



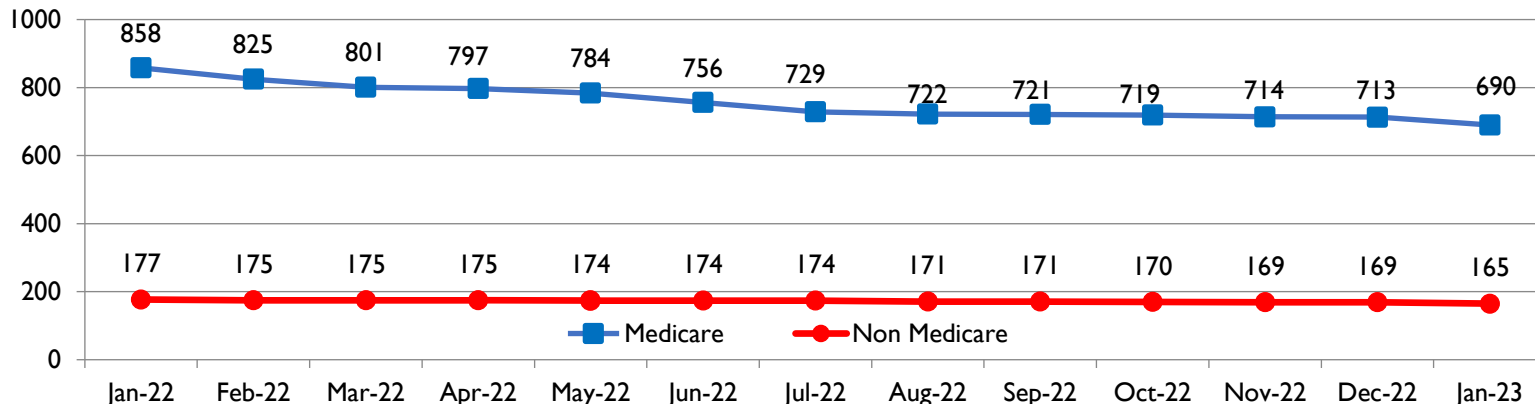
# WSHIP Dashboard January 2023

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





# Enrollment Summary

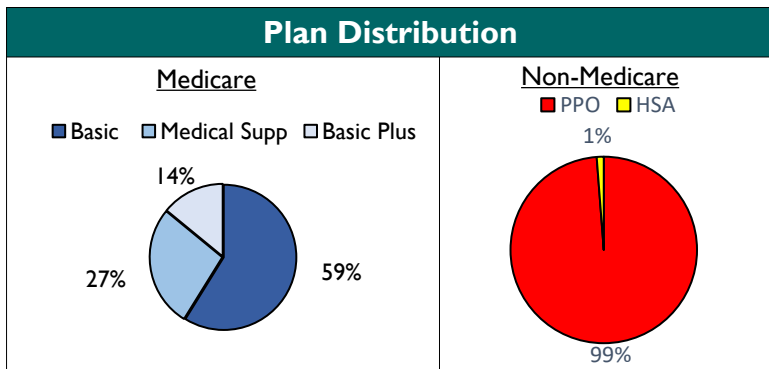


**Applications Received**

Medicare: 2

Non-Medicare: 0 (Closed)

Individuals	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
<b>Total Enrollment</b>	1033	1000	976	972	958	930	903	893	892	889	883	882	855
<b>3rd Party Sponsorship</b>	622 (60%)	600 (60%)	581 (60%)	579 (60%)	572 (60%)	553 (59%)	527 (59%)	517 (58%)	522 (59%)	519 (59%)	517 (59%)	515 (58%)	499 (58%)
Non-Medicare	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	133 (77%)	134 (77%)	133 (77%)	134 (79%)	134 (79%)	131 (79%)
EHIP	122	122	122	122	122	122	122	120	120	120	120	120	119
Other (Mostly AKF)	14	14	14	13	14	14	14	13	13	13	14	14	12
Medicare (Mostly AKF)	486 (57%)	464 (56%)	445 (56%)	443 (56%)	436 (55%)	412 (53%)	391 (54%)	384 (53%)	388 (53%)	386 (53%)	383 (54%)	381 (53%)	368 (53%)



### 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

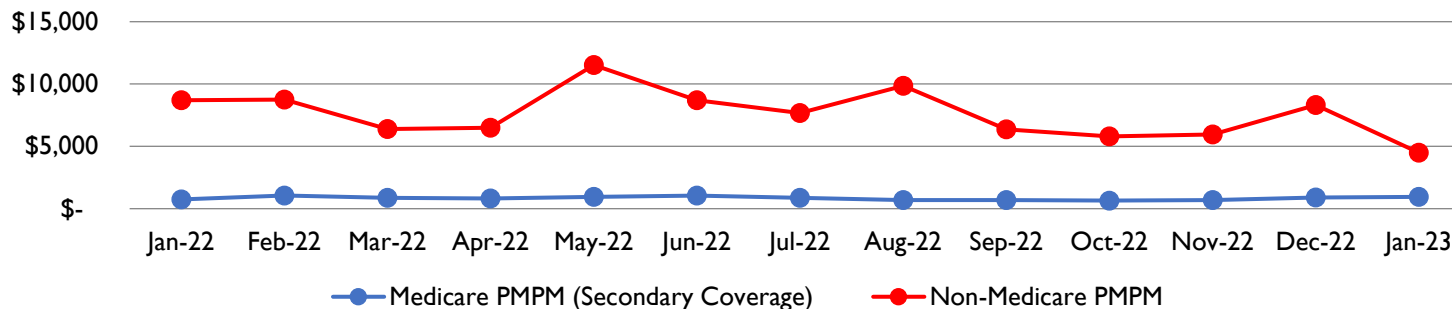
# Monthly Activity



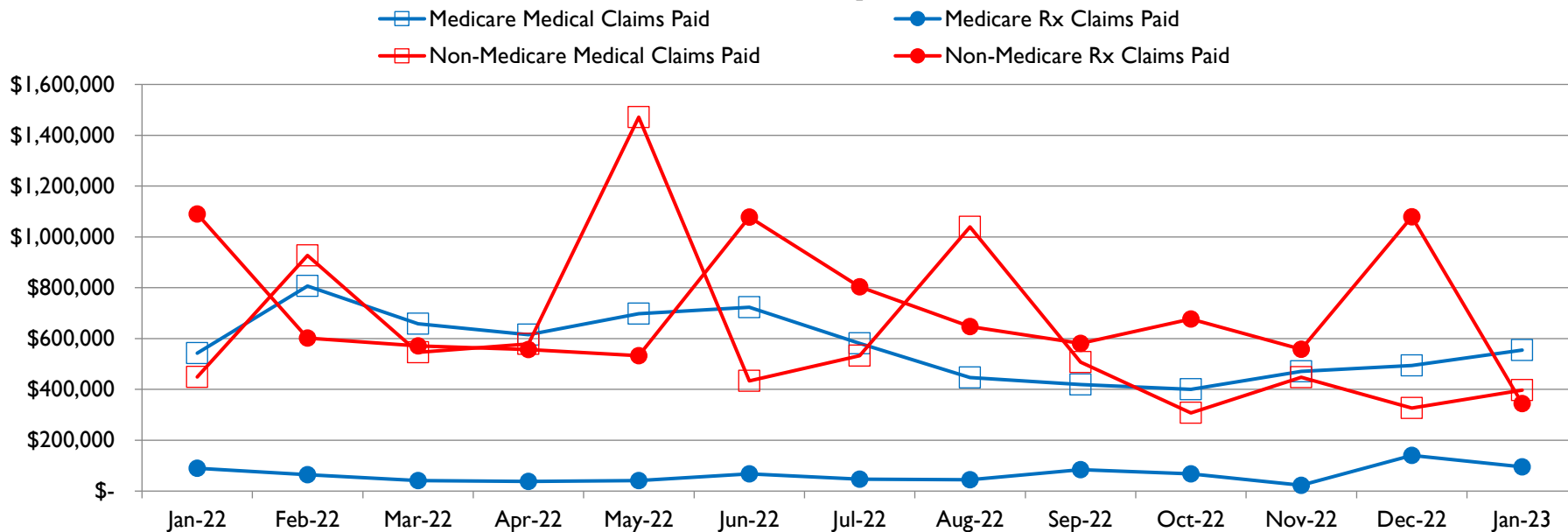
**High Dollar Claims (over \$100,000)**

None

### Claims Paid Per Member Per Month



### Medical & Pharmacy Claims Paid

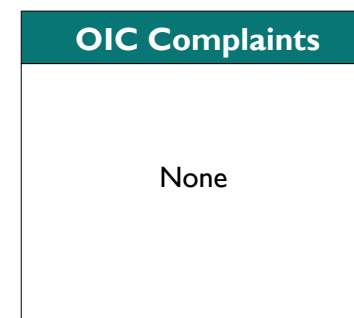
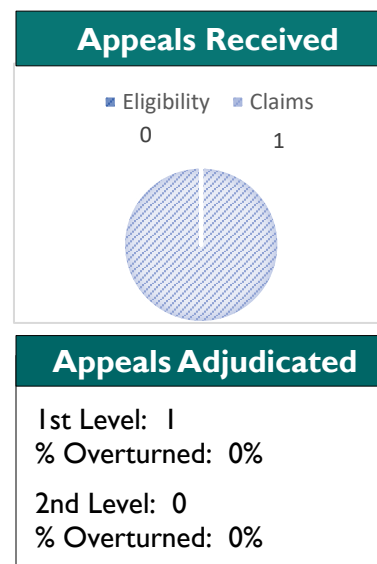
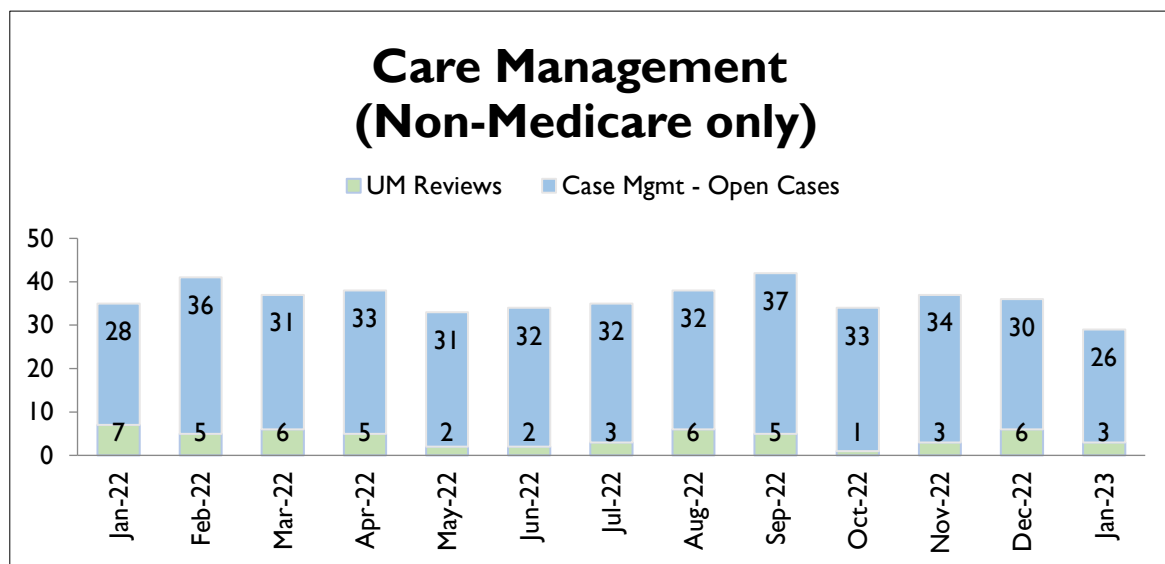


# Monthly Activity



## Service Levels

Metric	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
<b>Customer Service:</b>													
Average Calls per Day	44	33	34	35	37	38	39	41	41	41	42	40	40
Speed of Answer (Standard 60 Sec)	87	270	268	171	50	53	48	60	110	97	122	191	195
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%



# Enrollment by County



WASHINGTON STATE  
HEALTH INSURANCE POOL

