

# Clackamas County Annual Review

**April 20, 2023**



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# WHAT'S INSIDE?

- What's New at Kaiser Permanente
- Dental Updates
- Closing Care Gaps
- Medical Clinical Analytic Reports
- Medical Claims Overview
- Recommendations
- Appendix

*Note- Reports contain General County only, excluding POA*

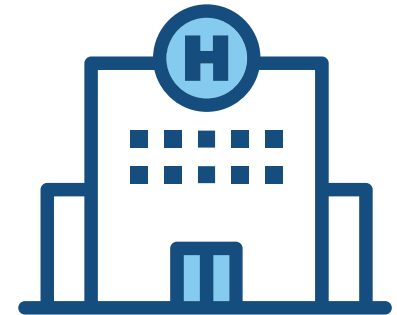
# WHAT IS NEW AT KAISER PERMANENTE?

# COVID-19 National Public Health Emergency Ends May 11, 2023

The federal government recently announced its plan to end the COVID-19 public health emergency.

For Clackamas County Members on the Traditional Medical plan\*, Beginning May 12, 2023:

- **COVID-19 vaccines** will be covered under preventive benefits at \$0 copay
- **COVID-19 PCR testing** will be covered under the outpatient diagnostic lab benefit \$0 copay
- **COVID-19 over-the-counter (OTC) antigen tests** will not be covered consistent with current plan coverage that does not cover OTC tests
- **COVID-19 drug treatment** will be covered under the drug benefit with \$10 generic and \$20 brand copay
- **Out-of-Network (OON) Services for COVID-19** will only be covered for emergency/urgent care situations



*\*Review plan EOC for coverage details*

# Get Care Now

24/7 virtual care from Kaiser Permanente clinicians across the U.S.  
— tracked in a member's health record at every step

## 1. Answer questions about symptoms

To get started, members can sign in to [kp.org](https://kp.org) or the Kaiser Permanente app and answer a few questions to tell us about their symptoms.

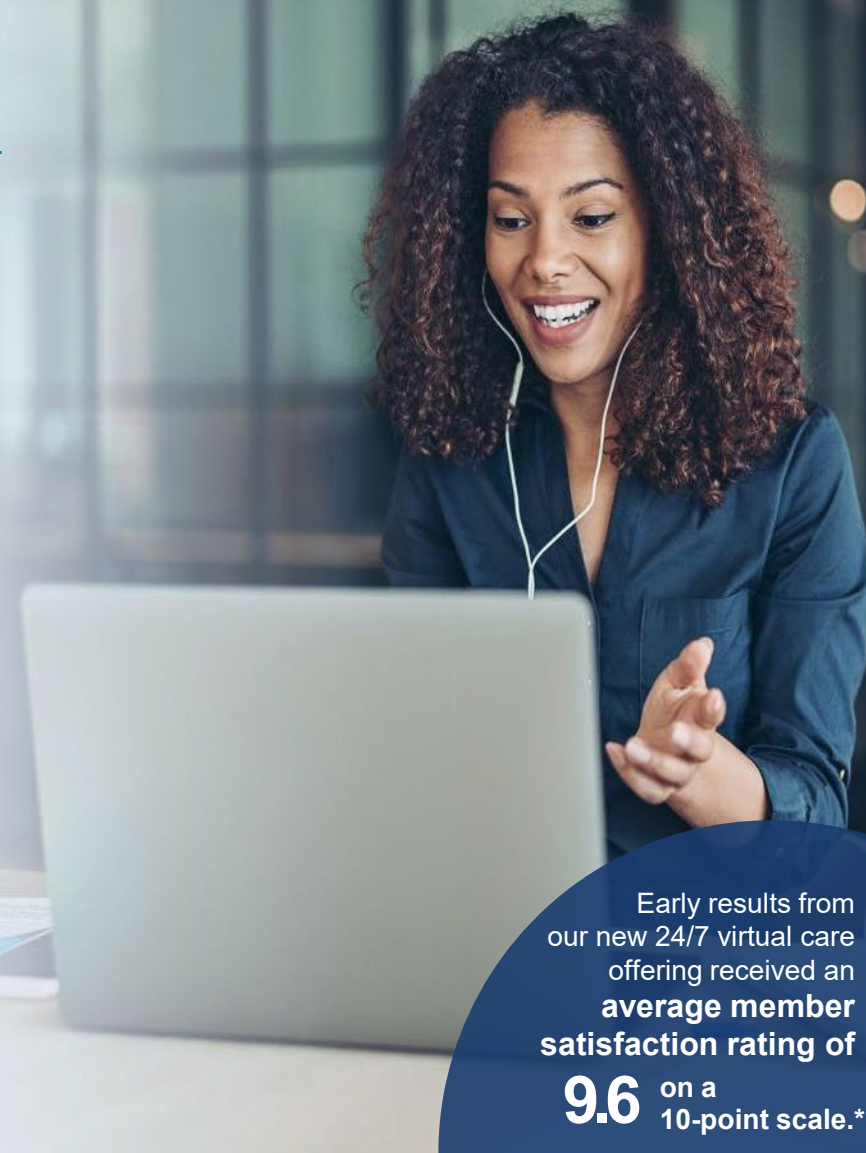
## 2. Choose how to get care

We'll recommend how members can get care quickly — by phone, online, or both. Where available, members can also see estimated wait times to help them choose the best option for their needs.

## 3. Talk with a clinician

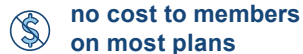
Kaiser Permanente clinicians are available 24/7. During a visit, the clinician will update the member's health record to help coordinate follow-up care.

\*Kaiser Permanente internal data, August 2022.



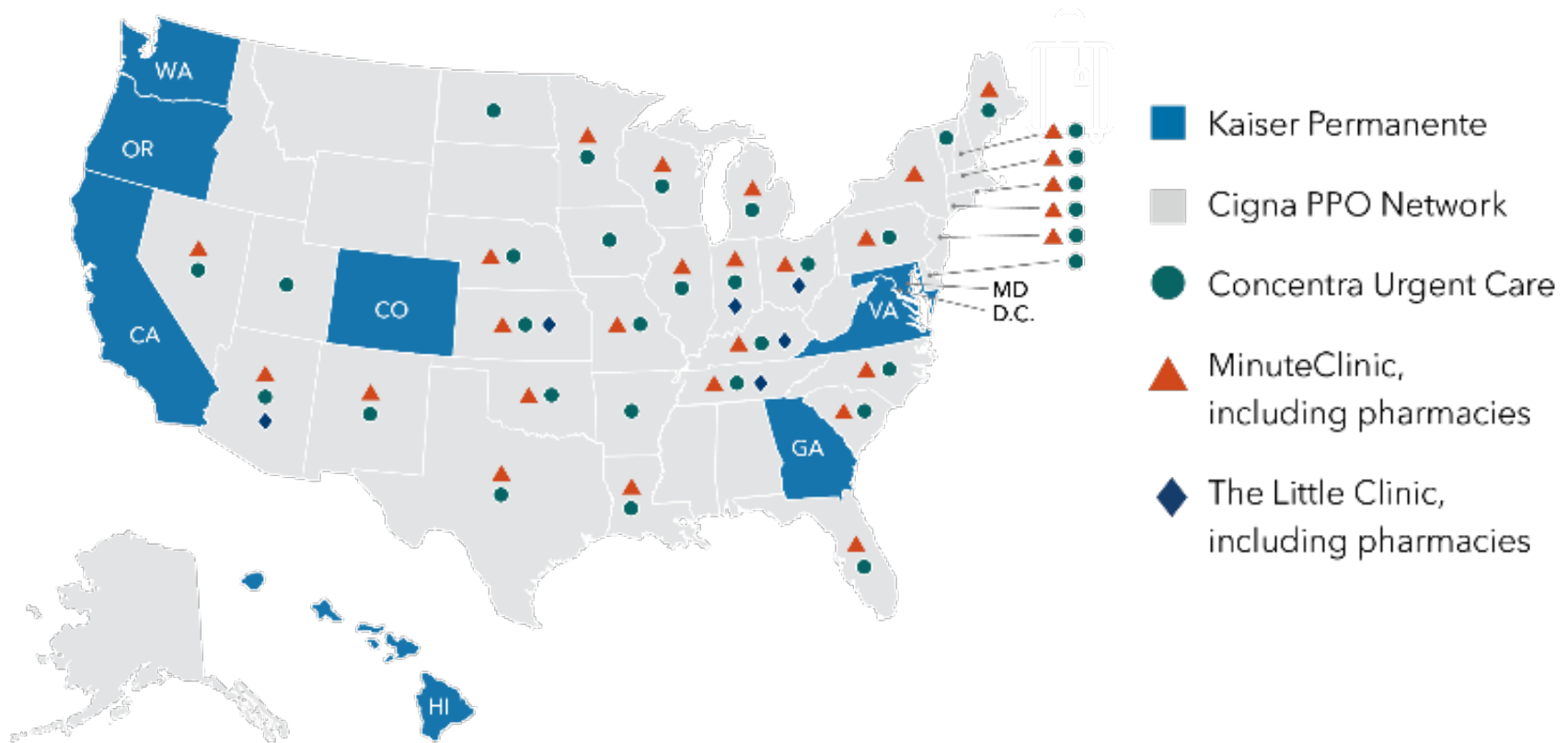
Early results from our new 24/7 virtual care offering received an average member satisfaction rating of

**9.6** on a 10-point scale.\*



# Added Options- Access to care across the U.S.

Traveling employees have access to urgent, and emergency care throughout the U.S. Whether they are near or far, the care they need is always close at hand.



# Wellness Apps

@ [kp.org/selfcareapps](https://kp.org/selfcareapps)



all devices



no cost to members

# ginger

Selfcare Tools help members reduce stress, manage depression, improve sleep and more.

**CLASSPASS**

*Calm*

**myStrength**

# Dental



## KAISER PERMANENTE MOBILE APP

# DENTAL CARE MADE EASY

95% of our members would recommend us to family and friends\*



### FAST PASS

Text or email messages to notify members who has a scheduled appointment and on a wait list when a sooner appointment is available.



### KIOSKS, EXPRESS CHECK-IN AND ARRIVAL

Use of Kiosks for Dental at all co-located offices; expansion of 24- hour advanced check-in and contactless check-in via arrival text message.



### DENTAL ONLY ACCESS ON KP.ORG

Dental only members able to register on kp.org and enjoy a customized digital experience.



### ONLINE DENTAL APPOINTING

Scheduling Tickets initiated by existing members treatment plan make most dental appointments online and on the mobile app. This includes **Hygiene, General Dentist, Endodontic, Pediatric and Orthodontic services**. Patient-initiated New Member and Emergency appointments are available to book online via kp.org.



### VIRTUAL DENTISTRY

Connect to dental care, anytime, anywhere at no additional member copay. Available 24/7 telephone advice, emails through kp.org for nonurgent issues, and video appointments.

# Closing Medical Care Gaps at the Dentist



**3,000**

flu vaccines provided



**34,500**

care gaps closed  
by onsite LPNs



**8,700**

diabetic care gap  
closure

2022

## MDI PERFORMANCE

- Healthy Smile
- Total Health
- Prevention
- Chronic Care Management



## OUR DENTAL VISITS COME WITH SOMETHING EXTRA

CLACKAMAS COUNTY  
MDI Performance 2022

**49%**

Members with diabetes  
received dental touch points

**285**

Care Gaps Closed for 209  
Members

### Top Care Gap Closures:

178 Immunization  
35 Diabetes Care Management  
15 Lab Tests  
23 Cancer Screening  
34 Exam

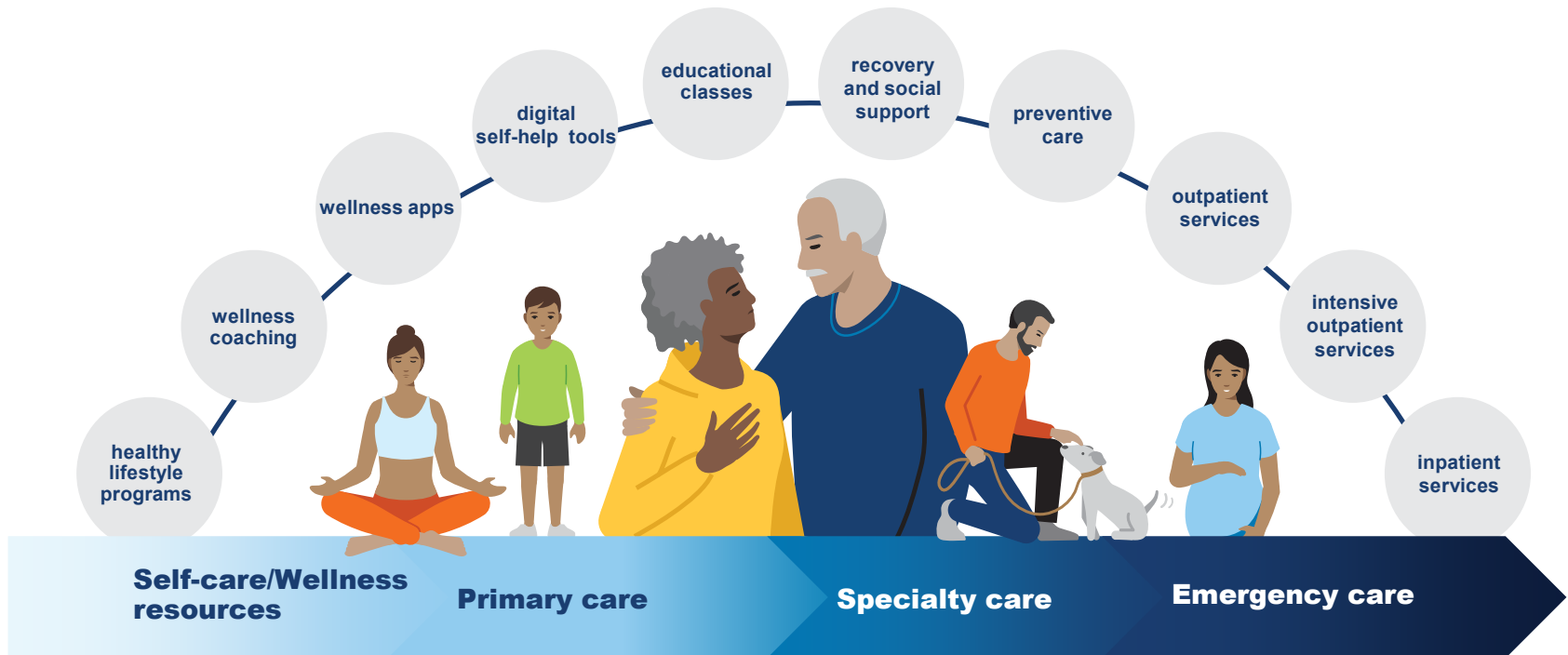
# Mental Health

# All Under One Roof



# Complete support in one holistic ecosystem

We offer a full spectrum of mental health and addiction care resources for adults, teenagers, and children. No matter where a member begins the journey, we can connect them to the right support.



# MEMBER ENGAGEMENT AND ACTIVITY

## 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 <sup>1</sup>	Comparison to regional average	Kaiser Permanente industry average <sup>2</sup>
Subscribers	768	--	--	--
Members	1,917	--	--	--
Average subscriber age	44.9	40.6	4.3 years older	48.0
Average member age	33.7	35.2	1.5 years younger	36.8
Gender (% female)	51.4%	51.0%	0.4% pts higher	52.3%
Average family size	2.5	1.6	0.9 higher	2.1
Enrollment stability index <sup>3</sup>	93.1%	88.0%	--	94.8%

<sup>1</sup>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.

<sup>2</sup>The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System.

<sup>3</sup>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).

## ENGAGEMENT PROFILE

# The value of engagement

## Higher engagement, healthier employees

When employees take advantage of workplace wellness programs that support their physical, mental, and financial health, they report:\*

- ✓ **23% higher levels of mental health**
- ✓ **17% higher levels of physical health**
- ✓ **23% better sleep**

\*Kropp and McRae, *Harvard Business Review*, January 13, 2022.

## Clackamas County Members:

Members enrolled for one year or longer are more connected.

- 91.5% of members are registered on KP.org
- 89.4% of members know their vital signs, blood pressure, body mass index
- 83.3% of members are staying up to date on cancer screenings, flu shots, cholesterol and glucose screenings.
- 1.6% of members engaged in healthy lifestyle program or wellness coaching.



At Kaiser Permanente, our integrated care delivery and industry-leading electronic health record make it easier for members to actively participate in and manage their care — and allow us to track and share engagement results with you.



# PREVENTIVE CARE AND LIFESTYLE RISKS

## Your results: lifestyle risks overview

Measure	Your results, Q4 2020 <sup>1</sup>	Your results, Q4 2022 <sup>1</sup>	Regional average	Industry average	National comparative data
Adult weight - overweight or obese	73.8%	78.0%	75.2%	76.1%	71.6% <sup>3</sup>
Childhood weight - overweight or obese	38.7%	29.8%	31.7%	32.2%	35.1% <sup>4</sup>
Adult exercise - not meeting minimum	66.1%	65.7%	68.1%	68.1%	46.7% <sup>5</sup>
Prediabetes test result <sup>2</sup>	20.7%	22.6%	28.0%	31.7%	34.5% <sup>6</sup>
Total cholesterol - borderline high or high	36.5%	36.9%	36.2%	35.4%	38.2% <sup>7</sup>
Blood pressure - undesirable BP systolic/diastolic $\geq$ 140/90	14.2%	14.2%	15.1%	12.9%	33.2% <sup>8</sup>
Smoking rates	9.6%	8.9%	11.2%	6.9%	13.7% <sup>9</sup>

<sup>1</sup>ISS will be displayed if eligible member population for the metric is insufficient.

<sup>2</sup>We advise using current prediabetes rates only. See speakers notes for details.

<sup>3</sup>CDC, December 2020. <sup>4</sup>CDC, December 2020. <sup>5</sup>CDC, June 2021. <sup>6</sup>CDC, 2021. <sup>7</sup>*Circulation*, February 23, 2021. <sup>8</sup>Ostchega et al., *American Journal of Hypertension*, April 28, 2021. <sup>9</sup>CDC, March 2022.

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 <sup>1</sup>	Your results, Q4 2020 <sup>2</sup>	Your results, Q4 2022 <sup>2</sup>	Regional average	Industry average
Flu immunization rate <sup>3</sup>	48.0%	37.4%	30.6%	36.5%

Measure	Your results, Q2 2020	Your results, Q2 2022	Regional average	Industry average	HEDIS 90th percentile
Childhood immunization rate	66.7%	71.4%	59.5%	68.0%	72.8%
Breast cancer screening rate	82.2%	73.1%	71.4%	79.6%	77.7%
Cervical cancer screening rate	86.4%	79.1%	77.0%	84.0%	80.4%
Colorectal cancer screening rate	65.8%	68.9%	65.1%	76.9%	72.5%

<sup>1</sup>Continuously enrolled members during measurement period.

<sup>2</sup>ISS will be displayed if eligible member population for the metric is insufficient.

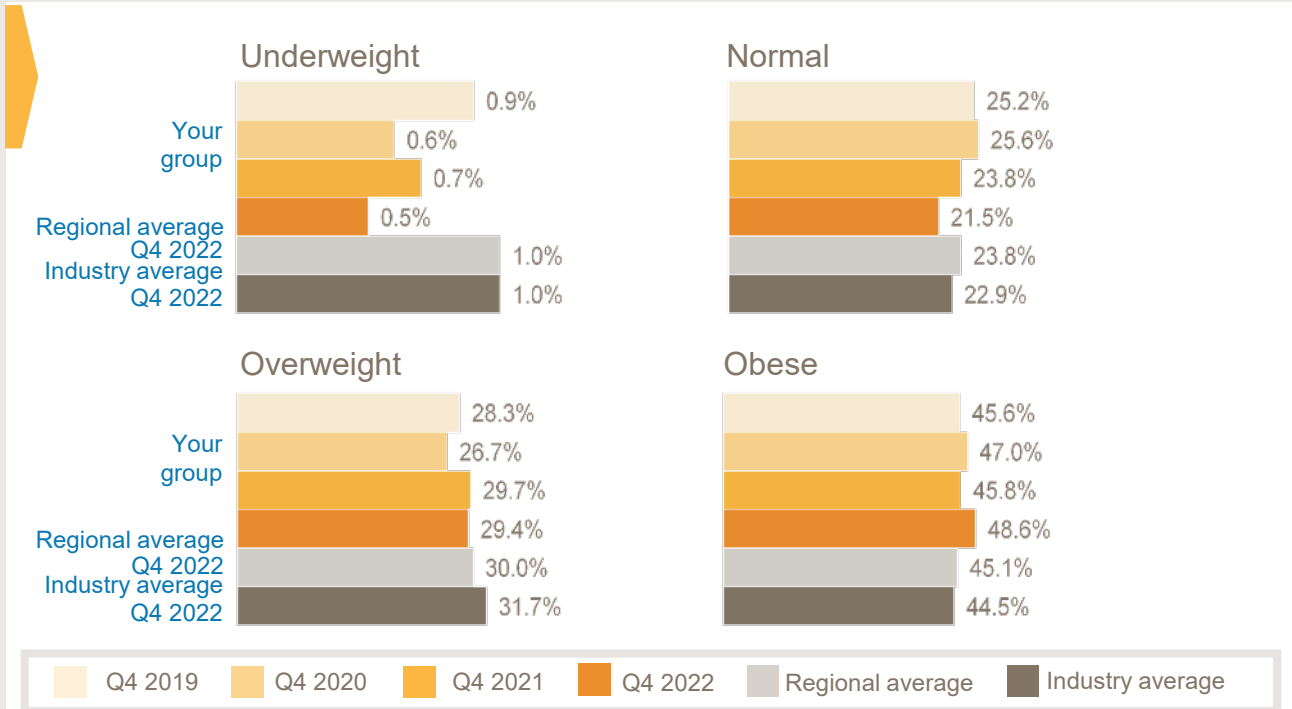
<sup>3</sup>National comparative data for flu immunization rate is no longer reported due to the use of a different methodology (survey data) to calculate results vs.

Regional and industry averages are based on Kaiser Permanente membership.

Kaiser Permanente's reported results captured in members' medical records.

PREVENTION AND LIFESTYLE RISKS REPORT

# Your results: Adult weight



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.

**59.6%** of your group were measured in the last 12 months

**78.0%** of screened adult members in Q4 2022 were overweight or obese — that's

**642** total members

Medical costs related to weight

**\$ 1,702,800**

Calculation: Estimate is based on total number of obese members x additional annual direct medical cost per obese member of \$4,257 per year.<sup>1</sup>



Health care costs for obese workers are 67% higher than for employees at a healthy weight.<sup>2</sup>

**✓ AT KAISER PERMANENTE**

**Your employees get:**

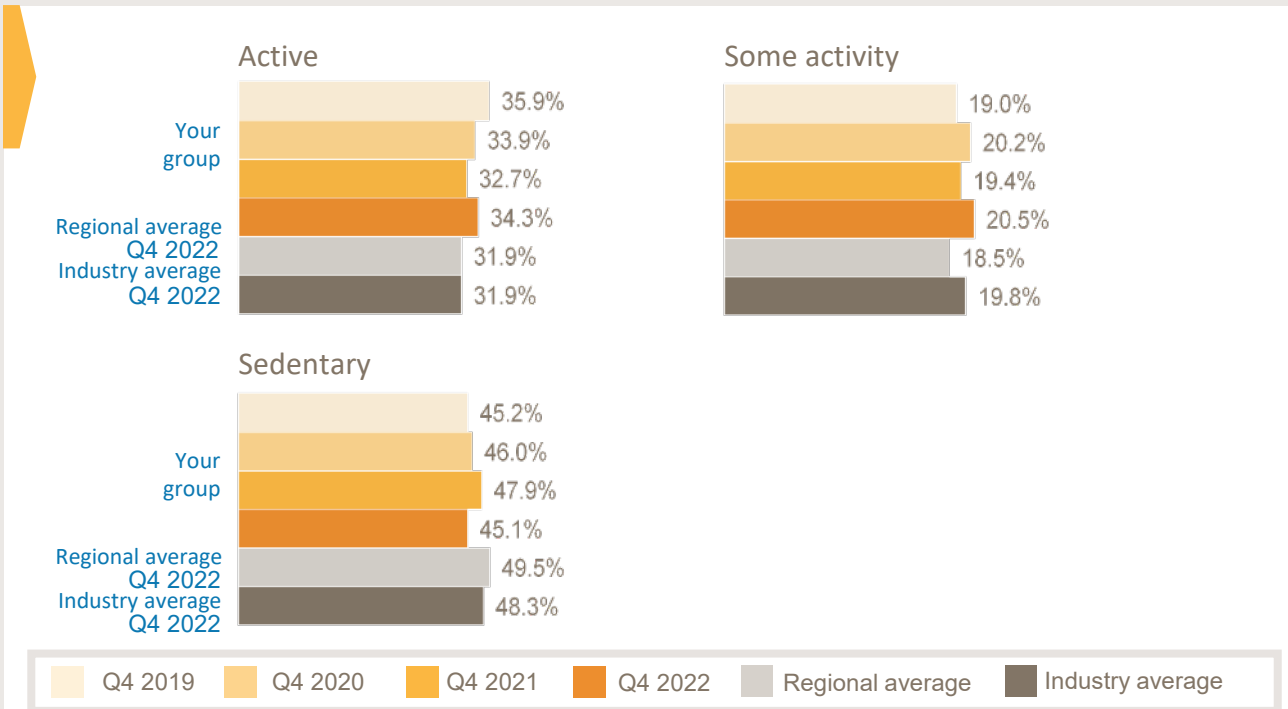
- Body mass index (BMI) recordings based on height and weight
- Weight-loss options and resources shared during office visits

A Kaiser Permanente Northern California study found that consistent use of our healthy lifestyle resources helped female members with obesity lose weight.<sup>3</sup>

<sup>1</sup>Ramasamy et al., *JOEM*, February 2020.  
<sup>2</sup>See note 1.  
<sup>3</sup>Badon et al. *Preventive Medicine Reports*, May 17, 2021.

PREVENTION AND LIFESTYLE RISKS REPORT

# Your results: Adult exercise



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.

**39.1%** of your group were measured in the last 12 months

**65.7%** of screened adult members in Q4 2022 didn't meet the minimum exercise recommendations — that's

**371** total members

Medical costs related to inactivity

**\$ 533,127**

Calculation: Estimate is based on total number of members not meeting exercise recommendation x additional annual direct medical cost per sedentary member of \$1,437 per year.<sup>1</sup>



People who spend more time sitting have a 29% higher risk of cardiovascular disease and a 13% higher risk of diabetes.<sup>2</sup>

**✓ AT KAISER PERMANENTE**

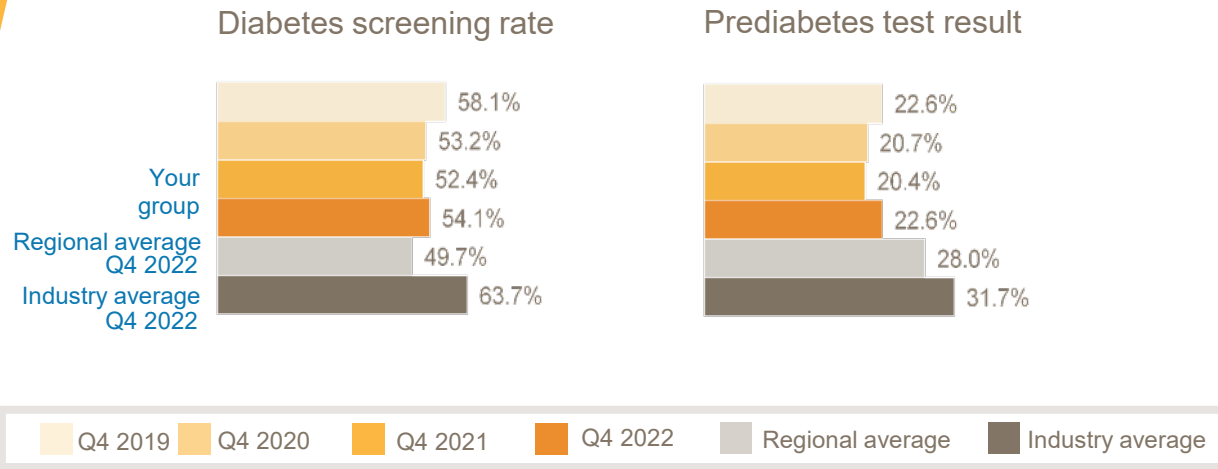
**Your employees get:**

- Exercise as a Vital Sign (physical activity) recordings
- Reduced rates for activity trackers, fitness center memberships, and workout gear

We were the first health care organization to use Exercise as a Vital Sign in electronic health records.

<sup>1</sup>Lobelo et al., *Circulation*, 2018.  
<sup>2</sup>Bailey et al., *American Journal of Preventive Medicine*, September 2019.

# Your results: Diabetes screening



Kaiser Permanente is using a new advanced lab process for HbA1c testing (a measure of average blood glucose), which provides improved accuracy and reliability. Results from the prior process use different standards and are not directly comparable to our current testing. **Due to this change, we are only reporting results from measurement period Q4 2018 going forward.**

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.

**54.1%** of your group were measured for glucose in the last 3 years

**22.6%** of screened members had a prediabetes test result in Q4 2022 — that's

**129** total members

## Medical costs related to diabetes

**\$ 141,487**

Calculation: Estimate is based on if 10% of members with a prediabetes test result convert to a diabetes diagnosis x additional annual direct medical cost per diabetic member of \$10,968 per year.<sup>1</sup>



*For people with prediabetes, lifestyle intervention may decrease the risk of diabetes by 20%.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

Our integrated electronic health record system helps us identify additional at-risk populations based on family history, race/ethnicity, likelihood of developing gestational diabetes, and other factors.

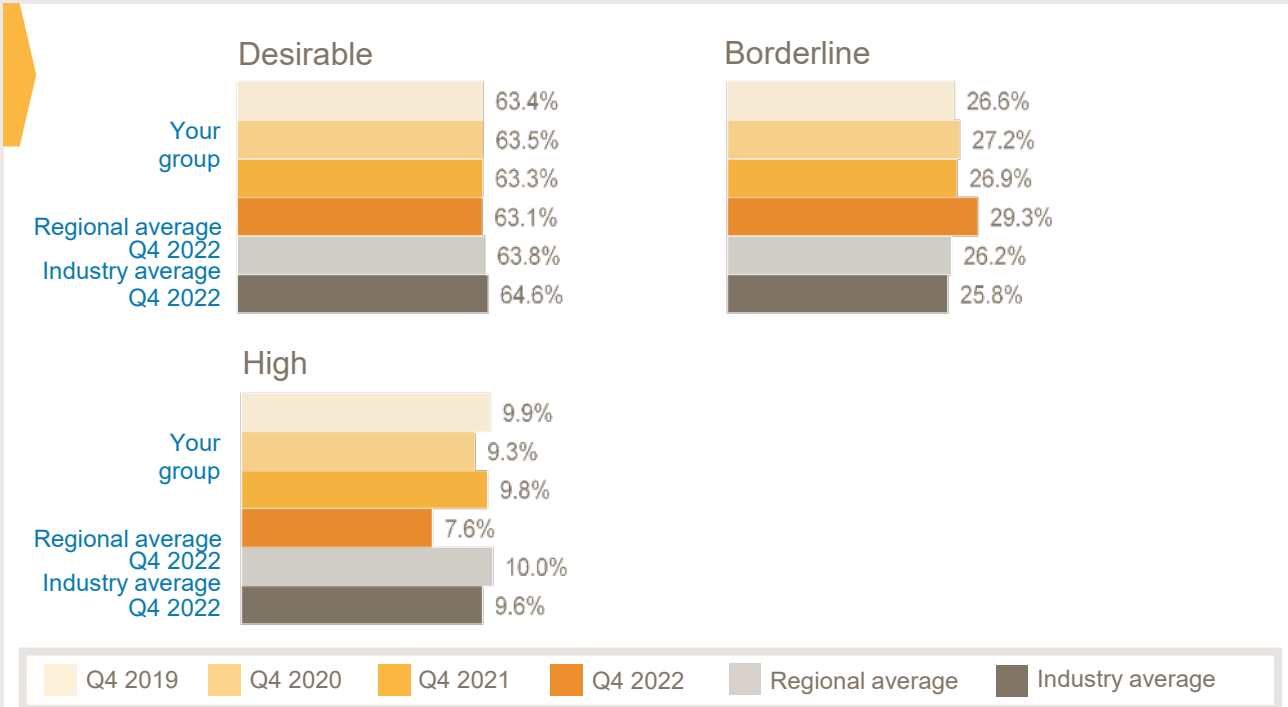
During routine office visits, caregivers ask members about their habits and encourage them to take advantage of healthy lifestyle resources.

<sup>1</sup>Ortaliza, Peterson-KFF Health Tracker, November 12, 2021.

<sup>2</sup>Circulation, February 23, 2021.

PREVENTION AND LIFESTYLE RISKS REPORT

# Your results: Cholesterol



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.

**70.9%** of your group were measured for cholesterol in the last 5 years

**36.9%** of screened members in Q4 2022 had borderline to high total cholesterol — that's

**378** total members

Medical costs related to cholesterol

**\$ 527,670**

Calculation: Estimate is based on total number of members with high cholesterol x additional annual direct medical cost per member with high cholesterol of \$6,765 per year.<sup>1</sup>



*Lifestyle changes can lower cholesterol by up to 10%, medication by 50% or more.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

**Your employees get:**

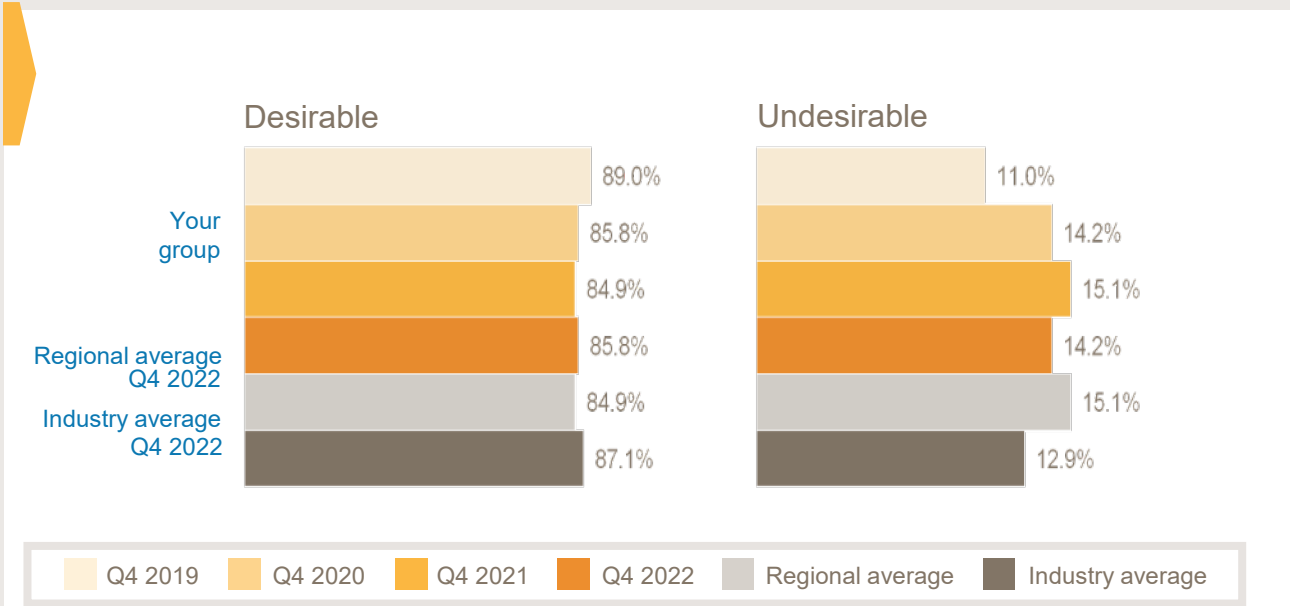
- Cholesterol checks at age 20 or first visit
- Help from their care team with lifestyle changes and prescriptions

According to 2021 HEDIS scores, we scored in the top 5% nationally in statin therapy for members with diabetes.<sup>3</sup>

<sup>1</sup>Ortaliza, Peterson-KFF Health Tracker, November 12, 2021.  
<sup>2</sup>Kimaiyo, Harvard Health Publishing, February 24, 2021.  
<sup>3</sup>Kaiser Permanente 2021 HEDIS® scores.

PREVENTION AND LIFESTYLE RISKS REPORT

# Your results: Blood pressure



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.

**77.7%** of your group were measured for blood pressure in the last 12 months

**14.2%** of screened members in Q4 2022 had undesirable blood pressure — that's

**160** total members

Medical costs related to high blood pressure

**\$ 1,186,880**

Calculation: Estimate is based on total number of members with high blood pressure x additional annual direct medical cost per member with high blood pressure of \$7,418 per year.<sup>1</sup>



*Nearly half of U.S. adults have high blood pressure — and only 1 in 4 of them have it under control.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

**Your employees get:**

- Blood pressure checks at every visit
- Help from their care team with lifestyle changes and prescriptions

**Did you know?**

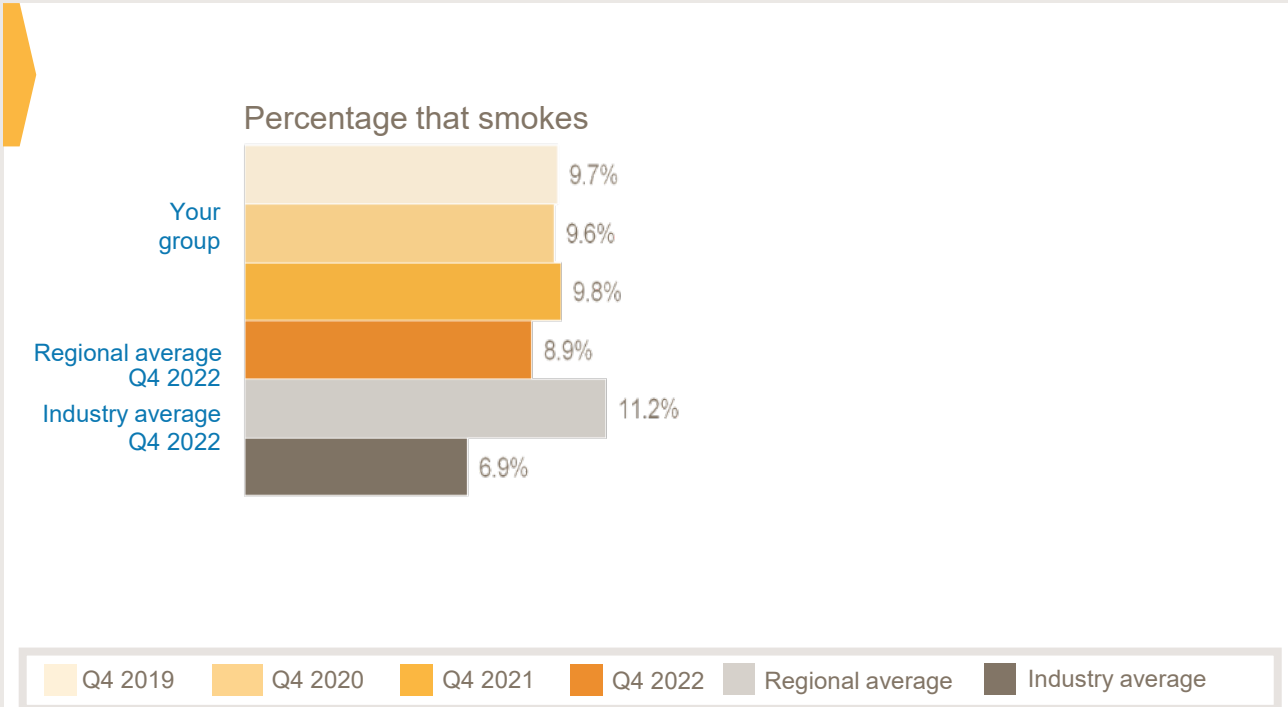
According to 2021 HEDIS scores, we outperformed the national average in blood pressure control for members with cardiovascular conditions.<sup>3</sup>

<sup>1</sup>Ortaliza, Peterson-KFF Health Tracker, November 12, 2021.  
<sup>2</sup>CDC, September 27, 2021.  
<sup>3</sup>Kaiser Permanente 2021 HEDIS® scores.



PREVENTION AND LIFESTYLE RISKS REPORT

# Your results: Smoking



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.

**94.9%** of adults in your group have a recorded smoking status

**8.9%** of screened adult members in Q4 2022 smoke — that's

**122** total members

Medical costs related to smoking

**\$ 95,648**

Calculation: Estimate is based on total number of members who smoke x additional annual direct medical cost per smoking member of \$784 per year.<sup>1</sup>



*Employees who smoke are 31% more likely to miss work than nonsmokers.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

**Your employees get:**

- Asked about smoking habits during every office visit
- Action plans on how to quit, including prescriptions

**Did you know?**

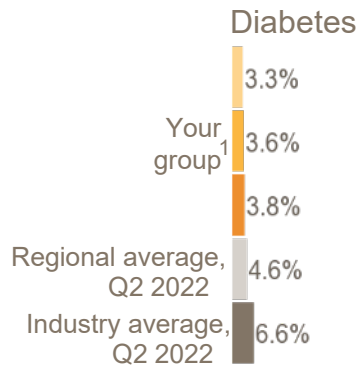
Researchers from the Kaiser Permanente Center for Health Research led a 2021 review of the effectiveness of tobacco cessation methods for the U.S. Preventive Services Task Force.<sup>3</sup>

<sup>1</sup>Swedler et al., *BMJ Open*, 2019.  
<sup>2</sup>Trøelstra et al., *Scandinavian Journal of Work, Environment & Health*, 2020.  
<sup>3</sup>Patnode et al., U.S. Preventive Services Task Force, 2021.

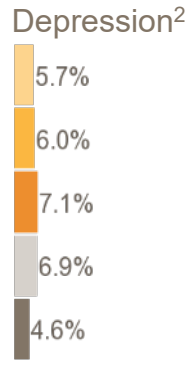
# INTEGRATED CHRONIC CONDITION CARE

# CHRONIC CONDITIONS REPORT

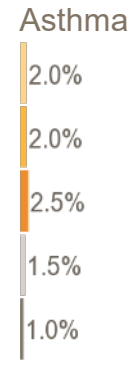
Prevalence by chronic condition



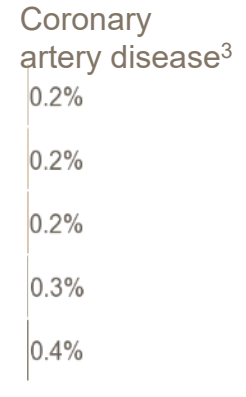
65 enrolled in a disease management program



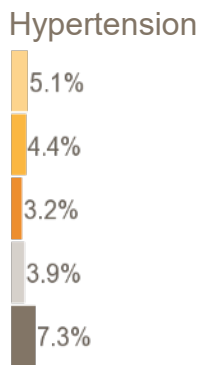
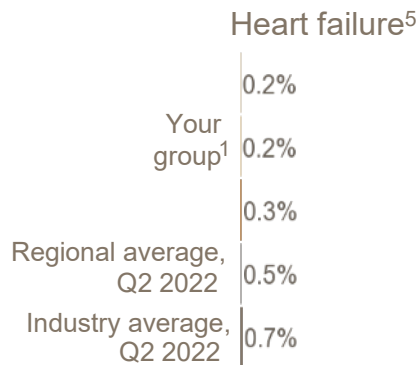
121 enrolled in a disease management program



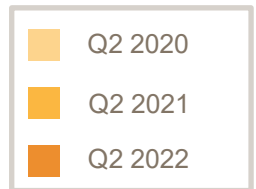
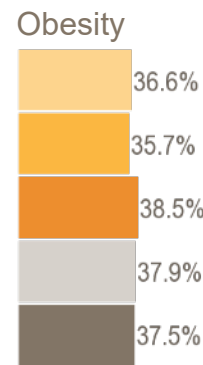
42 enrolled in a disease management program



8 enrolled in a disease management program<sup>4</sup>



55 enrolled in a disease management program



<sup>1</sup>Continuously enrolled members during measurement period. <sup>2</sup>Starting with Q4 2016 data, we're using an industry-standard disease cohort definition for heart failure and depression prevalence that more accurately reflects the latest coding. <sup>3</sup>HEDIS definitional change to coronary artery disease prevalence beginning with Q1 2018 data release, which may result in a minor reduction in CAD result. <sup>4</sup>Includes members with heart failure. <sup>5</sup>See note 2. Note: Results will not be displayed if the eligible population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

# Managing your group's chronic conditions

Our integrated approach to chronic condition care leads to better outcomes, more efficient care, and fewer sick days.

## Chronic conditions under control

	Your group	Regional average	Industry average	HEDIS® 50th percentile	HEDIS® 90th percentile
Asthma	54.8%	65.6%	89.5%	82.7%	88.3%
Depression	61.1%	57.3%	59.4%	59.9%	67.4%
Diabetes	66.2%	66.9%	73.3%	69.1%	77.5%
Heart disease	100.0%	83.0%	89.4%	86.5%	92.2%
Hypertension	80.0%	59.2%	71.4%	60.1%	72.6%

Note: Regional and industry averages are based on Kaiser Permanente membership.

## Estimated work hours saved

 1,717

Calculation: Estimate is based on the NCQA Quality Dividend Calculator, which estimates a benefit from missing fewer workdays due to health-related absenteeism and presenteeism. Results by individual condition are aggregated for your group.



Nearly half of American adults have 2 or more chronic conditions.<sup>1</sup> They're also 46% more likely to miss work than employees without chronic conditions.<sup>2</sup>

**Clackamas County**  
In 2022, 291 Members enrolled in disease management programs for chronic conditions.

<sup>1</sup>CDC, 2022.

<sup>2</sup>Mohamed, Academy Health, 2020.

<sup>3</sup>Kaiser Permanente 2021 HEDIS® scores. HEDIS® is a registered trademark of NCQA.

# MEDICAL CLAIMS UTILIZATION

# Clackamas Co, General County

## Medical Benefit Ratio

Group Name: CLACKAMAS COUNTY

Group Numbers: 1183

Subgroups: 042 ,056 ,057 ,059 ,061 ,062 ,063 ,  
064 ,065 ,068 ,069 ,070 ,071 ,072

Prior Period: Jan 2021 – Dec 2021

Current Period: Jan 2022 – Dec 2022

Jan21 – Dec21

Jan22 – Dec22

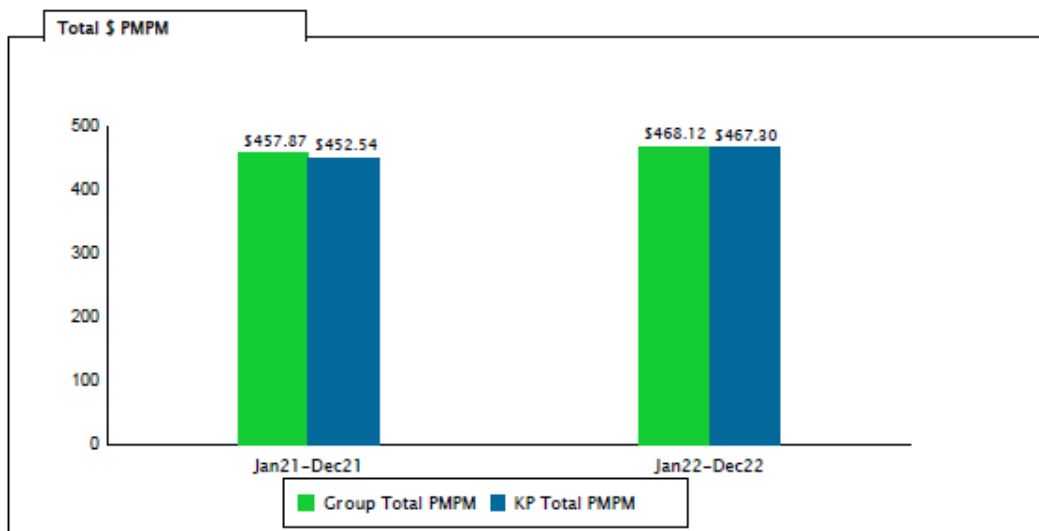
Average Members : 1,935

1,910

	Premium		Medical Claims			Total Medical Claims	Rx Claims	Total Paid Claim	Total Paid Claims PMPM	Medical Benefit Ratio**	Subscribers	Members
	Premium*	PMPM	Inpatient	Outpatient	Other							
<b>Current Year</b>												
Jan 22	\$1,106,600	\$573.67	\$206,480	\$417,409	\$157,276	\$781,165	\$83,932	\$865,097	\$448.47	78%	770	1,929
Feb 22	1,107,616	573.60	110,112	497,675	160,884	768,671	69,291	837,962	433.95	76%	770	1,931
Mar 22	1,097,416	573.06	179,158	527,094	178,437	884,688	93,698	978,387	510.91	89%	765	1,915
Apr 22	1,092,906	573.40	581,763	546,944	230,998	1,359,705	76,590	1,436,295	753.57	131%	764	1,906
May 22	1,085,013	573.78	46,458	512,742	189,604	748,804	71,216	820,021	433.64	76%	759	1,891
Jun 22	1,085,154	573.25	109,875	476,547	172,004	758,426	81,522	839,949	443.71	77%	757	1,893
Jul 22	1,096,911	572.80	21,518	513,565	174,505	709,588	82,996	792,584	413.88	72%	763	1,915
Aug 22	1,094,826	574.11	143,499	438,961	174,457	756,917	80,164	837,082	438.95	76%	760	1,907
Sep 22	1,091,273	574.05	145,363	460,153	169,731	775,247	58,458	833,705	438.56	76%	756	1,901
Oct 22	1,087,613	573.94	92,253	501,492	162,999	756,744	95,197	851,941	449.57	78%	752	1,895
Nov 22	1,097,679	574.40	79,259	497,278	166,220	742,757	75,090	817,847	427.97	75%	760	1,911
Dec 22	1,106,700	574.61	67,767	474,404	173,960	716,131	102,320	818,451	424.95	74%	767	1,926
<b>Total</b>	<b>\$13,149,707</b>	<b>\$573.72</b>	<b>\$1,783,504</b>	<b>\$5,864,266</b>	<b>\$2,111,074</b>	<b>\$9,758,845</b>	<b>\$970,475</b>	<b>\$10,729,320</b>	<b>\$468.12</b>	<b>82%</b>	<b>9,143</b>	<b>22,920</b>

# Clackamas Co, General County

## Medical Claims PMPM



Service Category	Jan21 - Dec21	Change	Jan22 - Dec22
Inpatient	560.23	29.2%	577.81
Outpatient	266.39	(4.0)%	255.86
Pharmacy	42.39	(0.1)%	42.34
Other	88.86	3.7%	92.11
<b>Total \$ PMPM</b>	<b>\$457.87</b>	<b>2.2%</b>	<b>\$468.12</b>
Group to Health Plan Ratio	101.2%	(1.0)%	100.2%

\* Includes Actives and/or pre 65 Retirees only.

## UW Notes:

- The total claims cost increased by 2.2%, while the KP average claims increased by 3.3%.
- Inpatient: PMPM cost increased by 29.2%.
  - Costs in medical, surgical and mental health increased while maternity, substance abuse and SNF decreased.
- Outpatient: PMPM cost decreased 4%.
  - All costs in outpatient service categories, except Medical, Mental health, substance abuse, KP ER and Surgery professional services decreased.
  - Mental health cost and utilization continue to increase.
  - Substance abuse cost and utilization continue to increase.
  - Emergency room KP increased.
- Pharmacy: PMPM cost remained almost stagnant at -0.1%.
  - Increase in all categories except for Brand/Non-Formulary and Generic/Non-Formulary.
  - Generic utilization is 93.4%
- Other: PMPM increased by 3.7%.
  - Costs in ambulance, DME, dental and home health increased while hearing aids and vision hardware decreased.

# RECOMMENDATIONS



# Partnering Together in 2023

## Resources offered to Clackamas County at No Cost:

- KP topics and resources throughout “A Focus on You” campaign
- KP partnership for onsite events, such as: benefit fairs, open enrollment meetings, and new hire events
- Offer KP care gap clinics with a medical assistant
- Add a KP digital microsite for employees
- Promote mental health awareness training



**THANK YOU**

# APPENDIX

# Dedication that makes the grade

Kaiser Permanente Sunnyside Medical Center has earned Healthgrades **America's 50 Best Hospital Award**, putting it in the top 1% of the nation's hospitals for year-over-year clinical excellence from Healthgrades. Kaiser Permanente Sunnyside Medical Center is also named **50 Best in Cardiac Surgery™**, **100 Best in Cardiac Care™**, and **100 Best in Pulmonary Care™**.\*



Top-rated health plan in OR and WA



Ranked #1 in customer loyalty — 10 years in a row

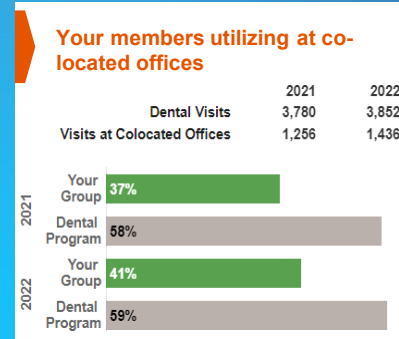


Oregon highest rated heart program

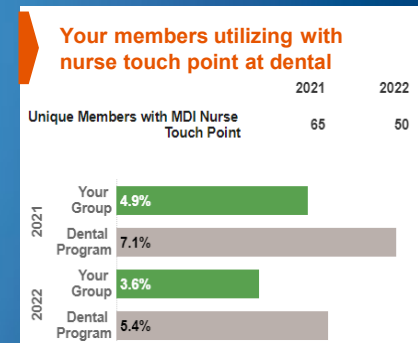
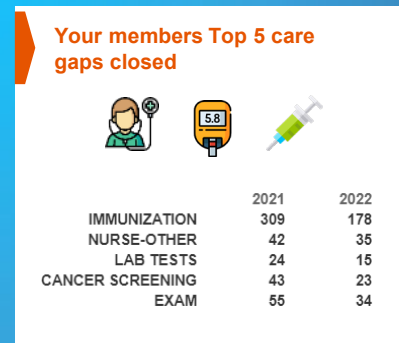
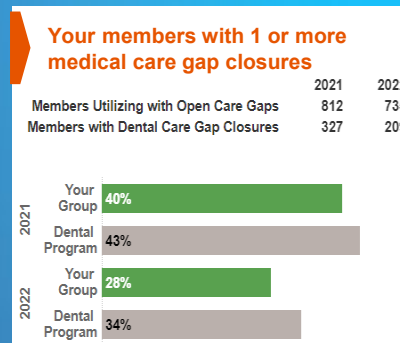
MEDICAL-DENTAL INTEGRATION (MDI)

# 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.



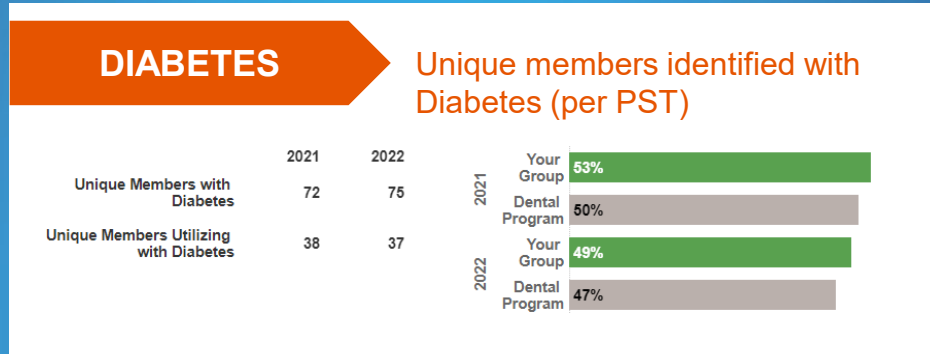
1 in 3 members seen at our medical-dental integrated clinics had not seen their PCP in 2+ years.<sup>1</sup>



<sup>1</sup> KP Insight Medical-Dental Integration (MDI) report for 22,000 unique members seen by Dental Nurses (January 2022 – December 2022).

# YOUR VALUE SUMMARY DENTAL DASHBOARD

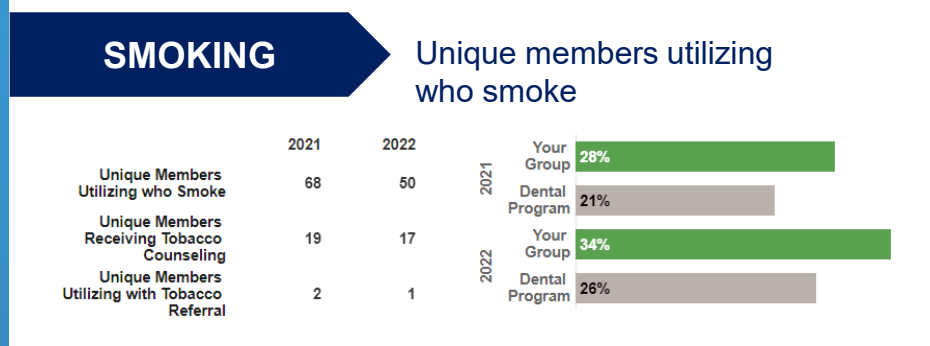
At Kaiser Permanente, we're here for you – mind, body, and smile. We collaborate with your Kaiser Permanente medical providers to help prevent illness and manage chronic conditions.



Your Estimated Savings

## \$63,492

Calculation: Annual estimate is based on total number of members with diabetes receiving dental care in 2022 and a direct medical cost savings of \$143 per member per month.<sup>2</sup>



<sup>2</sup> A recent study conducted by Kaiser Permanente Northwest's Center for Health Research found a correlation between chronic condition members with dental care and an annual reduction in future medical costs, though factors such as severity of illness and lifestyle choices may contribute to the difference.

# Dental Benefit Ratio

**Group Name:** CLACKAMAS COUNTY

**Group Number(s):** 1183

**Region:** Northwest

**Report Period:** Jan 2022 through Dec 2022

**Product Type:** Combined Traditional and PPO

**Average Members:** 1,842

Month	Subscribers	Members	Premium <sup>1</sup>	Premium PMPM	Dental Paid Amount	Ortho Cost (Capitated)	Dental Cost <sup>2</sup>	Dental Cost PMPM	Benefit Ratio
Jan 22	728	1,852	\$134,301	\$72.52	\$87,058	\$9,001	\$96,059	\$51.87	71.5%
Feb 22	732	1,853	\$134,615	\$72.65	\$98,418	\$9,006	\$107,424	\$57.97	79.8%
Mar 22	728	1,841	\$133,749	\$72.65	\$101,565	\$8,947	\$110,512	\$60.03	82.6%
Apr 22	725	1,831	\$132,988	\$72.63	\$86,960	\$8,899	\$95,859	\$52.35	72.1%
May 22	723	1,819	\$132,148	\$72.65	\$74,248	\$8,840	\$83,088	\$45.68	62.9%
Jun 22	720	1,818	\$131,919	\$72.56	\$97,581	\$8,835	\$106,416	\$58.53	80.7%
Jul 22	732	1,849	\$134,124	\$72.54	\$123,248	\$8,986	\$132,235	\$71.52	98.6%
Aug 22	730	1,842	\$133,875	\$72.68	\$95,420	\$8,952	\$104,372	\$56.66	78.0%
Sep 22	729	1,843	\$134,077	\$72.75	\$100,435	\$8,957	\$109,392	\$59.36	81.6%
Oct 22	727	1,843	\$134,034	\$72.73	\$85,209	\$8,957	\$94,166	\$51.09	70.3%
Nov 22	733	1,853	\$135,029	\$72.87	\$101,786	\$9,006	\$110,791	\$59.79	82.1%
Dec 22	735	1,862	\$135,624	\$72.84	\$87,771	\$9,049	\$96,821	\$52.00	71.4%
<b>Total</b>	<b>8,742</b>	<b>22,106</b>	<b>\$1,606,483</b>	<b>\$72.67</b>	<b>\$1,139,700</b>	<b>\$107,435</b>	<b>\$1,247,135</b>	<b>\$56.42</b>	<b>77.6%</b>

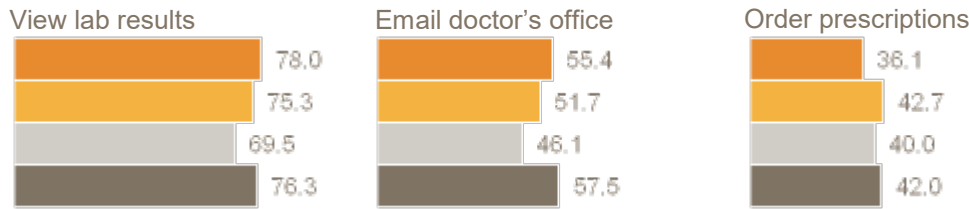
<sup>1</sup> Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts include two months of retroactive adjustments.

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

Dental Benefit Ratio for 2021 was 72.6%

# Your group's kp.org activity

Total unique member activity divided by total unique sign-ins<sup>1</sup> (%)



■ Your group Q4 2021 
 ■ Your group Q4 2022 
 ■ Regional avg. Q4 2022 
 ■ Industry benchmark Q4 2022

Measure	Q4 2021	Q4 2022	Change
Online prescription refill orders	2,915	2,892	-0.8%
Total prescription refills <sup>3</sup>	10,128	8,864	-12.5%
Unique members ordering prescriptions	544	662	21.7%
Online prescription orders sent via U.S. mail	2,488	1,813	-27.1%
Lab tests results viewed online <sup>4</sup>	14,486	13,782	-4.9%
Unique members viewing lab results	1,177	1,167	-0.8%
Email messages sent to health care providers	4,880	4,488	-8.0%
Unique members sending email messages	836	802	-4.1%

**NOTE regarding prescription metrics:** Data may be understated in Dec 2021 and Apr 2022 due to data capture issues. <sup>1</sup>Includes kp.org activity for members regardless of whether they were enrolled at the end of the measurement period. <sup>2</sup>See note 1. <sup>3</sup>One prescription order can have multiple refills. <sup>4</sup>The 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.



*4 out of 5 consumers prefer to use digital channels to communicate with health care providers at least some of the time.<sup>5</sup>*

**✓ AT KAISER PERMANENTE**

In 2021, members used kp.org and the Kaiser Permanente app to have 72.1 million email exchanges with their care teams, view 91 million lab test results, and order 48 million prescriptions.<sup>6</sup>

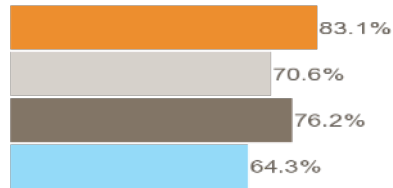
<sup>5</sup>Redpoint Global and Dynata, 2022. <sup>6</sup>Kaiser Permanente Telehealth Insights Dashboard, accessed April 12, 2022; *Kaiser Permanente Digital Metrics, 2021 Annual Report*.



# CHRONIC CONDITIONS REPORT

## How your group compares to current HEDIS® national benchmarks

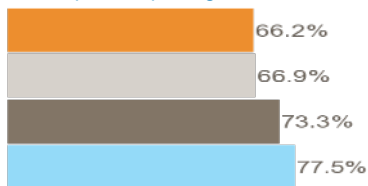
Diabetes — eye exam  
376 plans reporting



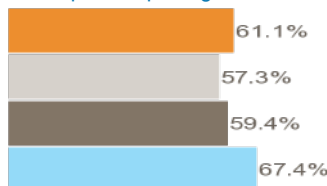
Depression — effective acute phase treatment  
369 plans reporting



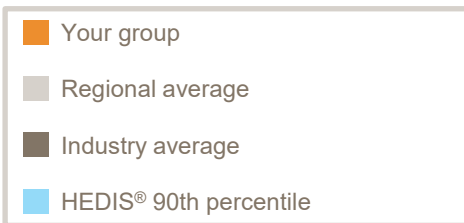
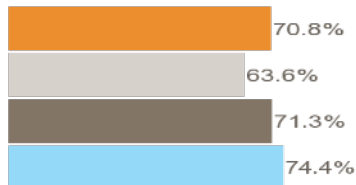
Diabetes — good blood sugar control  
353 plans reporting



Depression — effective continuation phase treatment  
369 plans reporting



Diabetes — blood pressure <140/90  
372 plans reporting



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.

*People with depression have an increased risk of cardiovascular disease, diabetes, stroke, pain, and Alzheimer's disease.<sup>1</sup>*

Employees with diabetes miss about 6 more workdays a year than nondiabetic employees.<sup>2</sup>

**✓ AT KAISER PERMANENTE**

Targeted outreach to members with type 2 diabetes improved their use of mail-order pharmacy by 14% and medication adherence by 6%.<sup>3</sup>

<sup>1</sup>NIH, 2021.

<sup>2</sup>Zack et al., *Healthcare*, September 30, 2021.

<sup>3</sup>Ramachandran et al., *JGIM*, October 1, 2020.

# CHRONIC CONDITIONS REPORT

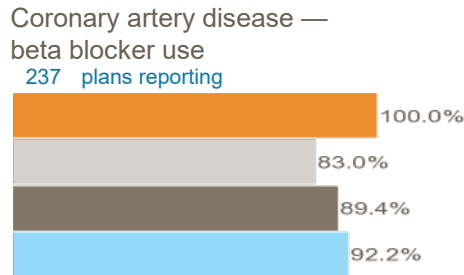
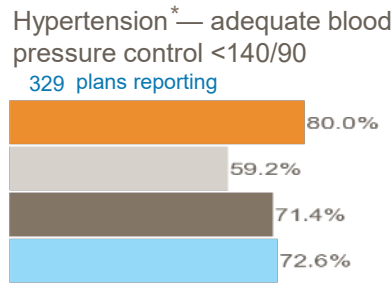
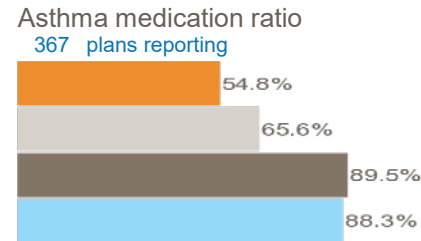
## How your group compares to current HEDIS® national benchmarks (cont'd)

*Total health care costs are \$7,418 higher for employees with hypertension.<sup>1</sup>*

Nearly half of U.S. adults have high blood pressure — and only 1 in 4 of them have it under control.<sup>2</sup>

**✓ AT KAISER PERMANENTE**

In California and the Mid-Atlantic States, Kaiser Permanente members are 43% less likely to die from heart disease and 14% less likely to die from stroke than the average person in the U.S.<sup>3</sup>



■ Your group   
 ■ Regional average   
 ■ Industry average   
 ■ HEDIS® 90th percentile

\*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.

<sup>1</sup>Ortaliza et al., Peterson-KFF Health System Tracker, November 12, 2021.

<sup>2</sup>CDC, 2021.

<sup>3</sup>Pearl and Madvig, *Harvard Business Review*, February 2020.