

CLACKAMAS COUNTY

General County

KAISER PERMANENTE

2021 YEAR IN REVIEW

Presented By:

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April 21, 2022

Agenda Items

- What's New in 2022
- Member Resources
- Supporting Mental Health
- Clinical Analytic Reports
- Medical Claims Utilization
- Medical Dental Integration
- Recommendations
- Appendix

What's New in 2022

What is new in 2022 and Beyond for Members?

- **Get Care Now and Chat with a Clinician (e-Visits)**
 - On-demand video and phone visits with a clinician
- **Increased Digital Reminders**
 - Addition communication to members before, during, and after appointments
- **Pharmacy Prescription Labels now in 15 languages**
 - Prescription labels and drug information sheets
- **Ginger App**
 - Text Based Emotional Support, Coming in 2022 (more info on slide 8)
- **Late Sequelae Clinic**
 - Caring for Long Haul Covid Patients
- **Dental Technology Updates**
 - Enhancing the dental program experience for members

Member Resources



Wellness coaching

Convenient, ongoing support from a specially trained health professional

Many areas of focus

Wellness coaches can help your employees with stress, sleep, smoking cessation, and more. They're not mental health care providers, but they can set up an action plan to keep your employees motivated toward their health goals.

Convenient scheduling

Phone sessions are available 5 days a week and typically last 20 minutes.

Dedicated support

The same coach will get to know your employee over multiple sessions — providing tailored guidance at whatever time and frequency works best.

69%
of members

who used wellness coaching reduced their stress within one month

Member Extras*

CLASSPASS

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes



Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no additional cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



This personalized program has interactive activities to track current emotional states and ongoing life events to improve your awareness and change behaviors.

- Tailored programs for managing depression, stress, anxiety, and more
- Mindfulness and meditation activities
- Tools for setting goals, tracking emotional states, and monitoring progress



- Access to contracted fitness centers in the Active&Fit Direct Network
- Reduced rates on fitness, health, and wellness products

*Only available to Kaiser Permanente members with medical coverage. myStrength is a trademark of Livongo Health Inc., a wholly owned subsidiary of Teladoc Health, Inc. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

Ginger App- Coming in 2022!

24/7 emotional support coaching app

The Ginger app offers 1-on-1 support for many common challenges — from anxiety, stress, grief, and low mood to issues with work, relationships, and more. Kaiser Permanente members can use the app for 90 days per year at no cost.



What can employees do with Ginger?

- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with their coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with their coach to adjust action plans as needed.

*Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021.

47%
of users
with anxiety
saw symptoms
improve.*



90-day access to Ginger



no cost to members



all mobile devices



wellness resources



KAISER PERMANENTE®

Supporting Mental Health

A holistic ecosystem with 360-degree mental health support

****No Referral needed***



Self-care and wellness resources

Available to all members at no cost. Tools can be used alone or as complements to a personalized treatment plan.



Primary care

Members can bring up concerns with their doctor at any time. Primary care physicians do depression and unhealthy substance use screenings at every visit to help catch problems early and connect members to support.



Specialty care

Members can reach out to their local mental health department directly — without a referral — or connect to support through their primary, specialty, or emergency department care teams.



Designed to meet the needs of all our members:

Members experiencing symptoms but not seeking support

Members who want to improve their overall emotional wellness

Members who are actively seeking support



Supporting Youth and Young Adults

FindYourWords

Increasing awareness outside Kaiser Permanente

Find Your Words is Kaiser Permanente's public health awareness effort to normalize talking about mental health. It's available to everyone — not just members.

- Tips for building resilience and reducing stress
- Help talking about mental health with others
- Self-assessment and screening tools
- Info on available support and resources

<https://findyourwords.org/>



Engaging the e-sports and gaming community

We're working with esports organization Cloud9 to help increase mental health awareness, reduce stigma, and encourage teens and young adults to prioritize their well-being.

<https://findyourwords.org/presence-of-mind/>

Medical Clinical Analytic Reports

Clackamas County- General County 2021

Your group at a glance

Your population's demographics — for example, age and gender — may play an important role in how your group compares to Kaiser Permanente regional and industry benchmarks.

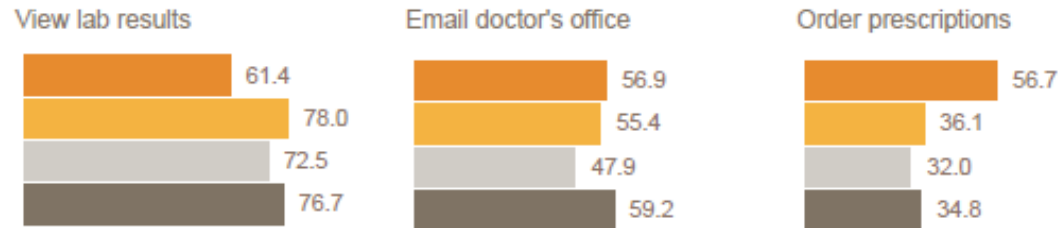
	Your group	Kaiser Permanente regional average ¹	Comparison to regional average	Kaiser Permanente industry average ²
Subscribers	775	--	--	--
Members	1,932	--	--	--
Average subscriber age	44.9	40.8	4.1 years older	48.0
Average member age	33.6	35.1	1.5 years younger	36.7
Gender (% female)	51.6%	51.1%	0.5% pts higher	52.3%
Average family size	2.5	1.7	0.8 higher	2.1
Enrollment stability index ³	93.3%	87.7%	--	95.2%

¹ The Kaiser Permanente regional averages are based on the weighted average of the group's distribution of members across the Kaiser Permanente regions for the time period being measured. ² The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. ³ Percentage of members enrolled at the end of the measurement period who were "continuously enrolled" (enrolled for at least 11 months of the 12-month reporting period).

Clackamas County- General County 2021

Your group's kp.org activity

Total unique member activity divided by total unique sign-ons¹(%)



■ Your group Q4 2020
 ■ Your group Q4 2021
 ■ Regional avg. Q4 2021
 ■ Industry benchmark Q4 2021

Measure ²	Q4 2020	Q4 2021	Change
Online prescription refill orders	3,938	2,915	-26.0%
Total prescription refills ³	9,275	10,128	9.2%
Unique members ordering prescriptions	772	544	-29.5%
Online prescription orders sent via U.S. mail	3,364	2,488	-26.0%
Lab tests results viewed online ⁴	5,820	14,486	148.9%
Unique members viewing lab results	835	1,177	41.0%
Email messages sent to health care providers	4,727	4,880	3.2%
Unique members sending email messages	775	836	7.9%

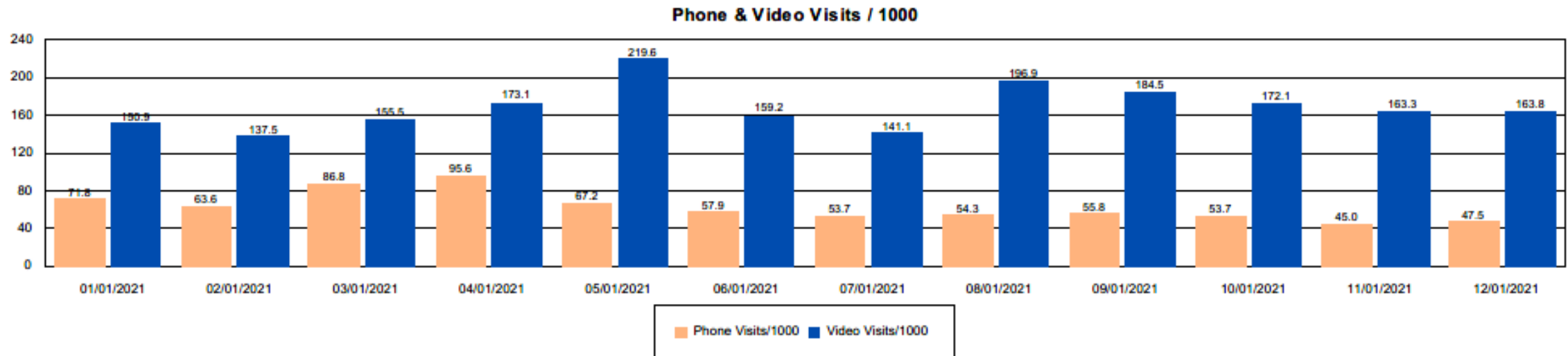
¹Includes kp.org activity for members regardless of whether or not they were enrolled at the end of the measurement period.
²See note 1. ³One prescription order can have multiple refills. ⁴The types of lab test results members can view on kp.org may vary slightly by region. Sensitive results (like HIV test results) can't be viewed online. However, other results may be released at the discretion of your physician. Note: Regional and industry averages are based on Kaiser Permanente membership.



At Kaiser Permanente, Members can email their doctor, refill prescriptions, schedule routine appointments, and get most lab results online.

TELEHEALTH UTILIZATION

2021 Clackamas County Virtual Care
Total Phone Encounters: 1,457
Total Video Encounters: 3,904



Compared to 2020 virtual care: 2,832 video and 2,316 telephone encounters.

Your results: lifestyle risks overview

Measure	Your results, Q4 2019 ¹	Your results, Q4 2021 ¹	Regional average	Industry average	National comparative data
Adult weight - overweight or obese	73.9%	75.5%	74.5%	75.7%	71.6% ³
Childhood weight - overweight or obese	30.8%	34.3%	34.3%	35.3%	35.1% ⁴
Adult exercise - not meeting minimum	64.1%	67.3%	68.5%	68.0%	46.7% ⁵
Prediabetes test result ²	22.6%	20.4%	25.3%	28.6%	34.5% ⁶
Total cholesterol - borderline high or high	36.6%	36.7%	35.2%	35.4%	38.2% ⁷
Blood pressure - undesirable BP systolic/diastolic \geq 140/90	11.0%	15.1%	15.8%	13.0%	33.2% ⁸
Smoking rates	9.7%	9.8%	11.6%	7.3%	13.7% ⁹

¹ISS will be displayed if eligible member population for the metric is insufficient. ²We advise using current prediabetes rates only. See speakers notes for details.

³CDC, 2018. ⁴Skinner et al., *Pediatrics*, March 2018. ⁵NCHS, 2018 National Health Interview Survey. ⁶CDC, 2020. ⁷*Circulation*, March 5, 2019. ⁸CDC, 2018.

⁹CDC, November 18, 2019.

Regional and industry averages are based on Kaiser Permanente membership. For the Washington region, metrics displayed on this slide will depend on the use of Kaiser Permanente providers.

Your results: Preventive Services Overview

Measure ¹	Your results, Q4 2019 ²	Your results, Q4 2021 ²	Regional average	Industry average
Flu immunization rate ³	42.4%	36.5%	31.6%	36.8%

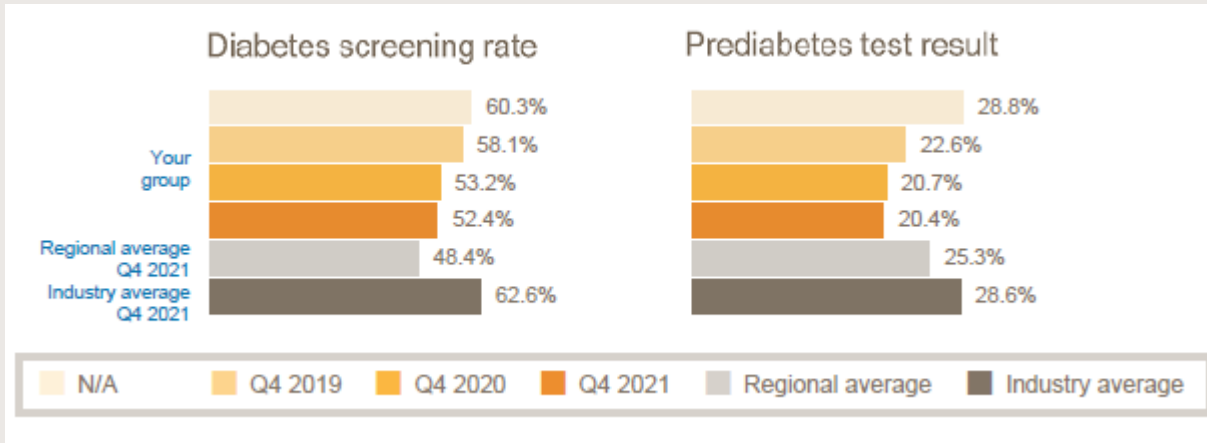
Measure	Your results, Q3 2019	Your results, Q3 2021	Regional average	Industry average
Childhood immunization rate	73.3%	81.3%	61.4%	71.3%
Breast cancer screening rate	81.1%	76.4%	72.7%	77.5%
Cervical cancer screening rate	89.8%	80.9%	78.2%	85.2%
Colorectal cancer screening rate	74.6%	71.8%	66.9%	77.7%

¹Continuously enrolled members during measurement period. ²ISS will be displayed if eligible member population for the metric is insufficient.

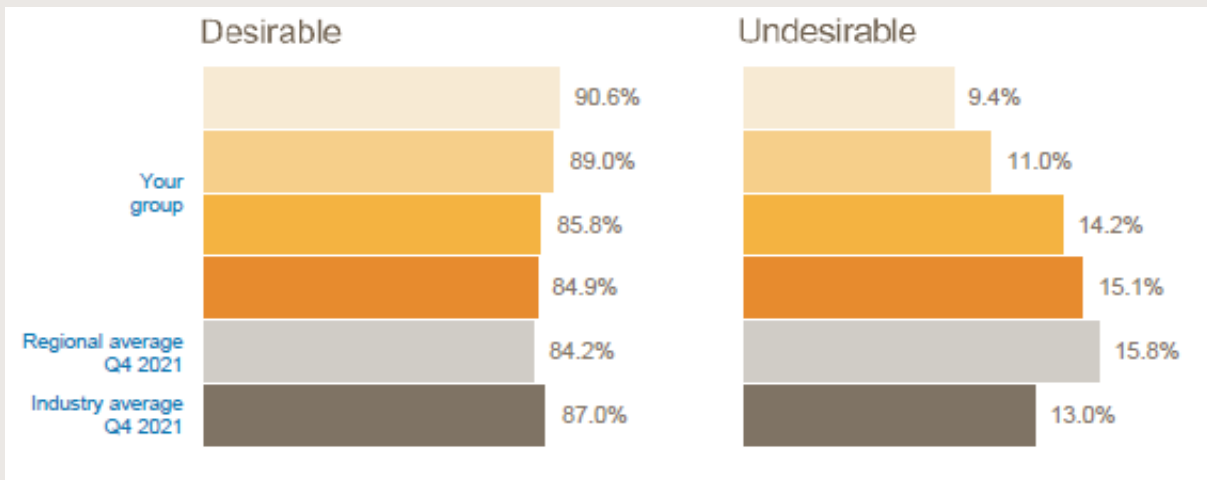
³National comparative data for flu immunization rate is no longer reported due to the use of a different methodology (survey data) to calculate Kaiser Permanente's reported results captured in members' medical records.

Clackamas County- General County 2021

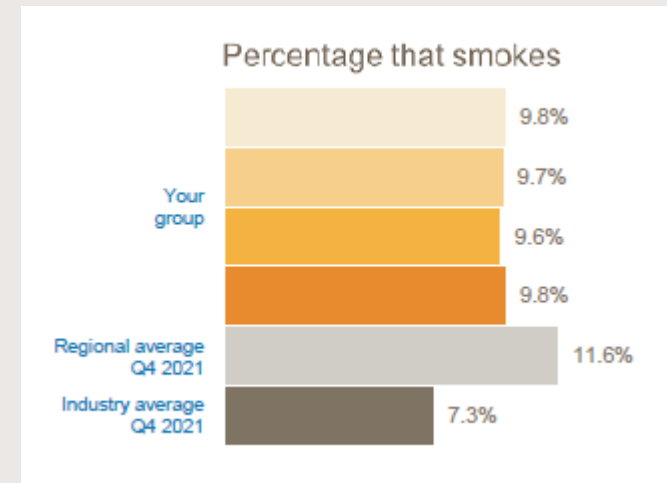
Diabetes



Blood Pressure

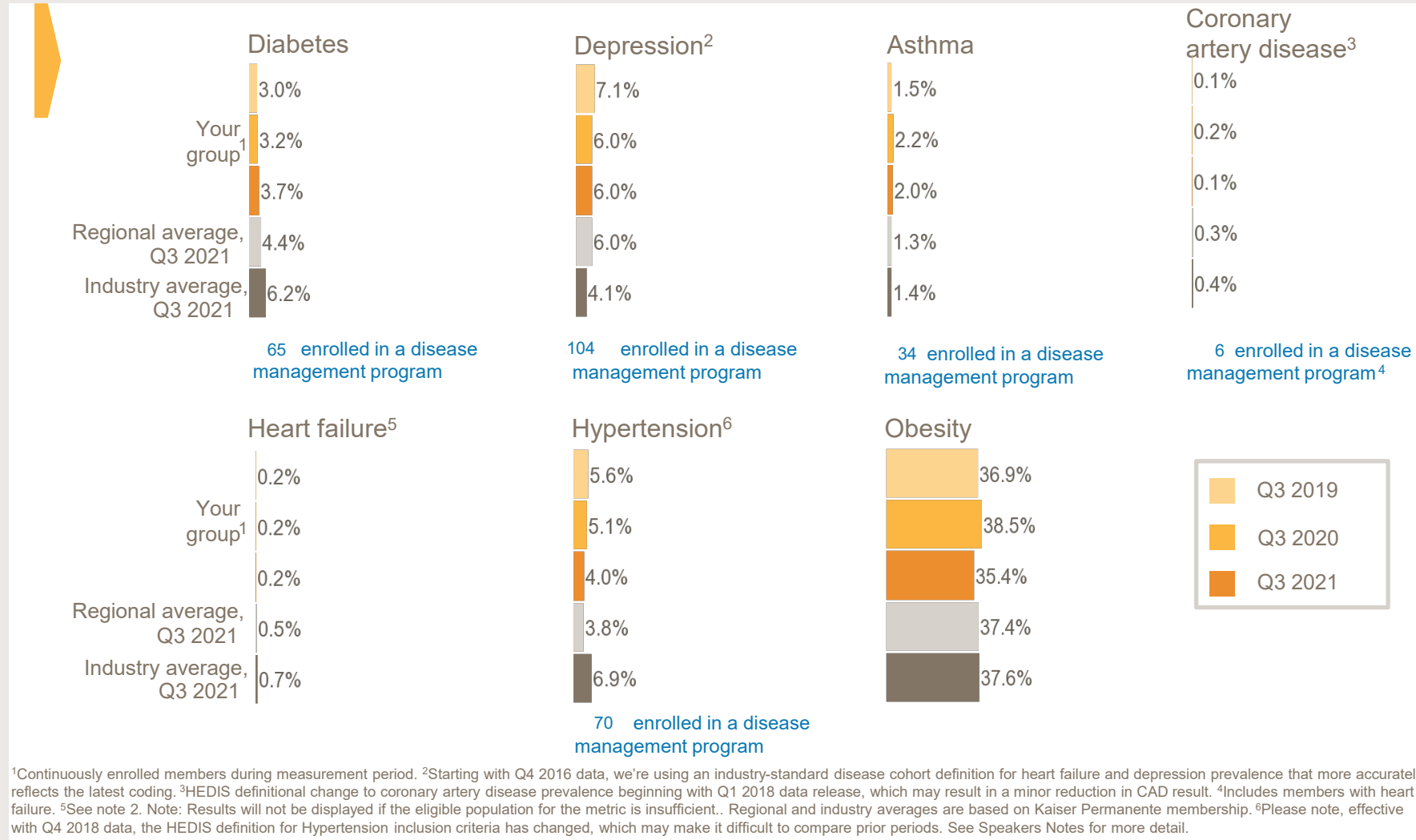


Tobacco Use



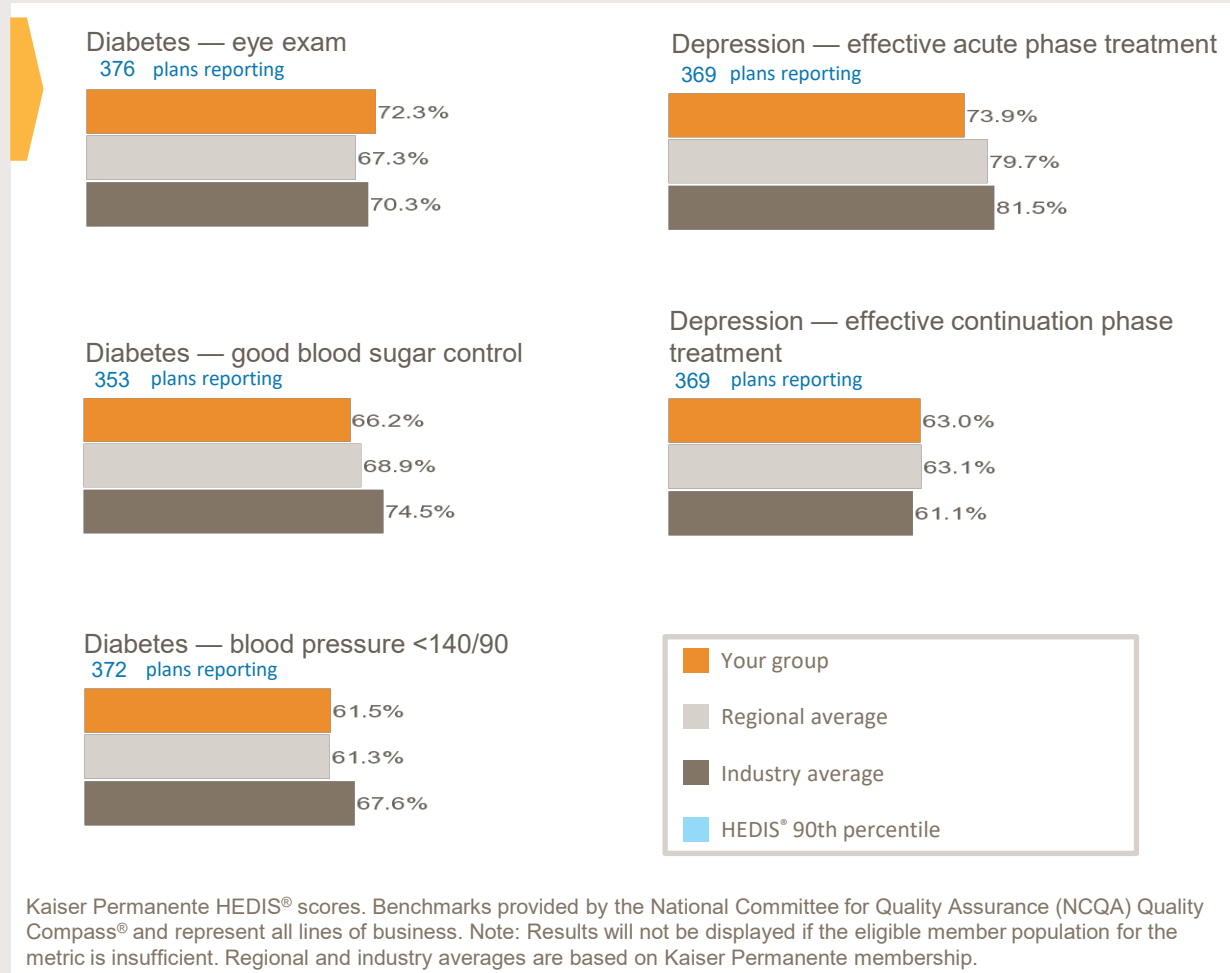
CHRONIC CONDITIONS REPORT

Prevalence by chronic condition



CHRONIC CONDITIONS REPORT

How your group compares to regional and industry benchmarks



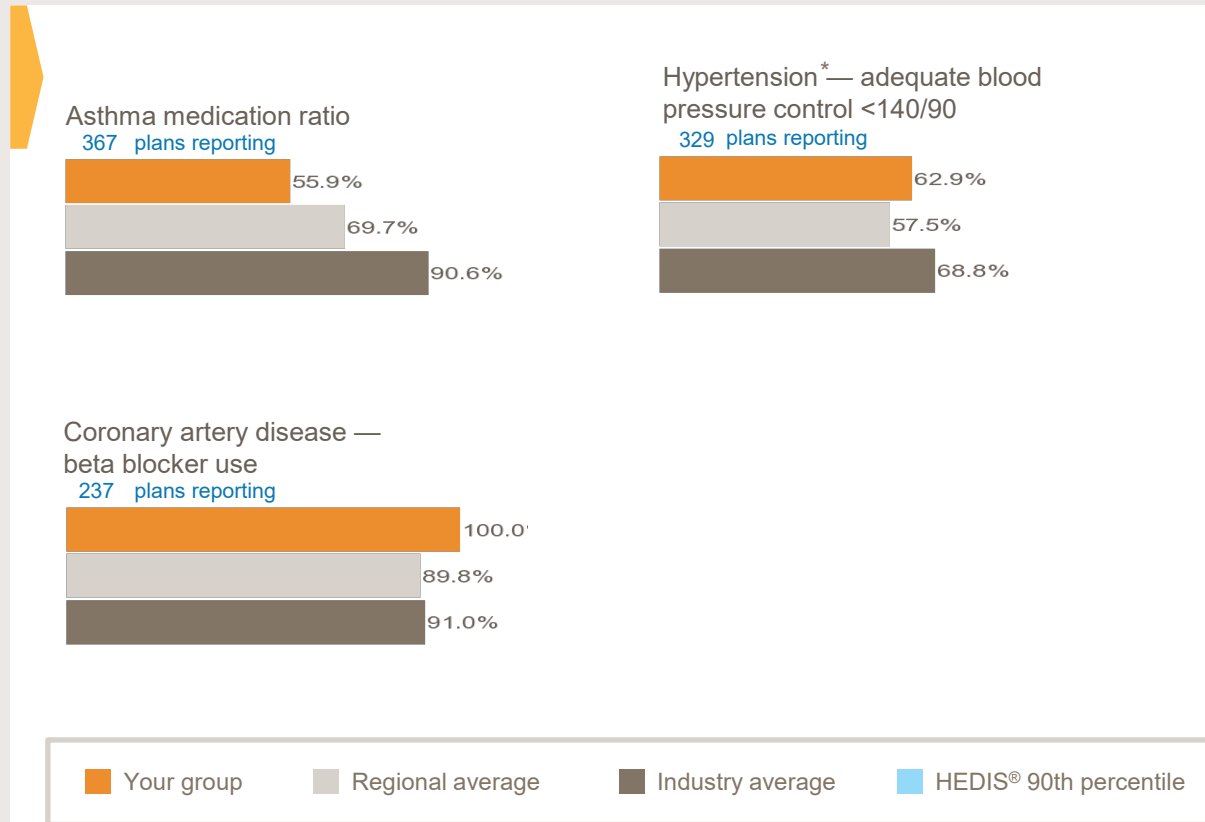
✓ AT KAISER PERMANENTE

Our data-driven systems help physicians identify and reach out to patients who aren't filling prescriptions or receiving preventive care and screenings. Patients who take their medications are less likely to be hospitalized.¹

© 2013 Institute for Healthcare Informatics, June 2013.

CHRONIC CONDITIONS REPORT

How your group compares to regional and industry benchmarks



*Please note, effective with Q4 2018 data, the HEDIS definition for Hypertension Control inclusion criteria has changed. NCQA releases updated HEDIS benchmark data around Q3/Q4 for the prior measurement year; therefore, we are not able to provide until new HEDIS data is published. See Speakers Notes for more detail.

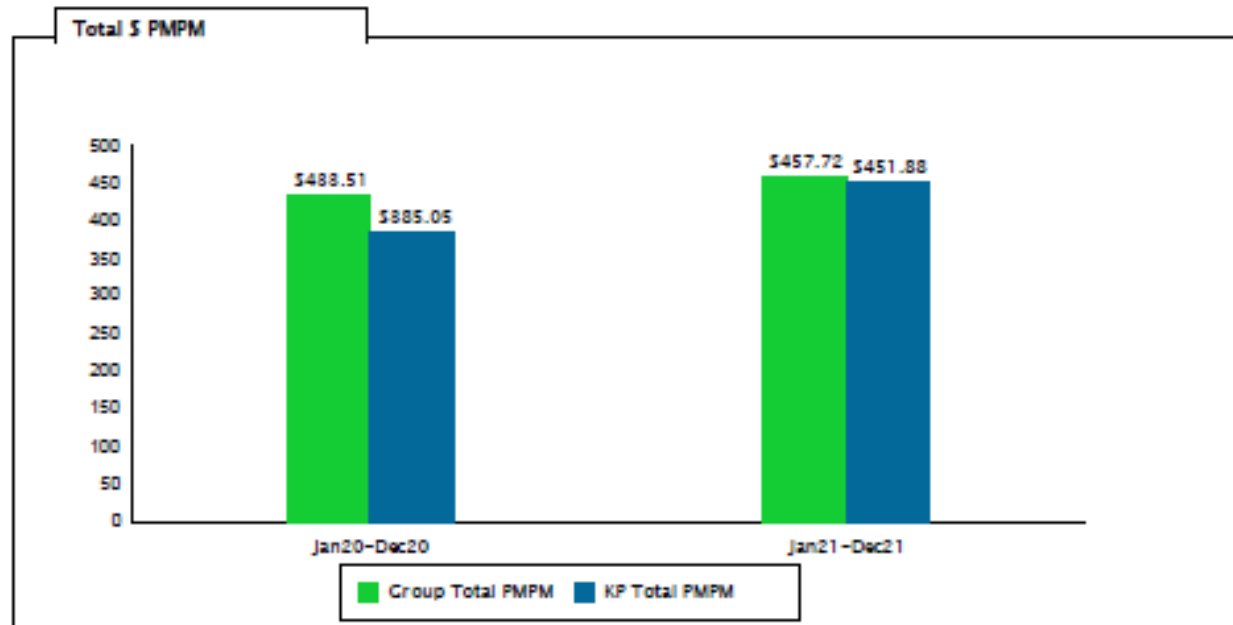
Kaiser Permanente HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

According to the American Heart Association, 1 in 3 adults — about 80 million people — have high blood pressure.¹

¹American Heart Association, 2015.

Medical Claims Utilization

Clackamas County- General County Medical Claims PMPM



Service Category	Jan20 - Dec20	Change	Jan21 - Dec21
Inpatient	\$76.74	(21.5)%	\$60.21
Outpatient	229.08	16.2%	266.80
Pharmacy	45.91	(7.7)%	42.88
Other	81.78	8.6%	88.88
Total \$ PMPM	\$488.51	5.6%	\$457.72
Group to Health Plan Ratio	112.6%	(10.0)%	101.8%

* Includes Actives and/or pre 65 Retirees only.

Key Points:

- The total claims cost increased by 5.6%, while the KP average claims increased by 17.4%.
- Inpatient: PMPM cost decreased by 21.5%.
- Outpatient: PMPM cost increased by 16%, leading categories: outpatient mental health, Emergency Room (Non-KP Facilities), Lab and Radiology.
- Pharmacy: PMPM cost decreased by 7.7%. Generic utilization remains stable around 90%.
- Other: PMPM increased by 8.6%.
-Ambulance, DME, hearing aids and vision hardware

General County, Medical Benefit Ratio 2021

Group Name: CLACKAMAS COUNTY

Group Numbers: 1183

Subgroups: 042 ,059 ,061 ,062 ,063 ,064 ,068 ,
069 ,070 ,071 ,072 ,073 ,074 ,075

Prior Period: Jan 2020 – Dec 2020

Current Period: Jan 2021 – Dec 2021

Average Members : Jan20 – Dec20 1,902 Jan21 – Dec21 1,935

	Premium*	Premium	Medical Claims			Total Medical Claims	Rx Claims	Total Paid Claims	Total Paid Claims PMPM	Medical Benefit Ratio**	Subscribers	Members
		PMPM	Inpatient	Outpatient	Other							
Current Year												
Jan 21	\$1,047,150	\$542.56	\$29,571	\$460,295	\$161,122	\$650,988	\$69,093	\$720,081	\$373.10	69%	746	1,930
Feb 21	1,049,003	541.56	122,500	406,155	147,411	676,065	82,699	758,764	391.72	72%	748	1,937
Mar 21	1,051,203	541.86	121,329	677,560	189,458	988,347	77,498	1,065,845	549.40	101%	747	1,940
Apr 21	1,054,155	541.43	153,733	449,114	166,179	769,025	95,929	864,954	444.25	82%	752	1,947
May 21	1,051,085	542.36	39,370	592,014	164,719	796,103	88,358	884,461	456.38	84%	751	1,938
Jun 21	1,047,031	541.94	93,407	504,777	177,971	776,156	81,881	858,037	444.12	82%	751	1,932
Jul 21	1,049,041	540.74	193,516	500,395	173,252	867,163	86,443	953,606	491.55	91%	751	1,940
Aug 21	1,044,507	541.20	191,949	443,192	165,109	800,250	83,468	883,718	457.88	85%	749	1,930
Sep 21	1,046,918	542.73	120,041	522,033	171,315	813,388	60,026	873,414	452.78	83%	757	1,929
Oct 21	1,052,533	545.07	83,773	495,124	199,195	778,092	92,428	870,520	450.81	83%	760	1,931
Nov 21	1,053,922	547.49	91,087	519,964	156,960	768,011	82,929	850,940	442.05	81%	762	1,925
Dec 21	1,066,489	548.89	157,808	613,377	190,209	961,393	83,352	1,044,745	537.70	98%	775	1,943
Total	\$12,613,036	\$543.15	\$1,398,084	\$6,183,999	\$2,062,899	\$9,644,983	\$984,103	\$10,629,086	\$457.72	84%	9,049	23,222

Prior year (2020) Medical Benefit Ratio: 77%

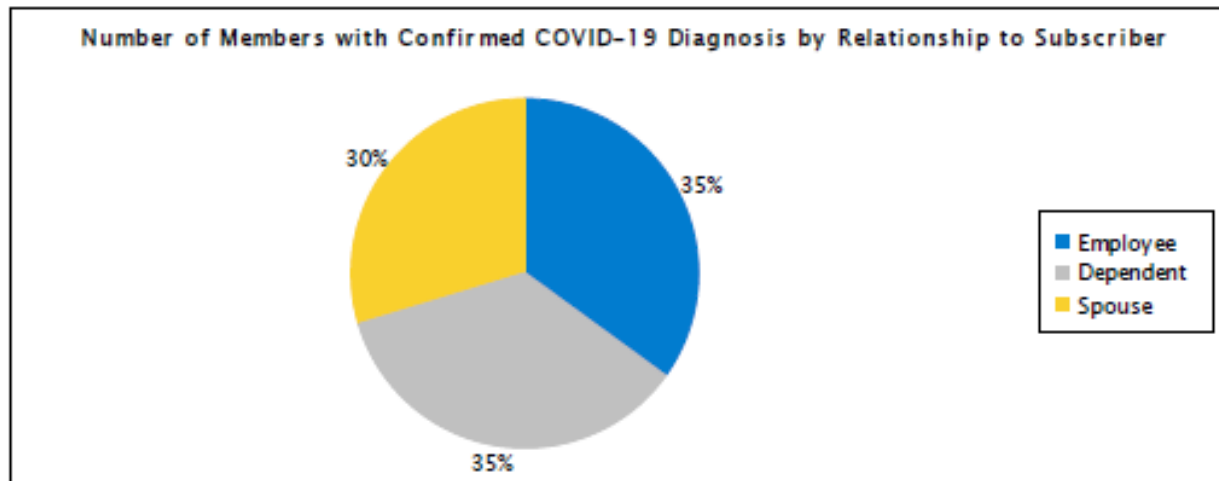
Average membership grew slightly year over year but remains stable on the plan

General County, COVID-19 Claims Utilization, Jan 2021- Dec 2021

COVID-19 Paid Claims & Utilization – Report Overview

Paid Covid-19 Tests	Paid Claims	Paid Tests	PMPM	Paid Tests/1000
Covid-19 Testing	\$184,927	1,881	\$7.96	972.0

Covid-19 Diagnosis – Inpatient / Outpatient Claims	Paid Claims	Members	PMPM	Members/1000
Confirmed Covid-19	\$55,122	37	\$2.37	19.1
Possible Covid-19	\$253,377	897	\$10.91	463.5



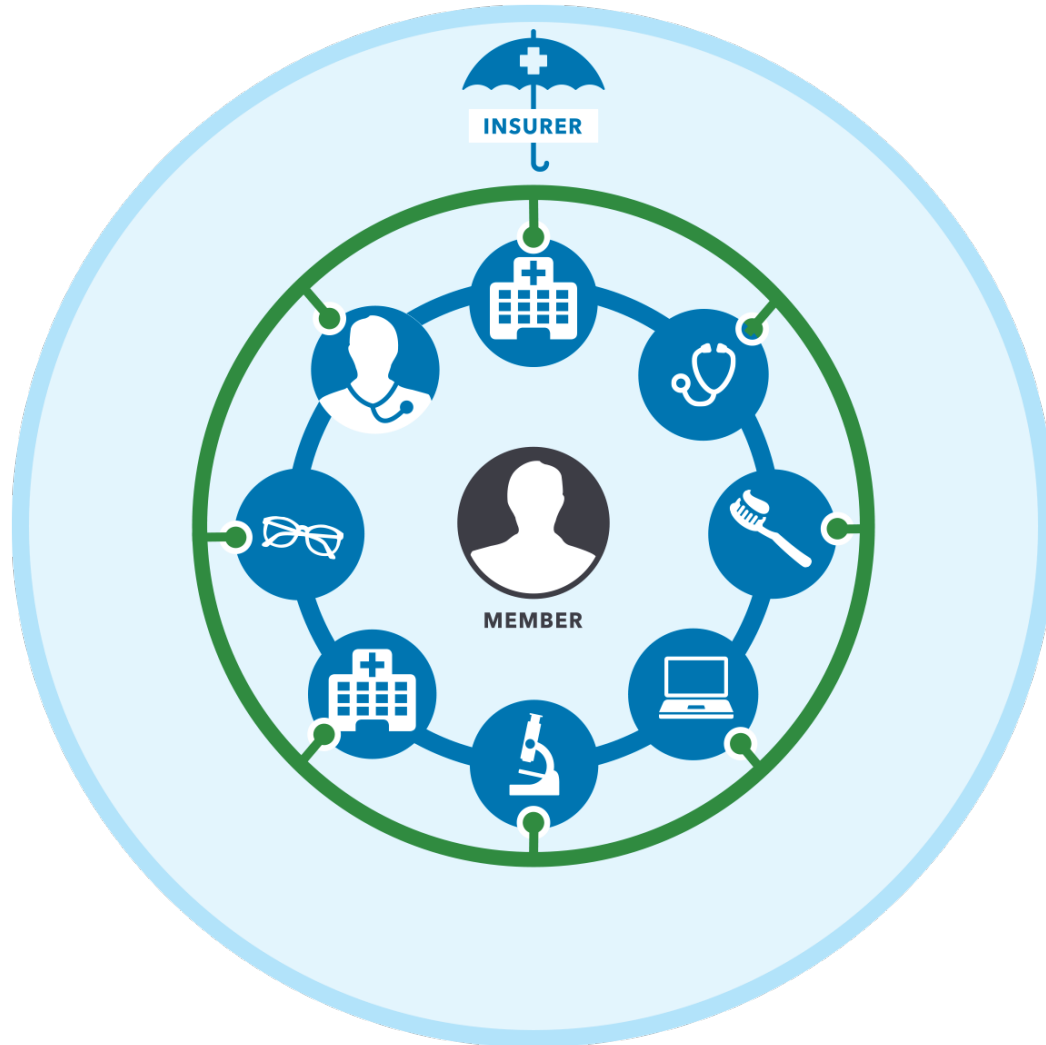
Relationship to Subscriber	Number of Members with COVID-19 Diagnosis
Employee	13
Dependent	13
Spouse	11
Total	37

Number of Members with Covid-19 Diagnosis by Age Group			
Age Group	Female	Male	Total
Under 18	6	2	8
18 – 29	4	2	6
30 – 39	3	4	7
40 – 49	3	4	7
50 – 59	2	4	6
60 – 69	2	1	3
70 or older	0	0	0
Total	20	17	37

Confirmed Covid-19 – Paid Claims Distribution	Members
Less than or equal to \$1000	32
\$1,001 – \$5,000	3
\$5,001 – \$25,000	1
\$25,001 – \$50,000	1
\$50,001 – \$75,000	0
\$75,001 – \$100,000	0
\$100,001 – \$125,000	0
\$125,001 – \$150,000	0
\$150,001 – \$175,000	0
\$175,001 – \$200,000	0
\$200,000 +	0
Total	37

Medical + Dental Integration at Kaiser Permanente

The difference of integrated care

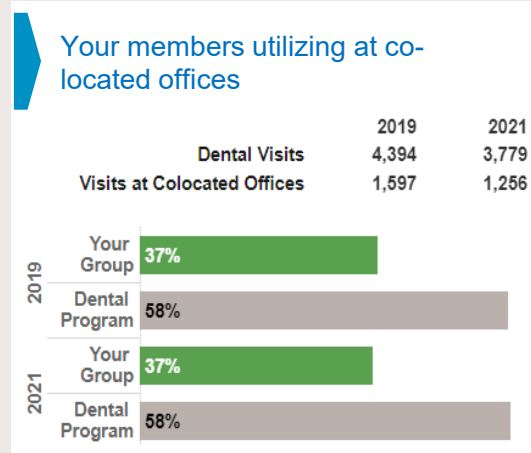


At Kaiser Permanente, we help businesses thrive by giving them the essential health care tools to help keep employees healthy and productive. Oral health is a critical component of overall physical health. By offering dental coverage to your employees, you're providing them with the integrated care they need.

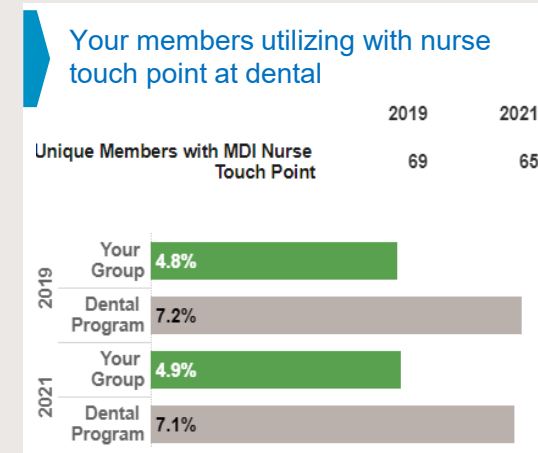
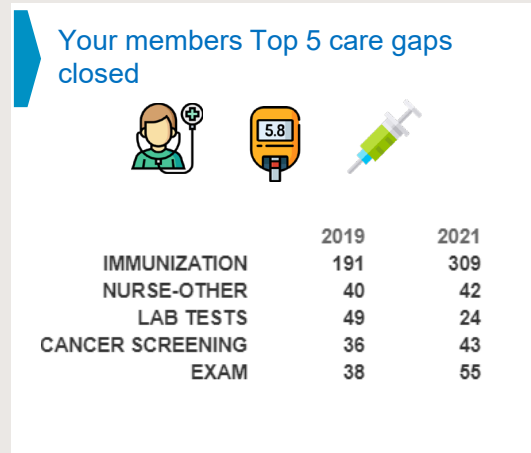
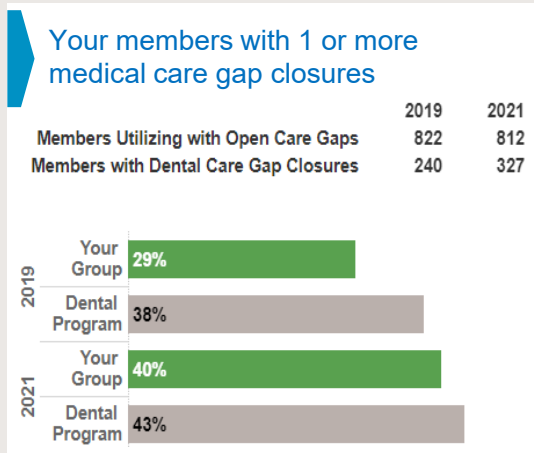
That's why we focus on total health, with prevention in mind at all times. Members can experience the unique benefits of total health integration when they have both medical and dental coverage from Kaiser Permanente Northwest. Our dental and medical teams work together and have a coordinated approach to care, giving you another reason to smile.

Your Value Summary Dental Dashboard

Kaiser Permanente dentists and embedded dental nurses serve as extenders to primary care. Our shared electronic health record makes it easy for members to do the right thing and stay healthy.



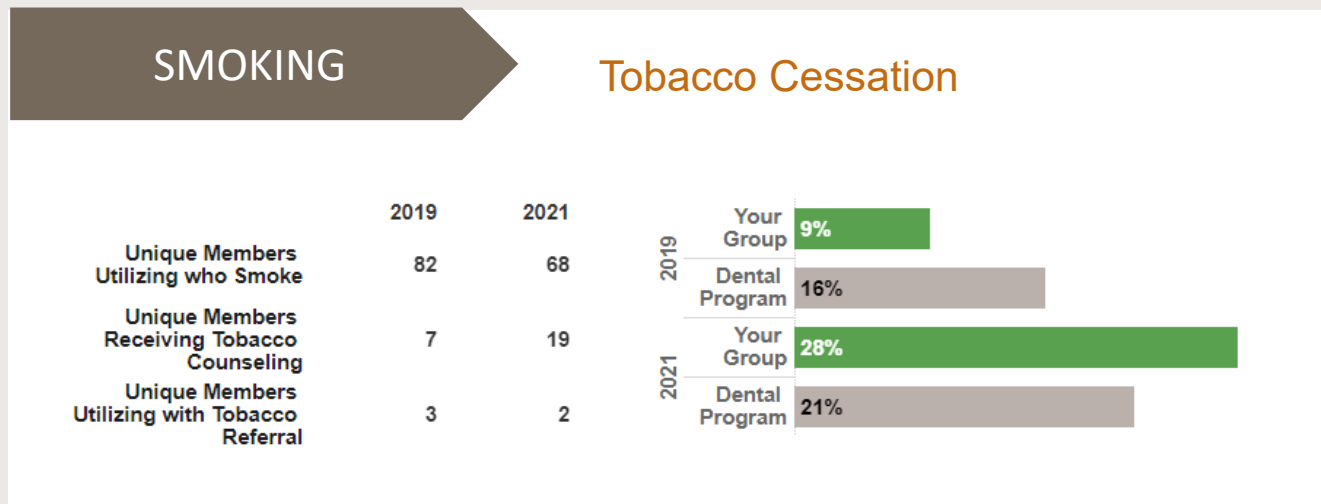
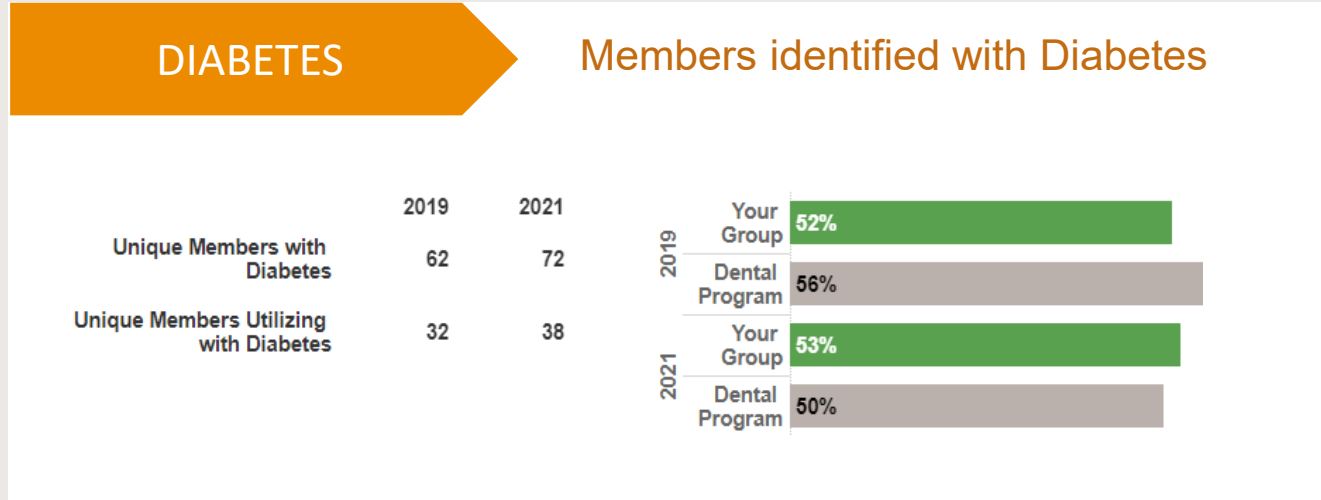
1 in 3 members seen at our medical-dental integrated clinics had not seen their PCP in 2+ years.¹



¹ KP Insight Medical-Dental Integration (MDI) report for 26,000 unique members seen by Dental Nurses (August 2018 – December 2019).

Your Value Summary Dental Dashboard

At Kaiser Permanente, we're here for you – mind, body, and smile. We collaborate with your Kaiser Permanente medical providers to help prevent illness and manage chronic conditions.



General County, 2021 Dental Benefit Ratio



Dental Benefit Ratio

Group Name: CLACKAMAS COUNTY

Region: Northwest

Group Number(s): 1183

Report Period: Jan 2021 through Dec 2021

Product Type: Traditional

Average Members: 1,834

Month	Subscribers	Members	Premium ¹	Premium PMPM	Dental Paid Amount	Ortho Cost (Capitated)	Dental Cost ²	Dental Cost PMPM	Benefit Ratio
Jan 21	691	1,831	\$130,445	\$71.24	\$84,404	\$8,899	\$93,302	\$50.96	71.5%
Feb 21	691	1,836	\$130,526	\$71.09	\$92,989	\$8,923	\$101,912	\$55.51	78.1%
Mar 21	692	1,838	\$130,712	\$71.12	\$95,159	\$8,933	\$104,092	\$56.63	79.6%
Apr 21	702	1,852	\$131,894	\$71.22	\$124,050	\$9,001	\$133,051	\$71.84	100.9%
May 21	703	1,851	\$131,936	\$71.28	\$95,717	\$8,996	\$104,713	\$56.57	79.4%
Jun 21	700	1,846	\$131,378	\$71.17	\$78,913	\$8,972	\$87,884	\$47.61	66.9%
Jul 21	696	1,839	\$130,779	\$71.11	\$70,478	\$8,938	\$79,416	\$43.18	60.7%
Aug 21	690	1,823	\$129,650	\$71.12	\$74,302	\$8,860	\$83,162	\$45.62	64.1%
Sep 21	696	1,813	\$129,519	\$71.44	\$75,307	\$8,811	\$84,119	\$46.40	64.9%
Oct 21	704	1,825	\$130,983	\$71.77	\$83,501	\$8,870	\$92,370	\$50.61	70.5%
Nov 21	707	1,821	\$131,344	\$72.13	\$81,915	\$8,850	\$90,765	\$49.84	69.1%
Dec 21	720	1,834	\$132,942	\$72.49	\$78,152	\$8,913	\$87,065	\$47.47	65.5%
Total	8,392	22,009	\$1,572,107	\$71.43	\$1,034,886	\$106,964	\$1,141,850	\$51.88	72.6%

¹ Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts include two months of retroactive adjustments.

² Dental Cost includes dental claims and cost of Orthodontics coverage (fee based). It does not reflect other costs such as dental plan administration.

DENTAL TECHNOLOGY INVESTMENTS

Investing in improvements that will help make the dental experience more convenient for members.



Fast Pass



Kiosks, Express Check-In, eArrival



Dental-Only Access on kp.org



Online Dental Appointing



Spring 2022

Virtual Care Expansion



Fall 2022

Recommendations

Recommendations for Clackamas County

Make an impact in 2022

Employee 1:1 meetings with a medical assistant with KP Care Gap Clinics

Encourage employee engagement with 1:1 meetings, KP Benefits Office Hours

Get Connected Campaign – Registration and Preventive Care

Continue our partnership with on-site flu shot events

Promote mental health resources, review detailed list in appendix

Attend a behind the scenes tour of Kaiser Permanente, Experience KP (virtually)



THANK YOU

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest. 500 NE Multnomah St., Suite 100, Portland, OR 97232. ©2021 Kaiser Foundation Health Plan of the Northwest.



Your KP Team Contact List

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503-319-8697

Mental Health and Wellbeing Resources

Member resources

- [Understanding Your Mental Health](#) – content center on where to access care, self-care assessments and more
- [Health classes](#) and [support groups](#)
- [Personalized healthy lifestyle programs](#)
- [Wellness Coaching by Phone](#) for stress, sleep and more
- [Self-care apps](#) for meditation, mindfulness and cognitive behavioral therapy
- [Self-care resources](#) with online programs to help manage depression, reduce stress & improve sleep
- [Find Your Words](#) stigma, resilience and mental health support center

Employer resources

- Onsite mental health & crisis support
 - Use Employer's Employee Assistance Program, if available
- [Mental Health Awareness Training](#)
- [Taking care of yourself and your employees](#) webinar
- [Psychologically healthy workplace webinar](#) and [scoresheet](#)
- Workforce Health Resource Center:
 - *Finding Balance* [stress management toolkit](#)
 - *Rest and Revive* [sleep management toolkit](#)
- [Mental health in the workplace](#) center and articles
- Health and wellness [classes and virtual resources](#)
- [Article](#) and [flyer](#) for first responders

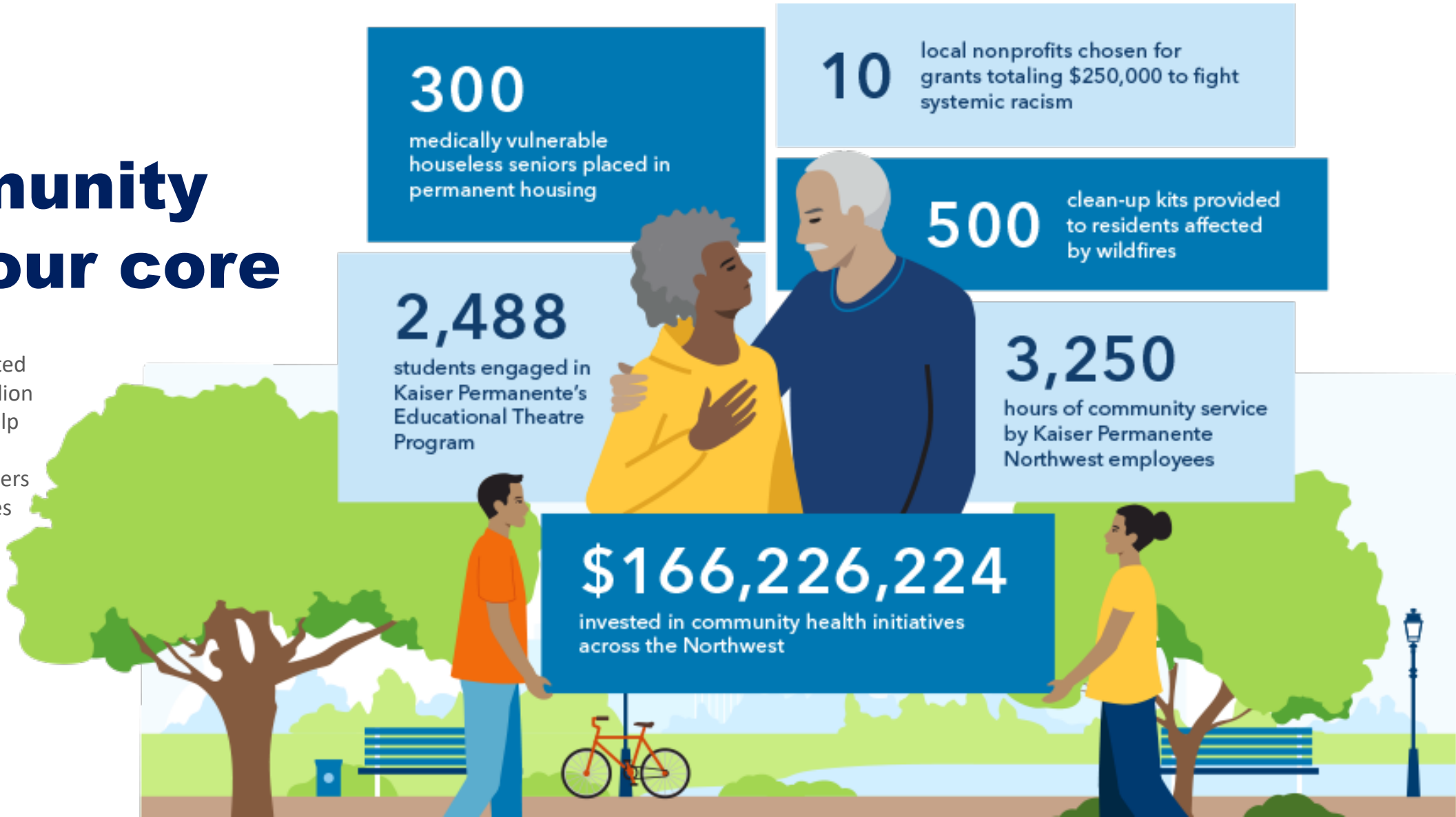
Kaiser Permanente Mental Health and Wellbeing Resources

Member resources, continued

- Personalized treatment plan with ease of access, care and communication with clinical team (e.g. email, phone, or video)
 - Members do not need a referral to access mental health services from a Kaiser Permanente provider.
 - How to get care:
 - To schedule a mental health or addiction medicine appointment, call [503-249-3434](tel:503-249-3434) or [1-855-632-8280](tel:1-855-632-8280), weekdays, 8 a.m. to 5 p.m.
 - To make an appointment with your primary care team, call [1-800-813-2000](tel:1-800-813-2000) (TTY [711](tel:711)) anytime, 24/7. You may be able to work with a behavioral health consultant in the convenience of your primary care provider's office.
 - For emergency psychiatric services, including thoughts of suicide, call 1-866-453-3932. for a Kaiser Permanente crisis counselor anytime, 24/7. Or dial 911.

Community is at our core

In 2020, Kaiser Permanente dedicated more than \$166 million to initiatives that help improve the total health of our members and the communities we serve.



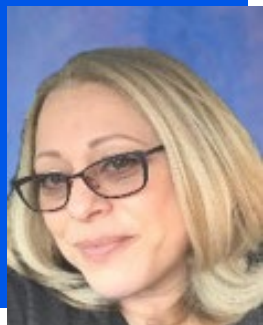
Source: Kaiser Permanente Community Health Snapshot 2020." <https://about.kaiserpermanente.org/content/dam/internet/kp/comms/community-health/northwest/KPNW-CH-Snapshot.pdf>

[Learn more about our 2020 initiatives here](#)

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Your Providence Health Plan Team



Julie Zola
Sr. Account Manager



Heidi Chinwuba, Pharm.D.
Clinical Pharmacy Director



Laurel Soot, MD
Assistant Vice President,
Medical Management



Megan Thompson, MPH
Health Management Consultant

Our Commitment

Serving the West for nearly 170 years

- Established in 1985, the health plan has grown to become the largest health care provider in Oregon
- Mission driven and focused on improving the health of the communities we serve

High quality integrated delivery model focused on taking care of our members

- Continuing and dynamic provider education
- Direct outreach to members
- Highest rated PPO health plan in Oregon
- Recognized by the National Committee for Quality Assurance in 2018-2019



We live, work, play and volunteer where you do

- Experienced, accomplished account management team committed to improving employer and member communications
- Local team with more than 100 years combined account management experience

We all deserve true health

- The definition of true health is different for everyone. Sometimes it's about movement, recovery, and finding your way through life. Other times it's about welcoming a new member to your family, discovering a new horizon, and charting a different course.
- We're guided by values – compassion, dignity, justice, excellence and integrity. Our values are at the heart of everything we do, and create the foundation of true health.

Executive Summary

Clackamas County (GC) | Performance and Experience Report

Medical Management

- Medical expenses stable over the year
- Encourage increased use of a wide array of behavioral health services and diabetes prevention programs
- Encourage Covid-19 vaccination/booster and routine vaccinations; highest Covid infection claims were in unvaccinated members
- Encourage screening and wellness visits along with other medical reasons to see PCP; telehealth continues to be an option for accessing PCP, specialty and behavioral health providers

Top 4 Focus Areas for Clackamas County

- Behavioral Health
- Diabetes & Weight Management
- Musculoskeletal/Pain Management
- COVID-19



Member Engagement

Data includes all Clackamas County members

Presented by:

Megan Thompson, MPH

Health Management Consultant, Health & Wellness

Chronic Conditions

COVID-19 will continue to have long-term impacts on chronic care needs and costs

Chronic conditions, when left unchecked and unmanaged, can result in serious illness, hospitalization and death. And these conditions have a significant financial impact, driving nearly 90% of health care costs. The pandemic created new challenges for people with chronic disease with many deferring or delaying care.

- + 60% of Americans live with at least one chronic condition, and 40% have two or more
- + \$36.4 billion is lost each year from employee missed days of work

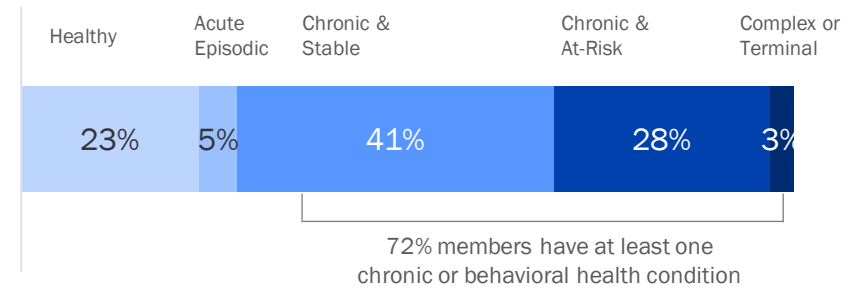
Care Management Program Participants, 2021

Clackamas County

66

Population Health Category, 2021

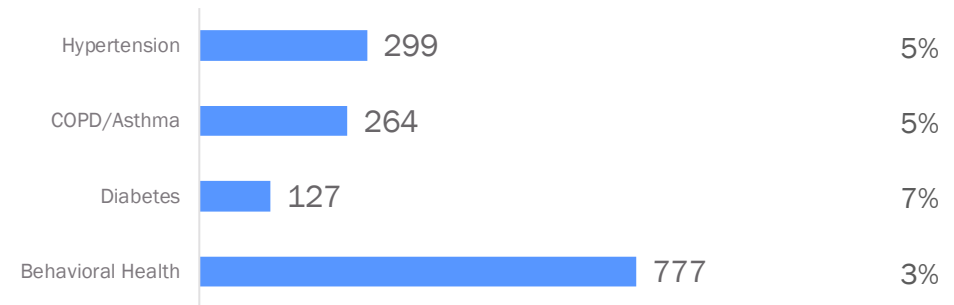
% of Clackamas County members¹



Prevalence of Common Conditions, 2021

of Clackamas County members

Of members with condition, percent enrolled in care management program



¹Includes members who have been enrolled in Providence Health Plan for a minimum of 8 months.

Behavioral Health Concierge Outcomes

We are in the midst of a national mental health crisis

Rates of depression and anxiety were increasing even before the pandemic. The grief, trauma, and physical isolation of the last two years have driven Americans to a breaking point.

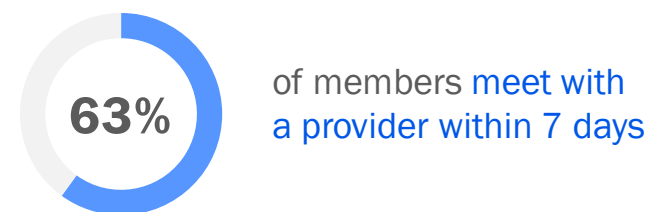
- + 2 of 5 adults report symptoms of anxiety or depression
- + More than half of Americans don't seek professional help for mental health issues due to stigma, access and affordability issues, and lack of awareness about services available through their employer
- + Each mentally distressed employee costs an employer over \$13,000 in absenteeism, turnover and health care costs

Behavioral Health Concierge Visits, 2021

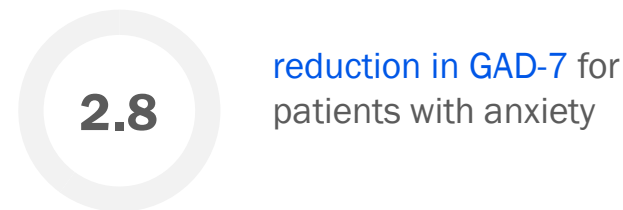
Clackamas County

7

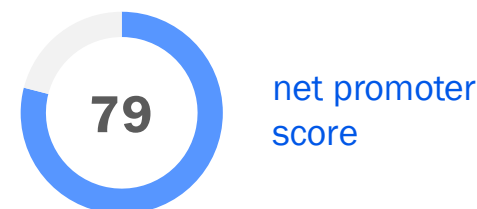
BHC improves access to a diverse network of providers and evidence-based treatment:



With BHC, member well-being improves:



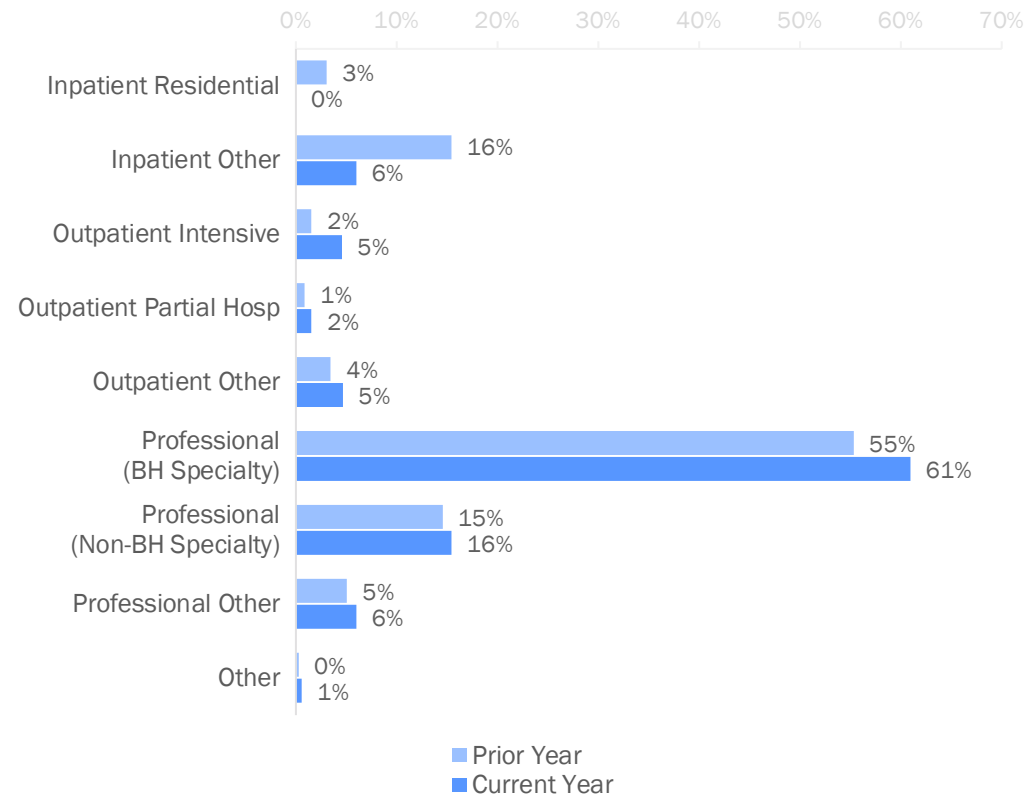
Members who seek care are satisfied with the program:



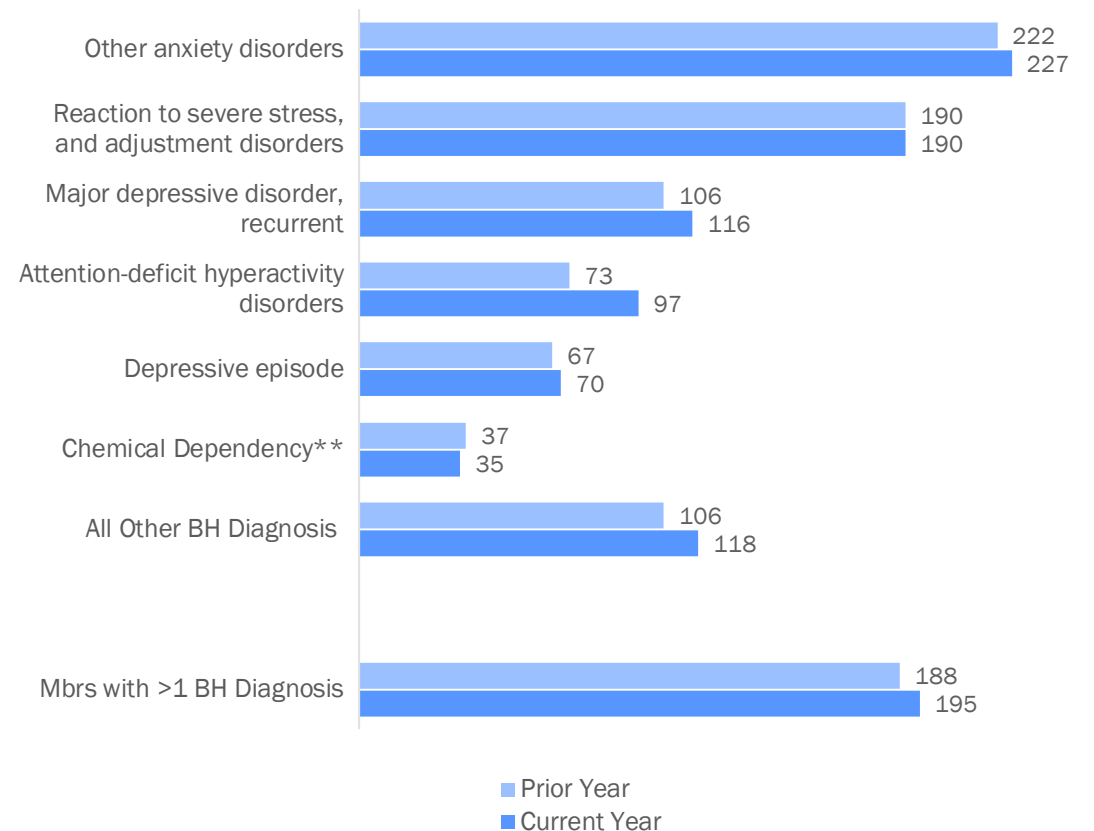
Behavioral Health

Percent Plan Paid – by Level of Care*

Current Year Plan Paid: \$911,465



Utilizing Members - by Diagnosis*



*Based on medical claims

**Includes alcohol, cannabis, nicotine, opioids, other

Diabetes Prevention Program Outcomes

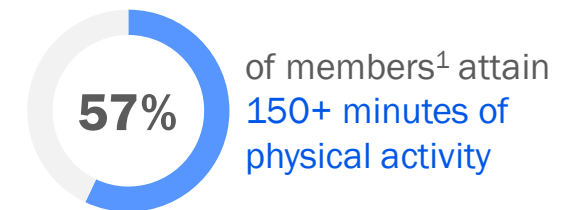
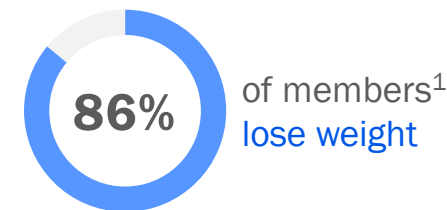
Prediabetes may be more prevalent in your workplace than you think

In the last 20 years, the number of adults with diabetes has doubled as the American population has aged and obesity has become more prevalent.

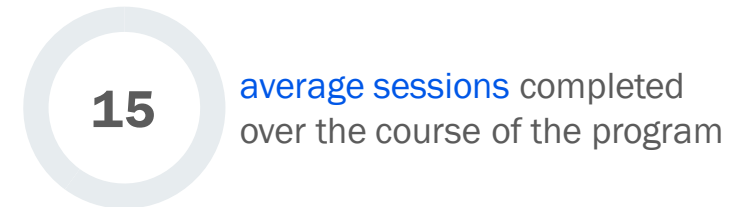
- + 1 in 3 Americans have prediabetes, and 80% don't know they have it
- + Americans with diabetes average \$16,750 in annual health care expenses – 2.3 times as much as for those without diabetes
- + The H.E.A.L. program can cut employees' risk of developing type 2 diabetes by 58%, reduce health care costs and increase productivity

New Enrollments, 2021 Clackamas County	Total Participants, 2019-2021 Clackamas County
0	7

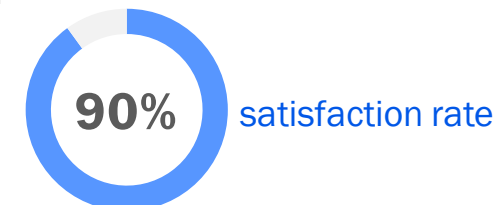
H.E.A.L.'s interactive lessons empower members, enabling lifestyle behavior changes and building healthy habits that last:



With H.E.A.L., members get the resources and support to stay engaged:



Members who participate in H.E.A.L. are satisfied with the program:



Sources: Transamerica Institute, Centers for Disease Control and Prevention

¹ Members completing program session requirements

Health Coaching Program Outcomes

Personalized coaching can boost employees' physical and mental well-being

Lifestyle behaviors such as healthy eating, moving more, and getting enough sleep can help prevent chronic conditions, resulting in improved quality of life, increased life expectancy, reduced health care costs and higher productivity.

- + 79% of consumers believe well-being is important, and 42% consider it a top priority
- + The health coaching program uses evidence-based behavior change techniques to empower members to adopt healthy habits

New Enrollments, 2021
 Clackamas County

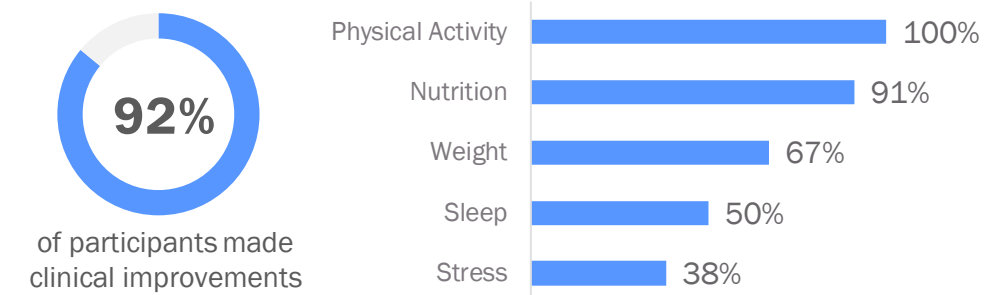
4

Total Participants, 2019-2021
 Clackamas County

21

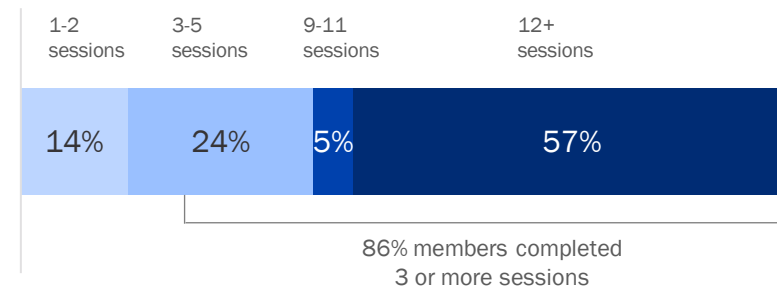
Clinical Outcomes, 2019-2021

% of Clackamas County participants¹ making health improvements by well-being goal focus area



Engagement Outcomes, 2019-2021

% of Clackamas County participants



Medical Cost and Utilization

Presented by:
Laurel Soot, MD
AVP, Medical Management

Medical Cost & Utilization

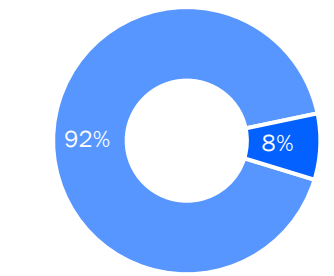
Total Paid PMPM

\$508.79
PMPM

\$411.16
Benchmark PMPM

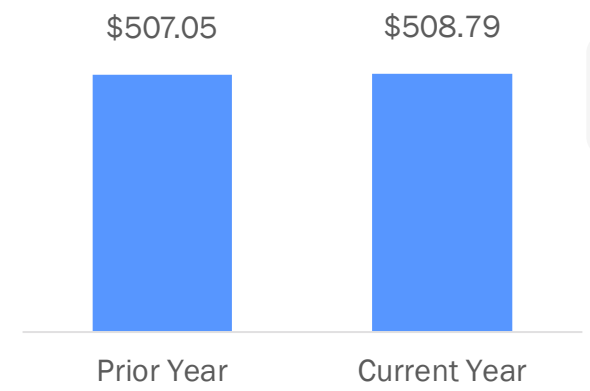
↑ 23.7%
from benchmark

Plan and Member Paid PMPM



■ Plan Paid ■ Member Paid

Total Paid PMPM by Year

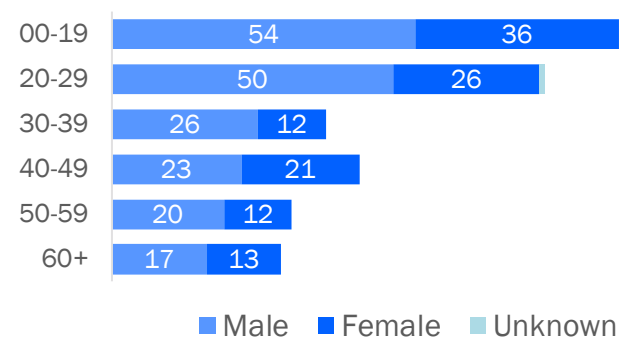


↑ 0.3%
from prior year

Medical Benefit Utilization

2,365 members
88% of population

Member | Age & Gender (Not Utilizing Medical Benefit)



■ Male ■ Female ■ Unknown

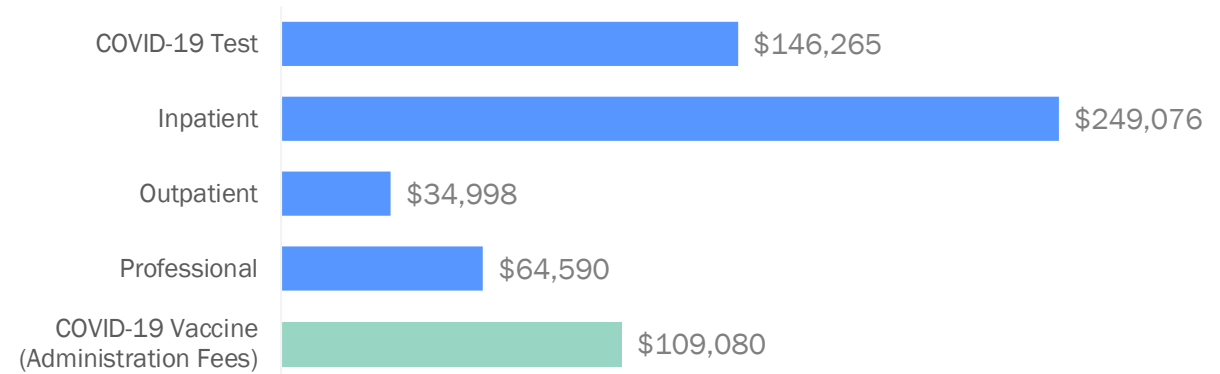
COVID-19 - Diagnosis/Treatment

COVID-19 Related – Plan Paid Total

Current Year

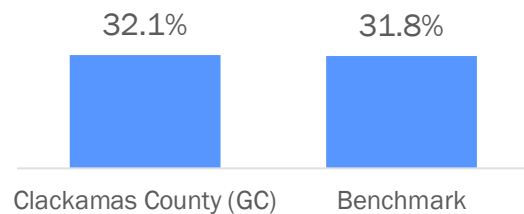
Plan Paid	PMPM
\$604,008	\$20.83

COVID-19 Related – Plan Paid



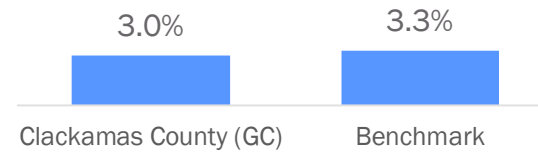
COVID-19 Test¹

Current Year



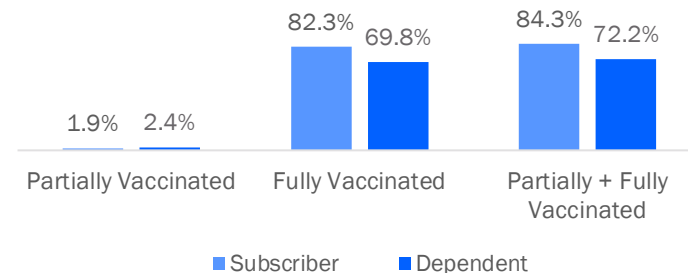
COVID-19 Primary Diagnosis¹

Current Year



COVID-19 Immunization² (As of 3/22/2022)

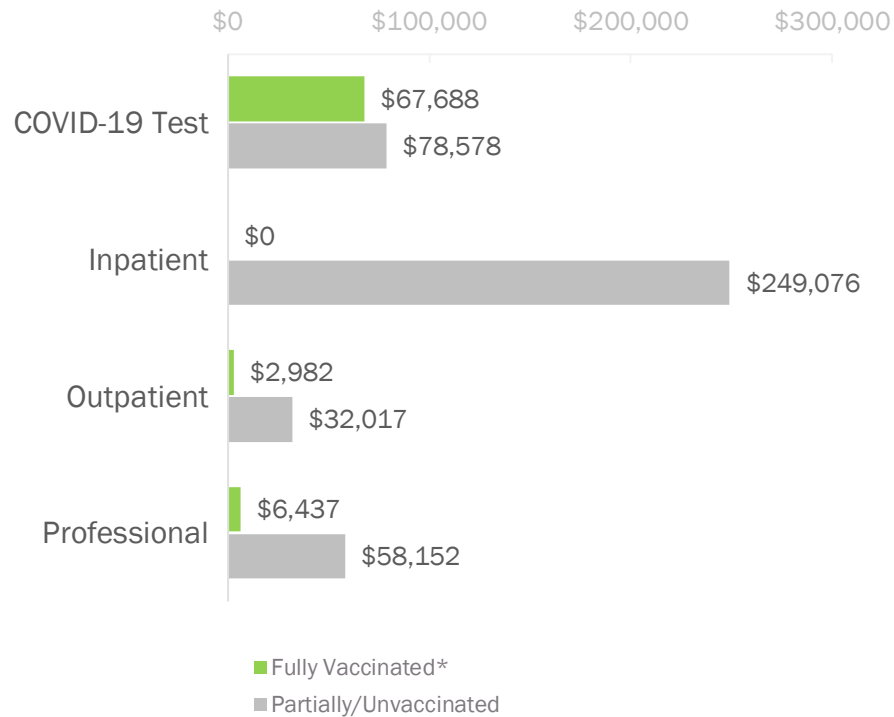
Clackamas County (GC)



COVID-19 – Diagnosis/Treatment (Continued)

COVID-19 Related Treatment – Plan Paid

Current Year



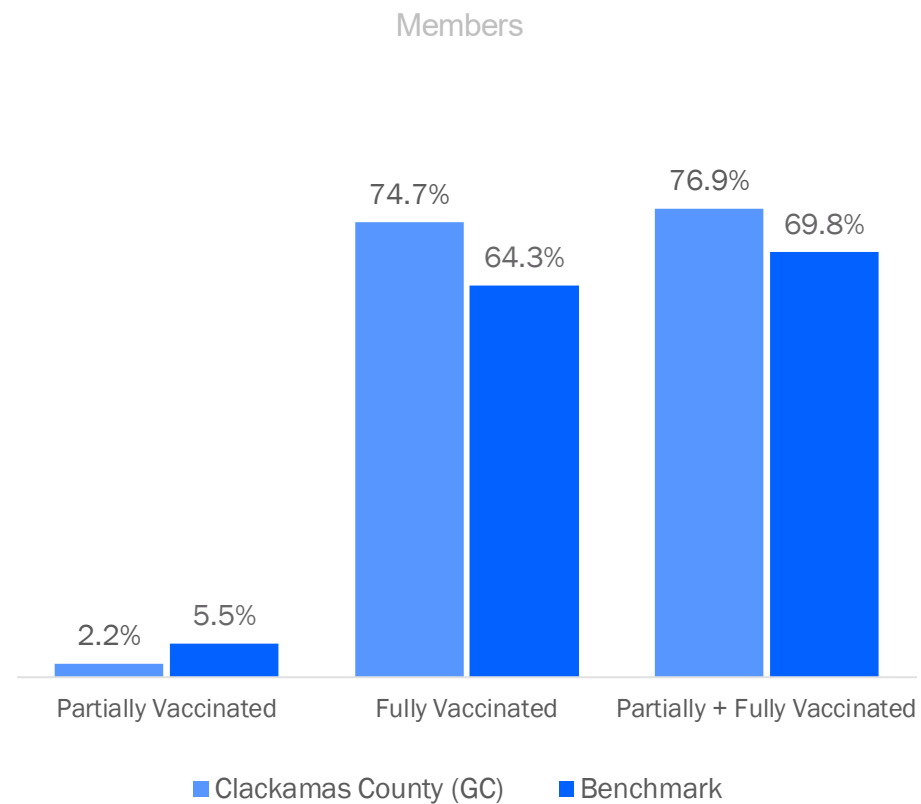
Top 10 Claimants by Plan Paid – COVID-19 Related Treatment

Rank	Eligibility	Primary Diagnosis	Plan Paid	Status	Fully Vaccinated*	Currently Vaccinated
1	Subscriber	COVID-19	\$160,094	Termed		
2	Subscriber	COVID-19	\$65,508			
3	Dependent	COVID-19	\$23,562			Y
4	Dependent	COVID-19	\$18,064			
5	Subscriber	COVID-19	\$17,617			
6	Subscriber	COVID-19	\$14,109			
7	Subscriber	COVID-19	\$5,498			Y
8	Dependent	COVID-19	\$3,641			
9	Dependent	COVID-19	\$3,621		Y	Y
10	Subscriber	COVID-19	\$3,619			

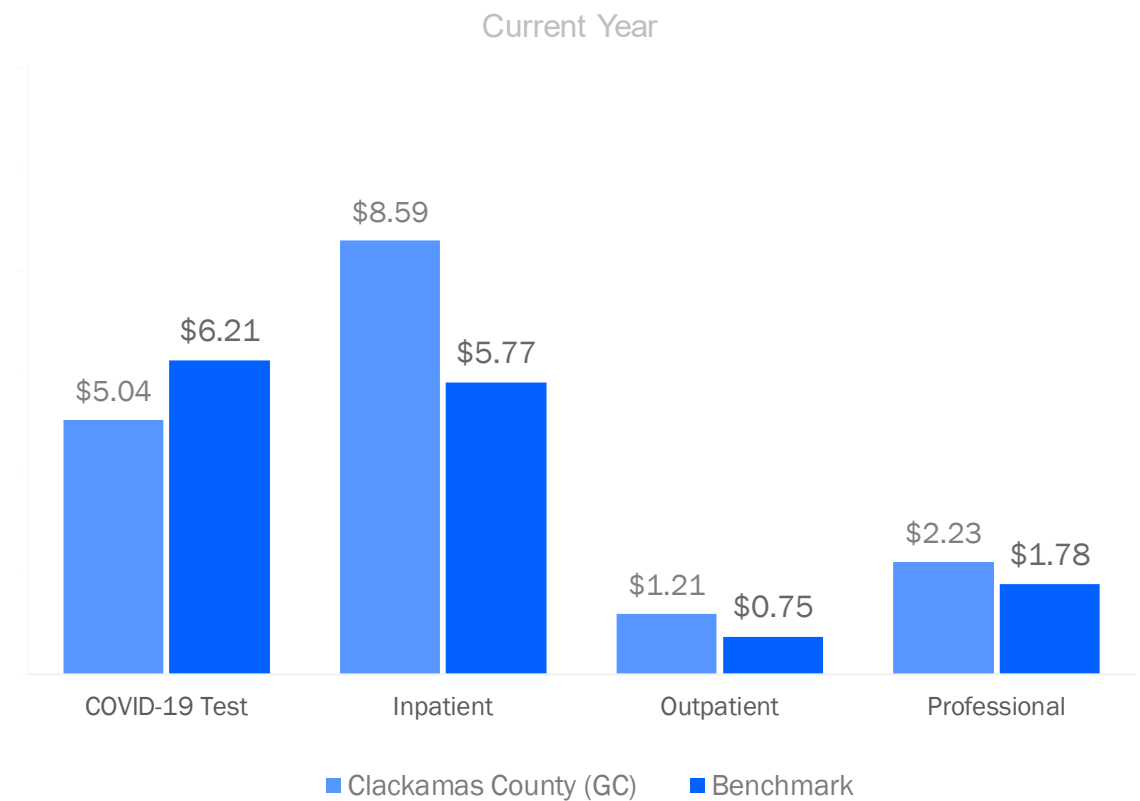
*Service/Treatment Date >= Fully Vaccinated Date

COVID-19 - Diagnosis/Treatment (Additional)

COVID-19 Member Immunization¹ (As of 3/22/2022)

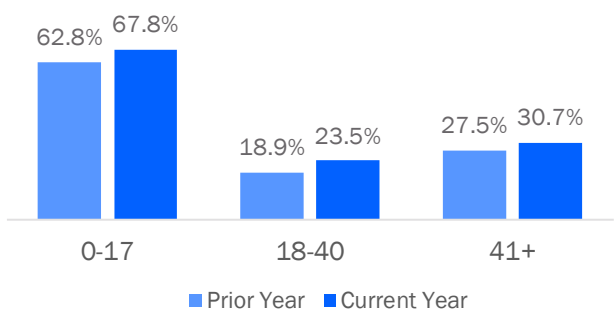


COVID-19 Related – Plan Paid PMPM vs Benchmark

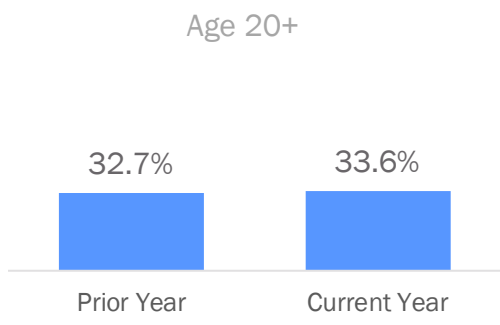


Preventive Care – Wellness/Screenings¹

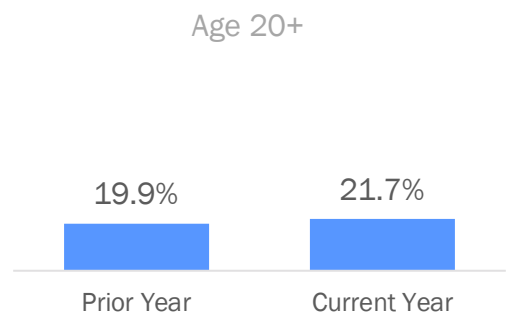
Wellness Visits – by Age Group



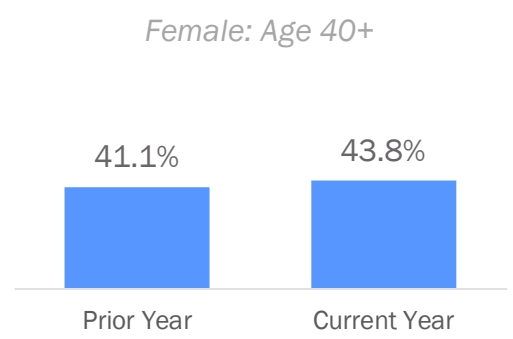
Cholesterol Testing



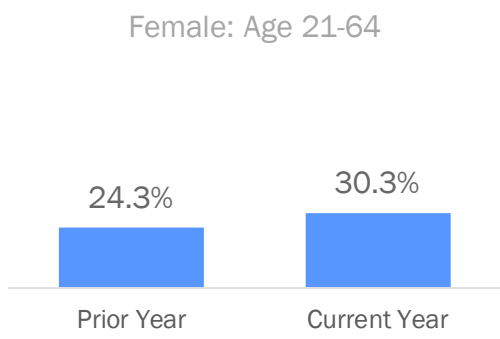
Blood Glucose/Diabetes Testing



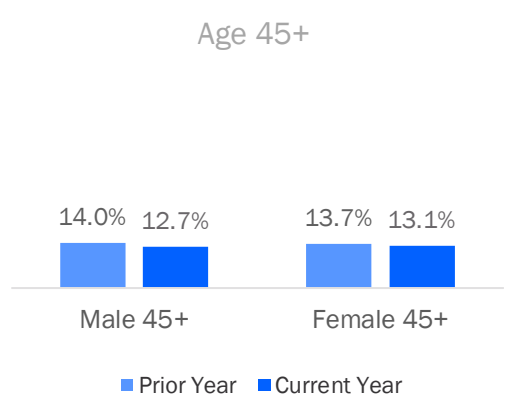
Breast Cancer Screening



Cervical Cancer Screening



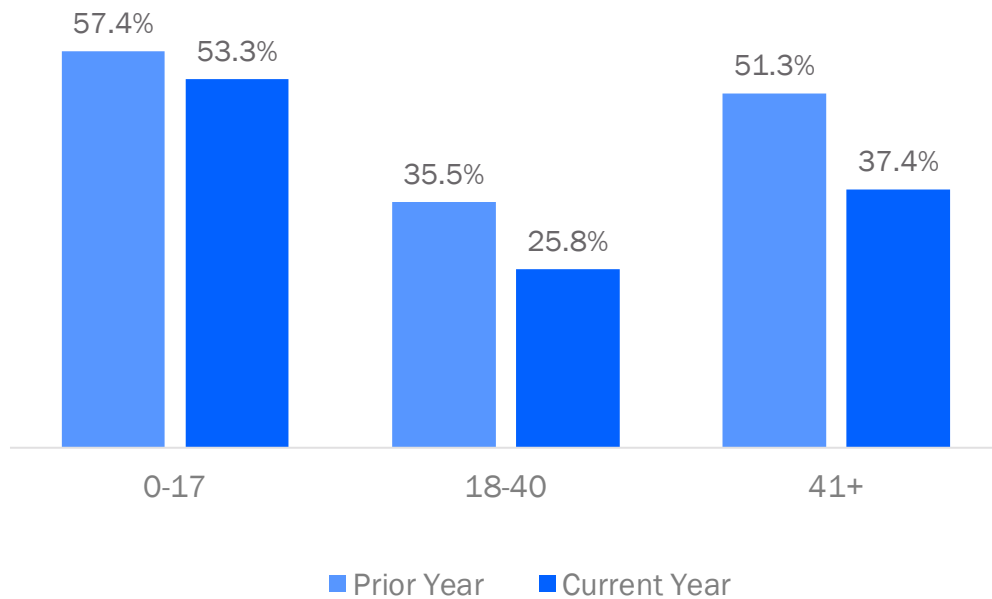
Colorectal Cancer Screening



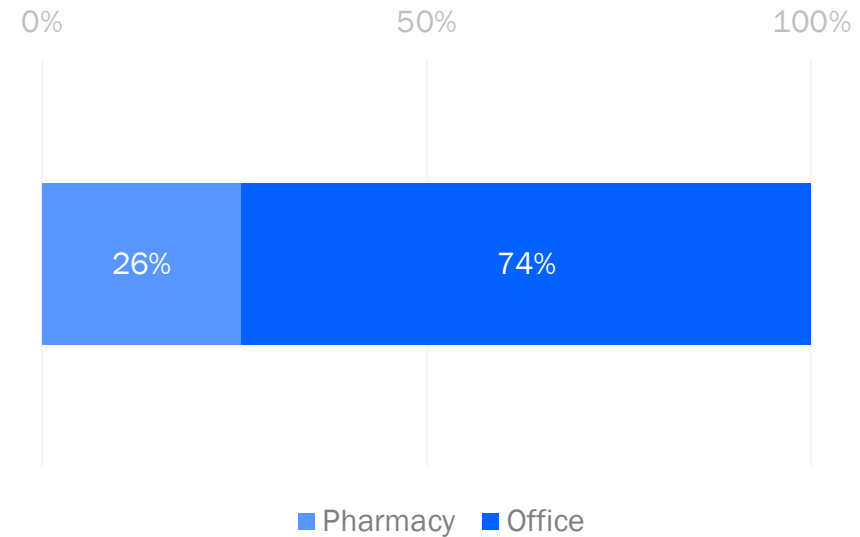
¹ - % of population

Preventive Care – Routine Immunizations

Members with Immunization¹ – by Age Group



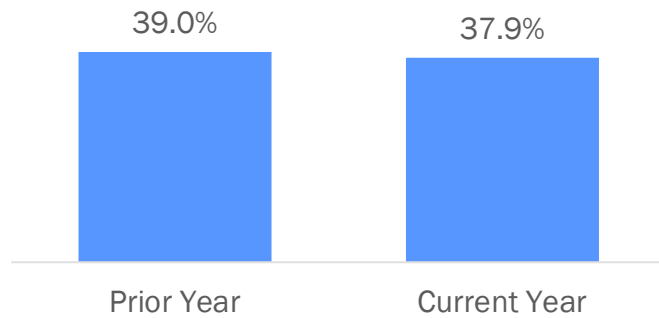
Immunizations by Location² - Current Year



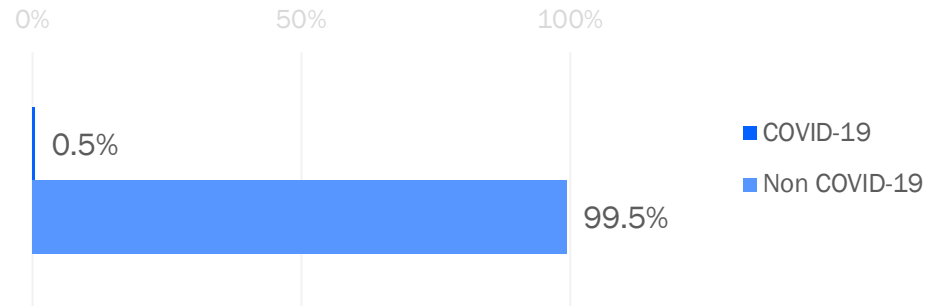
¹ - % of population ² - % of total immunization claims

Telehealth Utilization

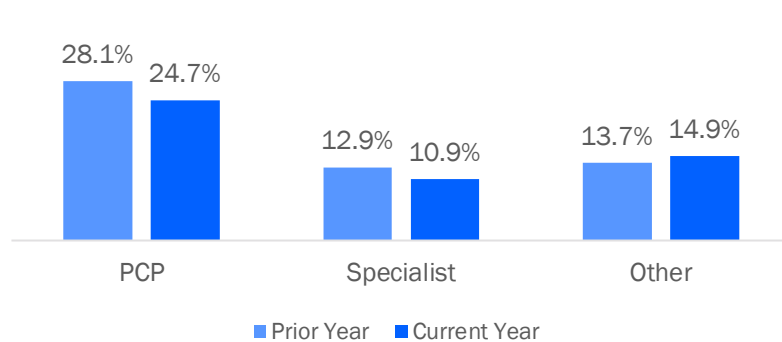
Members with Visits¹



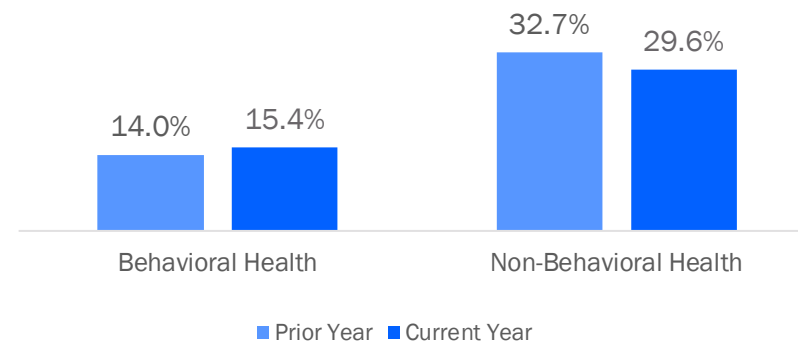
Visits Due to COVID-19 Diagnosis² - Current Year



Members with Visits¹ - by Category



Members with Visits¹ – Behavioral Health



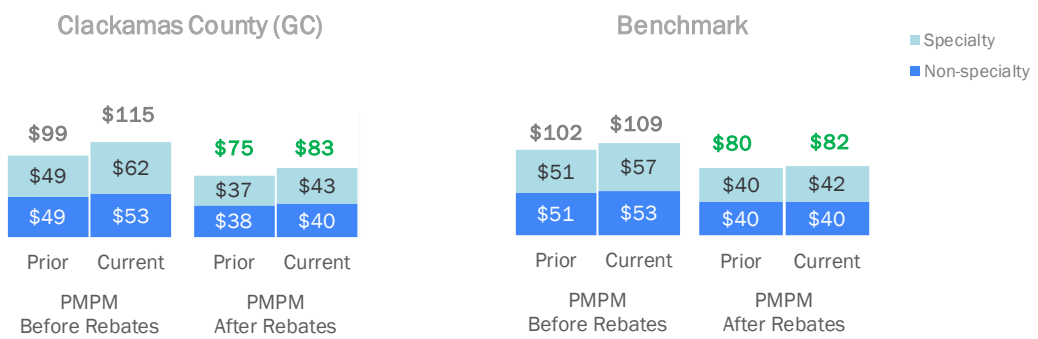
¹ - % of population ² - Primary Diagnosis

Pharmacy Cost and Utilization

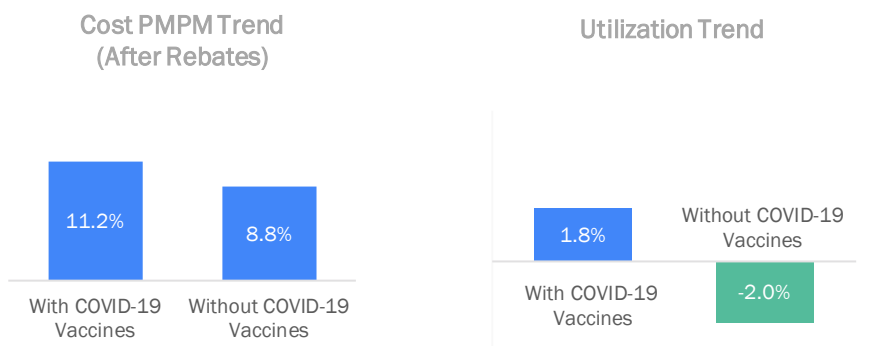
Presented by:
Heidi Chinwuba, Pharm.D.
Clinical Pharmacy Director

Pharmacy Cost & Utilization

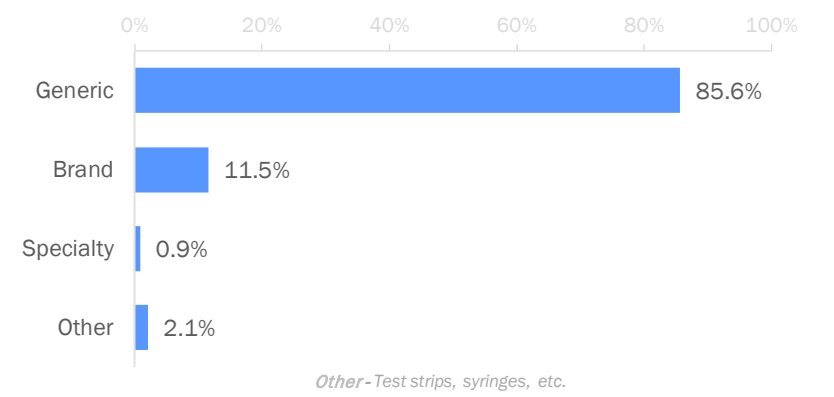
Total Cost PMPM



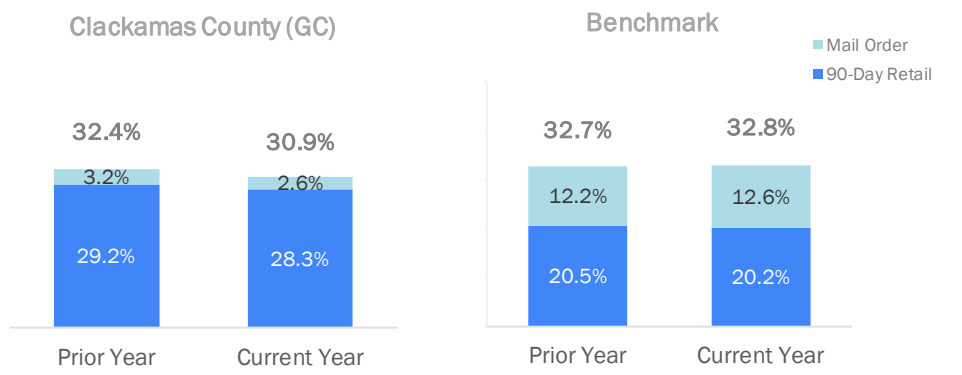
Trend Effect of COVID-19 Vaccines



Utilization By Drug Type¹



90-Day Utilization Rate²



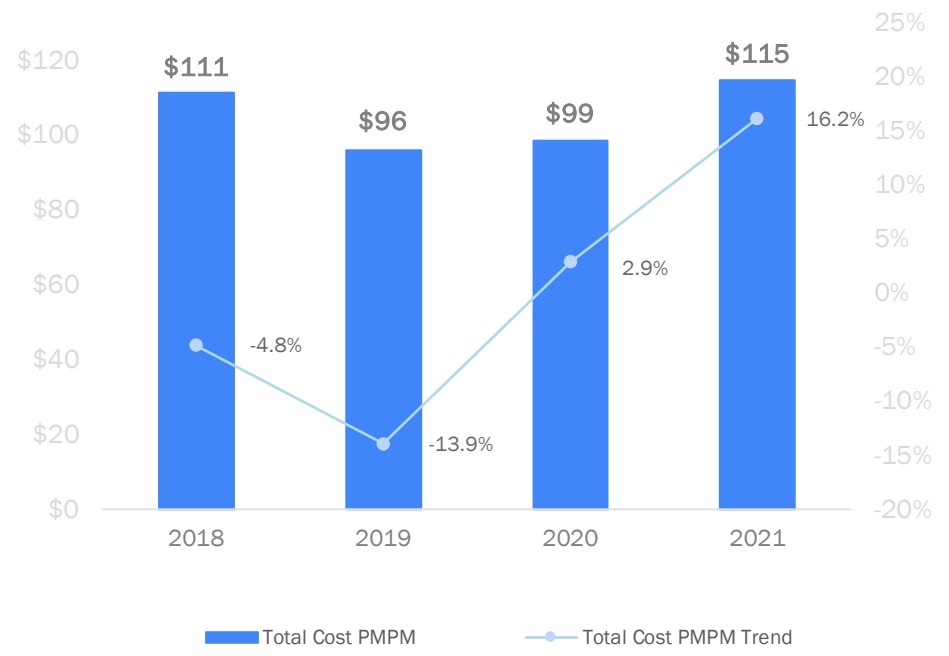
Benchmark: Providence Self-insured Book of Business

¹ - % of total 30-Day scripts ² - % of total claims

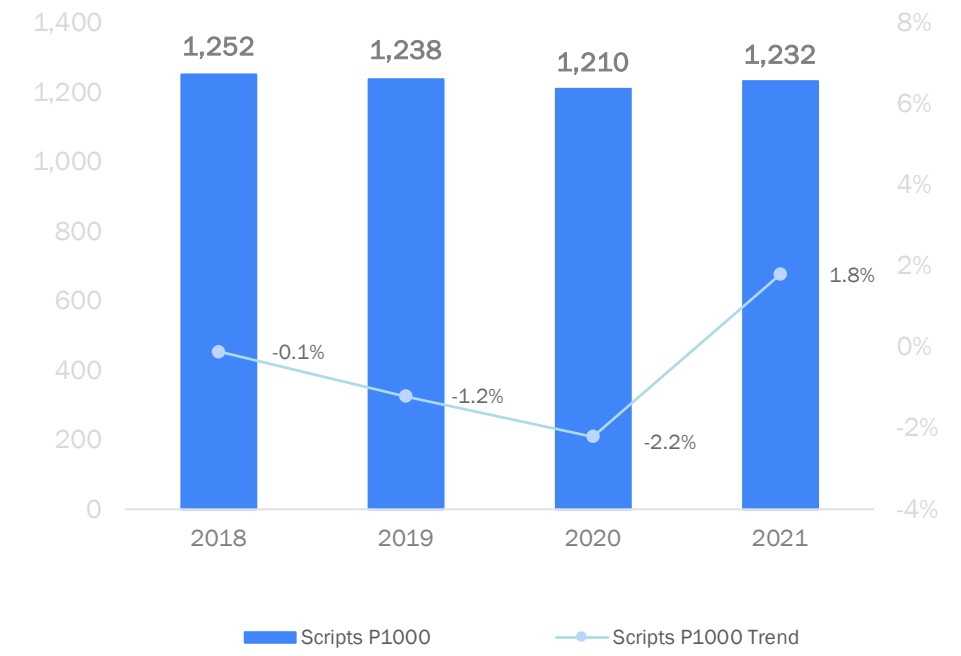
Pharmacy Cost & Utilization Trend

Total Cost PMPM Trend

Before Rebates



Utilization Trend

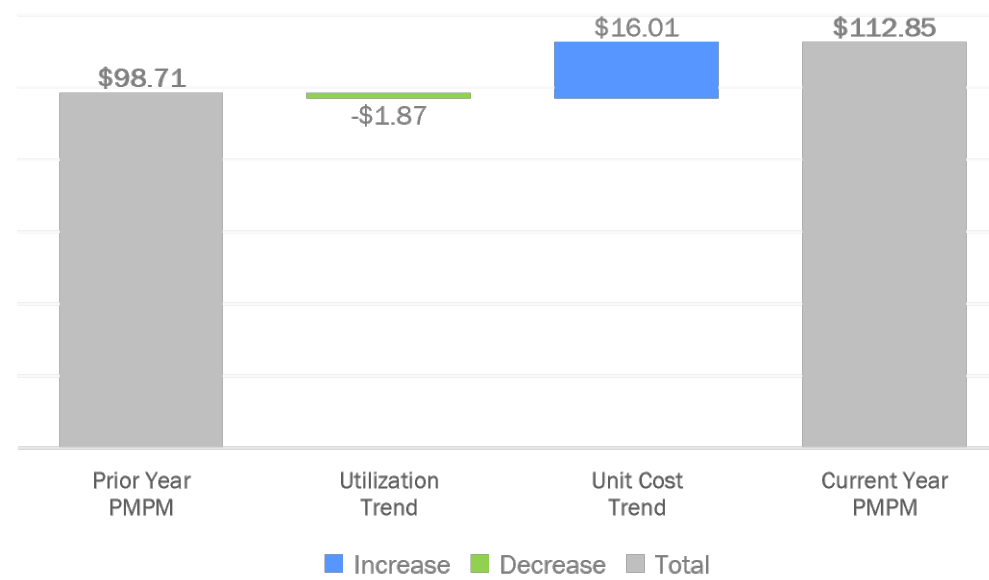
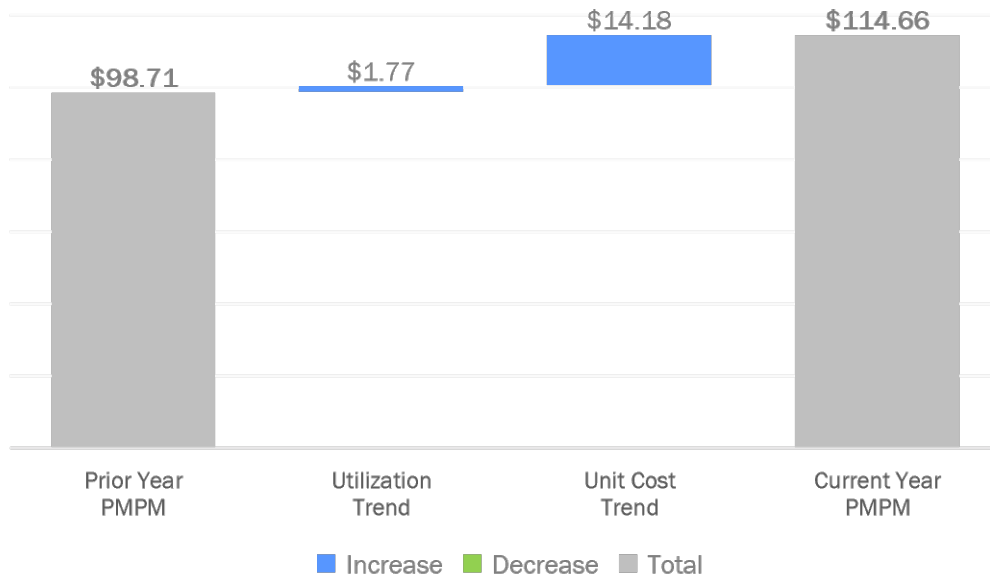


Pharmacy Trend Drivers

Trend Drivers – Total Cost PMPM¹

PMPM Trend: \$15.95 (16%)
 (Includes COVID-19 Vaccines)

PMPM Trend: \$14.14 (14%)
 (Excludes COVID-19 Vaccines)



¹ - Unit Cost Trend excludes COB, compound and DMR claims. Before rebates

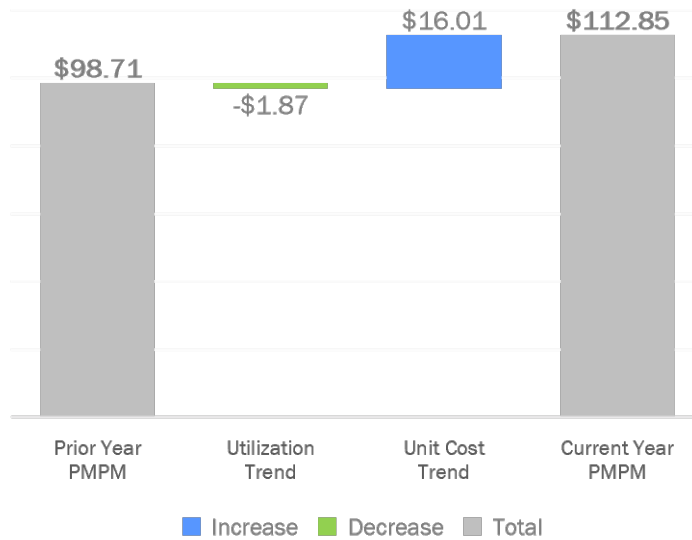
Pharmacy Trend Drivers

Excludes COVID-19 Vaccines

Trend Drivers – Total Cost PMPM¹

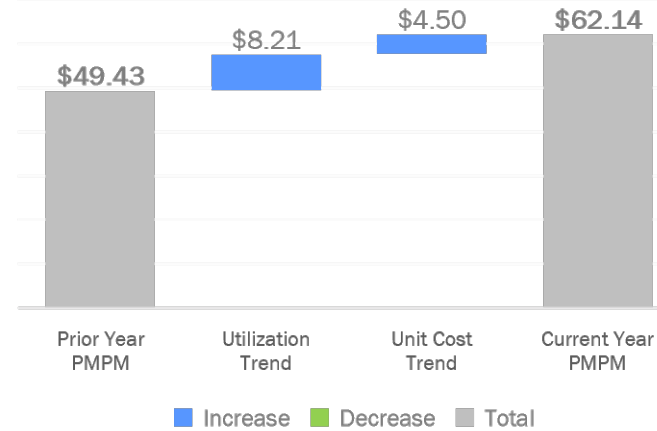
Total

PMPM Trend: \$14.14 (14%)



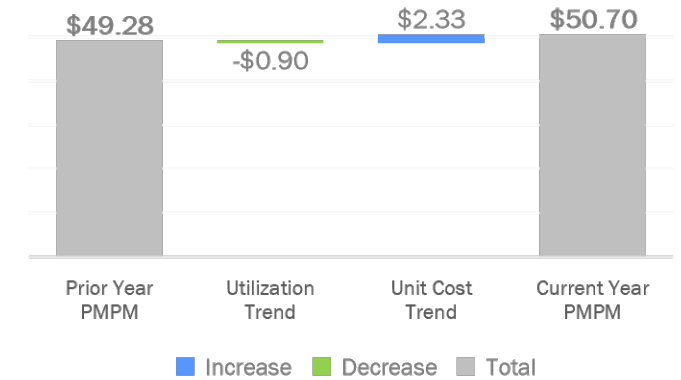
Specialty

PMPM Trend: \$12.71 (26%)



Non-specialty

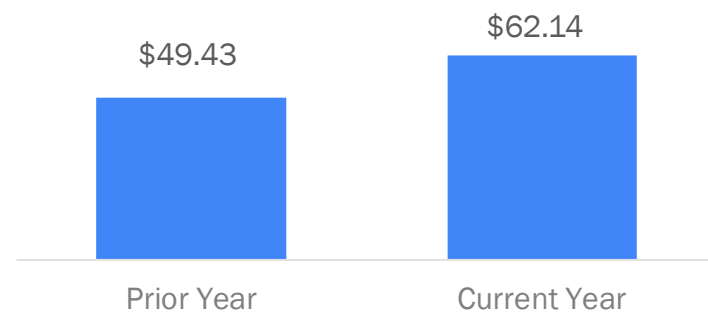
PMPM Trend: \$1.43 (3%)



¹ - Unit Cost Trend excludes COB, compound and DMR claims. Before rebates

Specialty Pharmacy

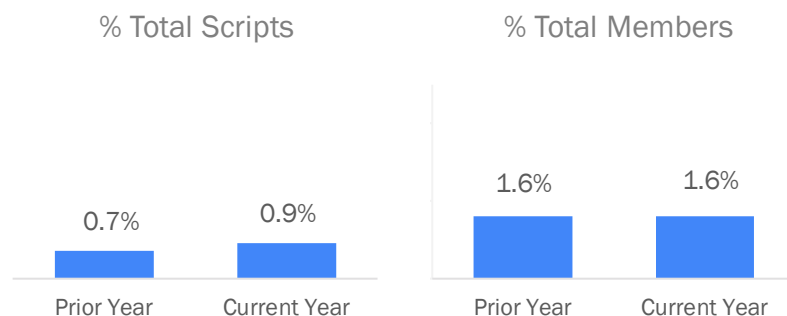
Specialty: Total Cost PMPM¹



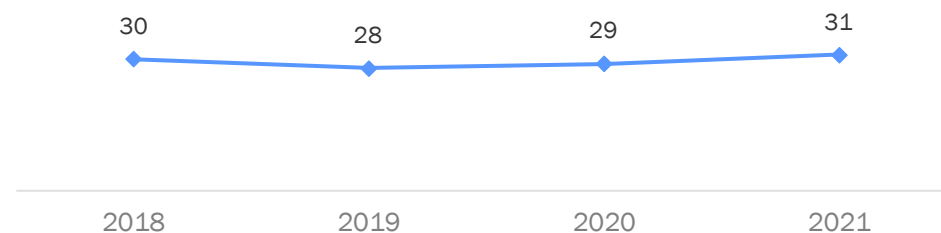
Top 5 Specialty Categories

Rank	Category	PMPM ¹	Utilization ²
1	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$26.74	3.79
2	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$14.75	2.28
3	Antineoplastic - Thalidomide Analogs	\$9.67	0.45
4	Multiple Sclerosis Agent - Sphingosine 1-phosphate receptor modulator	\$3.45	0.41
5	Dermatitis Agents, Systemic-IL-4 Receptor alpha Antagonist (IL-4Ra) MAb	\$1.82	0.97
Top 5 Specialty		\$56.44	7.90

Specialty: Utilization %



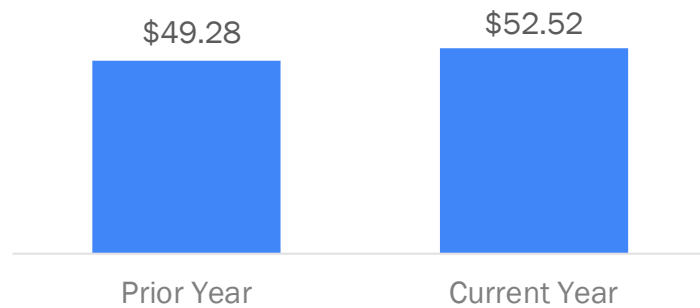
Number of Unique Members on Specialty Drugs



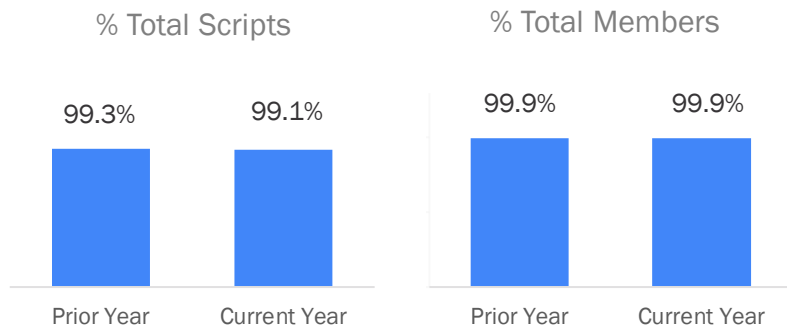
¹ - Before rebates ² - Scripts per 1000

Non-specialty Pharmacy

Non-specialty: Total Cost PMPM¹



Non-specialty: Utilization %



Top 5 Non-specialty Categories

Rank	Category	PMPM	Utilization ²
1	Insulins	\$6.52	17.86
2	Antihyperglycemic, Incretin Mimetic, GLP-1 Receptor Agonist Analog-Type	\$5.64	7.24
3	Attention Deficit-Hyperactivity (ADHD) Therapy, Stimulant-Type	\$3.11	30.34
4	Vaccine Viral - COVID-19 (SARS-CoV-2)	\$1.81	46.14
5	Antihyperglycemic - Sodium Glucose Cotransporter-2 (SGLT2) Inhibitors	\$1.48	2.66
Top 5 Total Non-specialty		\$18.57	104.24

¹ - Before rebates ² - Scripts per 1000

Top 10 Non-specialty Medications

Top 10 Non-specialty Medications

Rank	Medication ¹	Category	PMPM ²	Utilization ³
1	OZEMPIC	Antihyperglycemic, Incretin Mimetic, GLP-1 Receptor Agonist Analog-Type	\$2.38	3.00
2	LANTUS SOLOSTAR	Insulins	\$2.21	7.28
3	VYVANSE	Attention Deficit-Hyperactivity (ADHD) Therapy, Stimulant-Type	\$1.70	5.24
4	TRULICITY	Antihyperglycemic, Incretin Mimetic, GLP-1 Receptor Agonist Analog-Type	\$1.70	2.10
5	HUMALOG KWIKPEN U-100	Insulins	\$1.53	2.45
6	JARDIANCE	Antihyperglycemic - Sodium Glucose Cotransporter-2 (SGLT2) Inhibitors	\$1.39	2.48
7	LATUDA	Antipsychotic - Atypical Dopamine-Serotonin Antagonists	\$1.16	0.90
8	ELIQUIS	Direct Factor Xa Inhibitors	\$1.13	3.62
9	PFIZER COVID-19 VACCINE (EUA)	Vaccine Viral - COVID-19 (SARS-CoV-2)	\$1.11	28.17
10	ADVAIR DISKUS	Asthma/COPD Therapy - Beta Adrenergic-Glucocorticoid Combinations	\$1.07	2.86
Top 10 Total Non-specialty			\$15.38	58.10

Top 10 Non-specialty Medications account for 13.4 % of Total PMPM

Diabetes Testing

Covered Continuous Glucose Monitors (CGM)

- FreeStyle Libre®
- Dexcom G6®

Prior Authorization Criteria

- FDA approved indication
- Currently treated with a rapid-acting insulin (such as Humalog®) or regular insulin (such as Humulin R®)

Member Benefits

- Covered under medical equipment
- Diabetes Supply Coinsurance
- No deductible needs to be met

+ Test Strips

+ Recommended Testing Frequency

+ Insulin users:

- + Based on insulin regimen
- + Typically, three times daily before meals and as needed

+ Non-insulin users:

- + No clinically significant benefit from testing; may be helpful when altering diet, activity, medications, etc

Strategic Plan for Biosimilars

Pricing strategy

- Maximize rebates
- Formulary management

Competition on the Market

- Increasing competition
- Market Shifts

Provider Acceptance

- Bioequivalence
- Interchangeability

+ Humira

- + 8-11 competitors expected in 2023
- + Most common formulations available
- + Significant impact potential

+ Remicade

- + Medical benefit
- + Biosimilar 1/1/2022 adoption

+ Oncology Biosimilars and generic specialty

- + Examples on the market:
 - + Trastuzumab
 - + Colony stimulating medications
- + Revlimid

Smart RxAssist Program Offering



Captures the maximum benefit of manufacturer copay cards



Reduces member copay responsibility to \$0

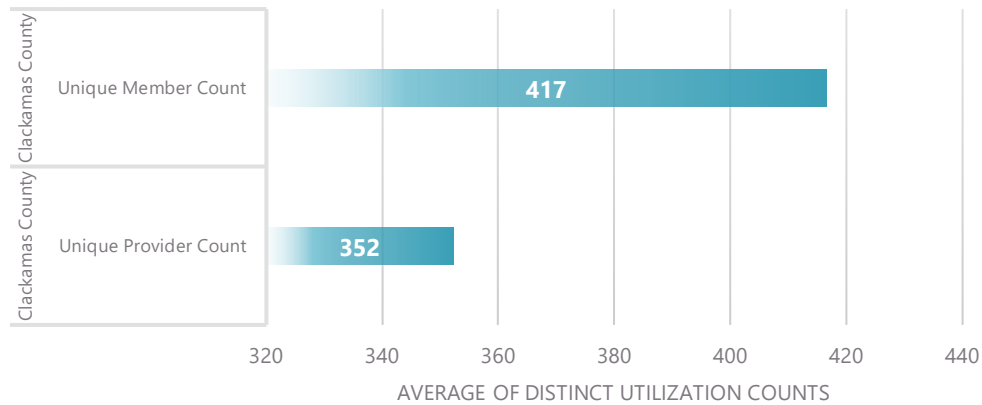


Estimated **\$270,000-\$405,000** in annual savings

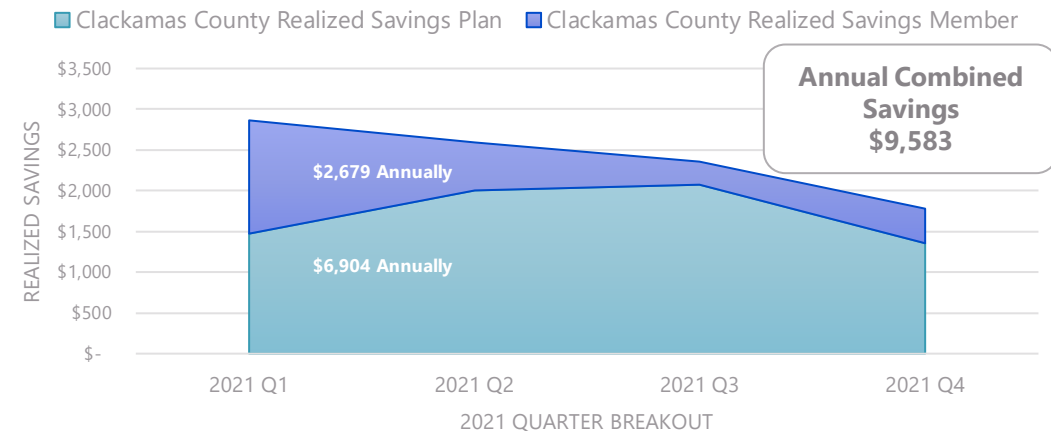
Providence is partnering with HealthSmart Rx to offer the Smart RxAssist Program. Members and plan sponsors can optimize the use of manufacturer copay assistance on specialty medications.

Technology Driven Savings: Real Time Benefits

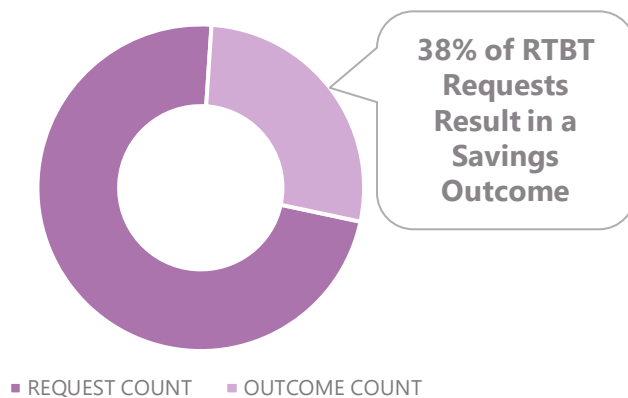
ANNUAL 2021 UTILIZATION IMPACT



Annual 2021 RTBT SAVINGS



PRESCRIBER CHANGE RATE



TOP 5 DRUG CLASSES	DRUG EXAMPLES	AVERAGE SAVINGS PER OUTCOME
Contraceptives, Oral	Larin Fe	\$395
Antimigraine Preparations	Sumatriptan	\$261
Otic Preparations, Anti-inflammatory-Antibiotics	Ciprofloxacin-Dexamethasone	\$218
Eye Anti-Inflammatory Agents	loteprednol etabonate	\$170
Laxative and Cathartics	Clenpiq	\$151

2022 Opportunities & Recommendations

Presented by:
Julie Zola
Sr ASO Account Manager

Opportunities for Clackamas County

- + Behavioral Health Concierge Program (Currently available to members/dependents in OR, WA, ID, MT, CA & TX)
 - + Confidential, virtual same-day or next-day access to a licensed mental health professional
 - <https://www.providence.org/telehealth/behavioral-health/behavioral-health-concierge>

- + Diabetes Prevention & Weight Management Programs (Currently available)
 - + Health Coaching
 - <https://www.providencehealthplan.com/member-perks/health-coaching>
 - + Healthy Eating and Active Lifestyle (H. E. A. L.)
 - <https://www.providencehealthplan.com/member-perks/health-coaching/heal-program>

- + Kaia Health Pain Management Program (Available as an option for Clackamas County)
 - + Evidence-based digital program targeting chronic musculoskeletal pain
 - <https://www.kaiahealth.com/motion-coach>

Recommendations for Clackamas County

- + Leverage Providence resources to address top conditions and where cost savings can be realized
 - + **Behavioral Health Concierge** for addressing stress management, anxiety and depression
 - + Inform members of **Learn to Live**, a self-guided cognitive behavioral therapy program to overcome stress, anxiety, depression or insomnia
<http://www.learntolive.com/welcome/ProvidenceHealthPlan> (Access code PHPASO)
 - + Increase engagement in Providence's wellbeing programs - **diabetes prevention program (H.E.A.L.) & Health Coaching**
 - + Consider implementing **Kaia Health**, to address chronic **musculoskeletal conditions and pain management**
- + Engage with the health plan resources on **COVID vaccination education**

Administered by



Thank You



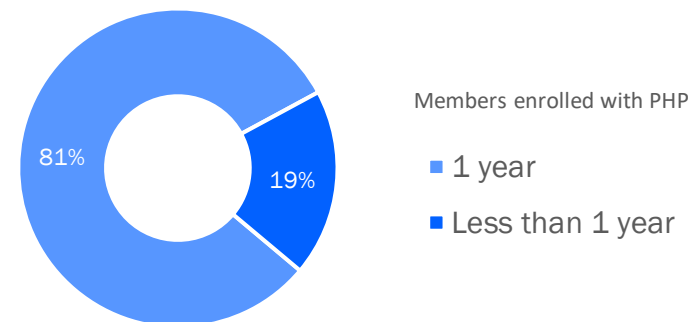
Population Profile - 1

Membership - Current Year

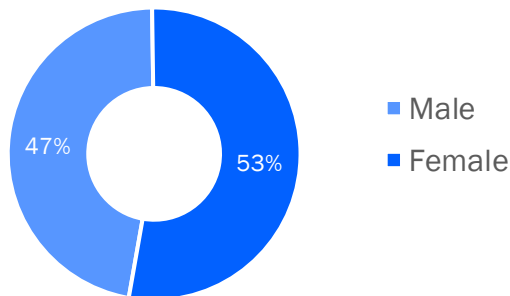
2,417
 Average
 Membership

↓ 0.4%
 from prior year

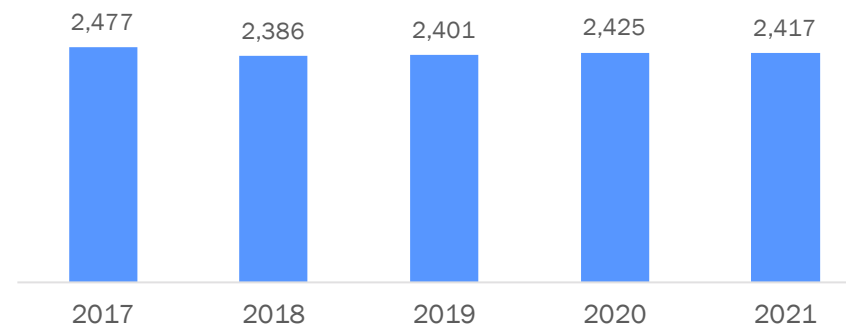
Membership Retention



Membership by Gender - Current Year

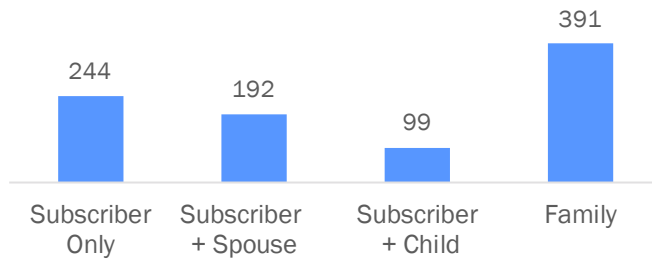


Average Membership - Trend



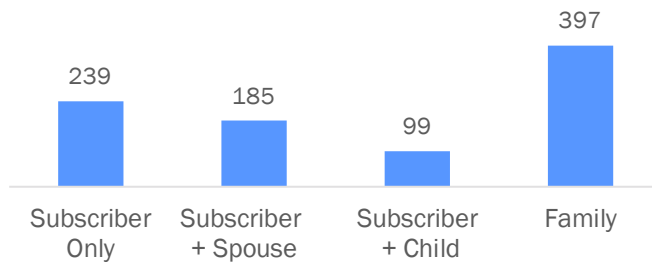
Population Profile - 2

Subscriber by Tier¹ - Current Year



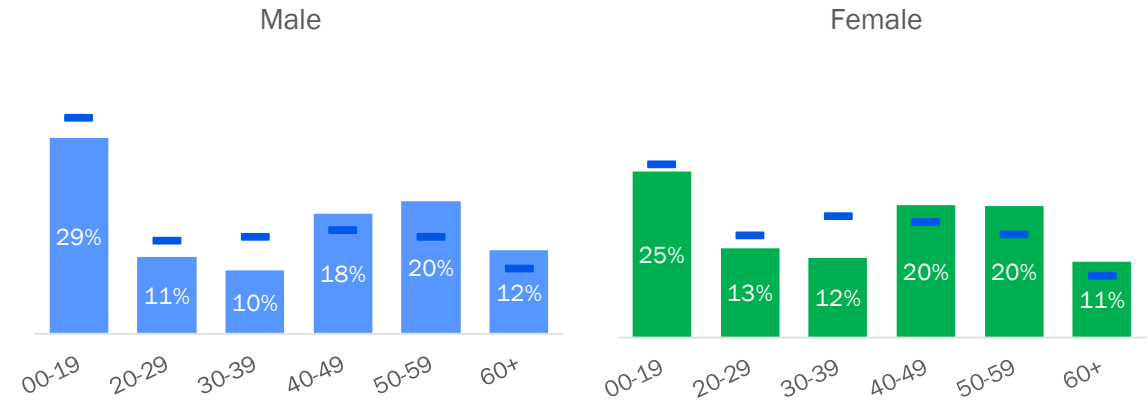
2.6
 Average Contract Size

Subscriber by Tier¹ - Prior Year

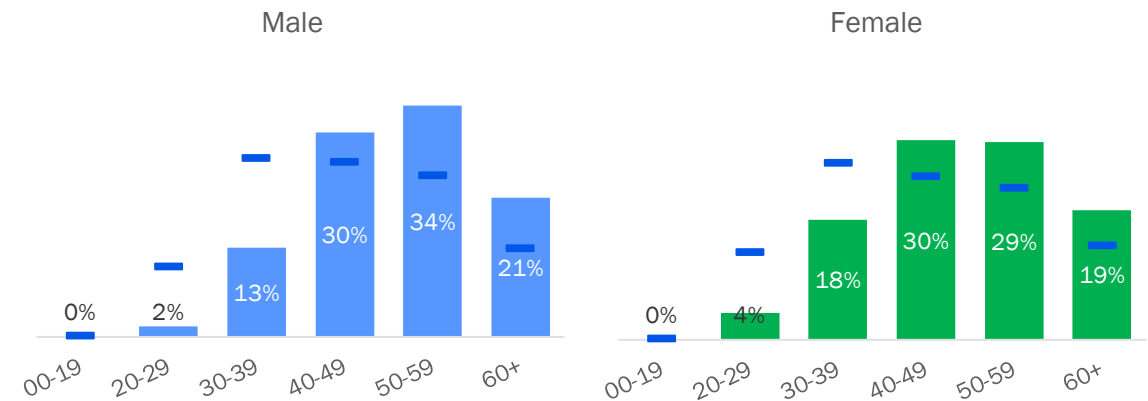


2.6
 Average Contract Size

Member | Age & Gender - Current Year

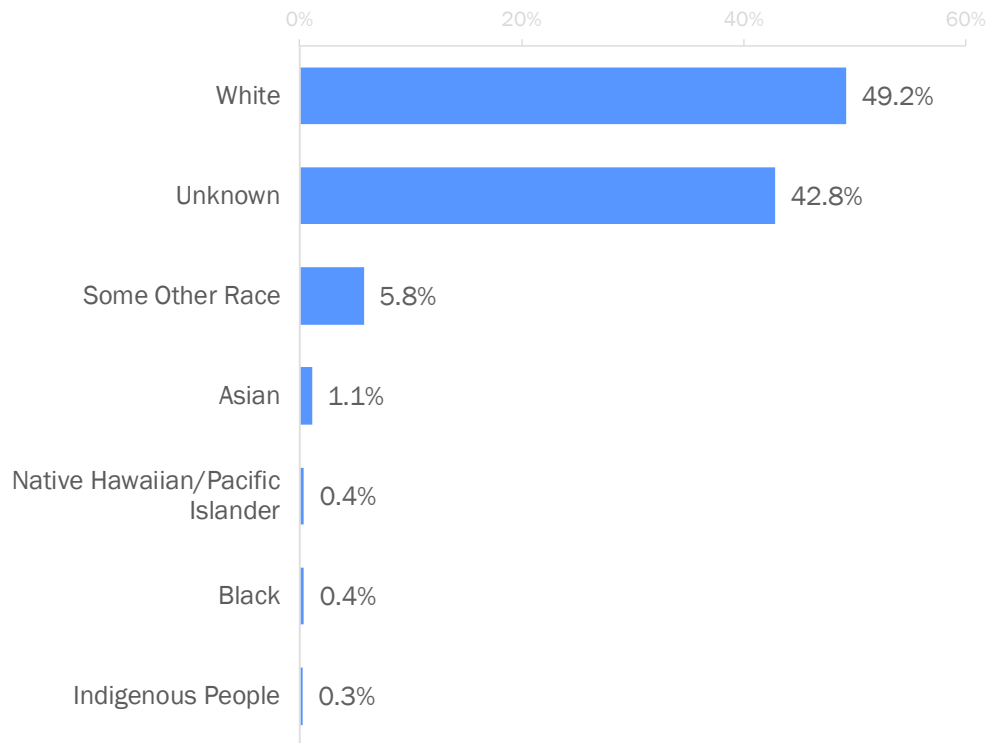


Subscriber | Age & Gender - Current Year

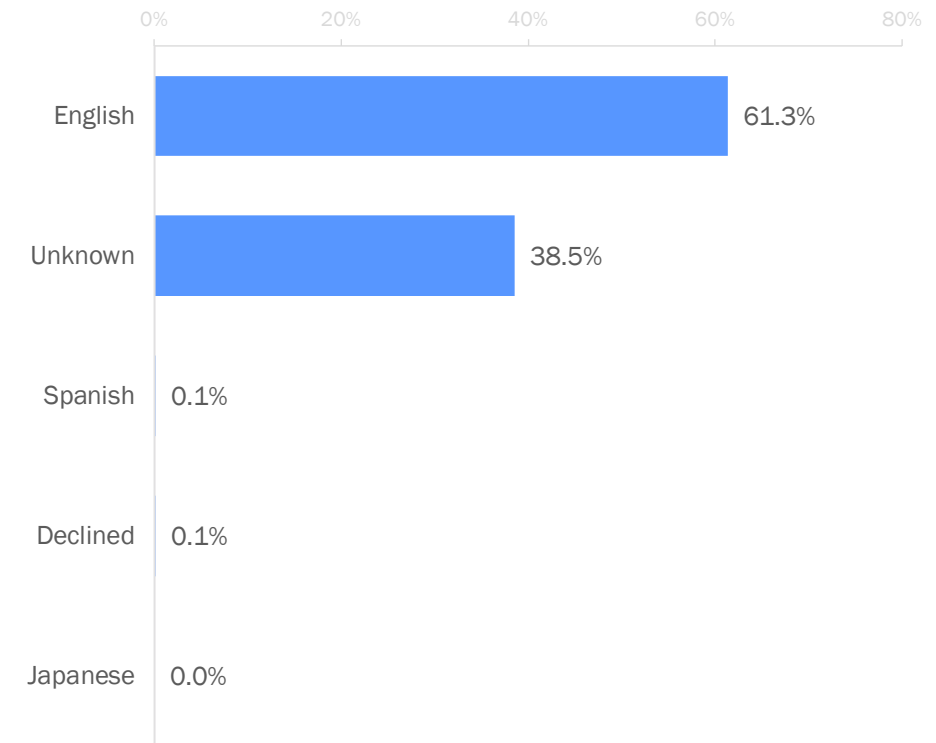


Population by Race/Language¹

Population - by Race Group



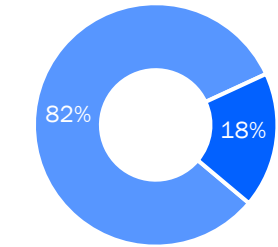
Population - by Primary Language



¹ - Current year population. Data collected from members directly through various sources.

Plan Performance - 1

Plan Paid PMPM - Current Year

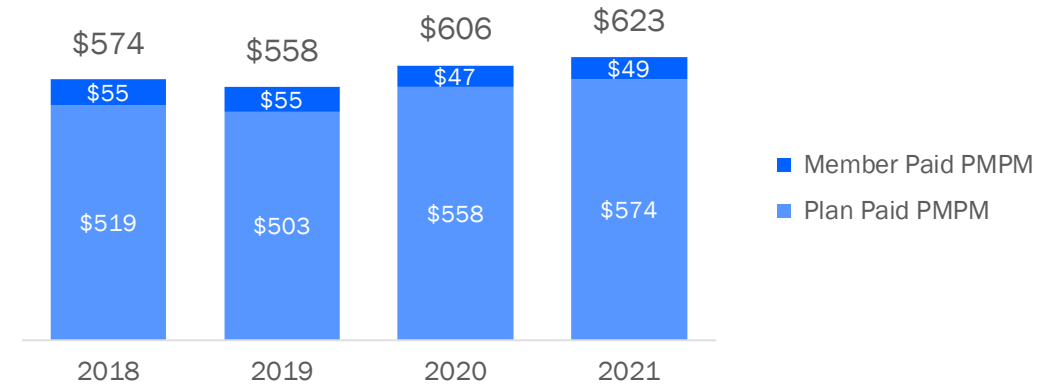


\$574.34

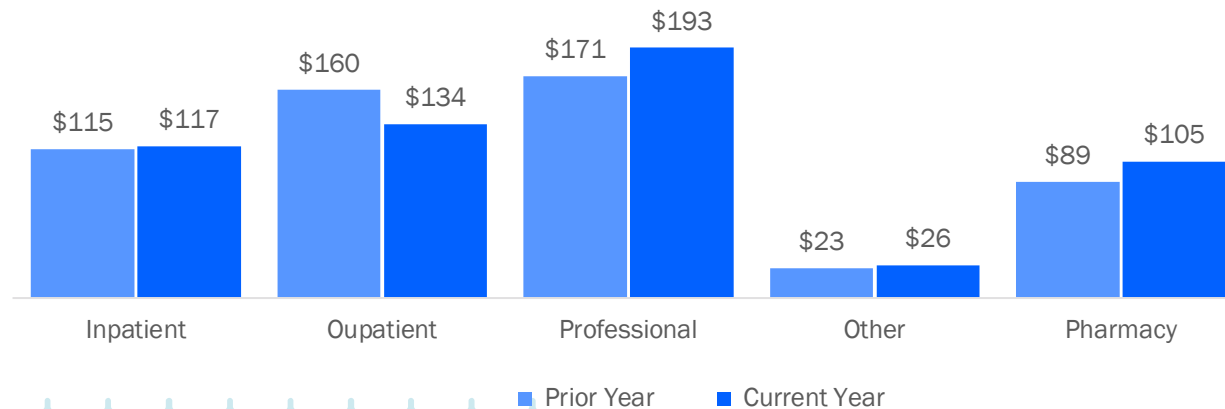
↑ 2.8%
from prior year

■ Medical ■ Pharmacy

Plan and Member Paid PMPM - Trend



Plan Paid PMPM by Service Category

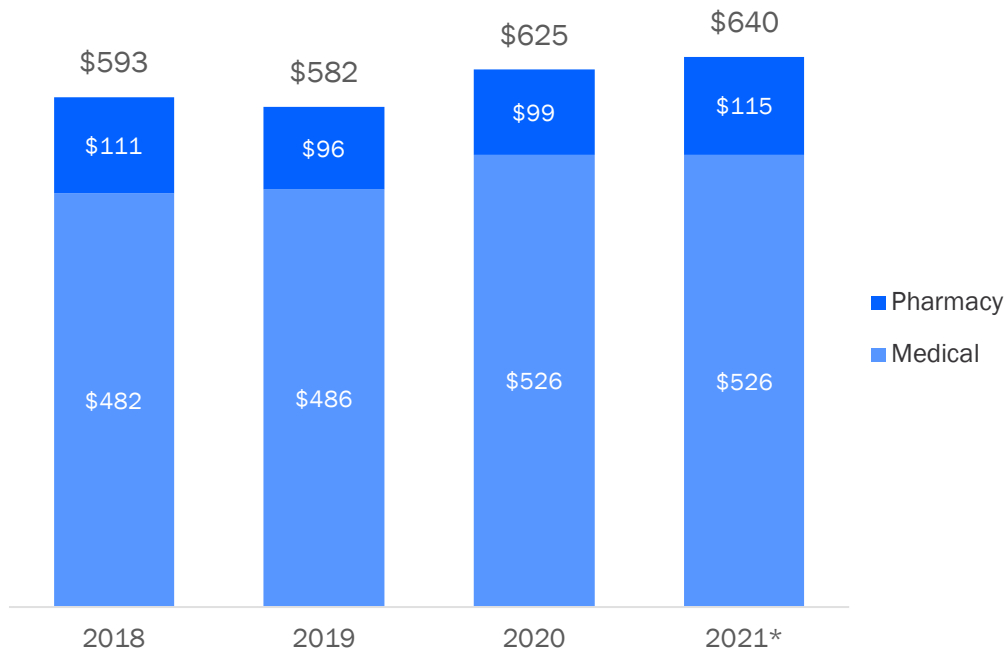


Plan Performance - 2

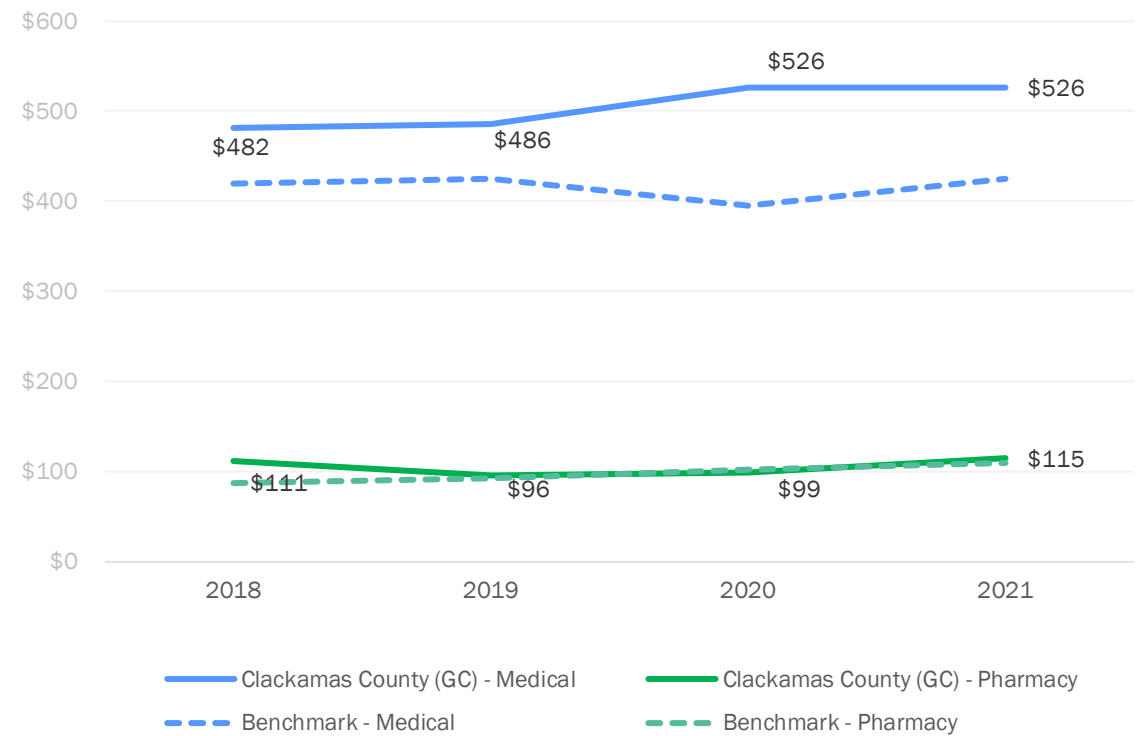
Allowed Cost PMPM - Trend

% Change YOY:

↓ 1.9% ↑ 7.5% ↑ 2.4%



Allowed Cost PMPM - Trend vs Benchmark



* Statistically Significant at the 0.2 level
 2-sample paired dependence t-Test
 Only members with enrollment in both years

Medical Claims – Detailed Analysis

Top 10 Diagnosis/Drug by Allowed Cost

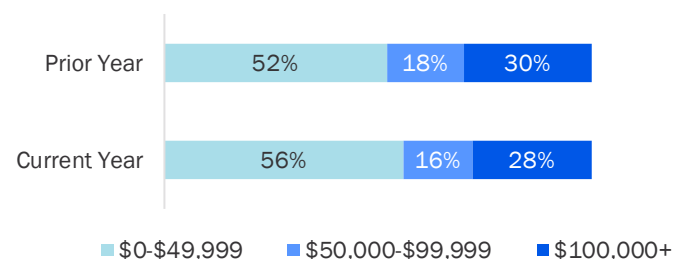
Rank	Service	Allowed PMPM		Utilization/1000	
		Current Year	Prior Year	Current Year	Prior Year
1	Dorsalgia	\$15.07	\$15.70	159.2	169.9
2	Encounter for general examination without complaint, suspected or reported diagnosis	\$9.72	\$9.16	313.9	295.5
3	Other joint disorder, not elsewhere classified	\$9.12	\$6.72	119.2	114.6
4	Contact with and (suspected) exposure to communicable diseases	\$9.00	\$2.49	239.9	113.9
5	Reaction to severe stress, and adjustment disorders	\$8.98	\$6.74	71.0	71.1
6	Encounter for screening for malignant neoplasms	\$8.58	\$8.89	164.4	154.0
7	Other anxiety disorders	\$7.58	\$6.77	83.7	84.0
8	Fracture of forearm	\$6.32	\$0.66	5.6	4.2
9	COVID-19	\$6.10	\$2.17	27.3	16.3
10	Encounter for immunization	\$5.93	\$4.34	391.6	307.6

Top 10 Diagnosis/Drug by Utilization

Rank	Service	Current Year Utilizing Members	Allowed PMPM
1	Encounter for immunization	1,048	\$5.93
2	Encounter for general examination without complaint, suspected or reported diagnosis	840	\$9.72
3	Contact with and (suspected) exposure to communicable diseases	642	\$9.00
4	RX - PFIZER COVID-19 VACCINE-PURPLE	489	\$1.09
5	Encounter for screening for malignant neoplasms	440	\$8.58
6	Dorsalgia	426	\$15.07
7	Encounter for other special examination without complaint, suspected or reported diagnosis	342	\$3.43
8	Encounter for screening for other diseases and disorders	334	\$0.53
9	Other joint disorder, not elsewhere classified	319	\$9.12
10	RX - MODERNA COVID-19 VACCINE (EUA)	284	\$0.61

High-cost Claims

High-cost Claims Trend



High-cost Claims Overview

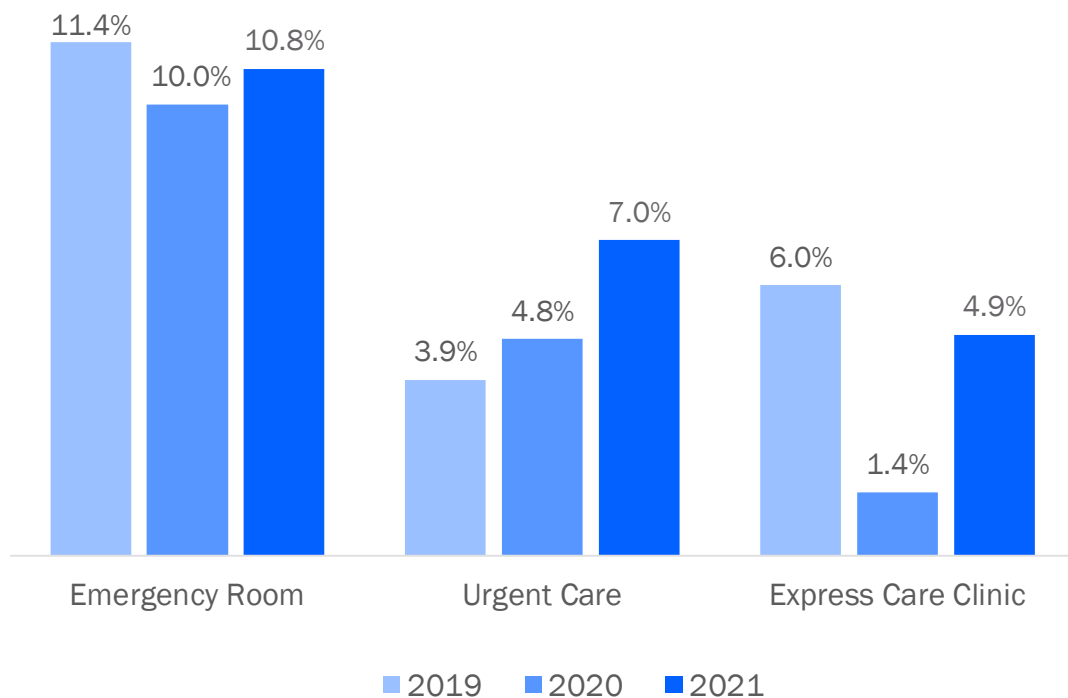
Claim Value	Current Year		Prior Year	
	Members %	Plan Paid	Members %	Plan Paid
\$0-\$49,999	97.6%	\$9,371,926	97.3%	\$8,529,769
\$50,000-\$99,999	1.5%	\$2,642,979	1.8%	\$2,889,756
\$100,000+	0.8%	\$4,641,087	0.9%	\$4,833,313
Total	100.0%	\$16,655,993	100.0%	\$16,252,838

Top 10 High-cost Claimants

Rank	Primary Diagnosis	Eligibility	Status	Medical Plan Paid	Pharmacy Plan Paid	Total Plan Paid	Plan Paid 2022 YTD
1	Other congenital malformations of cardiac chambers and connections	Dependent	Intermittent	\$1,428,126	\$354	\$1,428,480	\$40
2	Neuromuscular scoliosis, thoracic region	Dependent	Intermittent	\$291,605	\$37,969	\$329,574	\$8,053
3	Secondary malignant neoplasm of liver and intrahepatic bile duct	Dependent	Ongoing	\$292,913	\$766	\$293,679	\$13,052
4	RX - REVLIMID 5 MG CAPSULE	Dependent	RX	\$3,592	\$280,063	\$283,655	\$45,398
5	Malignant neoplasm of nasal cavity	Dependent	Resolving	\$226,093	\$361	\$226,453	\$1,011
6	Malignant neoplasm of unspecified site of unspecified female breast/Chemotx	Subscriber	Ongoing	\$221,620	\$398	\$222,018	\$13,039
7	Other fracture of shaft of right femur, initial encounter for closed fracture	Subscriber	Resolved	\$185,220	\$6,550	\$191,770	\$1,312
8	RX - HUMIRA(CF) PEN 40 MG/0.4 ML	Subscriber	RX	\$3,271	\$166,261	\$169,532	\$12,087
9	COVID-19	Subscriber	Termed	\$162,129	\$0	\$162,129	\$0
10	RX - HUMIRA(CF) PEN 40 MG/0.4 ML	Dependent	RX	\$3,795	\$155,580	\$159,375	\$7,043

Emergency Room/Urgent Care Utilization

Members with Visits¹ - by Care Access Type



Emergency Room Benefit Utilization

288 members
 10.8% of population

↑ 8.2%
 from prior year

Urgent Care Benefit Utilization

188 members
 7.0% of population

↑ 46.2%
 from prior year

¹ - % of population

Top Drug Categories By Cost

Trends by Drug Category¹

Total

Total Cost PMPM: \$114.66

- Top 5 drug categories account for 62% of Total PMPM
- Top 5 drug category PMPM trend: 44%

Rank	Drug Category	PMPM	Trend
1	Analgesic, Anti-inflammatory or Antipyretic - Non-Opioid	\$28.89	42.4%
2	Dermatological - Antipsoriatics	\$14.77	21.9%
3	Diabetic Therapy	\$14.30	13.8%
4	Antineoplastic - Immunomodulators	\$9.67	581.7%
5	Antivirals	\$3.76	15.9%
Top 5 Total		\$71.38	43.9%

Specialty

Total Cost PMPM: \$62.14

- Top 5 drug categories account for 94% of Specialty PMPM
- Top 5 drug category PMPM trend: 52%

Rank	Drug Category	PMPM	Trend
1	Analgesic, Anti-inflammatory or Antipyretic - Non-Opioid	\$28.71	42.6%
2	Dermatological - Antipsoriatics	\$14.75	22.1%
3	Antineoplastic - Immunomodulators	\$9.67	581.7%
4	Multiple Sclerosis Agent - Sphingosine 1-phosphate receptor modulator	\$3.45	5.4%
5	Dermatological - Dermatitis or Eczema Agents	\$1.82	15.8%
Top 5 Total Specialty		\$58.41	51.8%

Non-specialty

Total Cost PMPM: \$52.52

- Top 5 drug categories account for 52% of Non-specialty PMPM
- Top 5 drug category PMPM trend: 14%

Rank	Drug Category	PMPM	Trend
1	Diabetic Therapy	\$14.30	13.8%
2	Antivirals	\$3.76	17.0%
3	Asthma/COPD Therapy Agents	\$3.52	-21.3%
4	Attention Deficit-Hyperact Disorder (ADHD) Therapy	\$3.14	15.2%
5	Vaccines	\$2.61	162.8%
Top 5 Total Non-specialty		\$27.32	14.0%

¹ - ETC 2. Before rebates

Top 10 Specialty Medications

Top 10 Specialty Medications

Rank	Medication ¹	Category	PMPM ²	Utilization ³
1	HUMIRA(CF) PEN	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$14.93	1.69
2	REVLIMID	Antineoplastic - Thalidomide Analogs	\$9.67	0.45
3	STELARA	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$7.86	1.00
4	COSENTYX PEN (2 PENS)	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$4.51	0.86
5	ENBREL	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$4.18	0.76
6	ENBREL SURECLICK	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$4.18	0.76
7	GILENYA	Multiple Sclerosis Agent - Sphingosine 1-phosphate receptor modulator	\$3.45	0.41
8	TREMFYA	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$2.38	0.41
9	HUMIRA PEN	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$2.30	0.41
10	XELJANZ XR	DMARD - Janus Kinase (JAK) Inhibitors	\$1.45	0.31
Top 10 Total Specialty			\$54.92	7.07

Top 10 Specialty Medications account for 47.9 % of Total PMPM

1 - Brand Name 2 - Before rebates 3 - Scripts per 1000

High-cost Pharmacy Utilizers

High-cost Rx Utilizers

Members with monthly prescription drug costs \geq \$10K

High-cost Rx Utilizers	% Total Rx Utilizers
3	0.2%

Rx Cost ¹	% Total Rx Cost	% Total Cost (Med + Rx)
\$603,508	18.1%	3.2%

Top 5 Drug Categories (High-cost Rx Utilizers)

Rank	Category	Rx Cost ¹	% Total Rx Cost ²	Utilizers	30-day Scripts
1	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$321,924	9.7%	2	29
2	Antineoplastic - Thalidomide Analogs	\$280,365	8.4%	1	13
3	Acne Therapy Topical - Anti-infective	\$346	0.0%	1	1
4	Antineoplastic - Antimetabolite - Folic Acid Analogs	\$212	0.0%	1	14
5	Vaccine Viral - COVID-19 (SARS-CoV-2)	\$160	0.0%	2	4
Top 5 Total		\$603,007	18.1%	3	61

¹ - Total Rx cost of high-cost Rx utilizers. Before rebates

² - % total specialty & non-specialty Rx costs

myProvidence Engagement

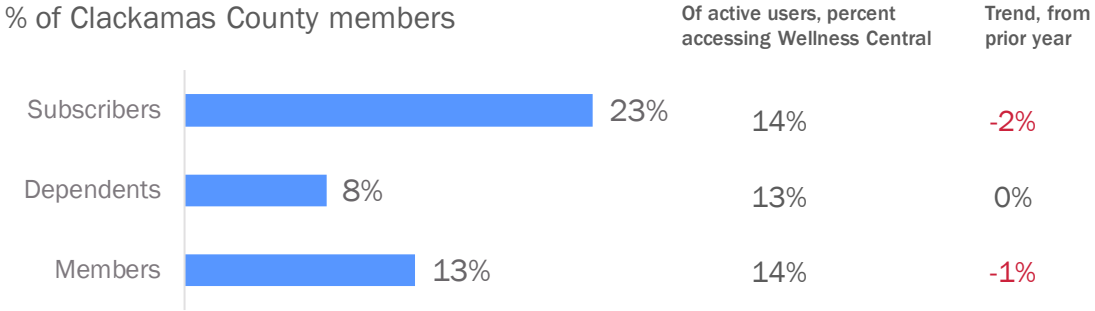
Digital technology provides personalized support, any time from anywhere

Digital solutions are convenient, easy to use, and tailored to the user. As more digital apps are launched and demands from employees increase, more organizations are investing in these tools to build a healthy workforce.

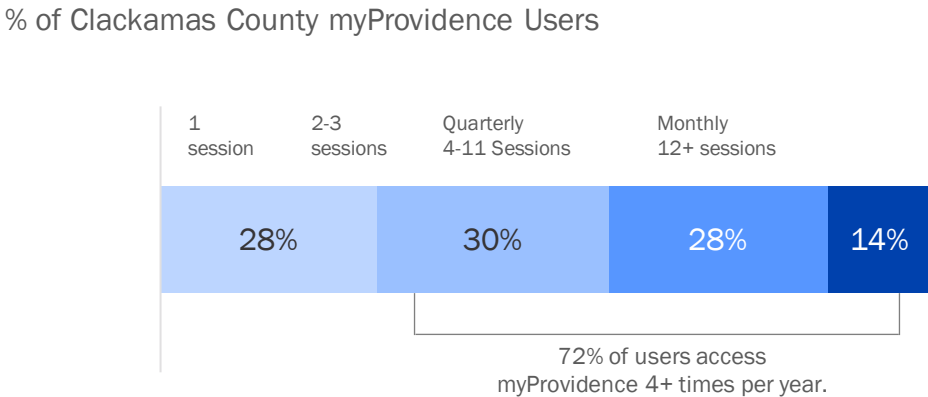
- + 8 of 10 Americans intend to use digital well-being solutions to find health care support and self-manage their health
- + Creating an engaging member experience helps members get the right care at the right time, resulting in better health outcomes

<p>myProvidence Users, 2021 Clackamas County</p> <p>444</p>	<p>Wellness Central Users, 2021 Clackamas County</p> <p>61</p>
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myProvidence Utilization, 2021



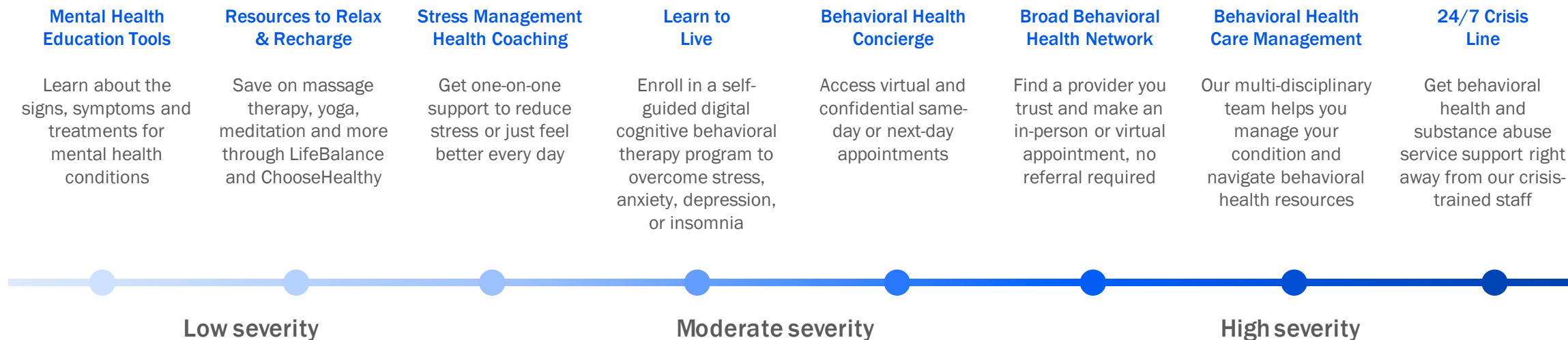
myProvidence Engagement, 2021



Source: Mercer

Mental well-being resources

At Providence, we value whole self-care for all members. That’s why we’ve enhanced our focus on mental well-being programs and services. We offer resources across the behavioral health continuum, so you and your family can get the care you need.



Mental well-being youth initiatives

- + **Youth programs with in-network providers**
 - + **Hazel** expands school health services by giving students fast access to doctors and therapists from school or home. **(In discovery)**
 - + **Charlie Health** offers personalized telehealth programs backed by science. Providers use evidence-based practices, such as CBT and DBT skills, to help teens and young adults recognize their maladaptive coping mechanisms and introduce new, healthy skills. **(In discovery)**
 - + **(Coming soon) Equip** is an evidence-based eating disorders care digital program. Equip's virtual model provides a dedicated five-person care team for every member in care – a peer mentor, a family mentor, a medical physician, a therapist and a dietitian – who assist the family in structuring the home for healthy behaviors.

- + **Work2BeWell, a Providence initiative**
 - + Work2BeWell is a digital wellness program focused on positively impacting the emotional well-being of teens and promoting mental health.



Diabetes and weight management resources



- + **Health Coaching**
 - + Professional health coaches use evidence-based behavior change techniques to foster self-efficacy, empowering members to lose weight and improve diet and exercise habits.

- + **Healthy Eating and Active Lifestyle Program**
 - + The Health Eating and Active Lifestyle (H.E.A.L.) Program helps members achieve moderate weight loss by building sustainable lifestyle behaviors, like eating well and being active.

- + **Diabetes Care Management Program**
 - + Registered Nurses, Social Workers, Clinical Support Coordinators, and Technicians help members navigate their health care plan in many ways. They provide personalized support that flexes over time, based on the member's needs, behaviors and motivations.

Diabetes and weight management resources

+ Medical Weight Management

- + The Health Management Resources (HMR) Program for Weight Management™ is a clinically-proven diet and lifestyle-change program to help people who want to lose a lot of weight.
- + Providence Center for Weight Management offers both surgical and non-surgical solutions. These medically supervised weight loss programs are customized based on the member's goals, health history and eating habits.

+ Virta (Available as an option for Clackamas County)

- + Virta is a provider-led, research-backed treatment that can help reverse type 2 diabetes, meaning that members can lower their blood sugar and A1c, all while reducing diabetes medications and losing weight.



Musculoskeletal resources



- + **Pain Management Program**
 - + Registered Nurses, Social Workers, Clinical Support Coordinators, and Technicians help members navigate their health care plans in many ways. They provide personalized support that flexes over time, based on the member's needs, behaviors and motivations.

- + **Kaia Health (Available as an option for Clackamas County)**
 - + The Kaia program helps members manage joint and muscle pain through an evidence-based digital therapy app. Members get a customized therapy plan of expertly curated exercise to strengthen the body, physical and mental relaxation techniques, education lesson tailored to their pain profile, and unlimited access to one-on-one health coaching.