



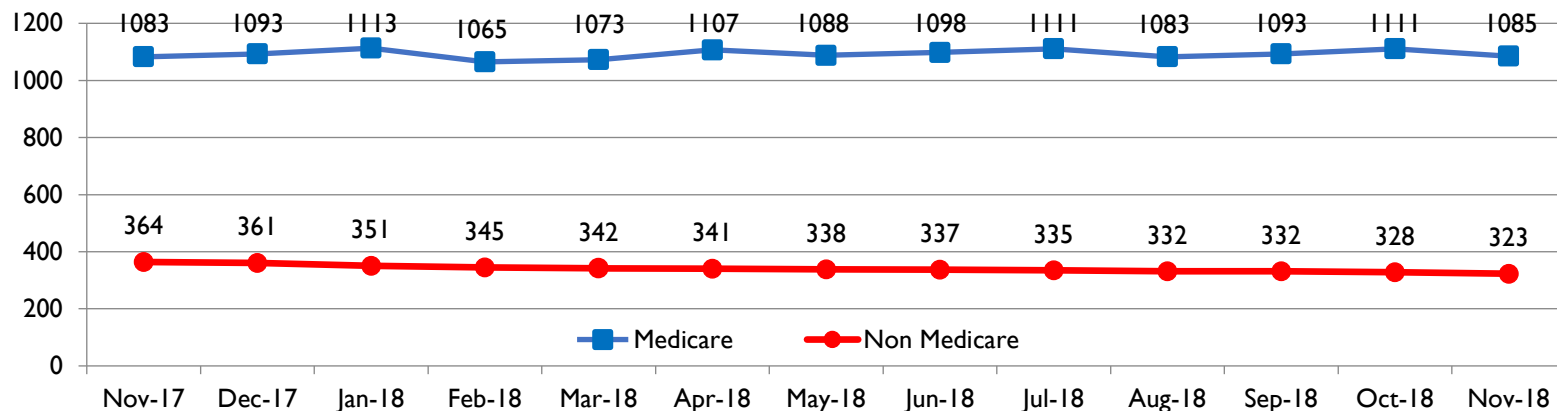
# WSHIP Dashboard November 2018

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





# Enrollment Summary

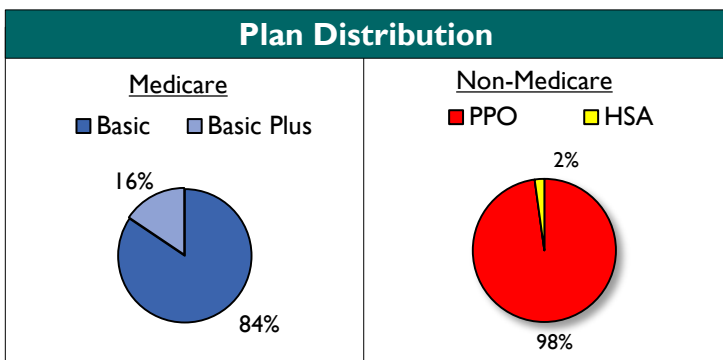


**Applications Received**

Medicare: 14

Non-Medicare: 0 (Closed)

Individuals	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
<b>Total Enrollment</b>	1447	1454	1464	1410	1415	1448	1426	1435	1446	1415	1425	1439	1408
<b>3rd Party Sponsorship</b>	864 (60%)	873 (60%)	882 (60%)	833 (59%)	845 (60%)	875 (60%)	853 (60%)	859 (60%)	869 (60%)	852 (60%)	866 (61%)	878 (61%)	852 (61%)
Non-Medicare	268 (74%)	268 (74%)	266 (76%)	263 (76%)	261 (76%)	261 (77%)	260 (77%)	260 (77%)	259 (77%)	259 (78%)	258 (78%)	255 (78%)	251 (78%)
EHIP	236	236	235	235	232	231	231	231	230	229	229	227	224
Other (Mostly AKF)	32	32	31	28	29	30	29	29	29	30	29	28	27
Medicare (Mostly AKF)	596 (55%)	605 (55%)	616 (55%)	570 (54%)	584 (54%)	614 (55%)	593 (55%)	599 (55%)	610 (55%)	594 (55%)	608 (56%)	623 (56%)	601 (55%)



### Medicare Enrollee Profile

Average Age: 60  
 Gender: Female 42% Male 58%  
 Top Diagnosis: Kidney & Urinary Disease

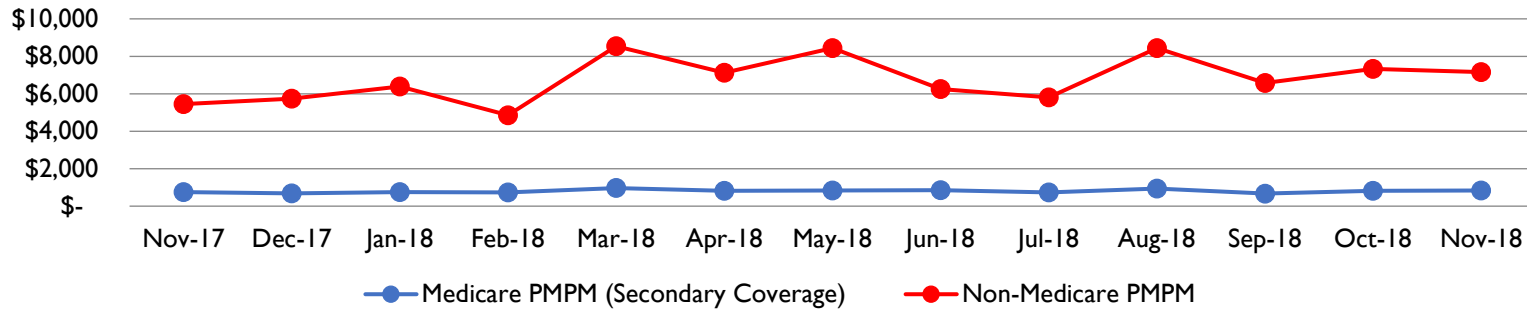
### Non-Medicare Enrollee Profile

Average Age: 44  
 Gender: Female 32% Male 68%  
 Top Diagnosis: HIV / AIDS

# Monthly Activity



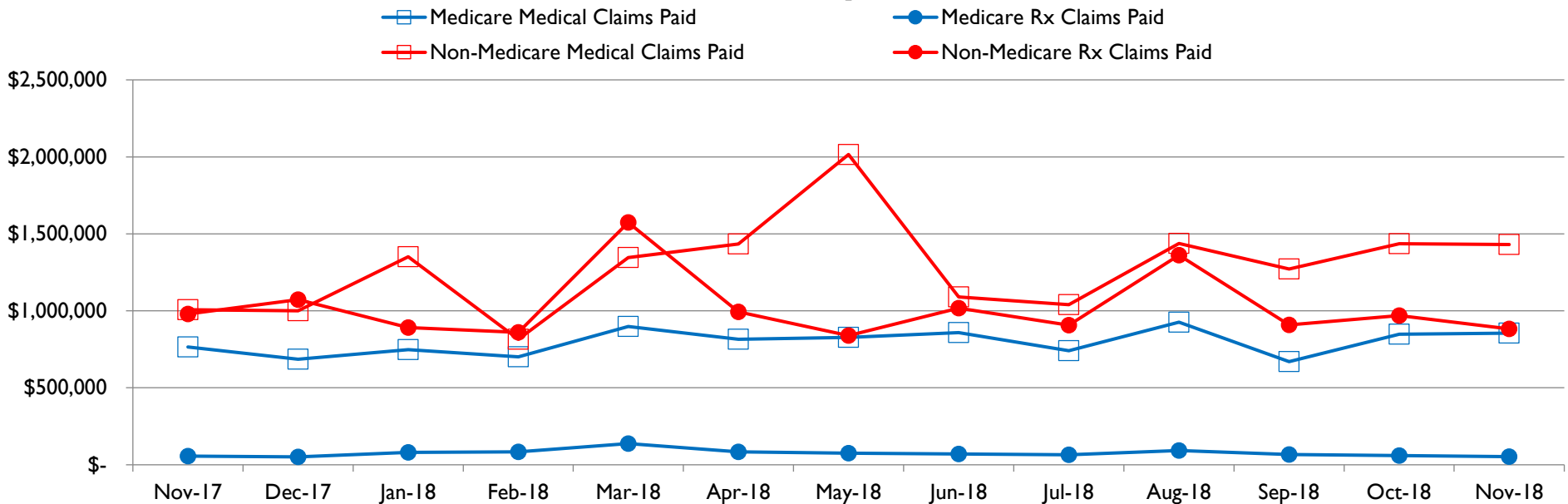
## Claims Paid Per Member Per Month



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

2 Claims  
 Total Paid: \$326,369.01  
 Diagnoses: Hemochromatosis & Hemoglobinuria

## Medical & Pharmacy Claims Paid

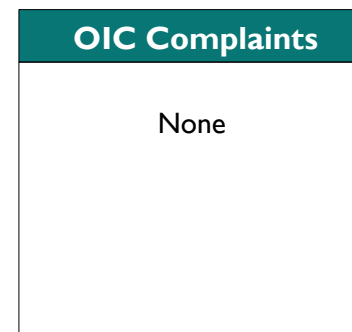
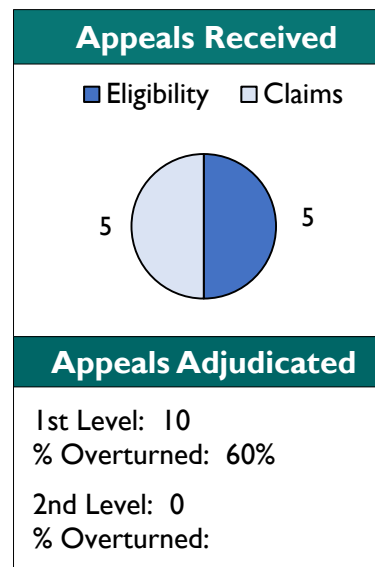
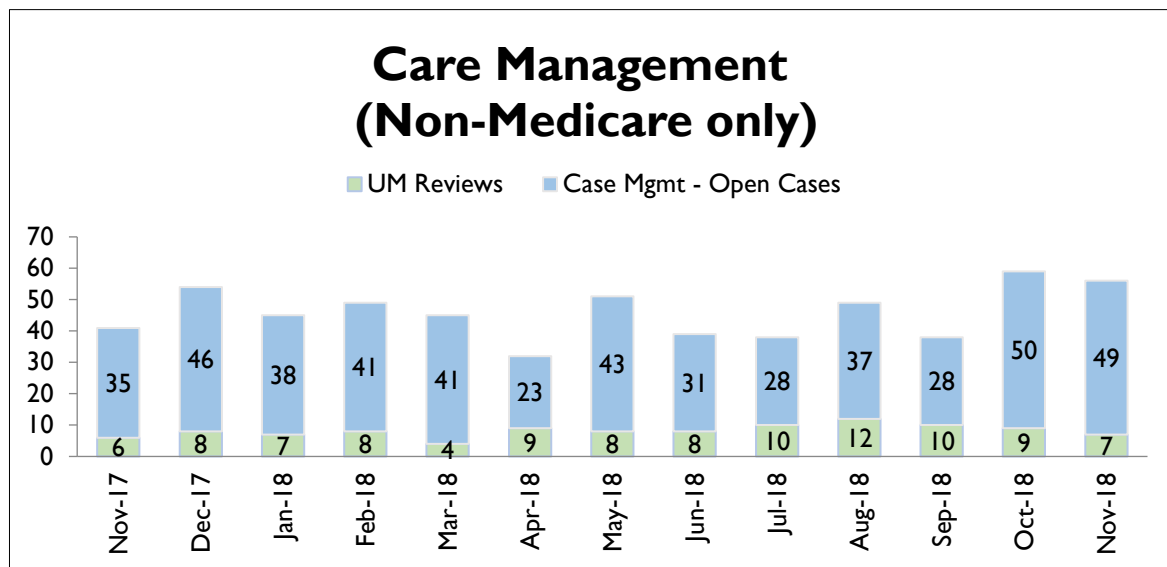


# Monthly Activity



## Service Levels

Metric	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
<b>Customer Service:</b>													
Average Calls per Day	26	27	27	28	29	30	31	32	33	33	33	34	34
Speed of Answer (Standard 60 Sec)	48	38	69	65	49	44	51	61	87	47	35	49	40
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.7%	99.7%	99.8%	99.4%	99.5%	99.7%	99.7%	99.5%	99.2%	99.5%	98.8%	99.7%	99.7%
30-Day Clean Claims Processing (Standard 100%)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



# Enrollment by County

