WSHIP Dashboard
October 2019

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

**Individuals**

- **Total Enrollment**
  - Oct-18: 1439
  - Nov-18: 1408
  - Dec-18: 1418
  - Jan-19: 1396
  - Feb-19: 1381
  - Mar-19: 1383
  - Apr-19: 1404
  - May-19: 1369
  - Jun-19: 1385
  - Jul-19: 1410
  - Aug-19: 1405
  - Sep-19: 1416
  - Oct-19: 1425

- **3rd Party Sponsorship**
  - Non-Medicare: 878 (61%), 852 (61%), 864 (61%), 854 (61%), 847 (61%), 845 (61%), 870 (62%), 839 (61%), 857 (62%), 879 (62%), 871 (62%), 882 (62%), 895 (63%)
  - Medicare: 623 (56%), 601 (55%), 615 (56%), 611 (56%), 605 (56%), 603 (56%), 627 (57%), 600 (56%), 616 (57%), 638 (57%), 631 (57%), 641 (57%), 655 (58%)

- **EHIP**
  - Oct-18: 227
  - Nov-18: 224
  - Dec-18: 222
  - Jan-19: 217
  - Feb-19: 216
  - Mar-19: 216
  - Apr-19: 217
  - May-19: 216
  - Jun-19: 216
  - Jul-19: 216
  - Aug-19: 216
  - Sep-19: 216
  - Oct-19: 215

- **Other (Mostly AKF)**
  - Oct-18: 28
  - Nov-18: 27
  - Dec-18: 27
  - Jan-19: 26
  - Feb-19: 26
  - Mar-19: 26
  - Apr-19: 26
  - May-19: 23
  - Jun-19: 25
  - Jul-19: 25
  - Aug-19: 24
  - Sep-19: 25
  - Oct-19: 25

**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

**Applications Received**
- Medicare: 22
- Non-Medicare: 0
  - (Closed)
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: $143,594.44
Diagnosis:
- Nonrheumatic aortic (valve) stenosis
# Monthly Activity

## Service Levels

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<td>Average Calls per Day</td>
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<td>34</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
<td>49</td>
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<td>Claims Processing Accuracy</td>
<td>99.7%</td>
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<td>99.2%</td>
<td>98.4%</td>
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<td>30-Day Clean Claims Processing</td>
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## Care Management

- **Non-Medicare only**
  - UM Reviews
  - Case Mgmt - Open Cases

## Appeals Received
- Eligibility
- Claims

### OIC Complaints
- None

## Appeals Adjudicated
1. **1st Level:** 8
   - % Overturned: 75%
2. **2nd Level:** 0
   - % Overturned: