



Health Care Update

SEPTEMBER 9, 2024



- Public Comment
- Financials (Rae-Ellen)
- Partnership (Bernie)
 - Note comms outreach plan
 - Contact information
- High-level utilization (Segal)
- HEP Compliance
- Communications (Betsy)



Public Comment



FY 2024-2025 Anticipated Year End Health Account Balances	
Budget Review 8.15.24	
Active Employee Healthcare Appropriation	
Projected Appropriation Balance:	\$ 38,871,665.40
Active Employee Healthcare FAD Accounts	
Projected Active Health FAD	\$ 148,195,150.32
Projected Active Rx FAD	\$ 2,915,365.87
Combined FAD Balances:	\$ 151,110,516.19
Retired Employee Healthcare Appropriation	
Projected Appropriation Balance:	\$ -9,040,335.65
Retired Employee Healthcare OPEB FAD Accounts	
Projected Retiree Health	\$ 185,903,008.37
Projected Retiree Rx	\$ 46,681,611.15
Combined FAD Balances:	\$ 232,584,619.51



Partnership 2.0

As of 9/1/24 we have 168 groups enrolled totaling over 25,000 employees and just over 60,000 members.

Reached out to existing group leads (8/14) for an Employee email request initiative.

Will be used in order to send partnership related materials direct to employees

Received approximately 50 responses (4,500 emails addresses) from groups

Will reach out to remaining groups this week with a follow up email reminding them of the request and a phone call the following week to those who did not respond

Partnership 1.0

As of 9/1/24 we still have 5 groups remaining totaling approximately 2,500 employees and 3,500 members.

Actives & Non-Medicare Retirees

All Plans

Utilization Dashboard

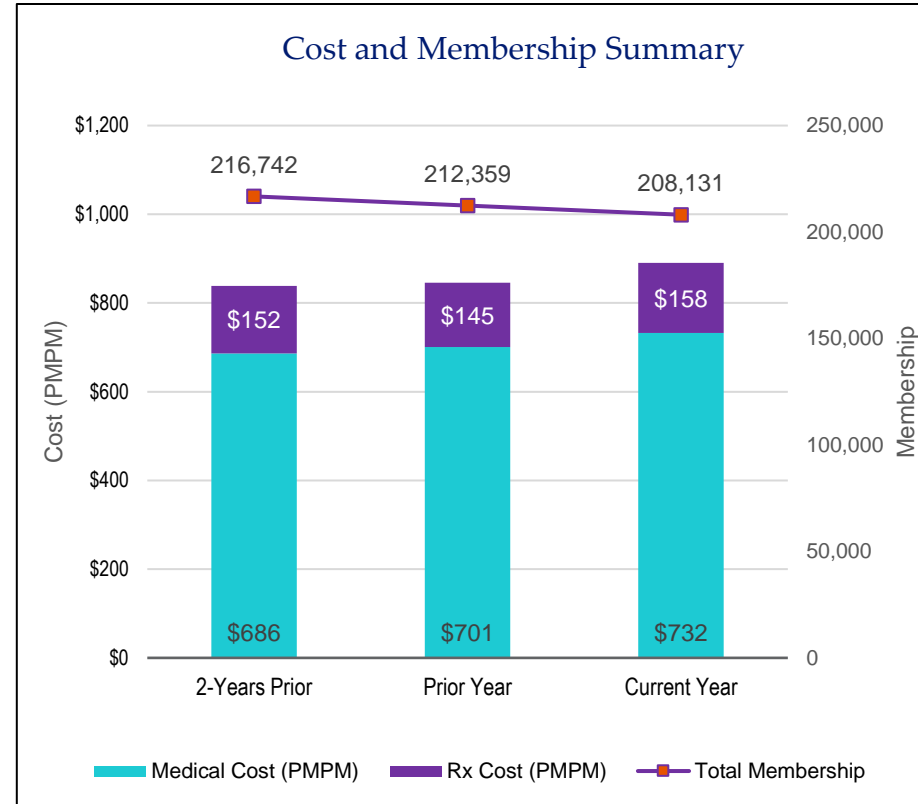
Current Period: Incurred Jun 2023 – May 2024
 Prior Period: Incurred Jun 2022 – May 2023

Claims Summary¹

	Total Cost (PMPM)	% of Total Cost	Current Trend
Medical	\$732.18	82%	▲ 4.5%
Inpatient Facility	\$141.39	16%	▲ 2.5%
Outpatient Facility	\$291.17	33%	▲ 5.3%
Professional Services	\$277.66	31%	▲ 4.5%
Ancillary	\$21.96	2%	▲ 5.1%
Pharmacy²	\$158.21	18%	▲ 9.1%
Total Cost	\$890.39		▲ 5.3%

Drivers of Trend

Service Category	Current PMPM	Prior PMPM	Change
Prescription Drugs - Brand	\$89.62	\$78.68	▲ \$10.93
Outpatient - Surgery	\$92.06	\$84.67	▲ \$7.39
Inpatient - Medical	\$43.61	\$37.59	▲ \$6.02
Outpatient - Pharmacy	\$53.96	\$50.17	▲ \$3.80
Inpatient - Surgery	\$59.49	\$62.93	▼ \$3.44



Observations

- PMPM medical costs have increased 4.5% Year-over-Year (“YoY”) and accounted for 82% of total spend.
- PMPM Rx costs have increased 9.1% 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 \$10.93 PMPM over last year.

¹ Reflects paid claims through July 2024. Claims for the current period have been completed using a factor of 0.95

² Pharmacy costs reflect PrudentRx savings.

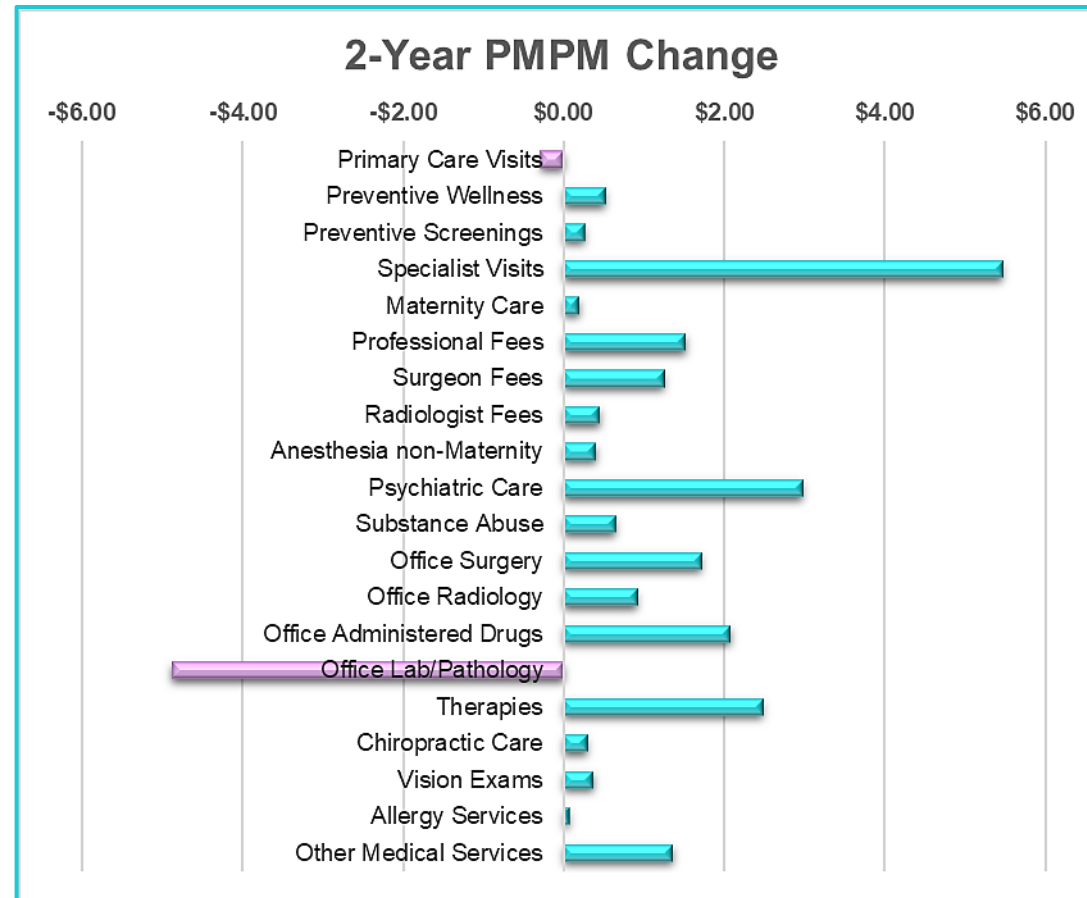
Professional Services Trends - Overview

	Allowed <u>PMPM</u>	Current <u>Trend</u>	Spend <u>Distribution</u>
All Plans			
Inpatient Facility	\$137.35	-0.4%	16%
Outpatient Facility	\$288.79	5.5%	33%
Professional Services	\$276.80	5.0%	31%
Ancillary	\$21.75	5.1%	2%
Pharmacy	\$157.99	9.5%	18%
Total	\$882.68	5.1%	100%

Professional Services Trends have been 3.4% per year for the last 2 years (5% in the most recent year-over-year)

- The Professional Services category includes office visits and physician bills for facility visits (latter often referred to as “Professional Fees”)
 - PCP and Specialist Visits
 - Preventive Care
 - Labs and Radiology performed outside of a hospital
 - Surgeon or Anesthesiologist bills from Hospital/Facility visits
- These represent about a third of total cost, and have typically experienced much lower trends than hospital-based services
- Next few slides will focus on the 2-year change in Allowed PMPM

Professional Services Trends – Overall Drivers



- The largest increases are in Specialist visits, Psychiatric Care, and Therapies
 - Labs declining from pandemic highs
 - Minor regional variations observed, one noteworthy outlier was Office Surgeries in the Bridgeport Area

Specialist Visits

- PMPM trend has increased **7.8%** per year over the past 2 years, primarily due to price inflation and utilization increases
 - Utilization increases in common acute illnesses (cough, pharyngitis, upper respiratory infections, sinusitis, influenza, conjunctivitis, otitis media, etc.), something observed throughout the country

Top DX Categories		PMPM Change	Annualized 2-year Trend		
			PMPM	Util./K	Unit Cost
1	Respiratory	\$0.82	25.6%	19.3%	5.2%
2	Ear, eye and nose	\$0.51	18.9%	13.6%	4.7%
3	Dermatology	\$0.48	11.3%	5.8%	5.3%
4	Other Symptoms	\$0.44	12.4%	5.5%	6.5%
5	Joint and Musculoskeletal Related	\$0.39	4.4%	0.4%	4.0%

Therapies

- PMPM trend has increased **8.2%** per year over the past 2 years
 - The increase is mostly due to increased utilization in Neurodevelopmental Disorders, primarily receiving ABA Therapy but also Speech and Occupational
 - Top ABA providers in the current year were Creative Interventions, Somewhere over the Spectrum, and Prism

Top DX Categories		PMPM Change	Annualized 2-year Trend		
			PMPM	Util./K	Unit Cost
1	Neurodevelopmental disorders	\$1.66	21.2%	18.5%	2.3%
2	Joint and Musculoskeletal Related	\$0.41	2.6%	3.0%	-0.4%
3	Nervous System Disorders	\$0.04	1.2%	3.0%	-1.7%

Professional Services Trends – Drugs & Psychiatric Care

Office Administered Drugs

- PMPM trend has increased **6.6%** per year over the past 2 years
 - Top Provider is Connecticut GI, increases at IVX Health as well
 - Large Unit Cost increase in Thyroid Disorders due almost entirely to J3241, a newer therapy for Thyroid Eye Disease

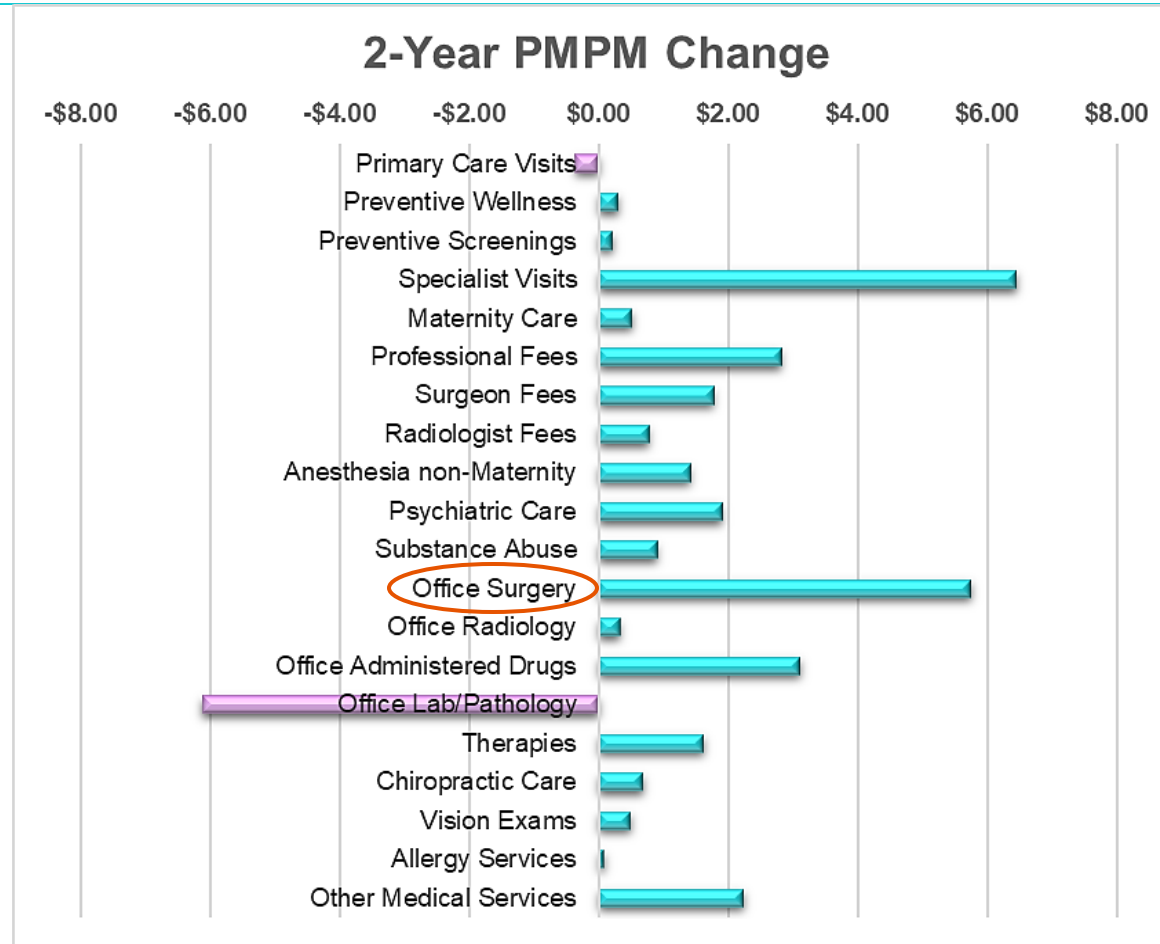
Top DX Categories		PMPM Change	Annualized 2-year Trend		
			PMPM	Util./K	Unit Cost
1	Regional Enteritis and Ulcerative Colitis	\$1.00	15.8%	10.9%	4.5%
2	Thyroid disorders	\$0.61	312.5%	25.4%	229.0%
3	Multiple Sclerosis and Transverse Myelitis	\$0.28	18.6%	0.8%	17.7%
4	Diabetes	\$0.16	26.0%	17.5%	7.3%
5	Migraine and Chronic Headache	\$0.15	10.4%	8.3%	2.0%

Psychiatric Care

- PMPM trend has increased **6.7%** per year over the past 2 years, driven primarily by utilization increases
 - Services have shifted back to the office setting, but a good share have remained virtual, with the overall effect being a net increase in utilization

Top DX Categories		PMPM Change	Annualized 2-year Trend		
			PMPM	Util./K	Unit Cost
1	Anxiety and fear-related disorders	\$1.54	11.0%	13.5%	-2.3%
2	Neurodevelopmental disorders	\$0.42	18.7%	18.1%	0.6%
3	Depressive disorders	\$0.40	4.6%	4.4%	0.2%
4	Trauma- and stressor-related disorders	\$0.26	1.8%	3.7%	-1.8%
5	Obsessive-compulsive and related disorders	\$0.13	17.6%	17.5%	0.1%

Professional Services Trends – Bridgeport Drivers



- **Office Surgery** is a primary driver in Bridgeport, this is unique to this area
 - The main outlier appears to be high rates of sinus procedures: 31298 - Nasal/sinus endoscopy, surgical, with dilation (eg, balloon dilation)
 - One TIN in particular accounts for the majority of the increase

2023 COMPLIANCE - TOTALS

Updated Totals

Total Eligible Households: 77,091	As of 12/5/23	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	43,310 (53%)	55,805 (69%)	59,509 (74%)	62,905 (79%)	64,565 (82%)	65,967 (83%)	67,578 (86%)	68,311 (87%)	69,429 (89%)	69,144 (90%)
Non-Compliant	38,086 (47%)	25,090 (31%)	20,972 (26%)	17,085 (21%)	14,951 (18%)	13,152 (17%)	11,297 (14%)	9,898 (13%)	8,506 (11%)	7,948 (10%)

Total Eligible Participants: 176,950	As of 12/5/23	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	133,470 (71%)	149,332 (81%)	154,252 (84%)	160,495 (88%)	162,306 (89%)	163,825 (90.2%)	165,690 (91%)	165,697 (92%)	167,115 (93%)	166,103 (94%)
Non-Compliant	55,367 (29%)	35,810 (19%)	30,013 (16%)	22,799 (12%)	20,131 (11%)	17,729 (9.8%)	15,347 (9%)	13,497 (8%)	11,651 (7%)	10,848 (6%)

2024 COMPLIANCE - TOTALS

Updated Totals

Total Eligible Households: 86,671	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	11,662 (14%)	18,530 (22%)	30,123 (35%)	33,642 (39%)
Non-Compliant	72,681 (86%)	67,716 (78%)	56,574 (65%)	53,030 (61%)

Total Eligible Participants: 181,981	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	53,518 (30%)	71,828 (40%)	99,201 (55%)	106,387 (58%)
Non-Compliant	122,372 (70%)	108,025 (60%)	82,538 (45%)	75,595 (42%)

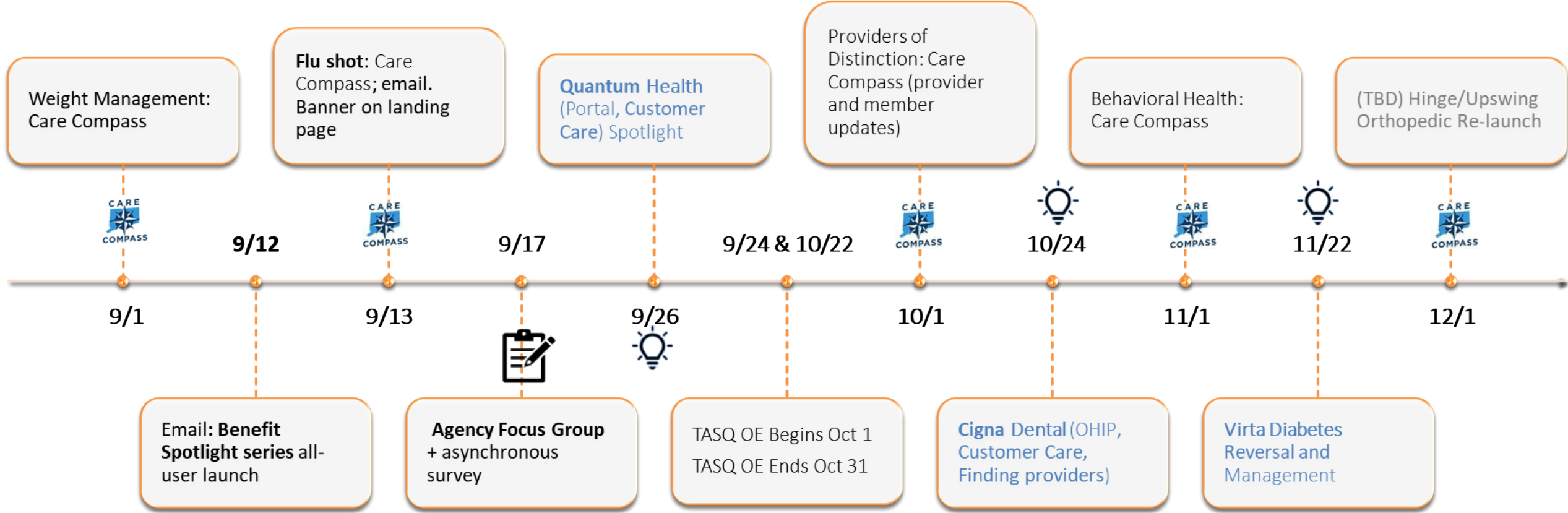
Monthly All-User Email Impact



Email Topic	Sent*/Group	Open Rate	CTOR
Wellbeing/Chronic Condition (HEP) Presented by WellSpark + Upswing Health	State –August 6	18%	8%
	State personal-August 6	46%	2%
	SPP - August 6	48%	4%

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

Care Compass Communications- Fall 2024





Questions and Comments



Adjourn



Appendix

2023 COMPLIANCE – STATE OF CT

Updated Totals

Total Eligible Households: 57,719	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	42,193 (70%)	45,070 (75%)	47,611 (80%)	48,868 (83%)	49,892 (85%)	51,116 (87%)	51,624 (89%)	52,426 (90%)	52,385 (91%)
Non-Compliant	17,969 (30%)	14,826 (25%)	11,942 (20%)	10,356 (17%)	9,035 (15%)	7,655 (13%)	6,682 (11%)	5,688 (10%)	5,335 (9%)

Total Eligible Participants: 131,728	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	111,851 (82%)	115,650 (85%)	120,260 (89%)	121,583 (90%)	122,660 (92%)	124,037 (92%)	123,947 (93%)	124,945 (94%)	124,615 (95%)
Non-Compliant	25,213 (18%)	20,826 (15%)	15,530 (11%)	13,549 (10%)	11,883 (8%)	10,161 (8%)	8,904 (7%)	7,621 (6%)	7,114 (5%)

2023 COMPLIANCE – PARTNERSHIPS

Updated Totals

Total Eligible Households: 19,373	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	13,613 (66%)	14,440 (70%)	15,295 (75%)	15,698 (77%)	16,076 (80%)	16,463 (82%)	16,688 (84%)	17,004 (86%)	16,760 (87%)
Non-Compliant	7,122 (34%)	6,147 (30%)	5,144 (25%)	4,596 (23%)	4,118 (20%)	3,643 (18%)	3,217 (16%)	2,819 (14%)	2,614 (13%)

Total Eligible Participants: 45,223	As of 1/3/24	As of 2/1/24	As of 3/7/24	As of 4/3/24	As of 5/2/24	As of 6/4/24	As of 7/7/24	As of 8/7/24	As of 9/4/24
Compliant	37,482 (78%)	38,603 (81%)	40,236 (85%)	40,720 (86%)	41,166 (88%)	41,654 (89%)	41,751 (90%)	42,171 (91%)	41,489 (92%)
Non-Compliant	10,598 (22%)	9,188 (19%)	7,270 (15%)	6,502 (14%)	5,847 (12%)	5,187 (11%)	4,594 (10%)	4,031 (9%)	3,735 (8%)

2023 PARTICIPATION SUMMARY

Member-level

Screening Type	% Complete as of 1/3	% Complete as of 2/1	% Complete as of 3/7	% Complete as of 4/3	% Complete as of 5/2	% Complete as of 6/4	% Complete as of 7/7	% Complete as of 8/7	% Complete as of 9/4/24
Preventive Screening	92.7%	94.2%	95.9%	96.4%	96.7%	97.1%	97.7%	97.9%	98%
Dental Exam	89.1%	90.5%	91.4%	92.2%	92.9%	93.7%	94.2%	94.9%	95.2%
Cholesterol Screening	95.5%	95.9%	96.2%	96.4%	96.6%	96.9%	97.1%	97.3%	97.4%
Breast Cancer Screening	99.4%	99.5%	99.5%	99.6%	99.6%	99.6%	99.7%	99.7%	99.7%
Cervical Cancer Screening	93.4%	94.2%	95.1%	95.4%	95.7%	96.1%	96.6%	96.9%	97%
Colorectal Cancer Screening	91.7%	92.7%	93.2%	93.6%	94.0%	94.6%	95%	95.4%	95.6%
Chronic Condition Education	84.3%	85.6%	87.1%	89.3%	91%	92.4%	93.4%	94.3%	94.6%

2024 COMPLIANCE – STATE OF CT

Updated Totals

Total Eligible Households: 63,748	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	8,808 (14%)	14,069 (22%)	22,766 (36%)	25,192 (40%)
Non-Compliant	53,145 (86%)	49,253 (78%)	40,976 (64%)	38,557 (60%)

Total Eligible Participants: 132,708	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	39,882 (31%)	53,746 (41%)	74,040 (56%)	78,954 (59%)
Non-Compliant	88,168 (69%)	77,198 (59%)	58,499 (44%)	53,755 (41%)

2024 COMPLIANCE – PARTNERSHIPS

Updated Totals

Total Eligible Households: 22,924	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	2,855 (13%)	4,462 (20%)	7,358 (32%)	8,451 (37%)
Non-Compliant	19,537 (87%)	18,464 (80%)	15,599 (68%)	14,474 (43%)

Total Eligible Participants: 49,274	As of 5/2/24	As of 6/4/24	As of 8/7/24	As of 9/4/24
Compliant	13,637 (29%)	18,083 (37%)	25,162 (51%)	27,434 (56%)
Non-Compliant	34,205 (71%)	30,828 (63%)	24,040 (49%)	21,841 (44%)

2024 PARTICIPATION SUMMARY

Member-level

Requirement	% Complete as of 5/2/24	% Complete as of 6/4/24	% Complete as of 8/7/24	% Complete as of 9/4/24
Preventive Screening	84.3%	85.8%	89.9%	90.9%
Dental Exam	48.8%	59.4%	73.9%	77%
Cholesterol Screening	88.4%	89.3%	91%	91.5%
Breast Cancer Screening	87.1%	87.6%	92%	92.5%
Cervical Cancer Screening	80%	81.2%	85%	85.9%
Colorectal Cancer Screening	79.7%	81.2%	84.2%	85.2%
Chronic Condition Education	15.9%	21.7%	33%	36.5%

2023 MONTHLY REINSTATEMENTS

Month	Total Reinstatements
August	567
September	
October	
November	
December	
January	
February	