



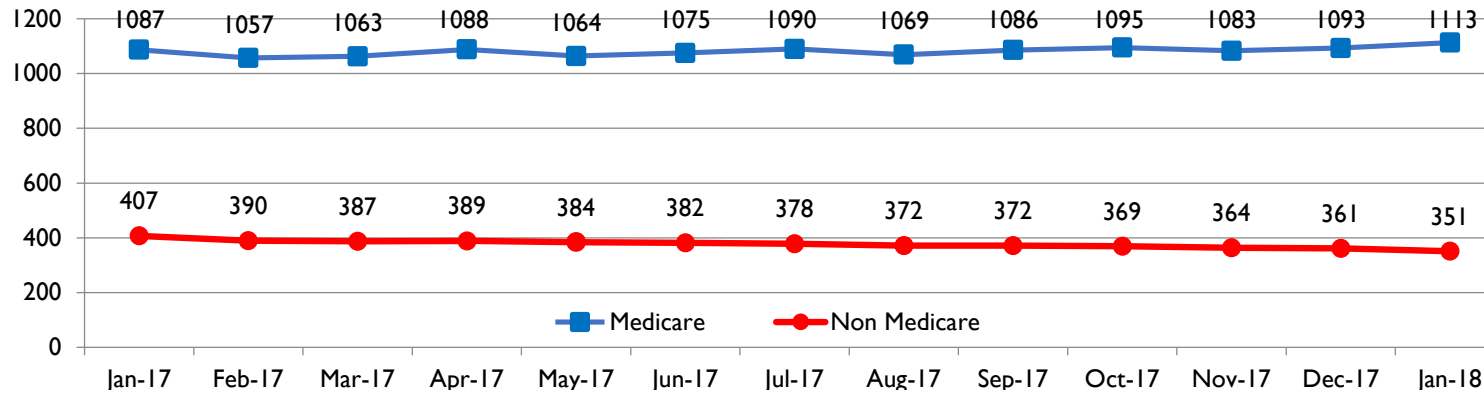
WSHIP Dashboard January 2018

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





Enrollment Summary

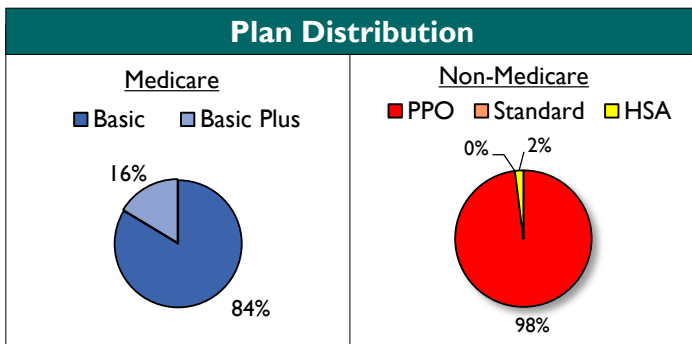


Applications Received

Medicare: 27

Non-Medicare: 0 (Closed)

Individuals	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Total Enrollment	1494	1447	1450	1477	1448	1457	1468	1441	1458	1464	1447	1454	1464
3rd Party Sponsorship	893 (60%)	861 (60%)	868 (60%)	891 (60%)	866 (60%)	873 (60%)	888 (60%)	865 (60%)	875 (60%)	880 (60%)	864 (60%)	873 (60%)	882 (60%)
Non-Medicare	292 (72%)	282 (72%)	283 (73%)	285 (74%)	282 (73%)	281 (74%)	278 (74%)	274 (74%)	274 (74%)	272 (74%)	268 (74%)	268 (74%)	266 (76%)
EHIP	252	247	247	247	245	243	240	236	237	236	236	236	235
Other (Mostly AKF)	40	35	36	38	37	37	38	38	37	36	32	32	31
Medicare (Mostly AKF)	601 (55%)	579 (55%)	585 (55%)	606 (56%)	584 (55%)	592 (55%)	610 (56%)	591 (55%)	601 (55%)	608 (56%)	596 (55%)	605 (55%)	616 (55%)



Medicare Enrollee Profile

Average Age: 60
 Gender: Female 43% Male 57%
 Top Diagnosis: Kidney & Urinary Disease

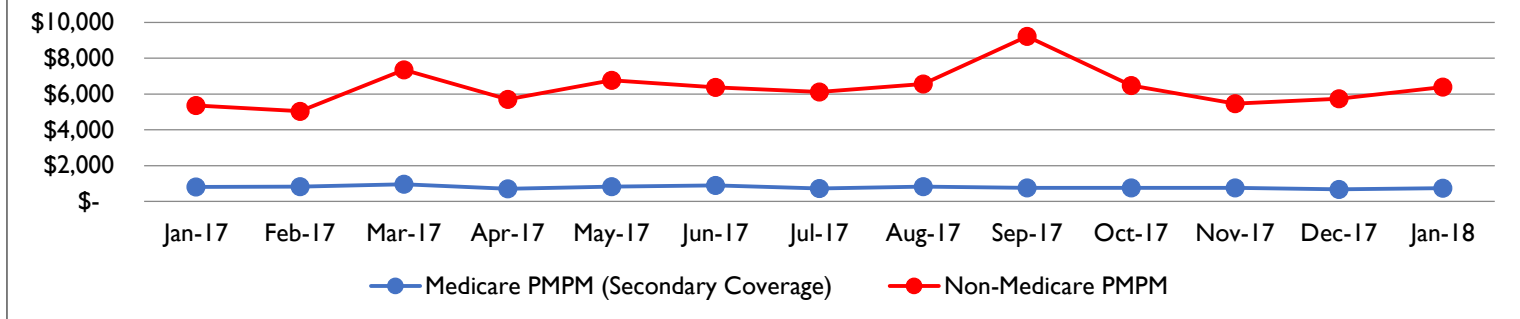
Non-Medicare Enrollee Profile

Average Age: 45
 Gender: Female 31% Male 69%
 Top Diagnosis: HIV / AIDS (54.6%)



Monthly Activity

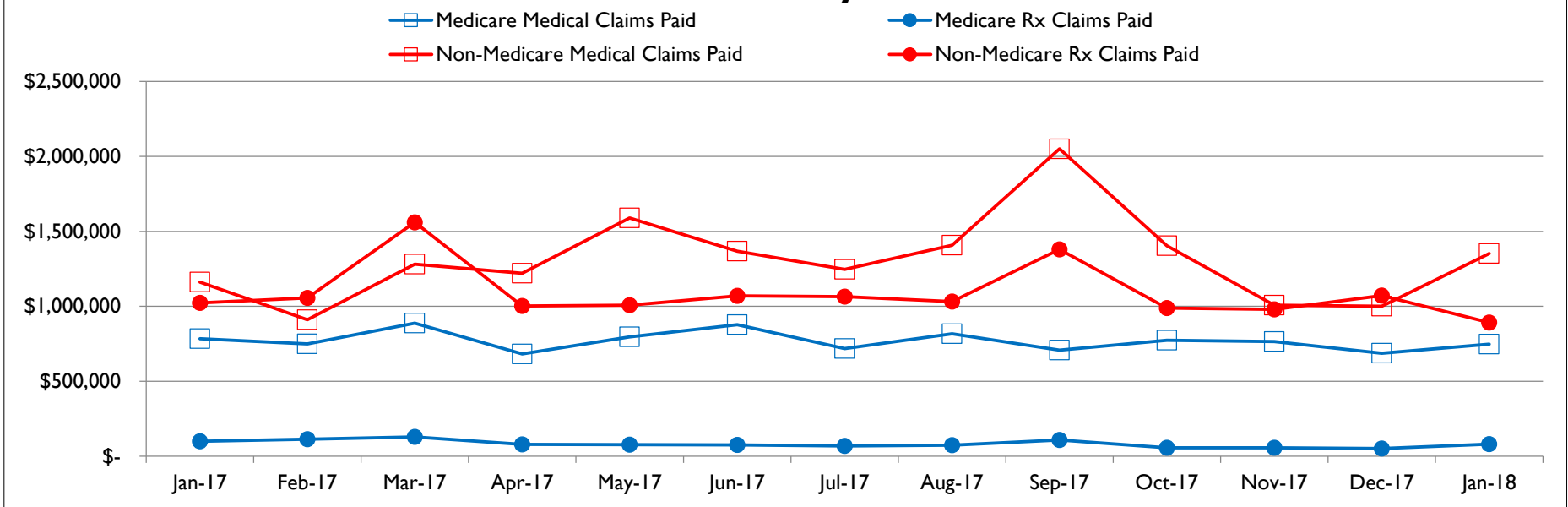
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

4 Claims / Total Paid: \$480,308 - Hemophilia (2 claims), Aortic Valve Stenosis, Malignant Neoplasm of Tonsil

Medical & Pharmacy Claims Paid



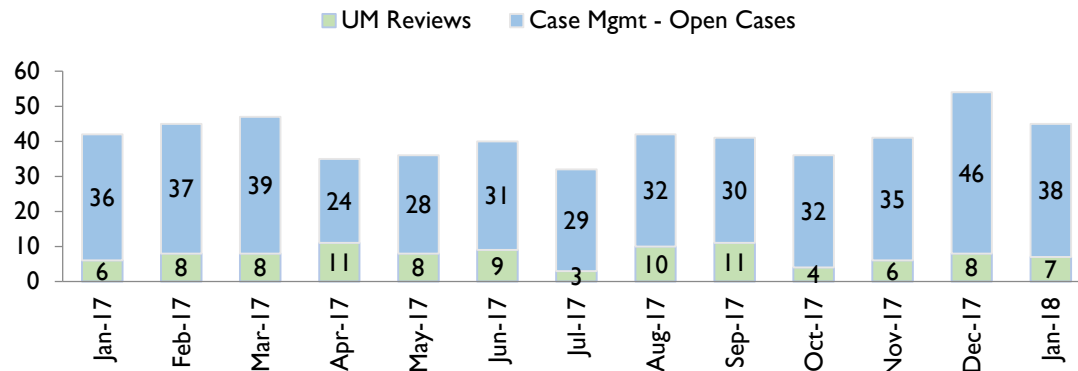


Monthly Activity

Service Levels

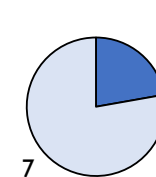
Metric	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Customer Service:													
Average Calls per Day	36	34	33	31	29	28	27	25	25	26	26	27	27
Speed of Answer (Standard 60 Sec)	84	30	36	41	46	44	44	56	29	49	48	38	69
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.5%	99.5%	99.3%	98.9%	99.0%	100.0%	100%	99.8%	99.1%	100.0%	100%	99.7%	99.8%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Care Management (Non-Medicare only)



Appeals Received

■ Eligibility □ Claims



OIC Complaints

None

Appeals Adjudicated

1st Level: 9
% Overturned: 22%

2nd Level: 0
% Overturned: NA

Enrollment by County

