

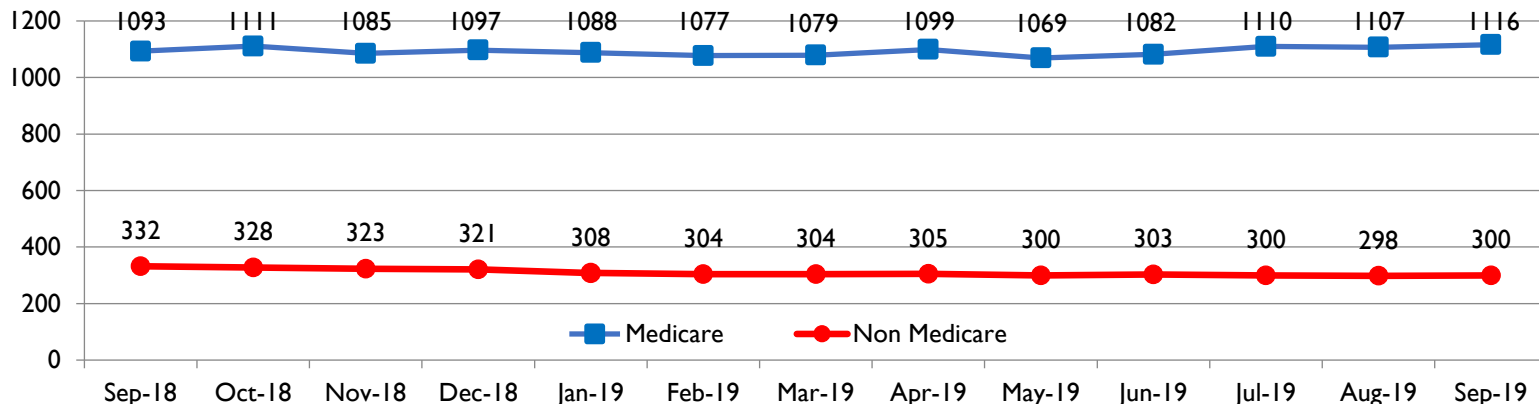


WSHIP Dashboard September 2019

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



Enrollment Summary

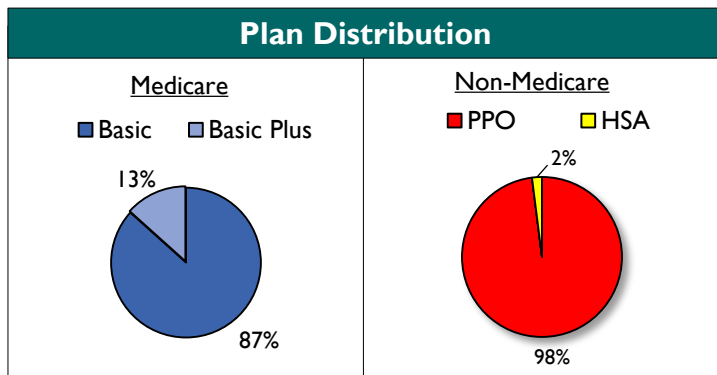


Applications Received

Medicare: 15

Non-Medicare: 0 (Closed)

Individuals	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Total Enrollment	1425	1439	1408	1418	1396	1381	1383	1404	1369	1385	1410	1405	1416
3rd Party Sponsorship	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%)
Non-Medicare	258 (78%)	255 (78%)	251 (78%)	249 (78%)	243 (79%)	242 (80%)	242 (80%)	243 (80%)	239 (80%)	241 (80%)	241 (80%)	240 (81%)	241 (80%)
EHIP	229	227	224	222	217	216	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%)



Medicare Enrollee Profile

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

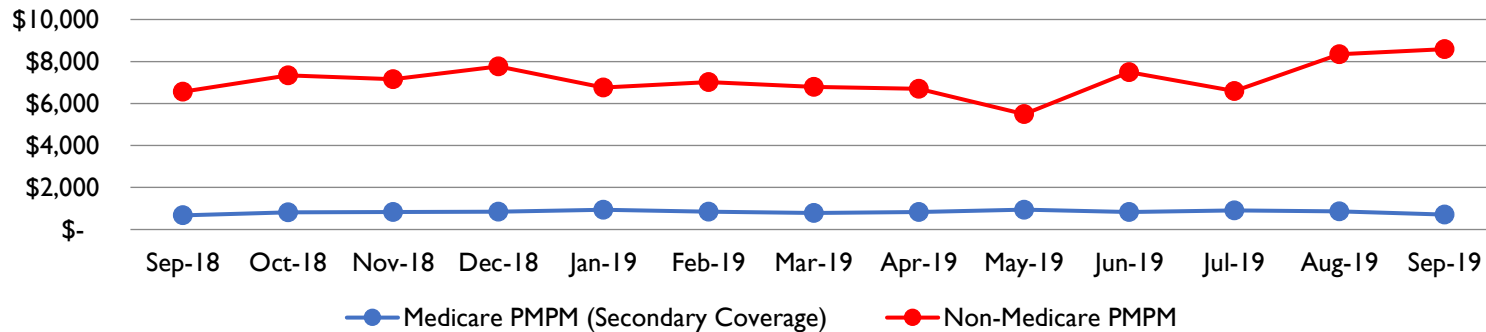
Non-Medicare Enrollee Profile

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

Monthly Activity



Claims Paid Per Member Per Month

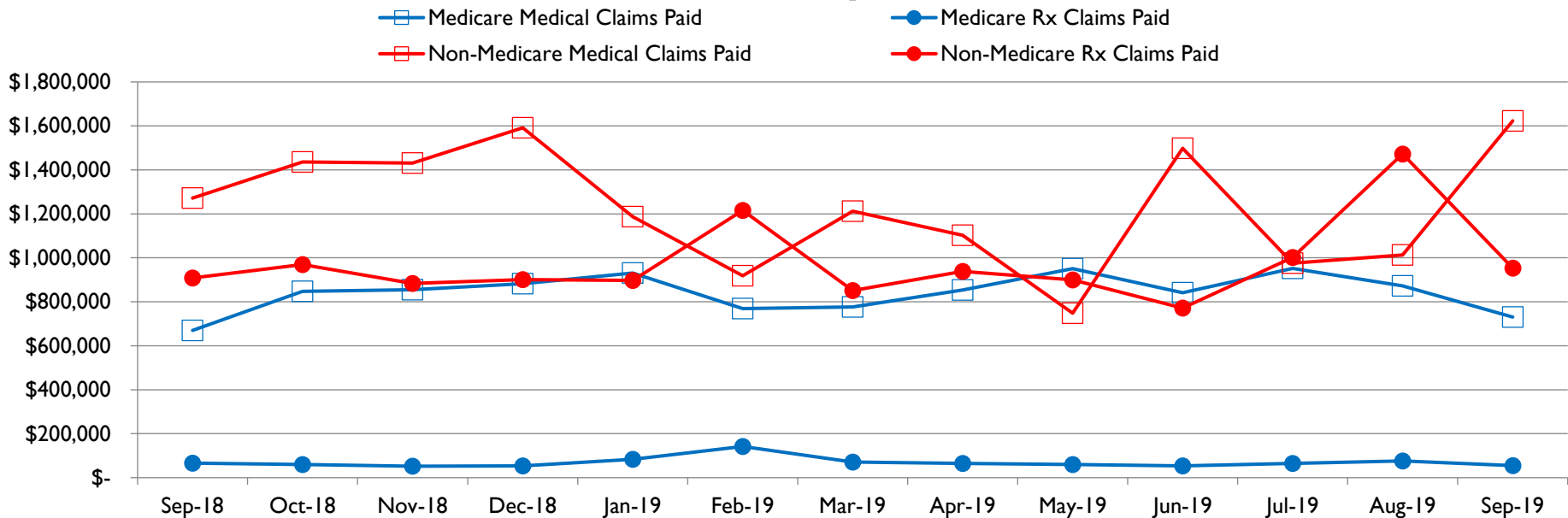


High Dollar Claims (over \$100,000)

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



Medical & Pharmacy Claims Paid

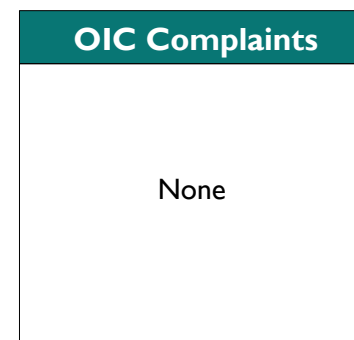
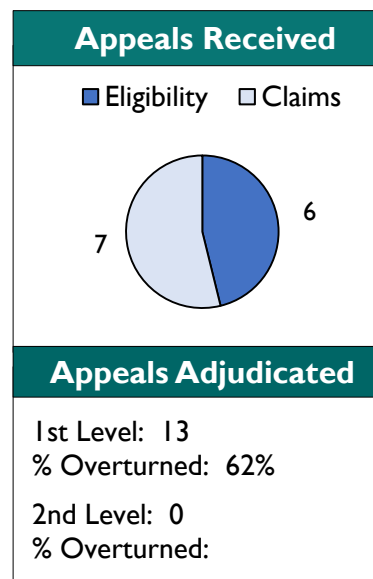
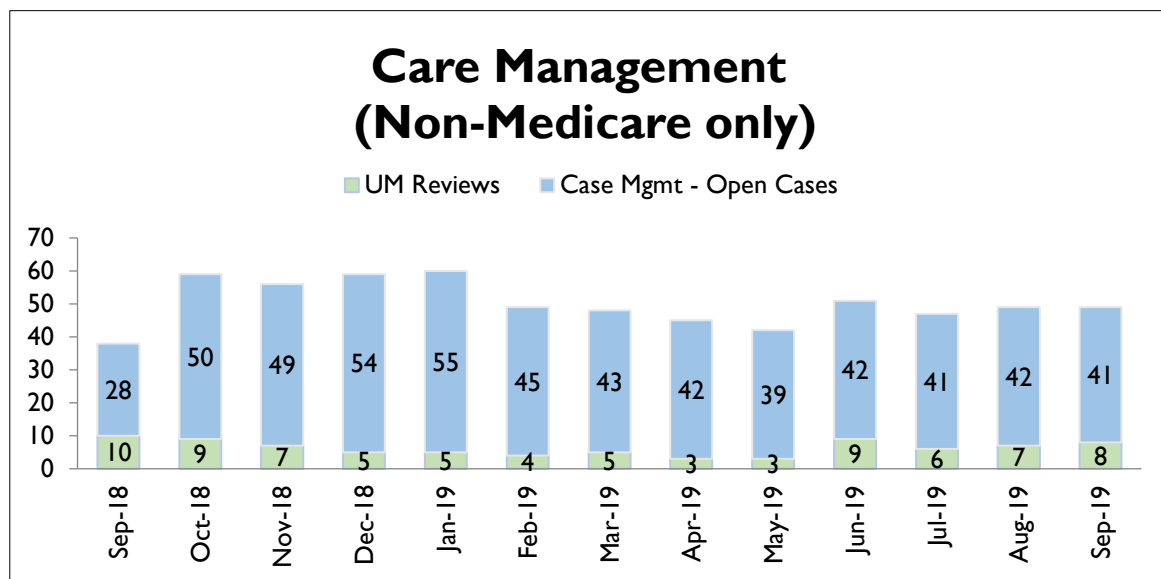


Monthly Activity

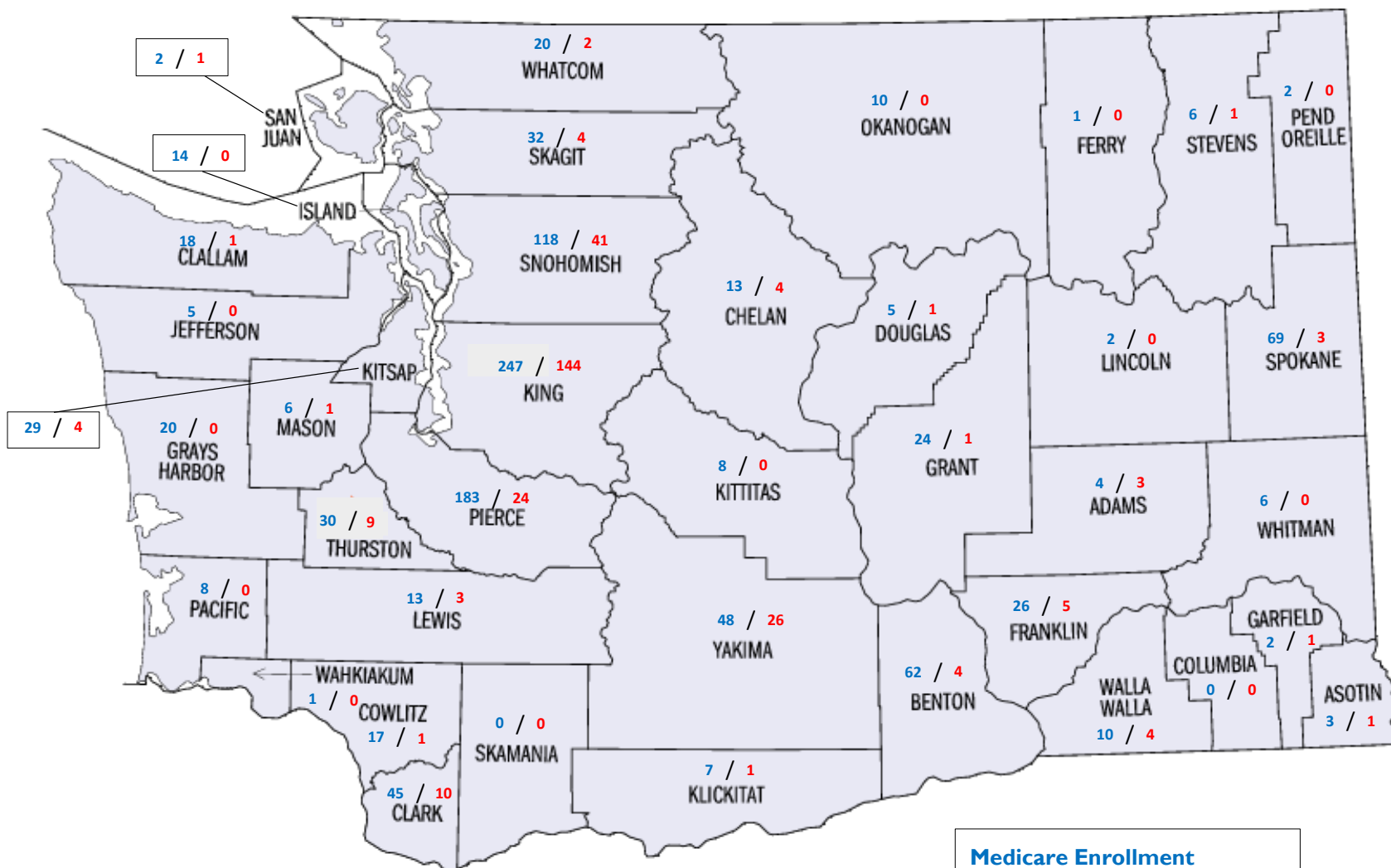


Service Levels

Metric	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Customer Service:													
Average Calls per Day	33	33	34	34	40	33	39	34	30	31	36	23	28
Speed of Answer (Standard 60 Sec)	35	49	40	34	46	49	30	50	57	64	81	68	90
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	98.8%	99.7%	99.7%	99.2%	98.4%	99.7%	99.0%	99.1%	100.0%	99.7%	99.7%	99.5%	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



Medicare Enrollment
Non-Medicare Enrollment