WSHIP Dashboard
September 2018

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

### Plan Distribution

#### Medicare
- Basic: 84%
- Basic Plus: 16%

#### Non-Medicare
- PPO: 98%
- HSA: 2%

### 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

### Applications Received
- Medicare: 29
- Non-Medicare: 0 (Closed)

### 3rd Party Sponsorship

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<tbody>
<tr>
<td>Total Enrollment</td>
<td>1458</td>
<td>1464</td>
<td>1447</td>
<td>1454</td>
<td>1464</td>
<td>1410</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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<tr>
<td>3rd Party Sponsorship</td>
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<tr>
<td>Non-Medicare</td>
<td>875 (60%)</td>
<td>880 (60%)</td>
<td>864 (60%)</td>
<td>873 (60%)</td>
<td>882 (60%)</td>
<td>833 (59%)</td>
<td>845 (60%)</td>
<td>875 (60%)</td>
<td>853 (60%)</td>
<td>859 (60%)</td>
<td>869 (60%)</td>
<td>852 (60%)</td>
<td>866 (61%)</td>
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<td>EHIP</td>
<td>274 (74%)</td>
<td>272 (74%)</td>
<td>268 (74%)</td>
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<td>266 (76%)</td>
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<td>259 (78%)</td>
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<tr>
<td>Other (Mostly AKF)</td>
<td>37</td>
<td>36</td>
<td>32</td>
<td>32</td>
<td>31</td>
<td>28</td>
<td>29</td>
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<td>29</td>
</tr>
<tr>
<td>Medicare (Mostly AKF)</td>
<td>601 (55%)</td>
<td>608 (56%)</td>
<td>596 (55%)</td>
<td>605 (55%)</td>
<td>616 (55%)</td>
<td>570 (54%)</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>
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</tbody>
</table>

### Medicare

#### 2017-2018 Enrollment Summary
- Total Enrollment: 1458 to 1425
- Non-Medicare: 0 (Closed)

#### Applications
- Medicare: 29
- Non-Medicare: 0

#### Non-Medicare Enrollee Profile
- Average Age: 44
- Gender: Female 32% Male 68%
- Top Diagnosis: HIV / AIDS

#### Medicare Enrollee Profile
- Average Age: 60
- Gender: Female 42% Male 58%
- Top Diagnosis: Kidney & Urinary Disease
Monthly Activity

Claims Paid Per Member Per Month

- Medicare PMPM (Secondary Coverage)
- Non-Medicare PMPM

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: $245,646
Dx: Hemochromatosis
### Monthly Activity

#### Service Levels

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<tbody>
<tr>
<td><strong>Customer Service:</strong></td>
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<tr>
<td>Average Calls per Day</td>
<td>25</td>
<td>26</td>
<td>26</td>
<td>27</td>
<td>27</td>
<td>28</td>
<td>29</td>
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<td>31</td>
<td>32</td>
<td>33</td>
<td>33</td>
<td>33</td>
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<tr>
<td>Speed of Answer (Standard 60 Sec)</td>
<td>29</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>
<td>87</td>
<td>47</td>
<td>35</td>
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</table>

| **Claims:** | | | | | | | | | | | | | |
| Claims Processing Accuracy | 99.1% | 100.0% | 99.7% | 99.7% | 99.8% | 99.4% | 99.5% | 99.7% | 99.7% | 99.5% | 99.2% | 99.5% | 98.8% |
| (Standard 97%) | | | | | | | | | | | | | |
| 30-Day Clean Claims Processing | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| (Standard 100%) | | | | | | | | | | | | | |

#### Care Management (Non-Medicare only)

- **UM Reviews**
- **Case Mgmt - Open Cases**

#### Appeals Received

- **Eligibility**
- **Claims**

#### OIC Complaints

- None

#### Appeals Adjudicated

1st Level: 6
% Overturned: 67%

2nd Level: 0
% Overturned: 0
Enrollment by County

Medicare Enrollment
Non-Medicare Enrollment