

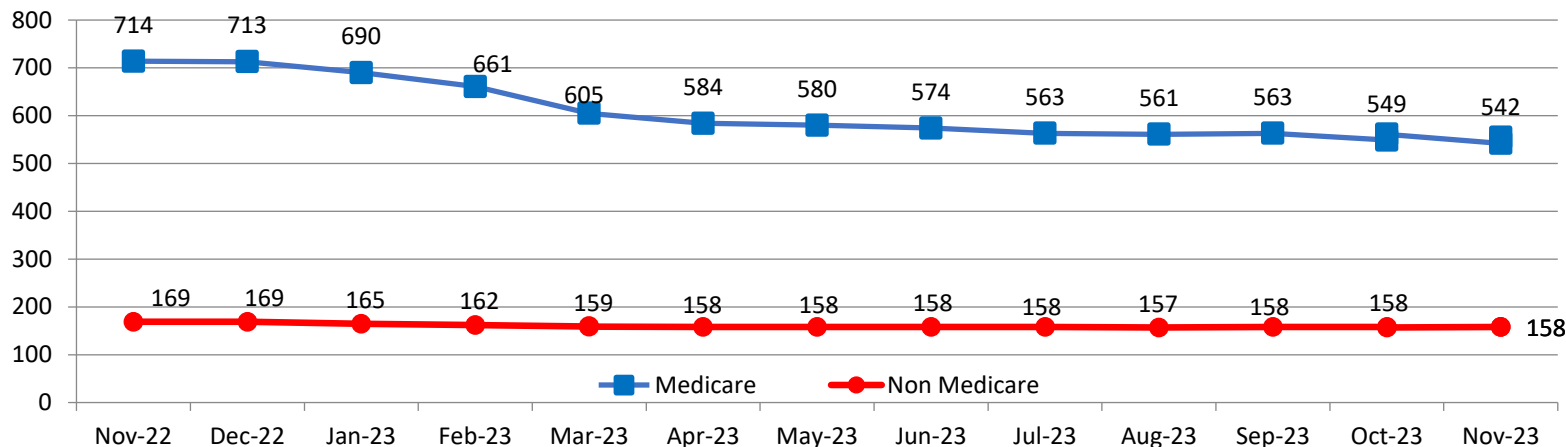


WSHIP Dashboard November 2023

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



Enrollment Summary

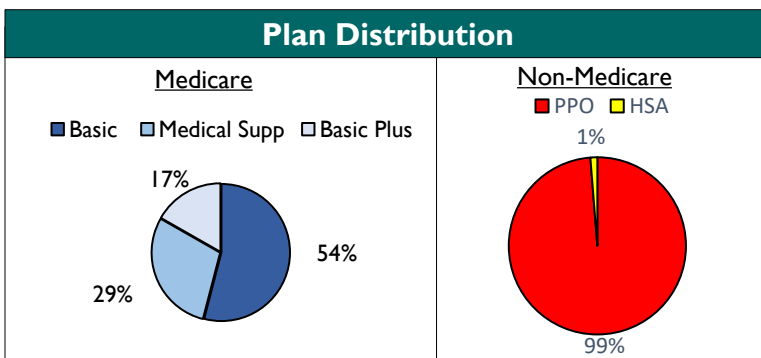


Applications Received

Medicare: 1

Non-Medicare: 0 (Closed)

Individuals	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Total Enrollment	883	882	855	823	764	742	738	732	721	718	713	707	700
3rd Party Sponsorship	517 (59%)	515 (58%)	499 (58%)	471 (57%)	426 (56%)	413 (56%)	407 (55%)	404 (55%)	397 (55%)	395 (55%)	391 (55%)	387 (55%)	381 (54%)
Non-Medicare	134 (79%)	134 (79%)	131 (79%)	129 (80%)	127 (80%)	126 (80%)	126 (80%)	126 (80%)	127 (80%)	125 (80%)	126 (80%)	126 (80%)	126 (80%)
EHIP	120	120	119	118	118	115	115	115	115	115	115	115	115
Other (Mostly AKF)	14	14	12	11	9	11	11	11	12	10	11	11	11
Medicare (Mostly AKF)	383 (54%)	381 (53%)	368 (53%)	342 (52%)	299 (48%)	287 (49%)	281 (48%)	278 (48%)	270 (48%)	270 (48%)	265 (48%)	261 (48%)	261 (48%)



Medicare Member Profile

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

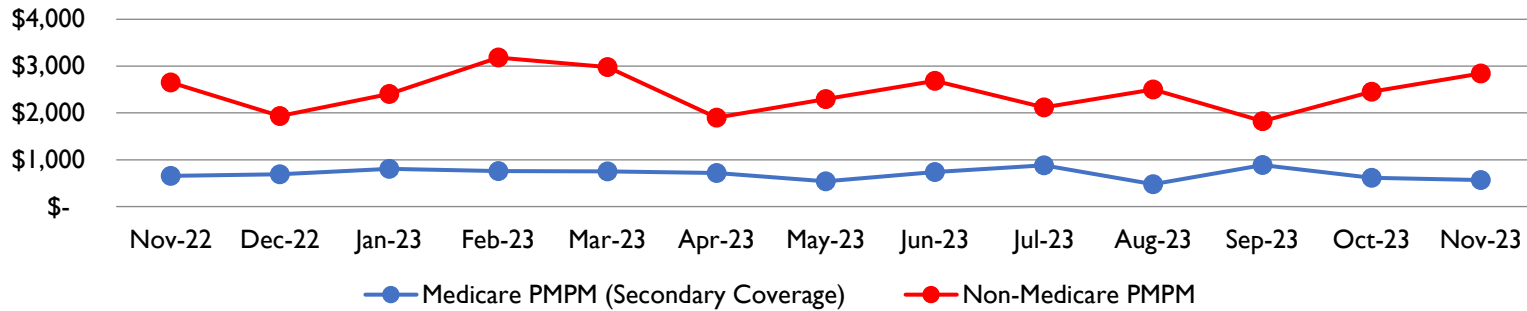
Non-Medicare Member Profile

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

Monthly Activity



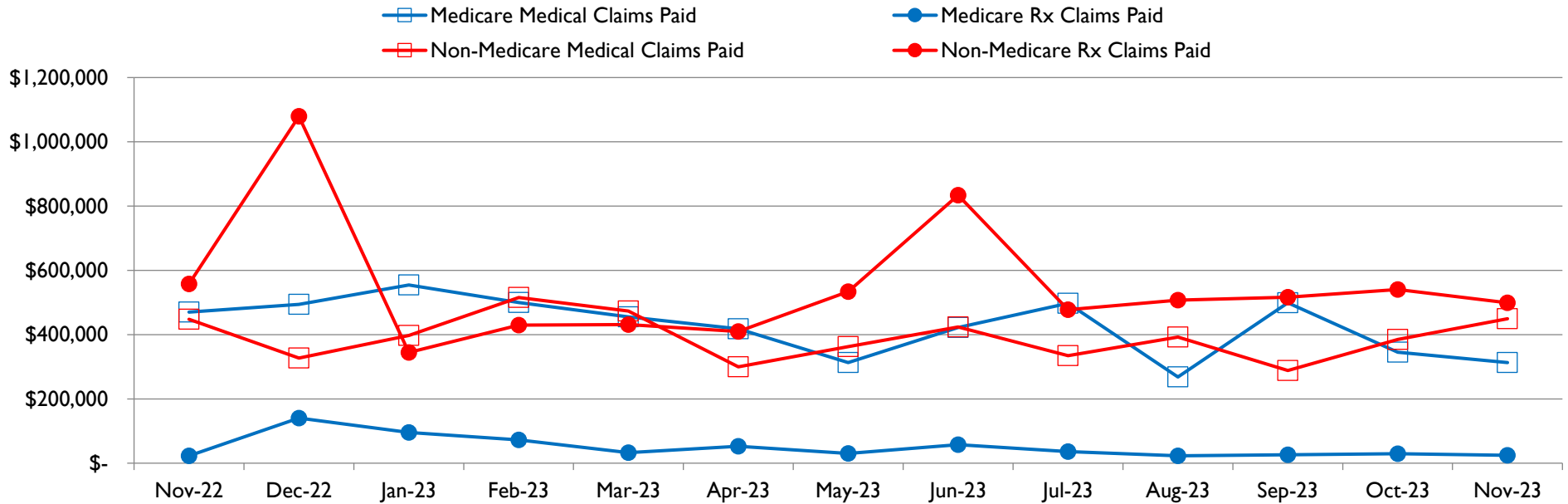
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1

Medical & Pharmacy Claims Paid

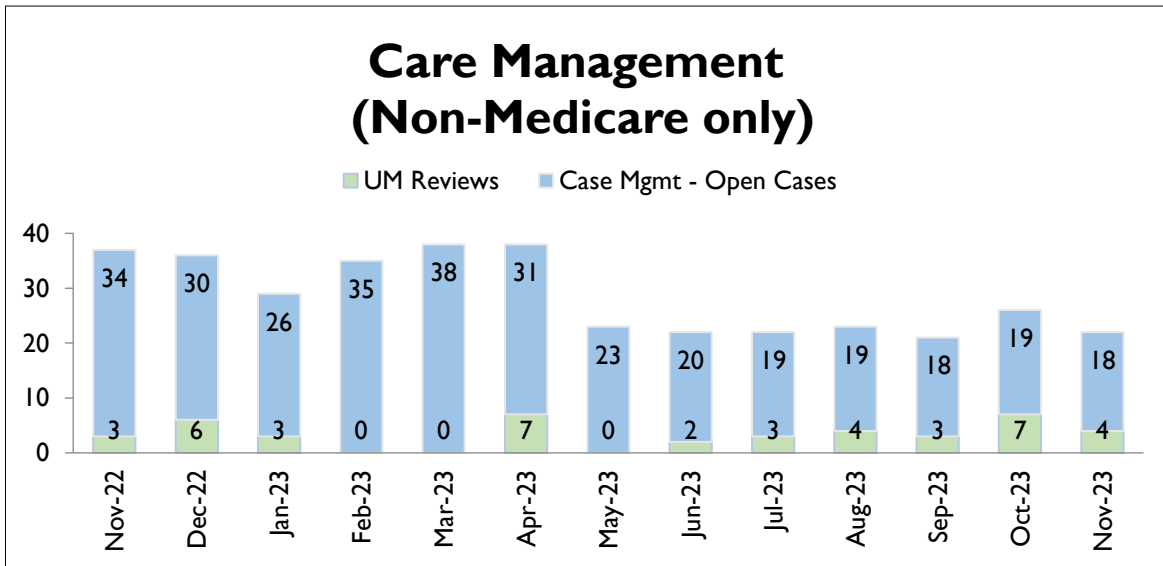




Monthly Activity

Service Levels

Metric	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Customer Service:													
Average Calls per Day	42	40	40	38	37	36	34	32	30	29	28	27	23
Speed of Answer (Standard 60 Sec)	122	191	195	112	98	115	115	115	163	48	46	43	52
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	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%
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: 0
- Claims: 0

OIC Complaints

None

Appeals Adjudicated

1st Level: 0
% Overturned: 0%

2nd Level: 0
% Overturned: 0%

Enrollment by County

