



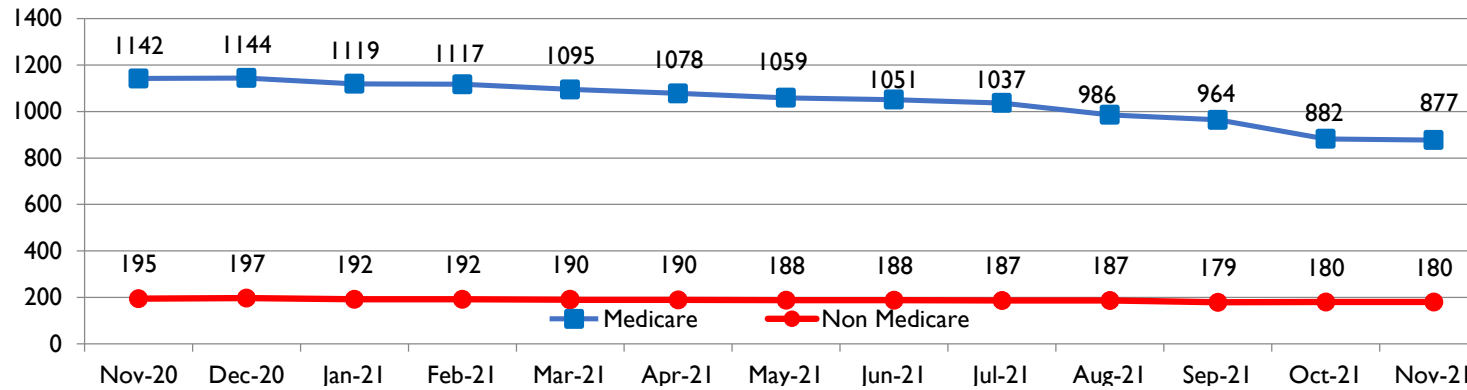
WSHIP Dashboard November 2021

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





Enrollment Summary

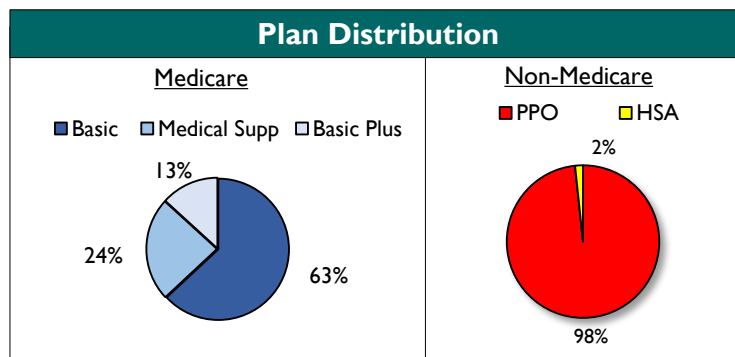


Applications Received

Medicare: 7

Non-Medicare: 0 (Closed)

Individuals	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Total Enrollment	1344	1337	1341	1311	1309	1285	1268	1247	1239	1224	1143	1062	1057
3rd Party Sponsorship	847 (63%)	848 (63%)	852 (64%)	842 (64%)	842 (64%)	828 (64%)	813 (64%)	792 (64%)	787 (64%)	776 (63%)	711 (62%)	638 (60%)	633 (60%)
Non-Medicare	150 (77%)	150 (77%)	152 (77%)	148 (77%)	148 (77%)	146 (77%)	146 (77%)	145 (77%)	145 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)
EHIP	130	130	132	128	128	127	127	126	126	125	123	123	123
Other (Mostly AKF)	20	20	20	20	20	19	19	19	19	19	14	15	15
Medicare (Mostly AKF)	697 (61%)	698 (61%)	700 (61%)	694 (62%)	694 (62%)	682 (62%)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	574 (60%)	500 (57%)	495 (56%)



Medicare Member Profile

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

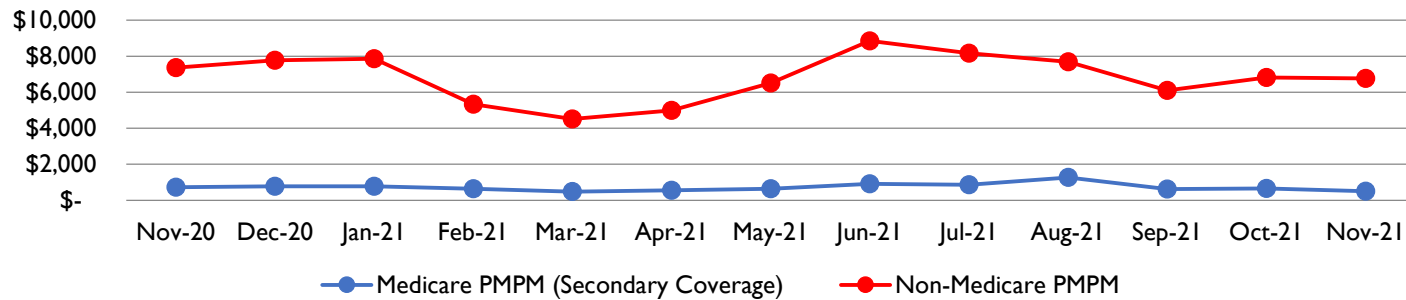
Non-Medicare Member Profile

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

Monthly Activity



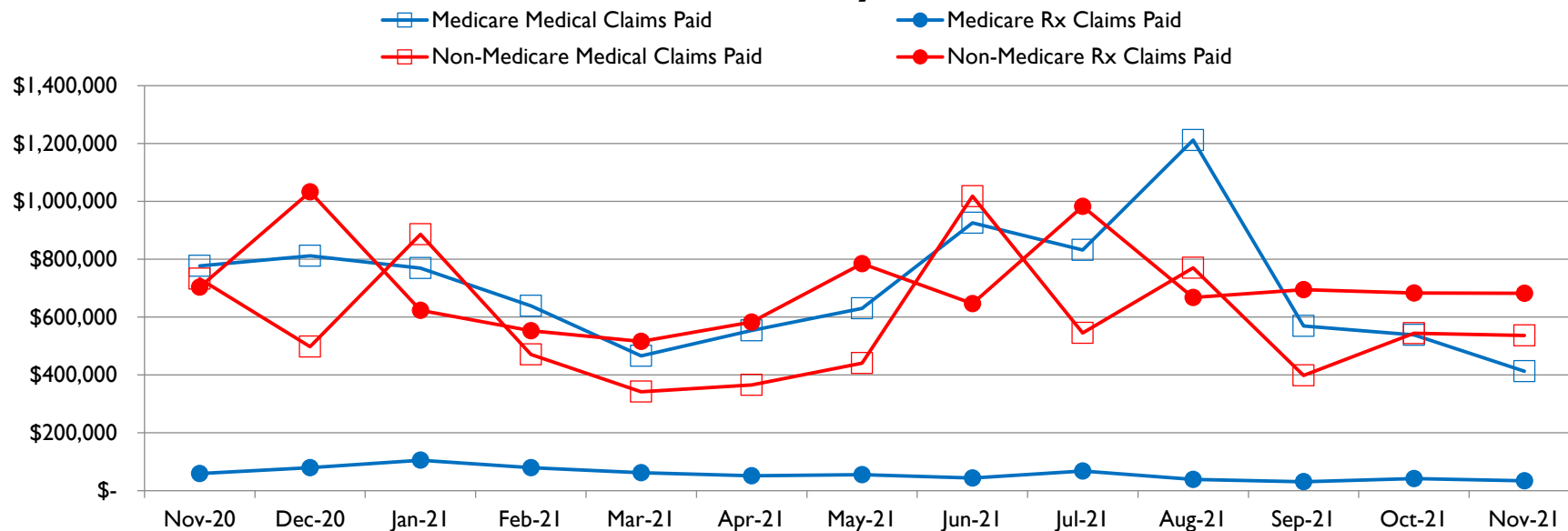
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1 Claim, Virginia Mason Medical Center, Dx Acute and subacute infective endocarditis, Amt pd \$137,162.65

Medical & Pharmacy Claims Paid

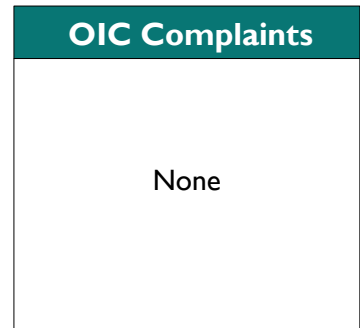
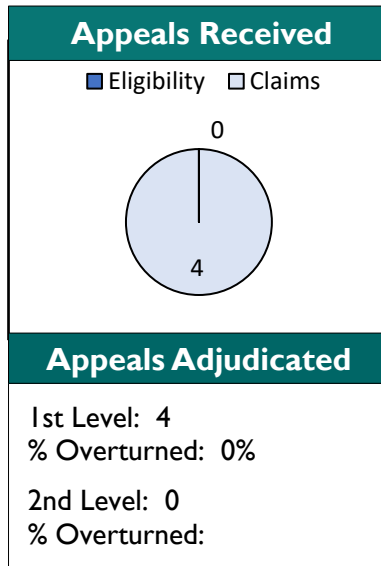
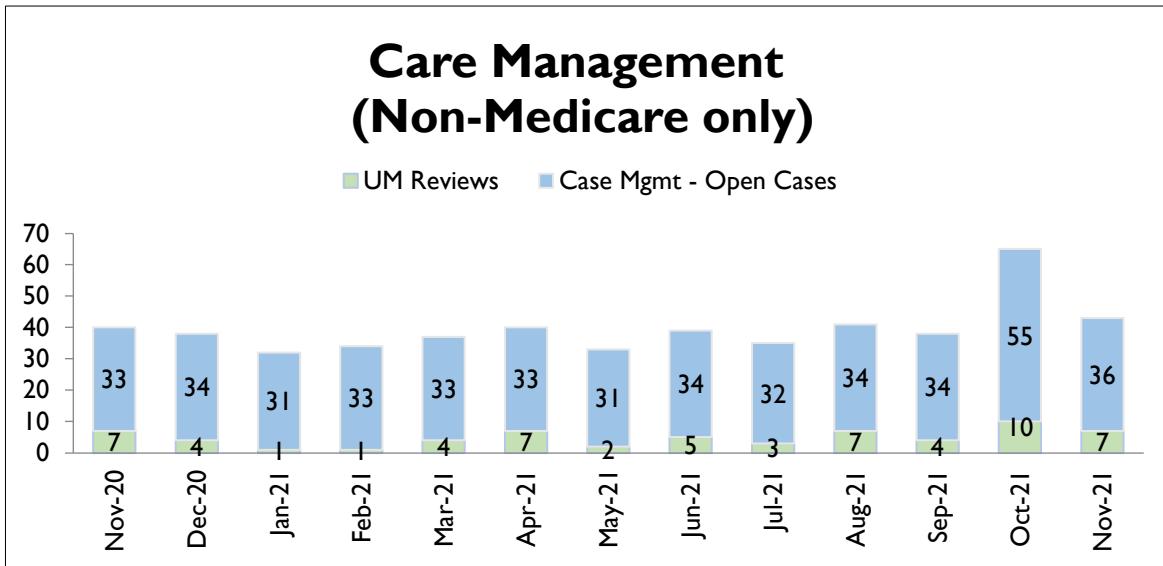




Monthly Activity

Service Levels

Metric	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21
Customer Service:													
Average Calls per Day	29	33	32	25	23	24	23	36	32	25	25	36	38
Speed of Answer (Standard 60 Sec)	40	80	103	118	157	94	56	67	57	53	48	46	43
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.4%	100.0%	99.1%	99.1%	98.8%	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%	98.1%
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

