

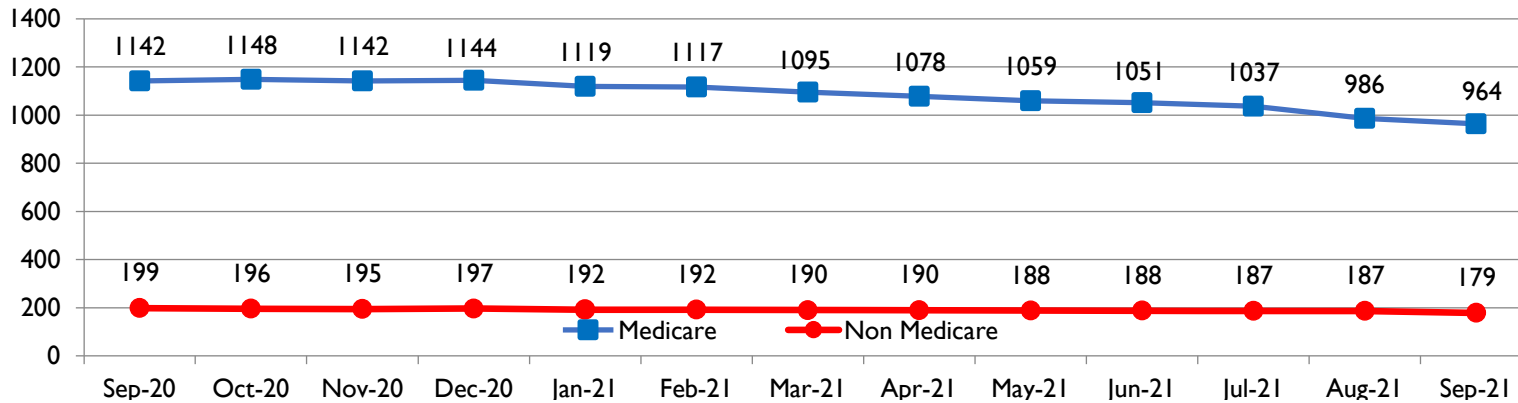


WSHIP Dashboard September 2021

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



Enrollment Summary

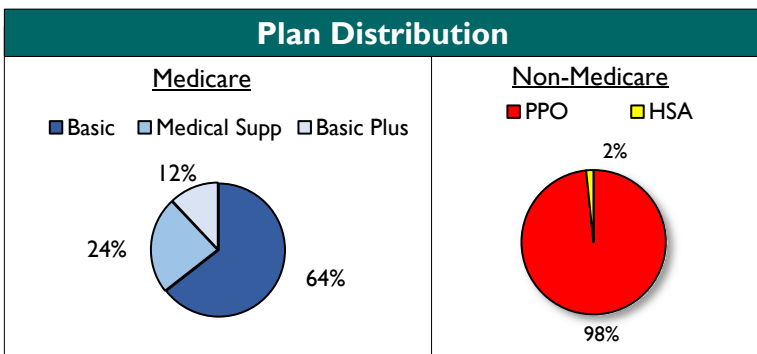


Applications Received

Medicare: 2

Non-Medicare: 0 (Closed)

Individuals	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Total Enrollment	1341	1344	1337	1341	1311	1309	1285	1268	1247	1239	1224	1173	1143
3rd Party Sponsorship	838 (63%)	903 (67%)	847 (63%)	848 (63%)	852 (64%)	842 (64%)	842 (64%)	828 (64%)	813 (64%)	792 (64%)	787 (64%)	776 (63%)	711 (62%)
Non-Medicare	152 (76%)	155 (78%)	150 (77%)	150 (77%)	152 (77%)	148 (77%)	148 (77%)	146 (77%)	146 (77%)	145 (77%)	145 (77%)	144 (77%)	137 (77%)
EHIP	132	132	130	130	132	128	128	127	127	126	126	125	123
Other (Mostly AKF)	20	23	20	20	20	20	20	19	19	19	19	19	14
Medicare (Mostly AKF)	686 (60%)	748 (65%)	697 (61%)	698 (61%)	700 (61%)	694 (62%)	694 (62%)	682 (62%)	667 (62%)	647 (61%)	642 (61%)	632 (61%)	574 (60%)



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

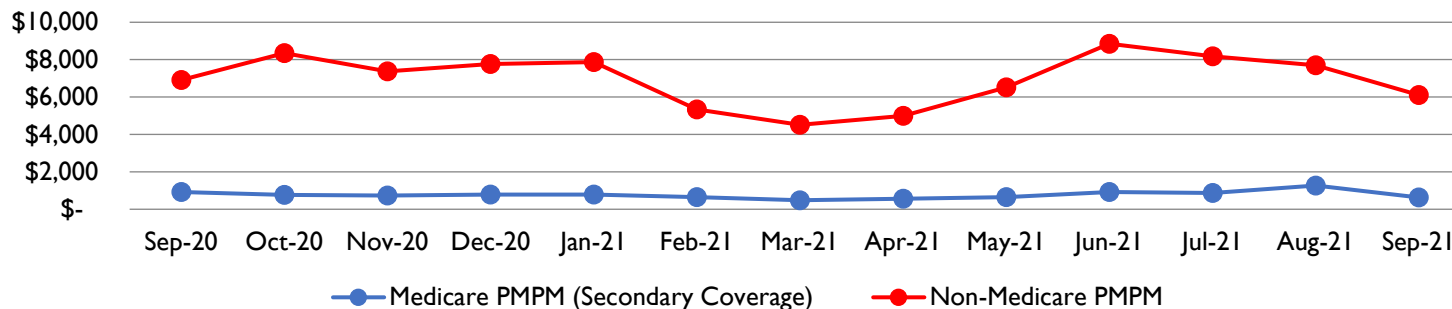
Monthly Activity



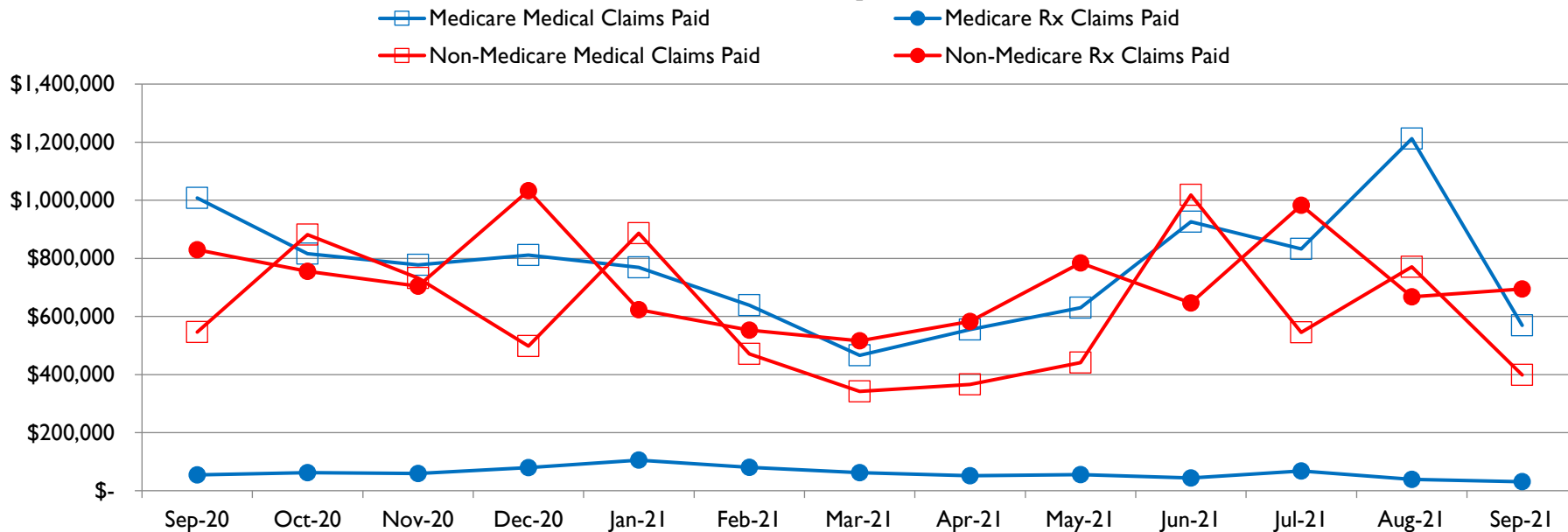
High Dollar Claims (over \$100,000)

None

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

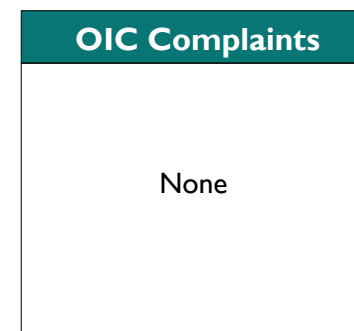
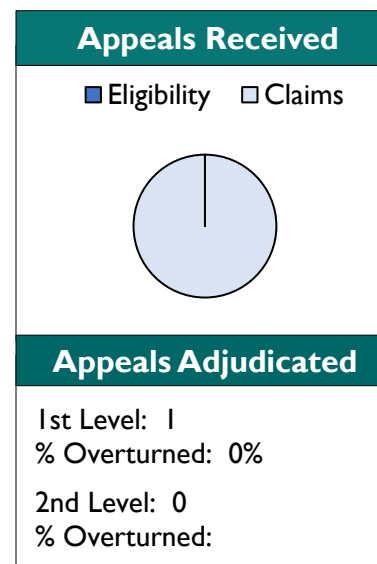
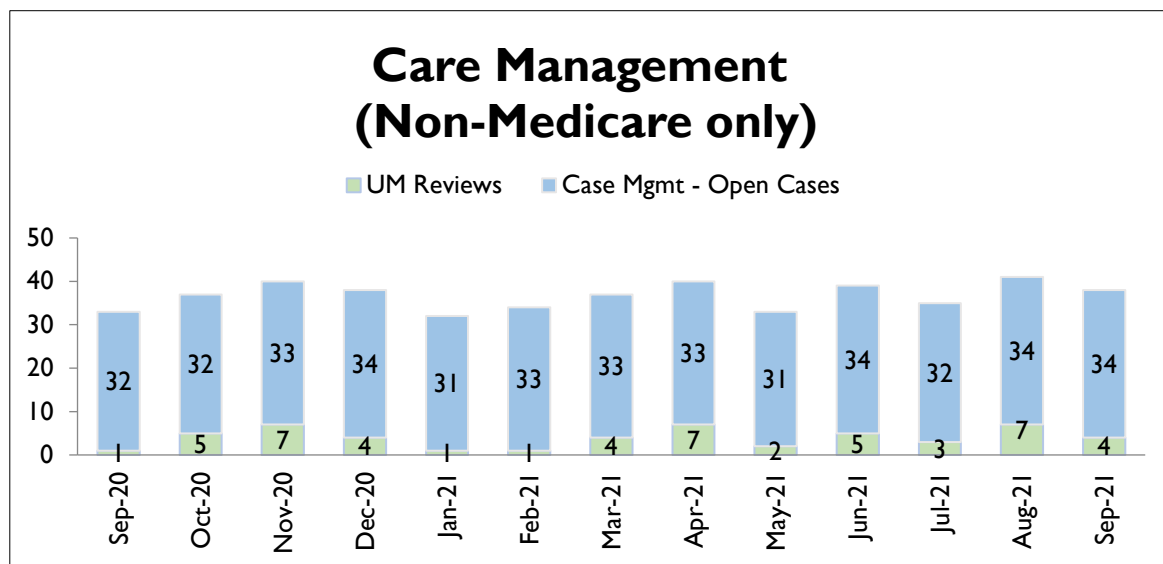


Monthly Activity



Service Levels

Metric	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Customer Service:													
Average Calls per Day	28	26	29	33	32	25	23	24	23	36	32	25	25
Speed of Answer (Standard 60 Sec)	39	42	40	80	103	118	157	94	56	67	57	53	48
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	99.4%	99.4%	99.4%	100.0%	99.1%	99.1%	98.8%	100.0%	98.8%	99.0%	99.6%	99.6%	99.3%
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

