

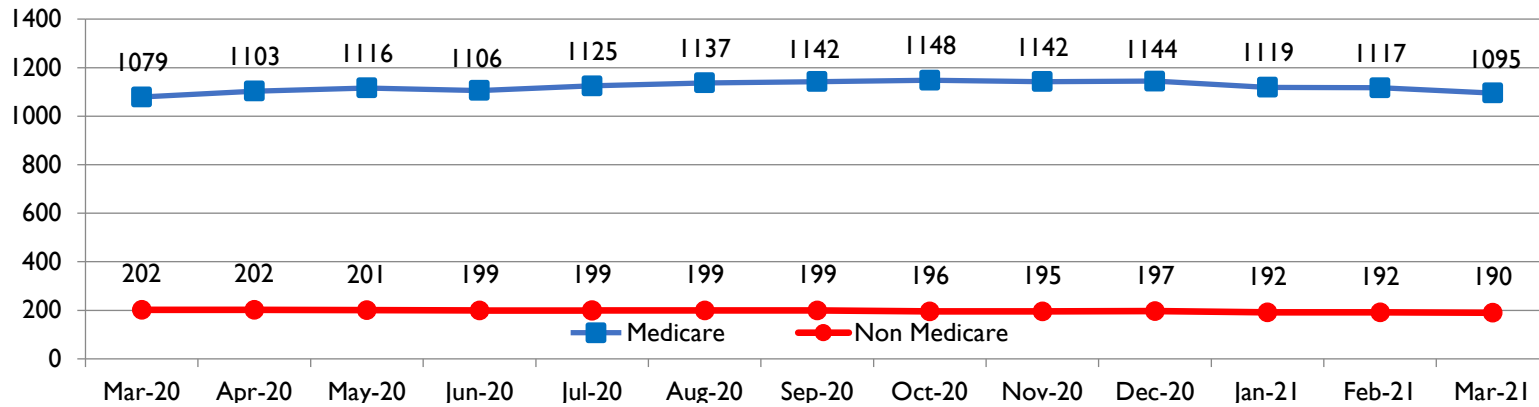


WSHIP Dashboard March 2021

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



Enrollment Summary

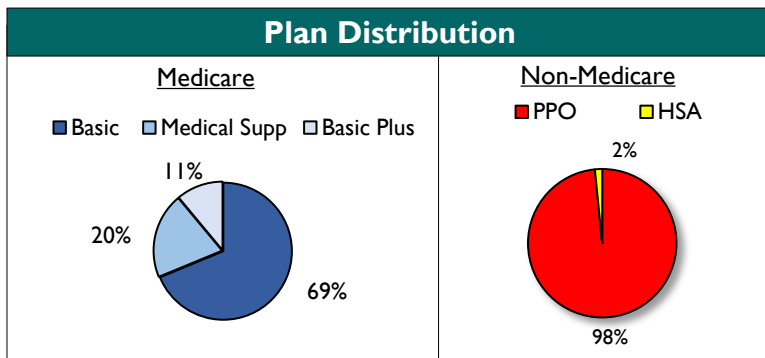


Applications Received

Medicare: 1

Non-Medicare: 0 (Closed)

Individuals	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Total Enrollment	1281	1305	1317	1305	1324	1336	1341	1344	1337	1341	1311	1309	1285
3rd Party Sponsorship	786 (61%)	806 (62%)	815 (62%)	815 (62%)	829 (63%)	838 (63%)	903 (67%)	847 (63%)	848 (63%)	852 (64%)	842 (64%)	842 (64%)	828 (64%)
Non-Medicare	154 (76%)	154 (76%)	153 (76%)	152 (76%)	152 (76%)	152 (76%)	155 (78%)	150 (77%)	150 (77%)	152 (77%)	148 (77%)	148 (77%)	146 (77%)
EHIP	134	134	133	132	132	132	132	130	130	132	128	128	127
Other (Mostly AKF)	20	20	20	20	20	20	23	20	20	20	20	20	19
Medicare (Mostly AKF)	632 (59%)	652 (59%)	662 (59%)	663 (60%)	677 (60%)	686 (60%)	748 (65%)	697 (61%)	698 (61%)	700 (61%)	694 (62%)	694 (62%)	682 (62%)



Medicare Member Profile

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

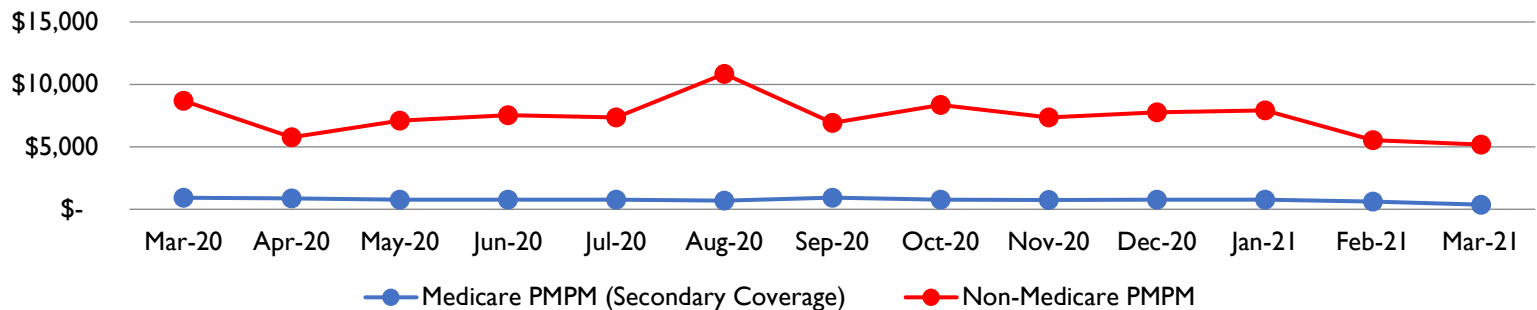
Non-Medicare Member Profile

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

Monthly Activity



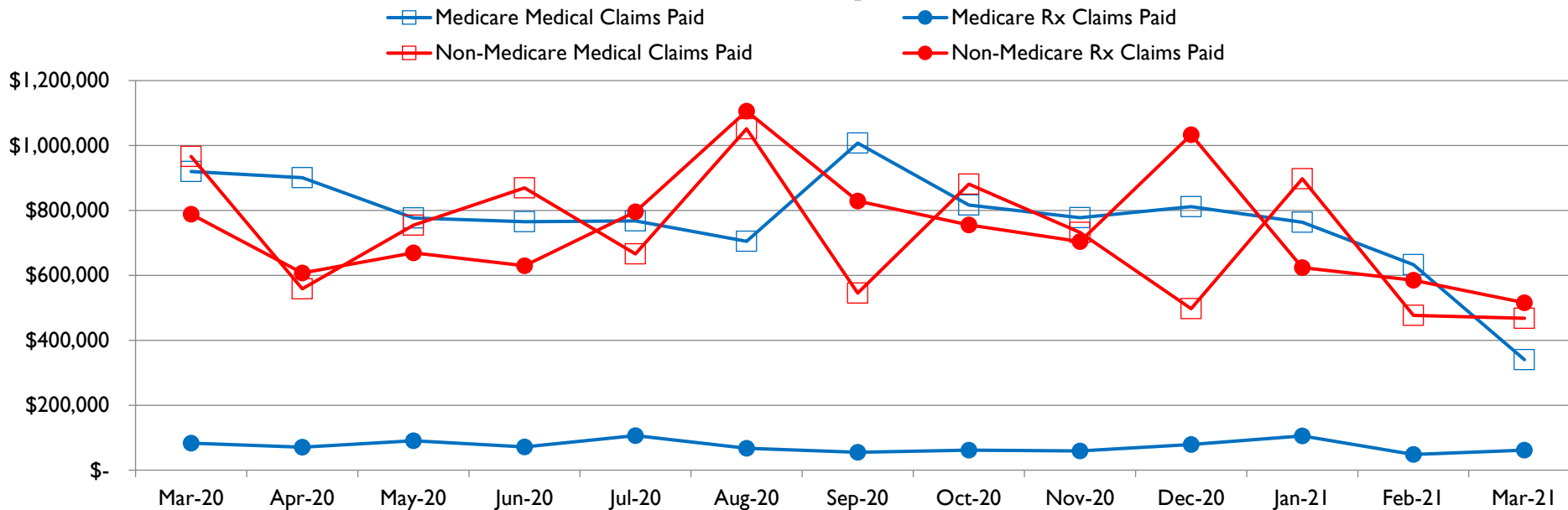
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

Medical & Pharmacy Claims Paid

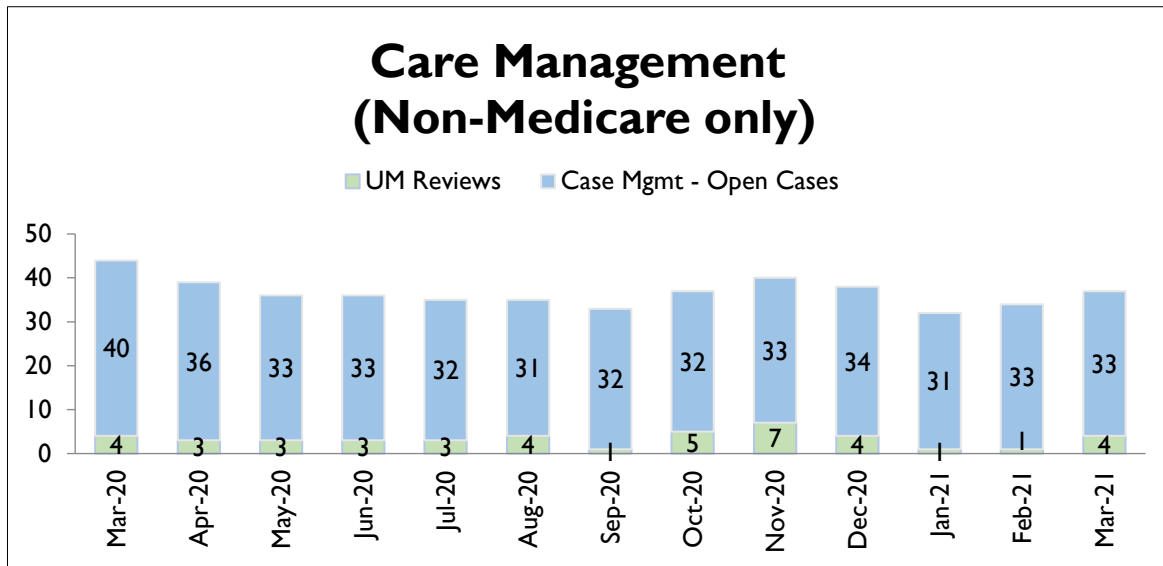




Monthly Activity

Service Levels

Metric	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Customer Service:													
Average Calls per Day	33	31	31	28	30	25	28	26	29	33	32	25	23
Speed of Answer (Standard 60 Sec)	41	34	27	32	29	30	39	42	40	80	103	118	157
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	100.0%	99.2%	99.7%	99.7%	99.4%	100.0%	99.4%	99.4%	99.4%	100.0%	99.1%	99.1%	98.8%
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 □ Claims

0

Appeals Adjudicated

1st Level: 0
% Overturned:

2nd Level: 0
% Overturned:

OIC Complaints

None

Enrollment by County

