WSHIP Dashboard
July 2018

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

Applications Received
Medicare: 37
Non-Medicare: 0
(Closed)

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
**Claims Paid Per Member Per Month**

<table>
<thead>
<tr>
<th>Month</th>
<th>Medicare PMPM (Secondary Coverage)</th>
<th>Non-Medicare PMPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-17</td>
<td>$10,000</td>
<td>$8,000</td>
</tr>
<tr>
<td>Aug-17</td>
<td>$8,000</td>
<td>$6,000</td>
</tr>
<tr>
<td>Sep-17</td>
<td>$6,000</td>
<td>$4,000</td>
</tr>
<tr>
<td>Oct-17</td>
<td>$4,000</td>
<td>$2,000</td>
</tr>
<tr>
<td>Nov-17</td>
<td>$2,000</td>
<td>$-</td>
</tr>
<tr>
<td>Dec-17</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Jan-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Feb-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Mar-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Apr-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>May-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Jun-18</td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td>Jul-18</td>
<td>$-</td>
<td>$-</td>
</tr>
</tbody>
</table>

**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)**
  - 1 Claim
  - Total Paid: $115,922
  - Dx: Hemophilia
Monthly Activity

Service Levels

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Service:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Calls per Day</td>
<td>27</td>
<td>25</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>27</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td>32</td>
<td>33</td>
</tr>
<tr>
<td>Speed of Answer (Standard 60 Sec)</td>
<td>44</td>
<td>56</td>
<td>29</td>
<td>49</td>
<td>49</td>
<td>48</td>
<td>38</td>
<td>69</td>
<td>65</td>
<td>49</td>
<td>44</td>
<td>51</td>
<td>61</td>
</tr>
</tbody>
</table>

| **Claims:** | | | | | | | | | | | | | |
| Claims Processing Accuracy (Standard 97%) | 99.8% | 99.8% | 99.1% | 100.0% | 99.7% | 99.7% | 99.8% | 99.4% | 99.5% | 99.7% | 99.7% | 99.5% | 99.2% |
| 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)

- UM Reviews
- Case Mgmt - Open Cases

Appeals Received

Eligibility: 3
Claims: 4

OIC Complaints
None

Appeals Adjudicated

1st Level: 6
% Overturned: 33%

2nd Level: 1
% Overturned: 100%
Enrollment by County

Medicare Enrollment

Non-Medicare Enrollment