

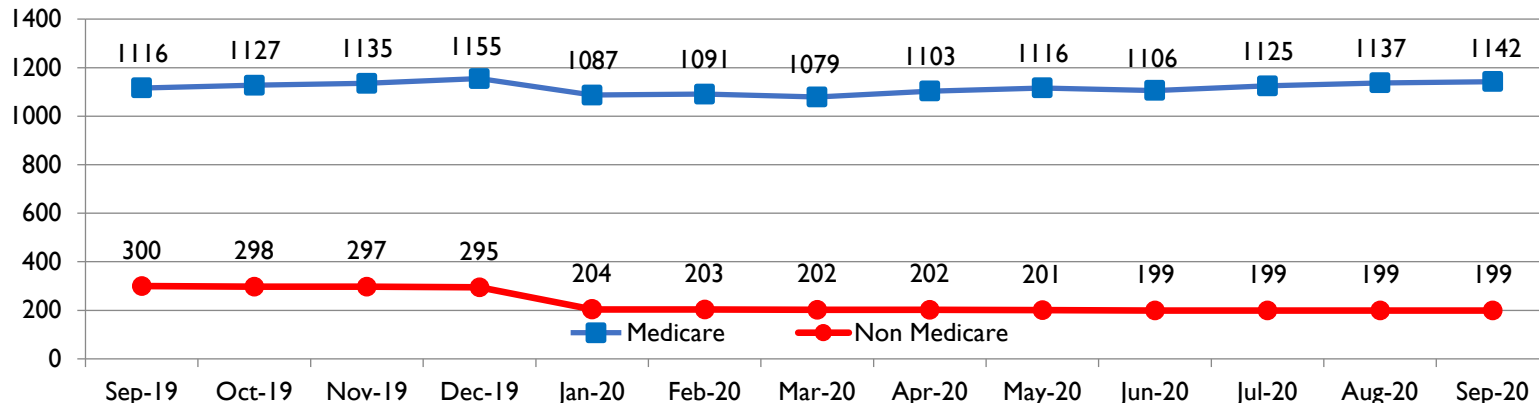


WSHIP Dashboard September 2020

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



Enrollment Summary

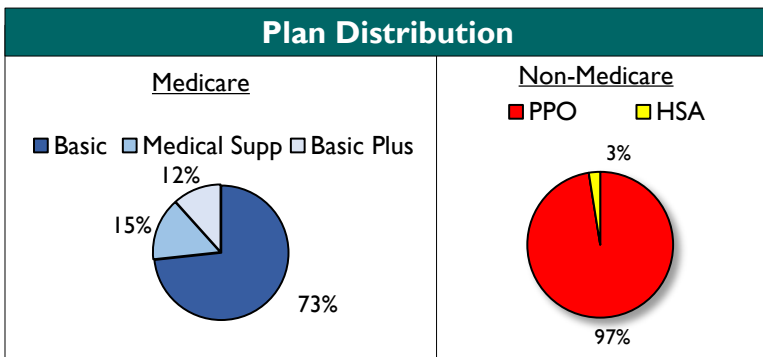


Applications Received

Medicare: 13

Non-Medicare: 0 (Closed)

| Individuals | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total Enrollment | 1416 | 1425 | 1432 | 1450 | 1291 | 1294 | 1281 | 1305 | 1317 | 1305 | 1324 | 1336 | 1341 |
| 3rd Party Sponsorship | 882 (62%) | 895 (63%) | 907 (63%) | 927 (64%) | 789 (61%) | 795 (61%) | 786 (61%) | 806 (62%) | 815 (62%) | 815 (62%) | 829 (63%) | 838 (63%) | 903 (67%) |
| Non-Medicare | 241 (80%) | 240 (81%) | 240 (81%) | 239 (81%) | 155 (76%) | 155 (76%) | 154 (76%) | 154 (76%) | 153 (76%) | 152 (76%) | 152 (76%) | 152 (76%) | 155 (78%) |
| EHIP | 216 | 215 | 215 | 214 | 134 | 134 | 134 | 134 | 133 | 132 | 132 | 132 | 132 |
| Other (Mostly AKF) | 25 | 25 | 25 | 25 | 21 | 21 | 20 | 20 | 20 | 20 | 20 | 20 | 23 |
| Medicare (Mostly AKF) | 641 (57%) | 655 (58%) | 667 (59%) | 688 (60%) | 634 (58%) | 640 (59%) | 632 (59%) | 652 (59%) | 662 (59%) | 663 (60%) | 677 (60%) | 686 (60%) | 748 (65%) |



Medicare Enrollee Profile

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

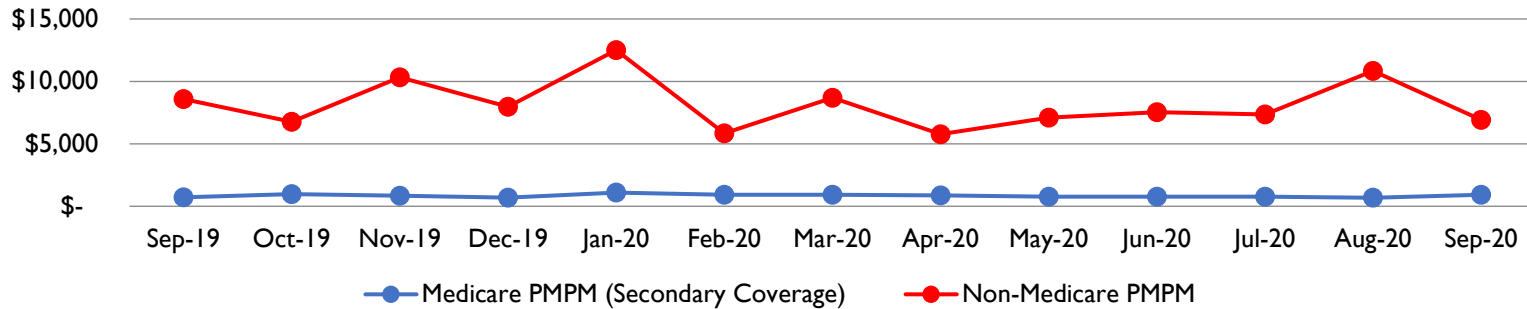
Non-Medicare Enrollee Profile

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

Monthly Activity



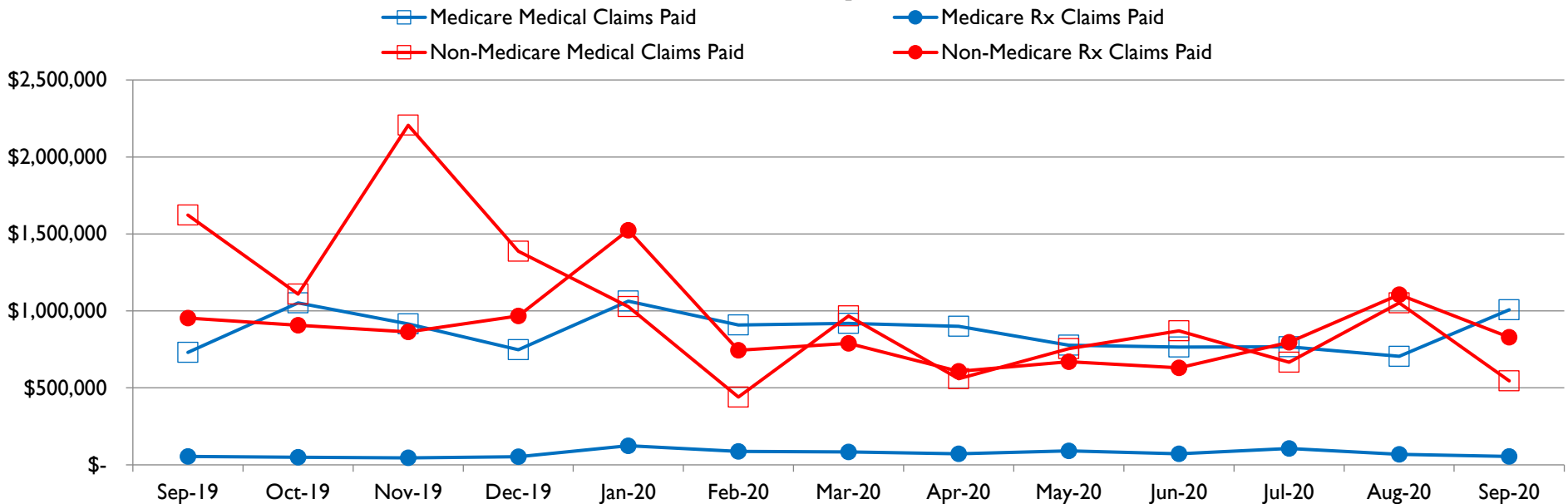
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

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

Medical & Pharmacy Claims Paid

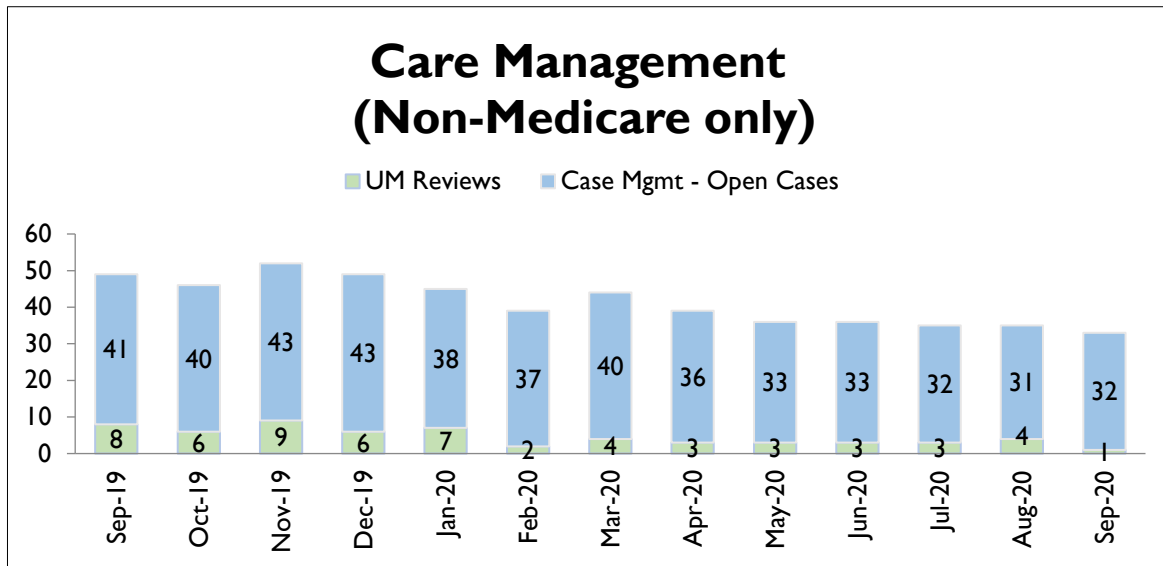


Monthly Activity



Service Levels

| Metric | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 | Jul-20 | Aug-20 | Sep-20 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer Service: | | | | | | | | | | | | | |
| Average Calls per Day | 28 | 28 | 32 | 39 | 41 | 33 | 33 | 31 | 31 | 28 | 30 | 25 | 28 |
| Speed of Answer (Standard 60 Sec) | 90 | 37 | 34 | 43 | 49 | 53 | 41 | 34 | 27 | 32 | 29 | 30 | 39 |
| Top Call Reason | Status | Status | Status | Status | VOB | Status | Status | Status | Status | Status | Status | Status | Status |
| Claims: | | | | | | | | | | | | | |
| Claims Processing Accuracy (Standard 97%) | 99.7% | 99.8% | 99.7% | 99.7% | 99.8% | 99.4% | 100.0% | 99.2% | 99.7% | 99.7% | 99.4% | 100.0% | 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% |



Appeals Received

■ Eligibility □ Claims

0

0

Appeals Adjudicated

1st Level: 0
% Overturned:

2nd Level: 0
% Overturned:

OIC Complaints

None

Enrollment by County

