

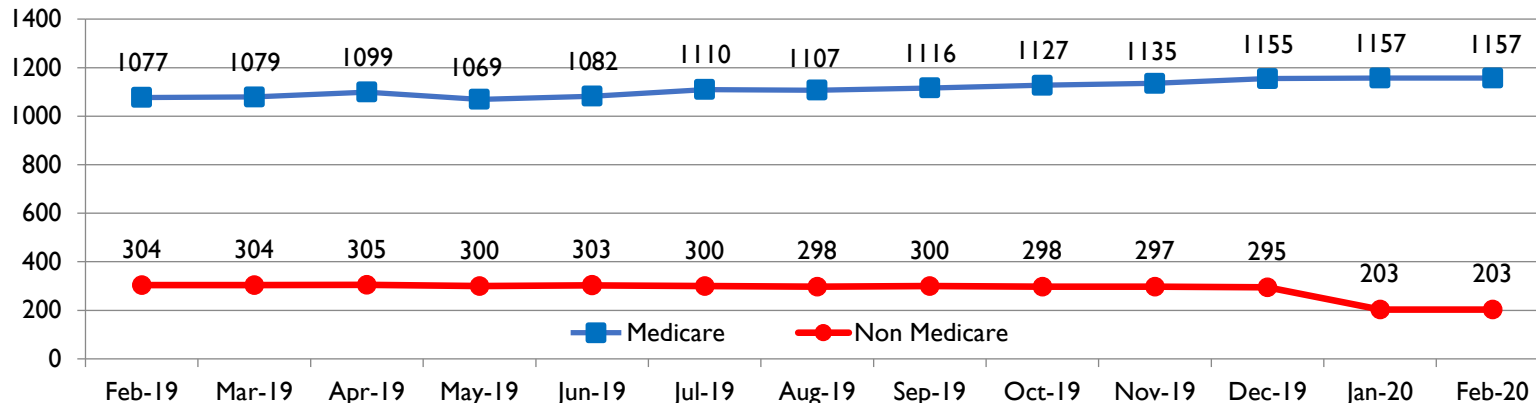


# WSHIP Dashboard February 2020

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



# Enrollment Summary

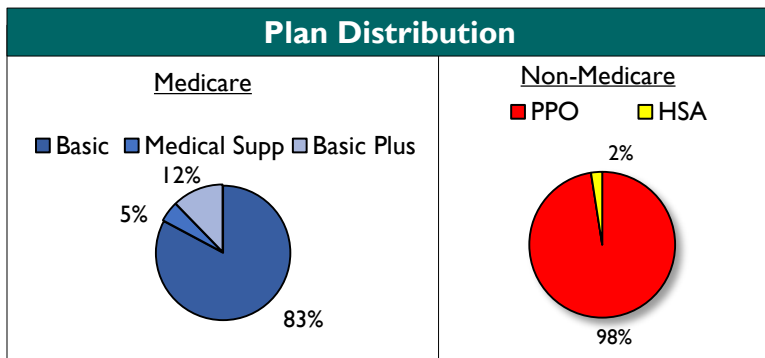


**Applications Received**

Medicare: 25

Non-Medicare: 0 (Closed)

Individuals	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
<b>Total Enrollment</b>	1381	1383	1404	1369	1385	1410	1405	1416	1425	1432	1450	1360	1360
<b>3rd Party Sponsorship</b>	847 (61%)	845 (61%)	870 (62%)	839 (61%)	857 (62%)	879 (62%)	871 (62%)	882 (62%)	895 (63%)	907 (63%)	927 (64%)	845 (62%)	845 (62%)
Non-Medicare	242 (80%)	242 (80%)	243 (80%)	239 (80%)	241 (80%)	241 (80%)	240 (81%)	241 (80%)	240 (81%)	240 (81%)	239 (81%)	154 (76%)	154 (76%)
EHIP	216	216	217	216	216	216	216	216	215	215	214	132	132
Other (Mostly AKF)	26	26	26	23	25	25	24	25	25	25	25	22	22
Medicare (Mostly AKF)	605 (56%)	603 (56%)	627 (57%)	600 (56%)	616 (57%)	638 (57%)	631 (57%)	641 (57%)	655 (58%)	667 (59%)	688 (60%)	691 (60%)	691 (60%)



### Medicare Enrollee Profile

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

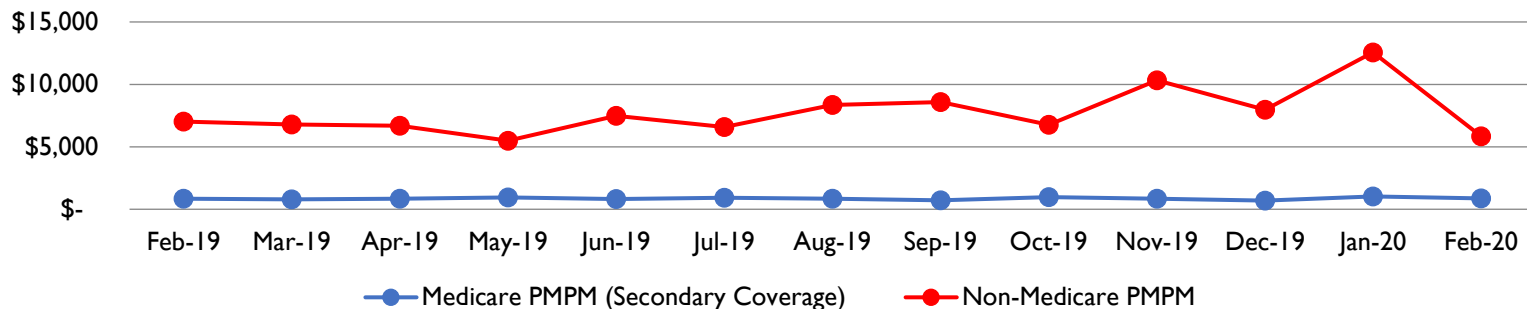
### Non-Medicare Enrollee Profile

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

# Monthly Activity



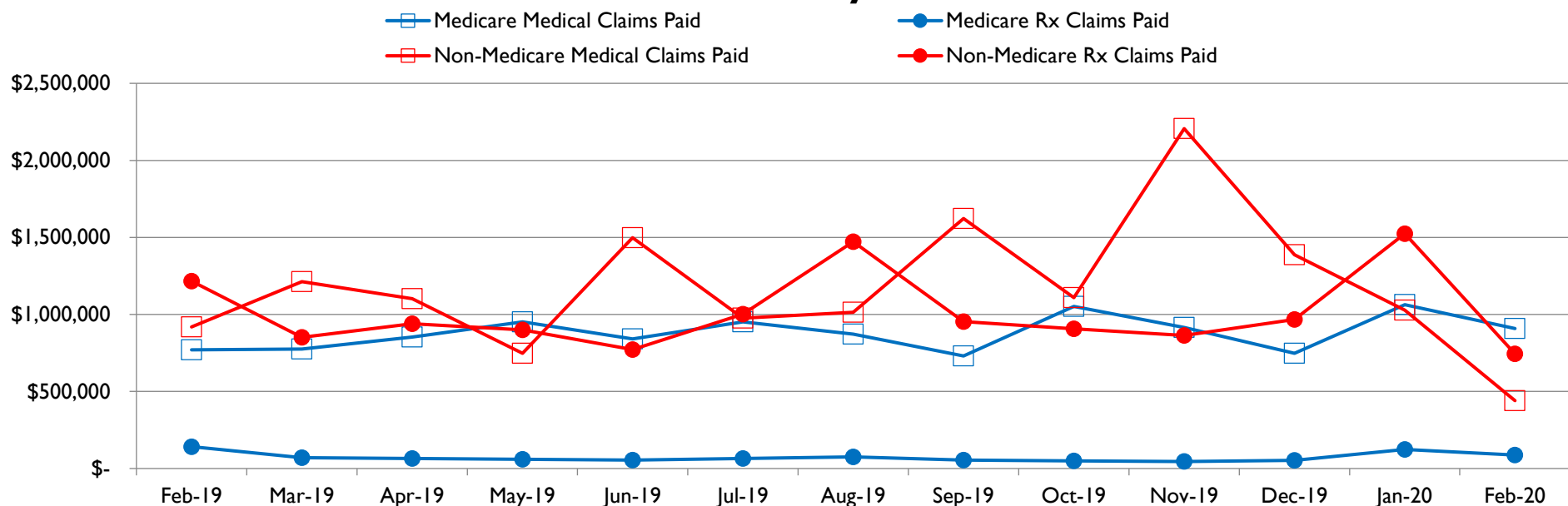
## Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

## Medical & Pharmacy Claims Paid

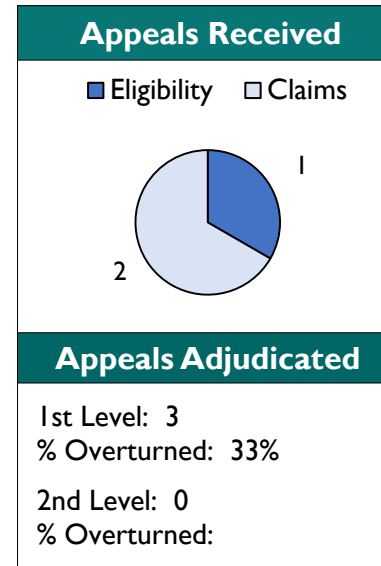
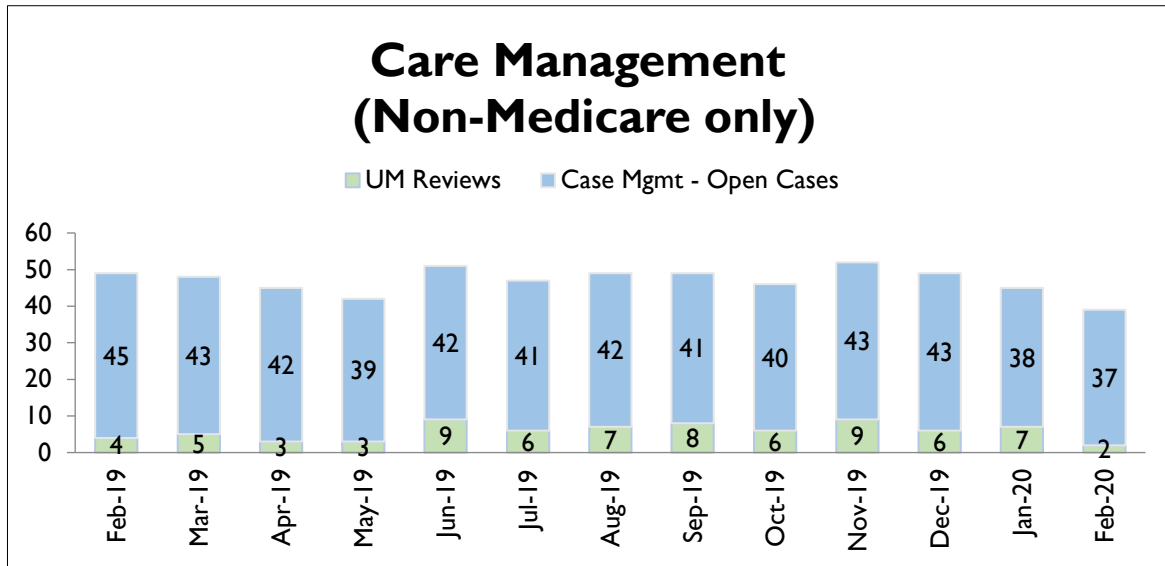


# Monthly Activity



## Service Levels

Metric	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
<b>Customer Service:</b>													
Average Calls per Day	53	39	34	30	31	36	23	28	28	32	39	41	33
Speed of Answer (Standard 60 Sec)	49	30	50	57	64	81	68	90	37	34	43	49	53
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	VOB	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.7%	99.0%	99.1%	100.0%	99.7%	99.7%	99.5%	99.7%	99.8%	99.7%	99.7%	99.8%	99.4%
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

# Enrollment by County

