WSHIP Dashboard
March 2020

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

**Applications Received**
- Medicare: 23
- Non-Medicare: 0  (Closed)

### Individuals

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<tbody>
<tr>
<td><strong>Total Enrollment</strong></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>
<td>1360</td>
<td>1281</td>
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<tr>
<td><strong>3rd Party Sponsorship</strong></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>
<td>786 (61%)</td>
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<tr>
<td>Non-Medicare</td>
<td>242 (80%)</td>
<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>240 (81%)</td>
<td>239 (81%)</td>
<td>154 (76%)</td>
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<td>EHIP</td>
<td>216</td>
<td>217</td>
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<td>215</td>
<td>214</td>
<td>132</td>
<td>132</td>
<td>134</td>
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<tr>
<td>Other (Mostly AKF)</td>
<td>26</td>
<td>26</td>
<td>23</td>
<td>25</td>
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<td>24</td>
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<td>25</td>
<td>22</td>
<td>22</td>
<td>20</td>
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<tr>
<td>Medicare (Mostly AKF)</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>
<td>691 (60%)</td>
<td>632 (59%)</td>
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</tbody>
</table>

### Plan Distribution

- **Medicare**
  - Basic: 13%
  - Medical Supp: 13%
  - Basic Plus: 98%

- **Non-Medicare**
  - PPO: 2%
  - HSA: 80%

### 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, Provider: Bloodworks Northwest, Dx: Hemophila
Amt Pd: $119,647
## 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>39</td>
<td>34</td>
<td>30</td>
<td>31</td>
<td>36</td>
<td>23</td>
<td>28</td>
<td>28</td>
<td>32</td>
<td>39</td>
<td>41</td>
<td>33</td>
<td>33</td>
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<tr>
<td>Speed of Answer (Standard 60 Sec)</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>
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<td>49</td>
<td>53</td>
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<td><strong>Claims:</strong></td>
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<td>Claims Processing Accuracy</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>
<td>100.0%</td>
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<td>(Standard 97%)</td>
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<td>30-Day Clean Claims Processing</td>
<td>100.0%</td>
<td>100.0%</td>
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<td>(Standard 100%)</td>
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### Care Management (Non-Medicare only)

- UM Reviews
- Case Mgmt - Open Cases

### Appeals Received

- | Eligibility | Claims |
- | 3 | 6 |

### OIC Complaints

None

### Appeals Adjudicated

1st Level: 9
- % Overturned: 67%

2nd Level: 0
- % Overturned:
Enrollment by County

Medicare Enrollment
Non-Medicare Enrollment