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

Applications Received

Medicare: 6
Non-Medicare: 0
(Closed)

**Individuals**

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<tbody>
<tr>
<td><strong>Total Enrollment</strong></td>
<td>1396</td>
<td>1381</td>
<td>1383</td>
<td>1404</td>
<td>1369</td>
<td>1385</td>
<td>1410</td>
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<td>1425</td>
<td>1432</td>
<td>1450</td>
<td>1360</td>
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<tr>
<td><strong>3rd Party Sponsorship</strong></td>
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<tr>
<td>Medicare (Mostly AKF)</td>
<td>611 (56%)</td>
<td>605 (56%)</td>
<td>603 (56%)</td>
<td>627 (57%)</td>
<td>600 (56%)</td>
<td>616 (57%)</td>
<td>638 (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>
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<tr>
<td>Non-Medicare</td>
<td>243 (79%)</td>
<td>242 (80%)</td>
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<td>239 (80%)</td>
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<td>154 (76%)</td>
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<td>EHIP</td>
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<td>214</td>
<td>132</td>
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<tr>
<td>Other (Mostly AKF)</td>
<td>26</td>
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**Plan Distribution**

- Medicare
  - Basic: 12%
  - Medical Supp: 5%
  - Basic Plus: 83%

- 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

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: $121,031.30
Dx: Hemophilia

## Monthly Activity

### Service Levels

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<tr>
<td><strong>Customer Service:</strong></td>
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<td>Average Calls per Day</td>
<td>40</td>
<td>53</td>
<td>39</td>
<td>34</td>
<td>30</td>
<td>31</td>
<td>36</td>
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<td>32</td>
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<td>Speed of Answer (Standard 60 Sec)</td>
<td>46</td>
<td>49</td>
<td>30</td>
<td>50</td>
<td>57</td>
<td>64</td>
<td>81</td>
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<td>90</td>
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<td><strong>Claims:</strong></td>
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<td>Claims Processing Accuracy (Standard 97%)</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>
<td>99.8%</td>
<td>99.7%</td>
<td>99.7%</td>
<td>99.8%</td>
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<td>30-Day Clean Claims Processing (Standard 100%)</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: 3

### Appeals Adjudicated
- 1st Level: 3
- % Overturned: 100%
- 2nd Level: 0
- % Overturned: