



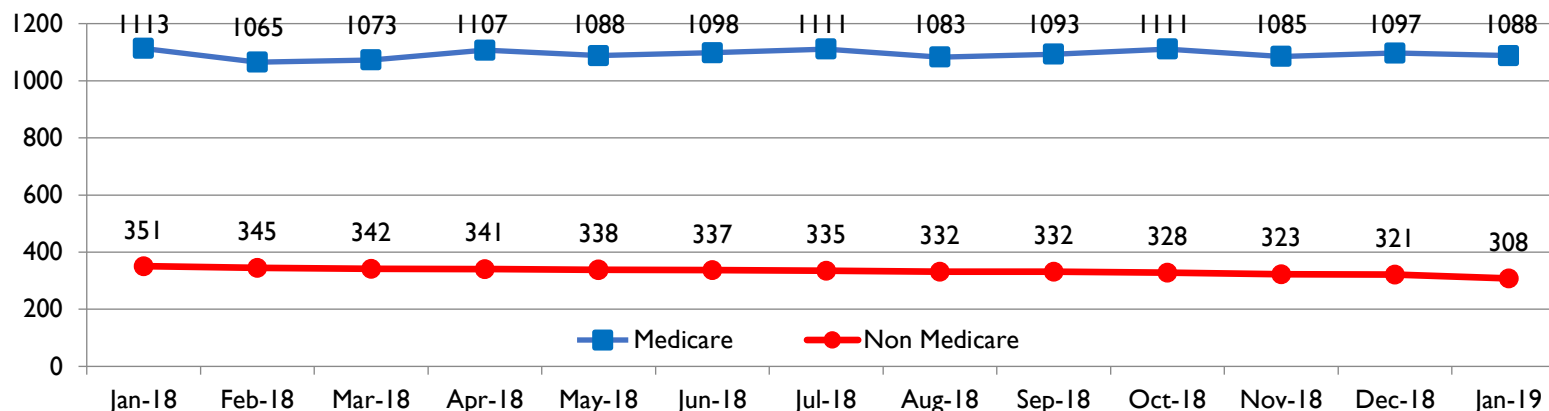
WSHIP Dashboard January 2019

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





Enrollment Summary

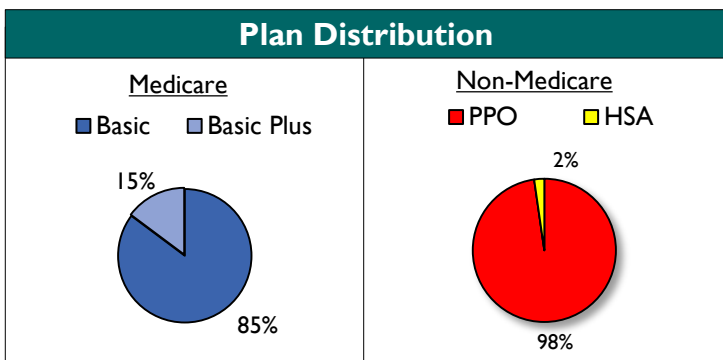


Applications Received

Medicare: 21

Non-Medicare: 0 (Closed)

Individuals	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Total Enrollment	1464	1410	1415	1448	1426	1435	1446	1415	1425	1439	1408	1418	1396
3rd Party Sponsorship	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)	864 (61%)	854 (61%)
Non-Medicare	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)	249 (78%)	243 (79%)
EHIP	235	235	232	231	231	231	230	229	229	227	224	222	217
Other (Mostly AKF)	31	28	29	30	29	29	29	30	29	28	27	27	26
Medicare (Mostly AKF)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)	615 (56%)	611 (56%)



Medicare Enrollee Profile

Average Age: 61
 Gender: Female 43% Male 57%
 Top Diagnosis: Kidney & Urinary Disease

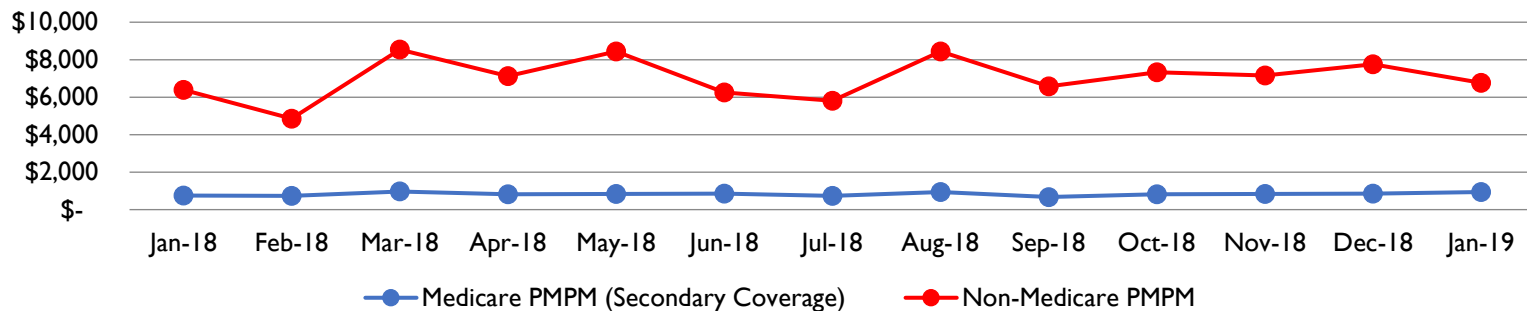
Non-Medicare Enrollee Profile

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

Monthly Activity



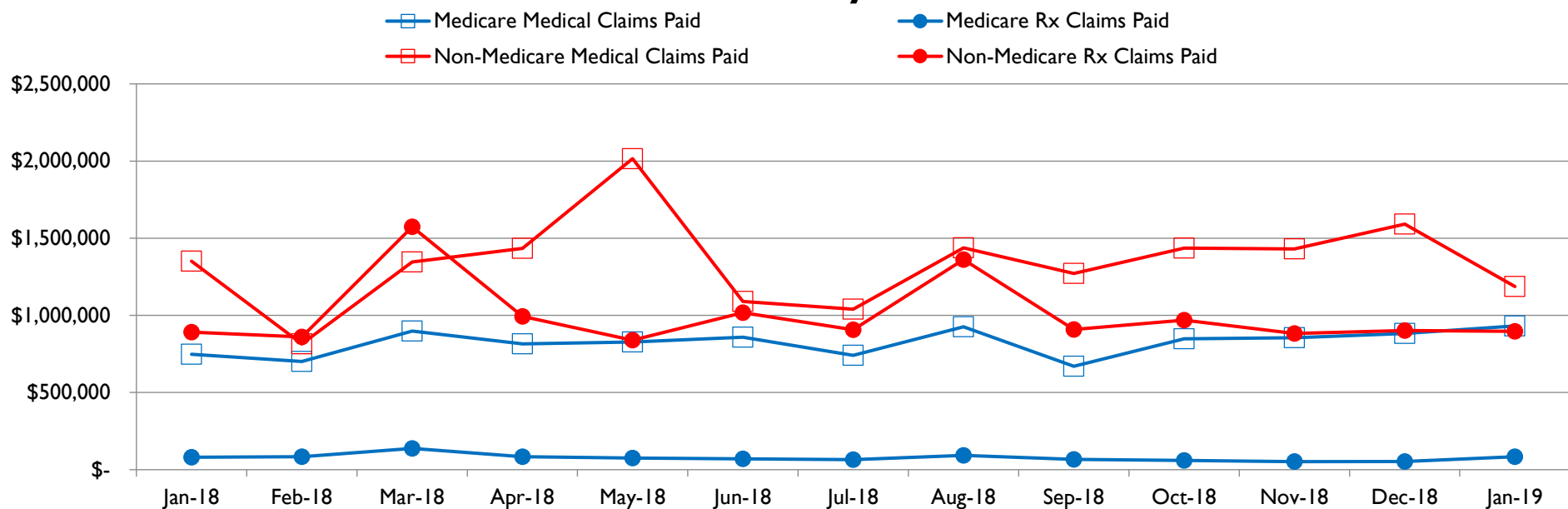
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1 Claim
 Total Pd: \$162,838.06
 Diagnosis: Antineoplastic Immunotherapy

Medical & Pharmacy Claims Paid

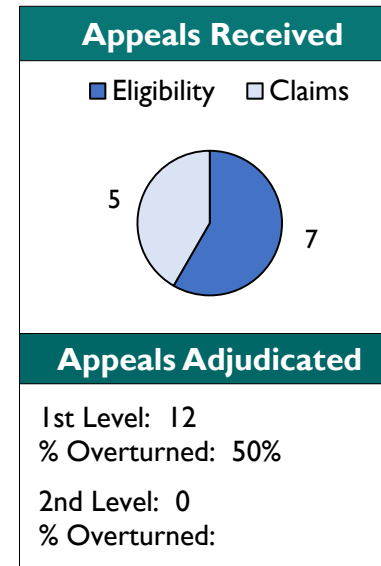
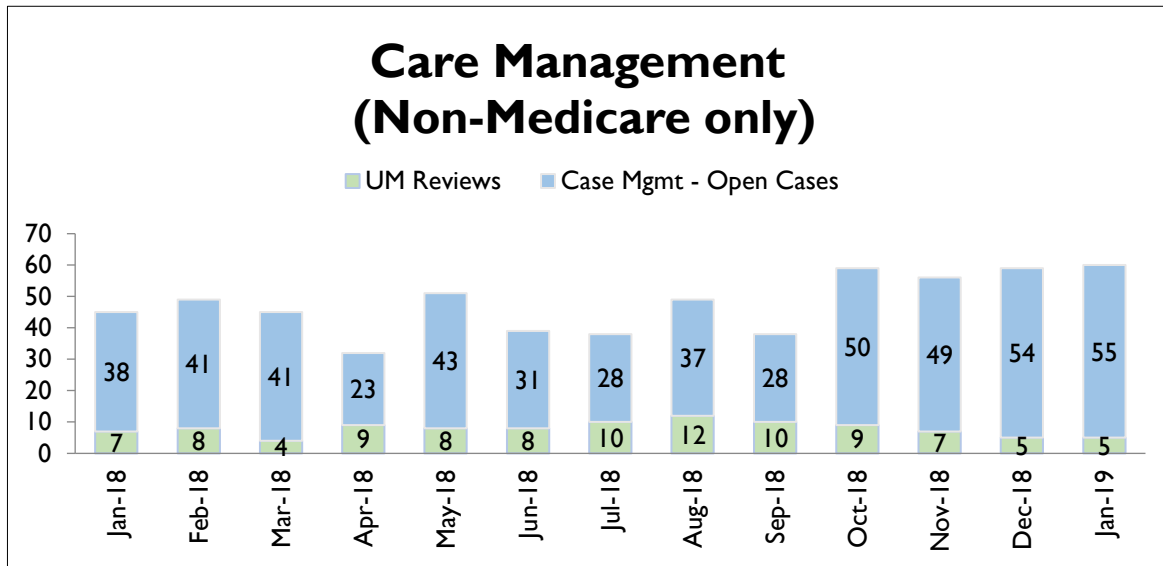


Monthly Activity



Service Levels

Metric	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19
Customer Service:													
Average Calls per Day	27	28	29	30	31	32	33	33	33	34	34	33	33
Speed of Answer (Standard 60 Sec)	69	65	49	44	51	61	87	47	35	49	40	34	46
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%	99.2%	98.4%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



OIC Complaints

None

Enrollment by County

