



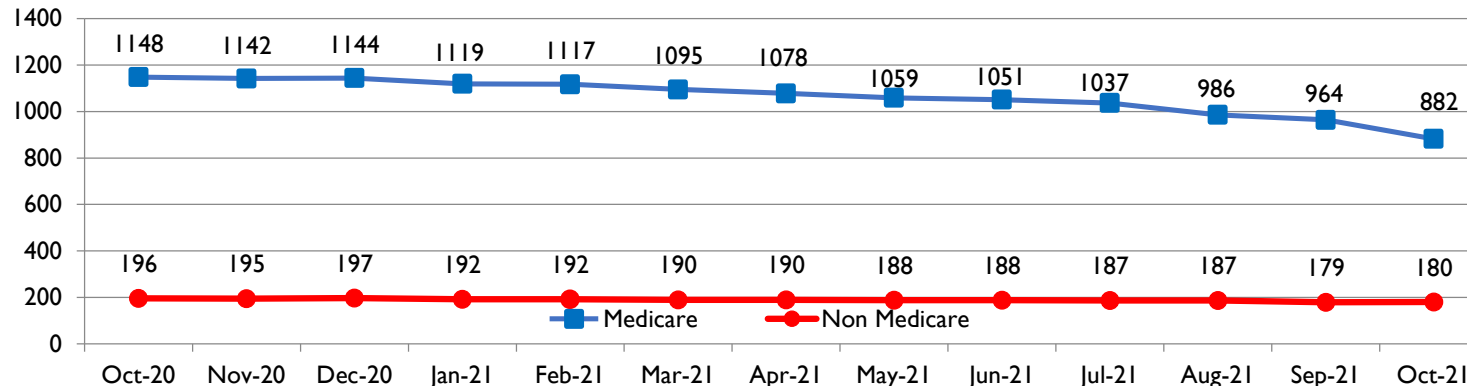
# WSHIP Dashboard October 2021

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





# Enrollment Summary

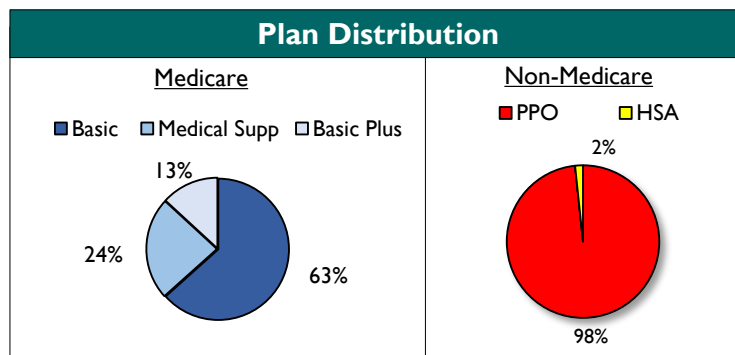


**Applications Received**

Medicare: 2

Non-Medicare: 0 (Closed)

Individuals	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
<b>Total Enrollment</b>	1341	1344	1337	1341	1311	1309	1285	1268	1247	1239	1224	1143	1062
<b>3rd Party Sponsorship</b>	903 (67%)	847 (63%)	848 (63%)	852 (64%)	842 (64%)	842 (64%)	828 (64%)	813 (64%)	792 (64%)	787 (64%)	776 (63%)	711 (62%)	638 (60%)
Non-Medicare	155 (78%)	150 (77%)	150 (77%)	152 (77%)	148 (77%)	148 (77%)	146 (77%)	146 (77%)	145 (77%)	145 (77%)	144 (77%)	137 (77%)	138 (77%)
EHIP	132	130	130	132	128	128	127	127	126	126	125	123	123
Other (Mostly AKF)	23	20	20	20	20	20	19	19	19	19	19	14	15
Medicare (Mostly AKF)	748 (65%)	697 (61%)	698 (61%)	700 (61%)	694 (62%)	694 (62%)	682 (62%)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	574 (60%)	500 (57%)



### Medicare Member Profile

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

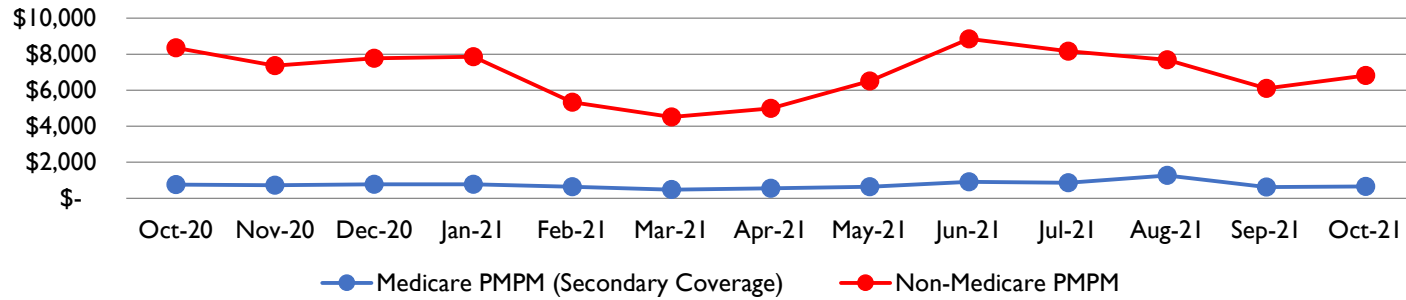
### Non-Medicare Member Profile

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

# Monthly Activity



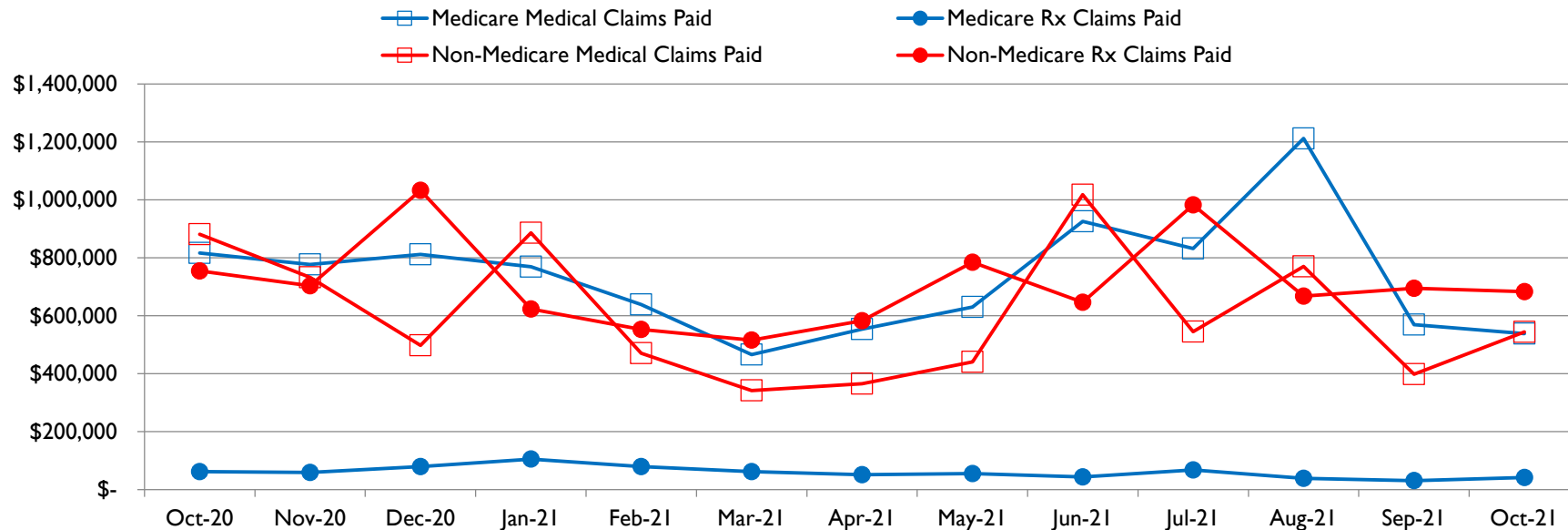
## Claims Paid Per Member Per Month



### High Dollar Claims (over \$100,000)

None

## Medical & Pharmacy Claims Paid



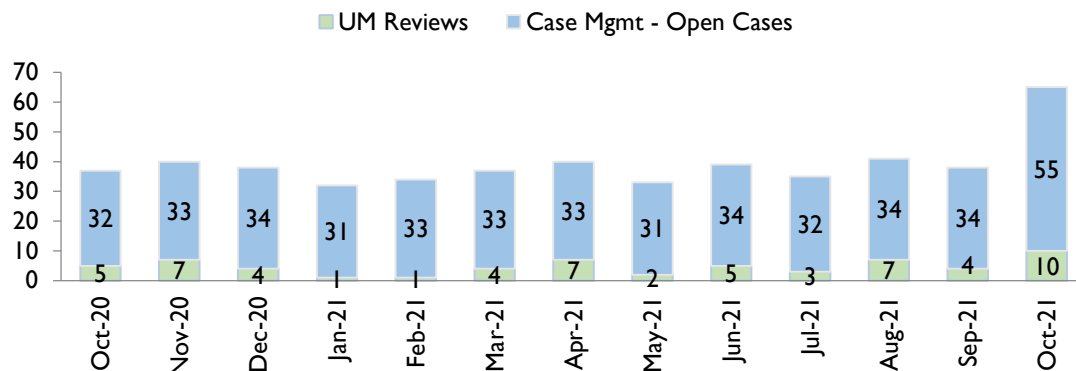
# Monthly Activity



## Service Levels

Metric	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
<b>Customer Service:</b>													
Average Calls per Day	26	29	33	32	25	23	24	23	36	32	25	25	36
Speed of Answer (Standard 60 Sec)	42	40	80	103	118	157	94	56	67	57	53	48	46
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
<b>Claims:</b>													
Claims Processing Accuracy (Standard 97%)	99.4%	99.4%	100.0%	99.1%	99.1%	98.8%	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%	99.6%
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%

### Care Management (Non-Medicare only)



### Appeals Received

■ Eligibility □ Claims



### Appeals Adjudicated

1st Level: 1  
% Overturned: 0%

2nd Level: 0  
% Overturned:

### OIC Complaints

None

# Enrollment by County

