



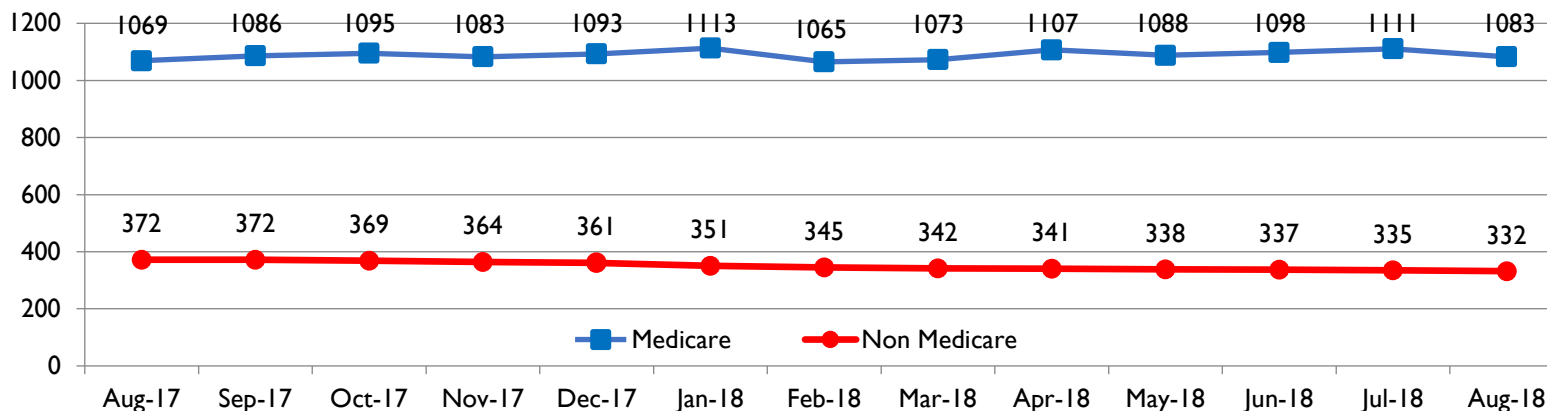
# WSHIP Dashboard August 2018

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





# Enrollment Summary

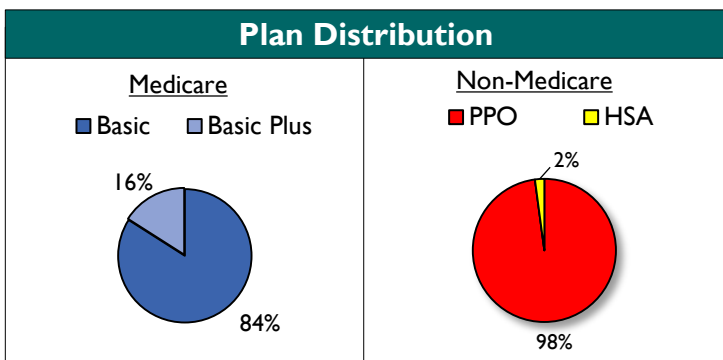


**Applications Received**

Medicare: 25

Non-Medicare: 0 (Closed)

Individuals	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Total Enrollment</b>	1441	1458	1464	1447	1454	1464	1410	1415	1448	1426	1435	1446	1415
<b>3rd Party Sponsorship</b>	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)
Non-Medicare	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	258 (78%)
EHIP	236	237	236	236	236	235	235	232	231	231	231	230	229
Other (Mostly AKF)	38	37	36	32	32	31	28	29	30	29	29	29	29
Medicare (Mostly AKF)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)



### Medicare Enrollee Profile

Average Age: 60  
 Gender: Female 42% Male 58%  
 Top Diagnosis: Kidney & Urinary Disease

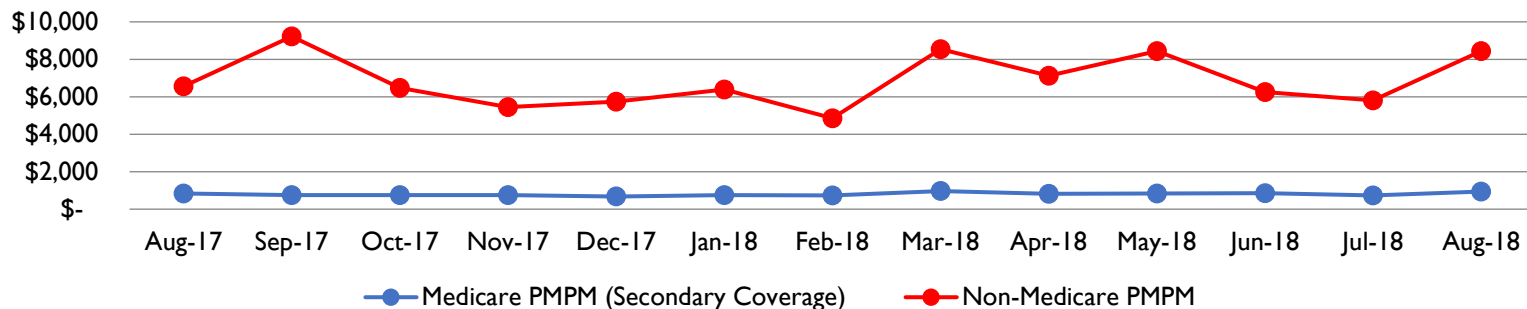
### Non-Medicare Enrollee Profile

Average Age: 44  
 Gender: Female 32% Male 68%  
 Top Diagnosis: HIV / AIDS

# Monthly Activity



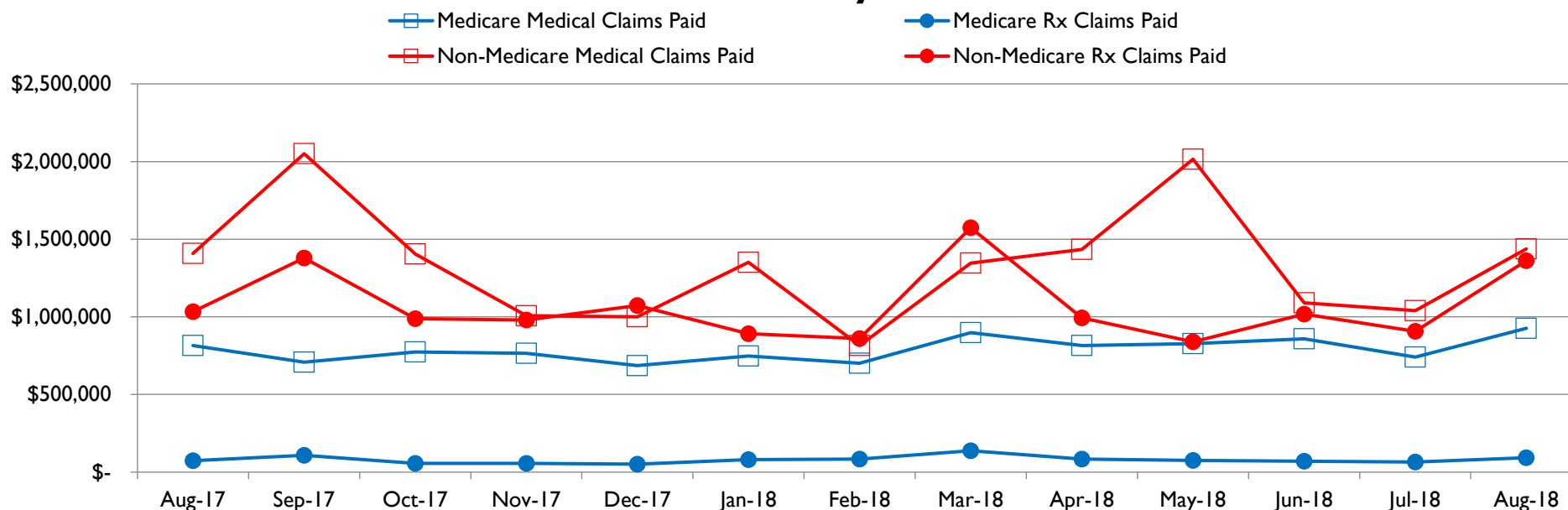
## Claims Paid Per Member Per Month



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

2 Claims  
 Total Paid: \$327,405  
 Dx: Paroxysmal nocturnal hemoglobinuria

## Medical & Pharmacy Claims Paid

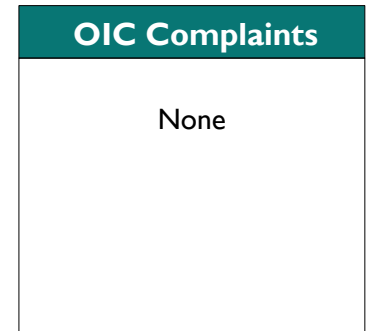
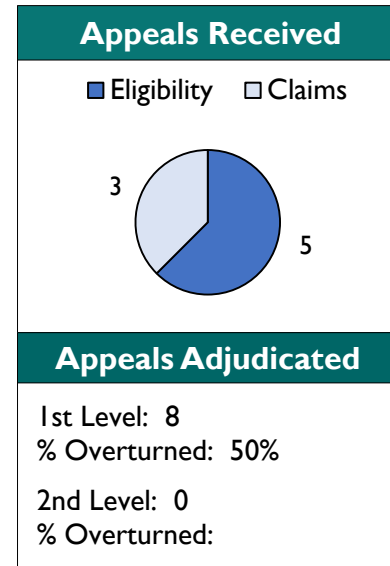
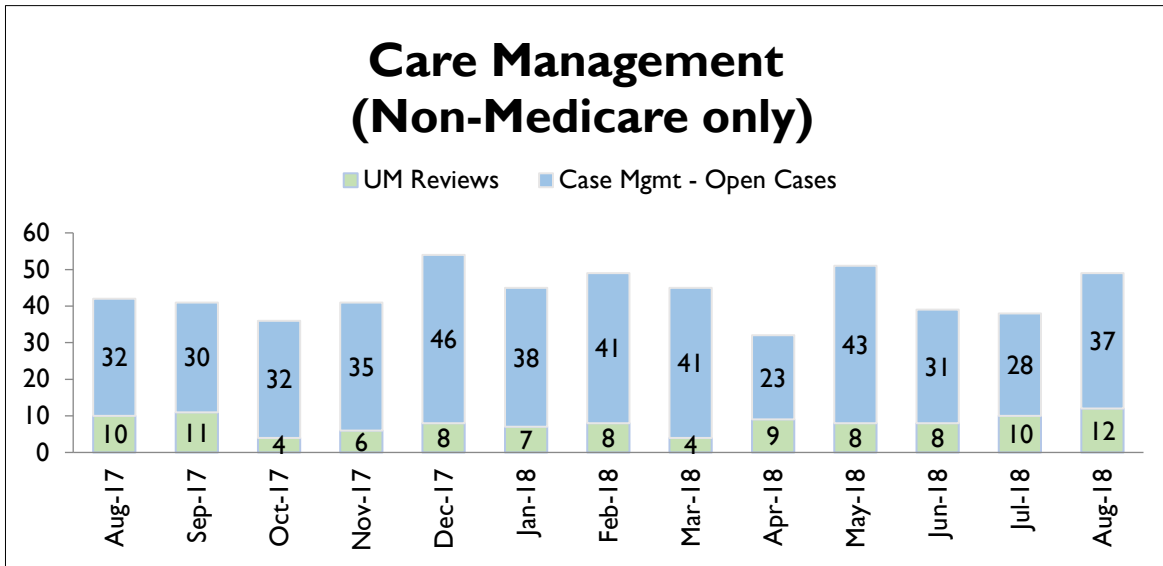




# Monthly Activity

## Service Levels

Metric	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Customer Service:</b>													
Average Calls per Day	25	25	26	26	27	27	28	29	30	31	32	33	33
Speed of Answer (Standard 60 Sec)	56	29	49	48	38	69	65	49	44	51	61	87	47
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.8%	99.1%	100.0%	99.7%	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Enrollment by County

