



# Performance and Experience Report

**Clackamas County #100112**

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

Peace Officers Association (POA) 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 Guilfoy**

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.

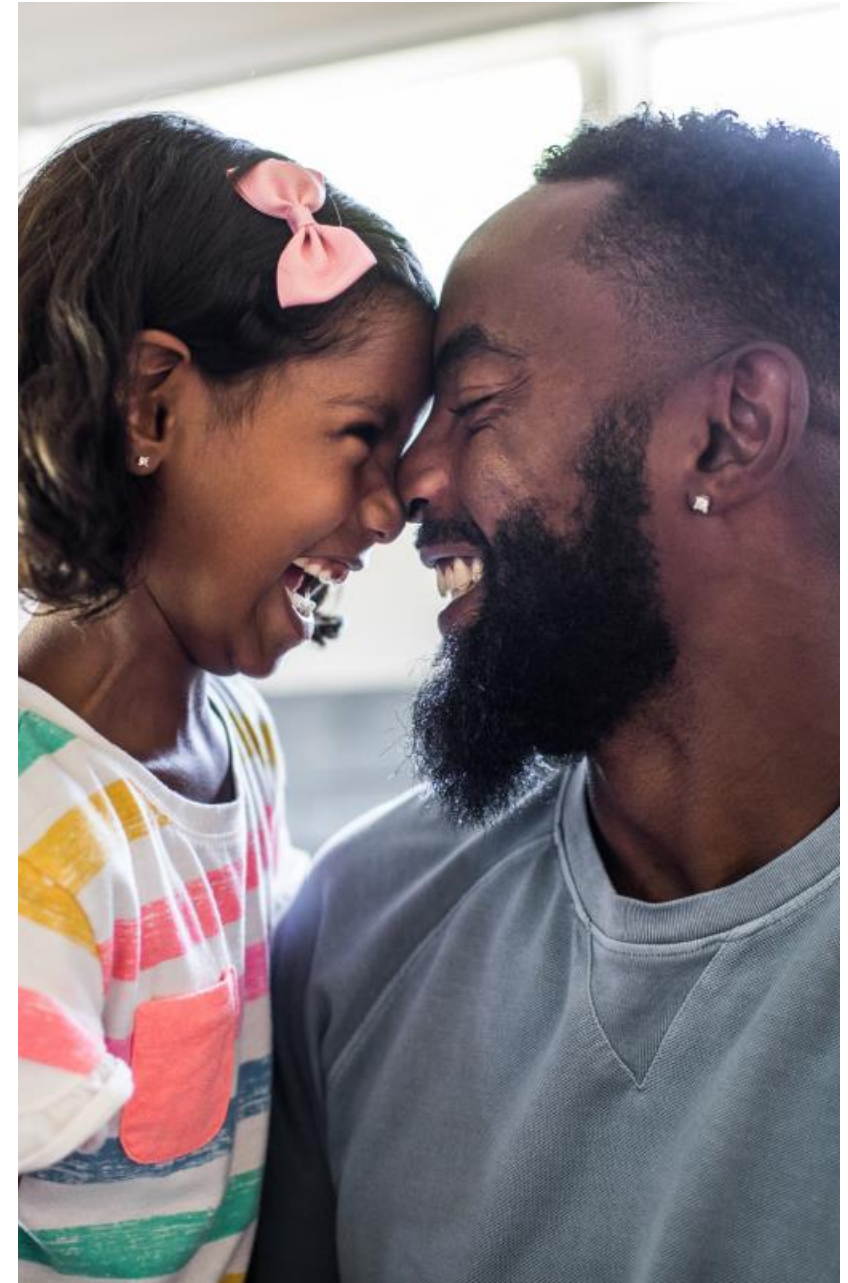
# Informative Observations

## Key findings

- ✓ POA membership has continued to trend downward (discussion)
- ✓ Behavioral Health utilization is low (opportunity)
- ✓ Slightly below benchmark on certain preventive services (opportunity)
- ✓ Specialty medications are a significant cost driver
- ✓ Smart RxAssist early results show favorable savings

## Opportunities

- ❑ Promote new behavioral health network options to ensure mental wellbeing is prioritized (Talkspace, Learn to Live, and First Responders program)
- ❑ Encourage connecting with a PCP and use of telehealth to prevent unnecessary ED visits
- ❑ Encourage mail order pharmacy to reduce member and plan costs
- ❑ Consider wellbeing strategies to drive targeted activities that make the most health impact (flu shots, preventive care, etc.)



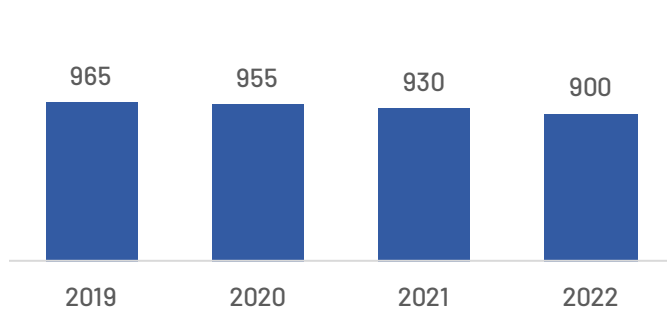
# Membership Overview

Average Membership  
**900**

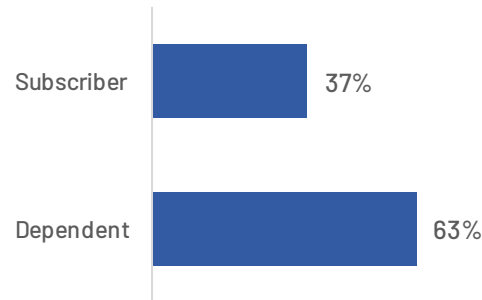
Average Contract Size  
**2.6**

Member Average Age  
**33**

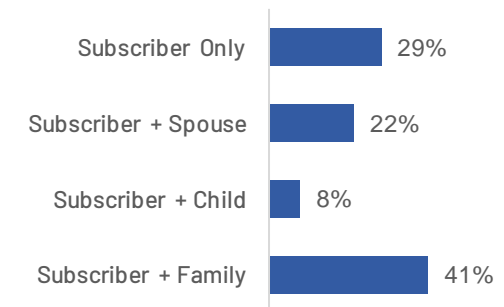
Average Membership Trend



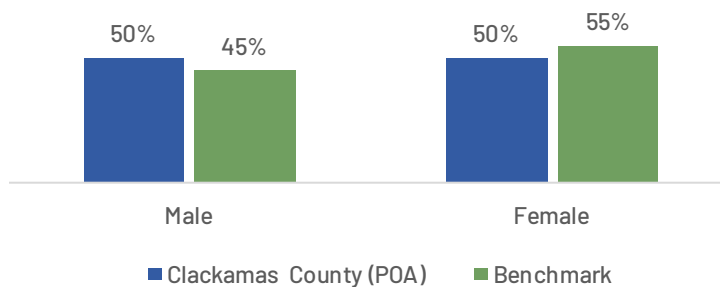
Membership by Type



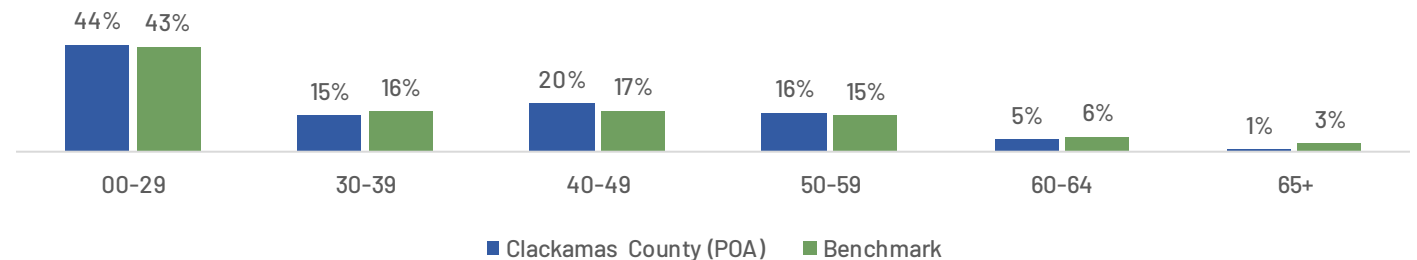
Subscriber by Contract Type



Membership by Gender



Membership by Age



# Medical Cost and Utilization

Presented by:

**Laurel Soot, MD**

VP, Medical Management



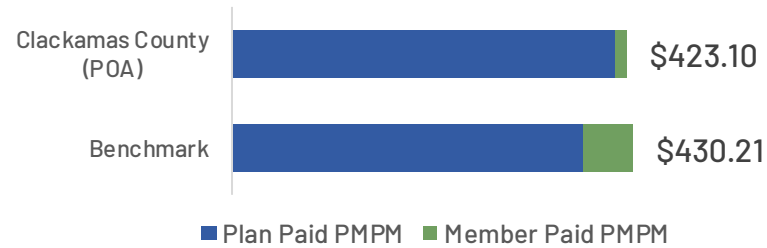
# Medical Dashboard

Members Utilizing Benefit  
**87%**

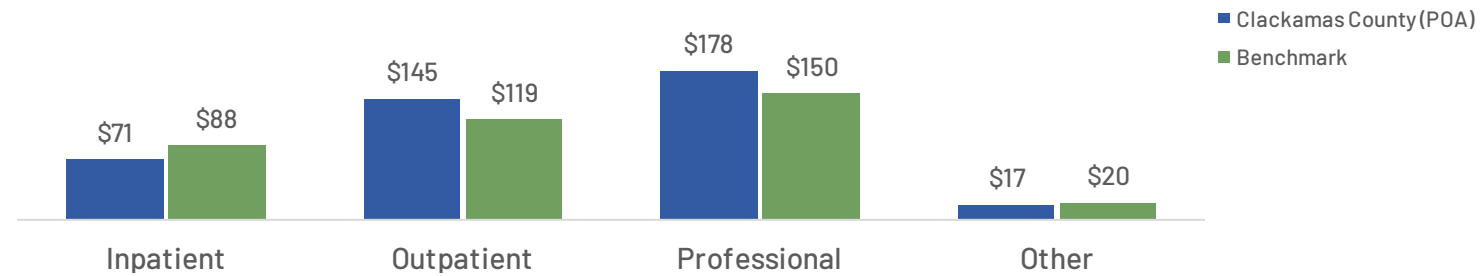
Members Met Deductible  
**3.3%**

Members Met Out-of-Pocket Maximum  
**0.0%**

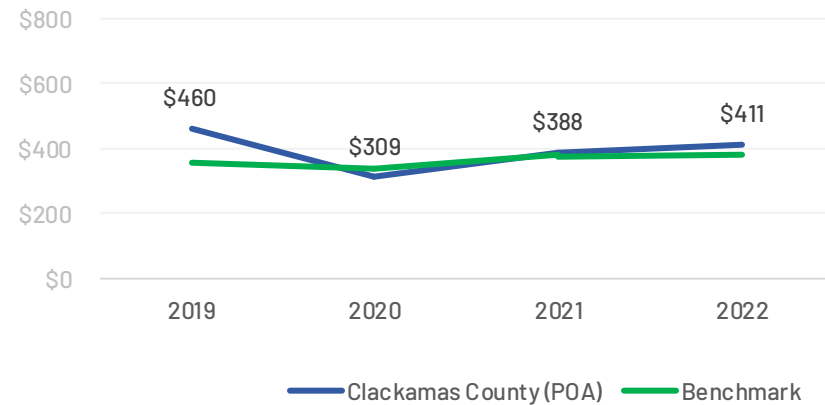
## Plan & Member Paid PMPM



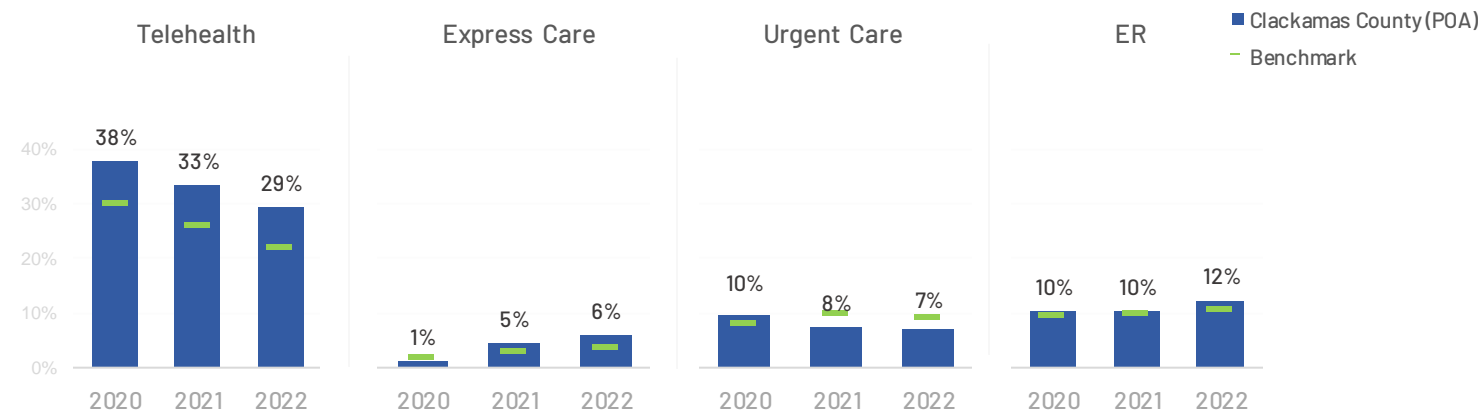
## Plan Paid PMPM by Service Category



## Plan Paid PMPM Trend



## Telehealth & Other Sites of Care



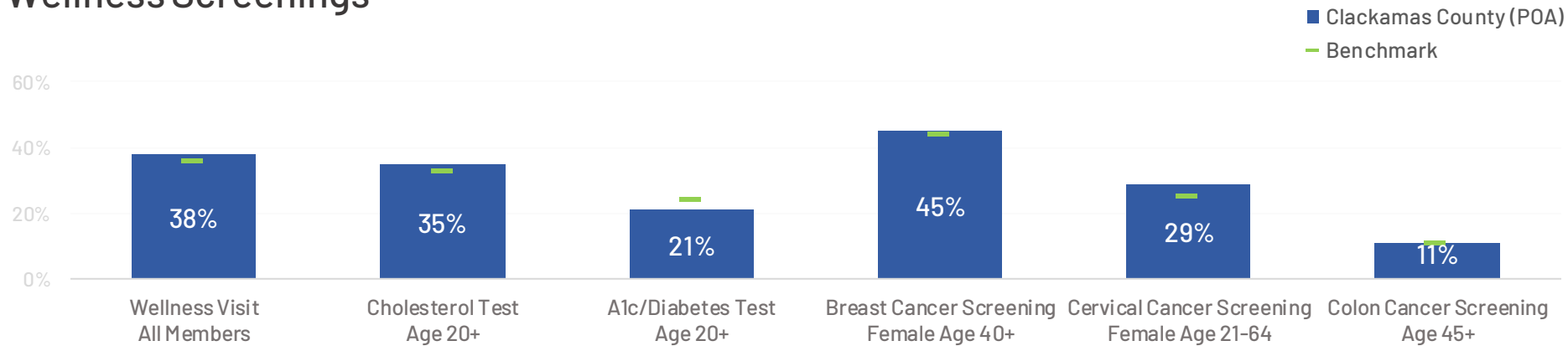
# Preventive Care Services

Members with Wellness Visits  
**38%**

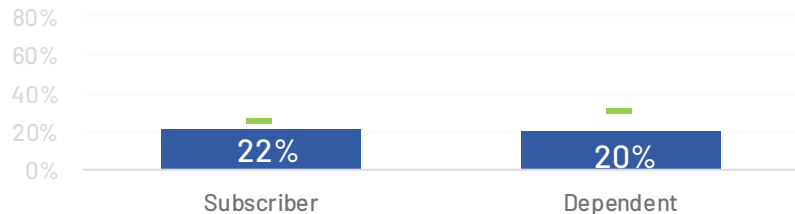
Members with Flu Vaccines  
**21%**

Members Fully Vaccinated for COVID-19\*  
**58%**

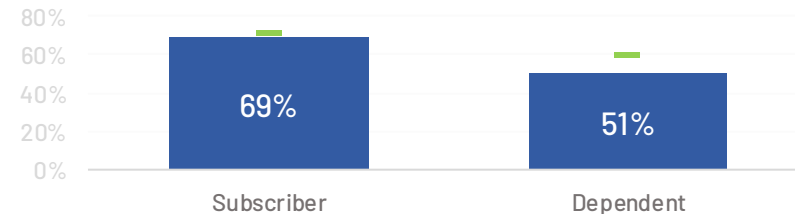
## Wellness Screenings



## Flu Vaccines



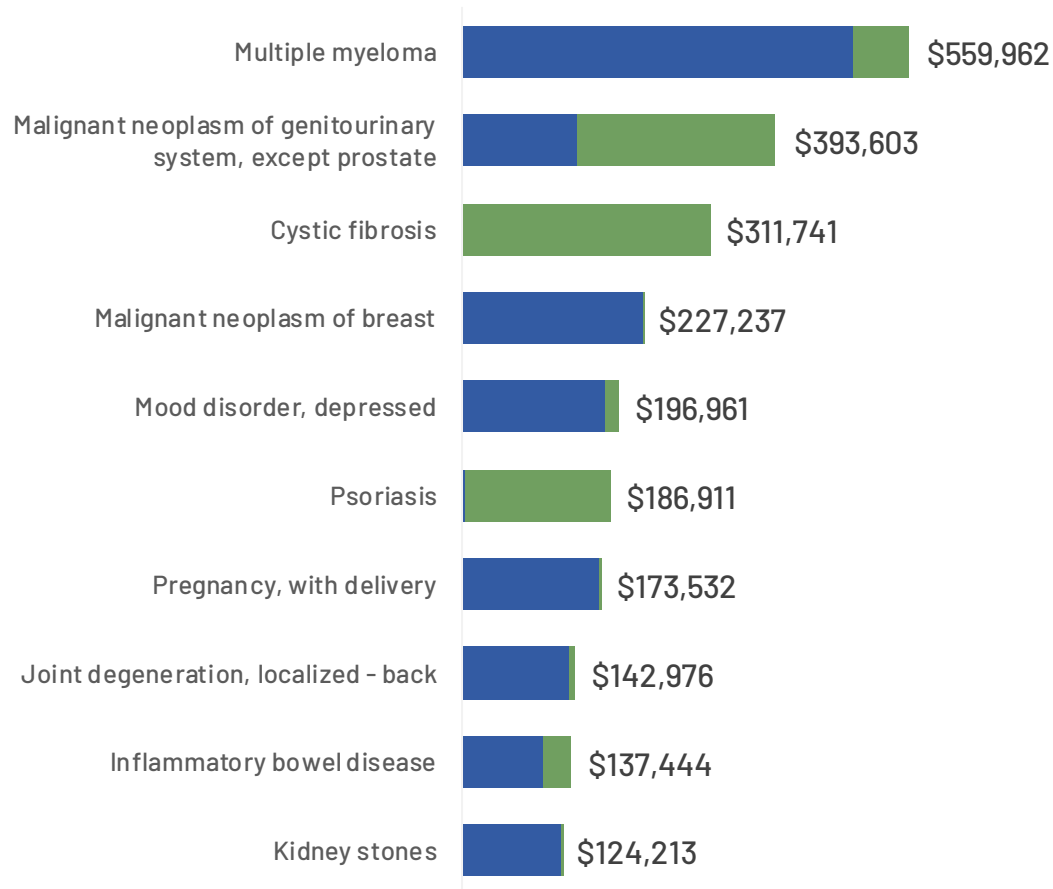
## COVID-19 Vaccines\*



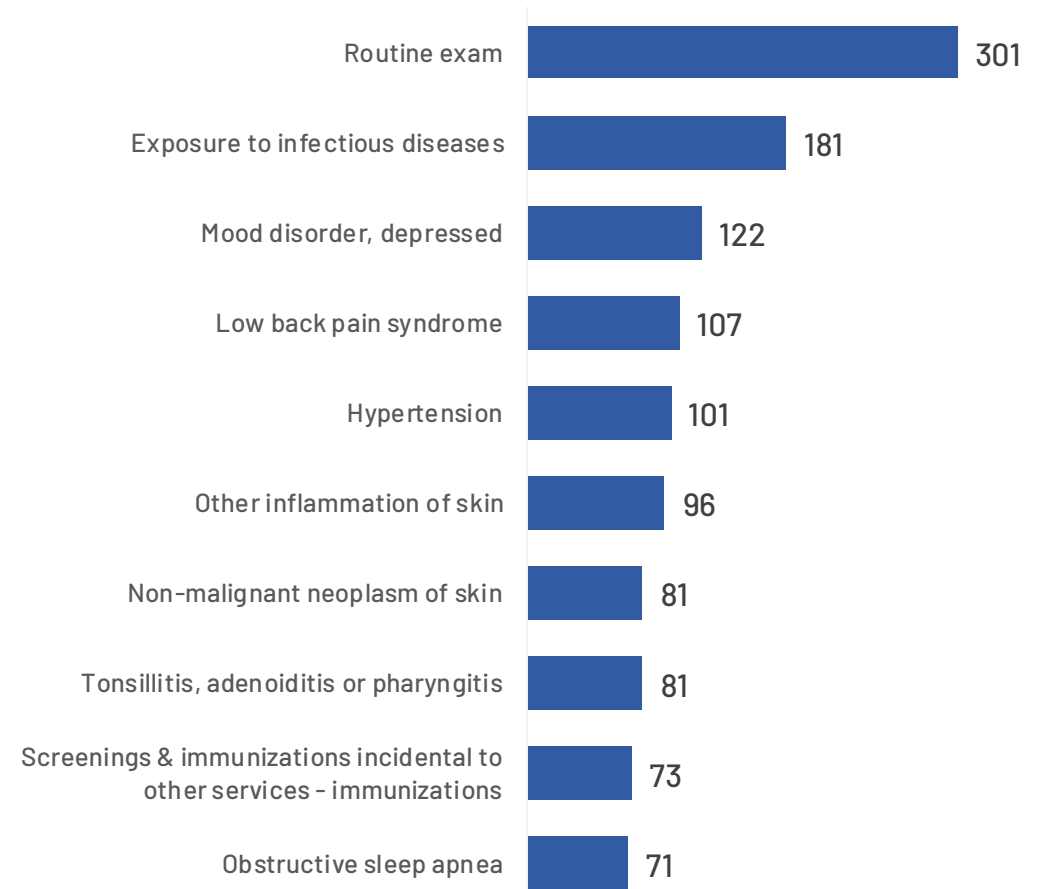
*No commercial plan ranks higher than Providence in diabetes, cancer screening, heart disease management, and maternity care*

# Medical Claims – Detailed Analysis

Top 10 Episodes by Allowed Amount\*



Top 10 Episodes by Member Utilization\*



■ Medical Allowed ■ Pharmacy Allowed



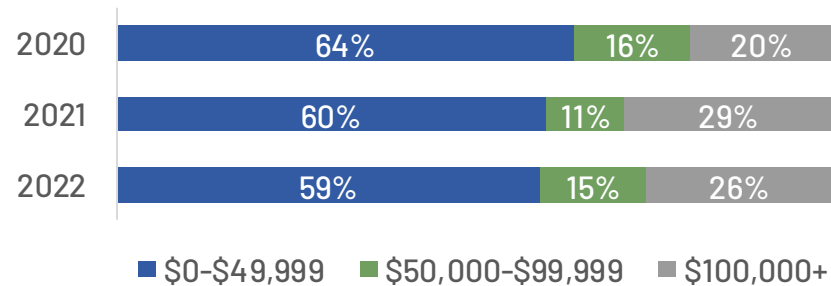
# High-cost Claims

## Claims Overview

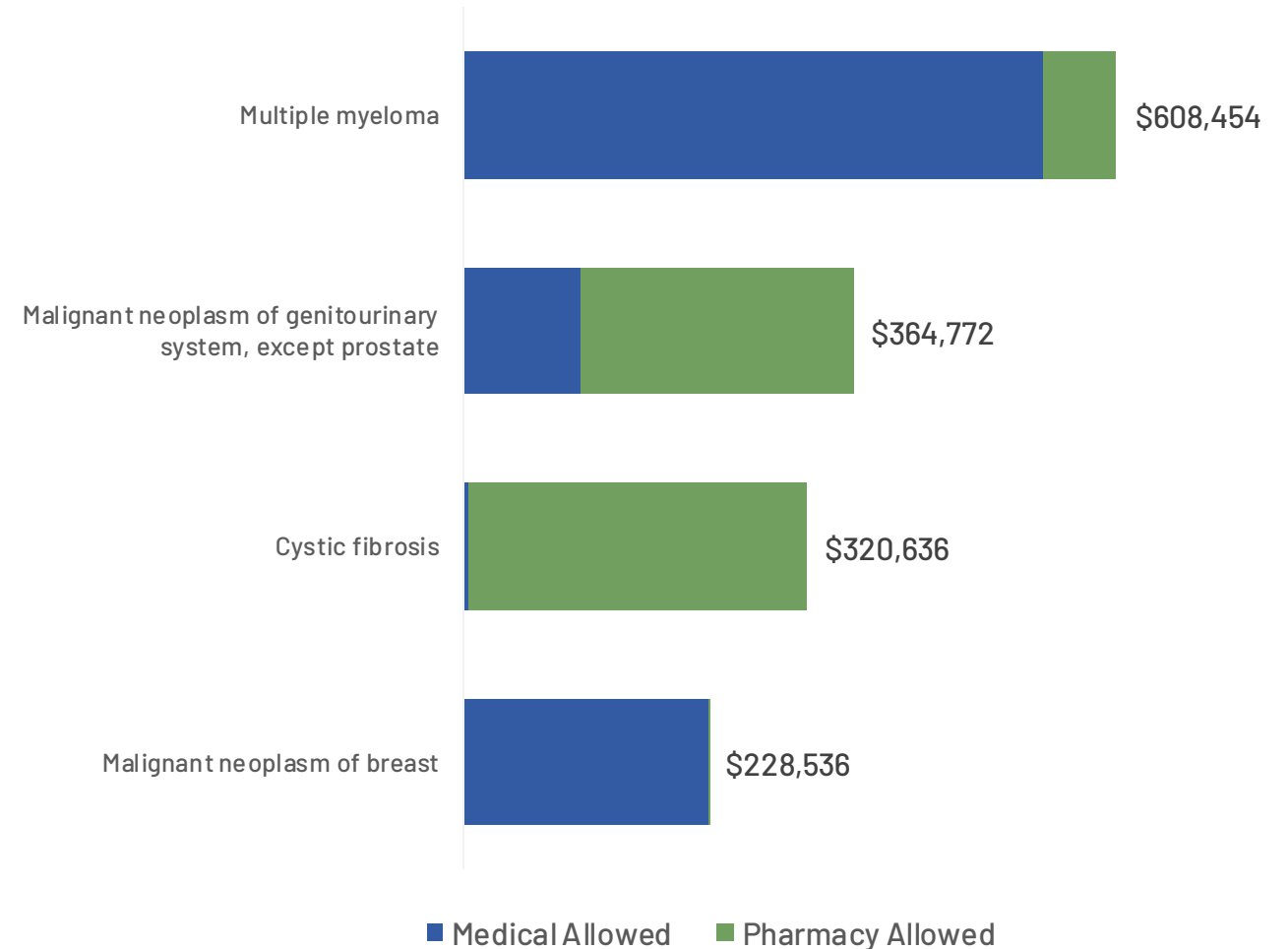
Claimant Category	2021		2022	
	Members	Plan Paid	Members	Plan Paid
\$0-\$49,999	98.3%	\$3,460,545	98.0%	\$3,476,775
\$50,000-\$99,999	1.1%	\$640,739	1.5%	\$907,112
\$100,000+	0.7%	\$1,651,324	0.5%	\$1,517,634
Total	100.0%	\$5,752,608	100.0%	\$5,901,521

Total Plan Paid increase from 2021 **\$148,913**

## Distribution of Plan Paid by Claimant Category



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



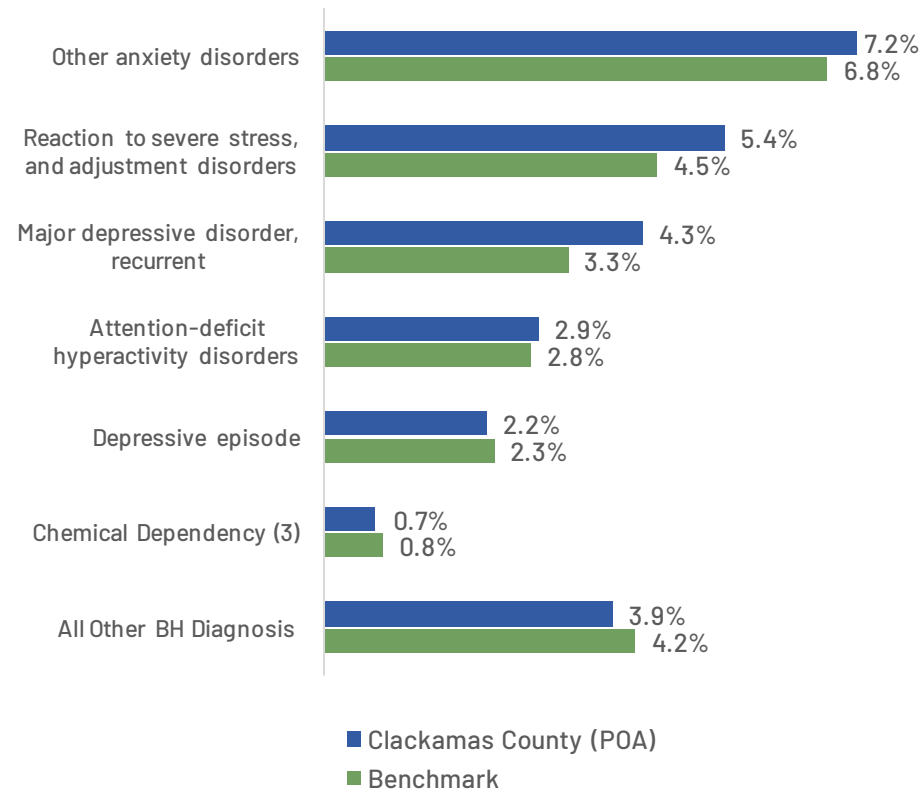
# Mental Well-being

Behavioral Health Plan Paid<sup>1</sup>  
**\$375,787**

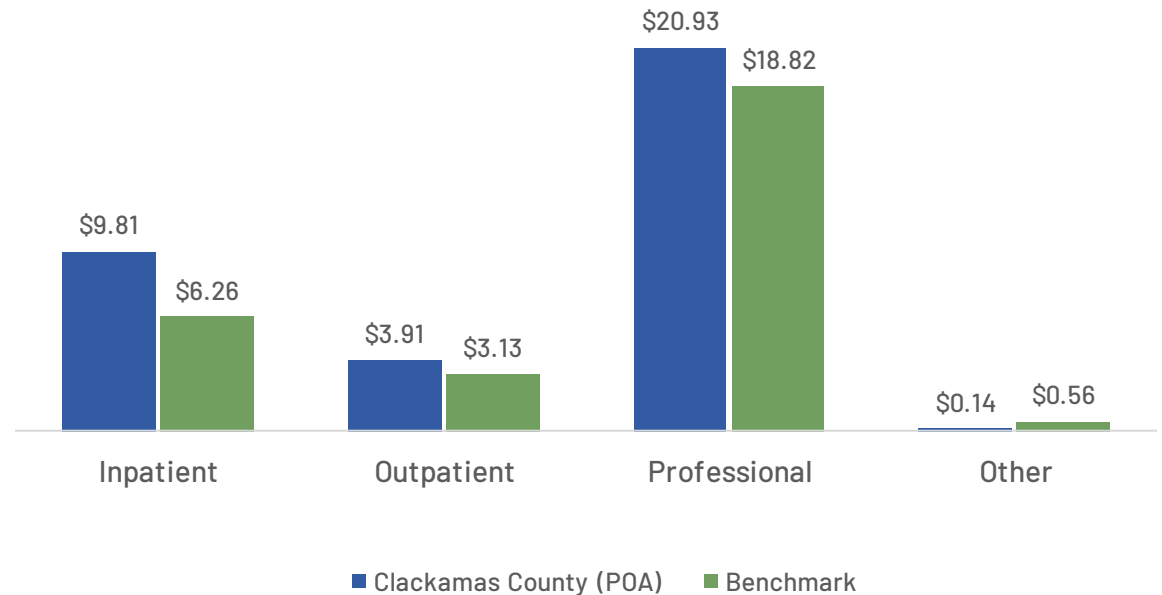
Plan Paid PMPM<sup>1</sup>  
**\$34.79**  
 Benchmark: \$28.76

Members with Claims<sup>1</sup>  
**18%**  
 Benchmark: 18%

% Members with BH Claims by Diagnosis<sup>2</sup>



Plan Paid PMPM by Service Category



# Pharmacy Cost and Utilization

Presented by:

**Gina Korab, Pharm.D.**  
Clinical Pharmacy Specialist

# Hot Topic: Weight Loss Medications

## Wegovy (GLP-1) FDA approved for weight loss

- For obesity or overweight with co-morbid condition (such as heart disease)

## Incidence of Obesity

- 1/3 of US adults and 1/6 US children are now clinically obese
- Directly correlated with type II diabetes, sleep apnea, cardiovascular disease and psychological disorders

## Negative Impacts on Employers

- Obesity is a direct contributor to job absenteeism due to illness and medical care
- Increased PMPM spend directly correlated with BMI

## Benefits

- Significant reduction in weight loss in clinical trials (STEP clinical trial program) with a mean percent change in body weight of 14.9% from baseline

## Cost

- Depends on prevalence of obesity in population

# Hot Topic: Insulin



**All major manufacturers have announced lower list prices for many insulin products for late 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**



**Regulatory changes: Insulin can be considered safe harbor (exempt from deductible)**



**Insulin utilization has decreased over time**

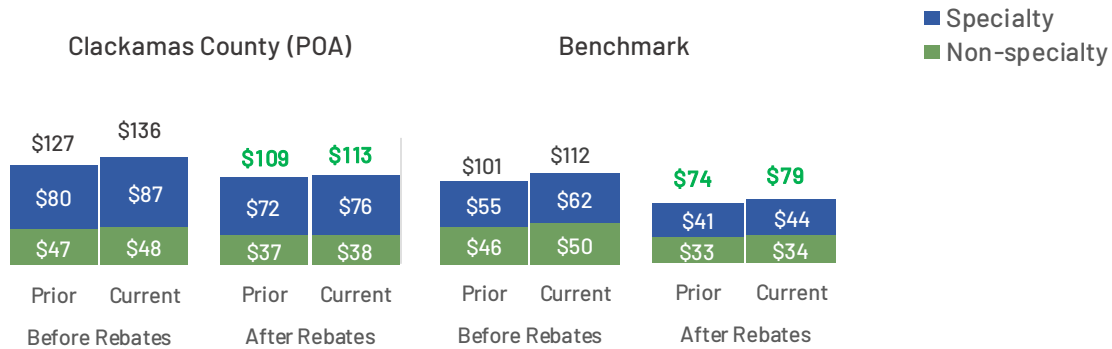
# Pharmacy Dashboard

Plan Paid  
\$1,464,941

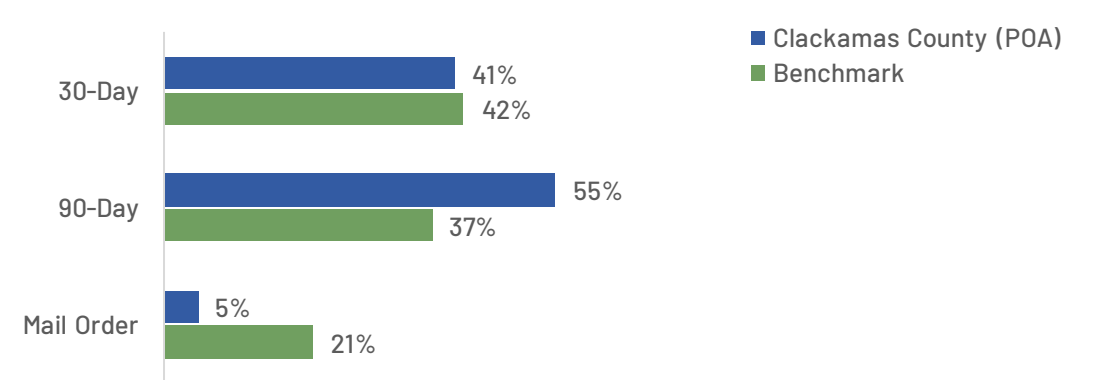
Plan Paid PMPM  
\$135.61

Members Utilizing Benefit  
66%

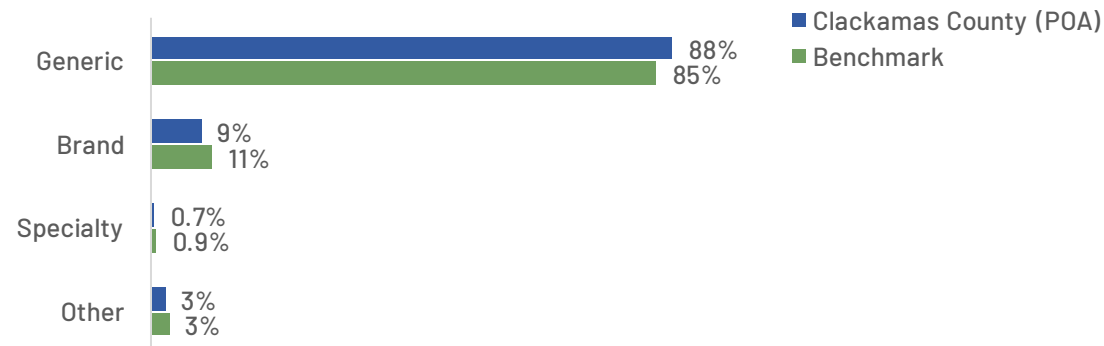
## Plan Paid PMPM



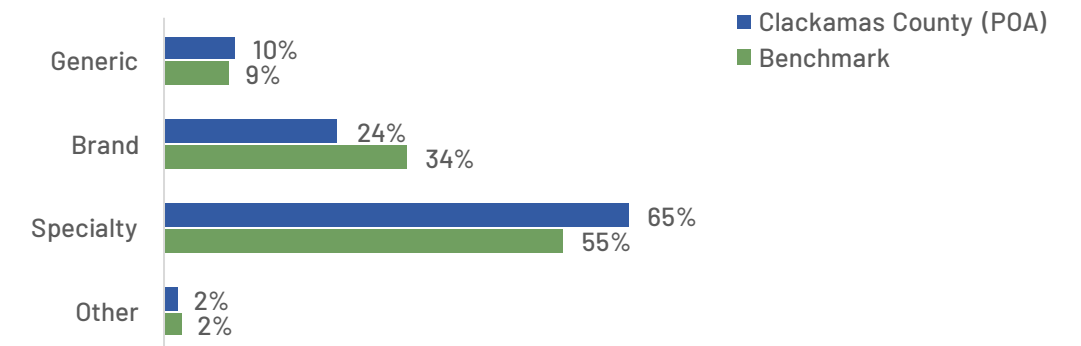
## Prescriptions Filled by Channel



## Prescriptions Filled by Drug Type



## Plan Paid by Drug Type

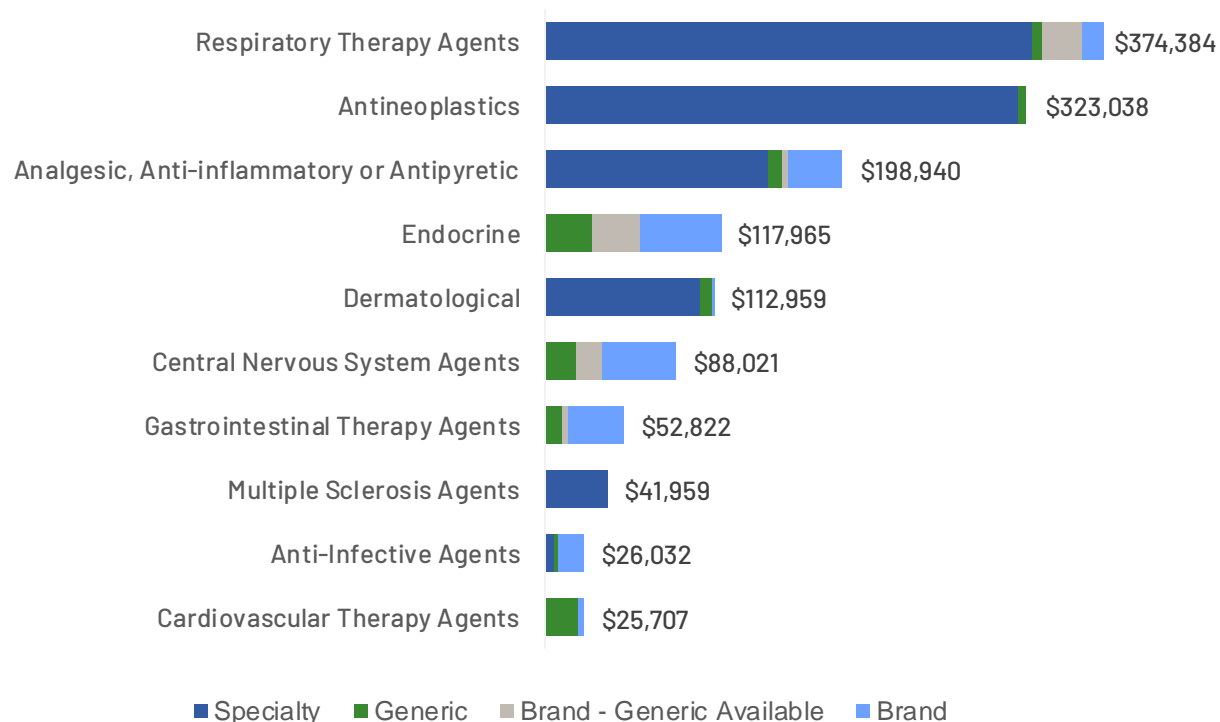


# Top Medications by Cost & Therapy Category

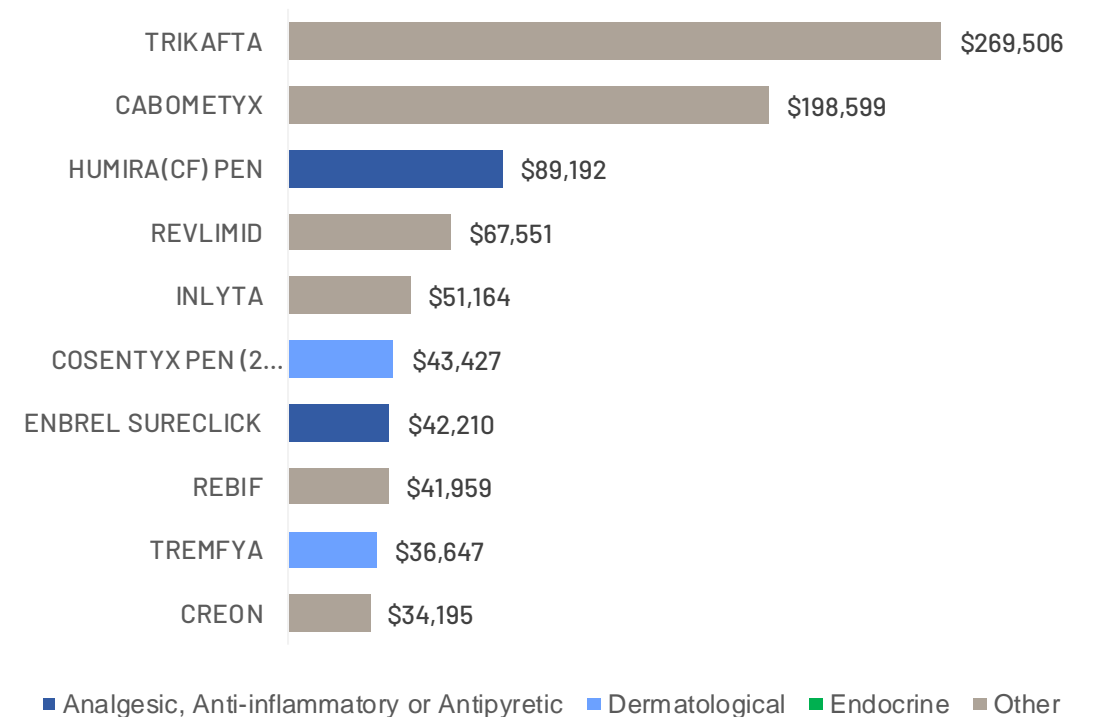
## Top 10 medications account for 60% of Pharmacy Spend

- Specialty: Cystic fibrosis and anti-inflammatory (biologic drugs) medications driving cost
- Non-specialty: shift towards brand drugs in diabetes medications

Top 10 Therapy Categories<sup>1</sup> by Plan Paid



Top 10 Medications<sup>2</sup> by Plan Paid



# Upcoming Saving Opportunities

- Generic first approach for lower total costs
- Specialty generics maximum allowable cost (MAC) pricing

## Biosimilar Launches

### Humira (adalimumab)

- Anticipated savings from biosimilar adoption in parity with reference product
  - Estimated Savings of \$1.80 PMPM for 2024\*

### Loss of exclusivity in late 2023:

- Actemra (tocilizumab)
- Stelara (ustekinumab)
- Eylea (aflibercept)

### Biosimilars for the future

- Tysabri, Prolia, Pomalyst



## Potential Generics

### Traditional Generics:

Latuda for mental health

Vyvanse, a popular stimulant



### Specialty Generics:

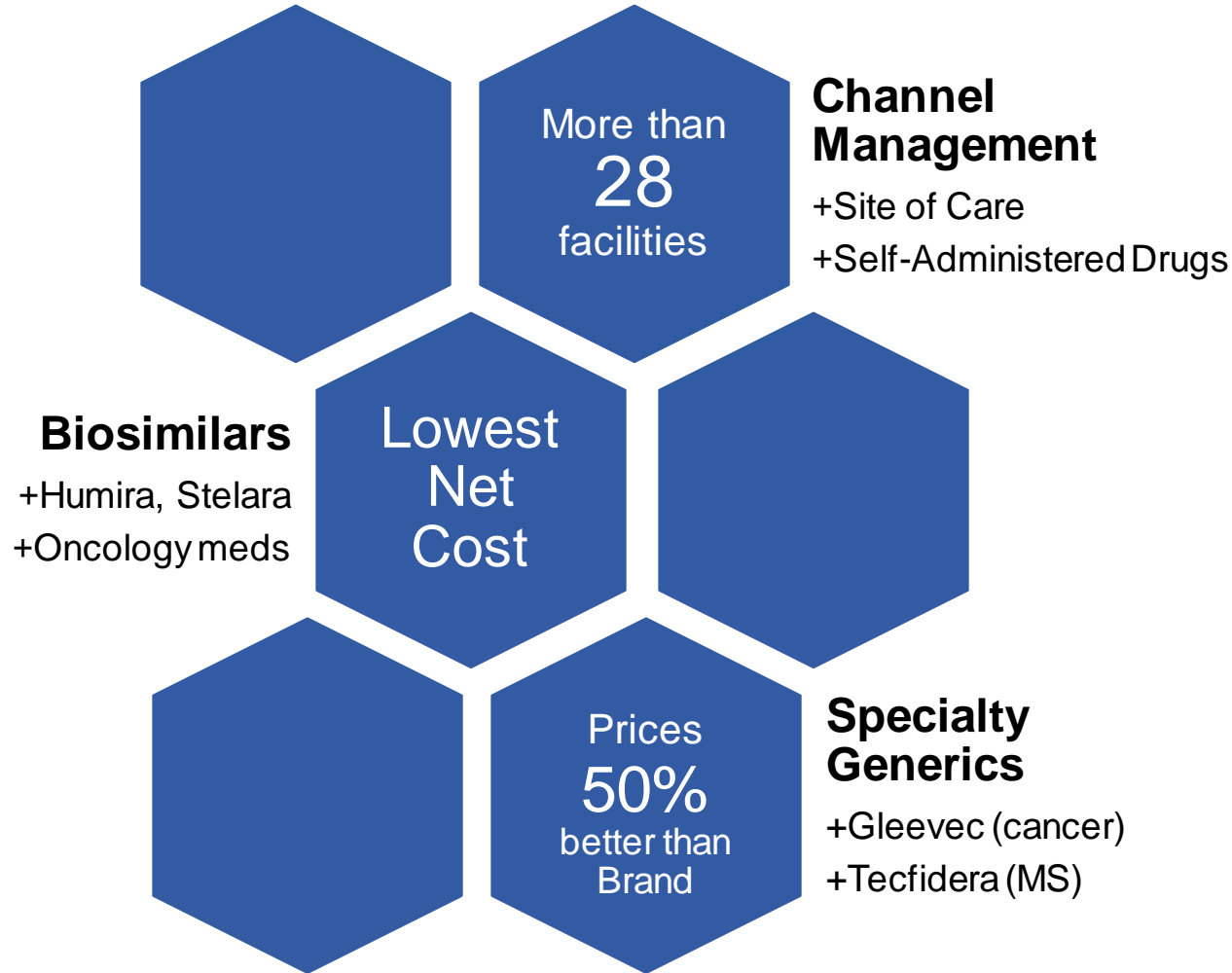
Aubagio for multiple sclerosis

Gattex for short bowel syndrome

\*Estimated savings based on IPD analytics and market research.



# Providence Pharmacy Program Highlights



## Focus on specialty medication management

~ 65% of pharmacy plan paid and is expected to rise

## Specialty medication pharmacist review

~ Specialty pharmacist clinically review high-cost meds

## Program Savings



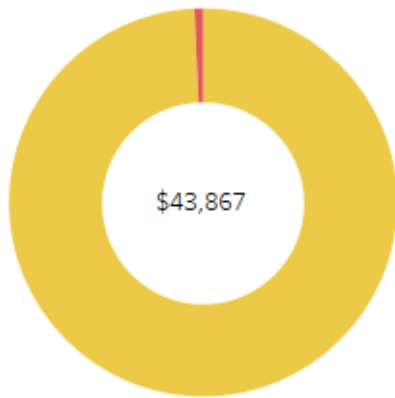
# Copay Maximizer Savings

Savings of \$43,867 as of 5/30/2023 for Clackamas County

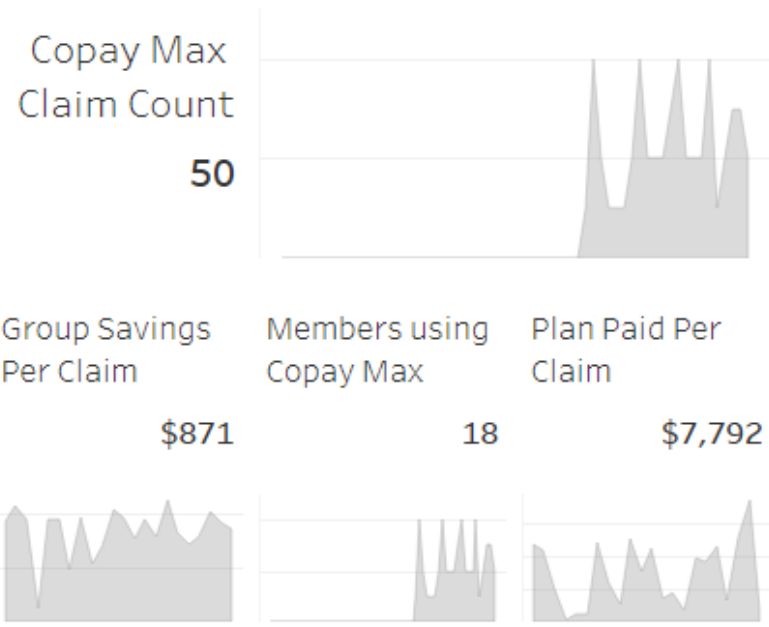
Total Savings ⓘ

\$43,867

\$305  
Member Copay Reduction



\$43,562  
Group Savings Less Fees



## Top Drugs by Savings

Xolair	\$11,406
Tremfya	\$6,779
Gilenya	\$5,733
Trikafta	\$5,658
Dupixent	\$3,264
Votrient	\$2,855
Xeljanz XR	\$2,855
Stelara	\$1,643
Qinlock	\$1,147
Cosentyx	\$963

# Member Support Programs

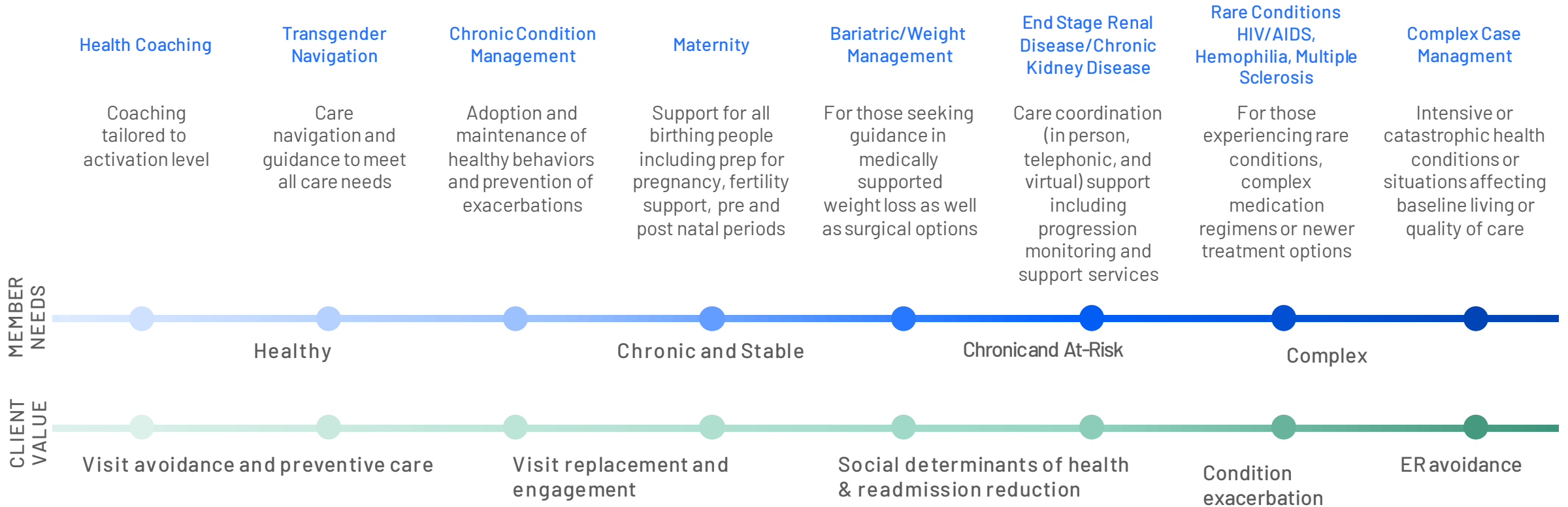
Presented by:

**Nichole Guilfooy**  
Health Management Consultant








# 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.



# Behavioral Health Suite of Services

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

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



# myProvidence Engagement

myProvidence Users  
**477**

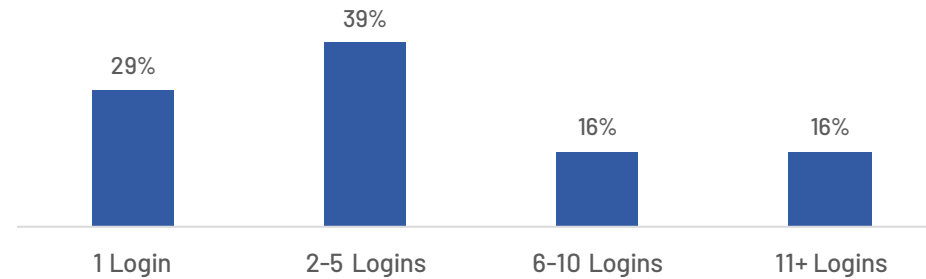
New Users  
**168**

Percent Increase  
**35%**

## myProvidence Engagement

## myProvidence Logins

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



# 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.

# Wrap Up

Presented by:

**Cash Spencer**

Sr. Director, ASO Account Services





# Focus Areas for Opportunities

These are the top four areas of opportunity for the POA population



Prioritize Preventive  
Care



Encourage Mental  
Wellbeing



Support Appropriate  
Emergency Room Use



Promote Mail Order  
Pharmacy Use

# Next Steps and Recommendations



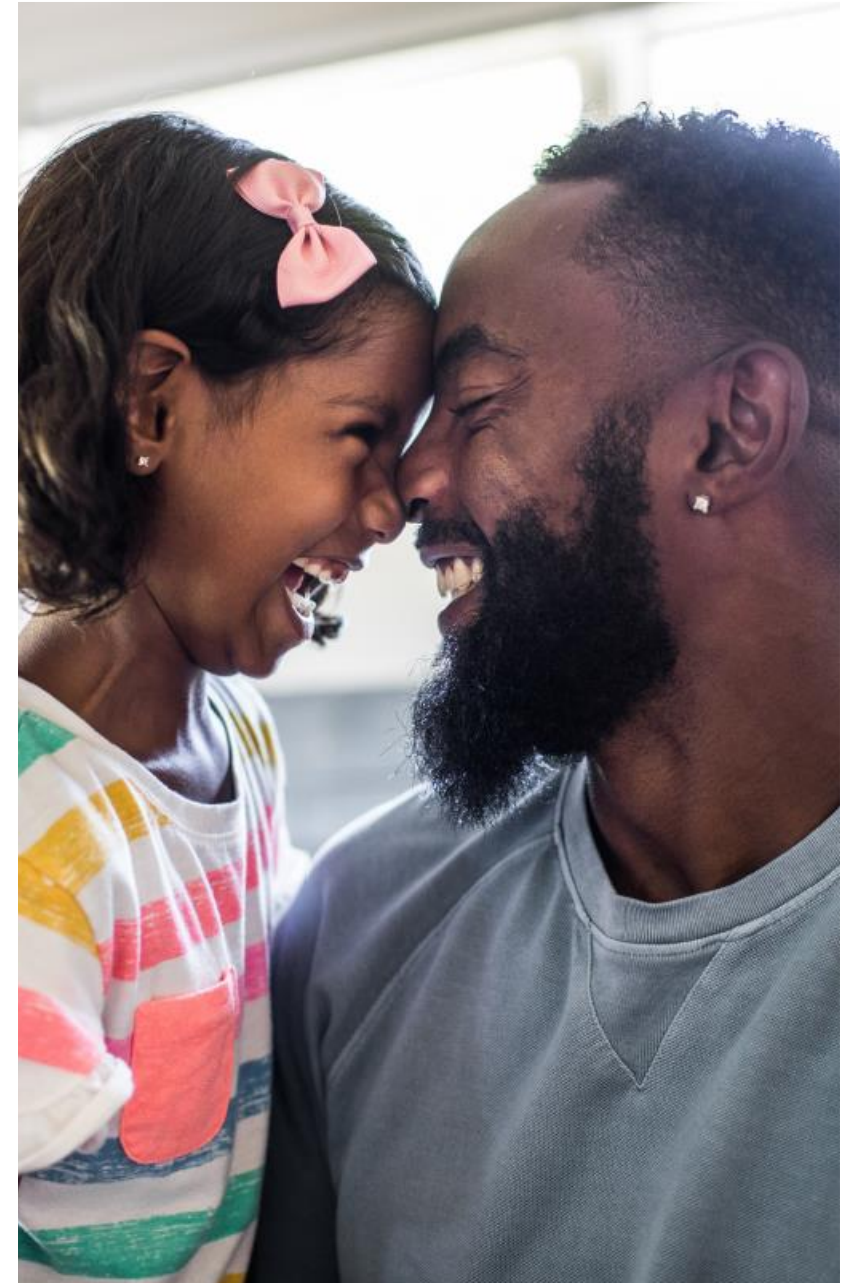
## Promote member programs and services that support well-being/True Health:

- Share our [Behavioral Health Resources flyer](#) to remind members of the spectrum of services available to support their mental well-being including self-management tools, virtual options and a broad clinical network.
- Encourage members to take advantage of programs and services that help them get – and stay – healthy, such as [Health Coaching](#) for lifestyle goals or [Care Management](#) for condition support or care navigation.



## Remind members about benefits and perks that save them time and money:

- Share our [Member Resource Guide](#) to remind employees about all their member perks such as Active&Fit Direct for gym memberships, LifeBalance for recreational and cultural activities and ExpressCare for same-day in-person or virtual care.

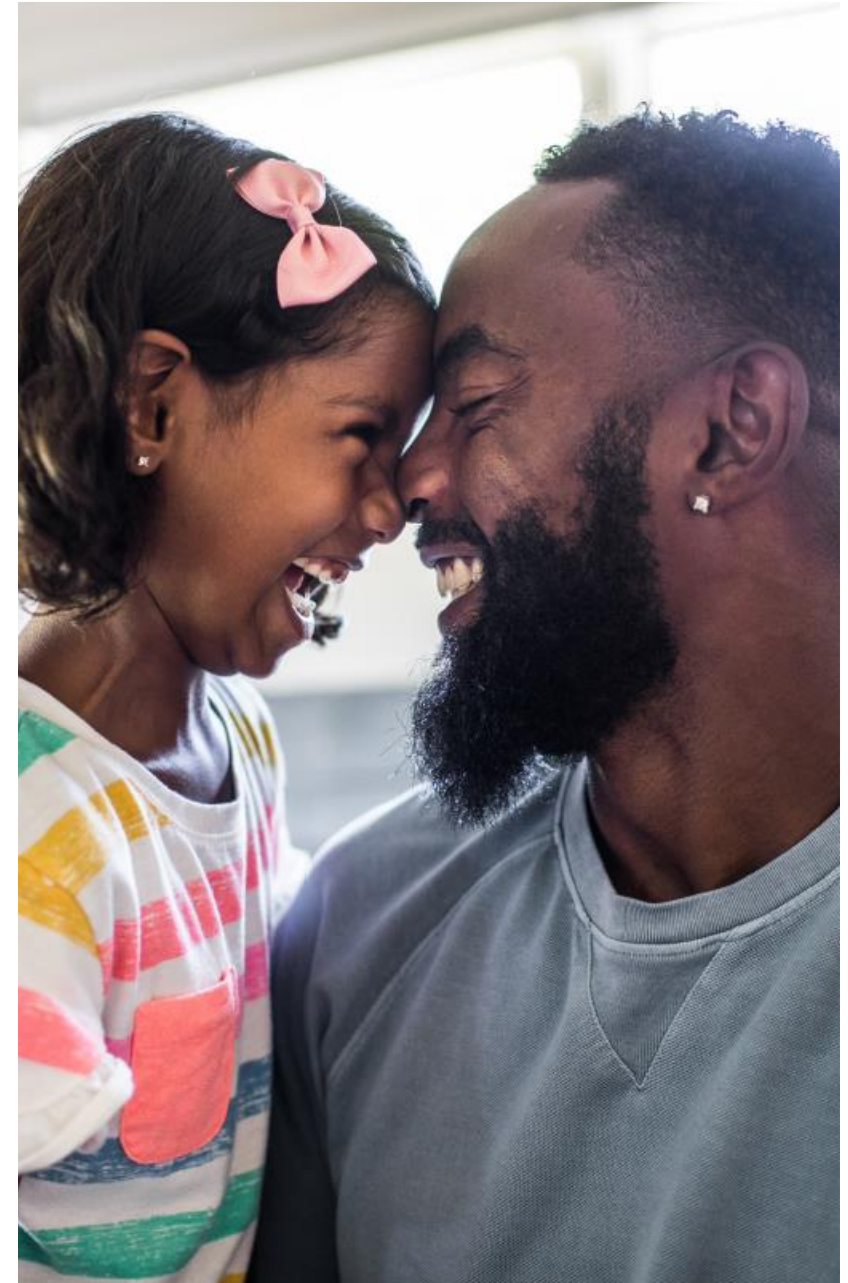


# Next Steps and Recommendations



## Encourage preventive and primary care:

- Remind employees to visit their primary care provider for their annual wellness visit and to stay up to date on preventive screenings and immunizations. Use our [Primary Care Provider flyer](#) and [preventive health care](#) resources to support your initiatives.
- Make it easy for employees to get vaccinated by hosting an onsite vaccination clinic or sharing information about nearby pharmacies or walk in clinics. Use our [flu prevention toolkit](#) and [onsite vaccination clinic](#) resources to support your initiatives.



# Next Steps and Recommendations



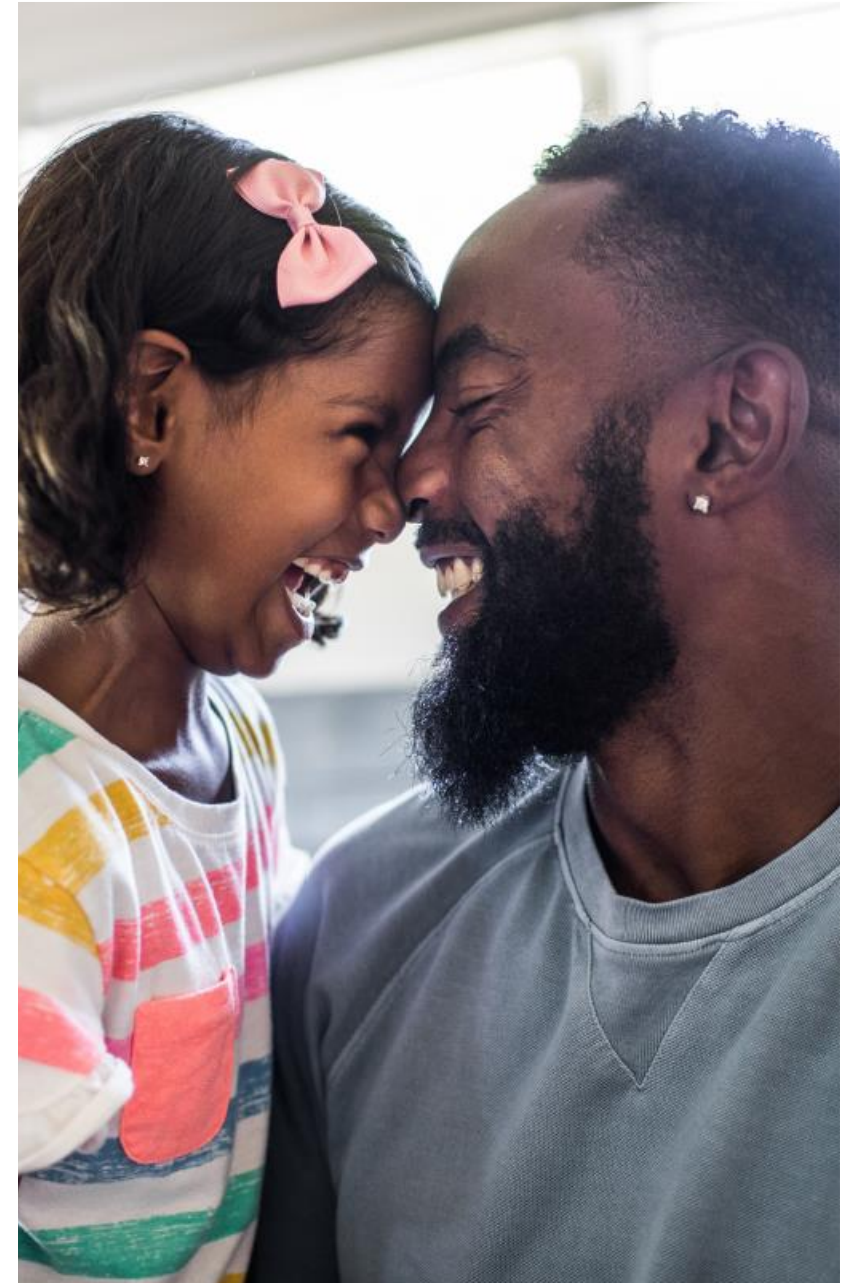
## Support members in managing their health at work or on the go:

- Encourage members to sign up for a [myProvidence](#) account so they can securely access and manage their health benefits any time, helping them make the most of their health plan coverage.
- Use our [workplace well-being resources](#) to support your initiatives. Our [workplace well-being calendar](#) contains monthly flyers with tips and information – use this as a starting place to encourage employees to adopt healthy habits and promote health plan resources.



## Contact your Providence Health Management Consultant:

- or email us at [workplacewellness@providence.org](mailto:workplacewellness@providence.org) for strategies to improve the health and well-being of your workforce.



Administered by



**Providence**  
Health Plan

**Thank You**