

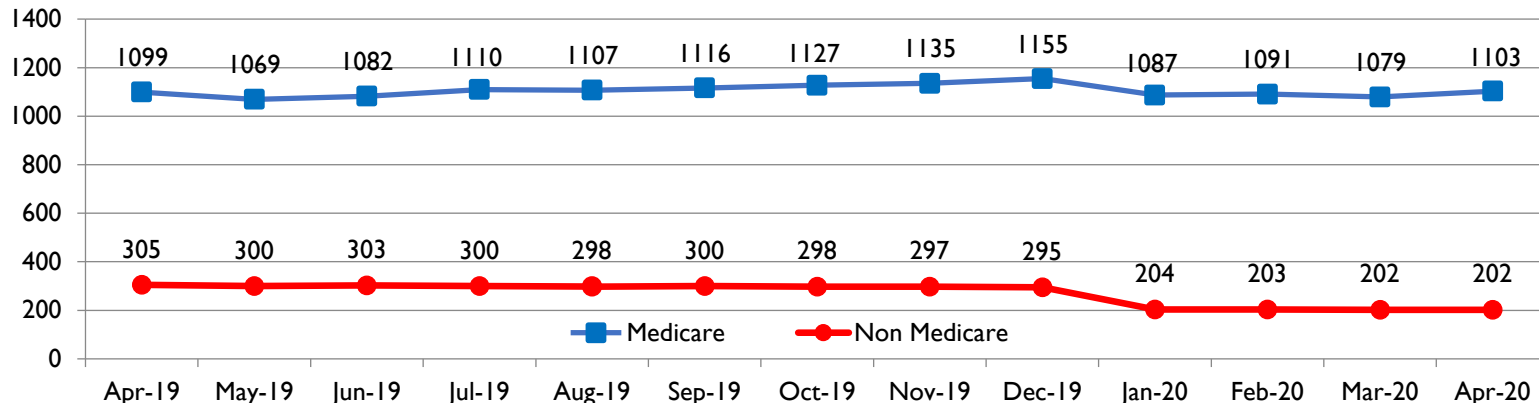


WSHIP Dashboard April 2020

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



Enrollment Summary

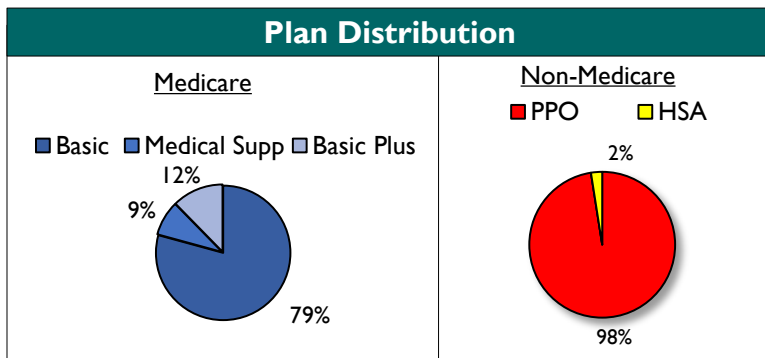


Applications Received

Medicare: 11

Non-Medicare: 0 (Closed)

Individuals	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
Total Enrollment	1404	1369	1385	1410	1405	1416	1425	1432	1450	1291	1294	1281	1305
3rd Party Sponsorship	870 (62%)	839 (61%)	857 (62%)	879 (62%)	871 (62%)	882 (62%)	895 (63%)	907 (63%)	927 (64%)	789 (61%)	795 (61%)	786 (61%)	806 (62%)
Non-Medicare	243 (80%)	239 (80%)	241 (80%)	241 (80%)	240 (81%)	241 (80%)	240 (81%)	240 (81%)	239 (81%)	155 (76%)	155 (76%)	154 (76%)	154 (76%)
EHIP	217	216	216	216	216	216	215	215	214	134	134	134	134
Other (Mostly AKF)	26	23	25	25	24	25	25	25	25	21	21	20	20
Medicare (Mostly AKF)	627 (57%)	600 (56%)	616 (57%)	638 (57%)	631 (57%)	641 (57%)	655 (58%)	667 (59%)	688 (60%)	634 (58%)	640 (59%)	632 (59%)	652 (59%)



Medicare Enrollee Profile

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

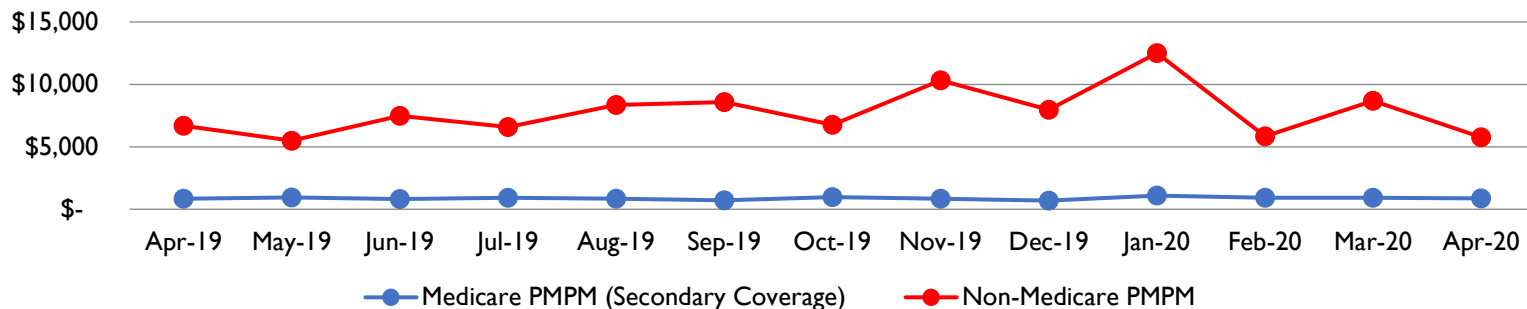
Non-Medicare Enrollee Profile

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

Monthly Activity



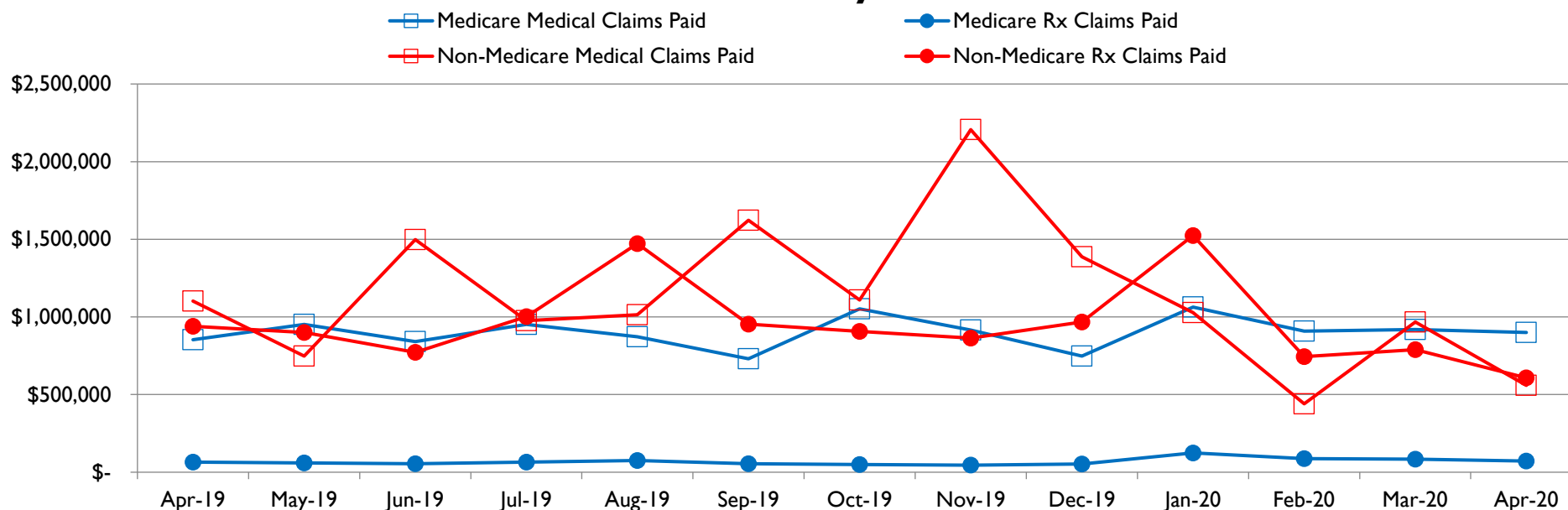
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

0 Claims

Medical & Pharmacy Claims Paid

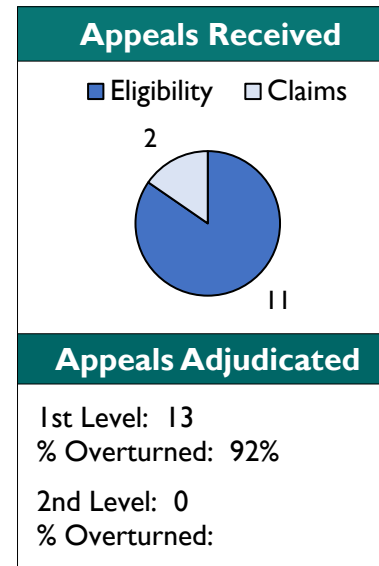
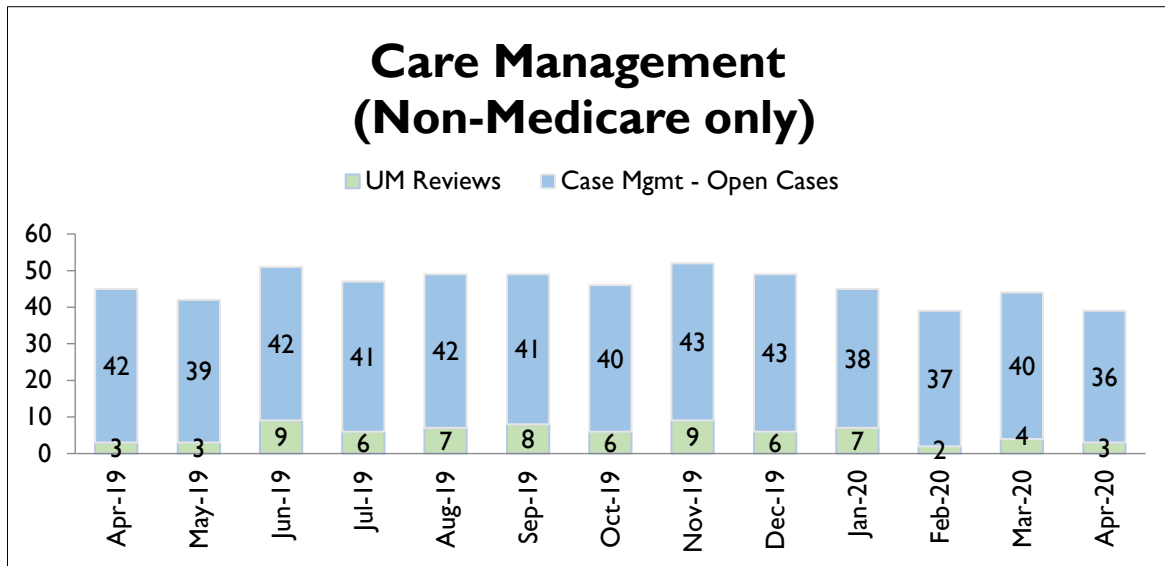


Monthly Activity



Service Levels

Metric	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
Customer Service:													
Average Calls per Day	34	30	31	36	23	28	28	32	39	41	33	33	31
Speed of Answer (Standard 60 Sec)	50	57	64	81	68	90	37	34	43	49	53	41	34
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	VOB	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.1%	100.0%	99.7%	99.7%	99.5%	99.7%	99.8%	99.7%	99.7%	99.8%	99.4%	100.0%	99.2%
30-Day Clean Claims Processing (Standard 100%)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



OIC Complaints

None

Enrollment by County

