

**City of Cincinnati Retirement System
Benefits Committee**

**City Hall Council Chambers and via Zoom
July 14, 2022 – 12:00 PM**

AGENDA

Members

Tom Gamel
Erica Winstead
Mark Menkhaus, Jr.
Don Stiens
Bill Moller
John Juech

CRS Staff

Mike Barnhill

Law




Ann Schooley

Call to Order

Approval of Minutes

 N/A

New Business

-  Summary of Disabled Adult Children Issues
-  Executive Session re Healthcare Eligibility for Disabled Adult Children Matters
-  Eligibility Appeals Process

Adjournment

Next Meeting: TBD

Reimagining what's possible for every moment of health

Strategic Insights

Prepared for City of Cincinnati Retirees



Agenda

- Medical Review
 - Large claimants
 - COVID Details
 - LiveHealth Online Utilization



About Your Review

Reporting Periods

Current Period

Paid January 2021 - December 2021

Prior Period

Paid January 2020 - December 2020

Prior Period 2

Paid January 2019 - December 2019

High-Cost Claimants

HCC

Paid Claims \geq \$50,000

Non-HCCs

Paid Claims $<$ \$50,000

Plan Profile and Benchmark

Plan Profile

Total Account

Benchmark

BENCHMARK REPORT - OHIO LOCAL/Total Account - Top 50 (unless otherwise noted)

Per member per month (PMPM) paid amount is the metric used throughout this analysis to understand paid amount trends by individual plan participants (per member) over the duration of the plan period (per month). Medical data is included.

Due to the variability caused by COVID-19 in 2020, we will often show the trend annualized compared to pre-pandemic data, which will allow comparison to a more stable data period.

Historical Summary

PAID PMPM

▲ **13.4%**

Current Period
Trend

Benchmark: **14.0%**

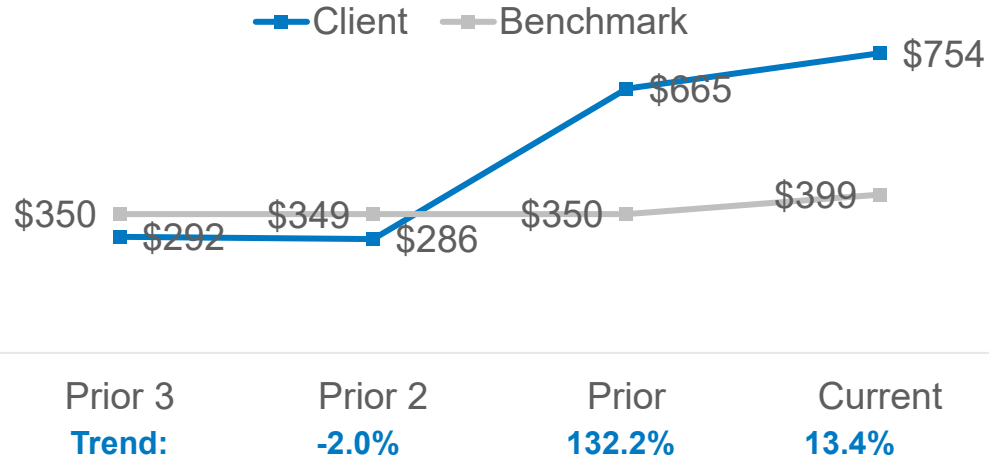
▲ **37.2%**

3-year average annual
trend

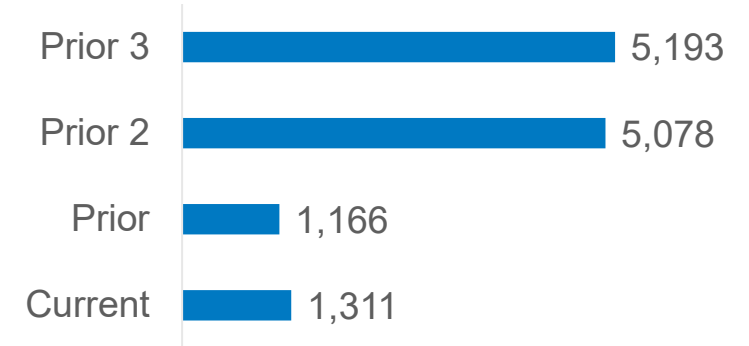
Benchmark: **4.5%**

Average of the Consultant
Benchmarks: **7.1%**

PMPM Spend

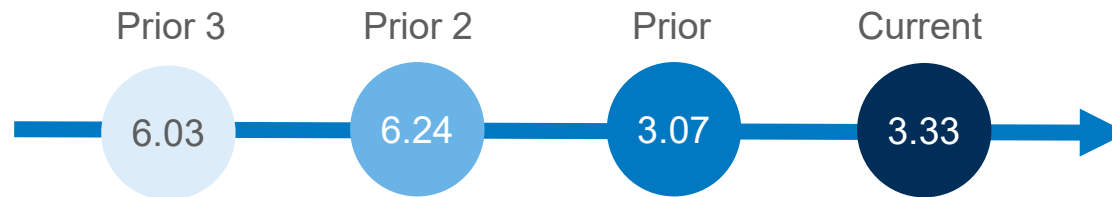


Average Membership



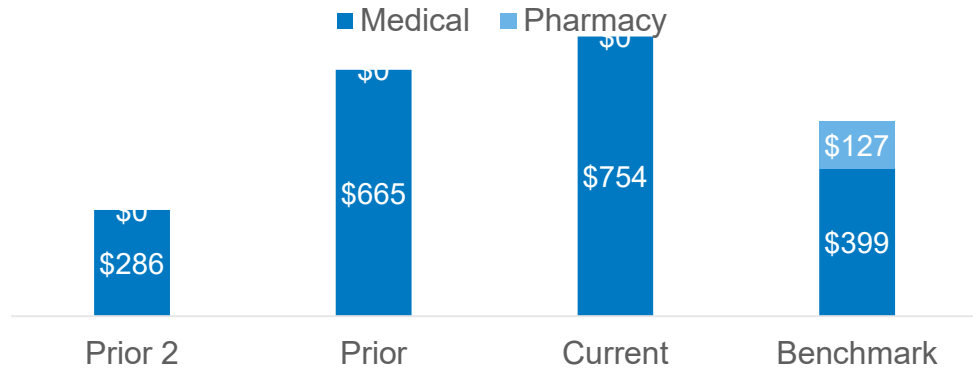
Average membership increased
12.5% in the current period

Risk Score by Year

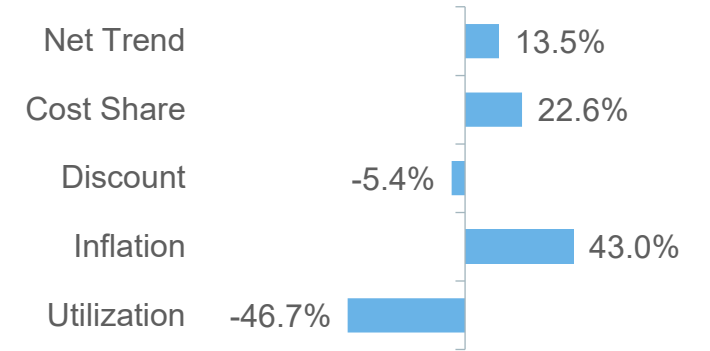


Performance Summary

PMPM



Trend Components Impacting PMPM



Members With Multiple Chronic Conditions

Number of Conditions	# of Members	Total Spend	Average Cost per Member
2	195	\$3,756,094	\$19,262
3	51	\$1,554,375	\$30,478
4	15	\$602,731	\$40,182

Combined Risk Score by Year



Financial Details

Insights on Medical Trend

▲ **13.4%**

Total PMPM

TREND DRIVERS

▲ **33.9%**

HCC PMPM

▲ **41.0%**

Unit Cost Trend

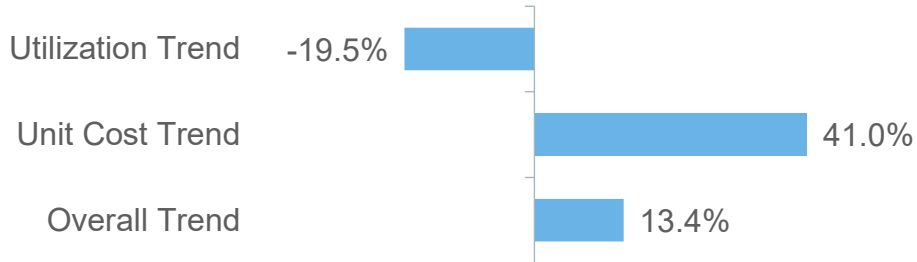
▲ **112.0%**

Cancer PMPM

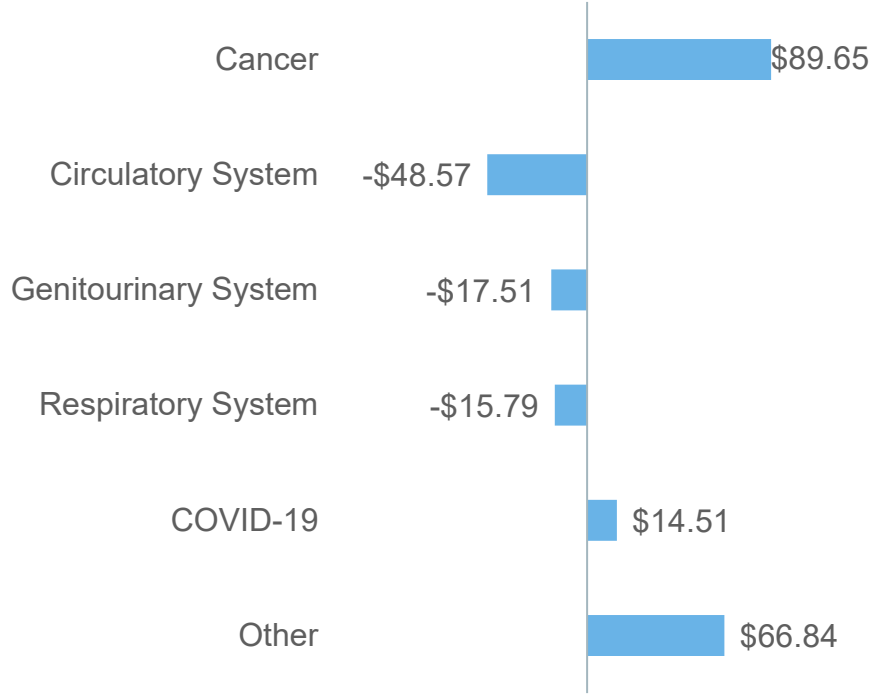
Who is driving the trend?
% PMPM Change by HCC Status



What are the components of trend?



What conditions are driving the trend?
PMPM Change by Condition





Network Value

99.1%

In-Network Paid %
98.2% prior

54.9%

In-Network Discount %
52.2% prior

We are proud to focus on

Total Care**

70.9%

of Members with TC
Relationship
65.7% prior

60%*

of Total Dollars flow
through value-based
Contracts

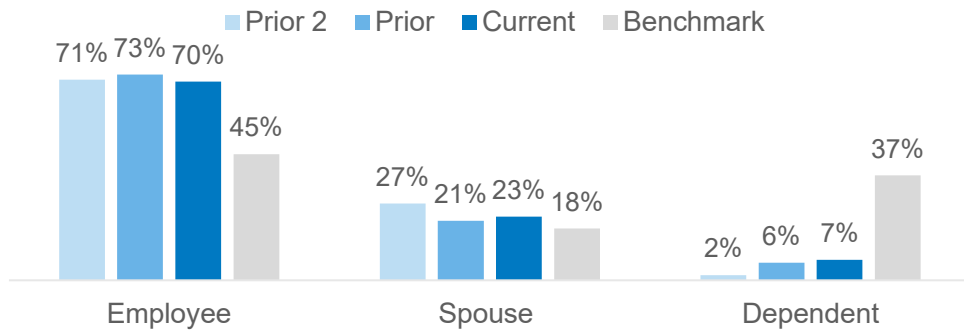


*Anthem book of business

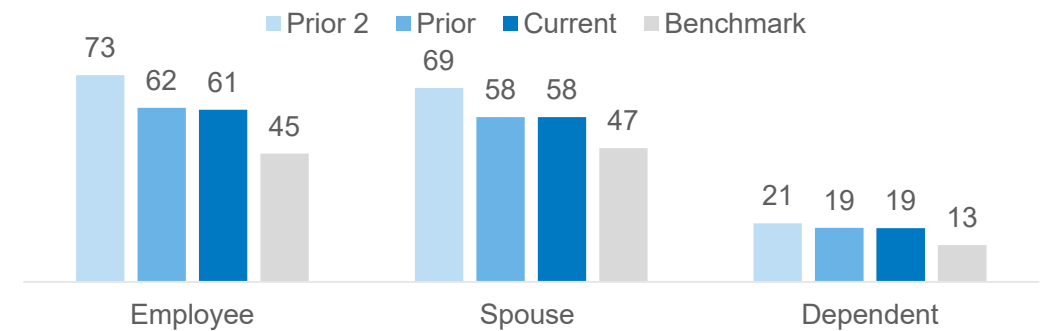
**Total Care Providers work under value-based payments and are held responsible for coordinating high-quality, cost-effective care.

Relationship Drilldown

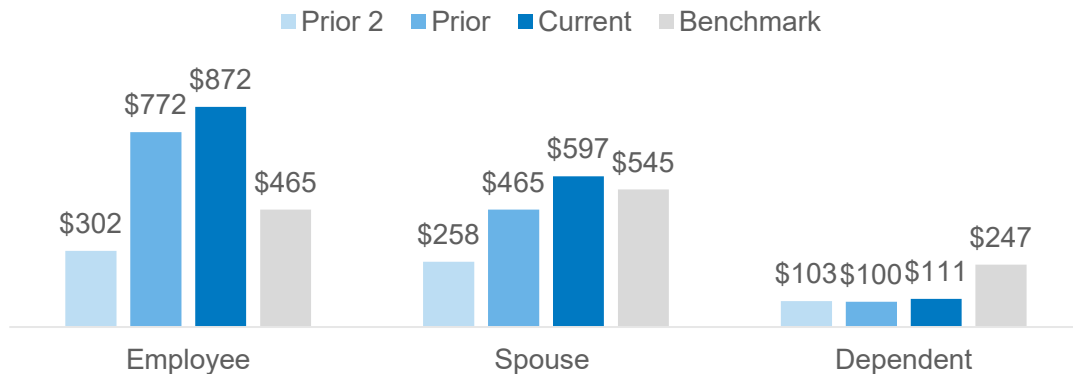
% of Members



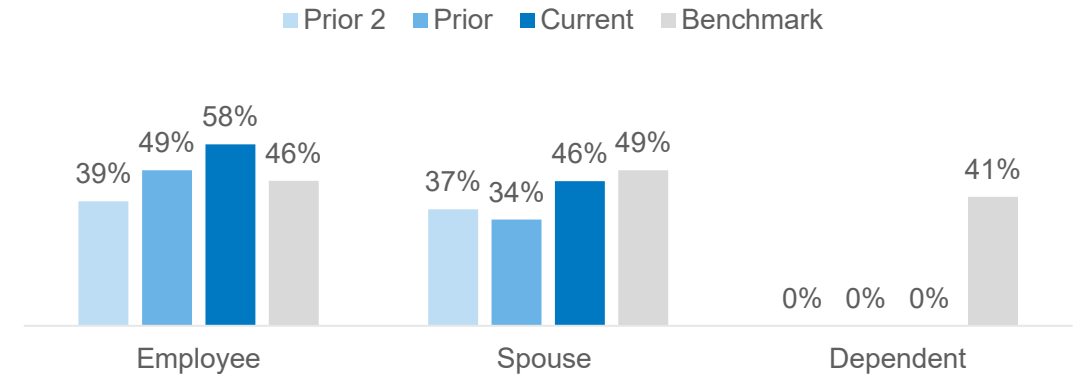
Average Age



PMPM by Relationship



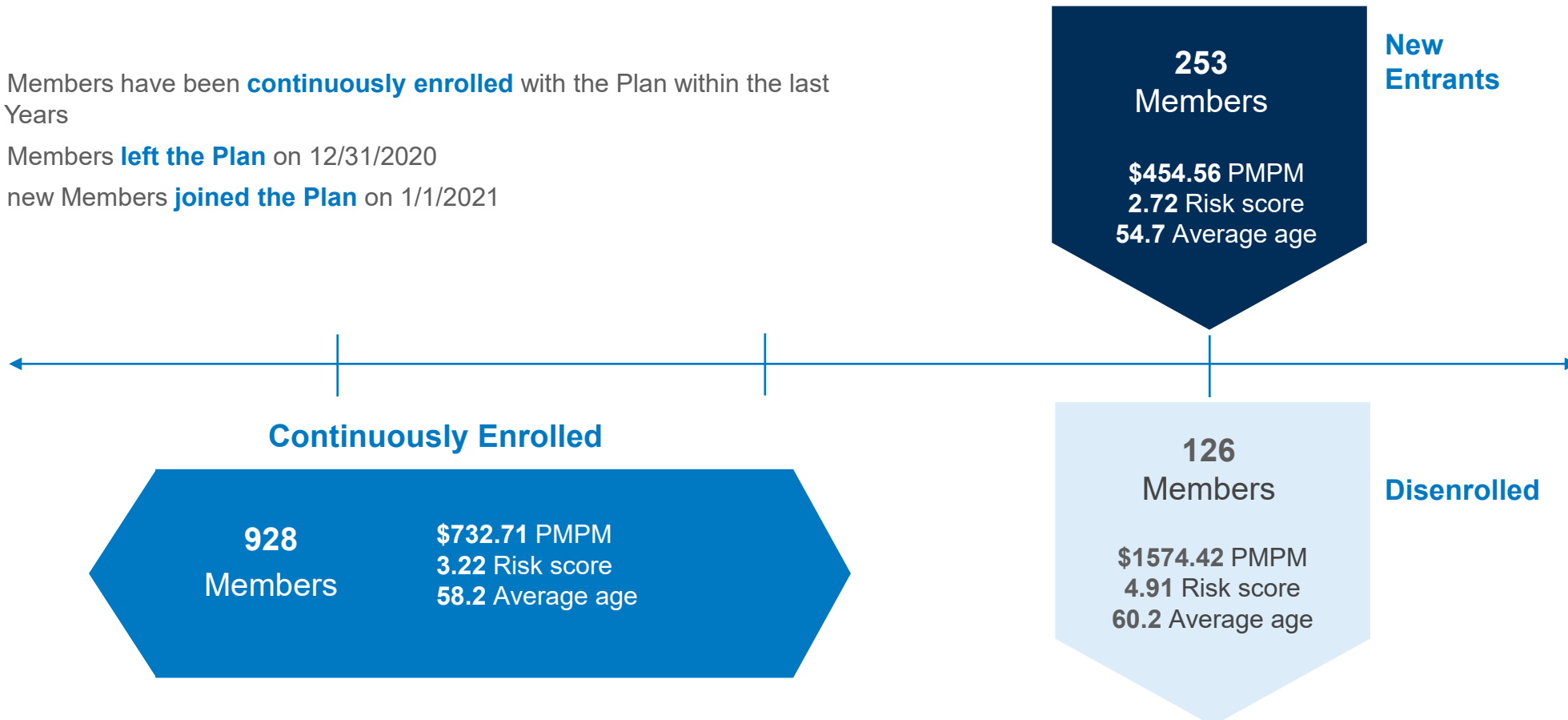
HCC % of Total Spend



Population Comparison

Review the cost and risk of those entering and leaving the plan compared to those remaining

- **928** Members have been **continuously enrolled** with the Plan within the last two Years
- **126** Members **left the Plan** on 12/31/2020
- **253** new Members **joined the Plan** on 1/1/2021



Financial Overview

	Prior 3	Prior 2	Prior	Current	Prior to Current Trend	Prior 2 to Current Trend	2-Year Average Annual Trend*	Benchmark	Current Period Variance to Benchmark
Members	5,193	5,078	1,166	1,311	12.5%	-74.2%	-49.2%		
Contract Size	1.4	1.4	1.4	1.4	3.5%	1.1%	0.5%	2.24	-36.5%
Medical Allowed PMPM	\$806.80	\$809.56	\$930.74	\$853.20	-8.3%	5.4%	2.7%	\$466.29	83.0%
Total Paid Amount	\$18,217,498	\$17,457,805	\$9,306,369	\$11,869,565	27.5%	-32.0%	-17.5%		
Medical Paid PEPM	\$413.85	\$403.81	\$915.62	\$1074.85	17.4%	166.2%	63.1%	\$894.24	20.2%
Medical Paid PMPM	\$292.36	\$286.48	\$665.22	\$754.34	13.4%	163.3%	62.3%	\$398.54	89.3%
Percent Paid In Network	98.1%	97.8%	98.2%	99.1%	0.9%	1.3%	0.6%		
Total HCC PMPM	\$116.86	\$110.30	\$308.65	\$413.24	33.9%	274.6%	93.6%	\$181.58	127.6%
Total Non-HCC PMPM	\$175.50	\$176.17	\$356.56	\$341.10	-4.3%	93.6%	39.1%	\$216.96	57.2%

*Due to the variability caused by COVID-19 in 2020, the 2-year average annual trend allows comparison to a more stable data period

Place of Service Detail

	Prior 2	Prior	Current	Prior to Current Trend	Prior 2 to Current Trend	2-Year Average Annual Trend*	Benchmark	Current Period Variance to Benchmark
Inpatient Facility								
Acute Admissions per 1,000	178.0	145.0	97.6	-32.7%	-45.2%	-25.9%	59.4	64.2%
Acute Days per 1,000	981.4	942.7	723.7	-23.2%	-26.3%	-14.1%	280.8	157.7%
Average Length of Stay – Acute	5.5	6.5	7.4	14.0%	34.5%	16.0%	4.7	56.9%
Paid Amount per Acute Admit	\$6,810	\$18,332	\$25,478	39.0%	274.1%	93.4%	\$22,016	15.7%
Inpatient Paid Amount	\$6,672,374	\$3,300,890	\$3,380,075	2.4%	-49.3%	-28.8%		
Inpatient Paid PMPM	\$109.49	\$235.95	\$214.81	-9.0%	96.2%	40.1%	\$109.49	96.2%
Outpatient Facility								
ED Visits per 1,000	341.3	286.5	186.8	-34.8%	-45.2%	-26.0%	203.6	-8.3%
ED Paid Amount per Visit	\$380	\$1,475	\$1,927	30.7%	406.8%	125.1%	\$1,697	13.5%
Total Outpatient Visits per 1000	5762.7	4541.8	3064.3	-32.5%	-46.8%	-27.1%	1797.8	70.4%
Total Paid Amount per Visit	\$199	\$686	\$1,342	95.5%	575.4%	159.9%	\$1,146	17.1%
Total Outpatient Paid Amount	\$5,816,324	\$3,635,005	\$5,393,269	48.4%	-7.3%	-3.7%		
Total Outpatient PMPM	\$95.44	\$259.83	\$342.76	31.9%	259.1%	89.5%	\$171.70	99.6%
Professional								
Primary Care								
Visits per 1,000	4811.8	4242.5	3488.3	-17.8%	-27.5%	-14.9%	2540.6	37.3%
Paid Amount per Visit	\$27	\$67	\$85	26.4%	210.0%	76.1%	\$110	-22.6%
Specialty Care								
Visits per 1,000	15024.4	14360.5	12109.8	-15.7%	-19.4%	-10.2%	7268.0	66.6%
Paid Amount per Visit	\$56	\$121	\$170	40.7%	203.0%	74.1%	\$155	9.9%
Total Professional Paid Amount	\$4,963,688	\$2,361,651	\$3,096,096	31.1%	-37.6%	-21.0%		
Total Professional PMPM	\$81.45	\$168.81	\$196.76	16.6%	141.6%	55.4%	\$117.24	67.8%
Total								
Paid Amount	\$17,452,387	\$9,297,547	\$11,869,440	27.7%	-32.0%	-17.5%		
Total Medical PMPM	\$286.39	\$664.59	\$754.33	13.5%	163.4%	62.3%	\$398.43	89.3%

*Due to the variability caused by COVID-19 in 2020, the 2-year average annual trend allows comparison to a more stable data period

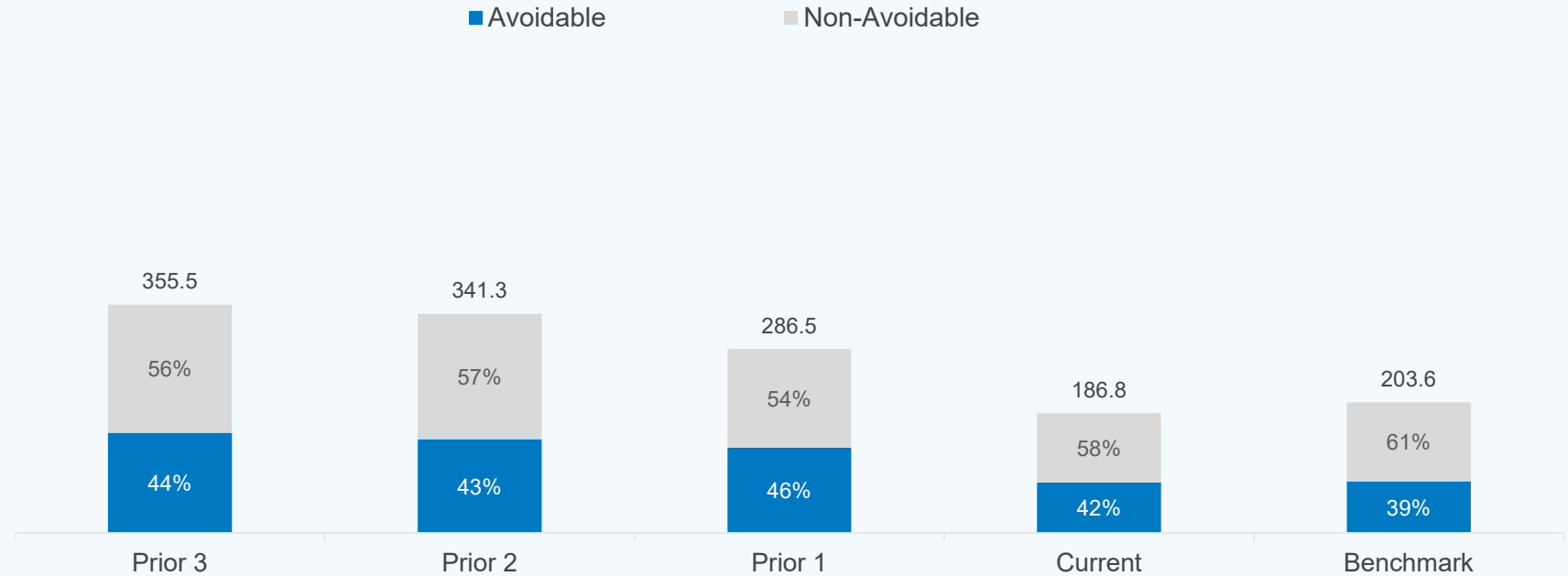


Emergency Department

- Emergency Department Facility Spend accounted for **4.0%** of **Total medical Spend**, 5.3% prior (7.2% Benchmark)
- ED Visits per 1,000 decreased -34.8%** and were -8.3% below the Benchmark
- Employees** had the highest ED Visits per 1,000 Rate by Relationship

	Prior 2	Prior	Current	Prior to Current Trend	Prior 2 to Current Trend	2-Year Average Annual Trend*	Benchmark	Current Period Variance to Benchmark
ED Visits	1,733	334	245	-26.6%	-85.9%	-62.4%		
ED Visits per 1,000	341.3	286.5	186.8	-34.8%	-45.2%	-26.0%	203.6	-8.3%
ED Paid per Visit	\$380	\$1,475	\$1,927	30.7%	406.8%	125.1%	\$1,697	13.5%
ED PMPM	\$10.81	\$35.20	\$30.00	-14.8%	177.5%	66.6%	\$28.80	4.2%

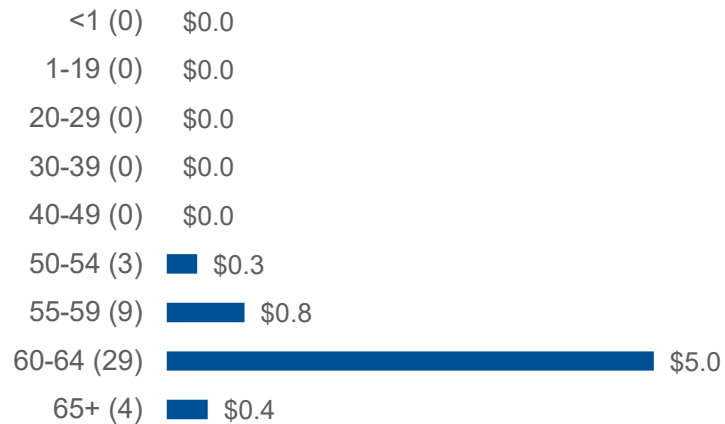
ED Visits/1,000



*Due to the variability caused by COVID-19 in 2020, the 2-year average annual trend allows comparison to a more stable data period

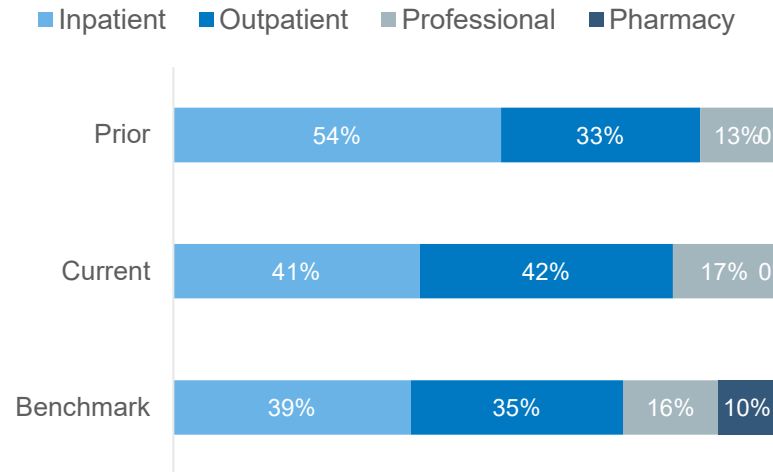
High Cost Claimant Details >\$50k

HCCs by Age Bands*
(Count of Members)



*Amount in Millions

HCC % of Spend by Place of Service



HCC by Paid Band

\$\$ Range	Current Period		Prior Period	
	Count	PMPM	Count	PMPM
>\$1M	0	\$0.00	1	\$77.45
\$500k - 999k	2	\$71.10	0	\$0.00
\$250k - 499k	4	\$83.48	2	\$46.68
\$100k - 249k	17	\$163.90	10	\$92.91
\$50k - 99k	22	\$94.77	19	\$91.61

High Cost Claimants

HCCs accounted for **3.0% of Members** (2.3% prior) and **54.8% of Spend** (46.4% prior)

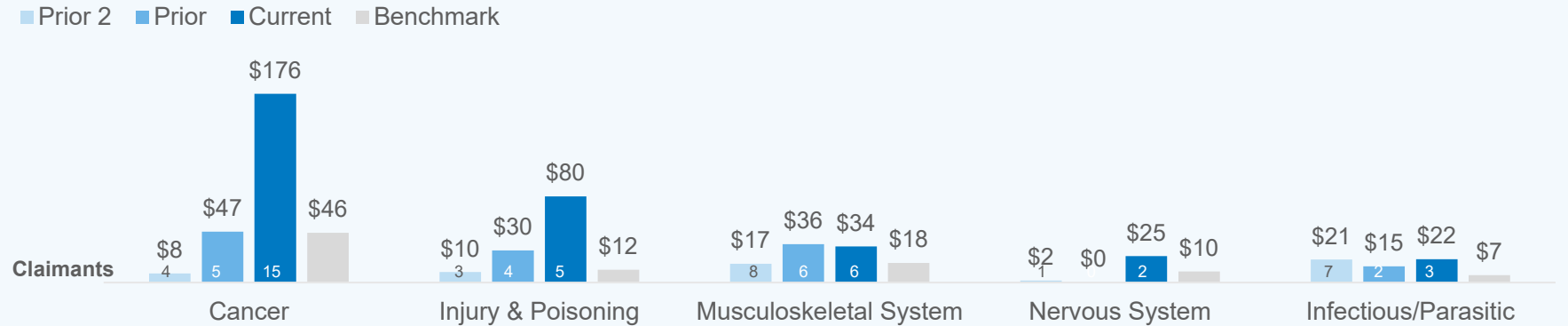
Trend

- ▲ **33.9%** HCC PMPM
- **Benchmark** HCC PMPM Trend: ▲ **4.0%**
- ▲ **93.6%** Average Annual HCC PMPM trend
- ▲ **7.1%** Spend per Claimant
- ▲ **25.0%** Claimants/1,000
- **22.2%** of HCC Spend was for **Medical Specialty Drugs**, 22.2% prior (21.0% Benchmark)

45 Claimants, 32 prior

- **82.2%** Employees, 90.6% prior
- **8.9%** traditionally engaged, 6.3% prior
- **84.4%** remained on the Plan
- **22.2%** repeat HCCs (30.5% Benchmark)

Top 5 HCC Health Conditions by PMPM



Top 10 HCCs

HCC	Relationship	Age Band	Health Condition	SpRx* % of Paid	Total Paid	Active Status
1	Employee	Age 60-64	Injury & Poisoning—Neck Injury	0.0%	\$576,587	No
2	Employee	Age 60-64	Cancer--Breast	74.2%	\$542,135	Yes
3	Employee	Age 60-64	Injury & Poisoning—Femur Fracture	0.0%	\$369,578	Yes
4	Employee	Age 60-64	Nervous System-Epilepsy	0.2%	\$328,178	Yes
5	Spouse	Age 60-64	Cancer—Breast	89.5%	\$310,418	Yes
6	Employee	Age 60-64	Cancer—Colon	74.6%	\$305,330	No
7	Employee	Age 55-59	Cancer--Uterine	55.4%	\$230,025	Yes
8	Employee	Age 60-64	Cancer--Rectal	2.5%	\$203,842	Yes
9	Employee	Age 60-64	Cancer--Lung	12.6%	\$192,109	Yes
10	Employee	Age 60-64	Injury & Poisoning—Comp Kidney Device	9.2%	\$190,219	No

High Cost Claimants--2020

32
HCCs
PP: 55

\$4.3M
Total Med Spend
PP: \$6.7M

89.3%*
Employees

6.3%
Engaged

2.7% of Total Membership
PP: 1.1%
Benchmark: 4.2%

46.4% of Total Spend
PP: 38.5%
Benchmark: 38.4%

↑ 179.8% HCC PMPM
7.5% above benchmark

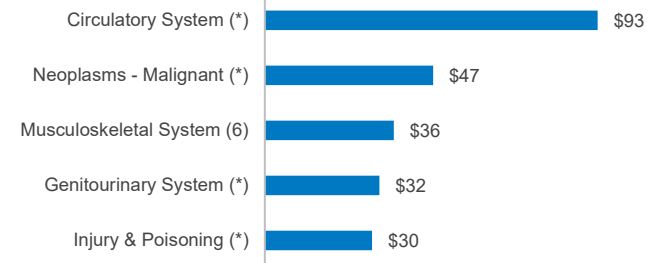
Key Insights

High Cost Claimants: ↑ 179.8% HCC PMPM, 7.5% above benchmark

Paid per Claimant: \$134.9K (PP: \$122.2K,)

- Prevalence: 32 Claimants (PP: 55)

Top 5 HCC Health Conditions by PMPM (current # of claimants)



HCC	Relationship	Age Band	Leading Diagnostic Category	Total Paid	Active Status
1	Employee	Ages 60-64	Circulatory System	\$1,027,159	No
2	Spouse	Ages 60-64	Neoplasm-Malignant	\$56,367	No
3	Employee	Ages 60-64	Neoplasms - Malignant	\$319,888	Yes
4	Spouse	Ages 60-64	Neoplasms - Malignant	\$21,395	Yes
5	Employee	Ages 60-64	Genitourinary System	\$311,819	Yes
6	Employee	Ages 60-64	Injury & Poisoning	\$198,859	Yes
7	Employee	Ages 60-64	Respiratory System	\$165,822	Yes
8	Employee	Ages 60-64	Endocrine/Metabolic	\$131,514	Yes
9	Employee	Ages 60-64	Diseases of the Skin	\$129,947	Yes
10	Employee	Ages 65-74	Neoplasms - Malignant	\$119,050	Yes

*Percent of total HCCs

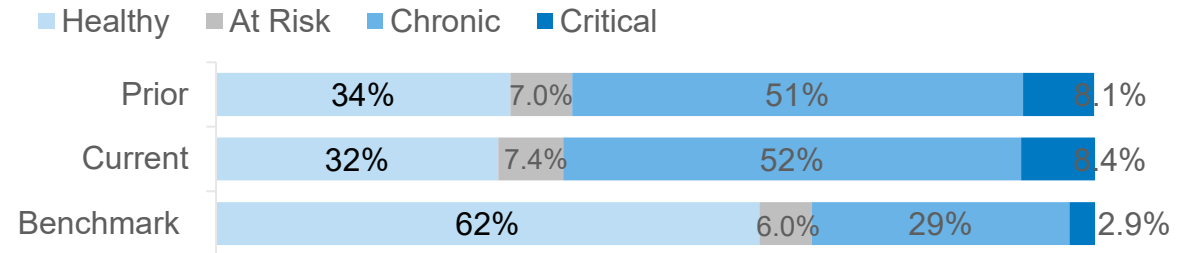
Clinical Details

Total Population Health

Engaging members at every stage in life

- Keeping **low risk members healthy** helps employers control long term healthcare costs
- **67.4%** of continuously enrolled members classified as healthy at the beginning of the prior period **remained healthy** at the end of the current period
 - **32.6%** migrated to a **higher risk**

Health Status % of Members



32.1%

Healthy¹

421 Members
9.4% of Spend
\$221 PMPM
74.5% Members Engaged²



7.4%

At Risk

97 Members
2.4% of Spend
\$248 PMPM
90.1% Members Engaged²



52.1%

Chronic

683 Members
68.9% of Spend
\$998 PMPM
90.8% Members Engaged²



8.4%

Critical

111 Members
19.3% of Spend
\$1,726 PMPM
89.8% Members Engaged²

¹ 25.0% of the Healthy category members were non-utilizers. This accounts for 8.0% of the total membership (9.8% prior / 12.2% benchmark).

² Comprehensive engagement

Chronic Conditions

48.7% of Members had a Chronic Condition (108.1% prior) which accounted for 77.9% of Spend (80.8% prior)



Asthma

2.3% of Members (1.6%)
 3.3% of Spend (3.8%)
 19.0% Gap Closures (50.5%)



Coronary Artery Disease

4.7% of Members (1.2%)
 9.0% of Spend (9.5%)
 29.8% Gap Closures (66.0%)



Depression

3.1% of Members (3.7%)
 8.3% of Spend (9.1%)
 17.4% Gap Closures (54.9%)



Diabetes

15.6% of Members (4.3%)
 13.4% of Spend (15.8%)
 38.2% Gap Closures (66.9%)



Hypertension

22.7% of Members (7.9%)
 20.6% of Spend (22.6%)
 37.6% Gap Closures (69.6%)



Low Back Pain

8.8% of Members (5.7%)
 14.3% of Spend (15.5%)
 33.3% Gap Closures (62.8%)



Obesity

1.4% of Members (1.7%)
 5.1% of Spend (5.4%)
 54.5% Gap Closures (56.5%)

17.5%
 of Members have
 2+ Chronic Conditions

▲ 9.3%
 Chronic Condition
 Impact on Trend

Considerations

Many of these conditions are preventable or treatable with lifestyle modification:

- Implement wellness initiatives or incentives that target healthy eating, exercise, and stress management

Total Population Health

Engaging Members at every Stage in Life

Healthy*

9.4% of Spend
32.1% of Members

Infectious/Parasitic (Health Status)

Hypertension (Low Back Pain)

\$221 (\$183)

50.2% (54.0%)

74.5% (65.5%)

26.9% (40.6%)

44.1% (54.9%)

At Risk

2.4% of Spend
7.4% of Members

Injury & Poisoning (Health Status)

Hypertension (Hypertension)

\$248 (\$248)

86.4% (84.1%)

90.1% (80.9%)

44.4% (69.4%)

79.7% (61.4%)

Chronic

68.9% of Spend
52.1% of Members

Cancer (Cancer)

Hypertension (Hypertension)

\$998 (\$744)

91.0% (87.3%)

90.8% (83.7%)

39.3% (63.2%)

58.7% (59.0%)

Critical

19.3% of Spend
8.4% of Members

Musculoskeletal System (Musculoskeletal System)
Hypertension (Hypertension)

\$1,726 (\$1,793)

94.7% (96.7%)

89.8% (90.1%)

32.8% (63.6%)

62.4% (59.2%)

Most-costly Health Condition

Most prevalent Chronic Condition

Average Cost PMPM

% of Members with a PCP

% engaged¹

% Care Gaps closed

Annual Wellness Compliance Rate

¹ 25.0% of the Healthy category members were non-utilizers. This accounts for 8.0% of the total membership (9.8% prior / 12.2% benchmark).

* Comprehensive engagement

() = Benchmark

Generational Segmentation

Anthem can connect in ways your employees prefer with meaningful, personalized connections

	Gen Z <19 Years 0.5% of Spend 3.6% of Members	Millennials 20-39 Years 1.0% of Spend 4.7% of Members	Gen X 40-55 Years 6.6% of Spend 10.2% of Members	Baby Boomers 56-74 Years 89.8% of Spend 79.2% of Members	Traditional 75+ Years 2.1% of Spend 2.2% of Members
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Most-costly Health Condition	Ill-Defined Conditions (Newborn)	Infectious/Parasitic (Maternity)	Musculoskeletal System (Musculoskeletal System)	Cancer (Cancer)	Circulatory System (Circulatory System)
Most prevalent Chronic Condition	Depression (Depression)	Depression (Low Back Pain)	Hypertension (Hypertension)	Hypertension (Hypertension)	Congestive Heart Failure (Hypertension)
Average Cost PMPM	\$100 (\$255)	\$162 (\$265)	\$491 (\$444)	\$855 (\$796)	\$706 (\$807)
% of Members with a PCP	68.7% (70.8%)	53.1% (54.4%)	70.7% (69.0%)	81.1% (78.8%)	64.8% (71.5%)
% Digital engagement	79.3% (66.2%)	64.6% (66.4%)	88.6% (79.7%)	88.2% (83.4%)	28.1% (51.5%)
% Care Gaps closed	0.0% (35.4%)	33.3% (48.0%)	28.9% (56.6%)	37.7% (67.7%)	45.0% (60.4%)
Annual Wellness Compliance Rate	88.9% (91.1%)	36.0% (37.8%)	60.6% (48.1%)	54.4% (50.1%)	0.0% (0.0%)

() = Benchmark

Non-HCC Top 5 Health Conditions

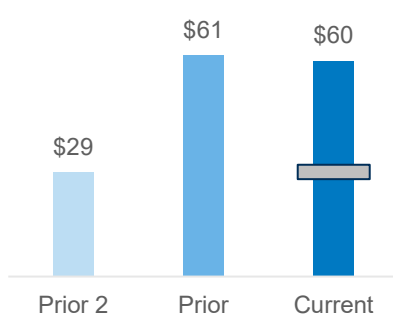
#1 Musculoskeletal System

\$944.0K / 505 Claimants

- **17.6%** of Spend, 17.2% prior
- **34.1%** of Members, 74.7% prior

23.9% Osteo of Knee
15.0% Osteo of Hip

Current PMPM Trend: **▼-2.4%**
Average Annual Trend: **▲ 44.0%**



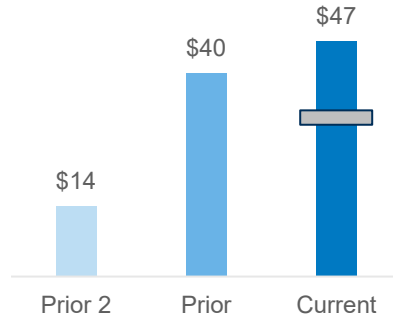
#2 Health Status

\$735.1K / 1,076 Claimants

- **13.7%** of Spend, 11.3% prior
- **72.8%** of Members, 85.0% prior

21.0% Preventive Services
6.9% COVID Testing

Current PMPM Trend: **▲ 15.7%**
Average Annual Trend: **▲ 83.0%**



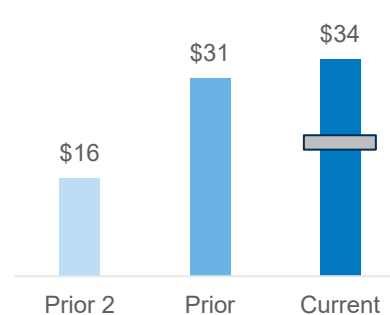
#3 Ill-Defined Conditions

\$542.7K / 594 Claimants

- **10.1%** of Spend, 8.8% prior
- **40.2%** of Members, 72.2% prior

17.2% Throat/Chest Pain
12.6% Abnormal Breathing

Current PMPM Trend: **▲ 9.7%**
Average Annual Trend: **▲ 48.7%**



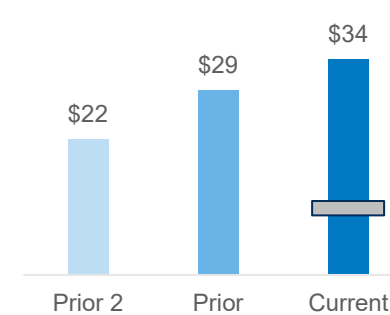
#4 Circulatory System

\$538.6K / 445 Claimants

- **10.0%** of Spend, 8.2% prior
- **30.1%** of Members, 64.6% prior

20.5% CAD
11.0% Irregular Heartbeat

Current PMPM Trend: **▲ 16.9%**
Average Annual Trend: **▲ 26.0%**



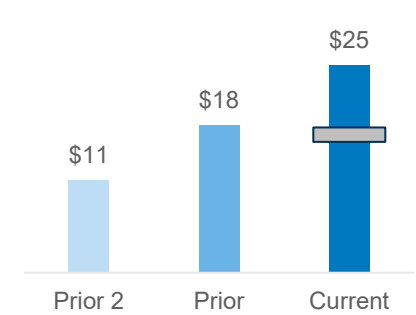
#5 Digestive System

\$388.4K / 182 Claimants

- **7.2%** of Spend, 4.9% prior
- **12.3%** of Members, 20.8% prior

14.6% Colitis
12.4% Other Diseases Of Digestive System

Current PMPM Trend: **▲ 40.7%**
Average Annual Trend: **▲ 49.6%**



PMPM Spend

█ = Benchmark

Top 5 Health Condition Categories

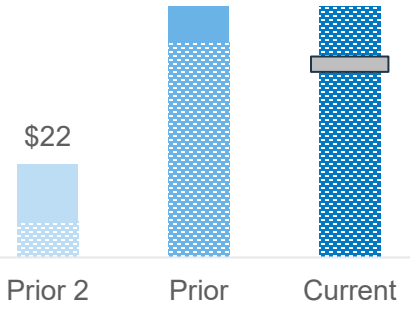
#1 Cancer

\$2.7M / 136 Claimants

- 9.2% of Members, 21.6% prior
- 22.5% of Spend, 12.0% prior
 - 90.4% HCC, 64.3% prior

28.7% Breast Cancer
15.3% Chemo/Radiation

Current PMPM Trend: **▲112.0%**
Average Annual Trend:
▲175.3%



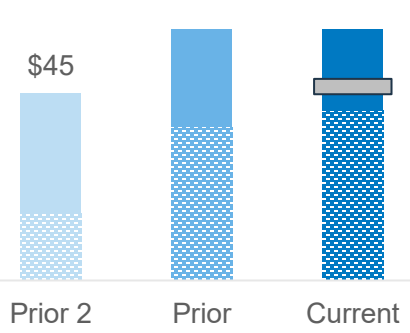
#2 Musculoskeletal System

\$1.6M / 536 Claimants

- 36.2% of Members, 75.8% prior
- 13.3% of Spend, 14.7% prior
 - 40.3% HCC, 37.3% prior

21.8% Osteo of Knee
12.6% Disc Disorder Exc. Cervical

Current PMPM Trend: **▲2.5%**
Average Annual Trend: **▲49.6%**



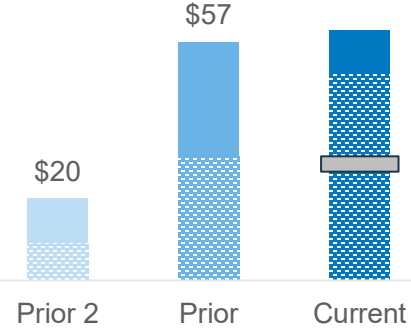
#3 Injury & Poisoning

\$1.1M / 236 Claimants

- 16.0% of Members, 24.2% prior
- 9.1% of Spend, 8.6% prior
 - 72.9% HCC, 52.4% prior

29.5% Fracture of Femur
29.2% Fx Cerv Vertebra Oth Parts Neck

Current PMPM Trend: **▲19.7%**
Average Annual Trend: **▲86.7%**



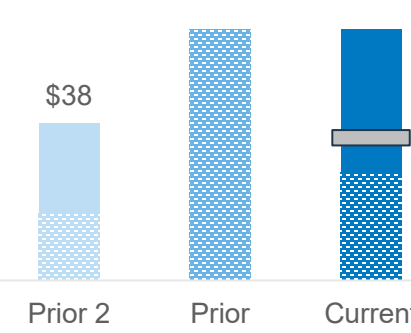
#4 Circulatory System

\$946.7K / 477 Claimants

- 32.3% of Members, 66.3% prior
- 8.0% of Spend, 16.3% prior
 - 43.1% HCC, 73.1% prior

20.0% CAD
10.9% Cardiac Arrhythmia

Current PMPM Trend: **▼-44.7%**
Average Annual Trend: **▲26.4%**



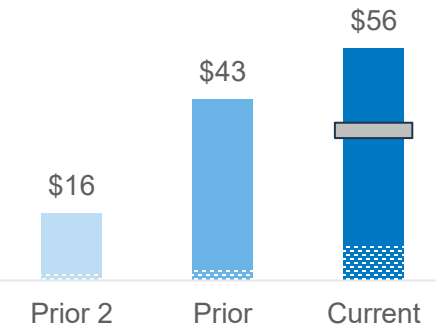
#5 Health Status

\$874.4K / 1,119 Claimants

- 75.7% of Members, 86.8% prior
- 7.4% of Spend, 6.5% prior
 - 15.9% HCC, 7.1% prior

18.0% Preventive Services
6.3% COVID Testing

Current PMPM Trend: **▲27.8%**
Average Annual Trend: **▲85.7%**



Cancer Drilldown

Accounts for **22.5%** of Spend (12.0% prior) and **9.2%** of Membership (21.6% prior)

Key Metrics

\$2.7M Spend

Top Diagnoses by Spend:

1. Breast Cancer: 28.7% of Spend, 4.4% prior
2. Chemo/Radiation: 15.3% of Spend, 7.6% prior
3. Colon Cancer: 12.7% of Spend, 29.2% prior

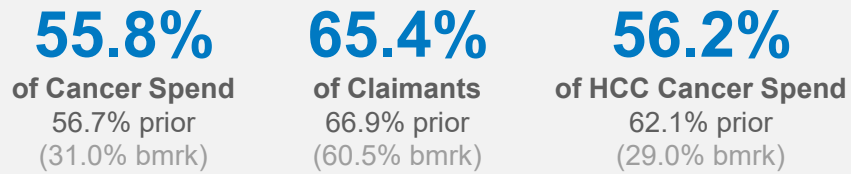
45.3% of Cancer Spend was for **medical specialty Drugs**, 33.2% prior (41.1% Benchmark)

- **7** of **13** eligible Members were on **Best Practice Pathways**
- These **7 members** accounted for **32.1%** of the total Cancer medical Specialty Drug Spend

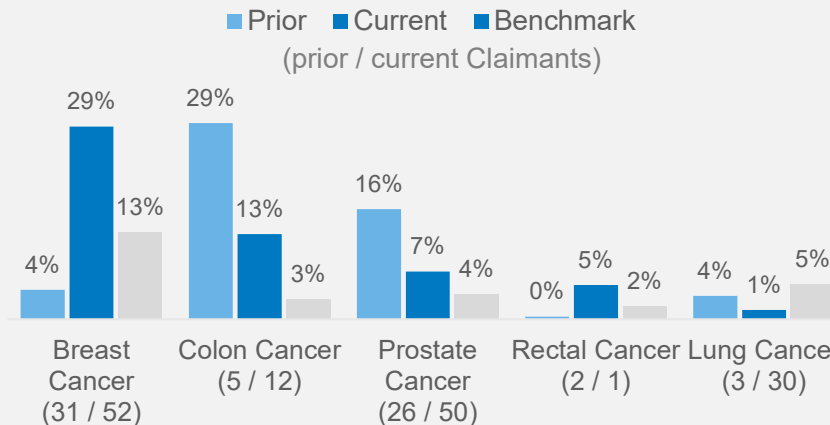
136 Claimants

- **8.8% Behavioral Health** Comorbidity, 6.0% prior (14.1% Benchmark)
- **83.8% Engaged**, 29.4% prior (84.0% Benchmark)

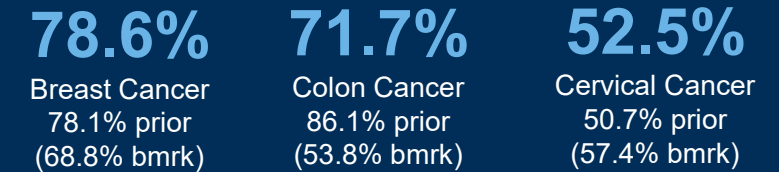
Impactable Cancer Diagnoses



Top 5 Impactable Conditions % of Spend



Cancer Preventive Compliance Rates



Considerations

- Encourage members to establish a PCP relationship
- CancerResources@anthem.com
- Communications regarding lifestyle management and the importance of cancer screenings.
- **Consider Total Health Total You to support members for prevention reminders with messaging and personalized care**
- **Virtual Second Opinion for timely support and treatment plans**
- **Concierge Cancer Care: care for your more critical cancers**

Musculoskeletal Drilldown

Accounts for **13.3%** of Spend (14.7% prior) and **36.2%** of Membership (75.8% prior)

Top Spend Categories

- **67.3% Surgical**, 72.0% prior (61.7% Benchmark)
- **8.1% Physical Therapy**, 7.3% prior (9.0% Benchmark)
- **5.5% Imaging**, 4.6% prior (7.4% Benchmark)
- **4.6% Medical Specialty Drugs**, 2.9% prior (6.4% Benchmark)

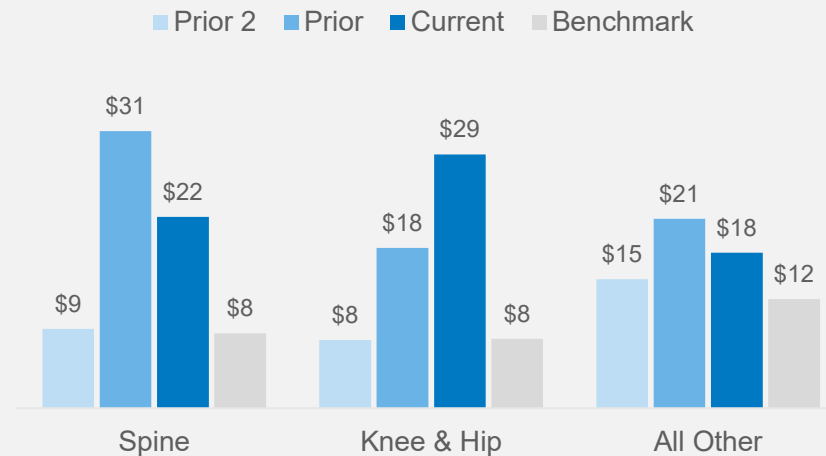
536 MSK Claimants

- **23.9% Low Back Pain** (23.9% Benchmark)
- **13.8% Behavioral Health Comorbidity** (19.5% Benchmark)
- **1.5% Obesity** (3.6% Benchmark)

Value Adds

- **86.6% Engaged**, 38.5% prior (81.5% Benchmark)
- **High Quality Providers (BDC) rate**
 - **10.0% Back** surgical procedures
 - **17.9% Knee and Hip** surgical procedures

MSK Surgical PMPM by Category (IP, OP, Prof Services Combined)

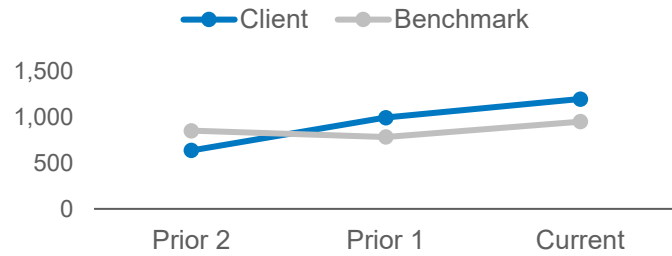


Considerations

- Encourage members to establish a PCP relationship
- Consider Total Health Total You to support early identification of potential issues prior to needing surgery
- Virtual Second Opinion for timely support and treatment plans
- Redirection / Cost Containment Programs
- Education on fitness, exercise, and weight loss for prevention
- Home physical therapy programs to better manage low back pain
- Blue Distinction Centers of Excellence (BDC)

Preventive Care

Preventive Visits/1,000



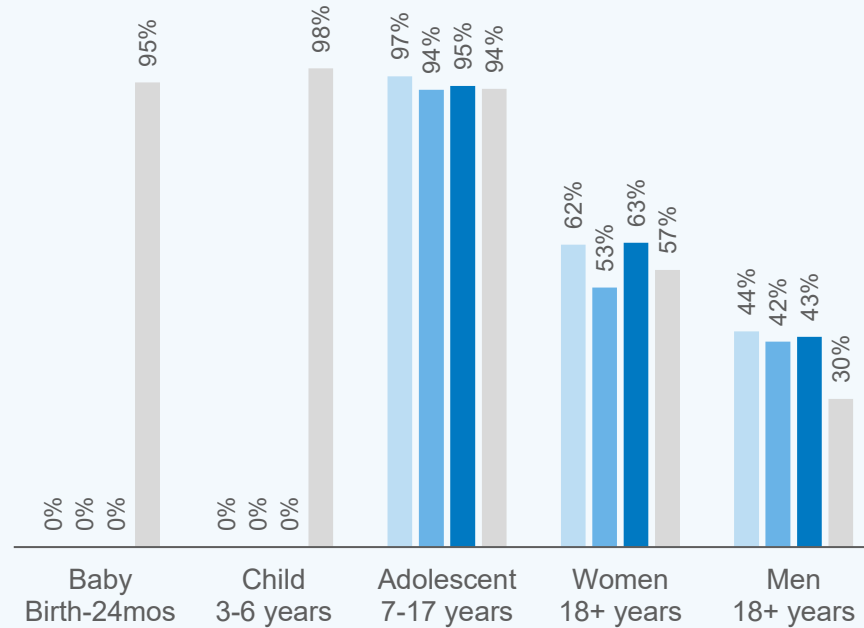
Preventive Visits/1,000 increased **20.3%** and were 25.7% above Benchmark

Considerations:

- Members **without a PCP** had significantly **lower Compliance** for Cancer Screenings
 - 45.9% lower** Breast Cancer
 - 14.9% lower** Cervical Cancer
 - 24.1% lower** Colon Cancer
- 6.0%** of Members were **Non-Utilizers**, 5.8% prior (6.8%)

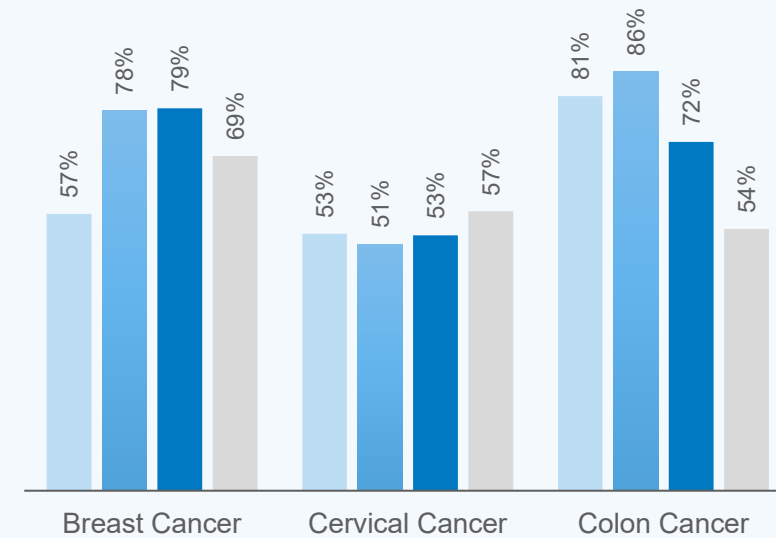
Well Visit Compliance Rates

Prior 2 Prior Current Benchmark



Adult Cancer Screening Compliance Rates

Prior 2 Prior Current Benchmark



Reporting is based on a point in time one month prior to the end of the reporting period

Behavioral Health

Trend

▲ 23.3%
Current Period BH PMPM
Trend

▲ 67.0%

2-Year Average Annual Trend

Due to the variability caused by COVID-19 in 2020, the 2-year average annual trend allows comparison to a more stable data period

Population

153
BH Claimants
10.3% of Membership
16.8% prior
(14.0%)

86.9%
Comprehensively engaged
53.2% prior
(78.3%)

Most Prevalent Conditions

% of Members

3.9%
Anxiety
5.2% prior
(5.7%)

2.0%
Depression
3.7% prior
(2.5%)

1.5%
Adjustment Disorder
1.9% prior
(2.3%)

BH Claimants

Prevalence by Relationship

64.7%
Employee
69.6% prior
(41.9%)

19.9%
Spouse
23.2% prior
(17.3%)

15.4%
Dependent
7.2% prior
(40.9%)

() = Benchmark

Professional Outpatient

Place of Service

38.5%
of total BH Spend
48.3% prior
(47.7%)

▼ -6.1%
Visits per 1,000
886.2
(-19.6% below
Benchmark)

28.7%
of Visits via
Telehealth
23.4% prior
(40.9%)

Network

95.6%
% of Paid
In-Network
93.6% prior

Anthem is building one of the nation's largest behavioral health networks



Telehealth

0.3%
of total spend
\$40.4K
0.7% prior
(1.3% bmrk)

20.1%
of members
26.2% prior
(19.7% bmrk)

▼ -25.8%
Visits/1,000
(-24.1% below
benchmark)

43.5%
Behavioral Health
visits
28.1% prior
(60.1% bmrk)

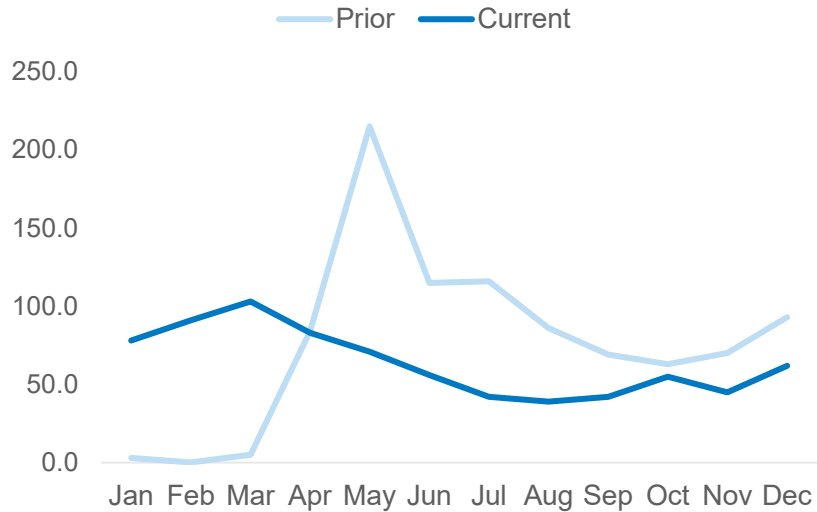
0.4%
LiveHealth Online visits
0.0% prior
(2.0% bmrk)

Cost per Visit

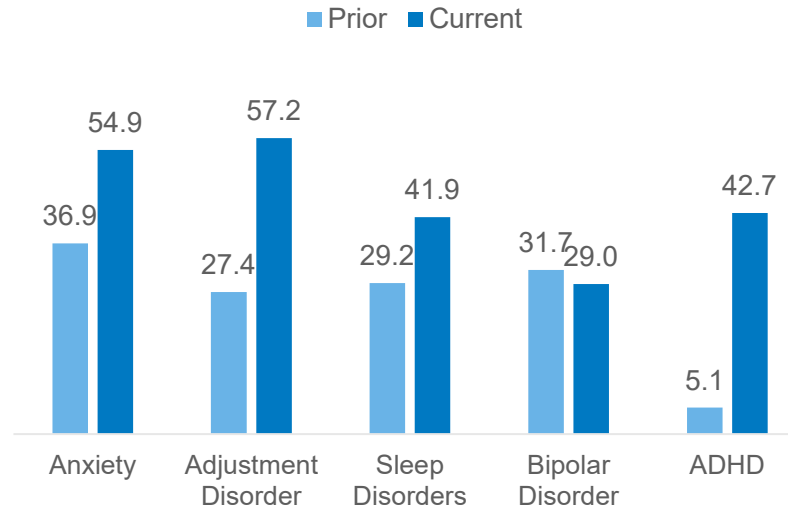
\$53
Total Telehealth
Paid per visit

\$37
LiveHealth Online
Paid per visit

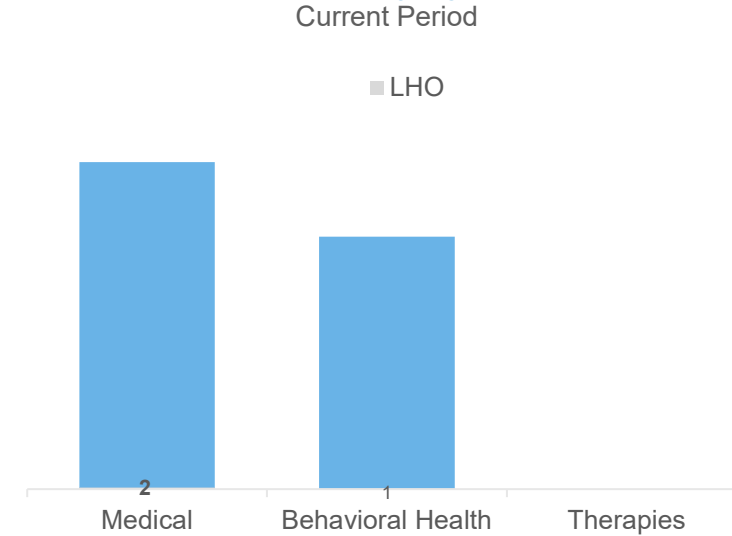
Telehealth Visits/1,000 by Month



Top 5 Diagnoses by Visits/1,000



Visits by Type





Total Care

The **Total Care (TC) value-based program** is designed to deliver improved quality, lower cost of care, and a better patient experience for our members

70.9%

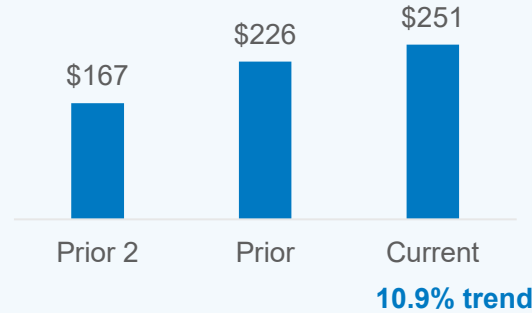
Members with TC Relationship
65.7% prior

21.1%

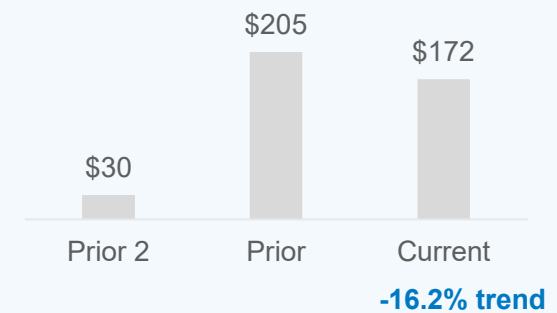
Members with Non-TC Relationship
24.0% prior

Cost of Care Risk Adjusted PMPM

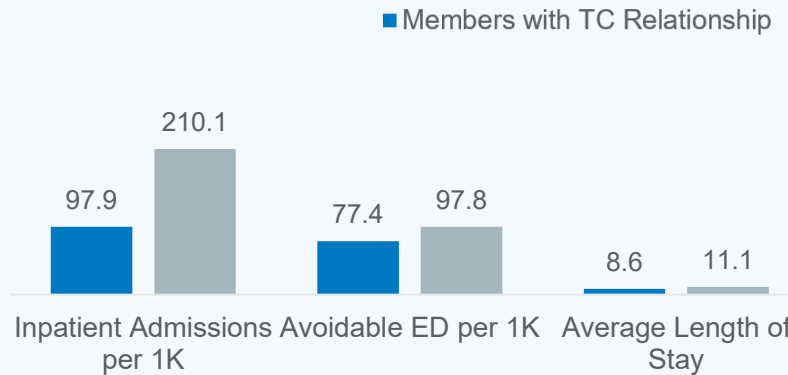
TC Provider



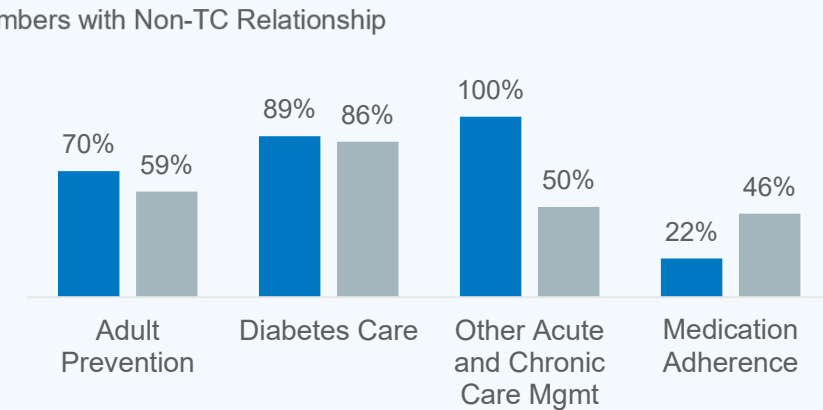
Non-TC Provider



Utilization



Quality Clinical Compliance



Total Clinical Cost Avoided Savings: \$873.7K (\$56 PMPM)

Impactable Conditions

\$60.4K*

Cost Avoided Savings from Care Coordination and Traditional Engagement of the sickest members. 1,120 members engaged

Care Gap Closure

\$63.8K

Cost Avoided Savings derived from closing Gaps in Care. 846 Gaps identified, 37.0% closed

Steerage to Appropriate Care

\$749.6K

Cost Avoided Savings derived from Utilization Management and Clinical Reviews.

* Impactable conditions savings is lagged by one month and may vary slightly from CII Discover.

COVID & LHO Details

COVID-19 Stats

- 797 (505) members had some type of claim coded with COVID.....this could be testing, could be treatment, could be an IP stay.
- 204 (93) members were confirmed positive for COVID.
- 22 (5) members were admitted to the hospital.
 - Average paid per admit was \$24.6K (\$14K).
- \$868.2 (\$196.7K) has been spent in total on COVID
 - \$565.9K (\$70.9K) was for IP
 - \$187.2K (\$88.9K) for professional
 - \$81.5K (\$28.1K) for OP (non-ER)
 - \$33.5K (\$8.9K) for ER
- Of the \$868.2K (\$196.7K), \$147.1K (\$75.7K) was spent on just testing.

LiveHealth Online Stats

- From 5/20-4/22, there have been 9 registrations, 5 medical visits and 1 behavioral health visit.



Thank you for
allowing us to be your
trusted healthcare partner.

We look forward to our continued collaboration
as we confidently develop forward-thinking
solutions to accomplish your goals.
