



# Health Care Update

DECEMBER 9, 2024





- Public Comment
- Financials (Rae-Ellen)
- Partnership (Bernie)
- High-level utilization (Josh)
  - In-patient analysis (Segal)
- HEP Compliance Update 2024 (Rosanna)
- Communications (Betsy)
- Cigna Annual Report (Rae-Ellen)



# Public Comment



<b>FY 2024-2025 Anticipated Year End Health Account Balances</b>	
Budget Review 11.15.24	
<b>Active Employee Healthcare Appropriation</b>	
<b>Projected Appropriation Balance:</b>	<b>\$ 33,264,325.59</b>
<b>Active Employee Healthcare FAD Accounts</b>	
Projected Active Health FAD	\$ 91,305,970.11
Projected Active Rx FAD	\$ 36,189.98
<b>Combined FAD Balances:</b>	<b>\$ 91,342,160.09</b>
<b>Retired Employee Healthcare Appropriation</b>	
<b>Projected Appropriation Balance:</b>	<b>\$ -35,323,564.93</b>
<b>Retired Employee Healthcare OPEB FAD Accounts</b>	
Projected Retiree Health	\$ 192,431,717.67
Projected Retiree Rx	\$ 50,649,184.35
<b>Combined FAD Balances:</b>	<b>\$ 243,080,902.02</b>



## Partnership 2.0

As of 12/1/24 we have 167 groups enrolled totaling over 25,000 employees and just over 60,000 members.

Last week we published our annual partnership report on our website and there was a press release from the Comptroller's office.

In mid November we held our quarterly partnership update meetings. At these meetings we communicated our 7/1/25 medical/rx renewal projection for partnership 2.0 which was 8 – 10% with a regional adjustment of -3 - +2% depending on the county.

This week we are holding 2 meetings to target potential new groups. They will be held on Thursday 12/12 at 1 and Friday 12/13 at 10.

## Partnership 1.0

As of 12/1/24 we still have 5 groups remaining totaling approximately 2,500 employees and 3,500 members.

# Actives & Non-Medicare Retirees

## All Plans

# Utilization Dashboard

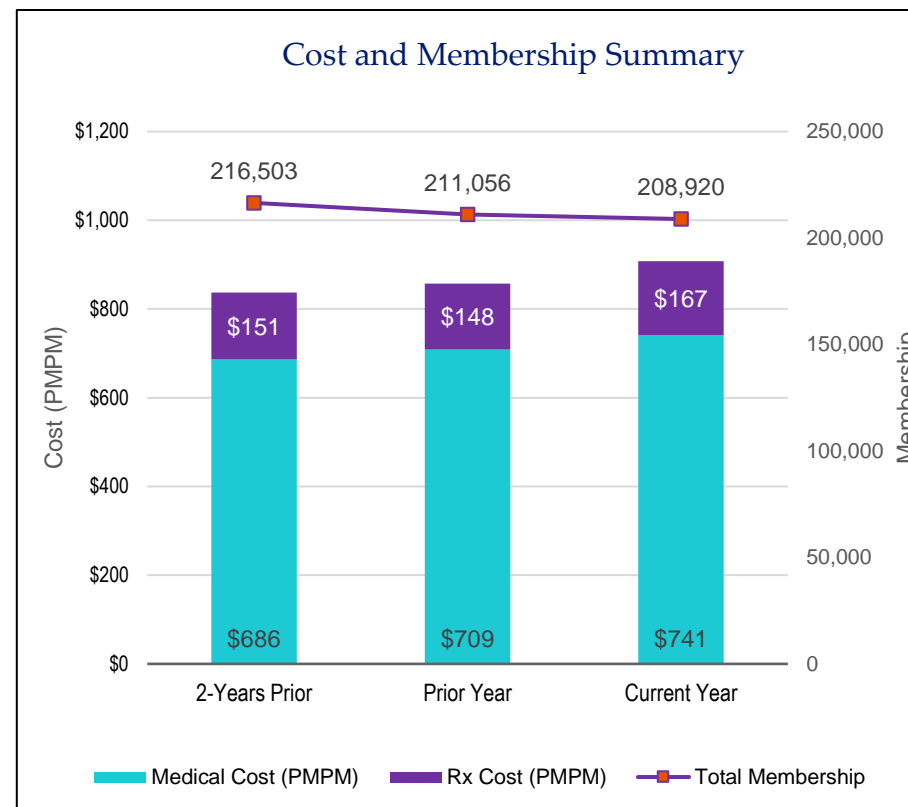
Current Period: Incurred Sep 2023 – Aug 2024  
 Prior Period: Incurred Sep 2022 – Aug 2023

### Claims Summary<sup>1</sup>

	Total Cost (PMPM)	% of Total Cost	Current Trend
<b>Medical</b>	<b>\$741.42</b>	<b>82%</b>	<b>▲ 4.6%</b>
Inpatient Facility	\$146.76	16%	▲ 6.2%
Outpatient Facility	\$292.86	32%	▲ 4.4%
Professional Services	\$280.03	31%	▲ 4.3%
Ancillary	\$21.77	2%	▲ 1.3%
<b>Pharmacy<sup>2</sup></b>	<b>\$166.59</b>	<b>18%</b>	<b>▲ 12.2%</b>
<b>Total Cost</b>	<b>\$908.01</b>		<b>▲ 5.9%</b>

### Drivers of Trend

Service Category	Current PMPM	Prior PMPM	Change
Prescription Drugs - Brand	\$90.64	\$81.44	▲ \$9.20
Inpatient - Medical	\$45.04	\$38.43	▲ \$6.62
Pharmacy - Specialty	\$46.12	\$39.91	▲ \$6.21
Outpatient - Surgery	\$92.40	\$87.54	▲ \$4.85
Outpatient - Pharmacy	\$54.74	\$50.94	▲ \$3.80



### Observations

- PMPM medical costs have increased 4.6% Year-over-Year (“YoY”) and accounted for 82% of total spend.
- PMPM Rx costs have increased 12.2% YoY and accounted for 18% of total spend.
- The second table above illustrates the top 5 drivers of trend. Prescription Drugs - Brand was the top driver of spend on a PMPM basis, increasing \$9.20 PMPM over last year.

<sup>1</sup> Reflects paid claims through October 2024. Claims for the current period have been completed using a factor of 0.95

<sup>2</sup> Pharmacy costs reflect PrudentRx savings through August 2024.

# Inpatient Trends - Overview

Claims Summary<sup>1</sup>

	Total Cost (PMPM)	% of Total Cost	Current Trend
<b>Medical</b>	<b>\$740.14</b>	<b>82%</b>	<b>▲ 5.0%</b>
Inpatient Facility	\$148.56	17%	▲ 6.7%
Outpatient Facility	\$291.88	32%	▲ 4.9%
Professional Services	\$277.62	31%	▲ 4.2%
Ancillary	\$22.09	2%	▲ 4.7%
<b>Pharmacy<sup>2</sup></b>	<b>\$158.37</b>	<b>18%</b>	<b>▲ 9.3%</b>
<b>Total Cost</b>	<b>\$898.51</b>		<b>▲ 5.7%</b>

## Inpatient PMPM Trends have increased noticeably from prior reports, up to **6.7%** year-over-year

- This category includes all claims related to hospital admissions, including through the Emergency Room, it does not include the related physician bills
  - Medical/Surgical care is the majority
  - Maternity (deliveries and non-deliveries)
  - Neonatal admissions, including NICU
  - Mental Health, including substance abuse
- These represent about a fifth of total cost, and tends to be more high-cost and volatile over time
- Next few slides will help explain in greater detail

# Inpatient Trends - Overview

**After further analysis of the claims lag it appears the completion has been understated for Inpatient care in the last few reports**

- Though completion assumptions are revisited with regularity, they won't always reflect recent changes in payment speed or outlier events (like paying an unusually large share of older claims)
  - Payments made in July and August were unusually high (for Inpatient)
  - Payments generally appear to be a little slower than when last assessed for the state
- Trends are increasing in more recent months even after applying more accurate completion

	Allowed PMPM	Current Trend
<b>All Plans</b>		
Inpatient Facility	\$151.73	8.9%
Outpatient Facility	\$291.37	4.7%
Professional Services	\$278.30	4.4%
Ancillary	\$22.21	5.1%
Pharmacy	\$158.37	9.3%
<b>Total</b>	<b>\$901.98</b>	<b>6.1%</b>

## Rolling 12-month PMPM Trends

	TOTAL	BRIDGEPORT AREA	HARTFORD AREA	NEW HAVEN AREA	OTHER IN STATE	OUT OF STATE
202306	1.6%	9.5%	2.2%	-7.6%	5.6%	2.4%
202307	2.4%	7.1%	6.8%	-3.8%	6.8%	-10.8%
202308	2.7%	10.8%	5.5%	-4.4%	6.2%	-9.0%
202309	2.3%	10.2%	2.1%	-2.9%	9.3%	-6.3%
202310	1.7%	9.5%	0.2%	0.2%	10.6%	-12.5%
202311	2.1%	4.8%	-0.3%	4.6%	13.0%	-9.9%
202312	5.1%	10.2%	0.5%	8.1%	15.6%	-3.8%
202401	7.3%	13.8%	2.5%	7.8%	19.5%	-1.0%
202402	5.4%	12.5%	0.5%	5.3%	18.7%	-3.2%
202403	5.7%	16.9%	-1.3%	9.5%	12.8%	-2.9%
202404	6.2%	17.6%	-0.6%	10.0%	16.1%	-7.9%
202405	8.0%	17.5%	3.0%	16.8%	8.7%	-6.8%
202406	9.0%	16.2%	4.6%	16.2%	7.6%	2.6%
24-month	5.2%	12.8%	3.4%	3.6%	6.6%	2.5%



# Inpatient Trends - Components

Trends vary by region, with Utilization increases being the main driver

- Keep in mind it doesn't necessarily require a large number of claims to result in a large trend

	PMPM			PMPM		Admits/K/Yr		Cost/Admit	
	Jul21-Jun22	Jul22-Jun23	Jul23-Jun24	1-year	2-year	1-year	2-year	1-year	2-year
<b>TOTAL</b>									
Med/Surg	\$102.10	\$103.56	\$113.58	9.7%	5.5%	24.3%	8.4%	-11.8%	-2.7%
MAT/NEO	\$22.21	\$21.97	\$23.48	6.9%	2.8%	1.6%	-0.3%	5.2%	3.2%
Mental Health	\$12.77	\$13.73	\$14.67	6.8%	7.2%	8.0%	10.2%	-1.1%	-2.8%
<b>Total</b>	<b>\$137.08</b>	<b>\$139.27</b>	<b>\$151.73</b>	<b>8.9%</b>	<b>5.2%</b>	<b>12.8%</b>	<b>6.5%</b>	<b>-3.4%</b>	<b>-1.2%</b>
<b>Hartford</b>									
Med/Surg	\$86.63	\$93.52	\$94.85	1.4%	4.6%	15.5%	3.8%	-12.2%	0.9%
MAT/NEO	\$20.64	\$17.29	\$20.07	16.1%	-1.4%	16.7%	2.3%	-0.6%	-3.6%
Mental Health	\$13.42	\$12.59	\$13.79	9.6%	1.4%	-0.2%	10.7%	9.8%	-8.5%
<b>Total</b>	<b>\$120.69</b>	<b>\$123.39</b>	<b>\$128.71</b>	<b>4.3%</b>	<b>3.3%</b>	<b>10.4%</b>	<b>5.4%</b>	<b>-5.5%</b>	<b>-2.0%</b>
<b>Bridgeport</b>									
Med/Surg	\$108.13	\$115.04	\$140.45	22.1%	14.0%	36.6%	17.7%	-10.6%	-3.1%
MAT/NEO	\$20.45	\$22.12	\$23.04	4.2%	6.1%	5.3%	0.3%	-1.1%	5.9%
Mental Health	\$10.26	\$14.90	\$13.20	-11.4%	13.4%	-10.4%	10.4%	-1.1%	2.7%
<b>Total</b>	<b>\$138.84</b>	<b>\$152.06</b>	<b>\$176.69</b>	<b>16.2%</b>	<b>12.8%</b>	<b>13.9%</b>	<b>10.9%</b>	<b>2.0%</b>	<b>1.7%</b>
<b>New Haven</b>									
Med/Surg	\$123.36	\$111.28	\$129.01	15.9%	2.3%	34.3%	10.8%	-13.7%	-7.7%
MAT/NEO	\$28.79	\$26.52	\$32.95	24.2%	7.0%	5.4%	6.2%	17.9%	0.7%
Mental Health	\$14.28	\$16.05	\$16.63	3.6%	7.9%	-3.7%	-12.8%	7.6%	23.7%
<b>Total</b>	<b>\$166.43</b>	<b>\$153.85</b>	<b>\$178.59</b>	<b>16.1%</b>	<b>3.6%</b>	<b>15.2%</b>	<b>2.1%</b>	<b>0.8%</b>	<b>1.5%</b>
<b>Other In State</b>									
Med/Surg	\$91.67	\$92.54	\$103.70	12.1%	6.4%	31.4%	10.3%	-14.7%	-3.5%
MAT/NEO	\$24.98	\$33.32	\$26.38	-20.8%	2.8%	-19.7%	-8.7%	-1.4%	12.6%
Mental Health	\$13.68	\$11.73	\$18.21	55.3%	15.4%	88.4%	44.6%	-17.6%	-20.2%
<b>Total</b>	<b>\$130.33</b>	<b>\$137.58</b>	<b>\$148.29</b>	<b>7.8%</b>	<b>6.7%</b>	<b>18.7%</b>	<b>9.6%</b>	<b>-9.2%</b>	<b>-2.7%</b>
<b>Out of State</b>									
Med/Surg	\$136.62	\$135.55	\$144.81	6.8%	3.0%	11.1%	5.3%	-3.8%	-2.2%
MAT/NEO	\$14.64	\$14.34	\$14.71	2.6%	0.2%	19.2%	9.7%	-14.0%	-8.7%
Mental Health	\$10.62	\$15.84	\$11.14	-29.7%	2.4%	2.4%	13.3%	-31.3%	-9.6%
<b>Total</b>	<b>\$161.88</b>	<b>\$165.73</b>	<b>\$170.66</b>	<b>3.0%</b>	<b>2.7%</b>	<b>8.3%</b>	<b>8.9%</b>	<b>-4.9%</b>	<b>-5.7%</b>

# Inpatient Trends – Med/Surg Diagnoses

## Largest Increases in Admissions over 2 years:

- 1. Gastrointestinal (by far)**
  - Obstructions, Infections, Biliary Tract Disease, Hernia
- 2. Genitourinary**
  - Urinary Tract Infections, Calculus of Urinary Tract
- 3. Hypertension**
  - Hypertension with Complications, Essential Hypertension
- 4. Cardiovascular**
  - Small increases in a broad array of diagnoses
- 5. Other Symptoms**
  - Abdominal Pain, Nausea, Syncope, Fever

- Top increases fairly similar between regions
- Bridgeport showed more increases in Hypertension and Diabetes than other regions
- Top single year increases are similar, aside from noteworthy increases in Respiratory (Pneumonia, Respiratory Failure, COVID-19)

# Total Compliance for State Membership

## Summary of 2023 & 2024

	<b>Total Eligible Households:</b>	<b>As of 12/4/24</b>	<b>Total Eligible Participants</b>	<b>As of 12/4/24</b>
2023 HEP	<b>56,970</b>		<b>130,137</b>	
	Compliant	52,242 (91.7%)	Compliant	123,862 (95.2%)
	Non-Compliant	4,729 (8.3%)	Non-Compliant	6,276 (4.8%)
2024 HEP	<b>63,824</b>		<b>133,094</b>	
	Compliant	43,239 (67.7%)	Compliant	105,914 (79.6%)
	Non-Compliant	20,585 (32.3%)	Non-Compliant	27,181 (20.4%)

# Total Compliance for Partnership Membership

## Summary of 2023 & 2024 HEP

	<b>Total Eligible Households:</b>	<b>As of 12/4/24</b>	<b>Total Eligible Participants</b>	<b>As of 12/4/24</b>
2023 HEP	<b>19,047</b>		<b>44,495</b>	
	Compliant	16,744 (87.9%)	Compliant	41,303 (92.8%)
	Non-Compliant	2,304 (12.1%)	Non-Compliant	3,193 (7.2%)
2024 HEP	<b>22,915</b>		<b>49,388</b>	
	Compliant	14,429 (63.0%)	Compliant	37,654 (76.2%)
	Non-Compliant	8,486 (37.0%)	Non-Compliant	11,735 (23.8%)



# Compliance at the Requirement Level

2024 totals

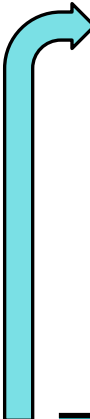
Requirement	% Complete as of 12/4/24
Preventive Screening	93.9%
Dental Exam	86.9%
Cholesterol Screening	93.9%
Breast Cancer Screening	95.0%
Cervical Cancer Screening	91.2%
Colorectal Cancer Screening	89.3%
Chronic Condition Education	80.6%

10% increase in CCE compliance from 11/4 to 12/4

# Monthly All-User Email Impact



Email Topic	Sent*/Group	Open Rate	CTOR
<b>Wellbeing/Chronic Condition (HEP) + the benefits spotlights</b>	State – Nov 5	18%	8%
	State personal – Nov 5	46%	2%
	SPP – Nov 5	52%	4%
<b>Benefits Spotlight Series*</b> <i>Diabetes Awareness Month/Event</i> + Cigna Dental (Oct) on-demand link + Quantum (Sept) on-demand link	State – Nov 7	16%	5%
	State personal – Nov 7	43%	1%
	SPP – Nov 7	50%	3%
<b>Provider of Distinction/Find Providers</b> Exceptional care/earn incentive	State – Nov 19	19%	13%
	State personal – Nov 19	42%	5%
	SPP – Nov 19	45%	6%

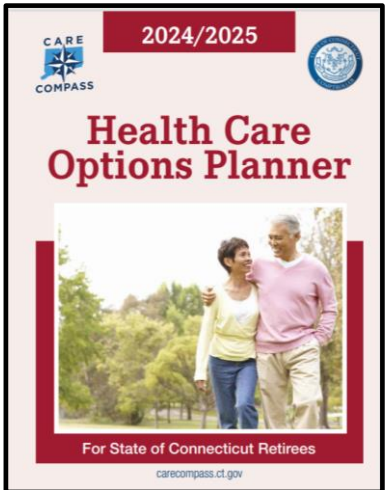
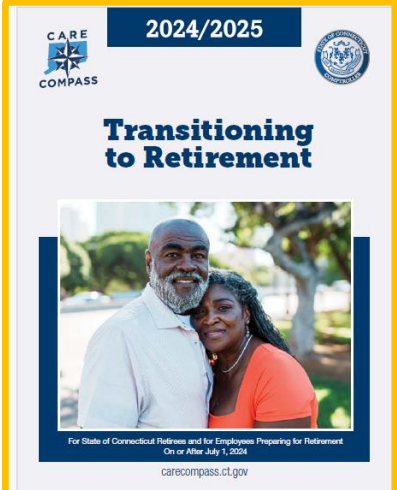
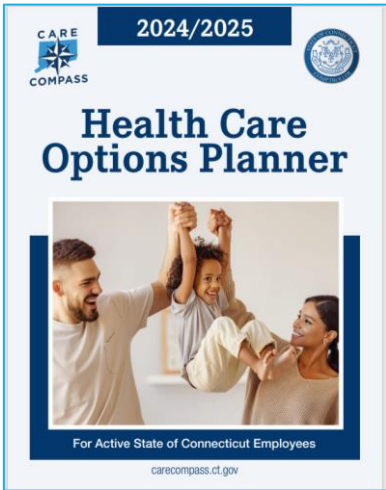
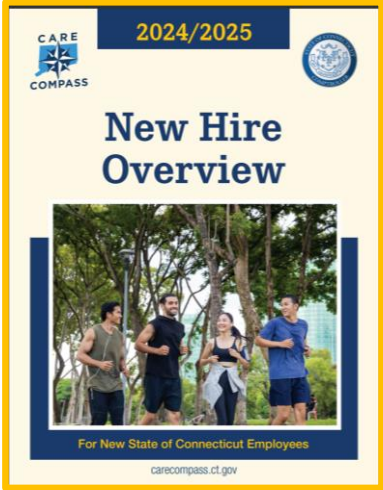


	Webinar Date	Registration	Attendance (unique)	On-Demand (as of 12/3)
Quantum Health/HEP Portal	9/26/24	656	317	439
Cigna Dental-OHIP	10/17/24	752	293	386
DPP/Diabetes	11/21/24	444	176	90

## December Benefits Portal Sliders: HEP + Providers of Distinction



Open Rate = Unique Opens / Deliveries; Industry standard = 23.7%; CTOR = Unique Clicks / Unique Opens; Industry Standard = 13.4%; Emails were also sent to agency/group benefit contacts, call centers, Judicial and Higher Ed, HCCC representatives' \*\*Facebook posts created and boosted (ads) to align with all-user topics each month; additional' marketing may include a slider featured on the QH benefits portal



New Hire  
Overview

Health Care  
Options Planner  
*State Employees*

Transitioning to  
Retirement

Health Care  
Options Planner  
*for Retirees*



***Now taking agency New Hire Overview and Transitioning to Retirement print requests***



# Cigna Annual Report



# Network Performance



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# Network Growth & Performance Guarantee

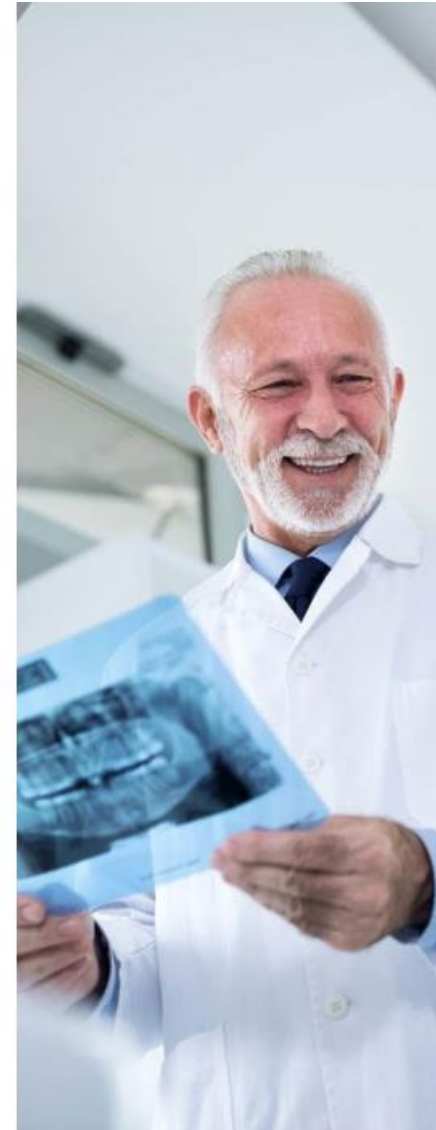
July 2023 – June 2024

## Provider Additions

- Basic
  - > PG Goal: 260 access points
    - **1,101 access points added in CT**
    - **Additional 86 added outside of CT**
- Enhanced
  - > PG Goal: 80 access points
    - **812 access points added in CT**
    - **Additional 61 added outside of CT**
- DHMO
  - > PG Goal: 25 access points
    - **114 access points added in CT**
    - **Additional 38 added outside of CT**

## Add 30 access points from the top 100 utilized providers

- Basic
  - > PG Goal: 30 access points
    - **6 access points added**
- ❖ All offices called and personally visited
- ❖ Custom fee schedules and sign on bonuses offered to all offices
- ❖ 80% of these offices said they were in the process of terminating all their insurance contracts
- ❖ 11% of these offices were either closed or the dentist had retired



# Network Growth & Performance Guarantee

July 2024 – November 2024

## Provider Additions

Basic: **284 access points/116 unique providers**

Enhanced: **264 access points/108 unique providers**

DHMO: **47 access points/23 unique providers**

- > **4 general dentists offices**
- > **2 orthodontic offices**

**Outreach to all non-contracted dentists utilized by State employees that are not currently contracted with Cigna was completed in October.**

## Add 30 access points from the top 100 providers (7/1/24 – 6/30/25)

- Basic: None added to date
- ❖ Only 10 new access points appeared on the new recruitment list
- ❖ Offices will be personally visited
- ❖ Custom fee schedules and sign on bonuses will be offered to these offices

## Provider Feedback

- ❖ In CT 40% dropping PPO from their office(s) in next 24 months vs. 16% nationally
- ❖ In CT 33% dropping DHMO from their office(s) in the next 24 months vs. 42% nationally



# Plan Performance

## Data Analysis

- Current period reflects claims incurred between July 2023 and Jun 2024, paid through Sep 2024
- Base period reflects claims incurred between July 2022 and Jun 2023, paid through Sep 2023
- Norm represents Cigna's Public Administration book of business for DPPO and Dental Care®
- Unless otherwise noted, utilization reflects Base & Enhanced plans combined

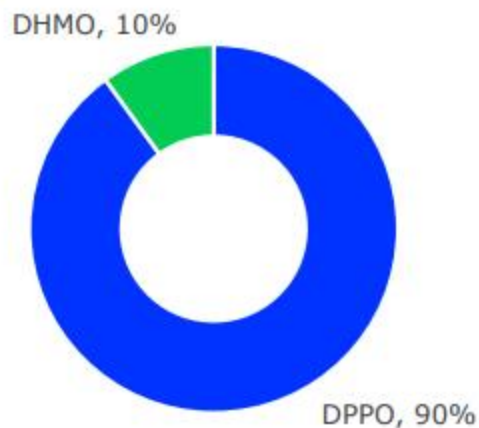


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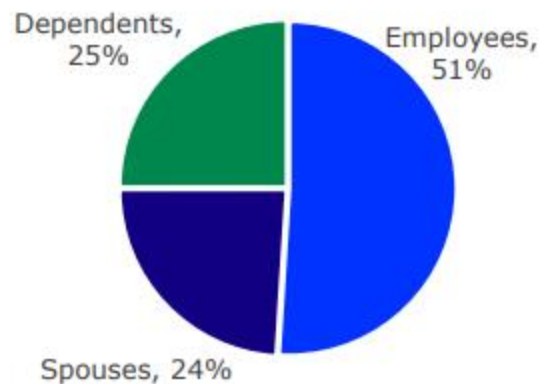


# Basic and Enhanced Membership Overview

Average Membership



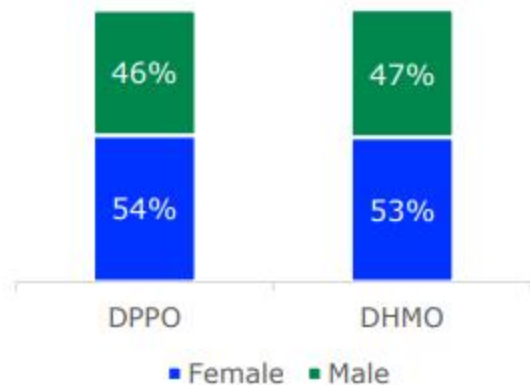
Average Membership by Relationship



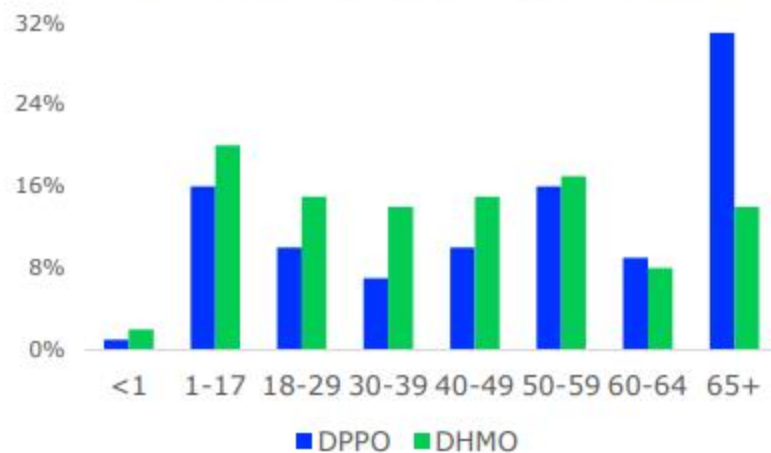
Average Family Size



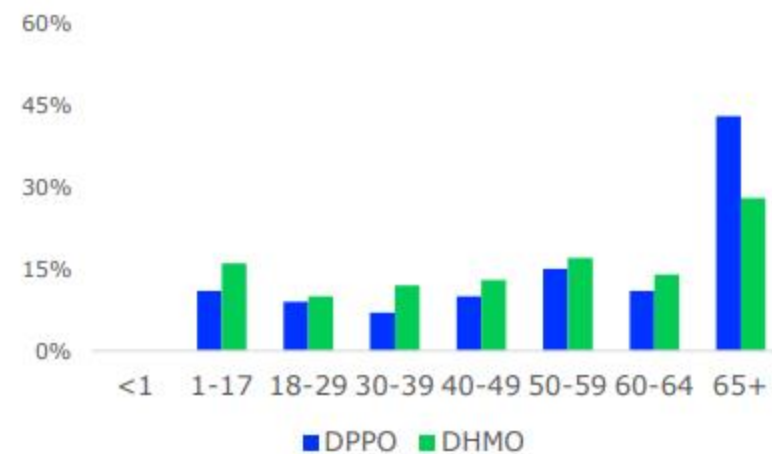
Gender Distribution



% of Membership by Age Band & Product



% of Spend by Age Band & Product



# Basic & Enhanced Overview

## Demographics

- 185,228 members
- Family size: 1.96 (norm: 1.95)
- 46% M, 54% F
- Average age: 48.6 (norm: 43.4)



### Total Spend

**+2.6%**

**\$796 PMPY**

Norm: \$690 PMPY

### Member Cost Share

**+2.3%**

**\$305 PMPY**

Norm: \$308 PMPY

### Employer Plan Spend

**+2.7%**

**\$491 PMPY**

Norm: \$382 PMPY

### Plan Spend by Relationship

Employee	Spouse	Dependent
<b>+3.4%</b>	<b>+3.7%</b>	<b>+2.1%</b>
<b>\$537 PMPY</b>	<b>\$511 PMPY</b>	<b>\$372 PMPY</b>
Norm: \$408 PMPY	Norm: \$401 PMPY	Norm: \$320 PMPY

**+0.7%**

### Utilization

Increase in the total services per 1,000 members.

**+0.3%**

### Cleanings

81% of unique members received a cleaning – an increase of 0.3% from the base period and 18% above the norm.

**30**

### Virtual care

Total visits with The Teledentix – available 24/7 for urgent dental care needs.

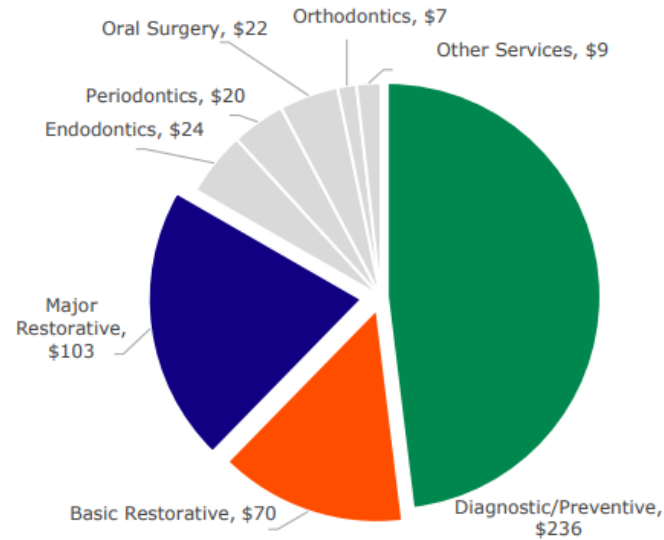
**-0.4%**

### Non-users

15% of the population had no dental visit – a 0.4% decrease from the base period and 16% below the norm.



# DPPPO Plan Spend by Service Type



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## Insights

- Top 3 services categories accounted for **83%** of plan spend: Diagnostic/Preventive, Basic Restorative, Major Restorative
- Trend Increase: Major Restorative
  - > Services per/k increased 1.5%
- Trend Decrease: Orthodontics
  - > Services per/k decreased 7.1%
- 4% of members who utilized the plan did not receive a cleaning

## Trend Detail

	Trend	Services
Diagnostic/Preventive	+3.0%	+1.1%
Basic Restorative	+1.5%	-1.8%
Major Restorative	+5.3%	+1.5%
Endodontics	+1.3%	-1.8%
Periodontics	-1.8%	+3.1%
Oral Surgery	+1.4%	-1.0%
Orthodontics	-3.1%	-7.1%
Other Services	+1.0%	-0.4%
<b>Total</b>	<b>+2.7%</b>	<b>+0.7%</b>

Trend = spend PMPY

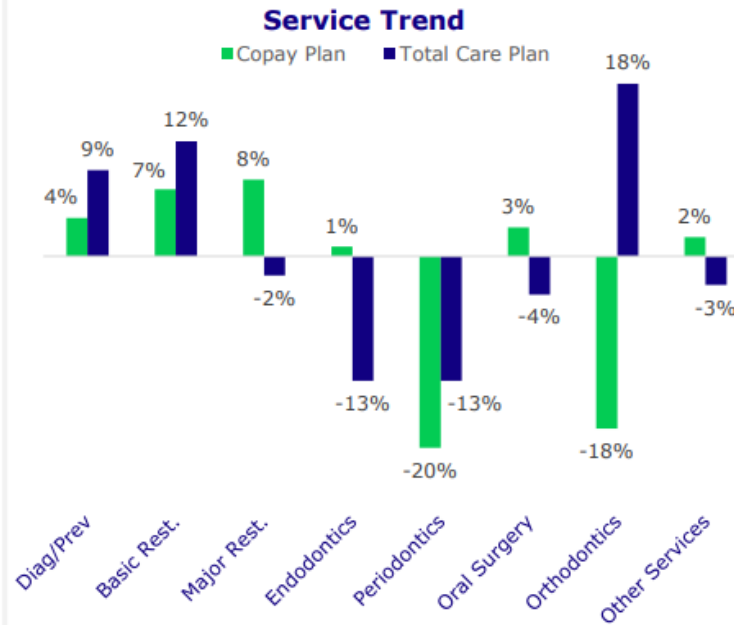
Services = services per 1,000 members

# DHMO Overview



## Member Savings

Copay Plan: **84%**  
Total Care Plan: **90%**



## Insights

### Demographics

- Membership increased 1% on Copay Plan (12k) and increased 23% on Total Care Plan (6k)
- Family size is 1.82 for Copay Plan and 2.08 for Total Care Plan

### Services

- Copay Plan: Major restorative services increased while periodontics and orthodontics decreased
- Total Care Plan: Orthodontics increased while periodontics decreased

### Top Service Categories

- Copay Plan: Diagnostic/preventive, basic restorative, periodontics
- Total Care Plan: Diagnostic/preventive, basic restorative, orthodontia



Service = services per 1,000 members

# Oral Health Integration Program®

Connecting higher-risk customers to the care they need to stay healthy

## Enrollment Report

- # of unique members enrolled: 17,408
- Top Conditions:
  - Diabetes
  - Cardiovascular disease
  - Maternity
  - Chronic Kidney Disease

## Utilization Report

### Plan Year July 2022- June 2023

Number of customers using the program: 129

Number of OHIP Procedures for enrolled customers: 140

### Plan Year July 2023 – June 2024

Number of customers using the program: 152

Number of OHIP Procedures for enrolled customers: 173



Radiation: head/neck cancers  
Lupus  
Pregnancy  
Opioid misuse/addiction  
Diabetes  
Rheumatoid arthritis  
Stroke  
ALS  
Heart disease  
Sjogren's syndrome  
Chronic kidney disease  
Organ transplant  
Parkinson's disease  
Huntington's disease





# Questions and Comments





**Adjourn**