

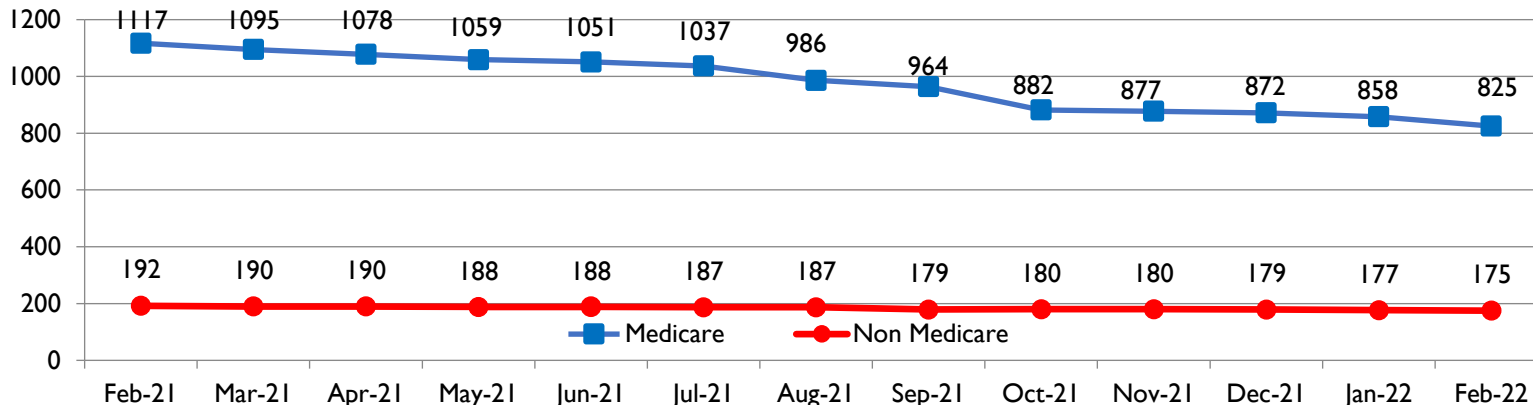


WSHIP Dashboard February 2022

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

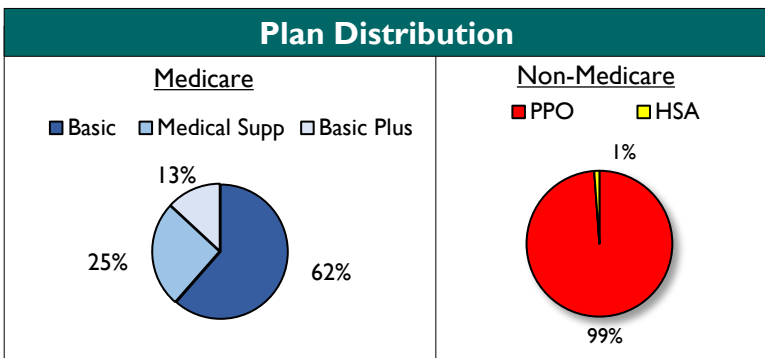


Enrollment Summary



Applications Received
Medicare: 2
Non-Medicare: 0 (Closed)

Individuals	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Total Enrollment	1309	1285	1268	1247	1239	1224	1173	1143	1062	1057	1051	1033	1000
3rd Party Sponsorship	842 (64%)	828 (64%)	813 (64%)	792 (64%)	787 (64%)	776 (63%)	734 (63%)	711 (62%)	638 (60%)	633 (60%)	629 (60%)	622 (60%)	600 (60%)
Non-Medicare	148 (77%)	146 (77%)	146 (77%)	145 (77%)	145 (77%)	144 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)	138 (77%)	136 (78%)	136 (78%)
EHIP	128	127	127	126	126	125	125	123	123	123	123	122	122
Other (Mostly AKF)	20	19	19	19	19	19	19	14	15	15	15	14	14
Medicare (Mostly AKF)	694 (62%)	682 (62%)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	590 (60%)	574 (60%)	500 (57%)	495 (56%)	491 (56%)	486 (57%)	464 (56%)



Medicare Member Profile

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

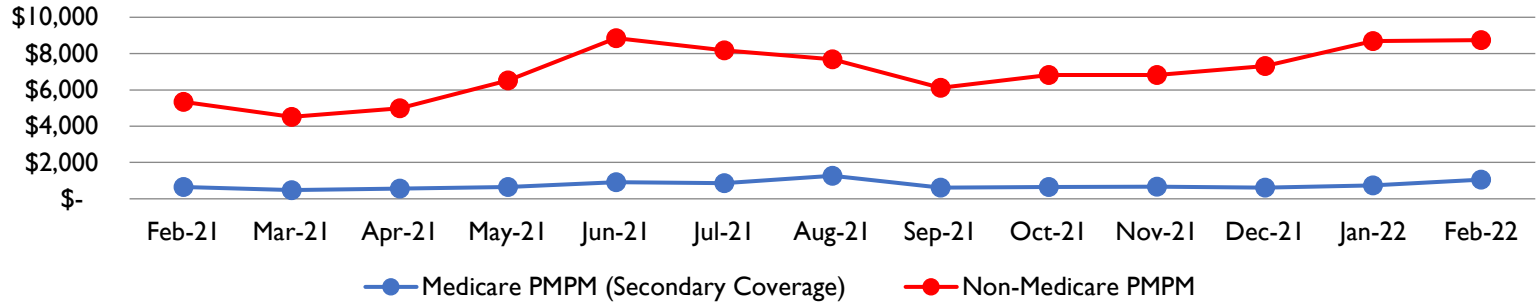
Non-Medicare Member Profile

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

Monthly Activity



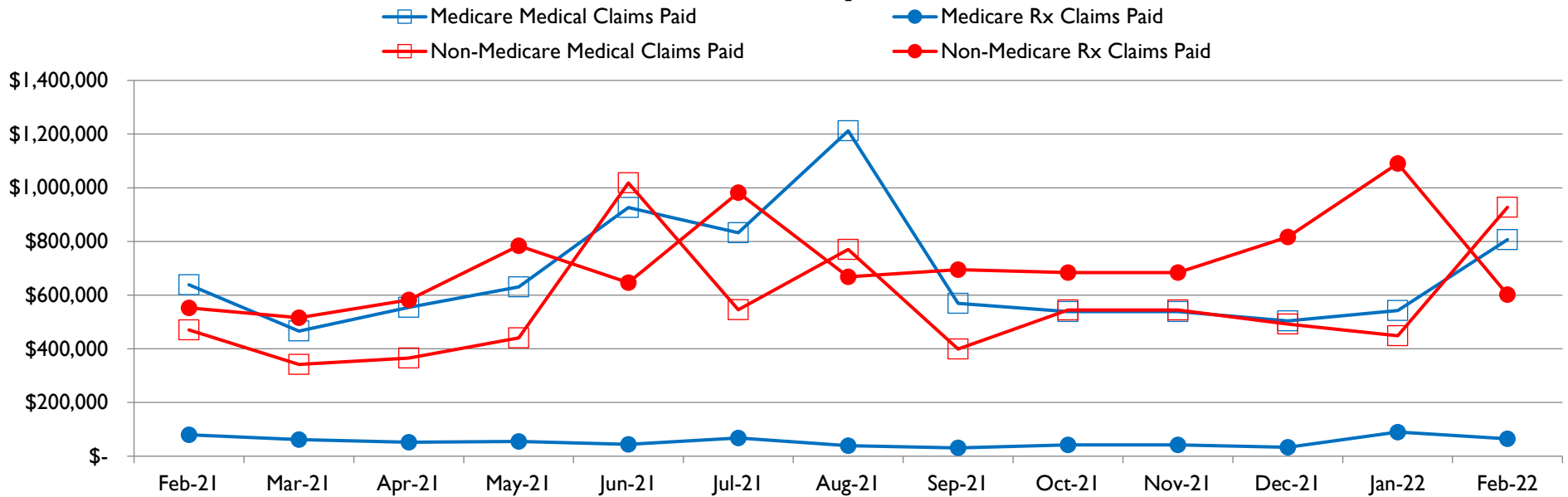
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

Medical & Pharmacy Claims Paid

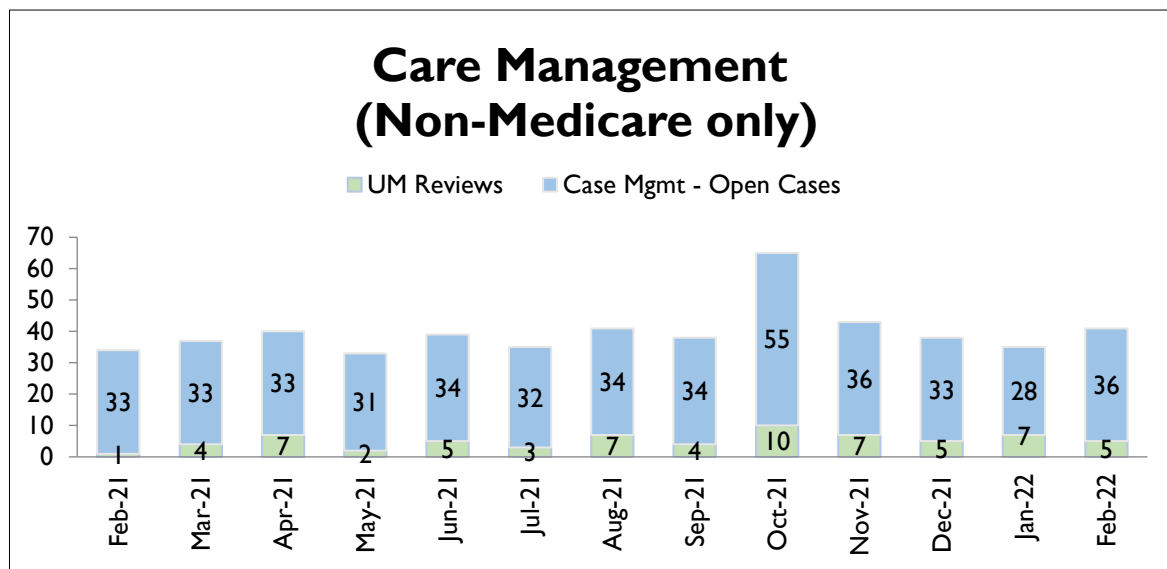


Monthly Activity



Service Levels

Metric	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Customer Service:													
Average Calls per Day	25	23	24	23	36	32	25	25	36	29	42	44	33
Speed of Answer (Standard 60 Sec)	118	157	94	56	67	57	53	48	46	43	55	87	270
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.1%	98.8%	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%	98.1%	99.5%	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

None

OIC Complaints

None

Appeals Adjudicated

1st Level: 0
% Overturned: 0%

2nd Level: 0
% Overturned: 0%

Enrollment by County

