WSHIP Dashboard
September 2019

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

#### Total Enrollment

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<tbody>
<tr>
<td>Individuals</td>
<td>1425</td>
<td>1439</td>
<td>1408</td>
<td>1418</td>
<td>1396</td>
<td>1381</td>
<td>1383</td>
<td>1404</td>
<td>1369</td>
<td>1385</td>
<td>1410</td>
<td>1405</td>
<td>1416</td>
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<tr>
<td>Medicare</td>
<td>332</td>
<td>328</td>
<td>323</td>
<td>321</td>
<td>308</td>
<td>304</td>
<td>305</td>
<td>300</td>
<td>303</td>
<td>300</td>
<td>298</td>
<td>300</td>
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<tr>
<td>Non-Medicare</td>
<td>1093</td>
<td>1111</td>
<td>1085</td>
<td>1097</td>
<td>1088</td>
<td>1077</td>
<td>1079</td>
<td>1099</td>
<td>1069</td>
<td>1082</td>
<td>1110</td>
<td>1107</td>
<td>1116</td>
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#### 3rd Party Sponsorship

- **Non-Medicare**: 866 (61%), 878 (61%), 852 (61%), 864 (61%), 854 (61%), 847 (61%), 845 (61%), 870 (62%), 839 (61%), 857 (62%), 879 (62%), 871 (62%), 882 (62%)
- **EHIP**: 229, 227, 224, 222, 221, 217, 216, 217, 216, 216, 216, 216, 216
- **Other (Mostly AKF)**: 29, 28, 27, 27, 26, 26, 26, 26, 23, 25, 25, 24, 25
- **Medicare (Mostly AKF)**: 608 (56%), 623 (56%), 601 (55%), 615 (56%), 611 (56%), 605 (56%), 603 (56%), 627 (57%), 600 (56%), 616 (57%), 638 (57%), 631 (57%), 641 (57%)

#### Plan Distribution

- **Medicare**
  - Basic: 13%
  - Basic Plus: 87%
- **Non-Medicare**
  - PPO: 2%
  - HSA: 98%

### 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

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

High Dollar Claims (over $100,000)

- 4 Claims
- Total Paid: $681,054.77
- Diagnosis:
  - Hemophilia,
  - Nocturnal hemoglobinuria
  - Pleural effusion

Medical & Pharmacy Claims Paid

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

### Service Levels

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<tbody>
<tr>
<td><strong>Customer Service:</strong></td>
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<td>Average Calls per Day</td>
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<td>33</td>
<td>34</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
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<td>49</td>
<td>40</td>
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<tr>
<td>Claims Processing Accuracy</td>
<td>98.8%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.2%</td>
<td>98.4%</td>
<td>99.7%</td>
<td>99.0%</td>
<td>99.1%</td>
<td>100.0%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.5%</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

### Appeals Received
- Eligibility: 7
- Claims: 6

### OIC Complaints
- None

### Appeals Adjudicated
- 1st Level: 13
  - % Overturned: 62%
- 2nd Level: 0
  - % Overturned:
Enrollment by County

Medicare Enrollment
Non-Medicare Enrollment

[Map showing enrollment numbers by county]