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

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<tbody>
<tr>
<td><strong>Total Enrollment</strong></td>
<td>1415</td>
<td>1448</td>
<td>1426</td>
<td>1435</td>
<td>1446</td>
<td>1415</td>
<td>1425</td>
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<td>1408</td>
<td>1418</td>
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<tr>
<td><strong>3rd Party Sponsorship</strong></td>
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<tr>
<td>Medicare</td>
<td>121 (60%)</td>
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<tr>
<td>Non-Medicare</td>
<td>261 (76%)</td>
<td>261 (77%)</td>
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<td>259 (77%)</td>
<td>259 (77%)</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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<td>EHIP</td>
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<td>224</td>
<td>222</td>
<td>217</td>
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<td>Other (Mostly AKF)</td>
<td>29</td>
<td>30</td>
<td>29</td>
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<tr>
<td>Medicare (Mostly AKF)</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 (56%)</td>
<td>623 (56%)</td>
<td>601 (55%)</td>
<td>615 (56%)</td>
<td>611 (56%)</td>
<td>605 (56%)</td>
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### Plan Distribution

- **Medicare:**
  - **Basic:** 85%
  - **Basic Plus:** 15%
- **Non-Medicare:**
  - **PPO:** 98%
  - **HSA:** 2%

### 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 Paid: $397,142.16
- Diagnoses:
  - Paroxysmal Nocturnal Hemoglobinuria
  - Hemophilia

Medical & Pharmacy Claims Paid

- Medicare Medical Claims Paid
- Medicare Rx Claims Paid
- Non-Medicare Medical Claims Paid
- Non-Medicare Rx Claims Paid
## Monthly Activity

### Service Levels

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<tr>
<td><strong>Customer Service:</strong></td>
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<td>Average Calls per Day</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
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<td>44</td>
<td>51</td>
<td>61</td>
<td>87</td>
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<td><strong>Claims:</strong></td>
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<td>Claims Processing Accuracy</td>
<td>99.5%</td>
<td>99.7%</td>
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<td>99.5%</td>
<td>99.2%</td>
<td>99.5%</td>
<td>98.8%</td>
<td>99.7%</td>
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<td>99.2%</td>
<td>98.4%</td>
<td>99.7%</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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<td>(Standard 100%)</td>
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### Care Management (Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

![Graph showing UM Reviews and Case Mgmt - Open Cases](chart.png)

### Appeals Received

- Eligibility
- Claims

- 1st Level: 16
  - % Overturned: 75%

- 2nd Level: 0

### OIC Complaints

- None

### Appeals Adjudicated

- 1st Level: 16
  - % Overturned: 75%

- 2nd Level: 0
  - % Overturned: