

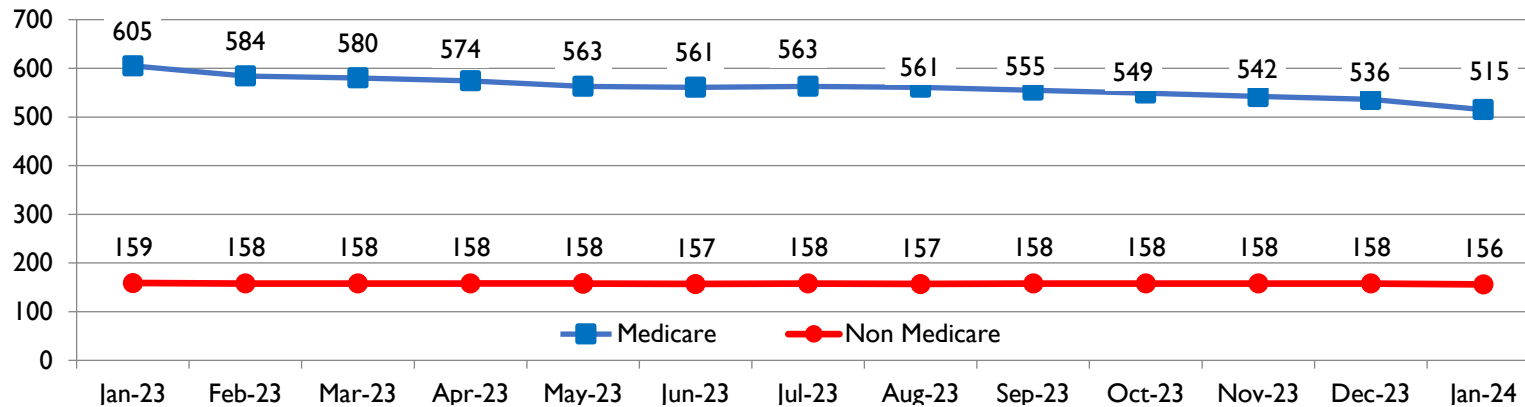


WSHIP Dashboard January 2024

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



Enrollment Summary

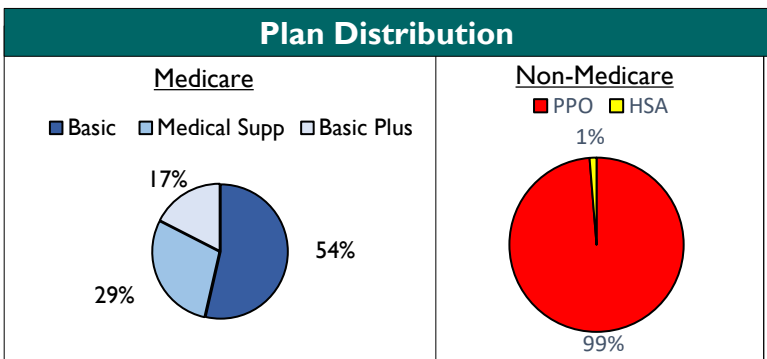


Applications Received

Medicare: 3

Non-Medicare: 0 (Closed)

Individuals	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Total Enrollment	855	823	764	742	738	732	721	718	713	707	700	694	671
3rd Party Sponsorship	499 (58%)	471 (57%)	426 (56%)	413 (56%)	407 (55%)	404 (55%)	397 (55%)	395 (55%)	391 (55%)	387 (55%)	381 (54%)	381 (55%)	372 (55%)
Non-Medicare	131 (79%)	129 (80%)	127 (80%)	126 (80%)	126 (80%)	126 (80%)	127 (80%)	125 (80%)	126 (80%)	126 (80%)	126 (80%)	126 (80%)	126 (81%)
EHIP	119	118	118	115	115	115	115	115	115	115	115	115	115
Other (Mostly AKF)	12	11	9	11	11	11	12	10	11	11	11	11	11
Medicare (Mostly AKF)	368 (53%)	342 (52%)	299 (48%)	287 (49%)	281 (48%)	278 (48%)	270 (48%)	270 (48%)	265 (48%)	261 (48%)	255 (47%)	255 (48%)	246 (48%)



Medicare Member Profile

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

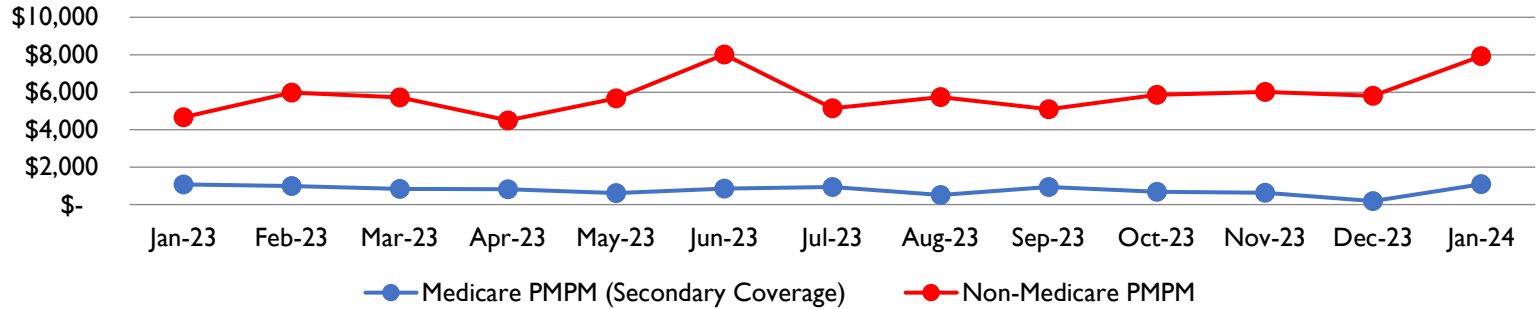
Non-Medicare Member Profile

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

Monthly Activity



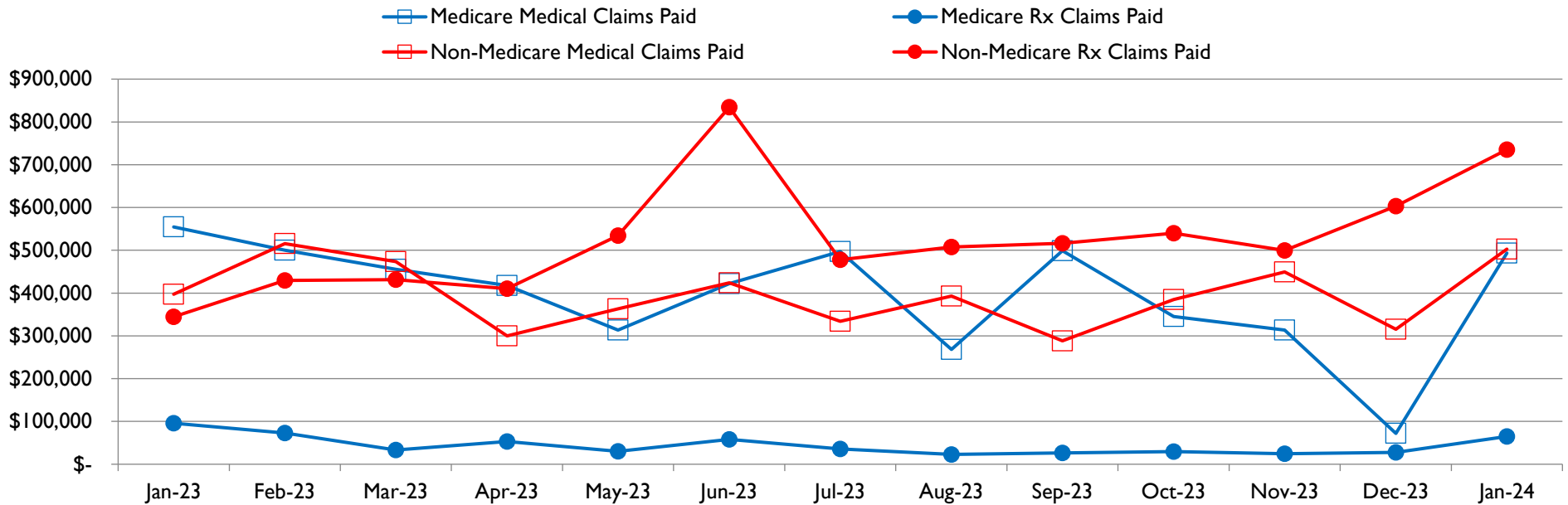
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

Medical & Pharmacy Claims Paid

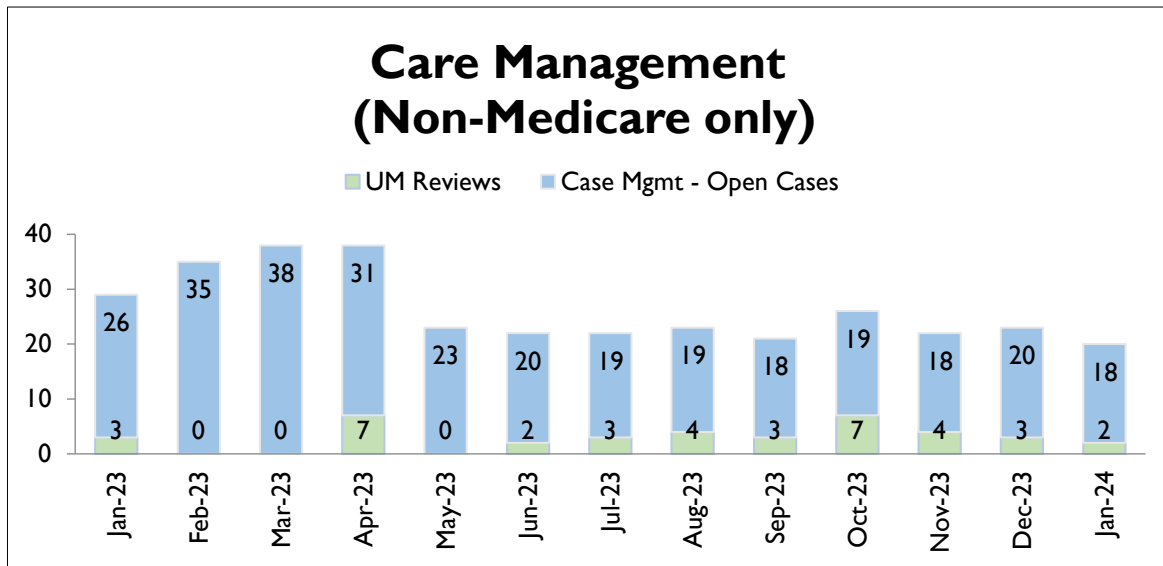




Monthly Activity

Service Levels

Metric	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Customer Service:													
Average Calls per Day	34	29	25	26	23	25	25	20	23	23	25	39	36
Speed of Answer (Standard 60 Sec)	195	112	98	115	115	115	163	48	46	43	53	59	58
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
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

