

Clackamas County POA **Annual Review**

April 29, 2025

Presenters:

Tammy Rivas, Executive Account Manager

Megan West, Associate Account Manager

Ky Thai, Dental Account Manager

Melanie Hall, Underwriting Consultant

Agenda

1. Kaiser Permanente News & Updates

2. Clinical Analytic Reports

3. Medical Plan

4. Dental Plan

News and Updates

News and Updates



New Hospital Tower at Sunnyside Medical Center coming 2029 - construction starting 2026



Sunnyside Medical Center receives Healthgrades Cardiac Surgery Award



Center of Black Health and Wellness



M. Carter Commons - affordable housing in North Portland



Wendy Watson, New President of Kaiser Foundation Health Plan and Hospital of the Northwest

Activate Your Healthy Mind – Healthy Body

Kaiser Permanente is offering no-cost webinars for employers and their employees throughout 2025.

Each session is designed to provide you with valuable insights, practical tips, and actionable steps on a variety of health topics.

Whether you're looking to manage your weight, improve your heart health, or find calm in the chaos, we've got you covered!

All webinars are held from noon – 1 p.m.



Access Updates

Average wait time for Urgent Care
decreased by 12.74% in 2024

Provided **65,000** more Primary Care appointments in 2024 than in 2023

Patient-reported “ease of scheduling” is higher in 2024 than 2023 (nearly 3.5% increase), based on Press Ganey survey results

As of March 2025, more than **70% of members** received Primary Care within 2 business days

60% of all Specialty Care new referrals are seen within **16 days**

Clinical Analytic Reports

Preventive Care
Member Engagement
Chronic Condition

Your Group Demographics

Measure	Your Group	Kaiser Permanente regional average	Comparison to regional average	Kaiser Permanente industry average
Subscribers	157	--	--	--
Members	406	--	--	--
Average subscriber age	39.8	40.6	0.8 years younger	47.9
Average member age	28.7	35.3	6.6 years younger	36.9
Gender (% female)	48.8%	51.4%	2.6% pts lower	52.2%
Average family size	2.6	1.6	1.0 unit higher	2.1
Enrollment stability index ³	92.6%	89.1%	3.5% more stable	95.0%

¹The 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.

²The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. ³Percentage 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).

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Lifestyle Risks Overview

Measure	Your results, Q4 2022 ¹	Your results, Q4 2024 ¹	Regional average	Industry average	National comparative data
Adult weight - overweight or obese	84.4%	86.3%	75.5%	77.1%	71.6% ²
Childhood weight - overweight or obese	22.1%	29.1%	32.3%	32.0%	35.1% ³
Adult exercise - not meeting minimum	58.4%	56.1%	64.3%	67.1%	46.7% ⁴
Prediabetes test result ²	21.3%	29.2%	32.5%	35.0%	34.5% ⁵
Total cholesterol - borderline high or high	37.7%	35.0%	36.0%	35.6%	38.2% ⁶
Blood pressure - undesirable BP systolic/diastolic \geq 140/90	16.6%	15.9%	14.2%	12.1%	33.2% ⁷
Smoking rates	4.8%	3.8%	10.5%	5.6%	13.7% ⁸

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, December 2020. ⁴CDC, December 2020. ⁵CDC, June 2021. ⁶CDC, 2021. ⁷Circulation, February 23, 2021. ⁸Osthega et al., American Journal of Hypertension, April 28, 2021. ⁹CDC, 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.

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Preventative Services

Measure	Your results, Q3 2022	Your results, Q3 2024	Regional average	Industry average	HEDIS 90 th Percentile
Breast cancer screening rate	83.3%	ISS	78.9%	84.0%	80.0%
Cervical cancer screening rate	72.2%	84.2%	80.0%	83.7%	80.8%
Colorectal cancer screening rate	81.6%	78.9%	67.3%	73.3%	66.9%
Measure ¹	Your results, Q4 2022 ²	Your results, Q4 2024 ²	Regional average	Industry average	HEDIS 90 th Percentile
Flu immunization rate ³	26.4%	25.4%	31.4%	33.3%	32.6%

¹Continuously enrolled members during measurement period.

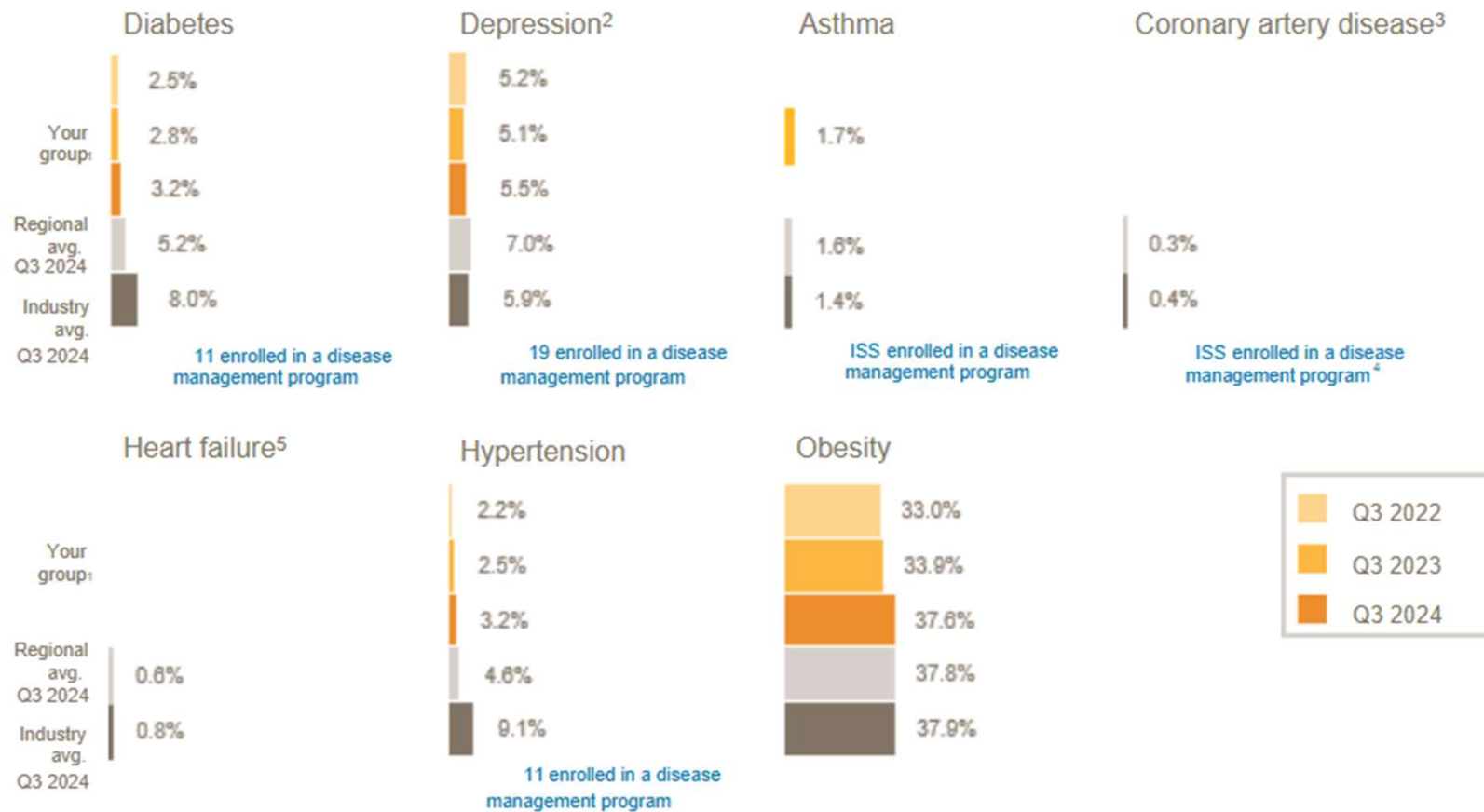
²ISS will be displayed if eligible member population for the metric is insufficient.

Regional and industry averages are based on Kaiser Permanente membership.

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

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Prevalence by Chronic Conditions



¹Continuously enrolled members during measurement period. ²Starting with Q4 2018 data, we're using an industry-standard disease cohort definition for heart failure and depression prevalence that more accurately reflects the latest coding. ³HEDIS definitional change to coronary artery disease prevalence beginning with Q1 2018 data release, which may result in a minor reduction in CAD result. ⁴Includes members with heart failure. ⁵See 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.

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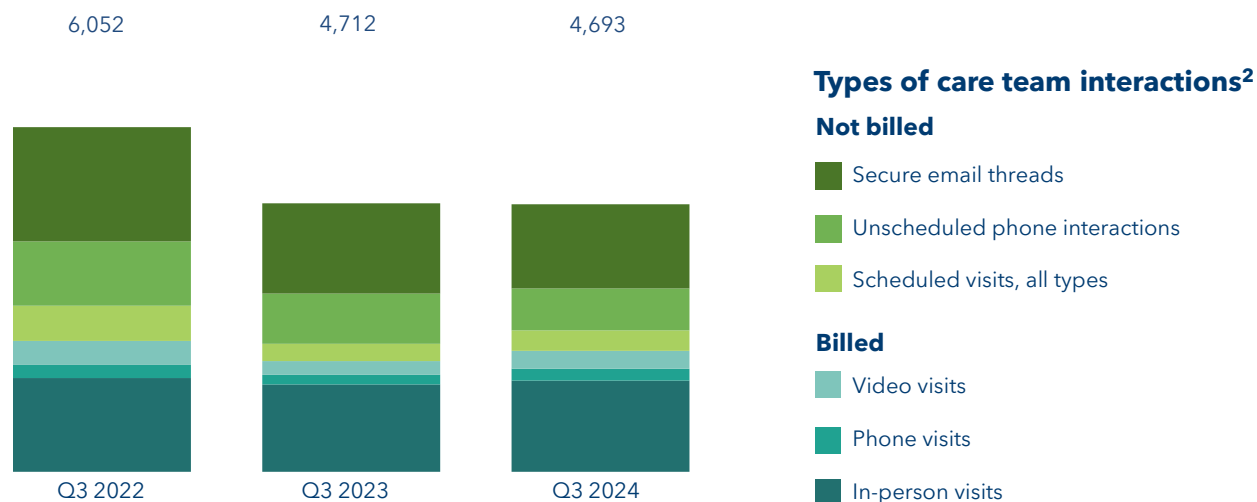
Member Engagement Overview

Member engagement category	Member for 1 year or less			Member for longer than 1 year		
	Your group	Regional average	Industry average	Your group	Regional average	Industry average
Getting connected Registering and signing on to kp.org	73.1%	55.2%	65.1%	90.4%	83.1%	86.8%
Knowing your numbers Body mass index, blood pressure, exercise as a vital sign	61.5%	62.2%	62.3%	89.6%	87.0%	87.3%
Staying up to date Cancer screenings, flu shots, cholesterol, glucose	46.2%	61.0%	61.8%	84.9%	85.0%	87.3%
Seeking care Outpatient visits, nurse advice, secure messaging, filling prescriptions	23.1%	37.2%	45.6%	86.9%	87.7%	91.0%
Improving health Total Health Assessment, healthy lifestyle programs, Wellness Coaching by Phone	3.8%	1.5%	3.6%	2.0%	2.4%	3.6%

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Your group's care team interactions

Members can easily connect with their care team for routine needs, promoting timely and cost-effective care – often without a member cost share – for issues like sore throats, flu, rashes, allergies, and back pain.¹



Telehealth utilization is higher at Kaiser Permanente⁴

Kaiser Permanente: 33%

National average: 10%

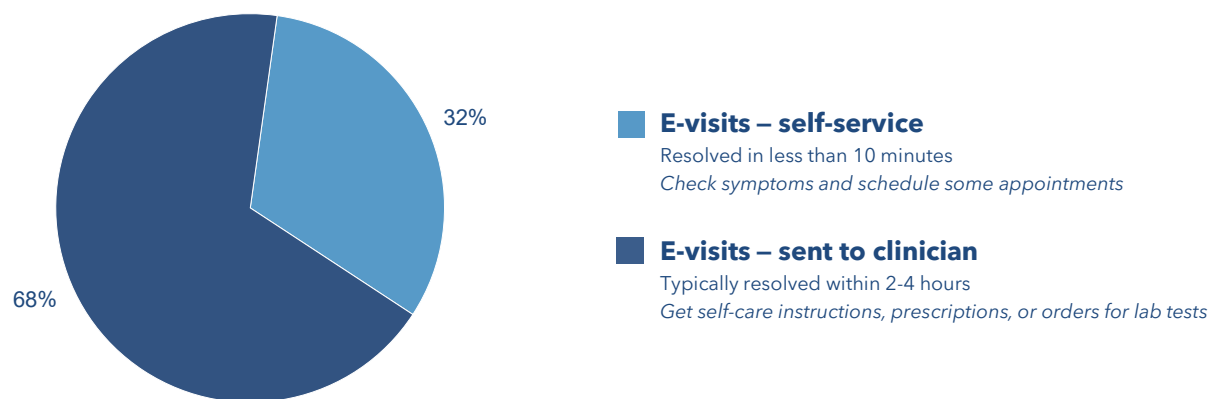


2,572 of your group's virtual care interactions weren't billed to coverage in the most recent measurement period. Members also had no out-of-pocket costs for these interactions.³

1. For some members, certain phone and video visits require a cost share. **2.** Not all care interactions are represented; billed visits exclude laboratory, radiology, dental, ancillary, and hospital-based care (inpatient and emergency). **3.** Interactions labeled as "not billed" do not encompass all unbilled interactions at Kaiser Permanente, such as e-visits and chat interactions. Some services may not be billed if care is provided by a nurse or midlevel clinician or is part of a bundled service. Unbilled clinical interactions are covered by the Integrated Care Management fee. **4.** Kaiser Permanente Telehealth Insights Dashboard, accessed January 13, 2023; Chartis, October 31, 2022.

Your group's e-visit interactions

E-visits are a way for your employees and their family members to access high-quality care without having to go to the doctor's office. They can quickly resolve common concerns like sinus problems, respiratory infections, skin rashes, bladder infections, and more.



no cost to members

Your group:

111 total e-visits

63% of e-visits resolve a member's health issue without an in-person appointment¹

Note: In some regions, certain e-visits may result in a claim. ¹ Kaiser Permanente National Market Research, June 2020. ² Kaiser Permanente Telehealth Insights Dashboard.

Kaiser Permanente members had

10.6M

e-visits in 2022.²



Annual Claim Utilization

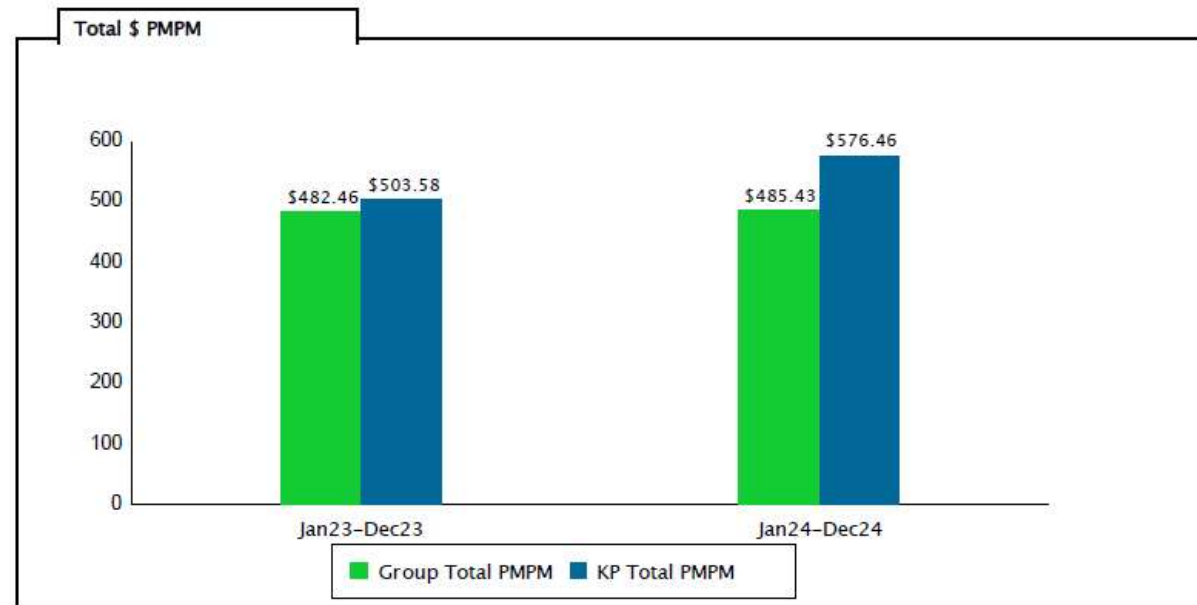
Membership Data

CLACKAMAS COUNTY ENROLLMENT DATA - POA ONLY

	<u>PY5</u>	<u>PY4</u>	<u>PY3</u>	<u>PY2</u>	<u>PY1</u>	<u>CY</u>
<u>Medical Total</u>	Jan19 – Dec19	Jan20 – Dec20	Jan21 – Dec21	Jan22 – Dec22	Jan23 – Dec23	Jan24 – Dec24
Member Count	441	449	433	419	385	389
Subscriber Count	160	160	155	158	151	152

	<u>PY5</u>	<u>PY4</u>	<u>PY3</u>	<u>PY2</u>	<u>PY1</u>	<u>CY</u>
<u>Dental Total</u>	Jan19 – Dec19	Jan20 – Dec20	Jan21 – Dec21	Jan22 – Dec22	Jan23 – Dec23	Jan24 – Dec24
Member Count	462	478	469	462	474	538
Subscriber Count	159	164	161	171	172	194

Medical Claims Overview



Total \$ PMPM *			
Service Category	Jan23 - Dec23	Change	Jan24 - Dec24
Inpatient	\$120.07	(23.5)%	\$91.87
Outpatient	225.20	12.6%	253.57
Pharmacy	47.79	8.0%	51.60
Other	89.41	(1.1)%	88.39
Total \$ PMPM	\$482.46	0.6%	\$485.43
Group to Health Plan Ratio	95.8%	(12.1)%	84.2%

* Includes Actives and/or pre 65 Retirees only.

Medical Benefit Ratio

The medical benefit ratio is down from 2023.



KAISER FOUNDATION HEALTH PLAN, INC.



Medical Benefit Ratio

Non-Medicare

Region: Northwest

Group Name: CLACKAMAS COUNTY
Group Numbers: 1183
Subgroups: 007,018,023,025,030,058,060,066,080,081,082

Prior Period: Jan 2023 – Dec 2023
Current Period: Jan 2024 – Dec 2024

Average Members : Jan23 – Dec23 385 Jan24 – Dec24 389

066,080,081,082												
	Premium		Medical Claims			Total Medical Claims	Rx Claims	Total Paid Claims	Total Paid Claims PMPM	Medical Benefit Ratio**	Subscribers	Members
	Premium*	PMPM	Inpatient	Outpatient	Other							
Current Year												
Jan 24	\$236,550	\$639.32	\$0	\$72,140	\$26,498	\$98,638	\$7,387	\$106,026	\$286.56	45%	146	370
Feb 24	242,265	642.61	0	140,205	34,248	174,453	32,323	206,776	548.48	85%	149	377
Mar 24	242,894	642.58	22,897	99,005	35,417	157,319	15,019	172,338	455.92	71%	151	378
Apr 24	242,320	642.76	33,398	92,761	30,786	156,945	20,262	177,207	470.05	73%	148	377
May 24	242,320	642.76	19,900	131,865	37,443	189,208	25,114	214,322	568.49	88%	148	377
Jun 24	246,880	641.25	34,700	89,924	31,712	156,336	20,479	176,815	459.26	72%	151	385
Jul 24	253,169	637.71	15,255	90,043	30,412	135,710	11,555	147,264	370.94	58%	153	397
Aug 24	252,383	637.33	37,017	72,567	32,940	142,524	19,962	162,486	410.32	64%	153	396
Sep 24	254,742	638.45	10,236	93,086	30,624	133,946	8,218	142,165	356.30	56%	154	399
Oct 24	254,742	635.27	100	110,127	31,879	142,106	28,478	170,585	425.40	67%	154	401
Nov 24	258,043	637.14	72,643	82,181	37,280	192,104	22,183	214,288	529.11	83%	156	405
Dec 24	258,830	637.51	182,718	109,737	53,377	345,832	29,876	375,708	925.39	145%	157	406
Total	\$2,985,138	\$639.49	\$428,864	\$1,189,642	\$412,616	\$2,025,122	\$240,858	\$2,265,980	\$485.43	76%	1,820	4,668
Prior Year												
Jan 23	\$227,329	\$599.81	\$295,373	\$85,228	\$63,837	\$444,438	\$15,755	\$460,193	\$1,214.23	202%	148	379
Feb 23	225,005	598.42	8,470	57,271	31,542	97,283	15,095	112,378	298.88	50%	147	376
Mar 23	222,973	597.78	685	91,801	38,776	131,262	18,376	149,638	401.17	67%	145	373
Apr 23	228,781	598.90	15,366	98,808	36,446	150,620	10,675	161,295	422.24	71%	150	382
May 23	231,685	597.13	15,671	86,766	33,925	136,361	20,536	156,897	404.37	68%	152	388
Jun 23	230,233	601.13	17,662	59,607	24,437	101,706	15,819	117,526	306.86	51%	151	383
Jul 23	229,507	599.23	533	53,783	24,217	78,533	18,384	96,917	253.05	42%	151	383
Aug 23	229,507	597.67	62,172	149,888	41,605	253,665	22,430	276,094	718.99	120%	151	384
Sep 23	233,137	600.87	222	139,165	29,394	168,780	12,160	180,940	466.34	78%	153	388
Oct 23	233,137	599.32	130,366	72,469	38,024	240,859	13,485	254,344	653.84	109%	153	389
Nov 23	235,169	598.40	5,970	73,478	25,984	105,433	33,442	138,875	353.37	59%	156	393
Dec 23	235,750	593.83	1,638	71,020	24,422	97,080	24,386	121,466	305.96	52%	156	397
Total	\$2,762,210	\$598.53	\$554,128	\$1,039,285	\$412,608	\$2,006,020	\$220,542	\$2,226,562	\$482.46	81%	1,813	4,615

* Monthly Subscribers by tier multiplied by rates in effect for each month. Subscriber counts may include retroactive adjustments.

** Medical and Pharmacy paid claims divided by Premium.

Dental Benefit Ratio



Dental Benefit Ratio

Group Name: CLACKAMAS COUNTY
Group Number(s): 1183

Region: Northwest
Report Period: Jan 2024 through Dec 2024

Product Type: Traditional

Average Members: 510

Month	Subscribers	Members	Premium ¹	Premium PMPM	Dental Paid Amount	Ortho Cost (Capitated)	Dental Cost ²	Dental Cost PMPM	Benefit Ratio
Jan 24	170	473	\$32,109	\$67.88	\$16,537	\$2,365	\$18,902	\$39.96	58.9%
Feb 24	177	489	\$33,542	\$68.59	\$16,859	\$2,445	\$19,304	\$39.48	57.6%
Mar 24	178	489	\$33,543	\$68.60	\$20,290	\$2,445	\$22,735	\$46.49	67.8%
Apr 24	177	490	\$33,641	\$68.66	\$25,082	\$2,450	\$27,532	\$56.19	81.8%
May 24	177	495	\$33,882	\$68.45	\$24,610	\$2,475	\$27,085	\$54.72	79.9%
Jun 24	181	505	\$34,629	\$68.57	\$21,715	\$2,525	\$24,240	\$48.00	70.0%
Jul 24	183	516	\$35,212	\$68.24	\$25,998	\$2,580	\$28,578	\$55.38	81.2%
Aug 24	185	519	\$35,356	\$68.12	\$21,746	\$2,595	\$24,341	\$46.90	68.8%
Sep 24	189	530	\$36,122	\$68.16	\$21,751	\$2,650	\$24,401	\$46.04	67.6%
Oct 24	190	533	\$36,224	\$67.96	\$30,691	\$2,665	\$33,356	\$62.58	92.1%
Nov 24	194	539	\$36,772	\$68.22	\$21,138	\$2,695	\$23,833	\$44.22	64.8%
Dec 24	194	538	\$36,772	\$68.35	\$18,641	\$2,690	\$21,331	\$39.65	58.0%
Total	2,195	6,116	\$417,806	\$68.31	\$265,058	\$30,580	\$295,638	\$48.34	70.8%

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.

The dental benefit ratio is up from 2023 which was 56.7%.

Dental Plan

Dental Access & Service Updates

- 54% of members are seen within 10 business days of their due date compared to 48% the same time last year.
- 99% emergency visits are seen same-day or next day
- In 2024, we strengthened our dental care team by hiring 37 dental hygienists and 47 dental assistants
- Beginning January 2025, KP Dental is opening 22k more dental hygiene appointments.
- We achieved an average 4.8 Google Star rating YTD 2025



DENTAL CARE MADE EASY

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

*According to the Press Ganey survey for January 2023–December 2023.



FAST PASS

Text or email messages to notify members who have a scheduled appointment and on a wait list when a sooner appointment is available including same-day appointment.



KIOSKS, EXPRESS CHECK-IN AND eARRIVAL

Use of Kiosks for Dental at all co-located offices; expansion of 24- hour advanced check-in and **contactless check-in through smartphones using interactive text messaging.**



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 available 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.



TELEDENTISTRY

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

YOUR MOUTH IS PART OF YOUR BODY



88 million

Americans are prediabetic.
3x risk of severe
periodontal disease.



85%

of flu-related deaths and 50% to
70% of hospitalizations occur in
adults aged 65 and older.



1 in 8

women have breast cancer.
Women with gum disease or
missing teeth are 11x more
likely to diagnosed with breast
cancer.



2 million

dental-related emergency
department (ED) visits every year in
the U.S. accounted for \$1.7 billion
in health care costs.

2024
PROGRAM PERFORMANCE

OUR DENTAL VISITS COME WITH SOMETHING EXTRA



2,084

flu vaccines, **792**
COVID vaccines
provided



65,000

care gaps closed
1,438 Tobacco Counseling



7,500

diabetic care gaps
closed

CLACKAMAS COUNTY 2024 MDI PERFORMANCE

44%

Members utilizing dental services at
co-located offices (671 of 1,512)

57%

Members with diabetes received dental
touch points (50 of 87)

72%

Members had a teeth cleaning

8%

Tobacco users received counseling

21

Members utilizing dental services with
MDI Nurse touch point

27%

Members with 1 or more medical care
gap closures (458 total care gaps closed)

Supporting Your Workforce

- Weight management campaign to support behavior change
- Mental wellbeing
 - Stigma reduction via peer support
 - Leverage Mental Fitness Guide
 - Socialize resources for First Responders
- Musculoskeletal programming for injury prevention & expedited return to work

The background of the slide is a photograph of several glowing paper lanterns floating in a dark night sky. The lanterns are illuminated from within, casting a warm orange light. The sky is dark with some wispy clouds. In the foreground, the dark silhouettes of trees are visible at the bottom of the frame.

Thank you!

Any questions?

Your KP Team

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