WSHIP Dashboard
April 2019

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

Individuals

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<tbody>
<tr>
<td><strong>Total Enrollment</strong></td>
<td>1448</td>
<td>1426</td>
<td>1435</td>
<td>1446</td>
<td>1415</td>
<td>1425</td>
<td>1439</td>
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<td>1396</td>
<td>1381</td>
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<td><strong>3rd Party Sponsorship</strong></td>
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<tr>
<td>Non-Medicare</td>
<td>875</td>
<td>853</td>
<td>859</td>
<td>869</td>
<td>852</td>
<td>866</td>
<td>878</td>
<td>852</td>
<td>864</td>
<td>854</td>
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<td>EHIP</td>
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<td>Other (Mostly AKF)</td>
<td>30</td>
<td>29</td>
<td>29</td>
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<tr>
<td>Medicare (Mostly AKF)</td>
<td>614</td>
<td>593</td>
<td>599</td>
<td>610</td>
<td>594</td>
<td>608</td>
<td>623</td>
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<td>615</td>
<td>611</td>
<td>605</td>
<td>603</td>
<td>627</td>
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Plan Distribution

Medicare
- Basic: 86%
- Basic Plus: 14%

Non-Medicare
- PPO: 98%
- HSA: 2%

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

Applications Received

Medicare: 33
Non-Medicare: 0
(Closed)
Monthly Activity

Claims Paid Per Member Per Month

- Medicare PMPM (Secondary Coverage)
- Non-Medicare PMPM

Medical & Pharmacy Claims Paid

- Medicare Medical Claims Paid
- Medicare Rx Claims Paid
- Non-Medicare Medical Claims Paid
- Non-Medicare Rx Claims Paid

High Dollar Claims (over $100,000)

0 Claims

[Graphs showing claims paid on a monthly basis]
## Monthly Activity

### Service Levels

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<tr>
<td><strong>Customer Service:</strong></td>
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<td>Average Calls per Day</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
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<td>51</td>
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<td><strong>Claims:</strong></td>
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<tr>
<td>Claims Processing Accuracy</td>
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<td>98.8%</td>
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<td>99.7%</td>
<td>99.2%</td>
<td>98.4%</td>
<td>99.7%</td>
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<td>(Standard 97%)</td>
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<td>30-Day Clean Claims Processing</td>
<td>100%</td>
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<td>(Standard 100%)</td>
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### Care Management (Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

### Appeals Received

- Eligibility
- Claims

#### OIC Complaints

One - Provider disputed an enrollee's termination, effective 10/1/17. Explained termination was appropriate due to Medicaid Eligibility.

### Appeals Adjudicated

1st Level: 7
% Overturned: 57%

2nd Level: 0
% Overturned: