

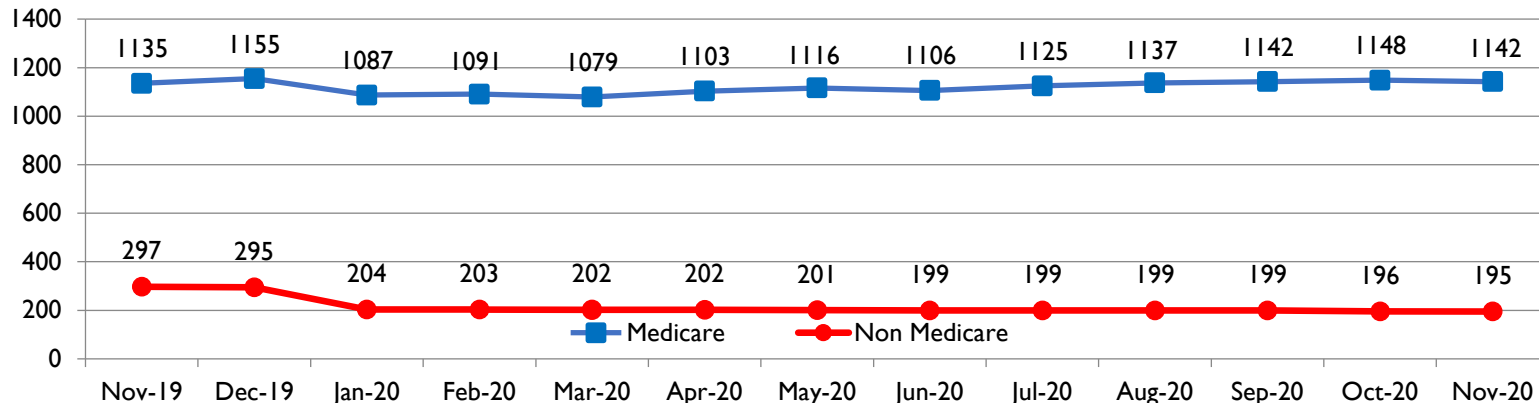


WSHIP Dashboard November 2020

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



Enrollment Summary

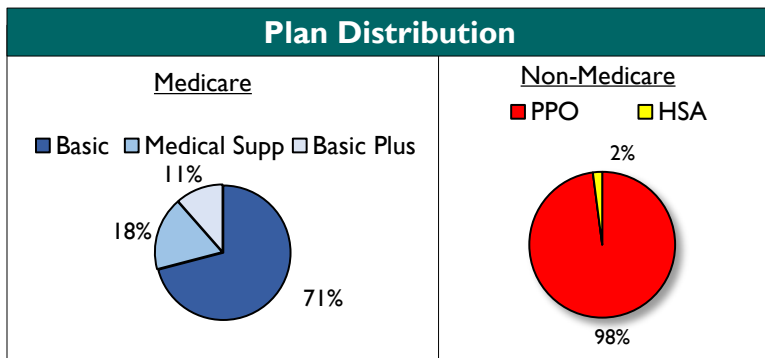


Applications Received

Medicare: 12

Non-Medicare: 0 (Closed)

Individuals	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
Total Enrollment	1432	1450	1291	1294	1281	1305	1317	1305	1324	1336	1341	1344	1337
3rd Party Sponsorship	907 (63%)	927 (64%)	789 (61%)	795 (61%)	786 (61%)	806 (62%)	815 (62%)	815 (62%)	829 (63%)	838 (63%)	903 (67%)	847 (63%)	848 (63%)
Non-Medicare	240 (81%)	239 (81%)	155 (76%)	155 (76%)	154 (76%)	154 (76%)	153 (76%)	152 (76%)	152 (76%)	152 (76%)	155 (78%)	150 (77%)	150 (77%)
EHIP	215	214	134	134	134	134	133	132	132	132	132	130	130
Other (Mostly AKF)	25	25	21	21	20	20	20	20	20	20	23	20	20
Medicare (Mostly AKF)	667 (59%)	688 (60%)	634 (58%)	640 (59%)	632 (59%)	652 (59%)	662 (59%)	663 (60%)	677 (60%)	686 (60%)	748 (65%)	697 (61%)	698 (61%)



Medicare Enrollee Profile

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

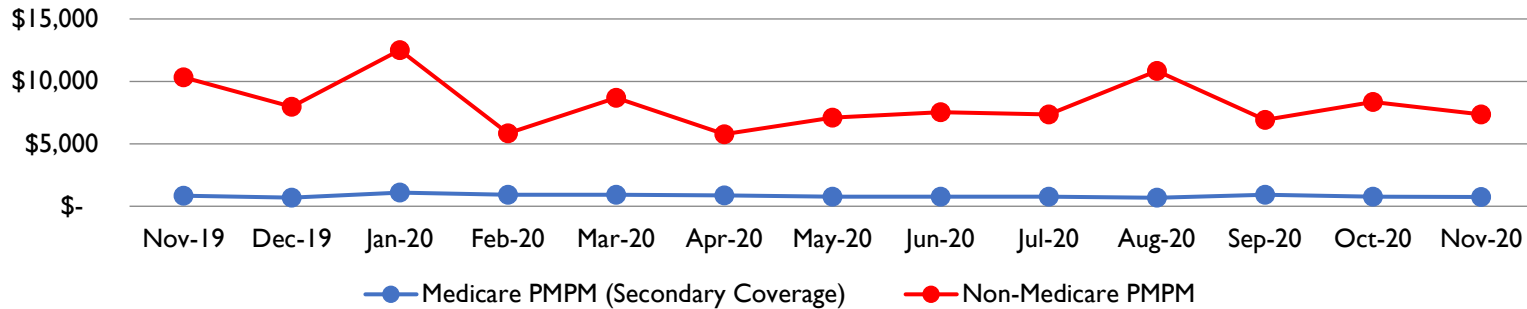
Non-Medicare Enrollee Profile

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

Monthly Activity



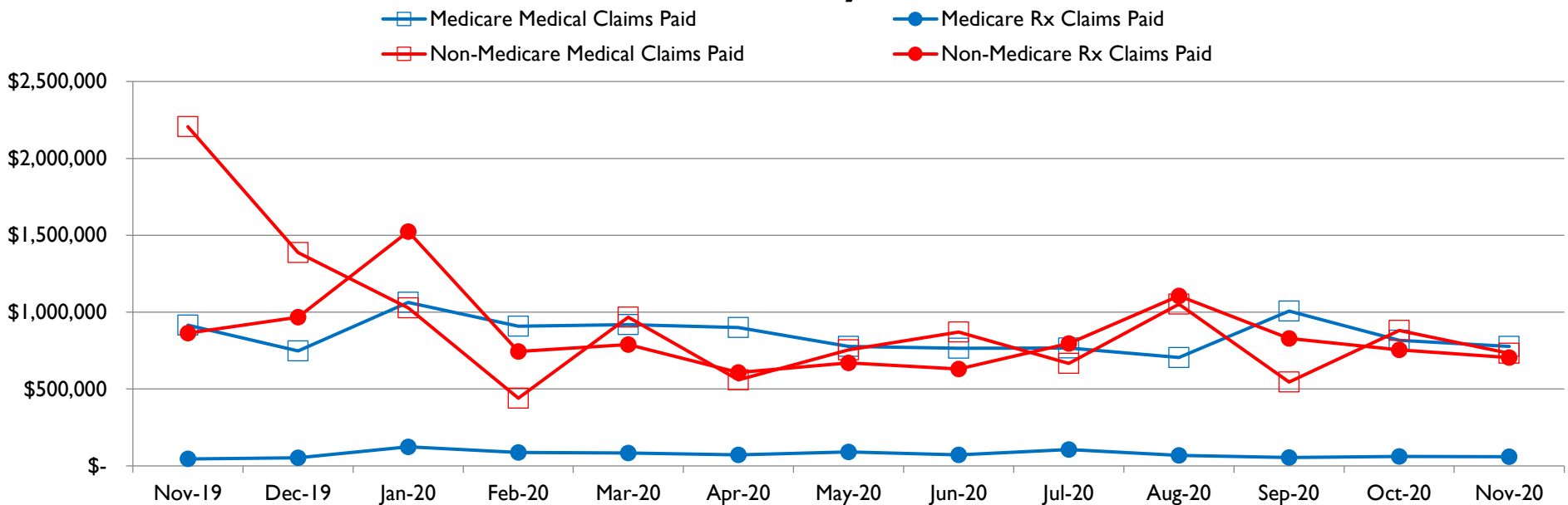
Claims Paid Per Member Per Month



High Dollar Claims (over \$100,000)

1 Claim, Provider - Bloodworks Northwest, Diagnosis - Hemophilia
Total Pd - \$116,746.80

Medical & Pharmacy Claims Paid

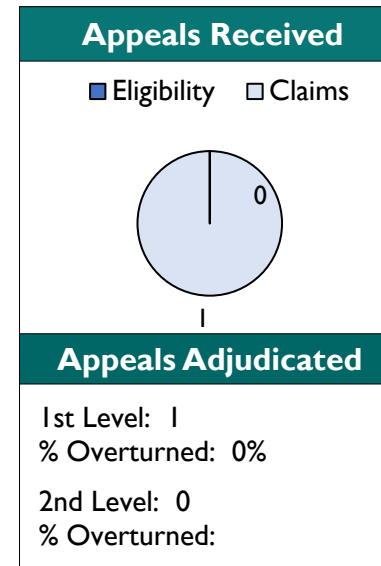
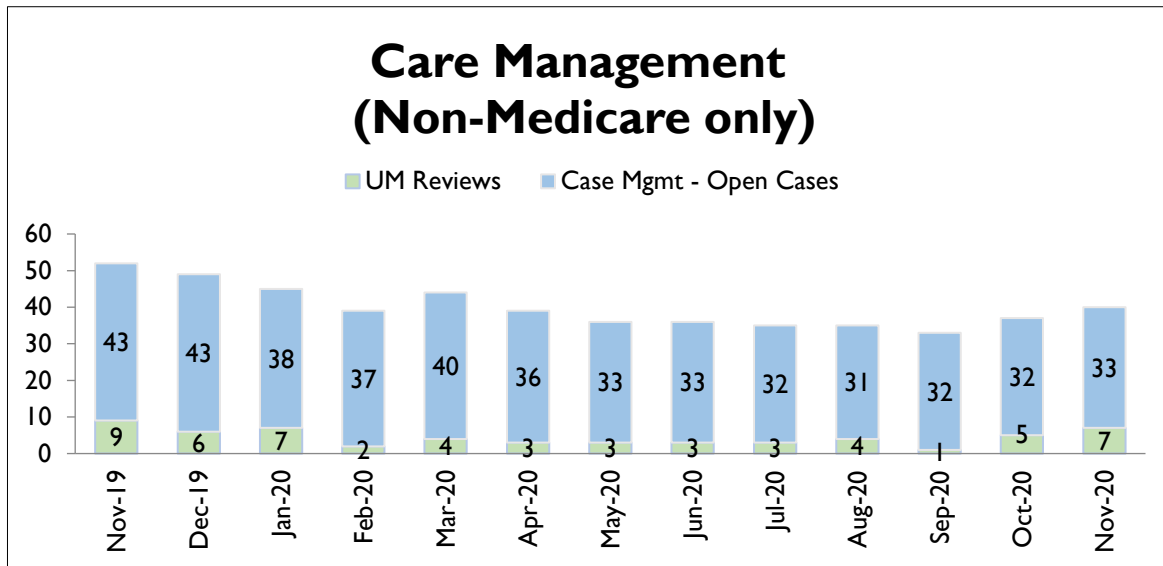


Monthly Activity



Service Levels

Metric	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20
Customer Service:													
Average Calls per Day	32	39	53	33	33	31	31	28	30	25	28	26	29
Speed of Answer (Standard 60 Sec)	34	43	49	53	41	34	27	32	29	30	39	42	40
Top Call Reason	Status	Status	VOB	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.7%	99.7%	99.8%	99.4%	100.0%	99.2%	99.7%	99.7%	99.4%	100.0%	99.4%	99.4%	99.4%
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%



Enrollment by County

