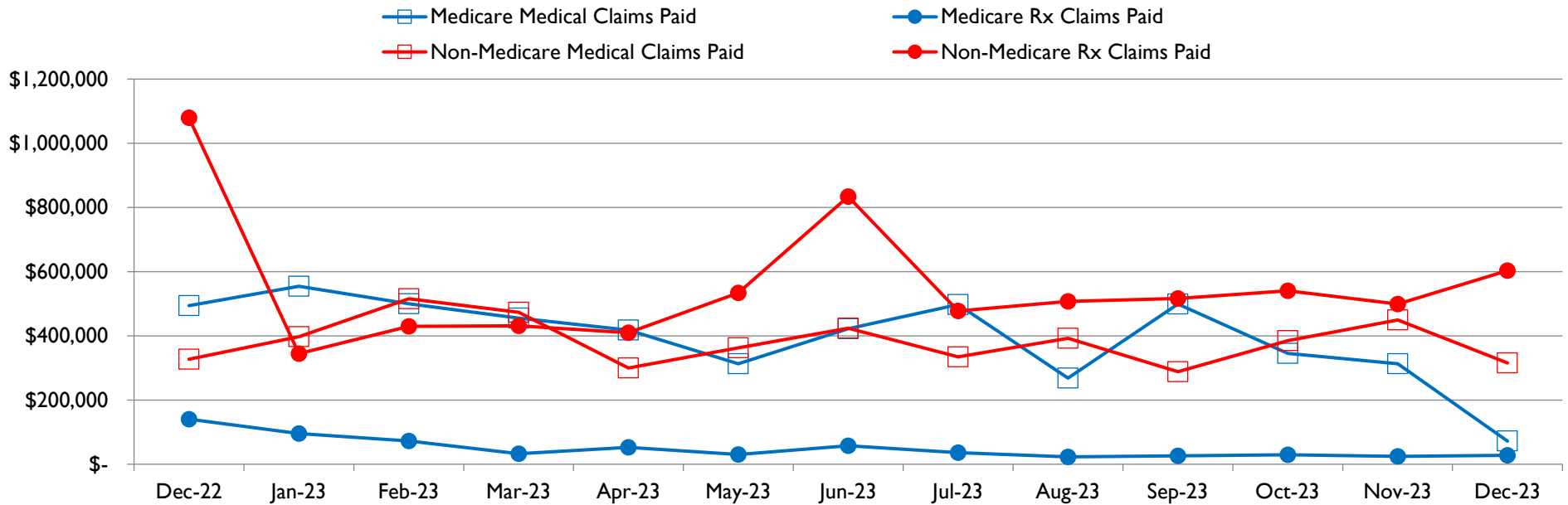
## Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

## Medical & Pharmacy Claims Paid

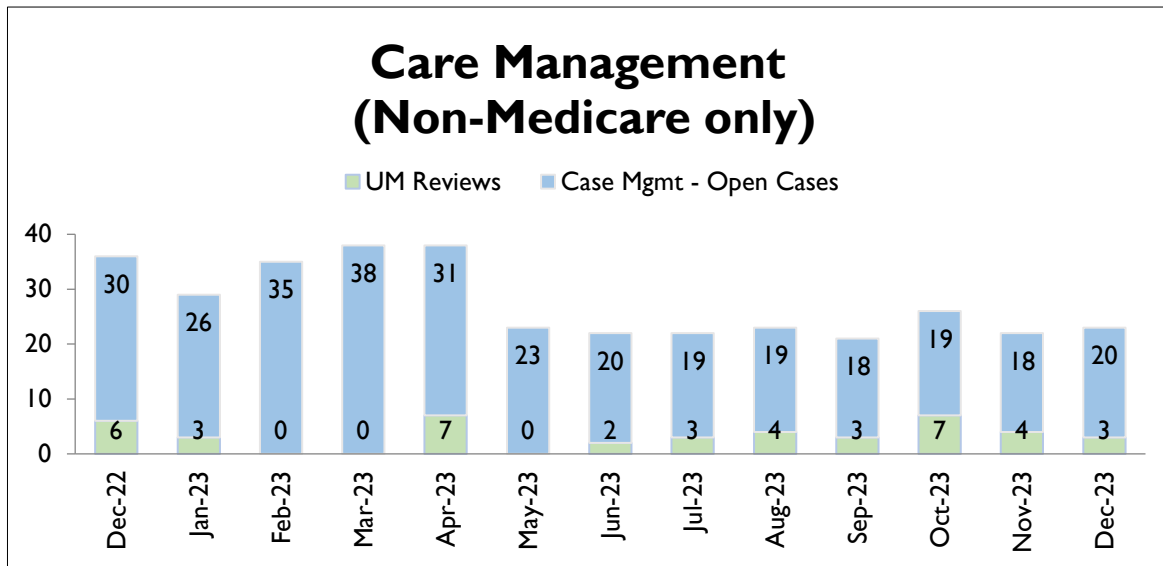




# Monthly Activity

## Service Levels

Metric	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
<b>Customer Service:</b>													
Average Calls per Day	40	34	29	25	26	23	25	25	20	23	23	25	39
Speed of Answer (Standard 60 Sec)	191	195	112	98	115	115	115	163	48	46	43	53	59
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
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%



### Appeals Received

- Eligibility: 0
- Claims: 0

### OIC Complaints

None

### Appeals Adjudicated

1st Level: 0  
% Overturned: 0%

2nd Level: 0  
% Overturned: 0%

# Enrollment by County

