WSHIP Dashboard
February 2018

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

**Individuals**

<table>
<thead>
<tr>
<th></th>
<th>Feb-17</th>
<th>Mar-17</th>
<th>Apr-17</th>
<th>May-17</th>
<th>Jun-17</th>
<th>Jul-17</th>
<th>Aug-17</th>
<th>Sep-17</th>
<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
<th>Jan-18</th>
<th>Feb-18</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Enrollment</strong></td>
<td>1447</td>
<td>1450</td>
<td>1477</td>
<td>1448</td>
<td>1457</td>
<td>1468</td>
<td>1441</td>
<td>1458</td>
<td>1464</td>
<td>1447</td>
<td>1454</td>
<td>1464</td>
<td>1410</td>
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<tr>
<td><strong>3rd Party Sponsorship</strong></td>
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</tr>
<tr>
<td>Non-Medicare</td>
<td>861 (60%)</td>
<td>868 (60%)</td>
<td>891 (60%)</td>
<td>866 (60%)</td>
<td>873 (60%)</td>
<td>888 (60%)</td>
<td>865 (60%)</td>
<td>875 (60%)</td>
<td>880 (60%)</td>
<td>864 (60%)</td>
<td>873 (60%)</td>
<td>882 (60%)</td>
<td>833 (59%)</td>
</tr>
<tr>
<td>EHIP</td>
<td>282 (72%)</td>
<td>283 (73%)</td>
<td>285 (74%)</td>
<td>282 (73%)</td>
<td>281 (74%)</td>
<td>278 (74%)</td>
<td>274 (74%)</td>
<td>272 (74%)</td>
<td>268 (74%)</td>
<td>268 (74%)</td>
<td>266 (76%)</td>
<td>266 (76%)</td>
<td>263 (76%)</td>
</tr>
<tr>
<td>Other (Mostly AKF)</td>
<td>35</td>
<td>36</td>
<td>38</td>
<td>37</td>
<td>37</td>
<td>38</td>
<td>38</td>
<td>37</td>
<td>36</td>
<td>32</td>
<td>32</td>
<td>31</td>
<td>28</td>
</tr>
<tr>
<td>Medicare (Mostly AKF)</td>
<td>579 (55%)</td>
<td>585 (55%)</td>
<td>606 (56%)</td>
<td>584 (55%)</td>
<td>592 (55%)</td>
<td>610 (56%)</td>
<td>591 (55%)</td>
<td>601 (55%)</td>
<td>608 (56%)</td>
<td>596 (55%)</td>
<td>605 (55%)</td>
<td>616 (55%)</td>
<td>570 (54%)</td>
</tr>
</tbody>
</table>

**Plan Distribution**

**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

**Applications Received**

- Medicare: 27
- 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
## Monthly Activity

### Service Levels

<table>
<thead>
<tr>
<th>Metric</th>
<th>Feb-17</th>
<th>Mar-17</th>
<th>Apr-17</th>
<th>May-17</th>
<th>Jun-17</th>
<th>Jul-17</th>
<th>Aug-17</th>
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<th>Oct-17</th>
<th>Nov-17</th>
<th>Dec-17</th>
<th>Jan-18</th>
<th>Feb-18</th>
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</thead>
<tbody>
<tr>
<td><strong>Customer Service:</strong></td>
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<tr>
<td>Average Calls per Day</td>
<td>34</td>
<td>33</td>
<td>31</td>
<td>29</td>
<td>28</td>
<td>27</td>
<td>25</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>26</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Speed of Answer (Standard 60 Sec)</td>
<td>30</td>
<td>36</td>
<td>41</td>
<td>46</td>
<td>44</td>
<td>44</td>
<td>56</td>
<td>29</td>
<td>49</td>
<td>48</td>
<td>38</td>
<td>69</td>
<td>65</td>
</tr>
<tr>
<td><strong>Claims:</strong></td>
<td></td>
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</tr>
<tr>
<td>Claims Processing Accuracy (Standard 97%)</td>
<td>99.5%</td>
<td>99.3%</td>
<td>98.9%</td>
<td>99.0%</td>
<td>100.0%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.1%</td>
<td>100.0%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.4%</td>
</tr>
<tr>
<td>30-Day Clean Claims Processing (Standard 100%)</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
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</tr>
</tbody>
</table>

### Care Management (Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

### Appeals Received

- Eligibility: 1
- Claims: 1

### OIC Complaints

- None

### Appeals Adjudicated

1st Level: 2
% Overturned: 100%

2nd Level: 0
% Overturned: NA
Enrollment by County

Medicare Enrollment
Non-Medicare Enrollment