

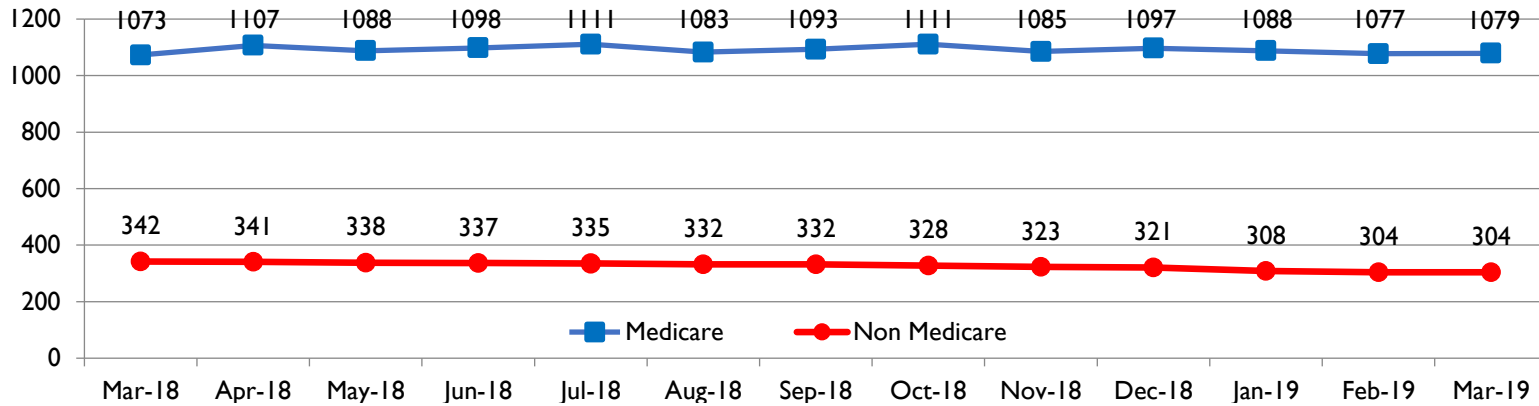


# WSHIP Dashboard March 2019

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



# Enrollment Summary

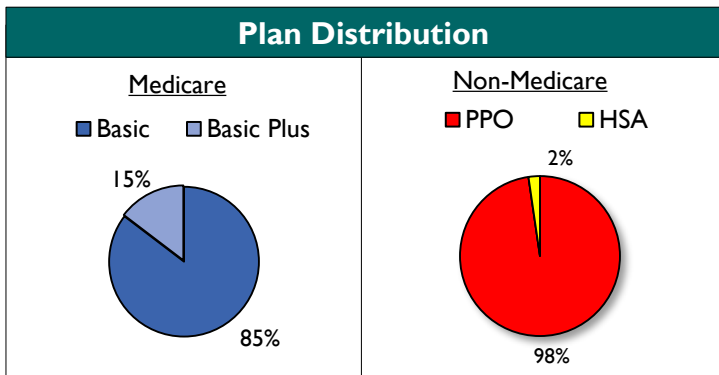


**Applications Received**

Medicare: 29

Non-Medicare: 0 (Closed)

Individuals	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Total Enrollment</b>	1415	1448	1426	1435	1446	1415	1425	1439	1408	1418	1396	1381	1383
<b>3rd Party Sponsorship</b>	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)	864 (61%)	854 (61%)	847 (61%)	845 (61%)
Non-Medicare	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)	249 (78%)	243 (79%)	242 (80%)	242 (80%)
EHIP	232	231	231	231	230	229	229	227	224	222	217	216	216
Other (Mostly AKF)	29	30	29	29	29	30	29	28	27	27	26	26	26
Medicare (Mostly AKF)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)	615 (56%)	611 (56%)	605 (56%)	603 (56%)



**Medicare Enrollee Profile**

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

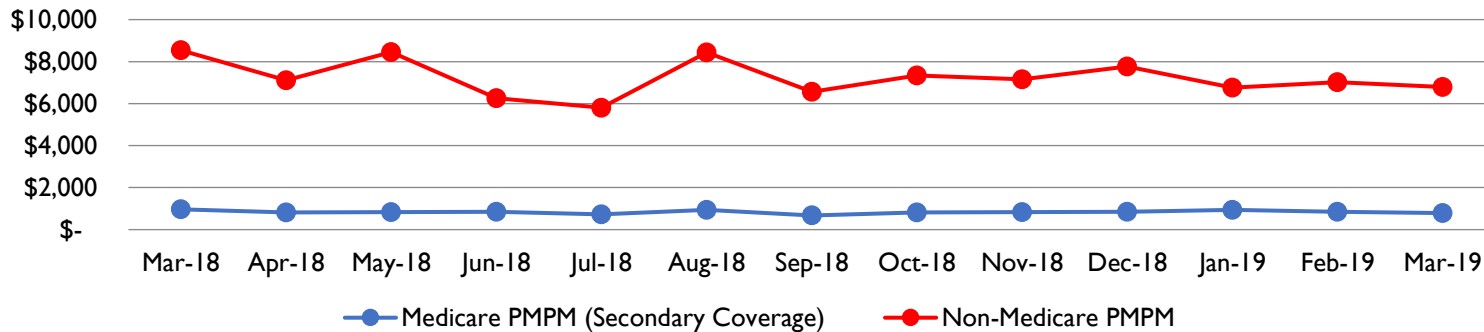
**Non-Medicare Enrollee Profile**

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

# Monthly Activity



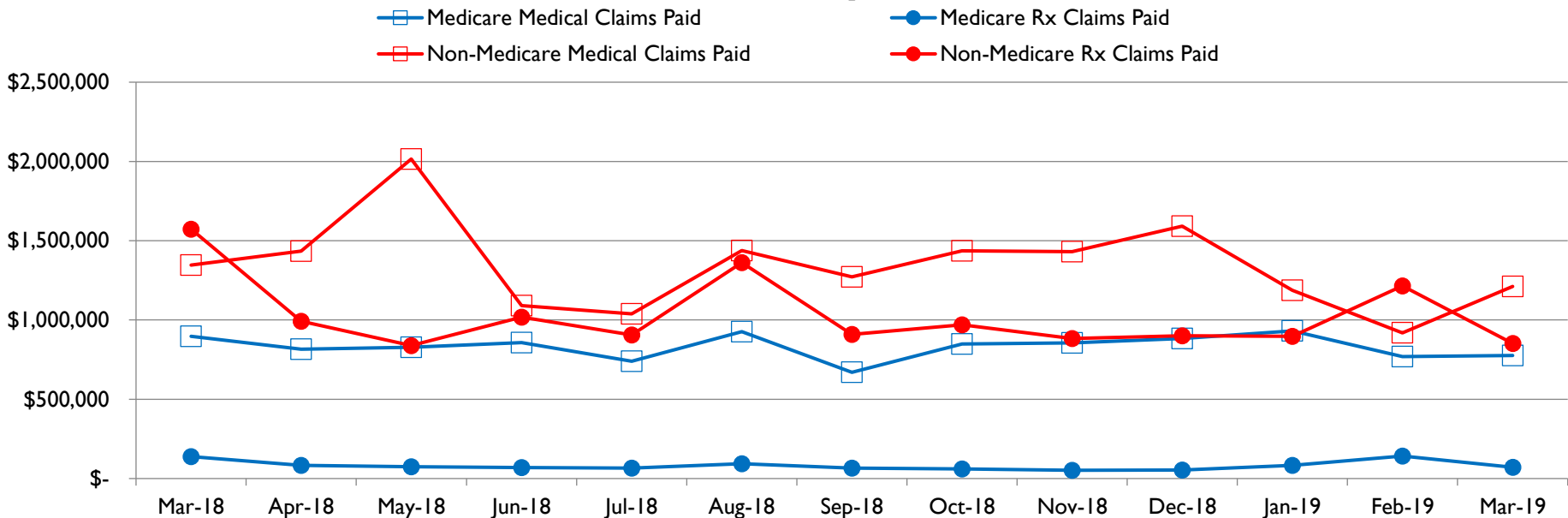
## Claims Paid Per Member Per Month



### High Dollar Claims (over \$100,000)

3 Claims  
 Total Pd:  
 \$397,142.16  
 Diagnoses:  
 Paroxysmal  
 Nocturnal  
 Hemoglobinuria,  
 Hemophilia

## Medical & Pharmacy Claims Paid

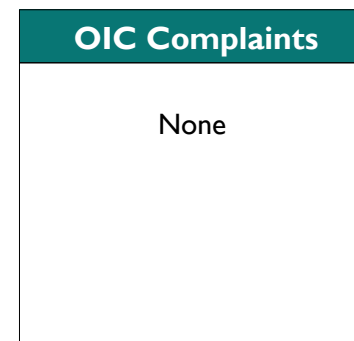
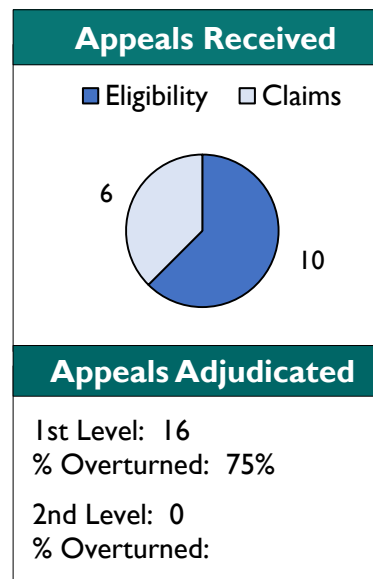
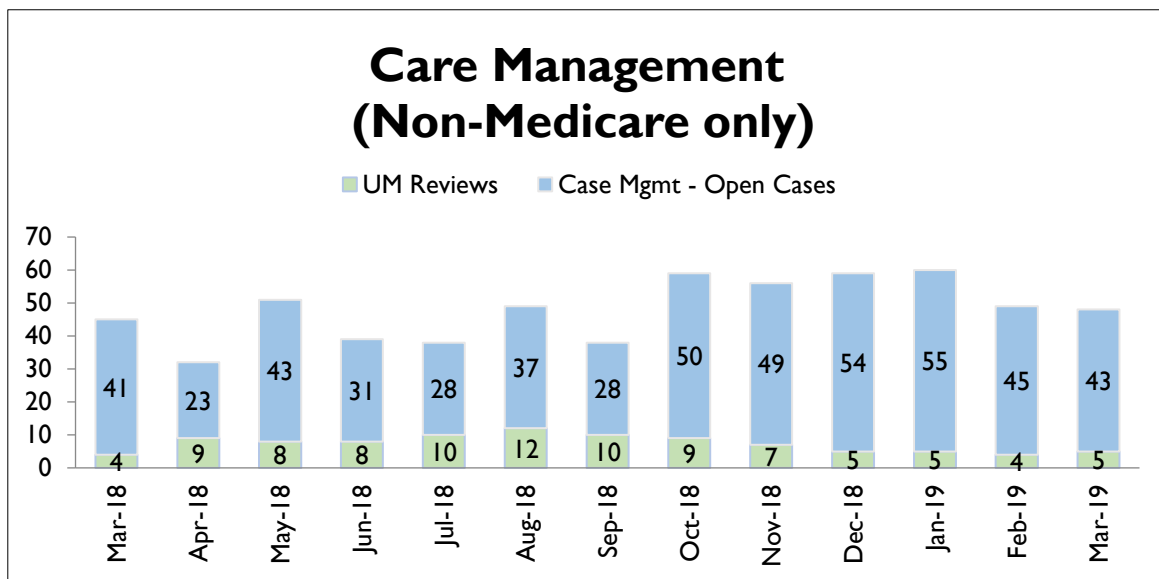


# Monthly Activity



## Service Levels

Metric	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Customer Service:</b>													
Average Calls per Day	29	30	31	32	33	33	33	34	34	33	33	33	33
Speed of Answer (Standard 60 Sec)	49	44	51	61	87	47	35	49	40	34	46	49	30
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%	99.2%	98.4%	99.7%	99.0%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Enrollment by County

