



Performance and Experience Report

Clackamas County #100112

Incurred Period: 1/1/2022 – 12/31/2022

General County (GC) Population

Your Providence Health Plan Team



Cash Spencer, MBA

Sr. Director, Account Services

I have a passion for healthcare

because: I believe everyone deserves an equitable opportunity to live their healthiest life. Optimizing health allows members to focus on their own passions ensures and what matters most to them in their personal lives.

My education/background: I have nearly 30 years of experience in health insurance. I have a Bachelor's degree and a Master's degree in Business Administration.



Laurel Soot, MD

VP, Medical Management

I have a passion for healthcare

because: I believe that member education regarding their medical conditions, healthcare navigation and whole person care is critical to well-being and optimal outcomes.

My education/background: I received my medical degree from the University of Washington and surgical training at OHSU. I was in an active surgical practice, specializing in acute care and breast disease for 17 years and I am currently obtaining my Master's degree in Business Administration



Gina Korab, Pharm.D.

Clinical Pharmacy Specialist

I have a passion for healthcare

because: New medications are being developed every day and I enjoy learning and sharing my knowledge of them. My goal is to help members who need medications the most now and for those who might need them in the future.

My education/background: I started my career at Providence and have had the opportunity to return. Prior to that, I worked as a pharmacist in critical care, the ER, and was the lead research pharmacy at Harborview/University of Washington Medical Center for over 10 years.



Nichole Guilfooy

Health Management Consultant

I have a passion for healthcare because:

Physical and mental health and safety are foundational to well-being. My goal is to ensure every Providence member is empowered to prioritize their health and connect with care that supports their well-being.

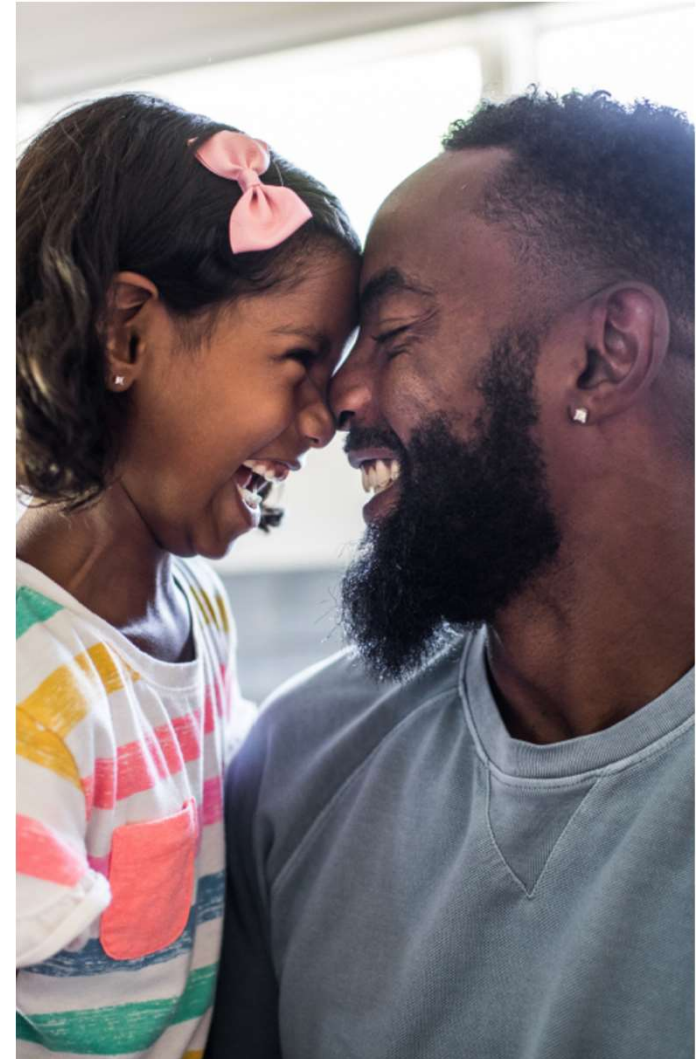
My education/background: I started my career in organizational well-being leadership in 2002. I have a Bachelor of Science degree with a focus on Public Health and Industrial/Organizational Psychology.

Executive Summary

Clackamas County GC | Performance and Experience Report

Top opportunities for Clackamas County: Diabetes and behavioral health

- At benchmark and good utilization of preventative services
- Continue to encourage use of behavioral health resources as depression was #1 diagnosis for episode allowed amount
 - **Significant decrease in PMPM**
 - **Fewer high-cost claimants**
 - **Excellent utilization of lower cost of care site of service**
 - **Network improvements**
 - **PHP emphasis on high quality, lower cost of care**
- Pharmacy total cost PMPM trend has increased. Specialty medications like anti-inflammatory (biologic drugs) and cancer medications are driving costs. For Non-specialty medications, a shift towards the use of brand drugs in diabetes medications is the main trend driver.
 - Copay maximizer and biosimilars adoption may provide some price relief.



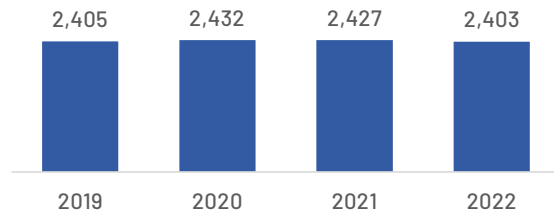
Membership Overview

Average Membership
2,403

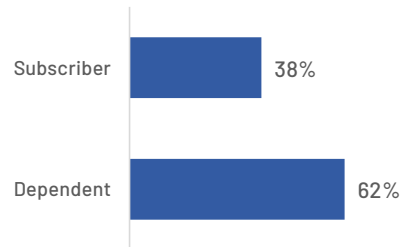
Average Contract Size
2.6

Member Average Age
36

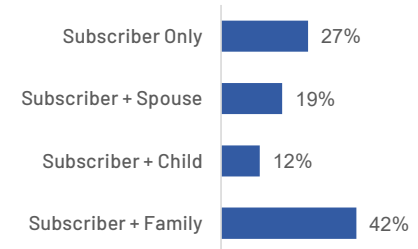
Average Membership Trend



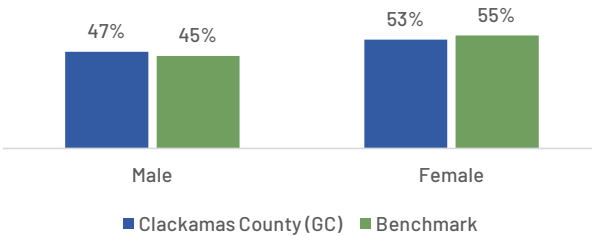
Membership by Type



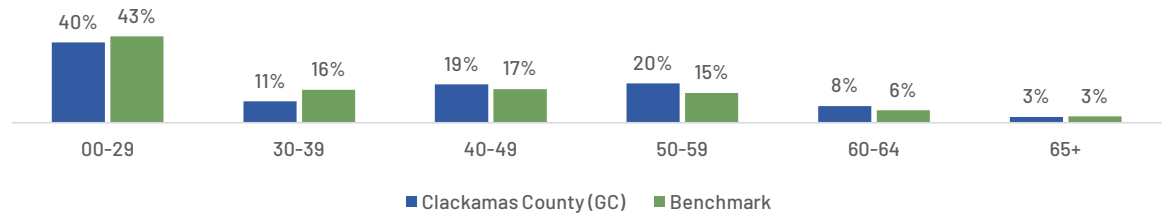
Subscriber by Contract Type



Membership by Gender



Membership by Age



Medical Cost and Utilization

Presented by:

Laurel Soot, MD

VP, Medical Management



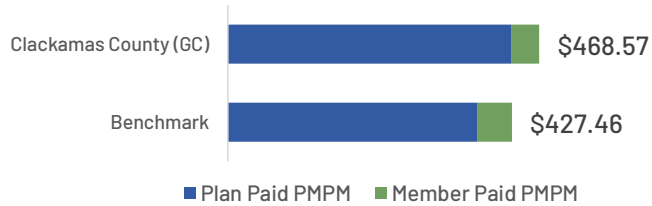
Medical Dashboard

Members Utilizing Benefit
84%

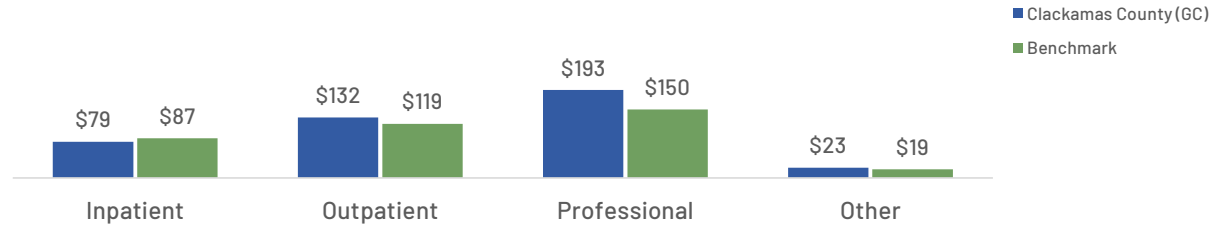
Members Met Deductible
3.2%

Members Met Out-of-Pocket Maximum
1.7%

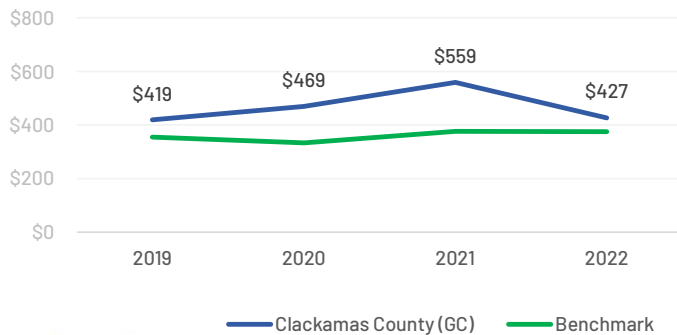
Plan & Member Paid PMPM



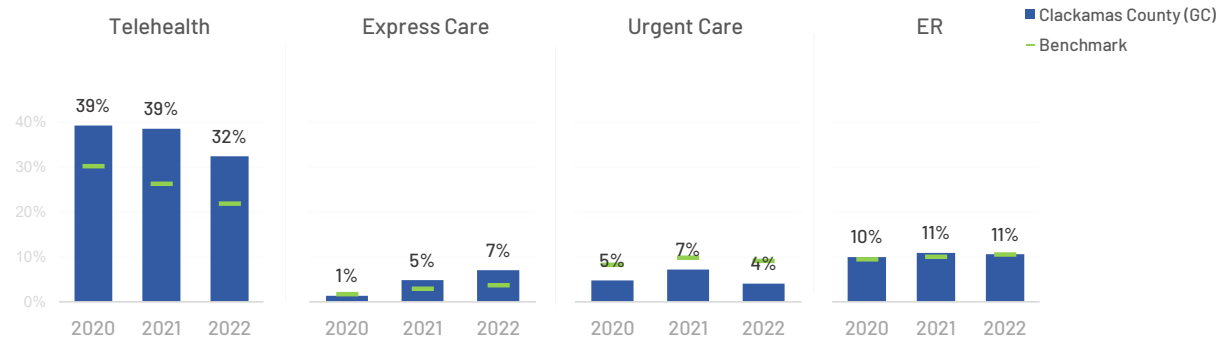
Plan Paid PMPM by Service Category



Plan Paid PMPM Trend



Telehealth & Other Sites of Care



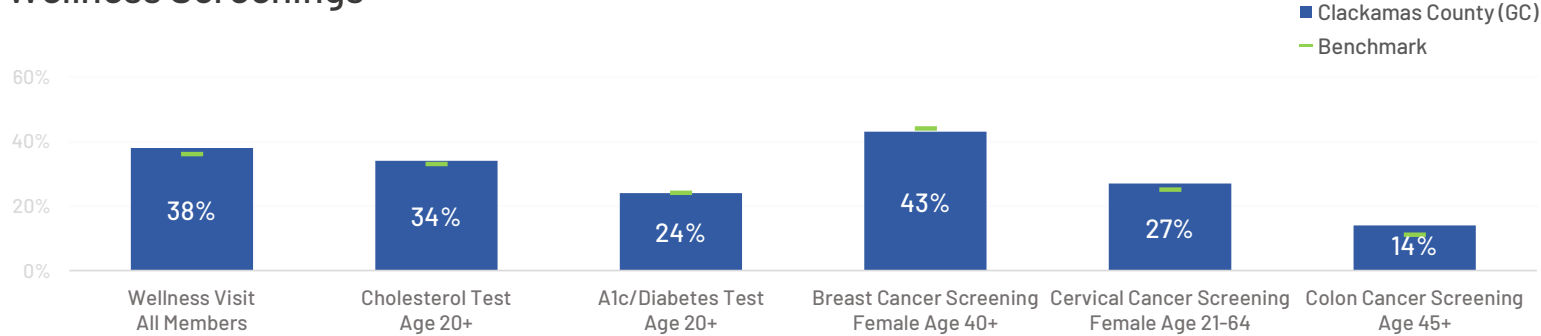
Preventive Care Services

Members with Wellness Visits
38%

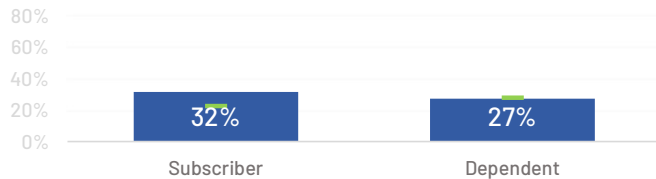
Members with Flu Vaccines
29%

Members Fully Vaccinated for COVID-19*
70%

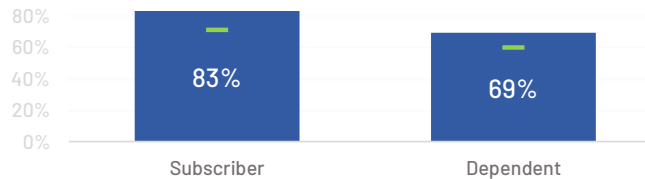
Wellness Screenings



Flu Vaccines



COVID-19 Vaccines*



No commercial plan ranks higher than Providence in diabetes, cancer screening, heart disease management, and maternity care

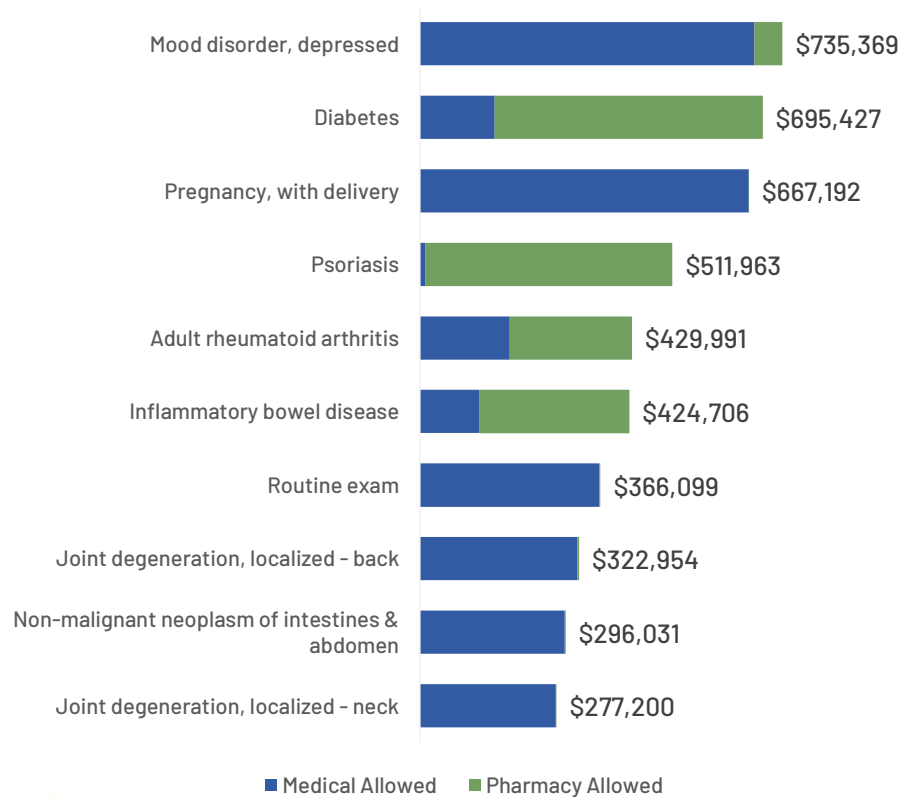


Benchmark: Providence Commercial Self-insured Book of Business

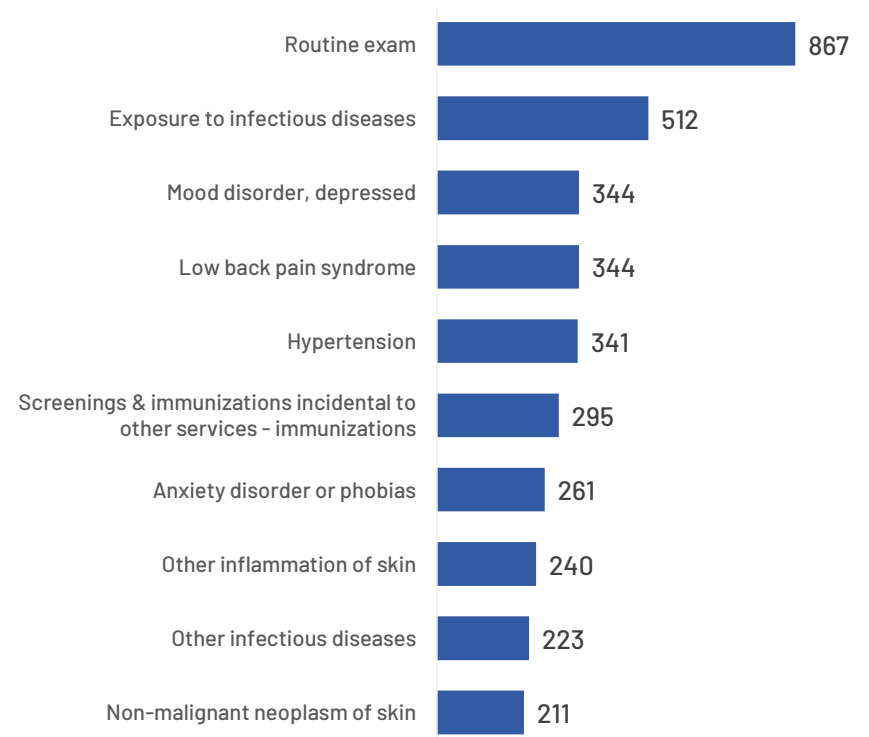
*Fully vaccinated: Completion of primary vaccination series e.g., 2 doses of Moderna, Pfizer, Novavax or 1 dose of J&J (CDC).

Medical Claims – Detailed Analysis

Top 10 Episodes by Allowed Amount*



Top 10 Episodes by Member Utilization*



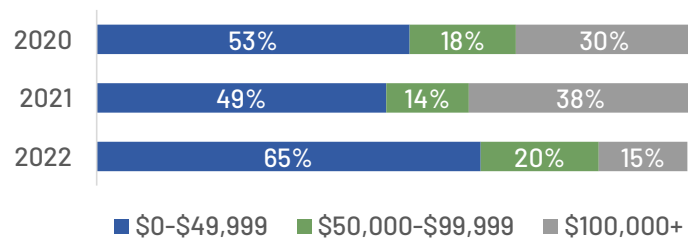
High-cost Claims

Claims Overview

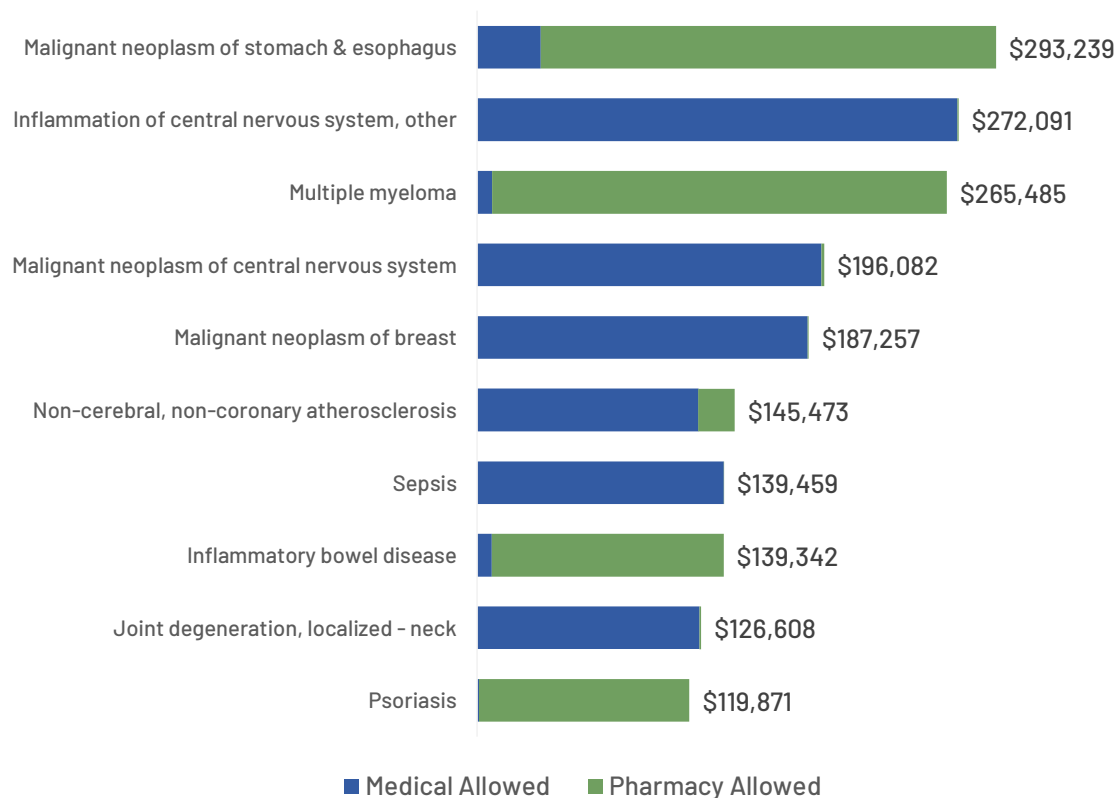
Claimant Category	2021		2022	
	Members	Plan Paid	Members	Plan Paid
\$0-\$49,999	97.6%	\$9,440,452	97.6%	\$10,187,787
\$50,000-\$99,999	1.5%	\$2,632,742	1.8%	\$3,104,140
\$100,000+	0.9%	\$7,255,688	0.6%	\$2,399,632
Total	100.0%	\$19,328,882	100.0%	\$15,691,559

Total Plan Paid decrease from 2021 **-\$3,637,323**

Distribution of Plan Paid by Claimant Category



Top Claimants by Allowed Amount* (Claimants >= \$100K)



Chronic Conditions

Members with Chronic Conditions

2,142

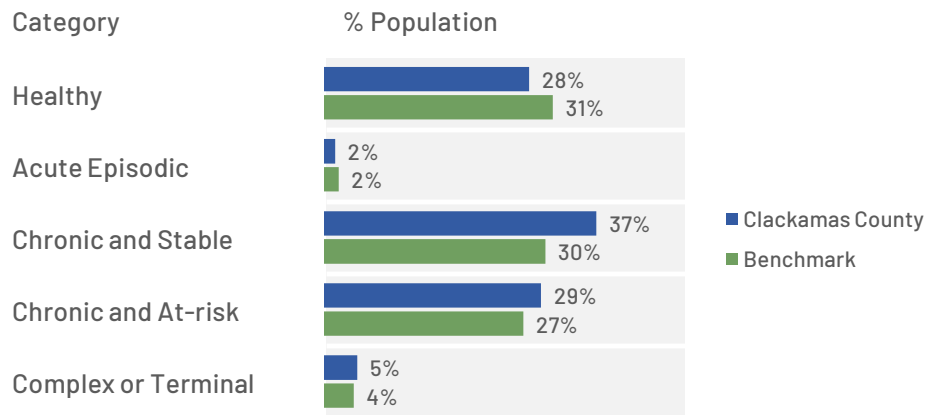
Chronic and At-Risk Members

892

Members Associated with PCP

82%

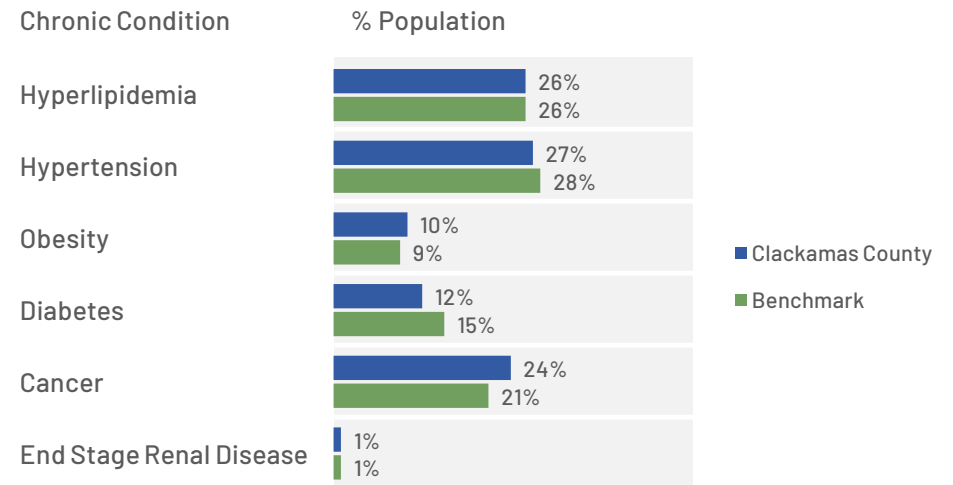
Population Health Category Summary¹



Category Definitions

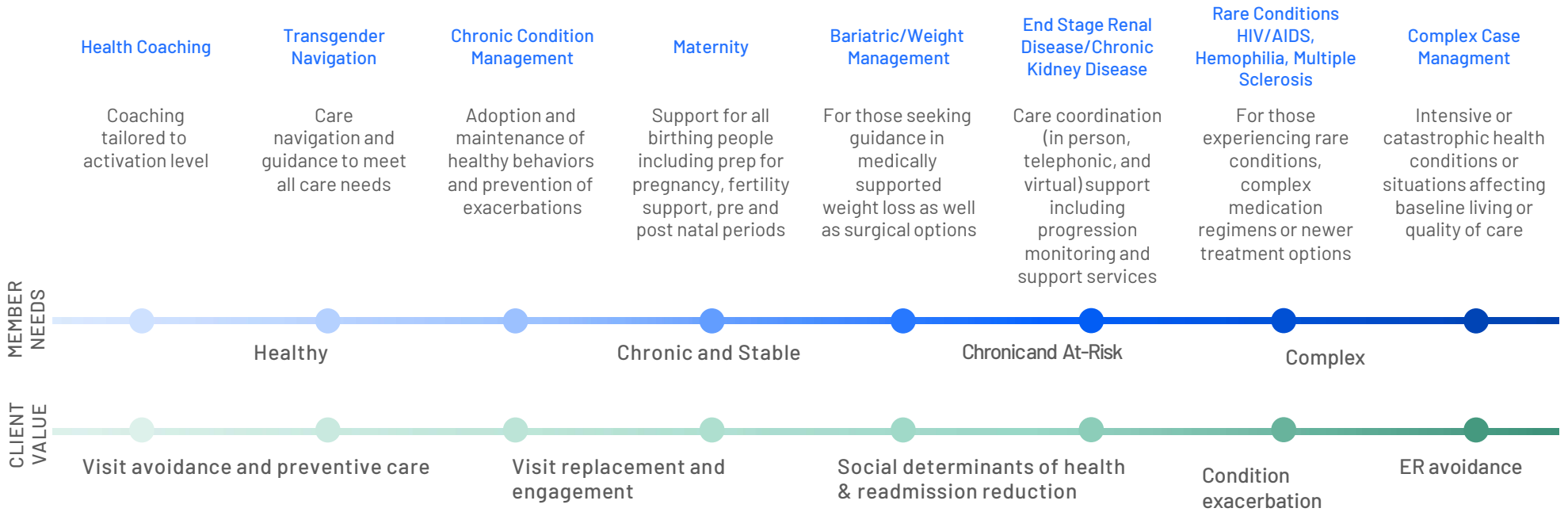
- + Healthy - No chronic conditions or in-patient (IP) or emergency room (ER) use. No clinically important gaps in care.
- + Acute Episodic - One IP/ER use OR one clinically important gap in care. No chronic conditions.
- + Chronic and Stable - One or more chronic conditions of limited severity and/or comorbidities. No IP/ER use. No clinically important gaps in care.
- + Chronic and At-risk - One or more chronic conditions of limited severity and/or comorbidities AND either IP/ER use OR at least 1 clinically important gap in care.
- + Complex or Terminal - Multiple or complex chronic conditions or end of life scenarios.

Chronic Condition Prevalence - Select Conditions



Whole Person Care

At Providence, we value whole person care for all members. That's why we've enhanced our focus on programs and services across the spectrum of care that may be needed. We offer resources across the continuum, so your employees and their families can get the care they need.



Member Support Programs Improve Outcomes and Reduce Costs



A 1% reduction in HbA1c for a diabetic patient is associated with a 1.7% reduction in total healthcare costs

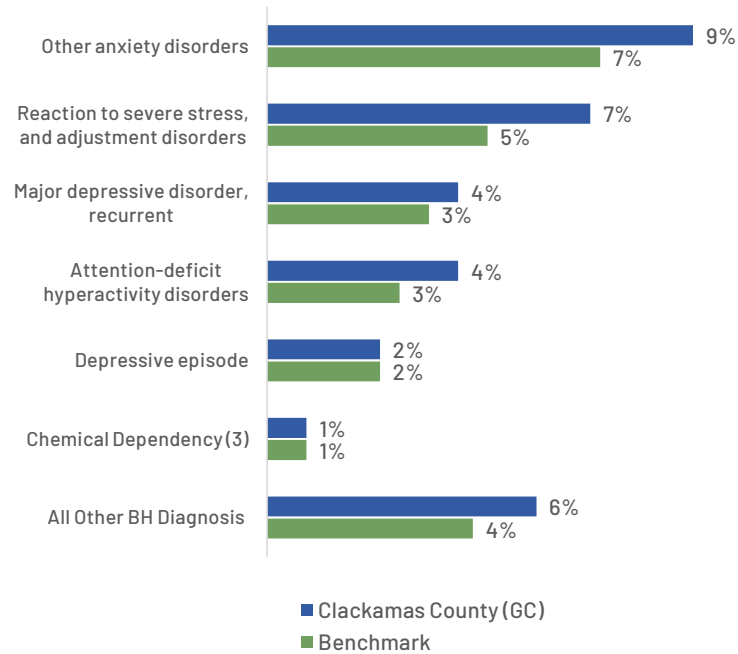
Mental Well-being

Behavioral Health Plan Paid¹
\$1,058,451

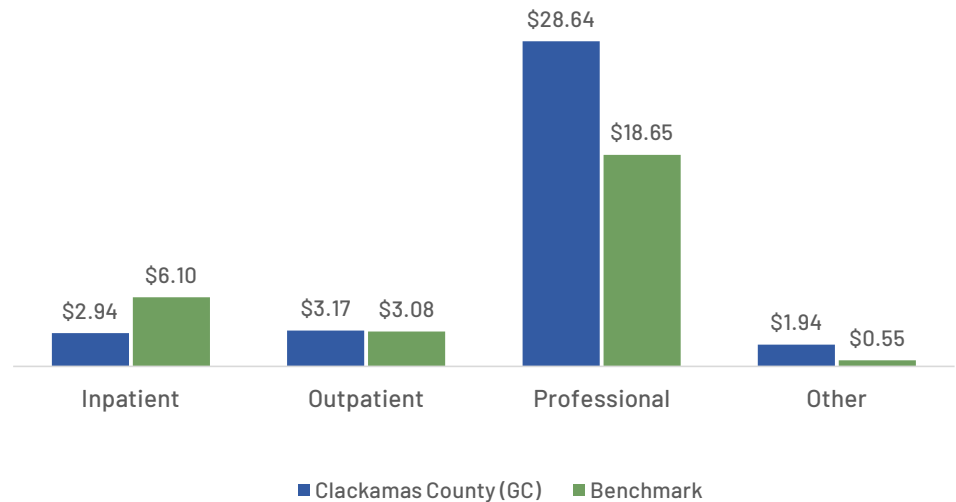
Plan Paid PMPM¹
\$36.70

Members with Claims¹
22%

% Members with BH Claims by Diagnosis²



Plan Paid PMPM by Service Category








¹ Based on behavioral health (BH) claims

² Percentage of total eligible population

³ Includes alcohol, cannabis, nicotine, opioids, other

Behavioral Health Suite of Services

Giving members more choice in how they want and need, to access services and care

 <p>Resources for Improved Well-Being</p>	 <p>Self-Management and Mindfulness Tools</p>	 <p>Telehealth/Virtual</p>	 <p>Broad Clinical Network</p>	 <p>Crisis Care</p>
<p>Resources to Relax & Recharge</p> <ul style="list-style-type: none"> • Savings on massage therapy, yoga, meditation, and more • Available through LifeBalance and ChooseHealthy • Free to members 	<p>Stress Management Health Coaching</p> <ul style="list-style-type: none"> • One-on-one health coaching sessions • Personalized goal setting with manageable steps • A program designed to empower you to achieve your health goals <p>Learn to Live</p> <ul style="list-style-type: none"> • Self-directed virtual therapy to manage mental well-being • One-on-one coaching, mindfulness exercises, and live and on-demand webinars • Available at any time • Free to use and 100% virtual within the app 	<p>Behavioral Health Concierge</p> <ul style="list-style-type: none"> • Quick access to direct care with Providence providers • Extended hours 7a-8p, 7 days week • Help with life stressors, mental health and addiction issues <p>Talkspace –</p> <ul style="list-style-type: none"> • Be matched to a provider within 48 hours • Connect through text, call, or live video • Access to therapy, psychiatry,* or both • Nationally available <p><small>*Psychiatrists have the ability to prescribe medication</small></p>	<p>Behavioral Health Network</p> <ul style="list-style-type: none"> • Local and nationwide access • In-person and virtual services • Age specific care (kids, teens, adults) • Access to specialty behavioral health network 	<p>24/7 Crisis Line (HUB)</p> <ul style="list-style-type: none"> • Immediate access 24/7 • Team trained in crisis triage care • Real time referrals <p>Urgent Care</p> <ul style="list-style-type: none"> • In-patient and residential care • Partial hospital care

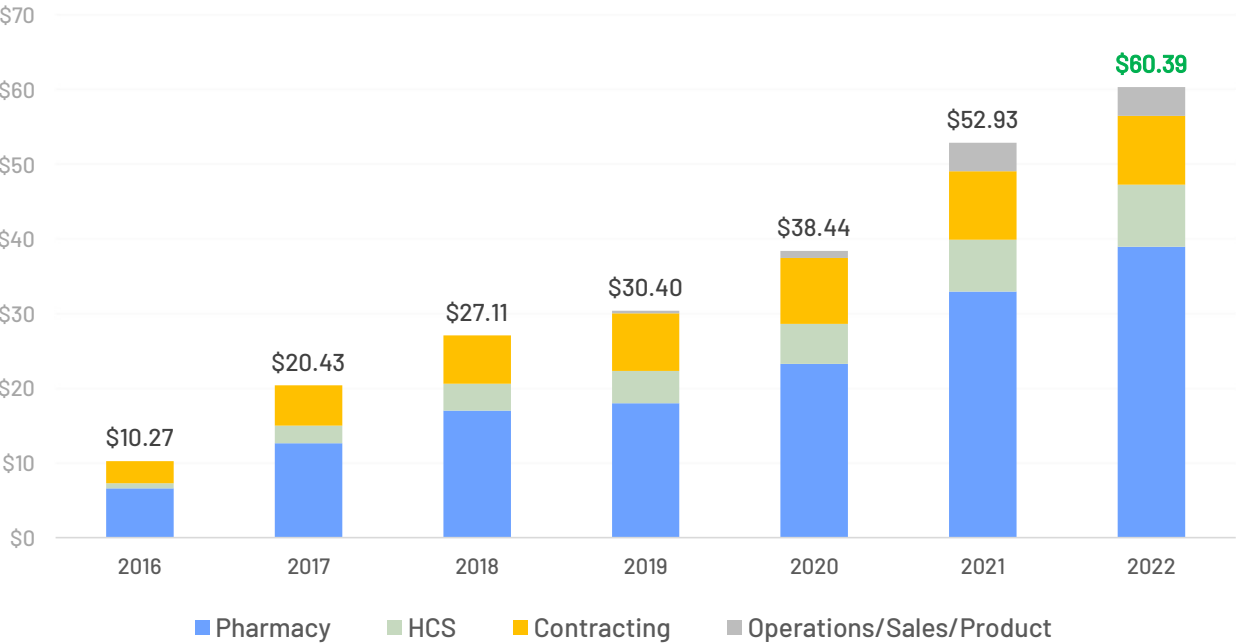


Quality Optimization through Cost Management

Over \$1.63 Million of Net Savings to Lower Total Health Care Costs for our Members

Savings by Functional Area

Allowed PMPM Savings

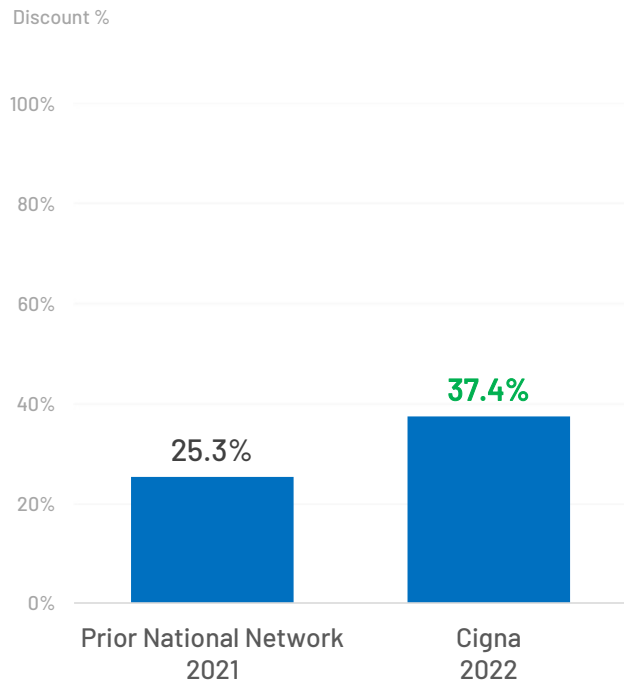


Notable Initiatives:

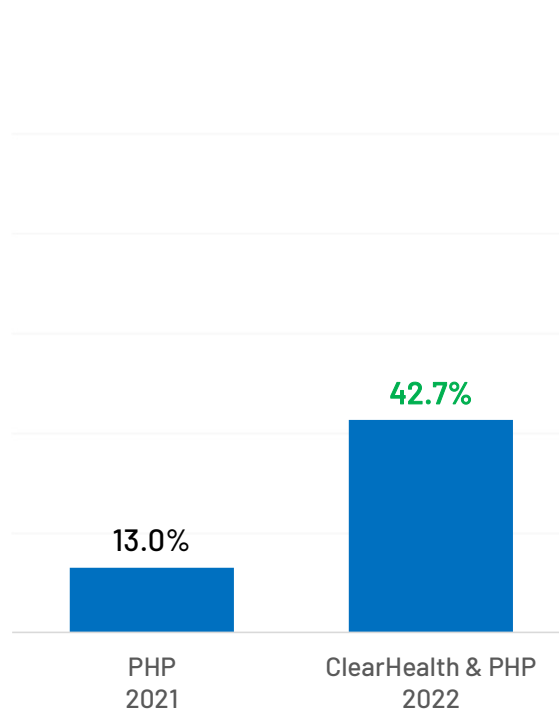
- + Surgery lower cost site of service shift
- + Biosimilar
- + Specialty pharmacy rebates
- + Infusion site neutral payments
- + Network improvements
- + Readmission reductions

Network Improvements

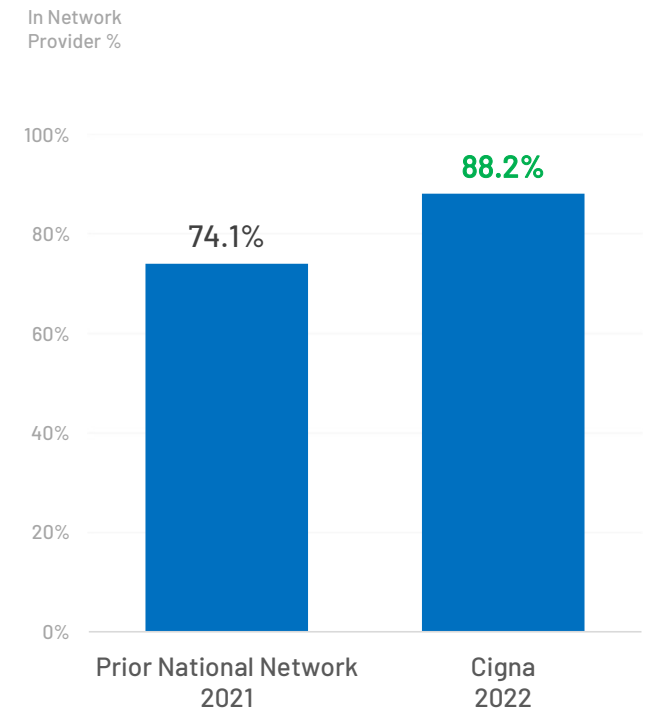
Impact on Network Discounts from National Network Changes



Impact from Non-contract Pricing Changes



In Network Changes



Pharmacy Cost and Utilization

Presented by:

Gina Korab, Pharm.D.
Clinical Pharmacy Specialist



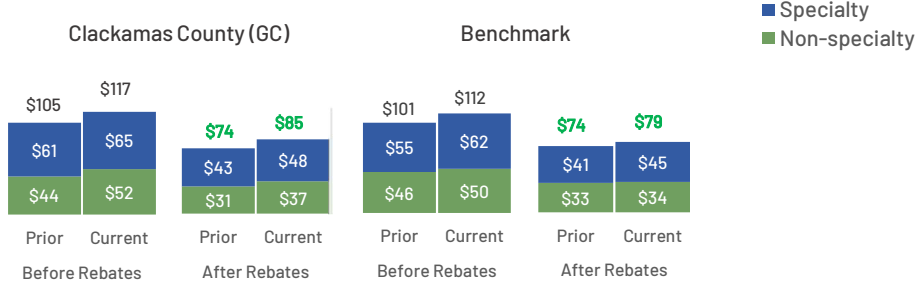
Pharmacy Dashboard

Plan Paid
\$3,377,143

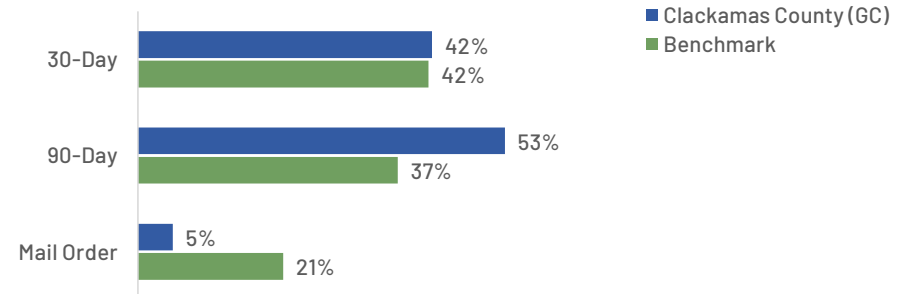
Plan Paid PMPM
\$117.10

Members Utilizing Benefit
70%

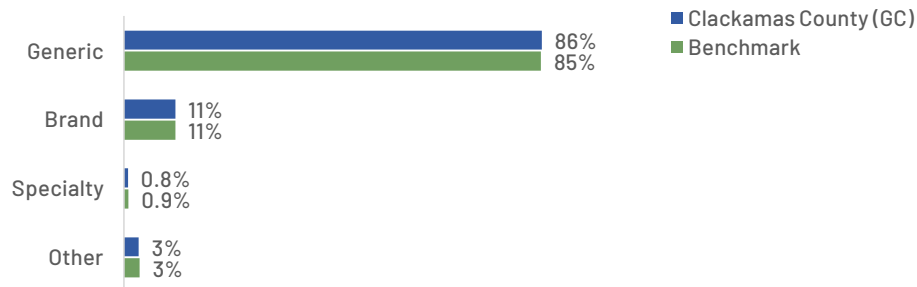
Plan Paid PMPM



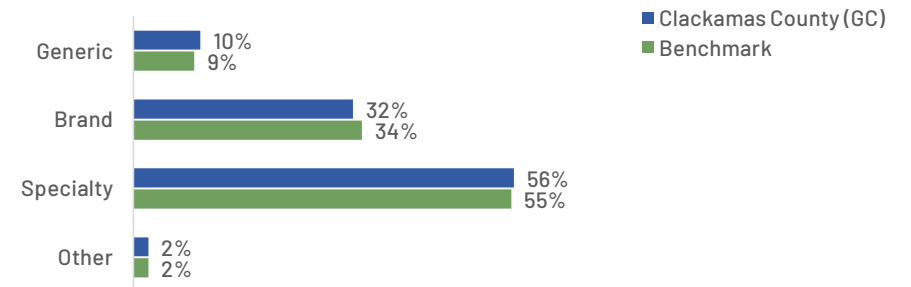
Prescriptions Filled by Channel



Prescriptions Filled by Drug Type



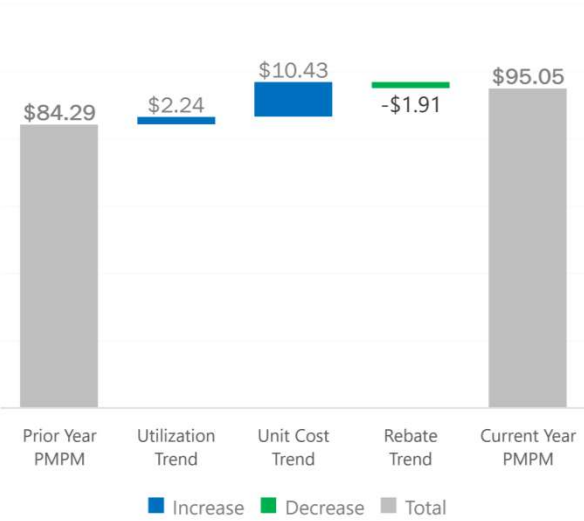
Plan Paid by Drug Type



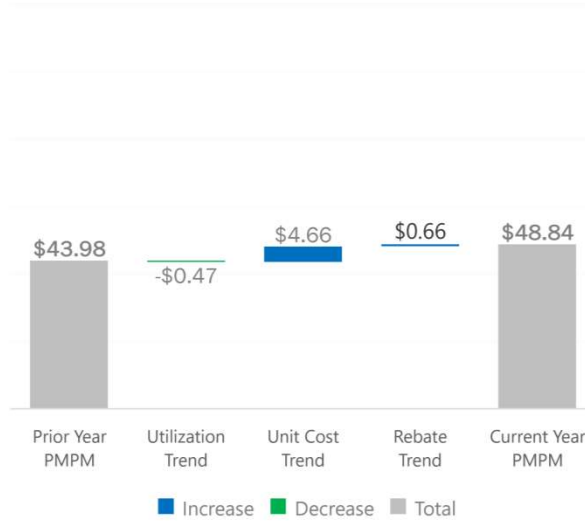
Pharmacy Trend Drivers

Trend Drivers – Total Cost PMPM¹

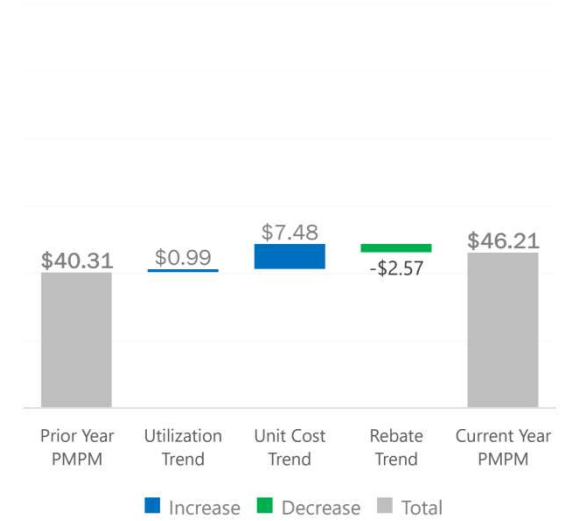
Total
PMPM Trend: \$10.76 (13%)



Specialty
PMPM Trend: \$4.86 (11%)



Non-specialty
PMPM Trend: \$5.90 (15%)

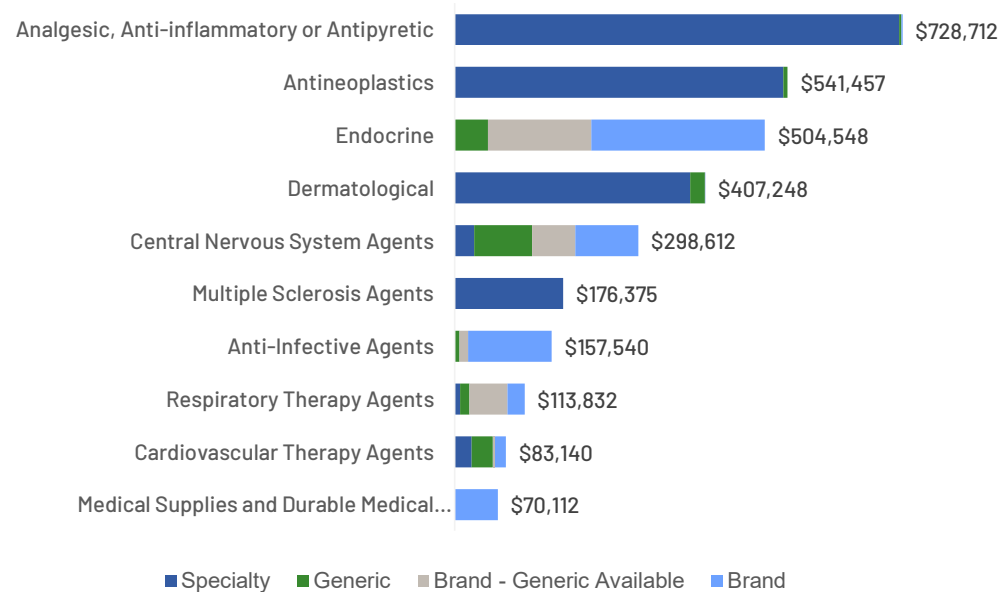


Top Medications by Cost & Therapy Category

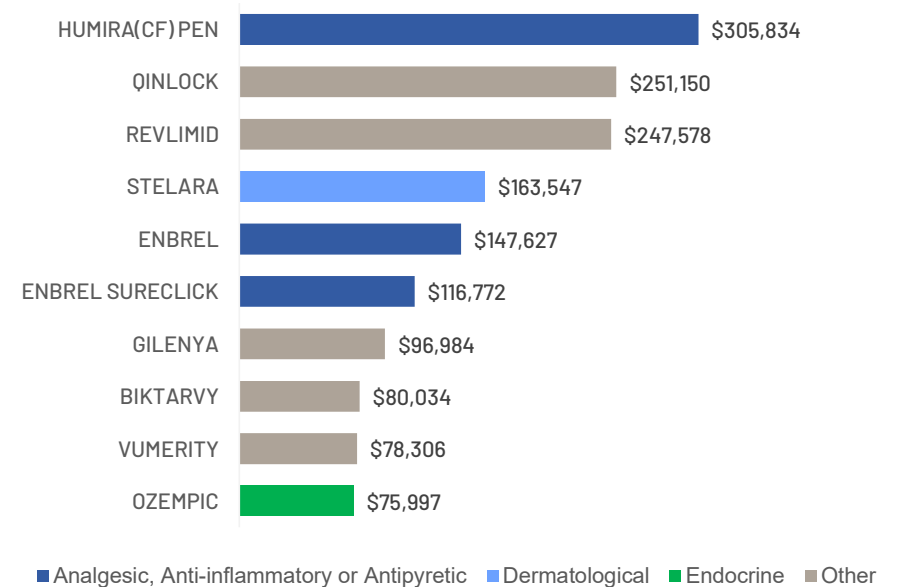
Top 10 medications account for 46% of Pharmacy Spend

- Specialty: anti-inflammatory (biologic drugs) and cancer medications driving cost
- Non-specialty: shift towards brand drugs in diabetes medications, and HIV treatment medications

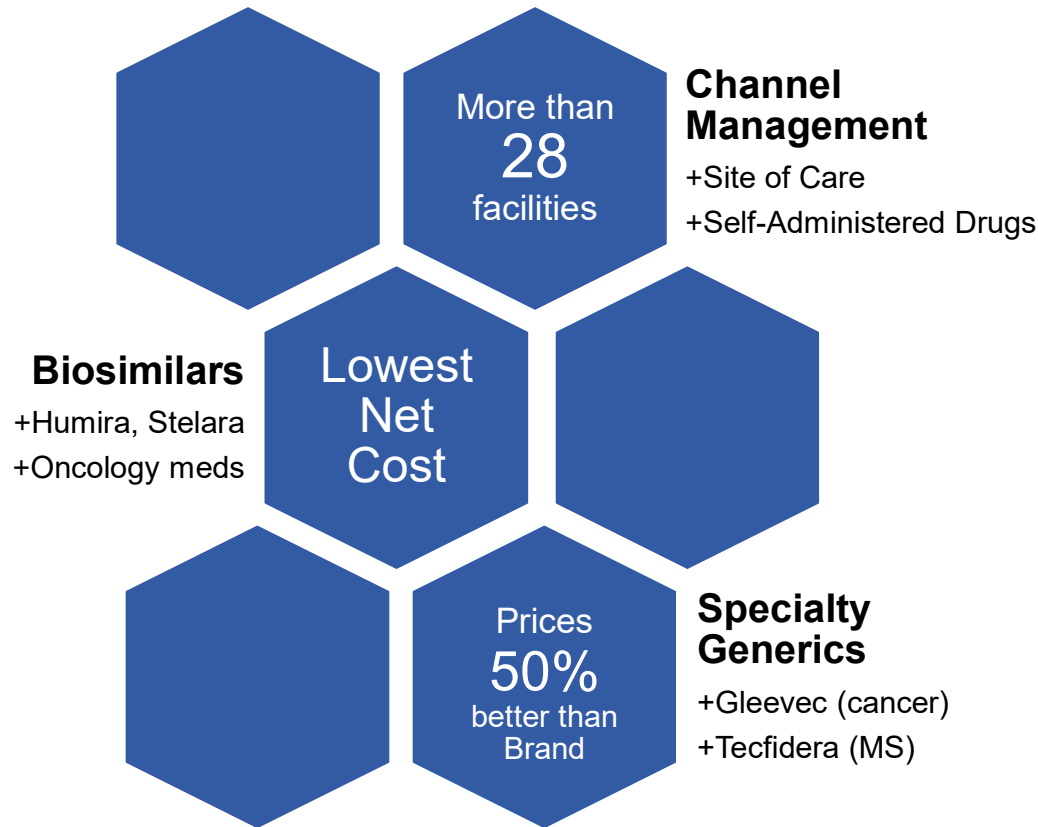
Top 10 Therapy Categories¹ by Plan Paid



Top 10 Medications² by Plan Paid



Providence Pharmacy Program Highlights



Focus on specialty medication management

~ 50% of pharmacy plan paid and is expected to rise

Specialty medication pharmacist review

~ Specialty pharmacist clinically review high-cost meds

Program Savings



Upcoming Saving Opportunities for 2023

- Generic first approach for lower total costs
- Specialty generics MAC pricing

Traditional Generics



Latuda for mental health

- Estimated savings ~ \$13,817

Vyvanse a stimulant medication

- Estimated savings ~ \$20,419

Specialty Generics



Aubagio for multiple sclerosis

- No members, but potential savings if a member starts on therapy

Gattex for short bowel syndrome

- No members, but potential savings if a member starts on therapy

*Estimated savings based on IPD analytics and market research. Estimates based on 2022 Total Costs

Copay Maximizer Savings

Savings as of 4/11/2023 for Clackamas County

Total Savings ⓘ

\$29,519



Copay Max Claim Count
34



Group Savings Per Claim
\$862



Members using Copay Max
15



Plan Paid Per Claim
\$6,789



Hot Topic: Insulin

- **All major manufacturers have announced lower list prices for many insulin products, effective later 2023 or early 2024**
 - Anticipate rebates will decrease with lower list prices
 - Net cost should about the same, but member price will decrease
- **Manufacturer offering \$35 price cap to patients who seek out the copay card**
- **Insulin can be considered safe harbor (exempt from deductible)**
- **Consistent decreases in insulin use over last 5 years**

Hot Topic: Anti-obesity Medication Coverage



P&T policy – approved on 4/7/2023; will be implemented 6/1/2023



Rebate projections & finalization of financial impact – in process



Proposed removal of exclusion – either 9/1/2023 or 1/1/2024

Member Engagement

Presented by:

Nichole Guilfoy
Health Management Consultant

myProvidence and Wellness Central Engagement

myProvidence Users
477

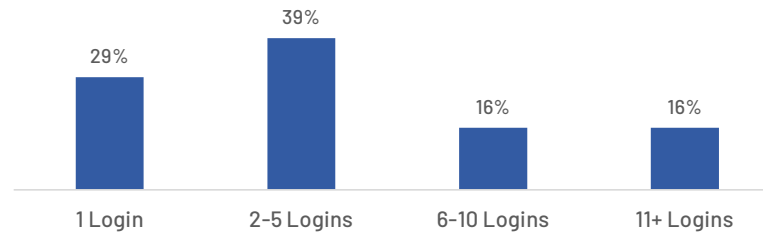
Wellness Central Users
49

Wellness Assessments
3

myProvidence Engagement

Member Type	% of Population	# of Members
Subscriber	33%	300
Dependents	12%	177
All Members	20%	477
Benchmark (All Members)	36%	

myProvidence Logins



Wellness Central Engagement

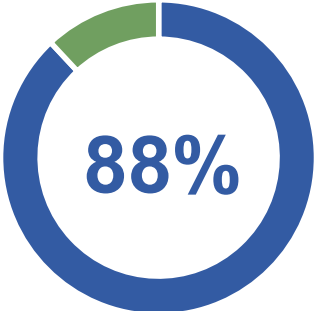
Member Type	% of Population	# of Members
Subscriber	4%	34
Dependents	1%	15
All Members	2%	49

Wellness Assessments

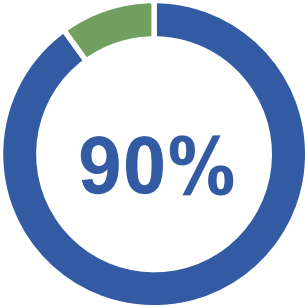
Member Type	% of Population	# of Members
Subscriber	0%	1
Dependents	0%	2
All Members	0%	3

Member well-being resources and tools

- Professional health coaching
- Diabetes prevention program
- Healthy Bites Podcast
- Well-being workshops
- Well-being perks
- EAP*



Improve their health habits



Would recommend health coaching



1:1 health coaching sessions, online or over the phone, are designed to empower members to manage issues like stress and tobacco use

*EAP embedded in small group plans, available as a buy-up for large group plans

Digital solutions to support whole-person care



Behavioral Health Concierge

Same/next-day virtual appointments with Providence behavioral health professionals

42% would not have sought other help **79** net promoter score



On-demand virtual appointments with Board-certified Providence providers for common conditions – available nationwide

7 days a week with extended hours **20** minutes or less on average to connect with a provider



Online self-guided Cognitive Behavioral Therapy (CBT) programs

44% improvement in psychometric outcomes **94%** would recommend the program to others



Virtual family-based treatment (FBT) eating disorder program for young people

7 in 10 report a decrease in eating disorder behaviors **74%** saw improvements with depression or anxiety

NEW in 2023



Online therapy anytime, anywhere through text, audio, and video

23,000+ providers added to network **32** language options

Network diversity

- 35%** Experienced in LGBTQ issues
- 48%** Self-identify as BIPOC backgrounds
- 13%** Specialized with first responders
- 45%** Specialize in working with adolescents

New emotional wellbeing resource specifically for First Responders

Reach out. Get support.

Putting First Responders First

Your well-being matters. The work you do is selfless, but it can take a toll.

Providence Health Plan

How we can help you

- Speak to a licensed care management clinician trained in first responder stress injury
- Experience confidential, compassionate support and encouragement
- Identify and discuss needs for yourself or a family member
- Find the right provider for you, specifically trained in first responder stress injury
- Get help with setting up an appointment that works for you
- Walk through options for symptom management, treatment, and additional services
- Navigate coverage options under your current health plan
- Develop a clear plan for care

A dedicated, confidential phone line available to first responders, and their family members, to provide support and resources through their Providence Health Plan benefits.

Together with a trained specialist, first responders can get help with finding the right provider, making appointments, and setting up a care plan.

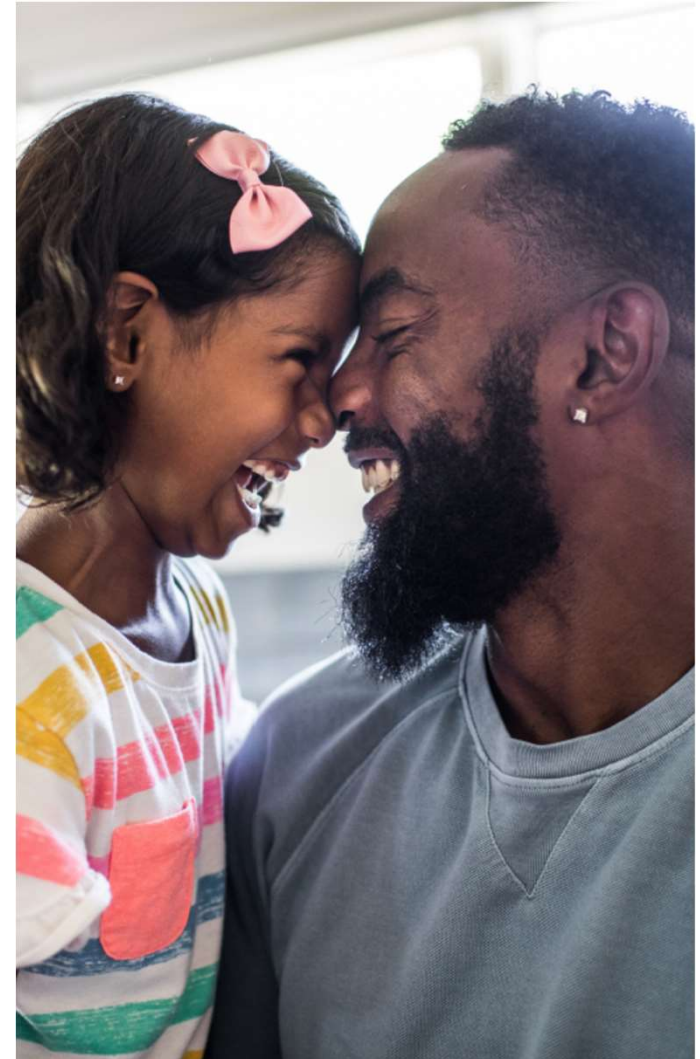
Next Steps and Recommendations

Promote the use of low- and no-cost resources to promote health engagement

- Preventive care
- Health coaching
- Diabetes prevention
- Behavioral health resources including digital tools and telehealth

Partner with Providence Health Management Consultant

- Leverage workplace toolkits for behavioral health
- Promote First Responders program to increase utilization



Administered by



Thank You