WSHIP Dashboard
February 2020
An Overview Summary of the Administrator's Monthly Operations Report and Pool Activities
### Enrollment Summary

#### Applications Received
- Medicare: 25
- Non-Medicare: 0 (Closed)

#### Individuals

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<tbody>
<tr>
<td>Total Enrollment</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>
<td>1425</td>
<td>1432</td>
<td>1450</td>
<td>1360</td>
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<tr>
<td>3rd Party Sponsorship</td>
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<tr>
<td>Non-Medicare</td>
<td>847 (61%)</td>
<td>845 (61%)</td>
<td>870 (62%)</td>
<td>839 (61%)</td>
<td>857 (62%)</td>
<td>879 (62%)</td>
<td>871 (62%)</td>
<td>882 (62%)</td>
<td>895 (63%)</td>
<td>907 (63%)</td>
<td>927 (64%)</td>
<td>845 (62%)</td>
<td>845 (62%)</td>
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<tr>
<td>EHIP</td>
<td>242 (80%)</td>
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<td>243 (80%)</td>
<td>239 (80%)</td>
<td>241 (80%)</td>
<td>241 (80%)</td>
<td>240 (81%)</td>
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<td>240 (81%)</td>
<td>239 (81%)</td>
<td>154 (76%)</td>
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<td>Other (Mostly AKF)</td>
<td>216</td>
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<td>217</td>
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<td>215</td>
<td>214</td>
<td>132</td>
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<tr>
<td>Medicare (Mostly AKF)</td>
<td>605 (56%)</td>
<td>603 (56%)</td>
<td>627 (57%)</td>
<td>600 (56%)</td>
<td>616 (57%)</td>
<td>630 (57%)</td>
<td>631 (57%)</td>
<td>641 (57%)</td>
<td>655 (58%)</td>
<td>667 (59%)</td>
<td>688 (60%)</td>
<td>691 (60%)</td>
<td>691 (60%)</td>
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#### Plan Distribution

**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
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)

0 Claims
### Monthly Activity

#### Service Levels

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<td>Customer Service:</td>
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<td>Average Calls per Day</td>
<td>53</td>
<td>39</td>
<td>34</td>
<td>30</td>
<td>31</td>
<td>36</td>
<td>23</td>
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<td>32</td>
<td>39</td>
<td>41</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
<td>49</td>
<td>30</td>
<td>50</td>
<td>57</td>
<td>64</td>
<td>81</td>
<td>68</td>
<td>90</td>
<td>37</td>
<td>34</td>
<td>43</td>
<td>49</td>
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<td>Claims:</td>
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<tr>
<td>Claims Processing Accuracy (Standard 97%)</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>
<td>99.8%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.4%</td>
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<td>30-Day Clean Claims Processing (Standard 100%)</td>
<td>100.0%</td>
<td>100.0%</td>
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#### Care Management (Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

#### OIC Complaints

- None

#### Appeals Received

- Eligibility: 0
- Claims: 1

#### Appeals Adjudicated

- 1st Level: 3
- % Overturned: 33%
- 2nd Level: 0
- % Overturned: None