



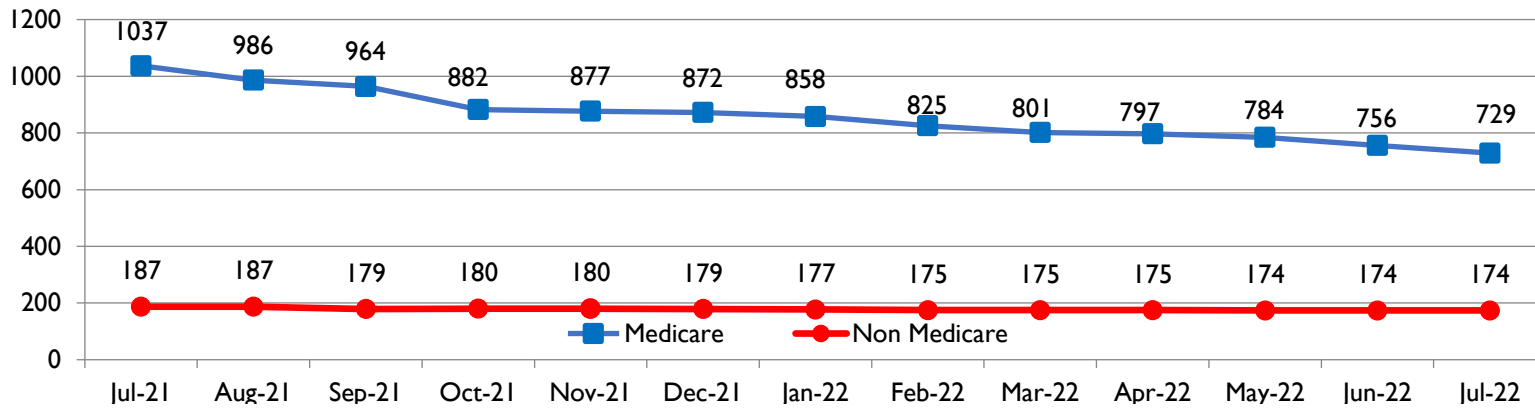
WSHIP Dashboard July 2022

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





Enrollment Summary

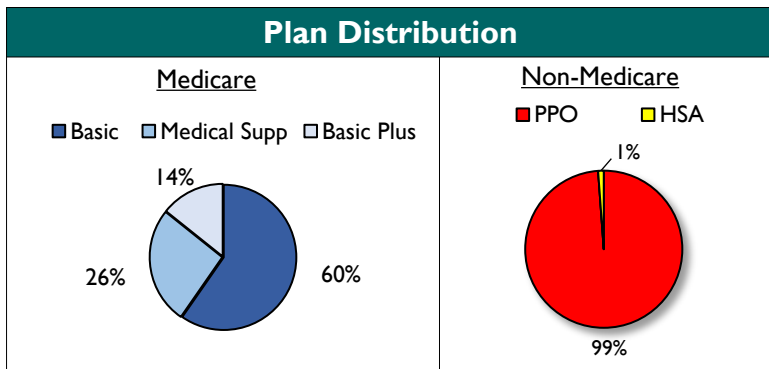


Applications Received

Medicare: 3

Non-Medicare: 0 (Closed)

Individuals	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Total Enrollment	1224	1173	1143	1062	1057	1051	1033	1000	976	972	958	930	903
3rd Party Sponsorship	776 (63%)	734 (63%)	711 (62%)	638 (60%)	633 (60%)	629 (60%)	622 (60%)	600 (60%)	581 (60%)	579 (60%)	572 (60%)	553 (59%)	527 (59%)
Non-Medicare	144 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)	138 (77%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)
EHIP	125	125	123	123	123	123	122	122	122	122	122	122	122
Other (Mostly AKF)	19	19	14	15	15	15	14	14	14	13	14	14	14
Medicare (Mostly AKF)	632 (61%)	590 (60%)	574 (60%)	500 (57%)	495 (56%)	491 (56%)	486 (57%)	464 (56%)	445 (56%)	443 (56%)	436 (55%)	412 (53%)	391 (54%)



Medicare Member Profile

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

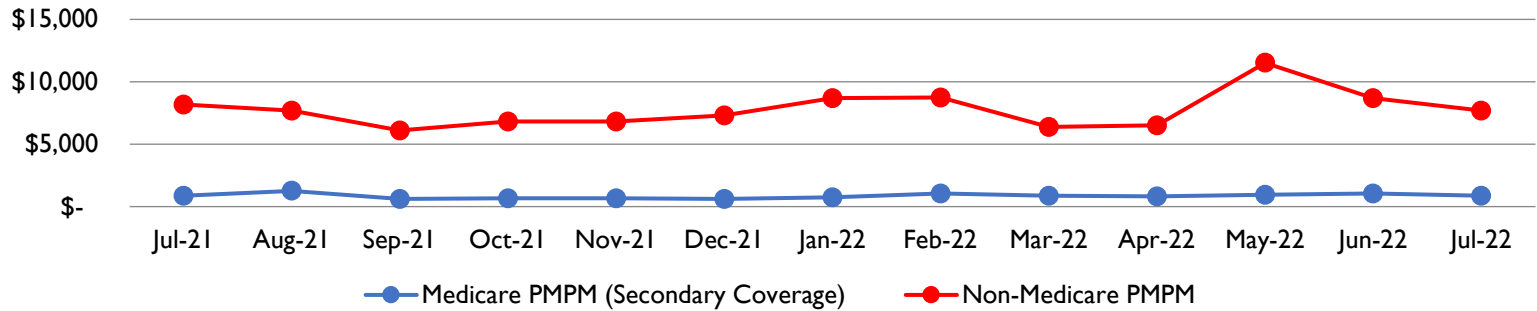
Non-Medicare Member Profile

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

Monthly Activity



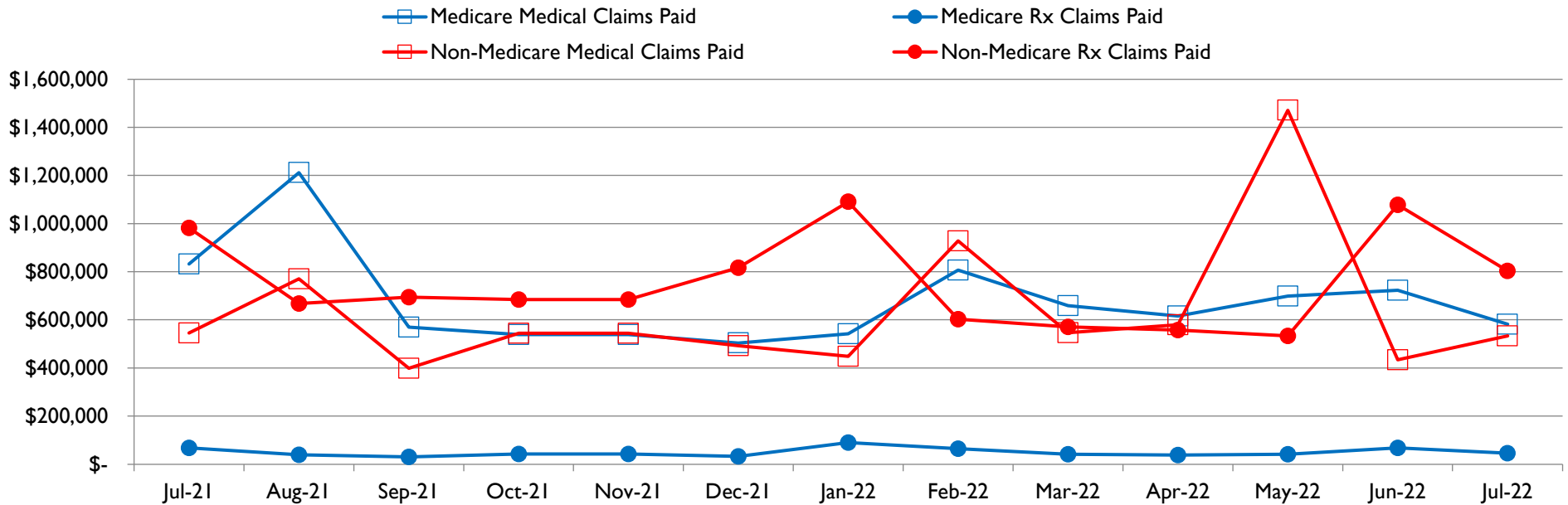
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

Medical & Pharmacy Claims Paid

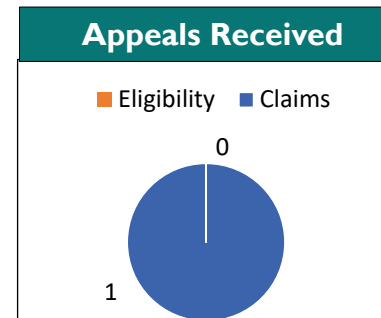
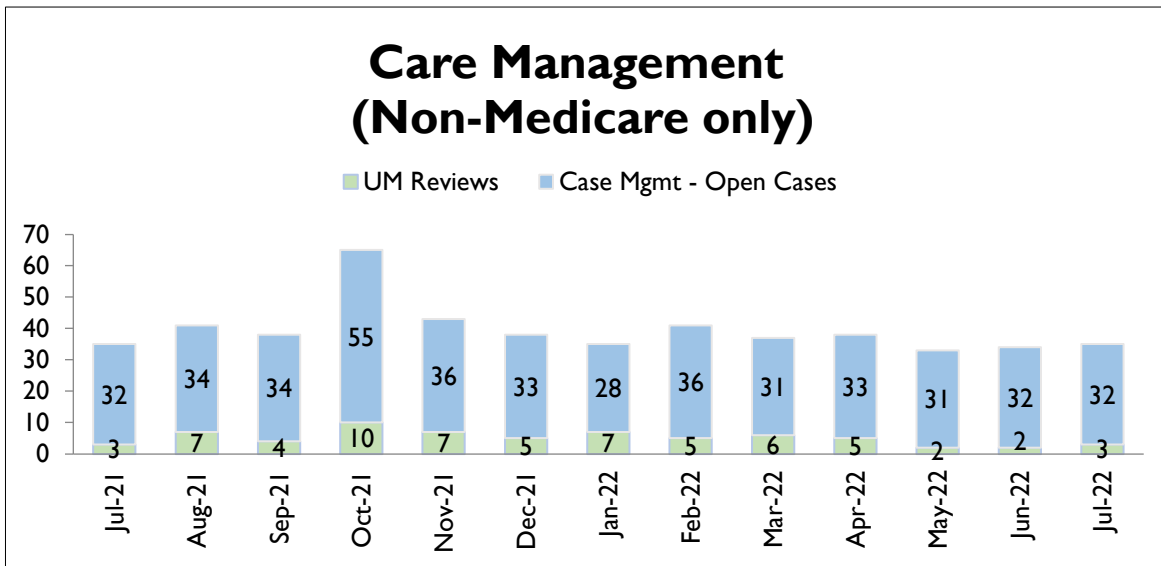




Monthly Activity

Service Levels

Metric	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Customer Service:													
Average Calls per Day	32	25	25	36	29	42	44	33	34	35	37	38	39
Speed of Answer (Standard 60 Sec)	57	53	48	46	43	55	87	270	268	171	50	53	48
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.6%	99.6%	99.3%	99.6%	98.1%	99.5%	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%



OIC Complaints

None

Appeals Adjudicated

1st Level: 1
% Overturned: 100%

2nd Level: 0
% Overturned: 0%

Enrollment by County

