

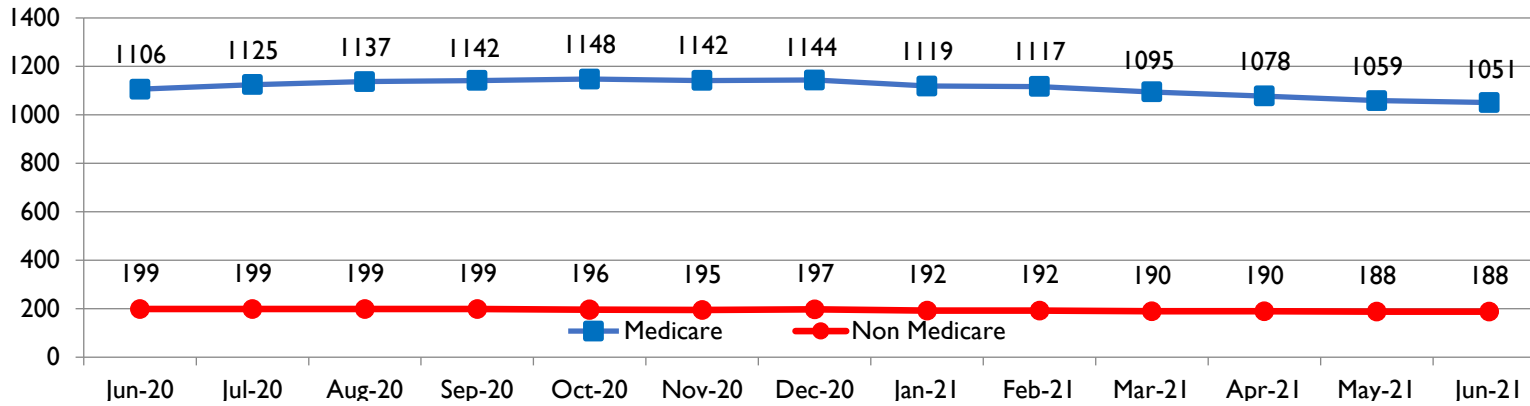


WSHIP Dashboard June 2021

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



Enrollment Summary

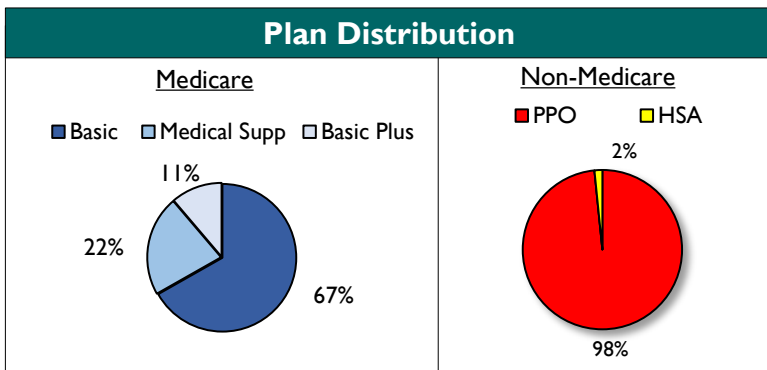


Applications Received

Medicare: 13

Non-Medicare: 0 (Closed)

Individuals	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Total Enrollment	1305	1324	1336	1341	1344	1337	1341	1311	1309	1285	1268	1247	1239
3rd Party Sponsorship	815 (62%)	829 (63%)	838 (63%)	903 (67%)	847 (63%)	848 (63%)	852 (64%)	842 (64%)	842 (64%)	828 (64%)	813 (64%)	792 (64%)	787 (64%)
Non-Medicare	152 (76%)	152 (76%)	152 (76%)	155 (78%)	150 (77%)	150 (77%)	152 (77%)	148 (77%)	148 (77%)	146 (77%)	146 (77%)	145 (77%)	145 (77%)
EHIP	132	132	132	132	130	130	132	128	128	127	127	126	126
Other (Mostly AKF)	20	20	20	23	20	20	20	20	20	19	19	19	19
Medicare (Mostly AKF)	663 (60%)	677 (60%)	686 (60%)	748 (65%)	697 (61%)	698 (61%)	700 (61%)	694 (62%)	694 (62%)	682 (62%)	667 (62%)	647 (61%)	642 (61%)



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

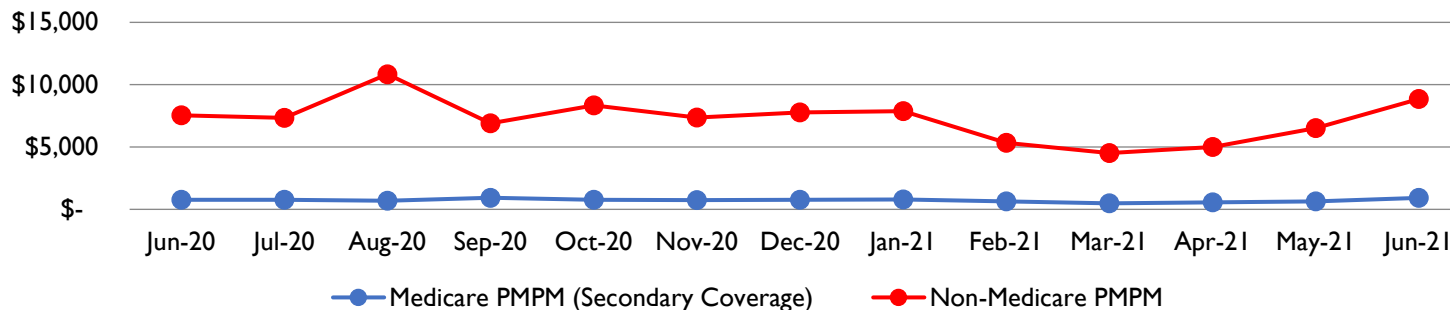


WASHINGTON STATE
HEALTH INSURANCE POOL

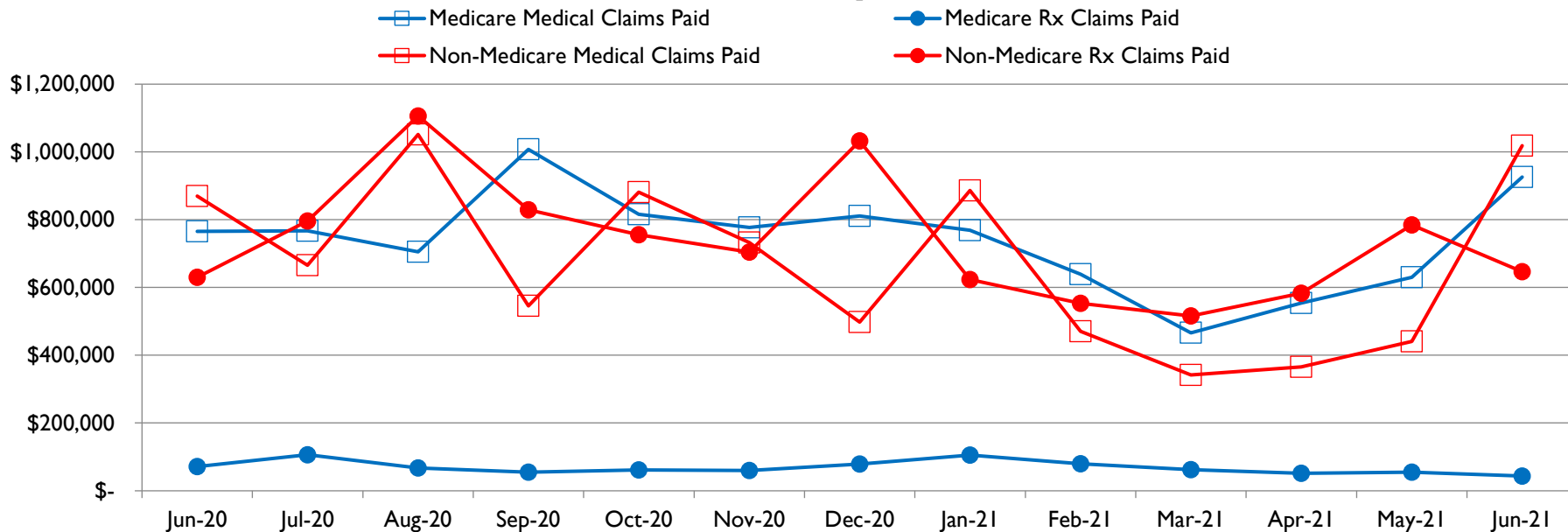
High Dollar Claims (over \$100,000)

1 claim, Kadlec Regional Medical Center, Dx Sepsis, Amt Pd: \$393,767.87

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

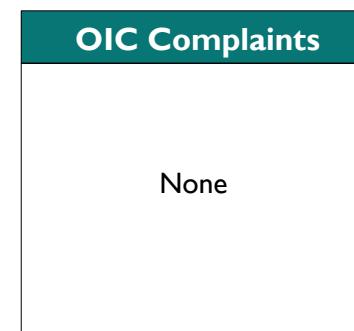
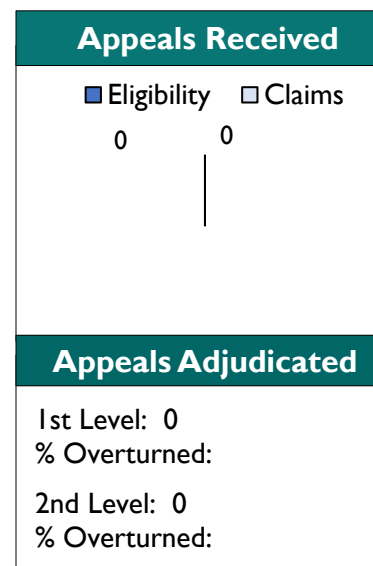
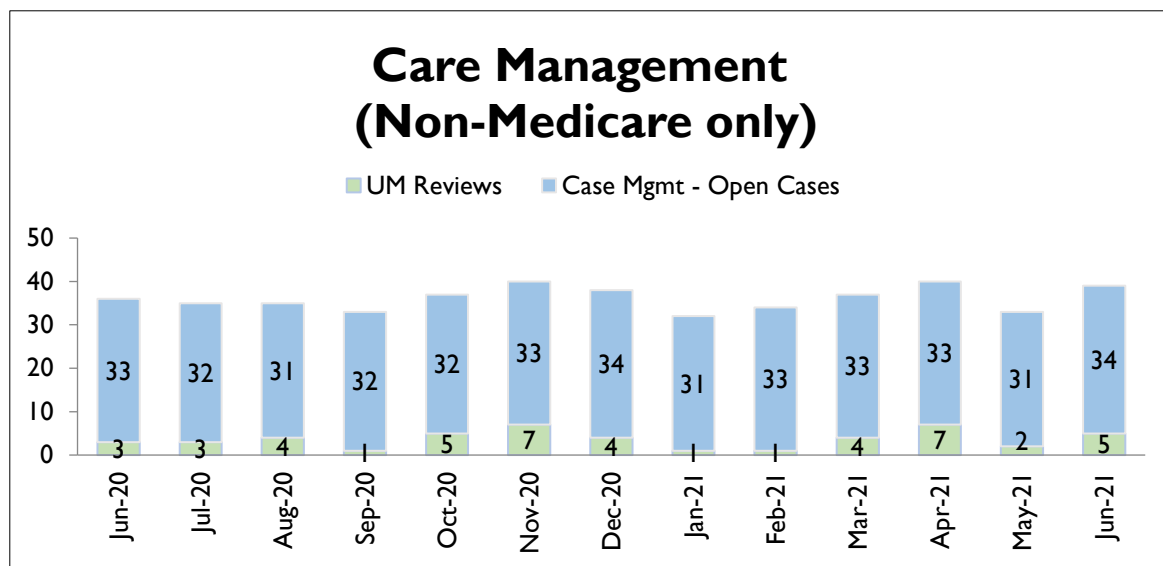


Monthly Activity



Service Levels

Metric	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Customer Service:													
Average Calls per Day	28	30	25	28	26	29	33	32	25	23	24	23	36
Speed of Answer (Standard 60 Sec)	32	29	30	39	42	40	80	103	118	157	94	56	67
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.7%	99.4%	100.0%	99.4%	99.4%	99.4%	100.0%	99.1%	99.1%	98.8%	100.0%	98.8%	99.0%
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

