WSHIP Dashboard
February 2019

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

Applications Received

Medicare: 15
Non-Medicare: 0
(Closed)

Individuals

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<tr>
<td>3rd Party Sponsorship</td>
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<tr>
<td>Non-Medicare</td>
<td>833 (59%)</td>
<td>845 (60%)</td>
<td>875 (60%)</td>
<td>853 (60%)</td>
<td>859 (60%)</td>
<td>869 (60%)</td>
<td>852 (60%)</td>
<td>866 (61%)</td>
<td>878 (61%)</td>
<td>852 (61%)</td>
<td>864 (61%)</td>
<td>854 (61%)</td>
<td>847 (61%)</td>
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<td>EHIP</td>
<td>263 (76%)</td>
<td>261 (76%)</td>
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<td>260 (77%)</td>
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<td>259 (77%)</td>
<td>259 (78%)</td>
<td>258 (78%)</td>
<td>255 (78%)</td>
<td>251 (78%)</td>
<td>249 (78%)</td>
<td>243 (79%)</td>
<td>242 (80%)</td>
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<tr>
<td>Other (Mostly AKF)</td>
<td>28 (76%)</td>
<td>29 (76%)</td>
<td>30 (77%)</td>
<td>29 (77%)</td>
<td>29 (77%)</td>
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<td>26 (77%)</td>
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<tr>
<td>Medicare (Mostly AKF)</td>
<td>570 (54%)</td>
<td>584 (54%)</td>
<td>614 (55%)</td>
<td>593 (55%)</td>
<td>599 (55%)</td>
<td>610 (55%)</td>
<td>594 (55%)</td>
<td>608 (55%)</td>
<td>623 (55%)</td>
<td>601 (55%)</td>
<td>615 (56%)</td>
<td>611 (56%)</td>
<td>605 (56%)</td>
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Plan Distribution

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

- **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)

- **2 Claims**
- **Total Pd:** $353,879.62
- Diagnoses:
  - Paroxysmal Nocturnal Hemoglobinuria
  - Hemophilia

**Diagnoses:**
- Paroxysmal Nocturnal Hemoglobinuria

**Claims Paid Per Member Per Month:**

- Feb-18: $-$
- Mar-18: $-$
- Apr-18: $-$
- May-18: $-$
- Jun-18: $-$
- Jul-18: $-$
- Aug-18: $-$
- Sep-18: $-$
- Oct-18: $-$
- Nov-18: $-$
- Dec-18: $3,000
- Jan-19: $6,000
- Feb-19: $6,000
# Monthly Activity

## Service Levels

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<tbody>
<tr>
<td><strong>Customer Service</strong></td>
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<td>Average Calls per Day</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td>32</td>
<td>33</td>
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<tr>
<td>Speed of Answer (Standard 60 Sec)</td>
<td>65</td>
<td>49</td>
<td>44</td>
<td>51</td>
<td>61</td>
<td>87</td>
<td>47</td>
<td>35</td>
<td>49</td>
<td>40</td>
<td>34</td>
<td>46</td>
<td>49</td>
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<tr>
<td><strong>Claims</strong></td>
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<td>Claims Processing Accuracy</td>
<td>99.4%</td>
<td>99.5%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.5%</td>
<td>99.2%</td>
<td>99.5%</td>
<td>98.8%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>98.4%</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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## Care Management

(Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

## Appeals Received

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<th>Eligibility</th>
<th>Claims</th>
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<td>5</td>
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## OIC Complaints

None

## Appeals Adjudicated

1st Level: 10
% Overturned: 30%

2nd Level: 0
% Overturned: