



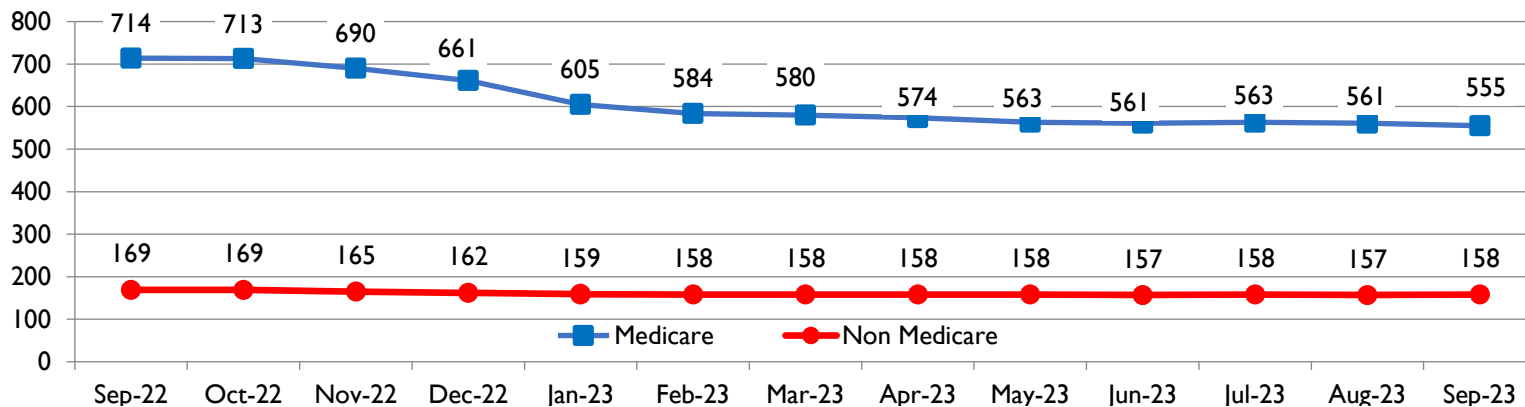
WSHIP Dashboard September 2023

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





Enrollment Summary

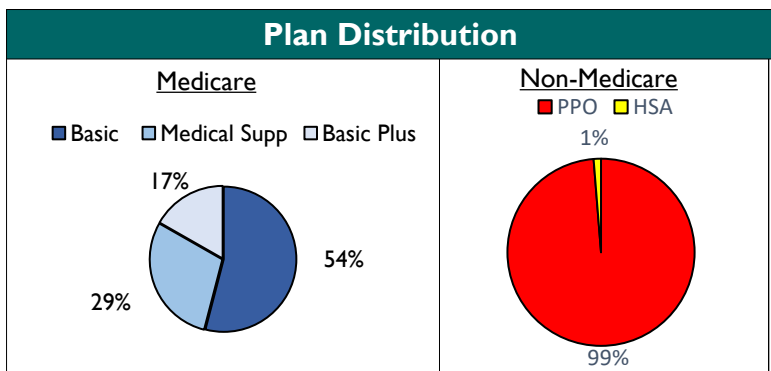


Applications Received

Medicare: 1

Non-Medicare: 0 (Closed)

Individuals	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Total Enrollment	892	889	883	882	855	823	764	742	738	732	721	718	713
3rd Party Sponsorship	522 (59%)	519 (59%)	517 (59%)	515 (58%)	499 (58%)	471 (57%)	426 (56%)	413 (56%)	407 (55%)	404 (55%)	397 (55%)	395 (55%)	391 (55%)
Non-Medicare	134 (77%)	133 (77%)	134 (79%)	134 (79%)	131 (79%)	129 (80%)	127 (80%)	126 (80%)	126 (80%)	126 (80%)	127 (80%)	125 (80%)	126 (80%)
EHIP	120	120	120	120	119	118	118	115	115	115	115	115	115
Other (Mostly AKF)	13	13	14	14	12	11	9	11	11	11	12	10	11
Medicare (Mostly AKF)	388 (53%)	386 (53%)	383 (54%)	381 (53%)	368 (53%)	342 (52%)	299 (48%)	287 (49%)	281 (48%)	278 (48%)	270 (48%)	270 (48%)	265 (48%)



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

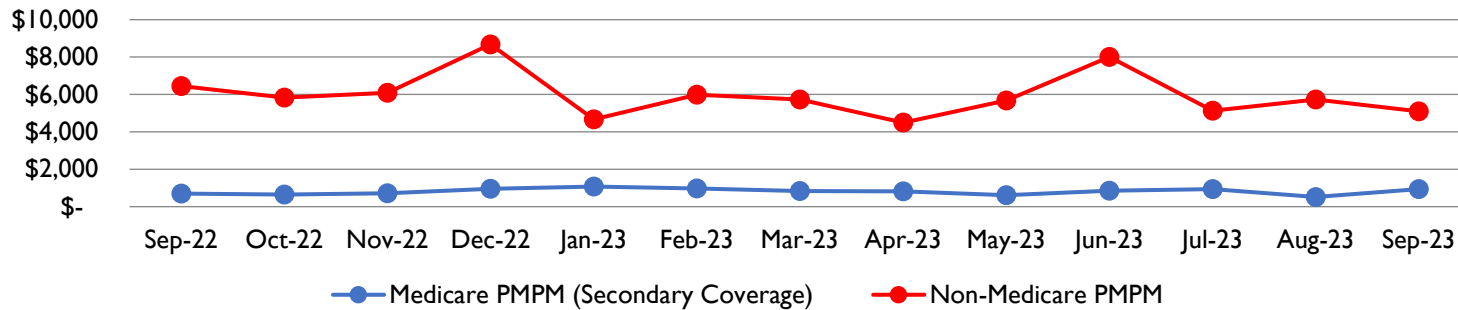
Monthly Activity



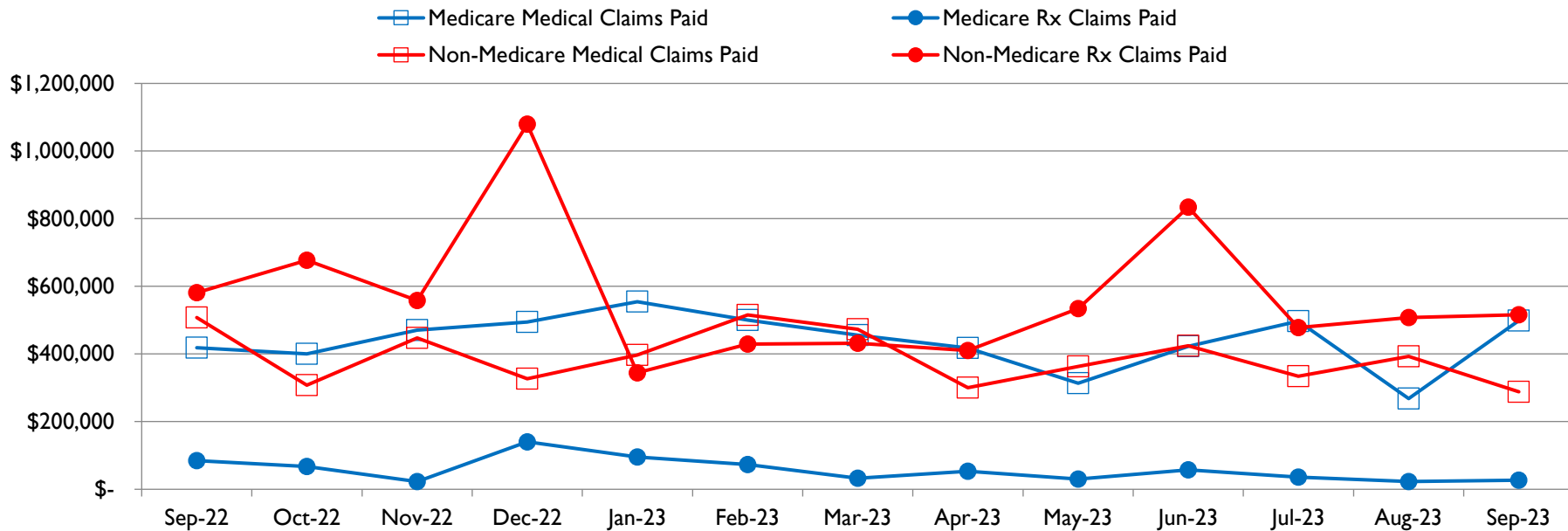
High Dollar Claims (over \$100,000)

None

Claims Paid Per Member Per Month



Medical & Pharmacy Claims Paid

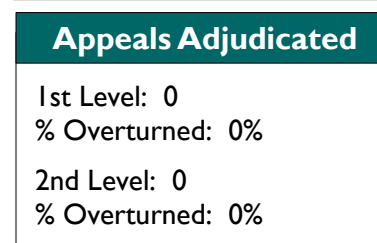
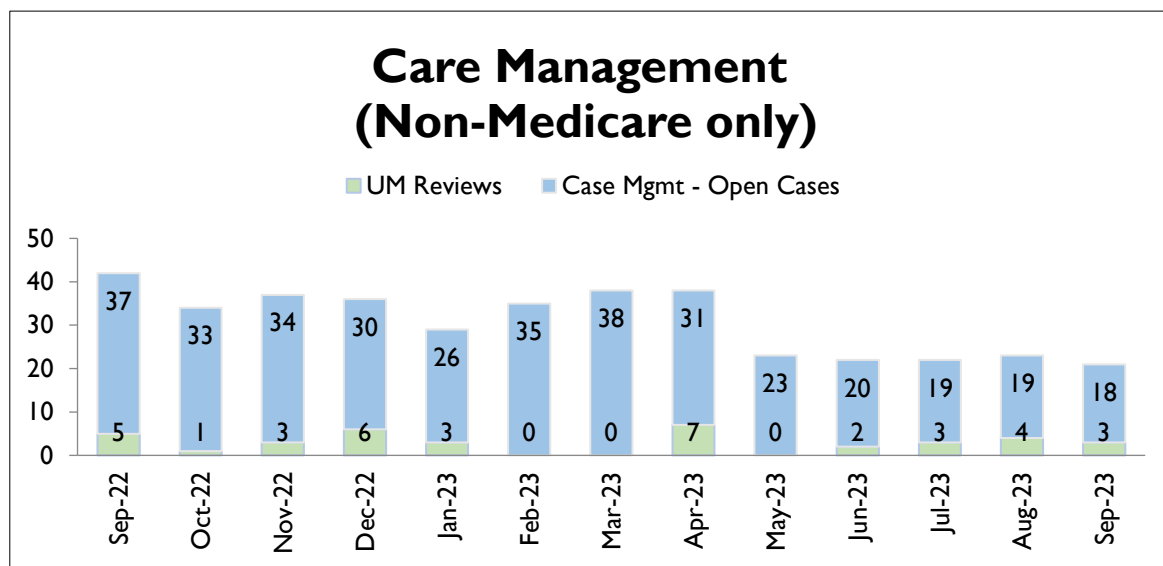


Monthly Activity



Service Levels

Metric	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Customer Service:													
Average Calls per Day	41	41	42	40	40	38	37	36	34	32	30	29	28
Speed of Answer (Standard 60 Sec)	110	97	122	191	195	112	98	115	115	115	163	48	46
Top Call Reason	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status	Status
Claims:													
Claims Processing Accuracy (Standard 97%)	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%
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

