



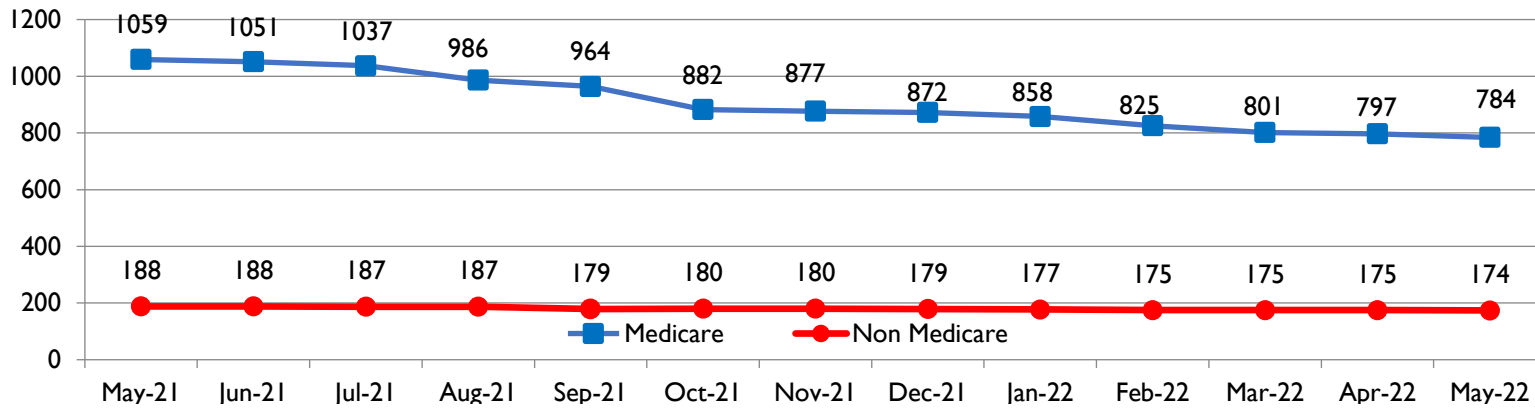
WSHIP Dashboard May 2022

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





Enrollment Summary

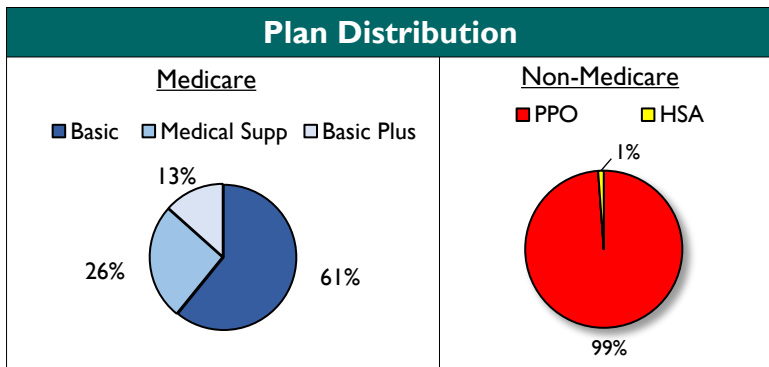


Applications Received

Medicare: 0

Non-Medicare: 0 (Closed)

Individuals	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Total Enrollment	1247	1239	1224	1173	1143	1062	1057	1051	1033	1000	976	972	958
3rd Party Sponsorship	792 (64%)	787 (64%)	776 (63%)	734 (63%)	711 (62%)	638 (60%)	633 (60%)	629 (60%)	622 (60%)	600 (60%)	581 (60%)	579 (60%)	572 (60%)
Non-Medicare	145 (77%)	145 (77%)	144 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)	138 (77%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)
EHIP	126	126	125	125	123	123	123	123	122	122	122	122	122
Other (Mostly AKF)	19	19	19	19	14	15	15	15	14	14	14	13	14
Medicare (Mostly AKF)	647 (61%)	642 (61%)	632 (61%)	590 (60%)	574 (60%)	500 (57%)	495 (56%)	491 (56%)	486 (57%)	464 (56%)	445 (56%)	443 (56%)	436 (55%)



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

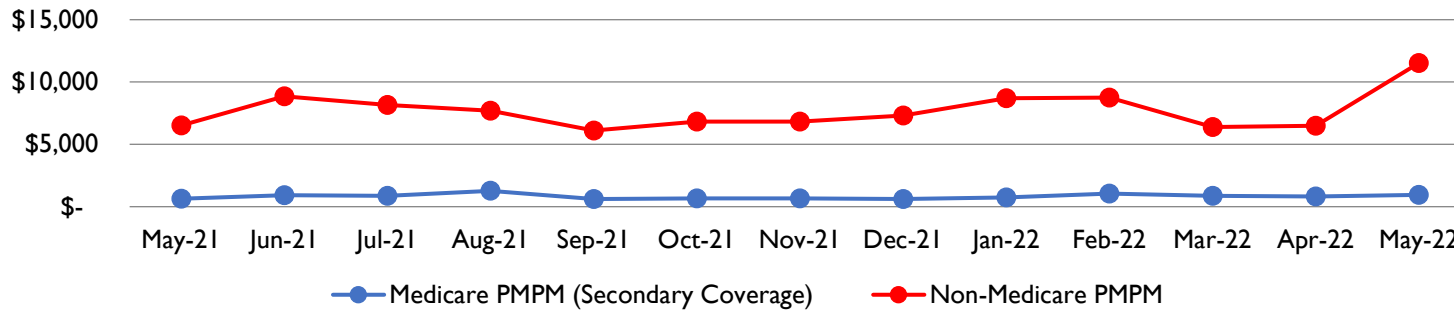
Monthly Activity



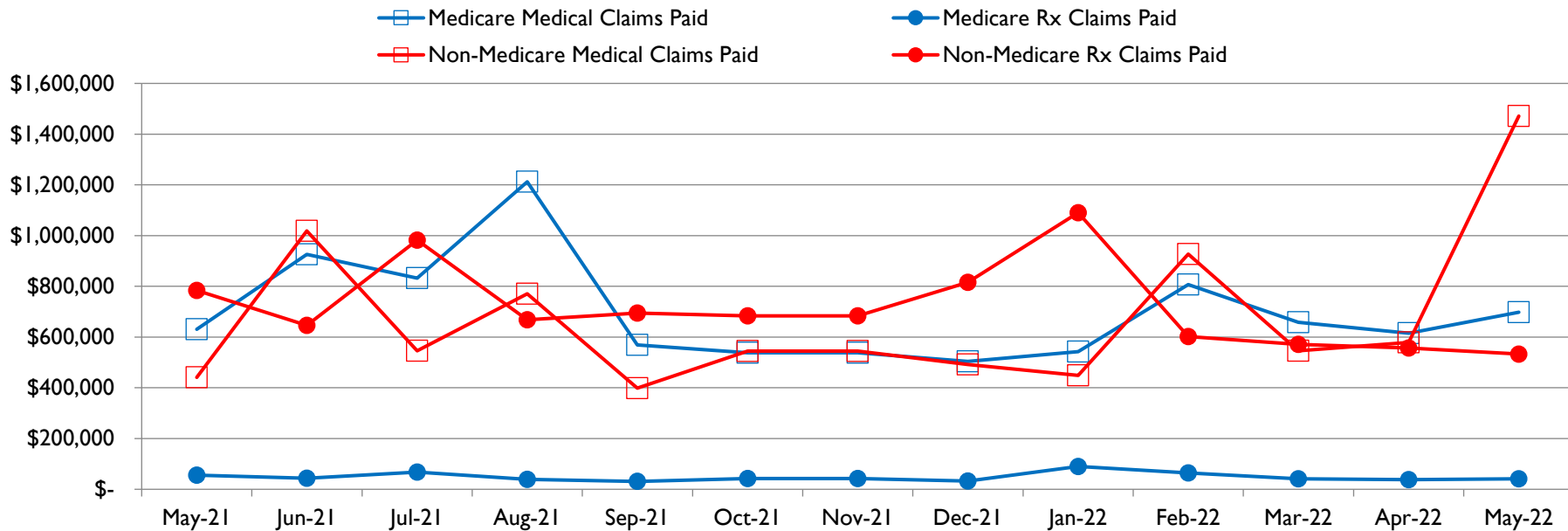
High Dollar Claims (over \$100,000)

1 claim: Seattle Cancer Care Alliance, Dx Multiple myeloma in relapse
Amt Pd: \$803,300.30

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

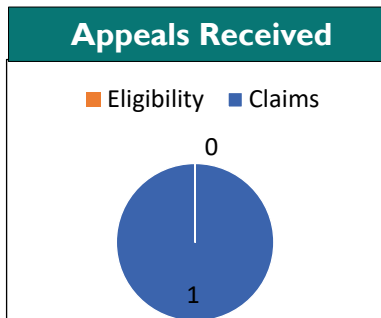
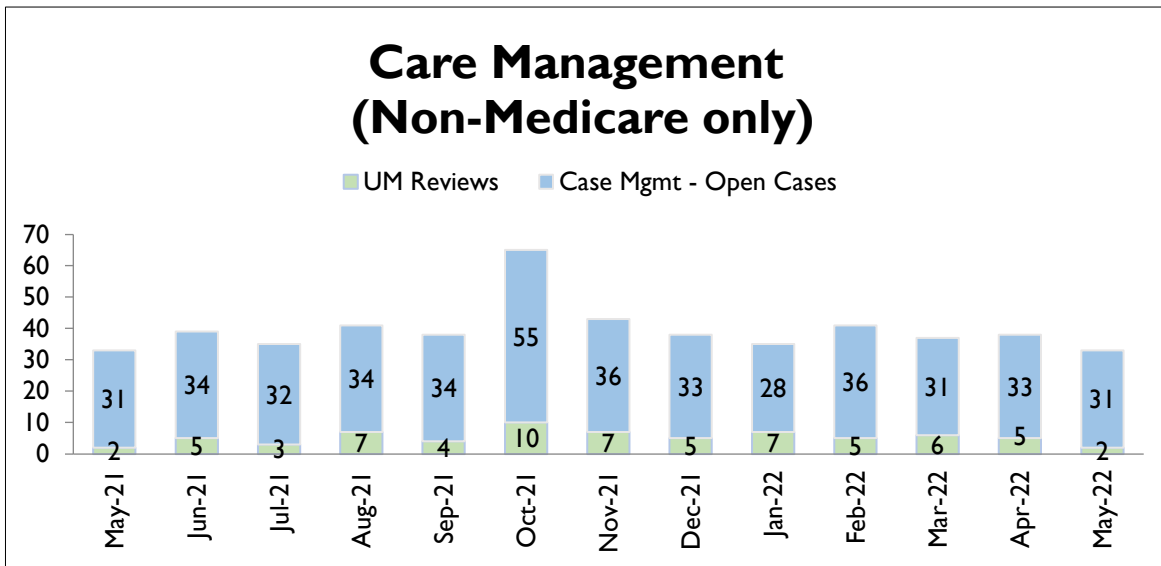


Monthly Activity



Service Levels

Metric	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Customer Service:													
Average Calls per Day	23	36	32	25	25	36	29	42	44	33	34	35	37
Speed of Answer (Standard 60 Sec)	56	67	57	53	48	46	43	55	87	270	268	171	50
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%	98.1%	99.5%	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



WASHINGTON STATE
HEALTH INSURANCE POOL

