



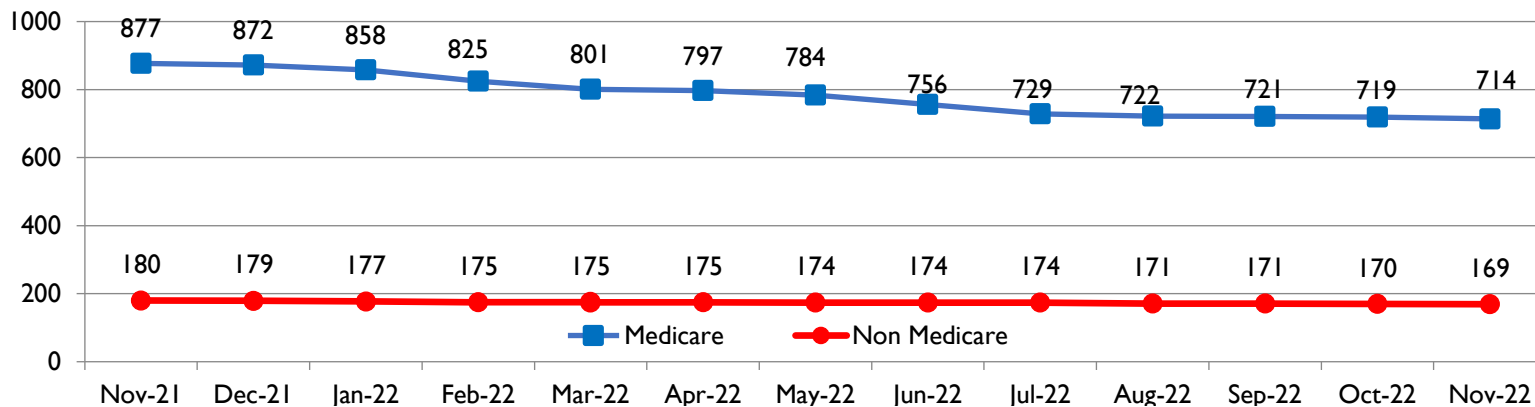
WSHIP Dashboard November 2022

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





Enrollment Summary

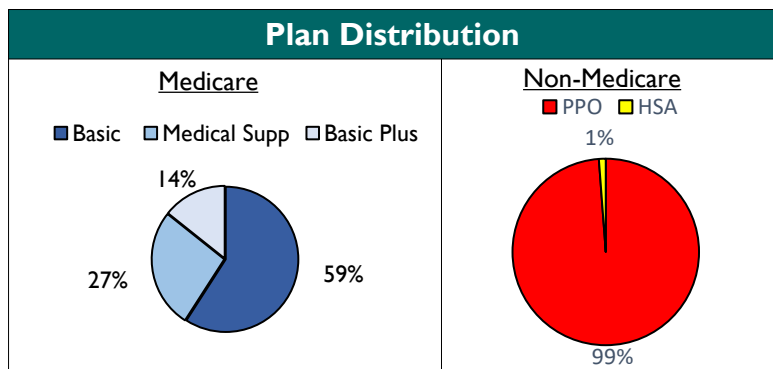


Applications Received

Medicare: 2

Non-Medicare: 0 (Closed)

Individuals	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Total Enrollment	1057	1051	1033	1000	976	972	958	930	903	893	892	889	883
3rd Party Sponsorship	633 (60%)	629 (60%)	622 (60%)	600 (60%)	581 (60%)	579 (60%)	572 (60%)	553 (59%)	527 (59%)	517 (58%)	522 (59%)	519 (59%)	517 (59%)
Non-Medicare	138 (77%)	138 (77%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	136 (78%)	133 (77%)	134 (77%)	133 (77%)	134 (79%)
EHIP	123	123	122	122	122	122	122	122	122	120	120	120	120
Other (Mostly AKF)	15	15	14	14	14	13	14	14	14	13	13	13	14
Medicare (Mostly AKF)	495 (56%)	491 (56%)	486 (57%)	464 (56%)	445 (56%)	443 (56%)	436 (55%)	412 (53%)	391 (54%)	384 (53%)	388 (53%)	386 (54%)	383 (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

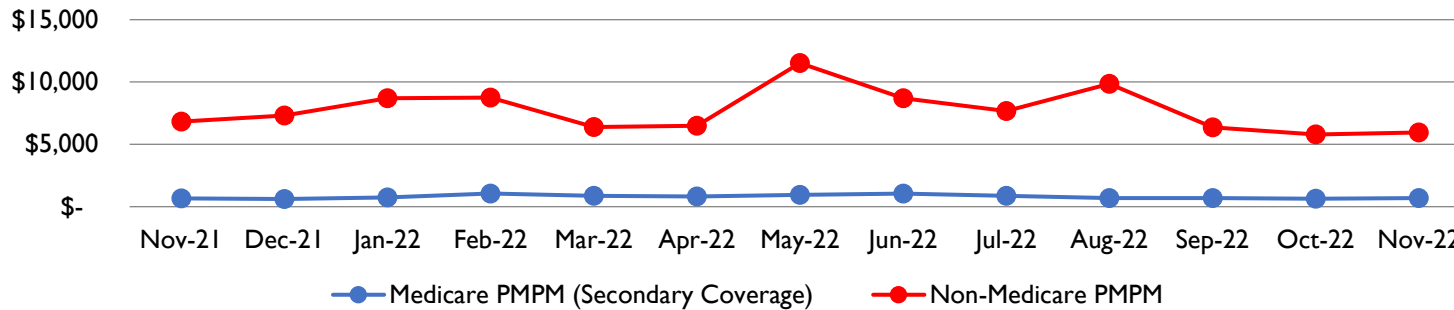
Monthly Activity



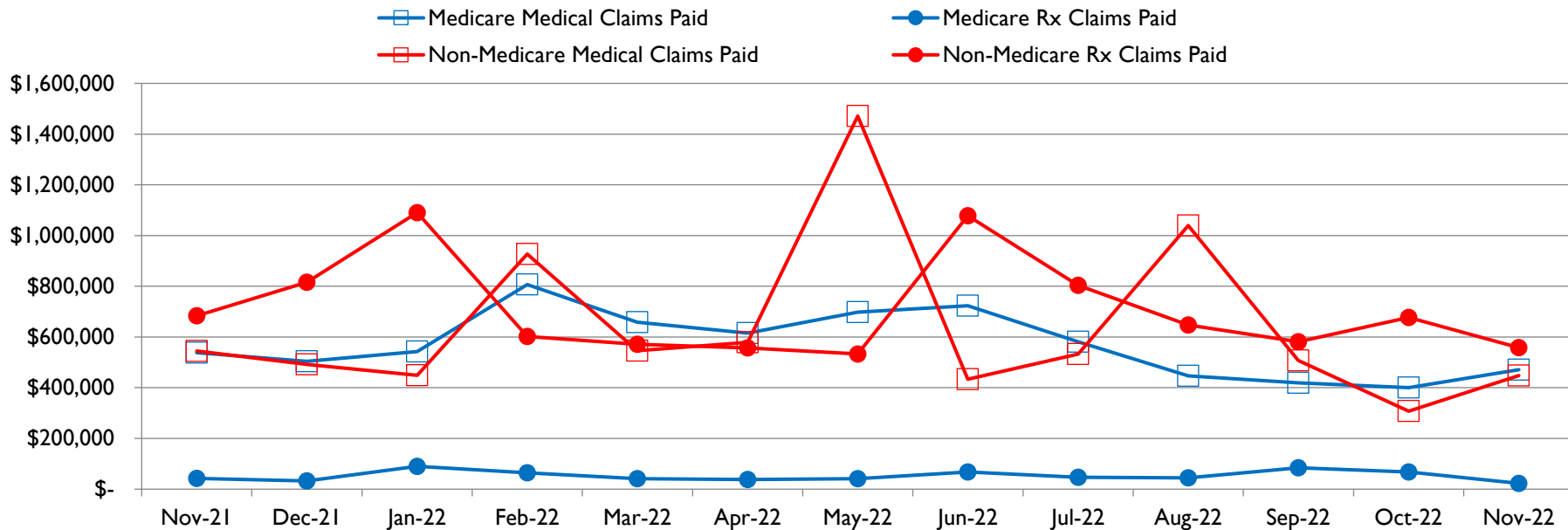
High Dollar Claims (over \$100,000)

None

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

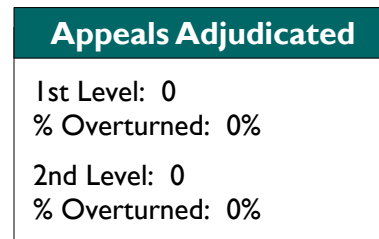
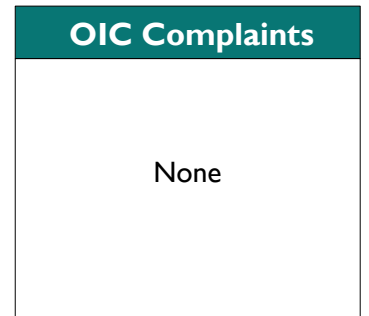
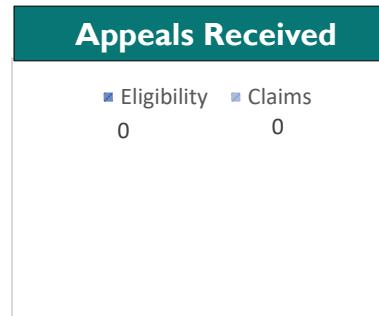
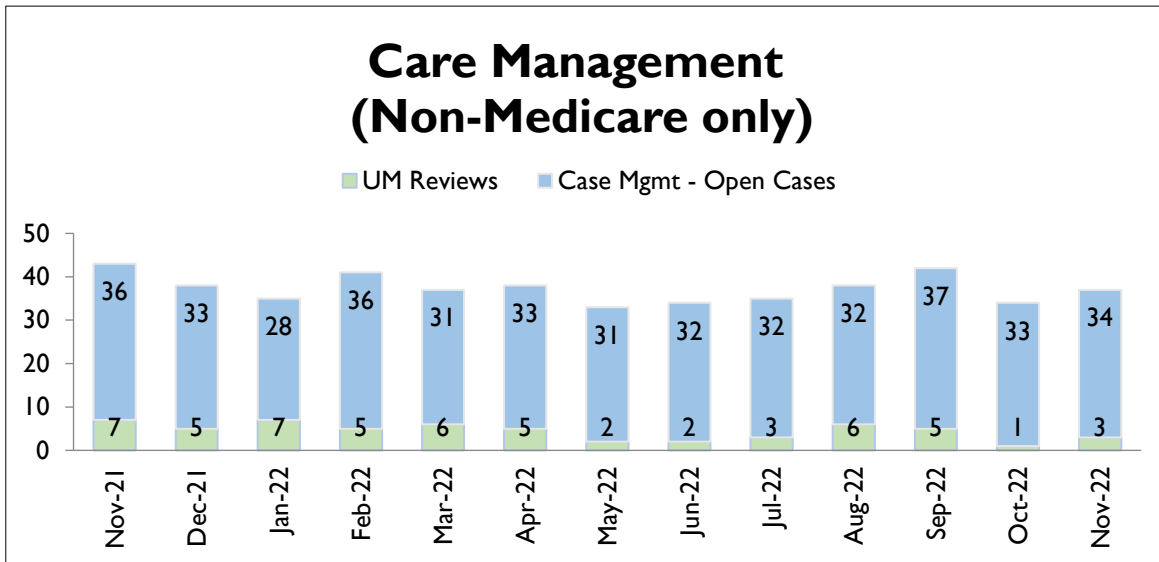


Monthly Activity



Service Levels

Metric	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Customer Service:													
Average Calls per Day	29	42	44	33	34	35	37	38	39	41	41	41	42
Speed of Answer (Standard 60 Sec)	43	55	87	270	268	171	50	53	48	60	110	97	122
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	98.1%	99.5%	100.0%	100.0%	100.0%	100.0%	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%



Enrollment by County

