

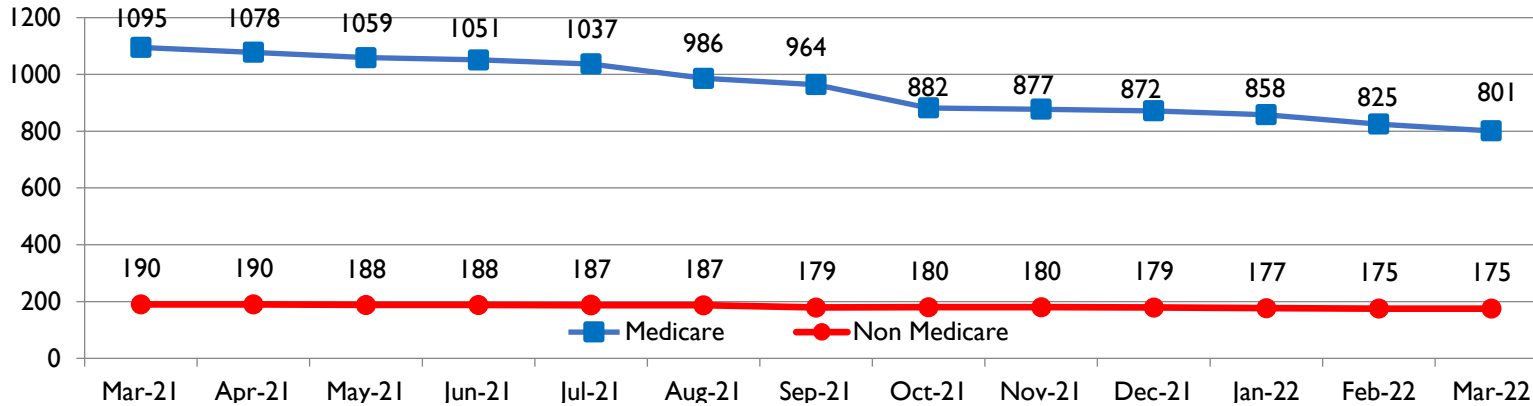


# WSHIP Dashboard March 2022

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

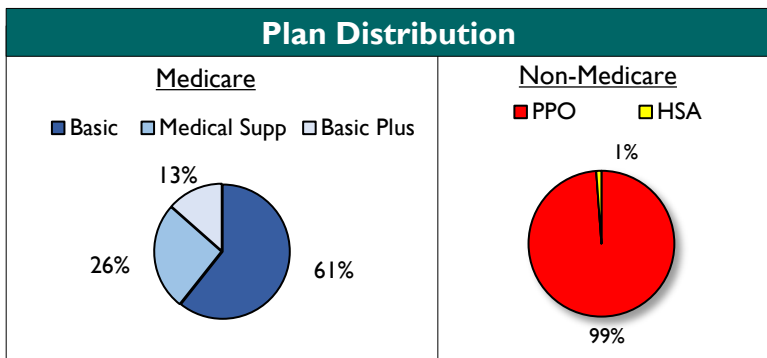


# Enrollment Summary



Applications Received
Medicare: 2
Non-Medicare: 0 (Closed)

Individuals	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
<b>Total Enrollment</b>	1285	1268	1247	1239	1224	1173	1143	1062	1057	1051	1033	1000	976
<b>3rd Party Sponsorship</b>	828 (64%)	813 (64%)	792 (64%)	787 (64%)	776 (63%)	734 (63%)	711 (62%)	638 (60%)	633 (60%)	629 (60%)	622 (60%)	600 (60%)	581 (60%)
Non-Medicare	146 (77%)	146 (77%)	145 (77%)	145 (77%)	144 (77%)	144 (77%)	137 (77%)	138 (77%)	138 (77%)	138 (77%)	136 (78%)	136 (78%)	136 (78%)
EHIP	127	127	126	126	125	125	123	123	123	123	122	122	122
Other (Mostly AKF)	19	19	19	19	19	19	14	15	15	15	14	14	14
Medicare (Mostly AKF)	682 (62%)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	590 (60%)	574 (60%)	500 (57%)	495 (56%)	491 (56%)	486 (57%)	464 (56%)	445 (56%)



### Medicare Member Profile

Average Age: 61  
 Gender: Female 41% Male 59%  
 Top Diagnosis: Kidney & Urinary Disease

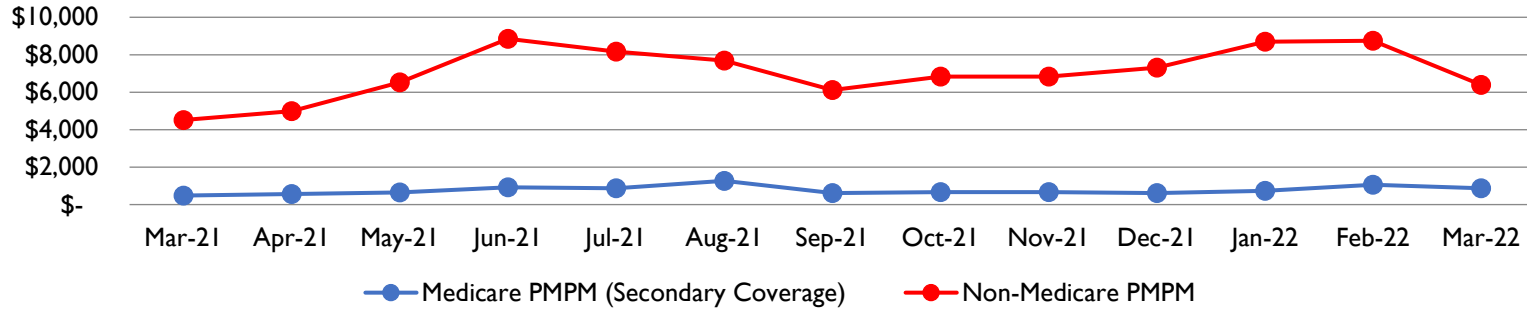
### Non-Medicare Member Profile

Average Age: 46  
 Gender: Female 30% Male 70%  
 Top Diagnosis: HIV / AIDS

# Monthly Activity



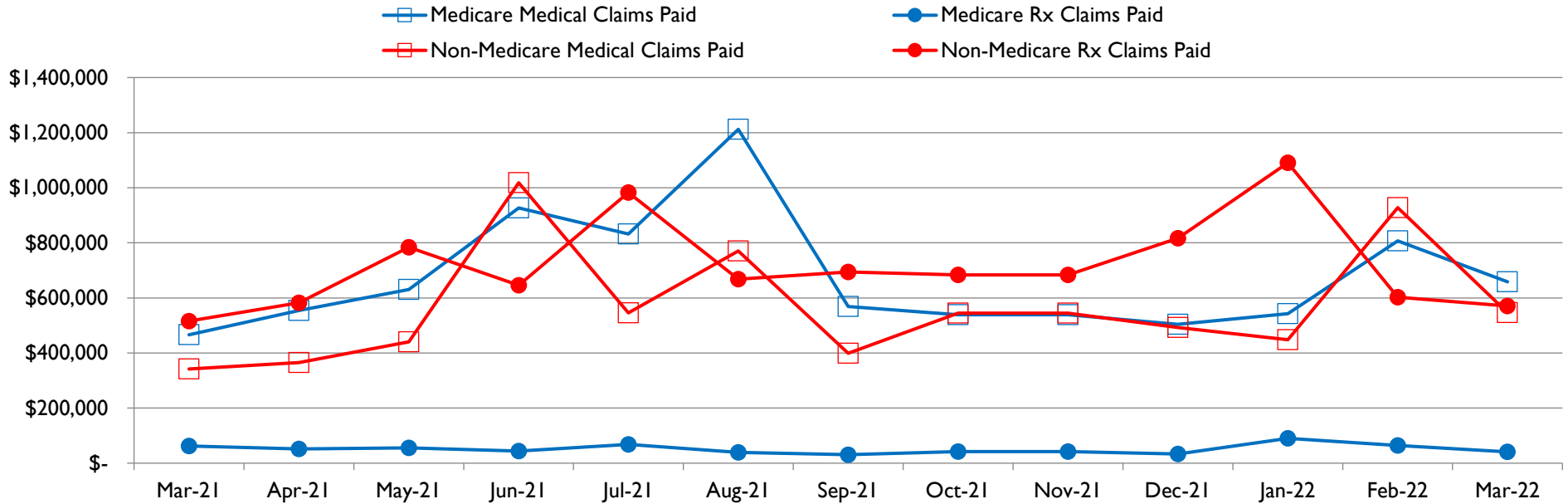
## Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

None

## Medical & Pharmacy Claims Paid

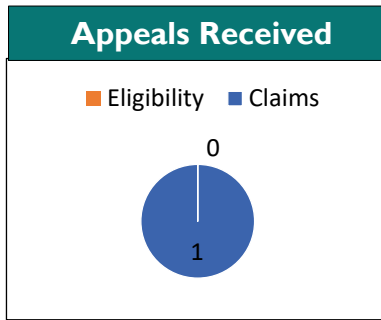
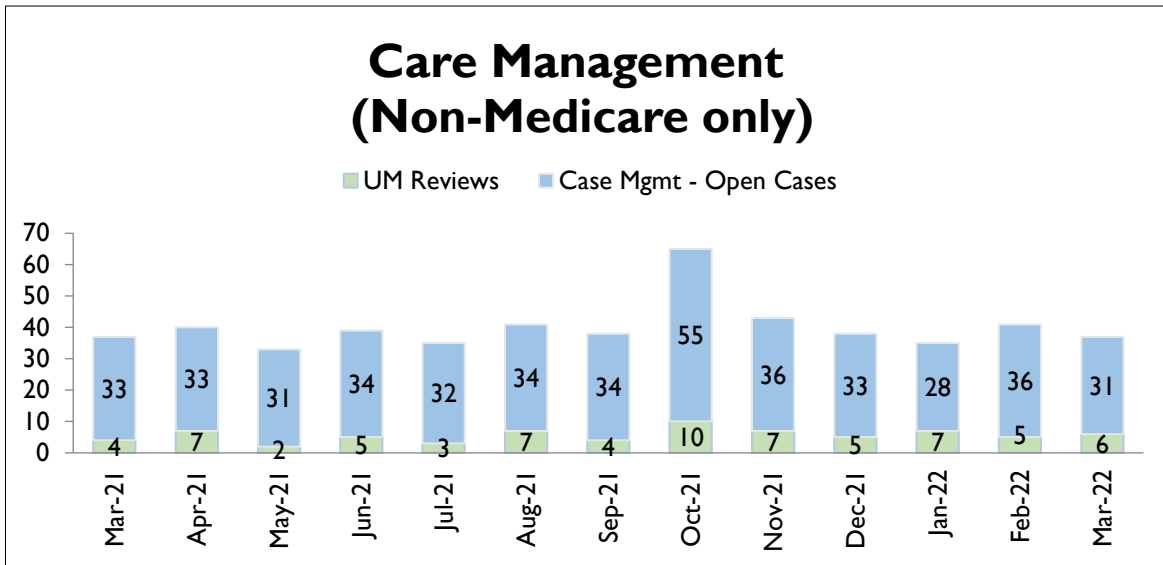




# Monthly Activity

## Service Levels

Metric	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
<b>Customer Service:</b>													
Average Calls per Day	23	24	23	36	32	25	25	36	29	42	44	33	34
Speed of Answer (Standard 60 Sec)	157	94	56	67	57	53	48	46	43	55	87	270	268
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	98.8%	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%	98.1%	99.5%	100.0%	100.0%	100.0%
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

### Appeals Adjudicated

1st Level: 1  
% Overturned: 0%

2nd Level: 0  
% Overturned: 0%

# Enrollment by County

