

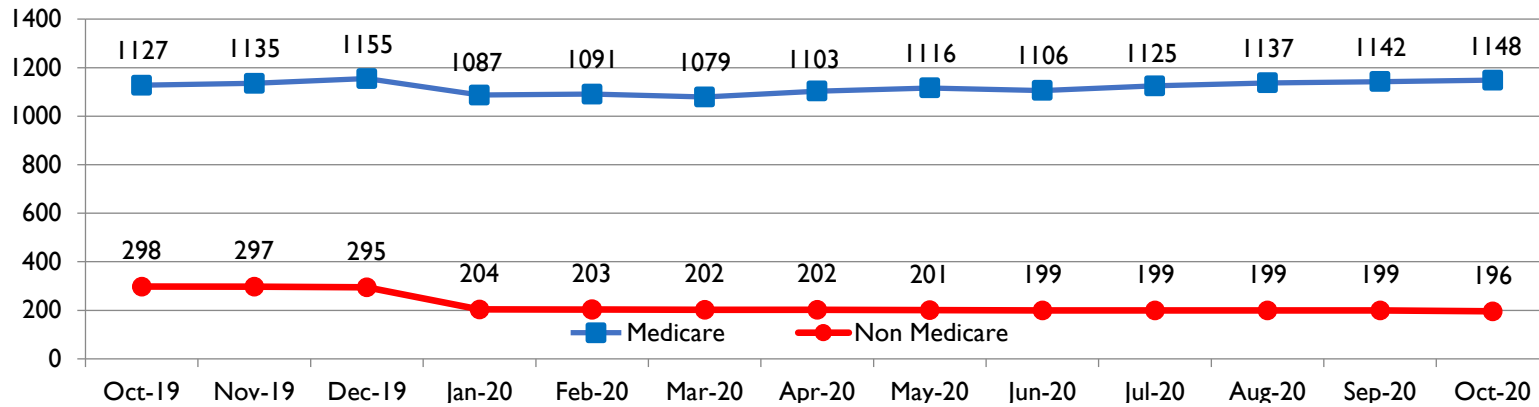


# WSHIP Dashboard October 2020

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



# Enrollment Summary

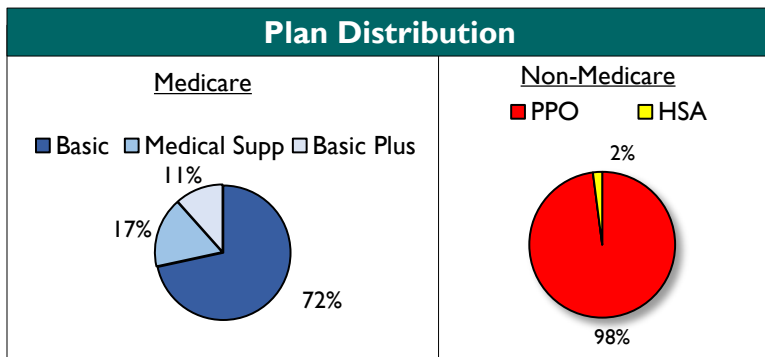


**Applications Received**

Medicare: 14

Non-Medicare: 0 (Closed)

Individuals	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
<b>Total Enrollment</b>	1425	1432	1450	1291	1294	1281	1305	1317	1305	1324	1336	1341	1344
<b>3rd Party Sponsorship</b>	895 (63%)	907 (63%)	927 (64%)	789 (61%)	795 (61%)	786 (61%)	806 (62%)	815 (62%)	815 (62%)	829 (63%)	838 (63%)	903 (67%)	847 (63%)
Non-Medicare	240 (81%)	240 (81%)	239 (81%)	155 (76%)	155 (76%)	154 (76%)	154 (76%)	153 (76%)	152 (76%)	152 (76%)	152 (76%)	155 (78%)	150 (77%)
EHIP	215	215	214	134	134	134	134	133	132	132	132	132	130
Other (Mostly AKF)	25	25	25	21	21	20	20	20	20	20	20	23	20
Medicare (Mostly AKF)	655 (58%)	667 (59%)	688 (60%)	634 (58%)	640 (59%)	632 (59%)	652 (59%)	662 (59%)	663 (60%)	677 (60%)	686 (60%)	748 (65%)	697 (61%)



### Medicare Enrollee Profile

Average Age: 61  
 Gender: Female 43% Male 57%  
 Top Diagnosis: Kidney & Urinary Disease

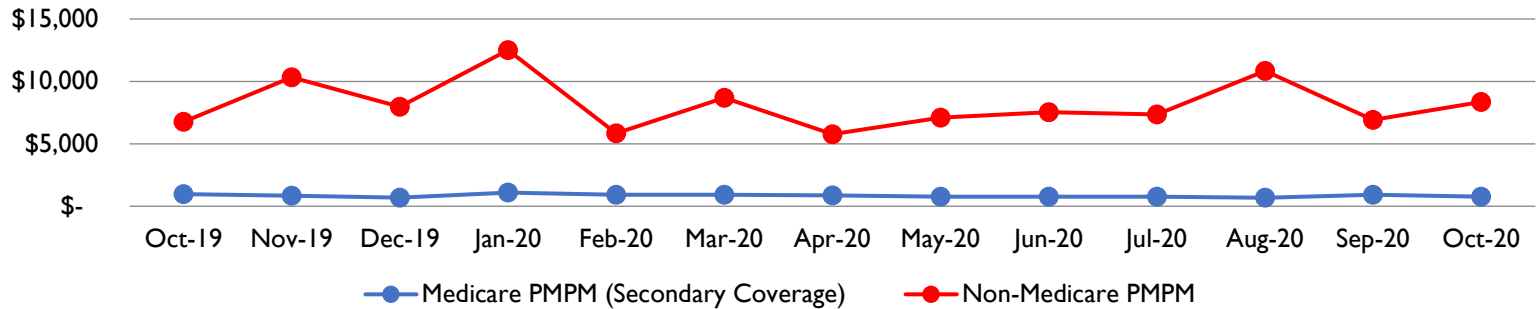
### Non-Medicare Enrollee Profile

Average Age: 45  
 Gender: Female 31% Male 69%  
 Top Diagnosis: HIV / AIDS

# Monthly Activity



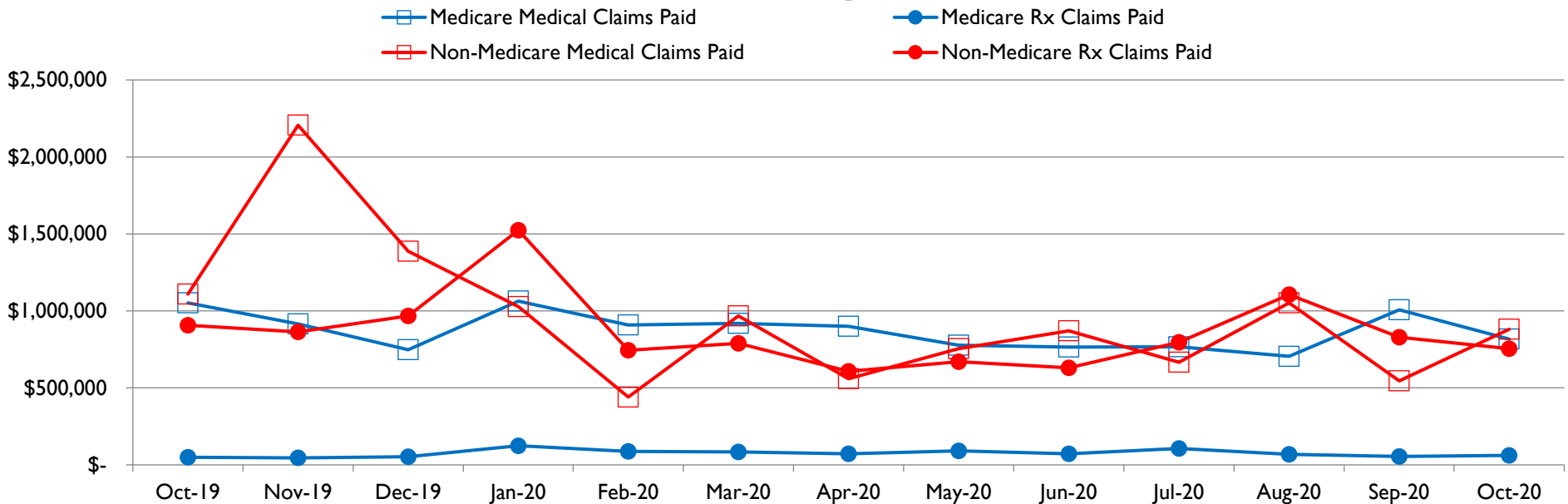
## Claims Paid Per Member Per Month



**High Dollar Claims (over \$100,000)**

1 Claim, Provider - Bloodworks Northwest, Diagnosis - Hemophilia  
Total Pd - \$116,746.80

## Medical & Pharmacy Claims Paid

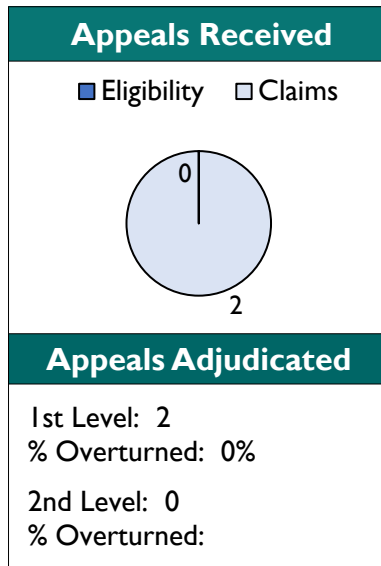
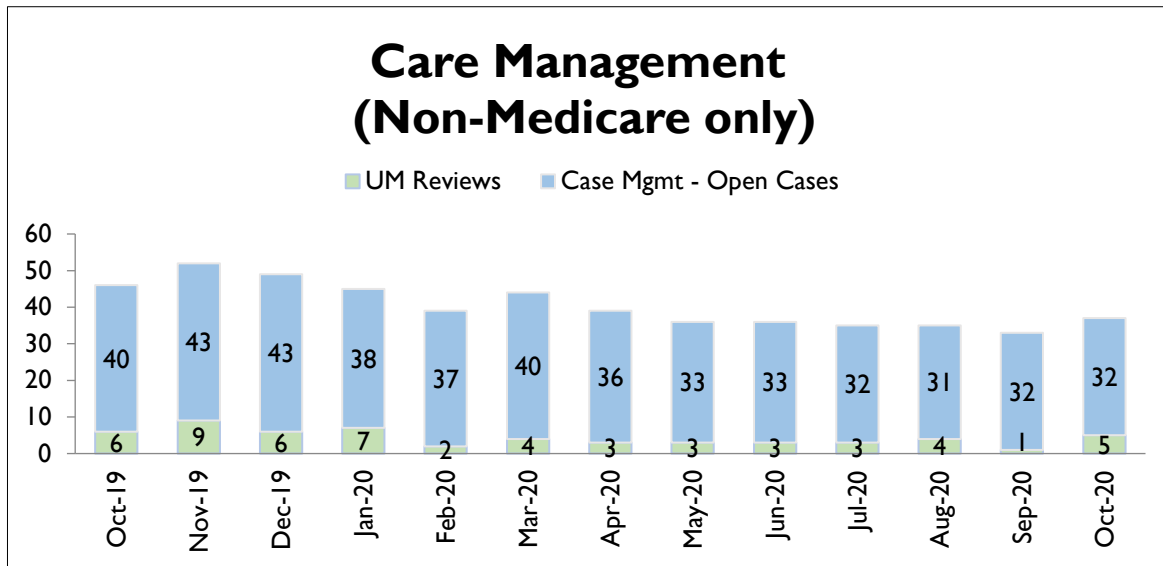


# Monthly Activity



## Service Levels

Metric	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
<b>Customer Service:</b>													
Average Calls per Day	28	32	39	53	33	33	31	31	28	30	25	28	26
Speed of Answer (Standard 60 Sec)	37	34	43	49	53	41	34	27	32	29	30	39	42
Top Call Reason	Status	Status	Status	VOB	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.8%	99.7%	99.7%	99.8%	99.4%	100.0%	99.2%	99.7%	99.7%	99.4%	100.0%	99.4%	99.4%
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

# Enrollment by County

