

# Performance and Experience Report

**Clackamas County GC #100112**

Incurred Period: 1/1/2023 – 12/31/2023

General County (GC) Population

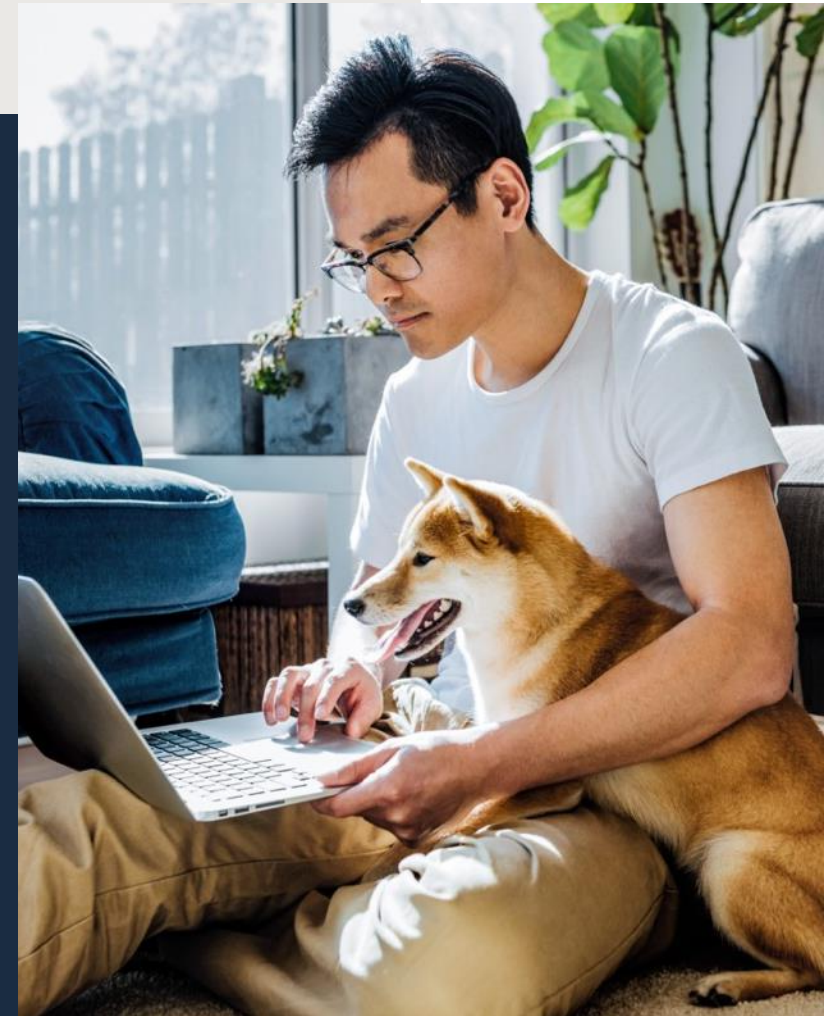
# Executive Summary

## Overview

- ✓ Medical costs PMPM have increased compared to the prior period
- ✓ Pharmacy costs PMPM have decreased compared to the prior period
- ✓ Prevalence of stress and depression are higher than benchmarks

## Things to consider

- ❑ Promote virtual behavioral health programs such as First Responders, Talkspace, and Learn to Live for faster access.
- ❑ 90-day fills are better than benchmark. Encourage mail order pharmacy
- ❑ Continue to promote the importance of utilizing and engaging with a PCP. Improves prevention and reduces ER use.
- ❑ Leverage EAP resources to target the familial factors impacting wellbeing (SDoH)



# Membership and Utilization

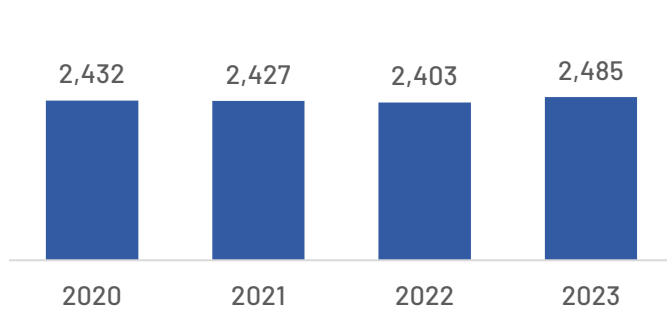
# Membership Overview

Average Membership  
**2,485**

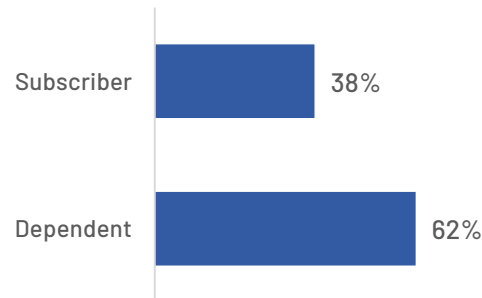
Average Contract Size  
**2.6**

Member Average Age  
**35**

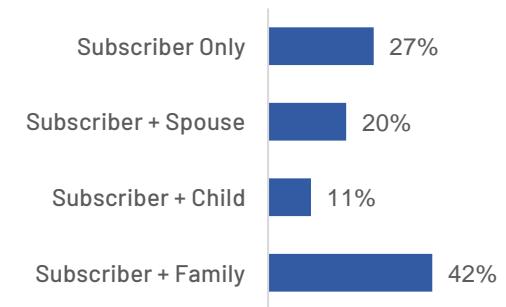
Average Membership Trend



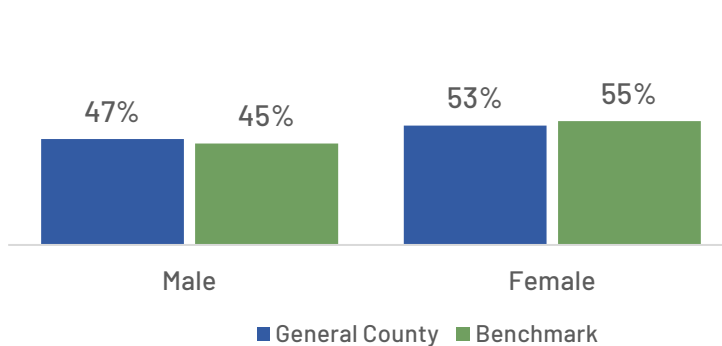
Membership by Type



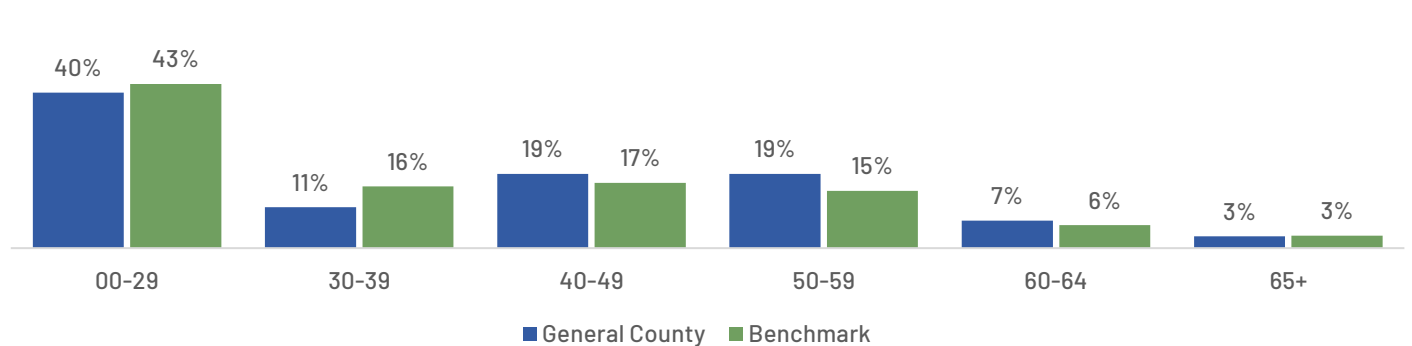
Subscriber by Contract Type



Membership by Gender



Membership by Age



# Medical Dashboard

Members Utilizing Benefit  
**84%**

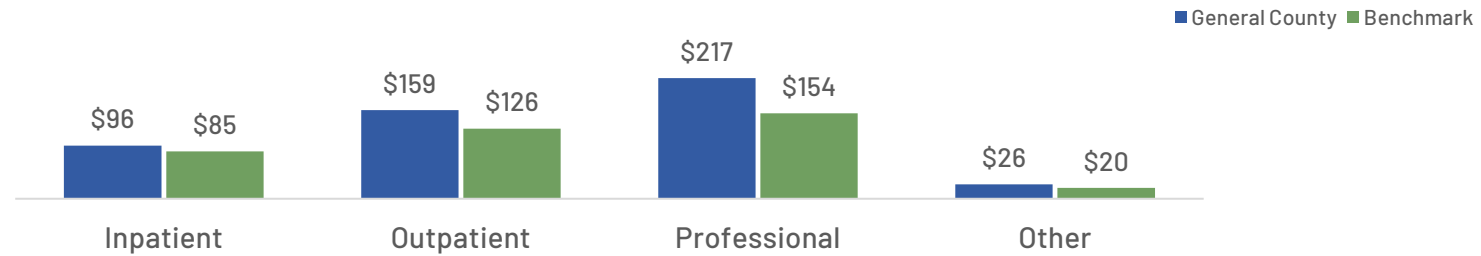
Members Met Deductible  
**2.9%**

Members Met Out-of-Pocket Maximum  
**1.3%**

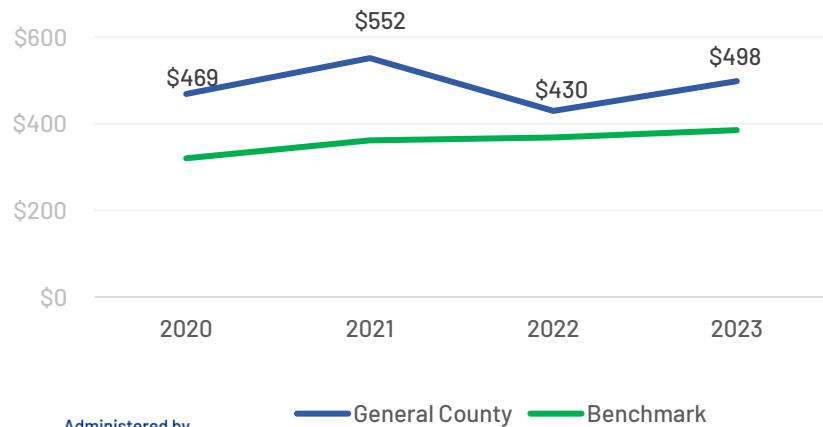
## Plan & Member Paid PMPM



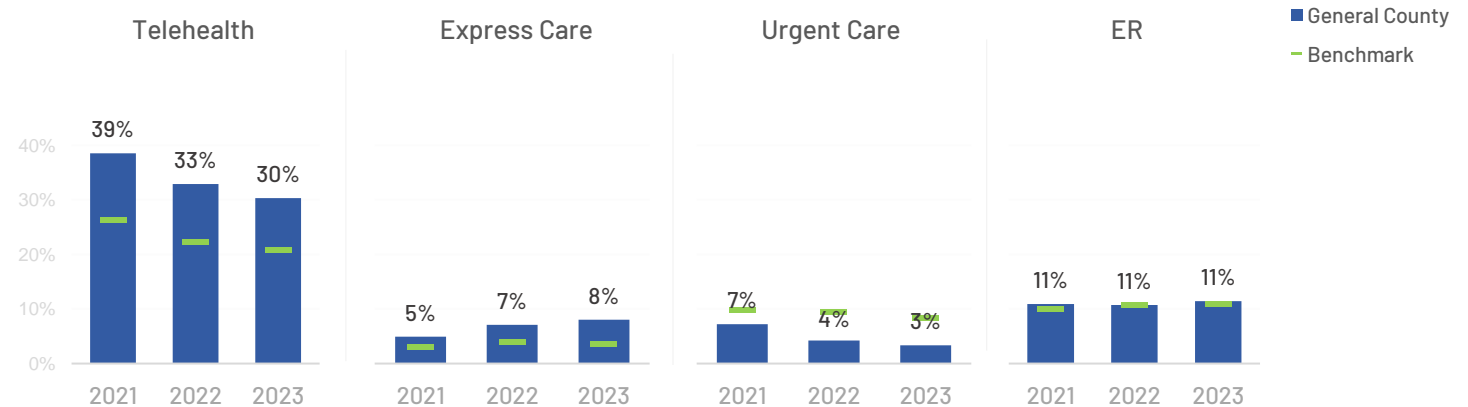
## Plan Paid PMPM by Service Category



## Plan Paid PMPM Trend



## Telehealth & Other Sites of Care

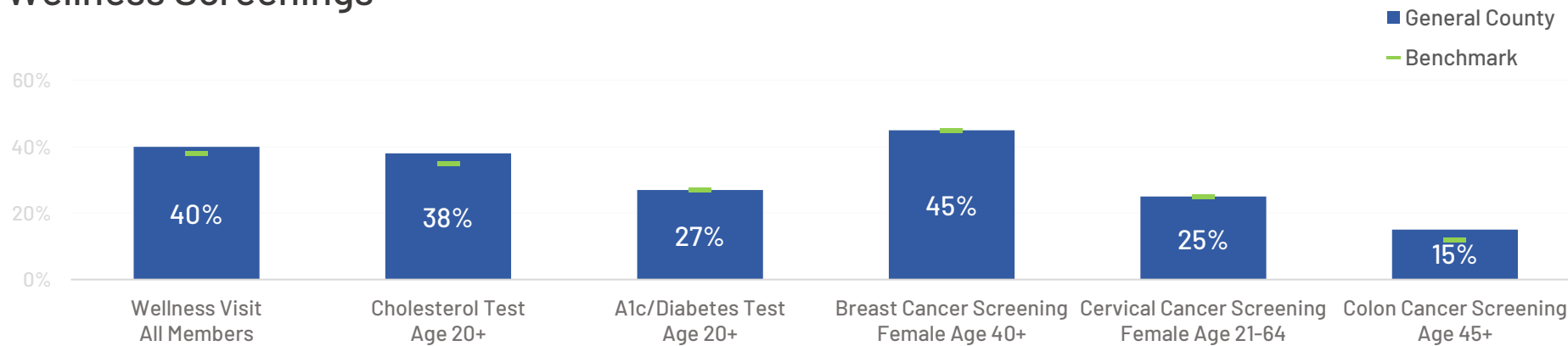


# Preventive Care Services

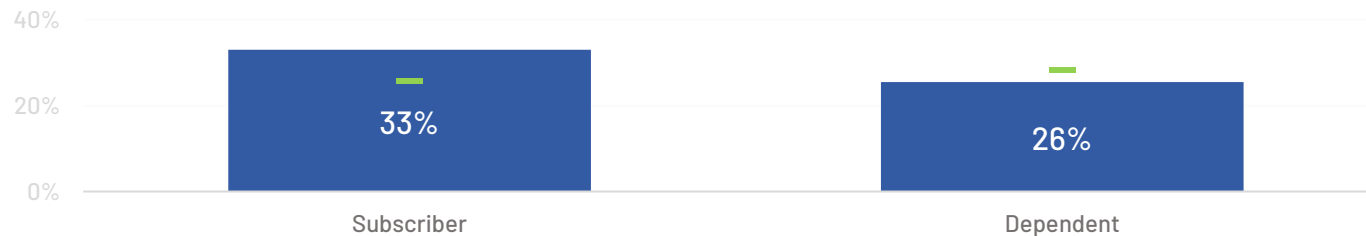
Members with Wellness Visits  
40%

Members with Flu Vaccines  
28%

## Wellness Screenings



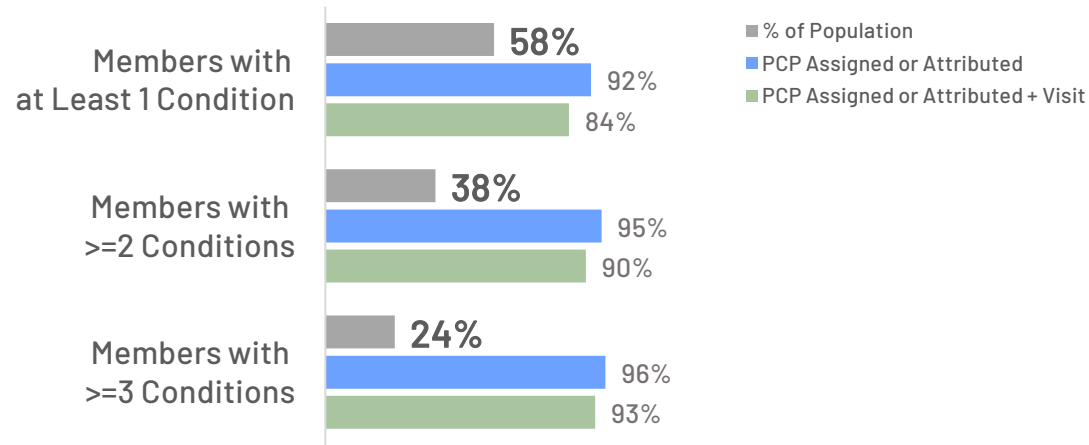
## Flu Vaccines



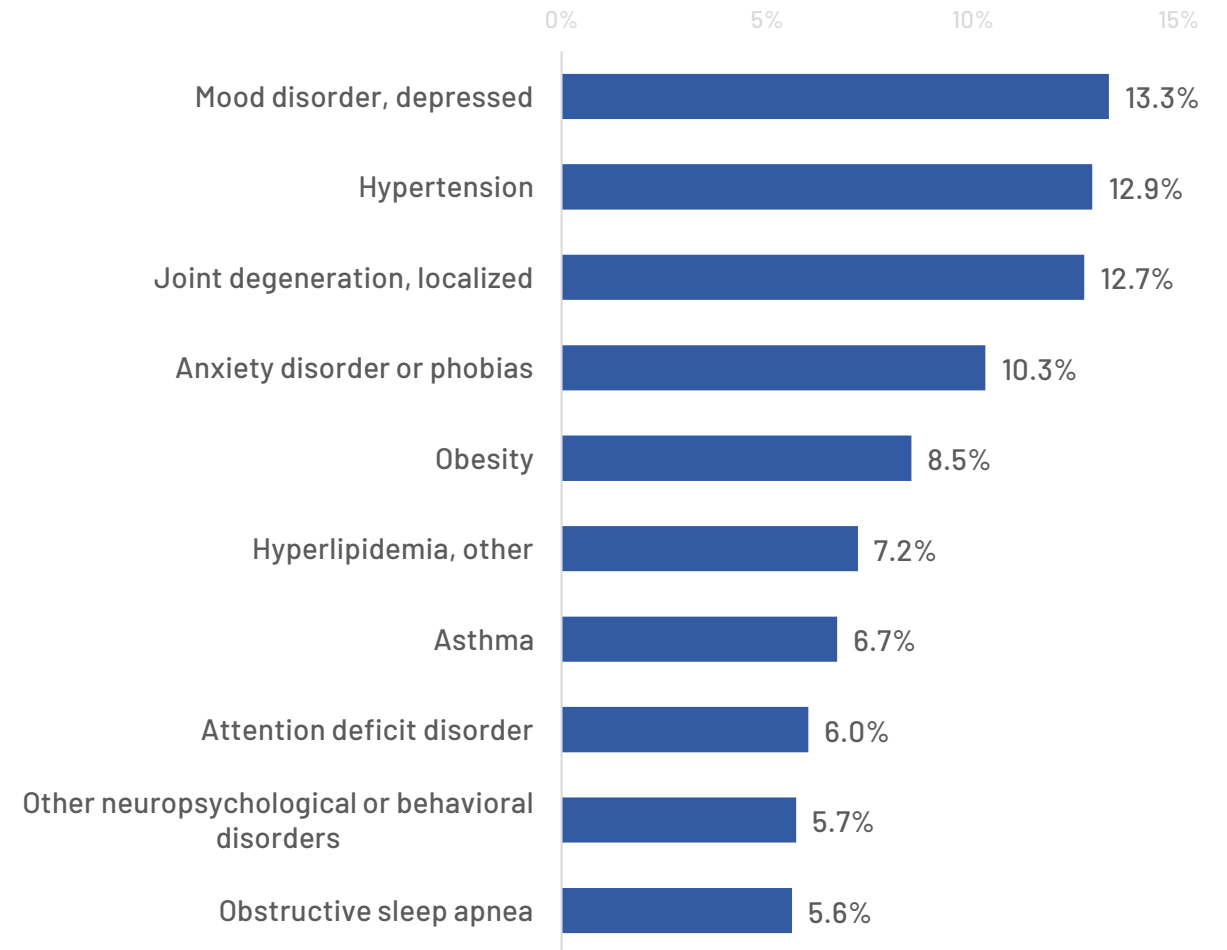
*No commercial plan ranks higher than Providence in diabetes, cancer screening, heart disease management, and maternity care*

# Chronic Conditions Prevalence

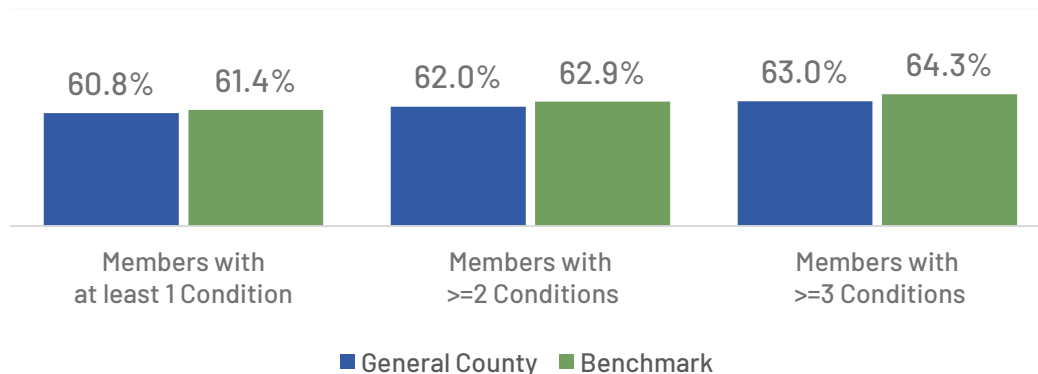
## Chronic Conditions Prevalence<sup>1</sup>



## Top 10 Chronic Conditions<sup>1</sup>



## Chronic Member 90-day Medication Fill Rate<sup>2</sup>



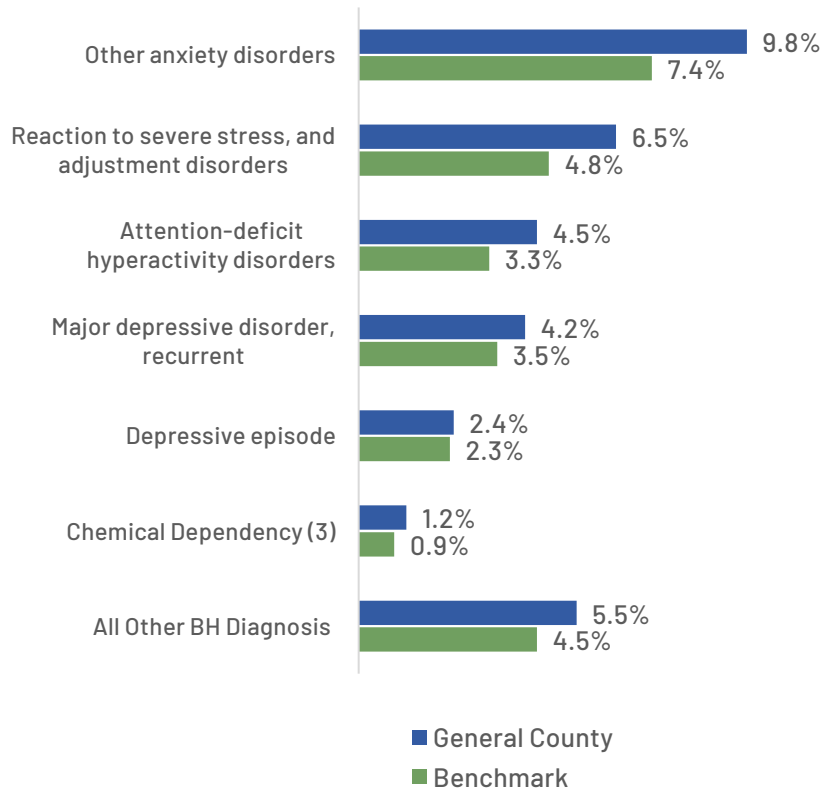
# Mental Well-being

Behavioral Health Plan Paid<sup>1</sup>  
**\$1,365,106**

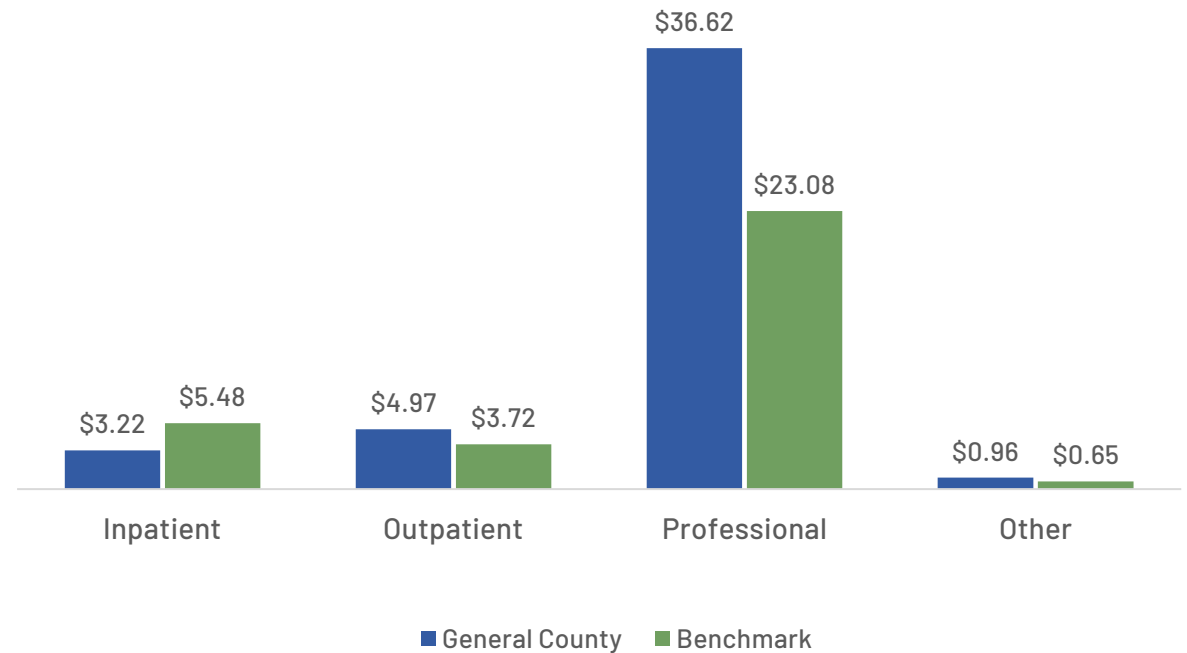
Plan Paid PMPM<sup>1</sup>  
**\$45.77**  
 Benchmark: \$32.93

Members with Claims<sup>1</sup>  
**24%**  
 Benchmark: 19%

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



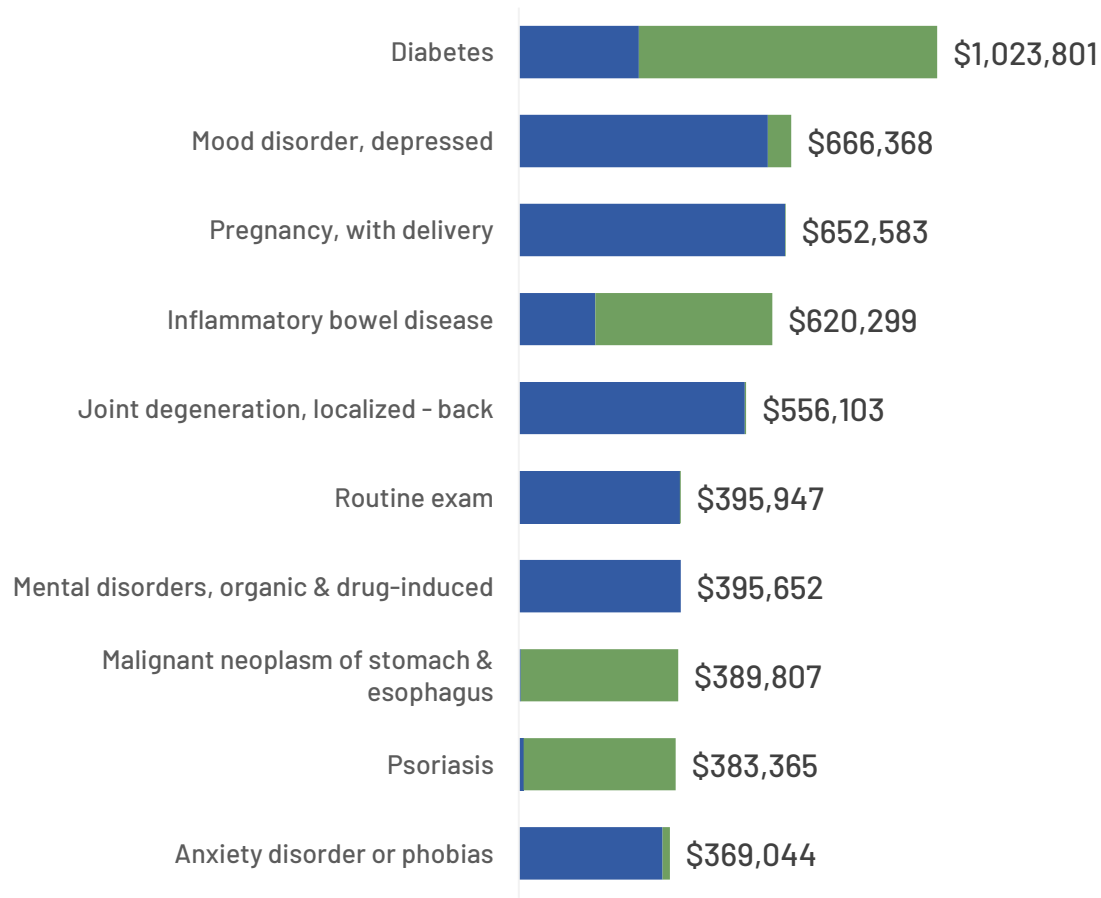
Plan Paid PMPM by Service Category



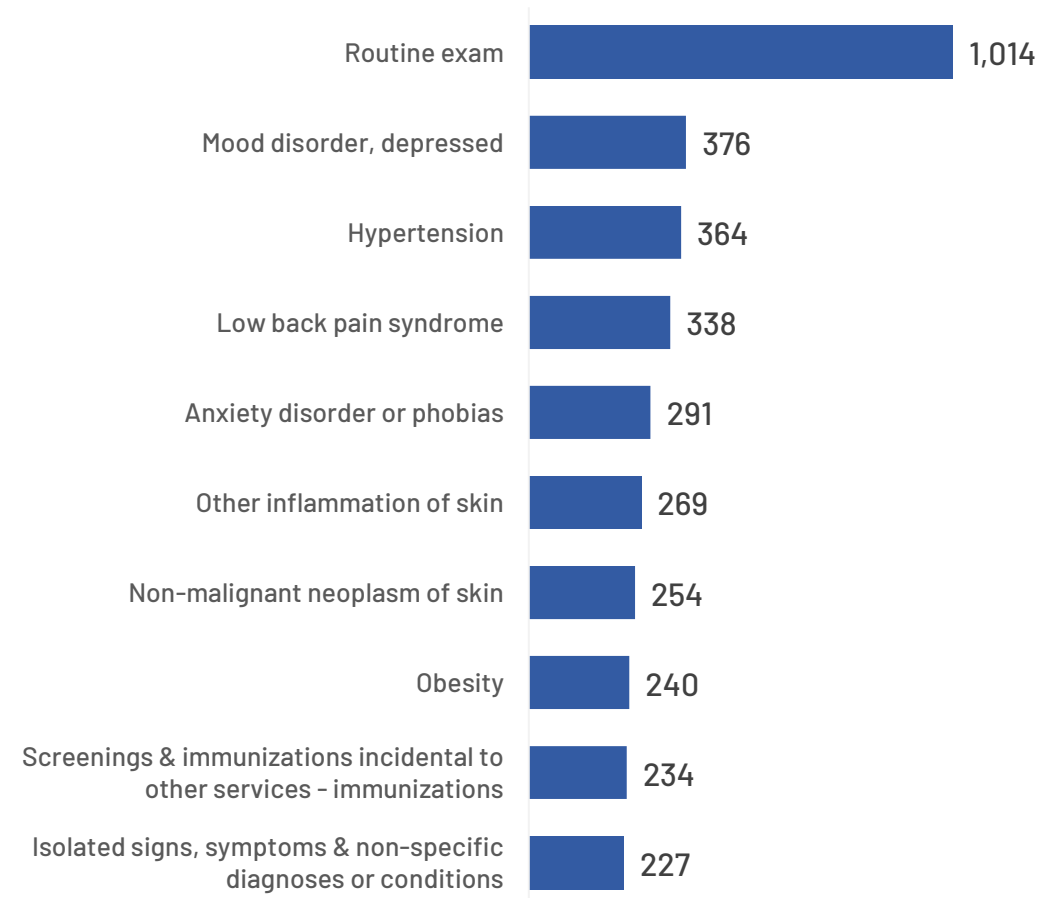


# Medical Claims – Detailed Analysis

Top 10 Episodes by Allowed Amount\*



Top 10 Episodes by Member Utilization\*



■ Medical Allowed   ■ Pharmacy Allowed

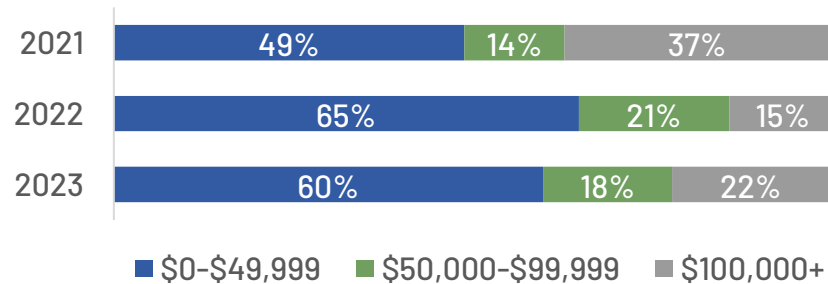
# High-cost Claims

## Claims Overview

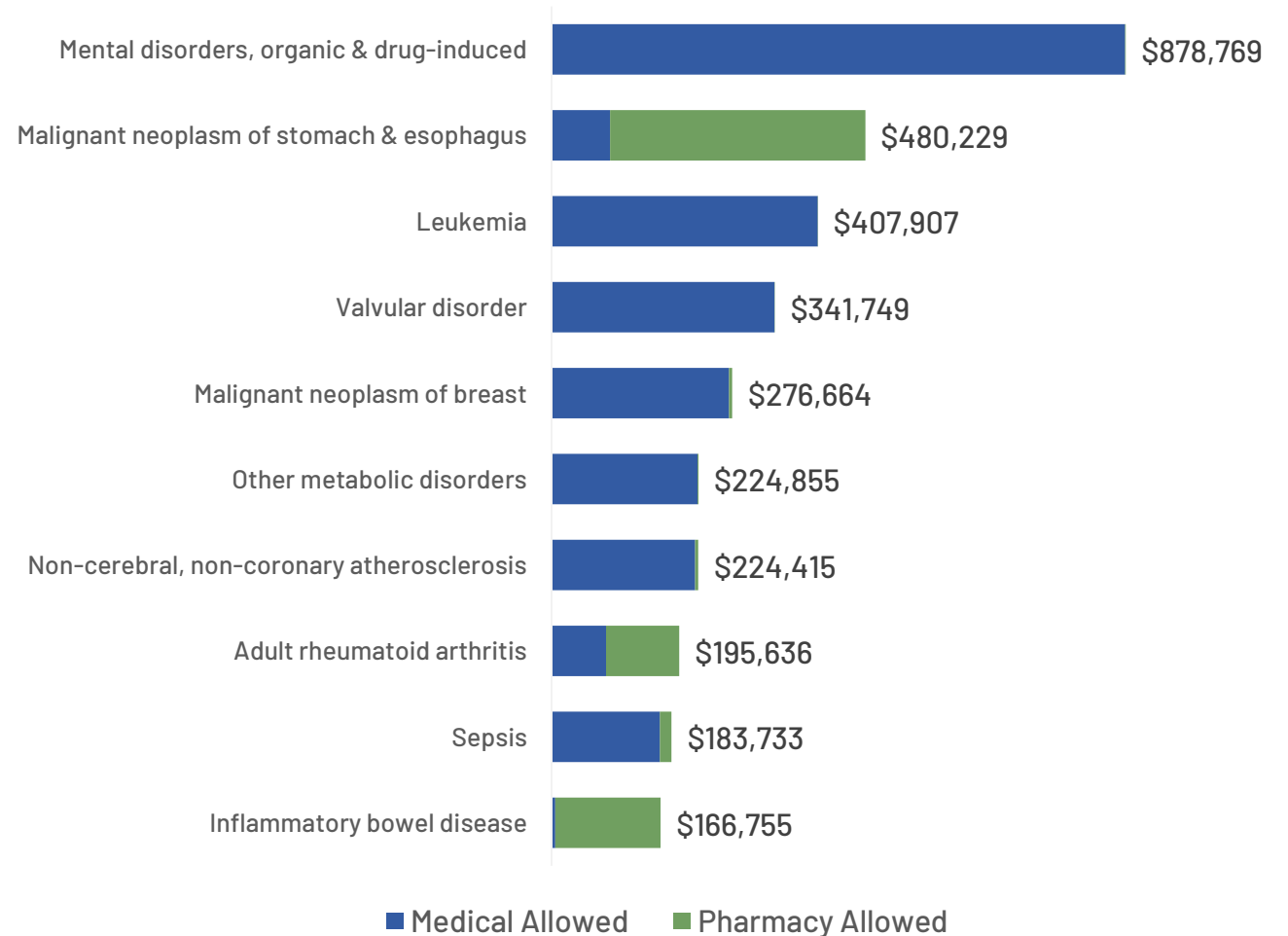
Claimant Category	2022		2023	
	Members	Plan Paid	Members	Plan Paid
\$0-\$49,999	97.5%	\$10,196,895	97.5%	\$10,989,395
\$50,000-\$99,999	1.9%	\$3,252,411	1.9%	\$3,231,419
\$100,000+	0.6%	\$2,319,834	0.6%	\$4,053,195
<b>Total</b>	<b>100.0%</b>	<b>\$15,769,139</b>	<b>100.0%</b>	<b>\$18,274,009</b>

Total Plan Paid increase from 2022 **\$2,504,870**

## Distribution of Plan Paid by Claimant Category



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



# Care Management Services and Results

Providence Care Management is a suite of Case Management, Disease Management, Behavioral Health, and other services including identification, stratification, assessment, care plan coordination and intervention related to members' health care needs.

## Case Management

- High Acuity: Transplants, Cancer, Complex
- Trans-Health
- Kidney Care
- High-Risk Maternity, Post-Partum, Fertility Health
- Rare Diseases
- Pain Management

## Disease Management

- Heart Failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease
- Diabetes
- Asthma

## Behavioral Health

- Behavioral Health Navigation
- Eating Disorders
- Autism
- Substance Use Disorders
- ED and IP Follow-up
- Mental Health Crisis Support

## Coordination and Navigation Support

- Care Coordination
- Post hospital follow up
- High ED utilization
- High expense
- Transition of care
- Targeted initiatives and programs; Optimal Aging, Food Disparity, Complex SNF RN



**\$6.21 PMPM**

Savings generated from our Disease Management program



**90%**

Members in Diabetes Care Management with an A1c<9



**93%**

Members who met care plan goals while working with Care Management



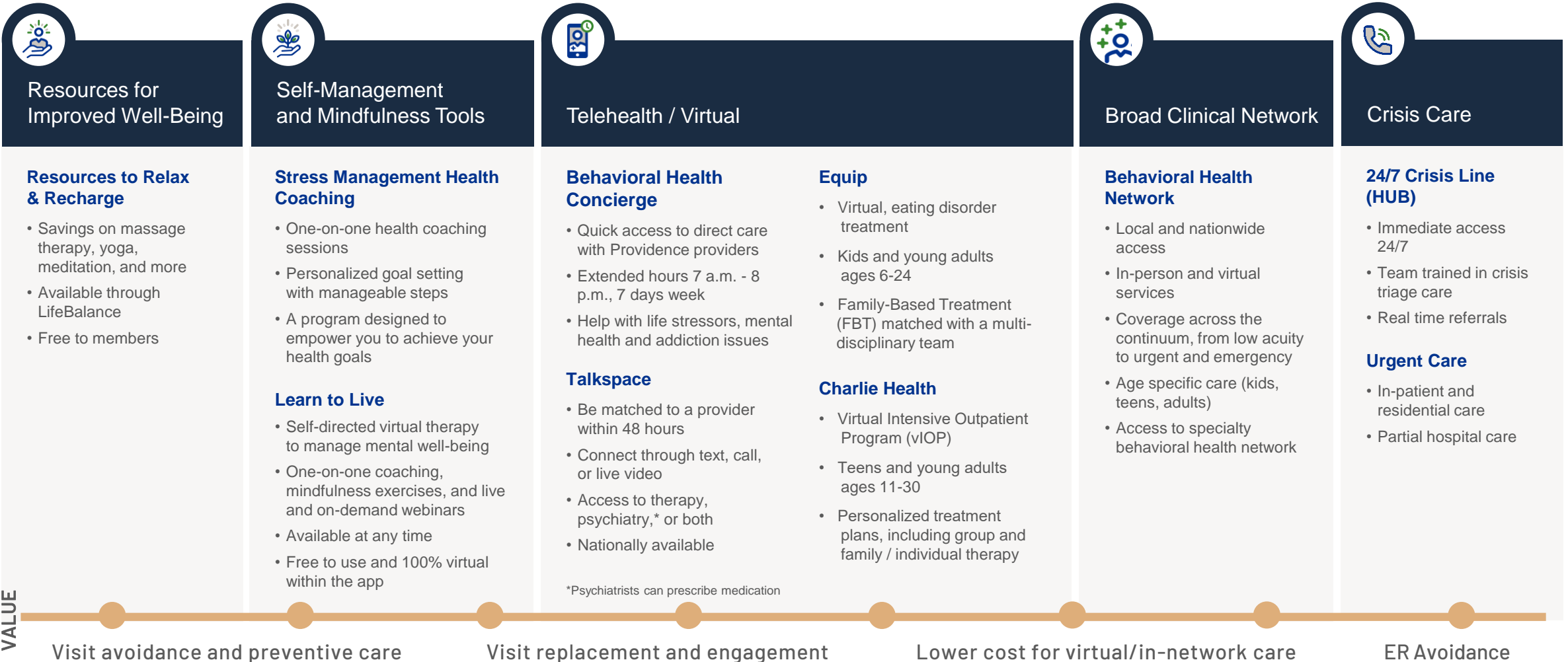
**94%**

Members who are pleased their health plan offers Care Management services

***On average, 10% of Clackamas County members are identified for Care Management services. Of the members who are stratified for outreach, 66% engage.***

# Behavioral Health Suite of Services

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



CLIENT VALUE

# First Responders Program

- PHP First Responder program developed in partnership with the Clackamas County Sheriff's office.
- PHP care managers trained and uniquely qualified to provide specialized support to first responders.
- Services available to employee and family members of Clackamas County first responders.
- No cost to the member to use this service

Reach out. Get support.

## Putting First Responders First

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

We're here to help Clackamas County first responders, and their families, with personalized support through an easy-to-reach, confidential phone line.

Call **(503) 574-5790** to connect with a trained support specialist.

### 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



**You don't have to carry it alone. We're here to help.**

Call **(503) 574-5790** 8 a.m. to 5 p.m., Monday through Friday.

Leave a confidential voicemail during off hours, and a support member will give you a call back within 24 business hours. This service is available to Providence Health Plan members.

# Things to Consider

- Continue to educate on the importance of a PCP and how to utilize care.
- Promote behavioral health programs such as the First Responders, Behavioral Health Concierge, and Talkspace.
- Educate on closest urgent care to your locations.
- Promote care management, disease management program, health coaching, and diabetes prevention programs to keep value added programs top of mind throughout the year.



# Pharmacy Cost and Utilization

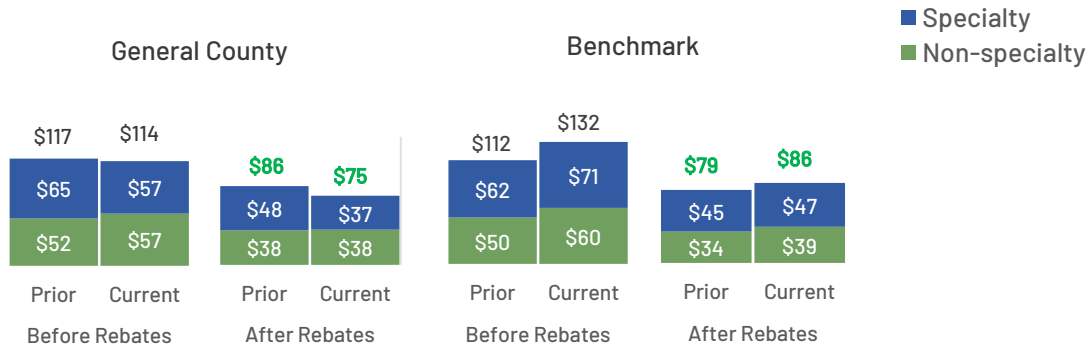
# Pharmacy Dashboard

Plan Paid  
\$3,413,373

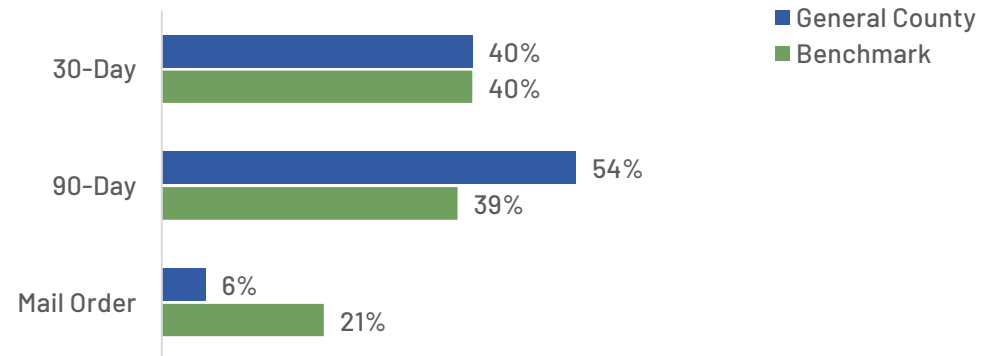
Plan Paid PMPM  
\$114.46

Members Utilizing Benefit  
68%

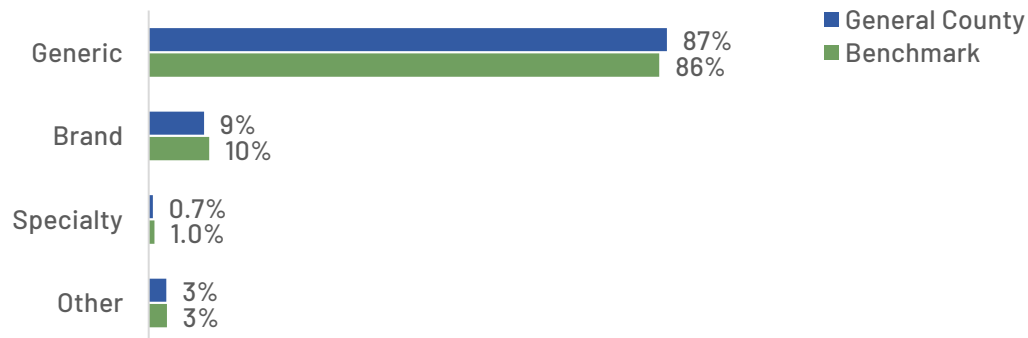
## Plan Paid PMPM



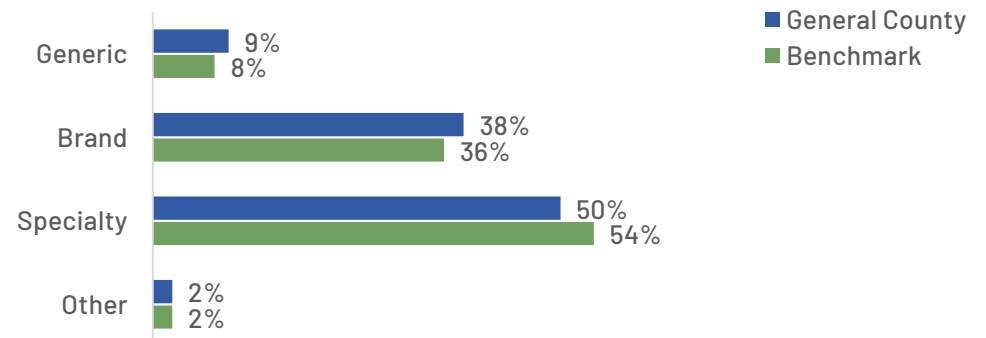
## Prescriptions Filled by Channel



## Prescriptions Filled by Drug Type



## Plan Paid by Drug Type





# Driving Formulary Savings Through Innovation

**\$140K**

2023 Savings

## Pharmacy Initiatives Savings Estimation

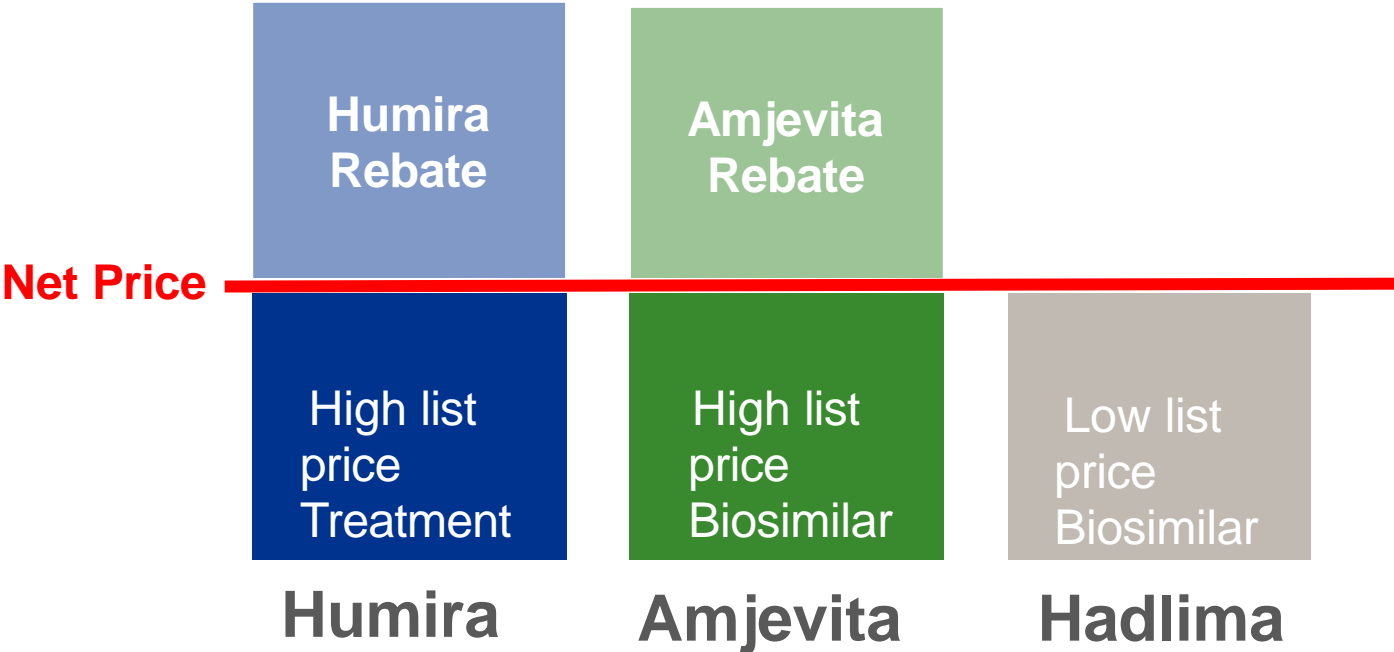
Formulary Optimization, Maximizations, and Others	\$17K
Preferred Product Optimization (Biosimilars)	\$26K
Pharmacy & Medical Drug Rebate Strategies	\$38K
Real Time Benefit Check Expansion	\$9K
Site of Care Program	\$6K

# Biosimilar Strategy for a top Drug in Your Plan

**\$52K**  
Projected 2024  
Savings

Tactical strategy to maximize savings

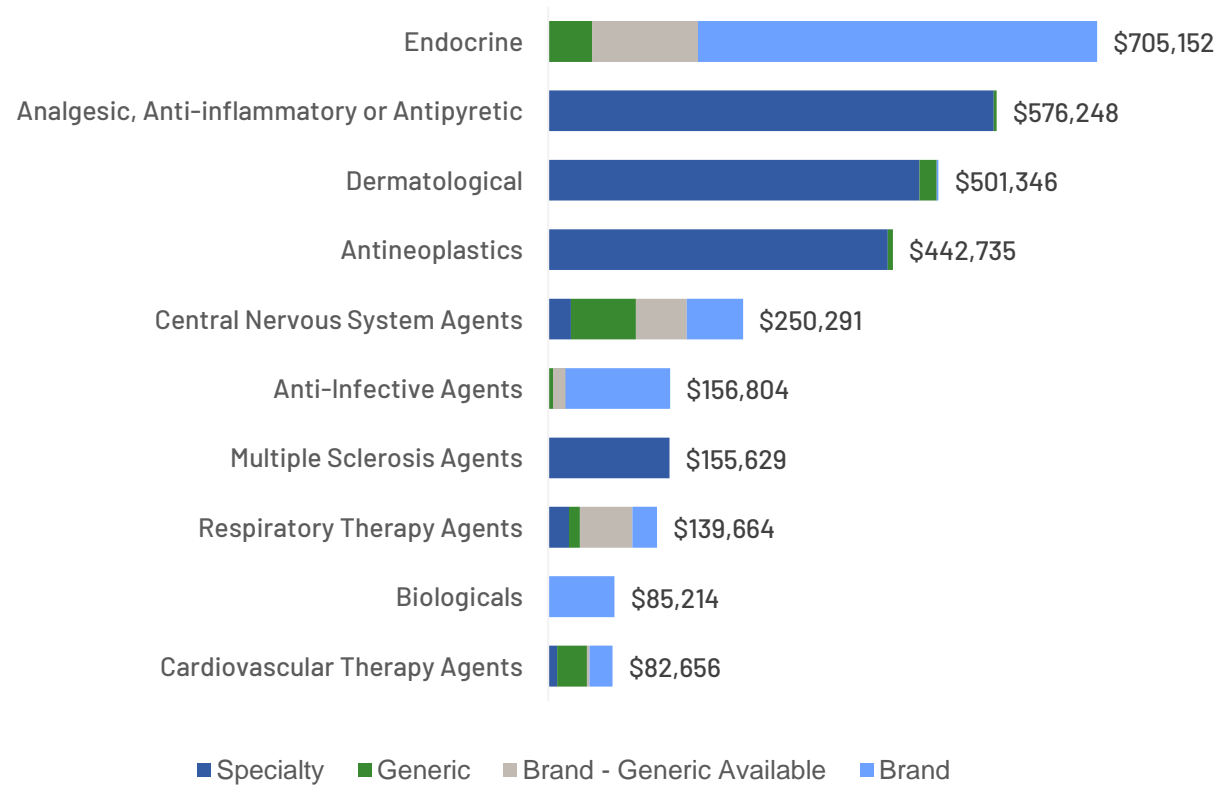
- Achieve the best price
- Ensure provider acceptance
- Expand member adoption



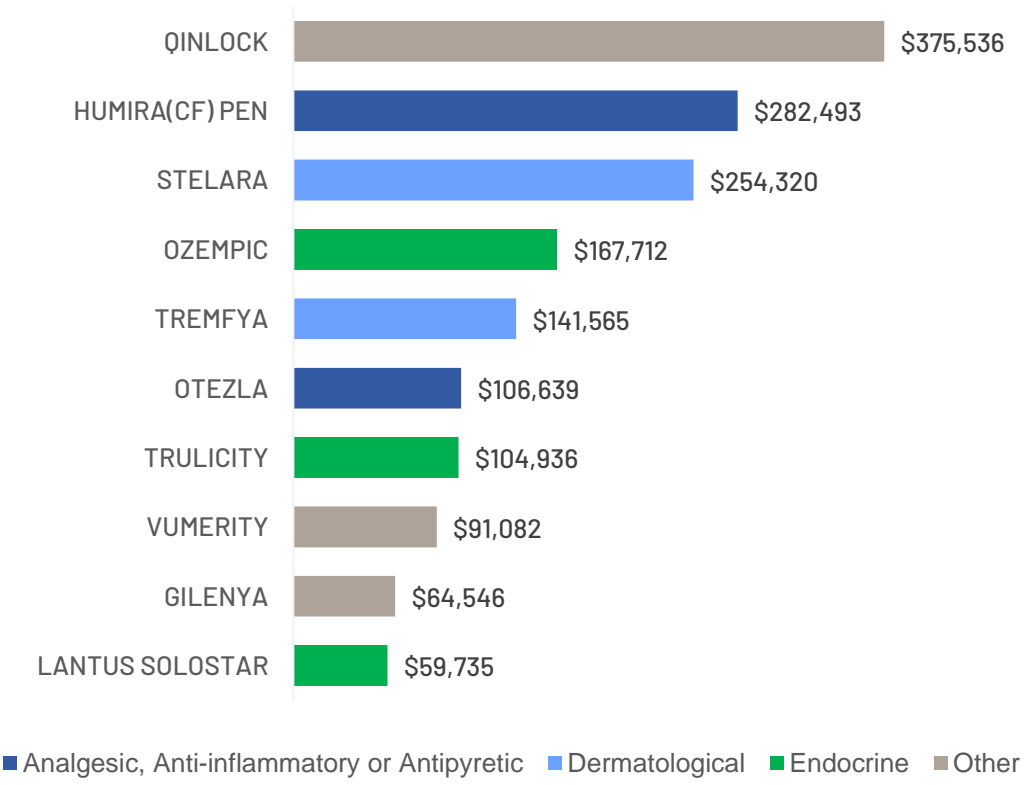
# Top Medications by Cost & Therapy Category

**Top 10 medications account for 48% of Pharmacy Spend**

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



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



# Infused medications & controlling costs through our Site of Care Program

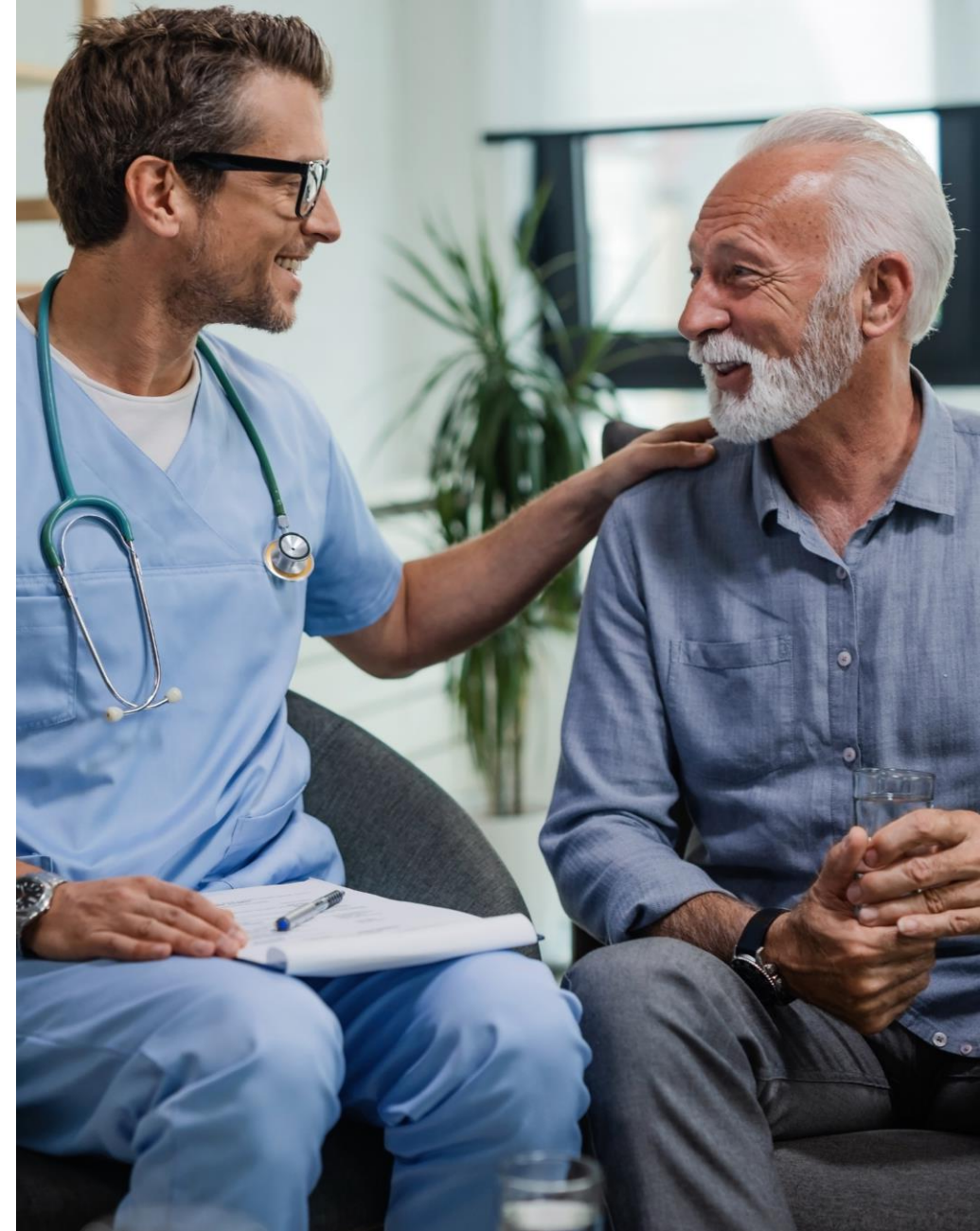
## Driving to lowest net cost for medication infusions

### Centers of Excellence for Home Infusion

- Nation-wide home infusion options with convenience and flexibility
- Stand-alone infusion centers, and provider offices and clinics
- Includes most costly drugs (over 80 medical drugs), representing ~80% of infusion costs
- Includes new drugs coming to market

**\$6K**

**Savings for  
2023**



# Specialty Pharmacist Interventions

Credena Health Specialty Pharmacy in partnership with Providence Health Plan

Intervention Acceptance Rate of **98.31%**

Prevention of drug interactions, duplicate therapy, reduction in drug waste

Improved Medication Adherence

Patient support, 100% financial assistance evaluation

Estimated savings: **\$2.5M\***

Drug Interactions

Patient Education

Adherence Concerns

Adverse Drug Management

Dose Optimization

Lab/Safety Monitoring

# Smart RxAssist- maximizing copay assistance program

**\$119,495K**  
2023 savings\*


- Concierge service to support the member at point of sale
- Member copay: \$0
- Top Drug examples: Dupixent, Trikafta, Xolair

\*Savings estimate for all of Clackamas County




# Ensuring Pricing Transparency for Providers & Members

## Transparency at the Point of Prescribing




**Connects**  
to EMR, patient benefit and plan specific pricing



**Returns**  
patient-specific benefit information and coverage requirements



**Suggests**  
lower total cost therapeutic alternatives for top drug classes



**Provides**  
options to optimize savings such as mail order pharmacy and 90-day supplies

Accurate Information

Informed Decisions

Price Transparency

Cost Savings

Supports improved experience, quality care, and clinical outcomes by helping patients get the right medication at the lowest cost.

## Unique features of Providence Real Time Benefits solution

- Customized solution, both in drug selection and benefit design
- Point of prescribing tool avoids member frustration at the pharmacy
- Savings 2023: ~\$9K
- Savings range ~\$10-145 per prescription
- PA volume reduction of ~20%

# Weight Loss Medications & the Coverage Discussion



**Is your organization discussing coverage for GLP-1's?**

**Would you want to require a lifestyle program?**

## Cost of adding Weight Loss Drug coverage

	Cost Impact PMPM (Net of Rebates)
37.3% of the Population	~\$16-20
28% of the Population	~\$12-15

### Budget Impact Modeling Assumptions:

- 15% of the eligible population utilizes the weight loss drug coverage.
- The average duration of therapy is 6 months.

- **Centers for Disease Control and Prevention (CDC) Obesity Map & BMI Data** (updated June 2023)



# Things to Consider

Performing better than benchmarks on pharmacy utilization and spend.

- Promote mail order as a cost savings opportunity.
- Continue to promote the value of 90-day fills to save money and manage chronic conditions.
- Consider your strategy around GLP-1 medications.

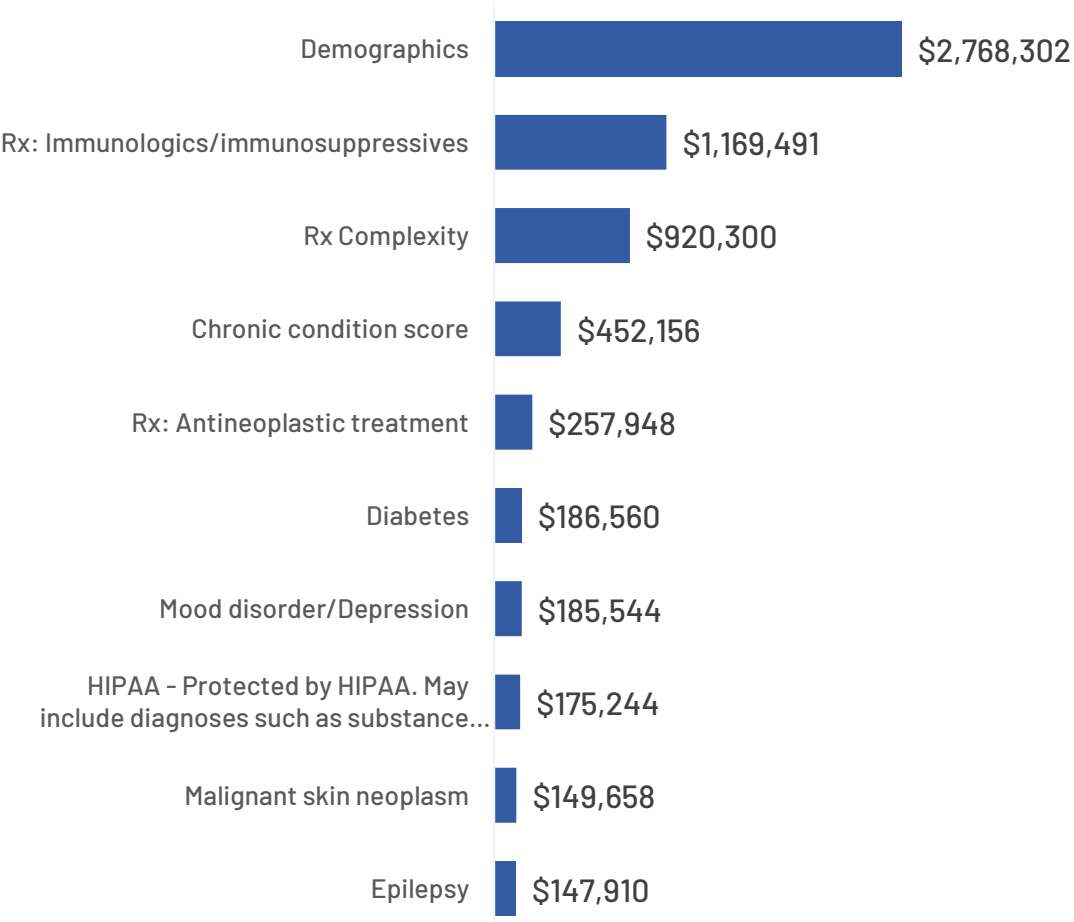


# Future Cost Drivers

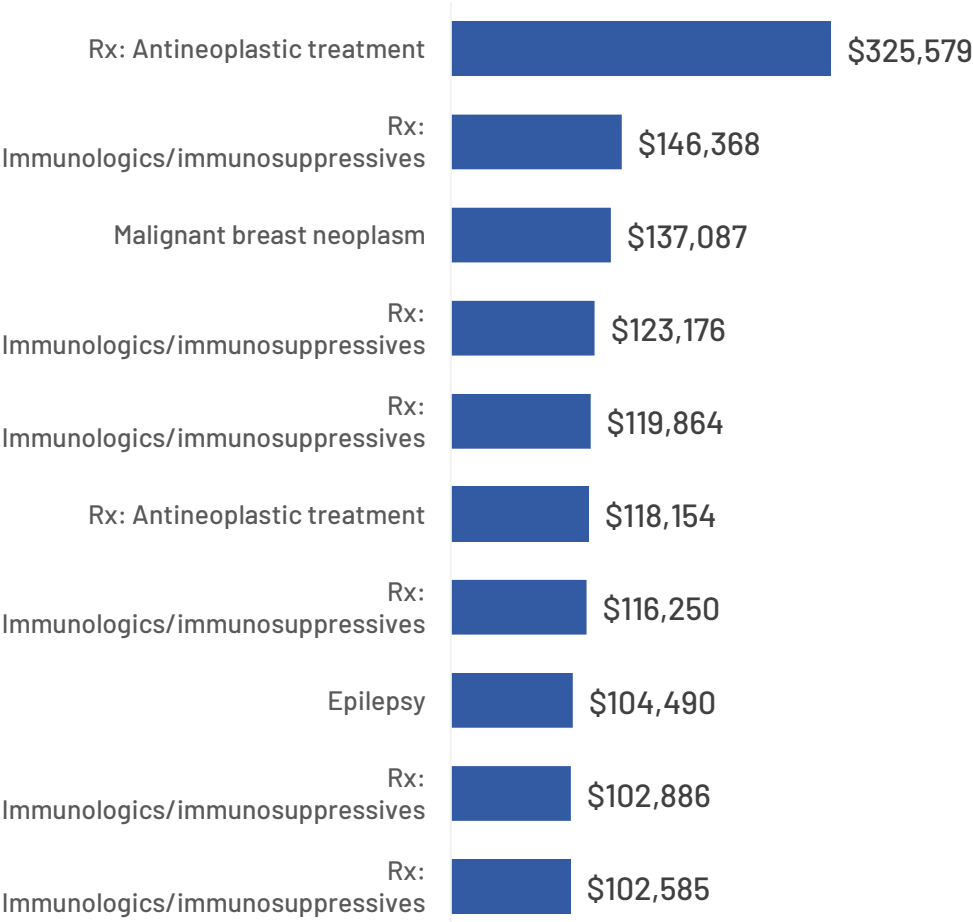


# Optum Impact Pro Risk Drivers

Top 10 Primary Risk Drivers by Cost<sup>1</sup>



Top 10 High-risk Members by Cost<sup>2</sup>

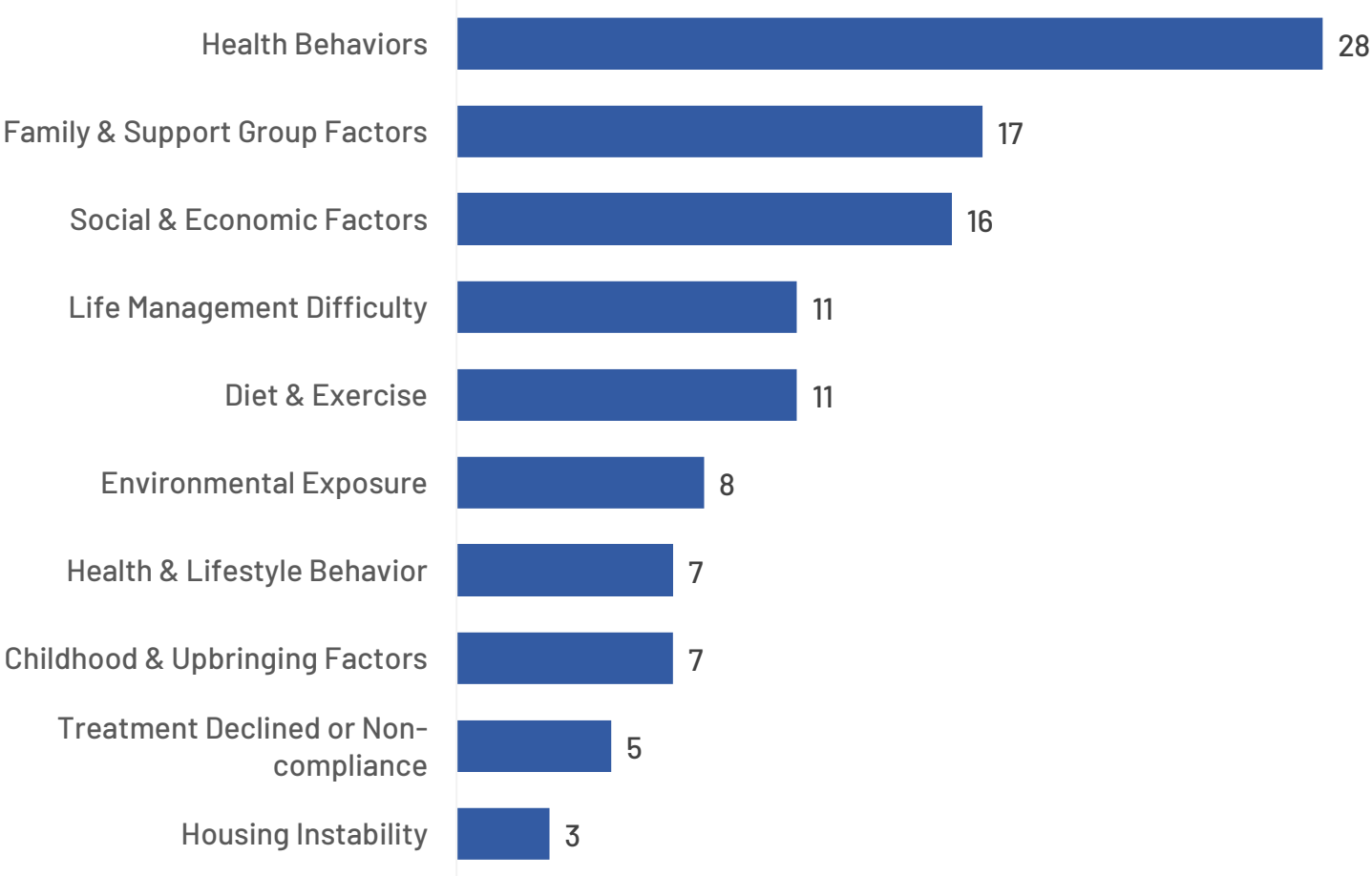


<sup>1</sup> Primary drivers of **prospective** Impact Pro risk.

<sup>2</sup> Primary risk driver by cost for each top high-risk member.

# Optum Impact Pro – Social Determinants of Health

Top 10 Social Determinants of Health<sup>1</sup>



<sup>1</sup> Top 10 social determinants of health by member count (based on ICD 10 diagnosis).

# Next Steps

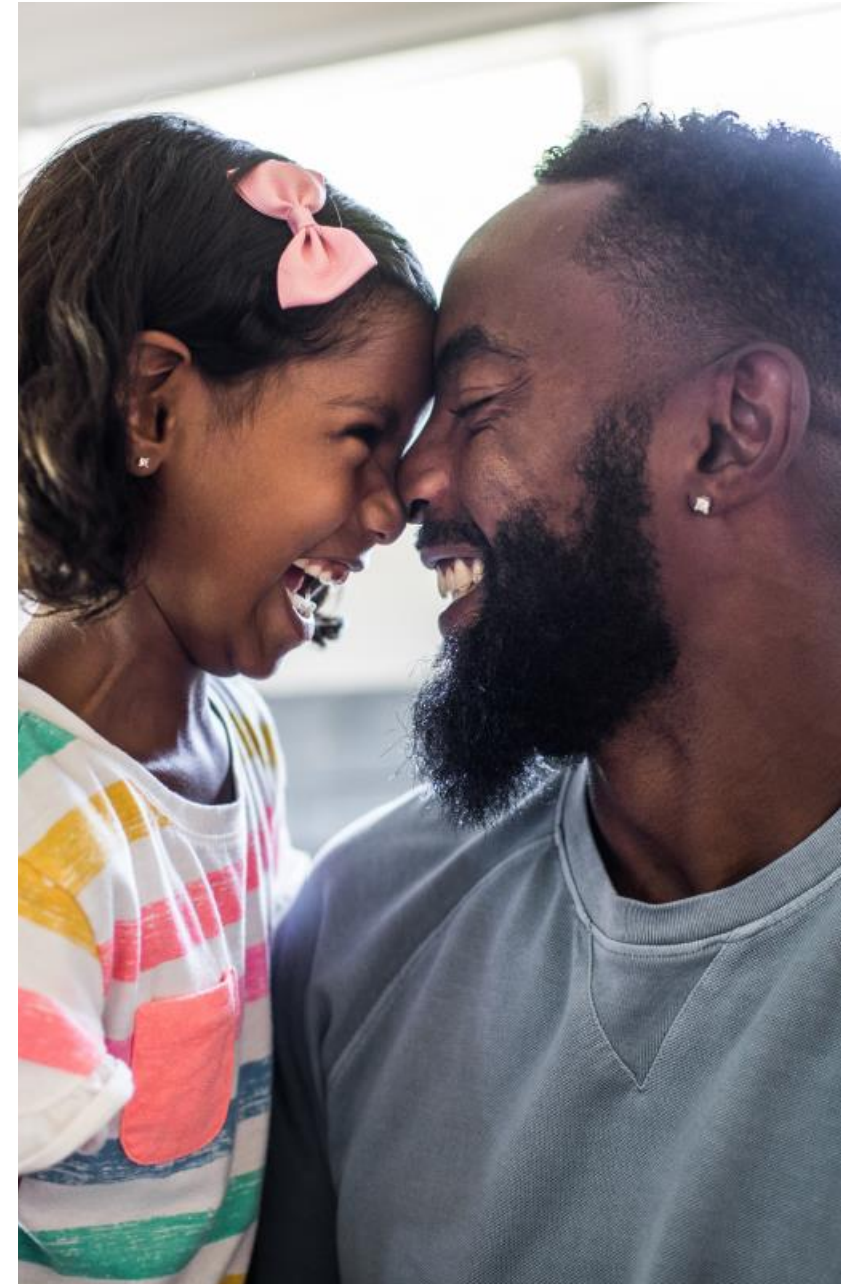
# Future-focused Opportunities

## Ways PHP has supported the County's goals:

- ✓ Custom mailers on importance of a PCP, preventive care, and MyProvidence [Benefits Team]
- ✓ Custom content for the Great American Smoke Out and Tobacco free campus initiatives [Public Health]
- ✓ Care managers received specialized training to support First Responders [Sheriff's Office]

## How can PHP support the County's future goals?

- What are the County's top 2-3 priorities for the next 12 months?
- How can PHP support improvements in the mental wellbeing strategy?
- How are health equity and social determinants of health initiatives impacting the County's work environments?



# Appendix

# Health Coaching

## Our Programs

### Standard Health Coaching Program

- Support to identify and take action toward healthier lifestyle and behavior choices

### Healthy Eating and Active Lifestyle Program

- Designed to prevent Type 2 diabetes through moderate weight loss and regular physical activity.

Our coaches work collaboratively with members through a combination of communication channels – telephone, email, or webinars – and participants are identified through claims, referrals or other data sources. Our targeted approach allows for early intervention for members with various health risk factors who may benefit from placement in one or more of Providence’s programs.

Our professional Health Coaches are certified through the National Board for Health & Wellness Coaching.



90%

of participants report making changes to at least **one** area of their health<sup>1</sup>



70%

of participants working with a Providence Health Coach on weight management that **lost weight**<sup>1</sup>

**28%** lost at least **5%** of their starting body weight<sup>1</sup>



92%

of participants report being **highly satisfied** with the program<sup>1</sup>



[Health Coach] was a great coach and provided support and goal setting that worked well so that I had success in the program. The individual checks ins kept me on track for my goals. The Fitbit watch and app was amazing to show me actual results that provided quantitative motivation. Thank you to Providence for providing this beneficial program. - **PHP Member**



# Targeted Offerings to Manage Diabetes

Providence takes various internal measures to address Diabetes across our membership including collaboration across plan departments, navigation to resources or benefits available to members, and custom education and support for members based on their goals.

## Preventive

### Healthy Eating and Lifestyle Program (H.E.A.L) – Diabetes Prevention Program

- Members interested in enrolling in H.E.A.L. must have a BMI of 25 or higher, or 23 or higher for Asian Americans, and at least one of the following: elevated blood sugars within a prediabetic range; history of gestational diabetes; and a score of 5 or higher on the American Diabetes Associations diabetes risk assessment.
- The H.E.A.L. Program is modeled after the CDC's evidence-based curriculum and is designed to prevent Type 2 diabetes through moderate (5-7%) weight loss and regular physical activity
- Offers 26 sessions of guided learning and support through live group coaching classes and personalized sessions
- Participants receive a complimentary Fitbit and digital scale to track progress

## High-Acuity Support

### Diabetes Care Management

- Care Management outreaches to at risk members (future utilization, cost, etc.) who would benefit from support (provider gaps, medication adherence, social characteristics, etc.). Members with controlled Diabetes do not receive outreach, however all members may be referred or self-refer into Care Management services
- Members can work with our own RN Certified Diabetic Educators for individualized support which may include:
  - Health education including new innovations, medication therapy, symptom management
  - Coordination with providers and care teams
  - Support with prior authorizations
  - Assistance navigating health care services
  - Collaboration with our internal Pharmacy team for comprehensive medication review needs

# Quality Improvement & Network Discounts



# New for 2024: Care Management

## Two New Program Initiatives

- Optimal Aging Expansion
- Phase 2: Food Disparity Intervention

## Two New Service Enhancements

- TransHealth Specialization
- High Risk Maternity/Fertility

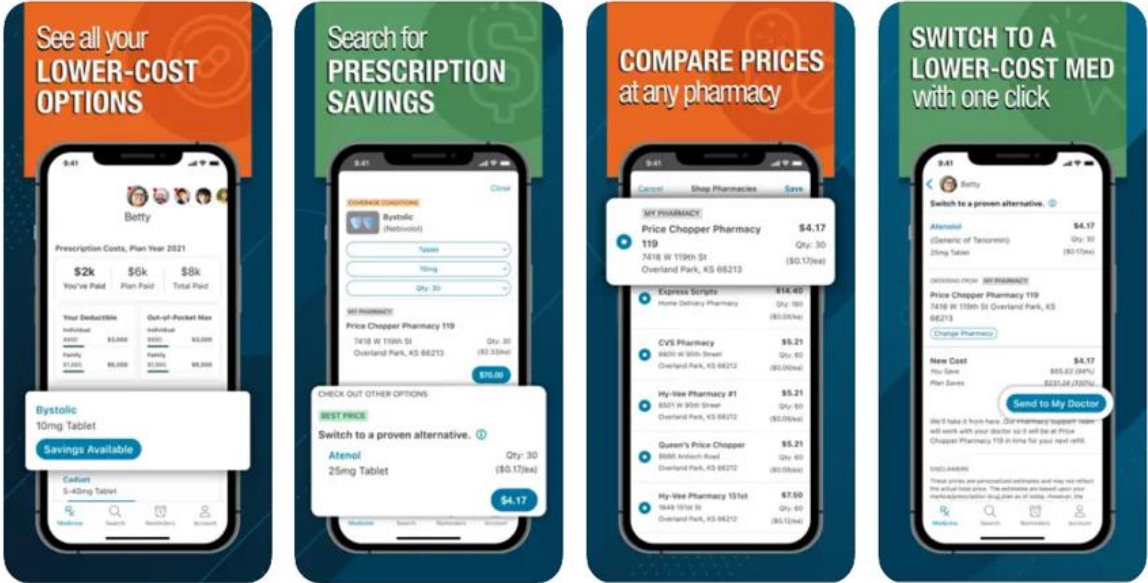


# Delivering Price Transparency, Rx Savings Solutions

## New option for 2025

### Proactively alerts members of prescription savings opportunities

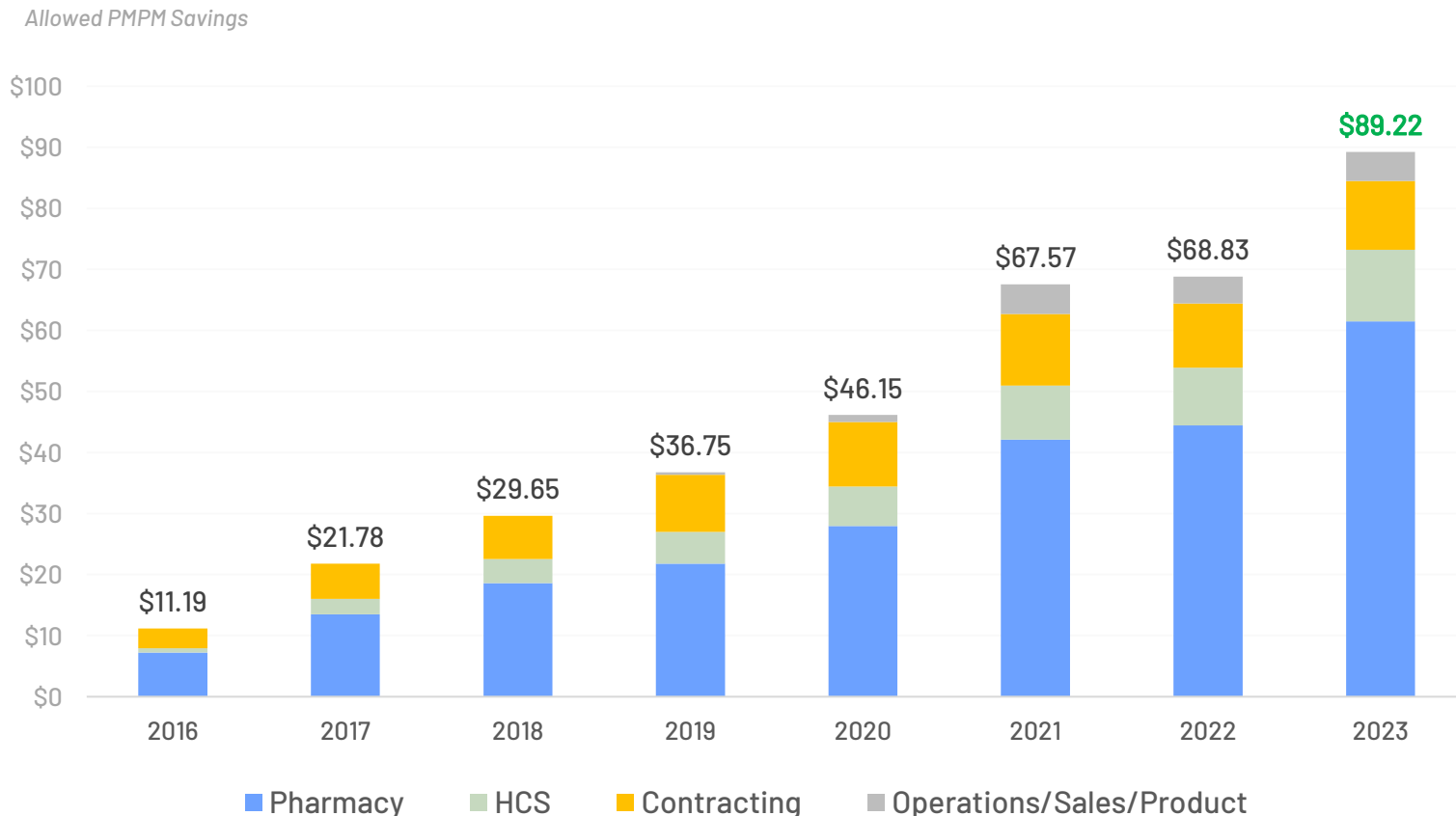
- Digital solution that is **simple and easy to use**
- Rx Savings Solutions layers on top of existing pharmacy benefit
- Analyzes claims, formularies, plan design and network to find the member **lower-cost options**
- **Proactively alerts** members of savings opportunities
- **Concierge service** makes it easy for members to switch to a more affordable prescription
- On average, **clients save \$2 per every \$1 of member savings**
- Optional program addition



# Ensuring Quality Optimization through Cost Management

Over \$2.7M of Net Savings to Lower Total Health Care Costs for our Members

## Savings by Functional Area

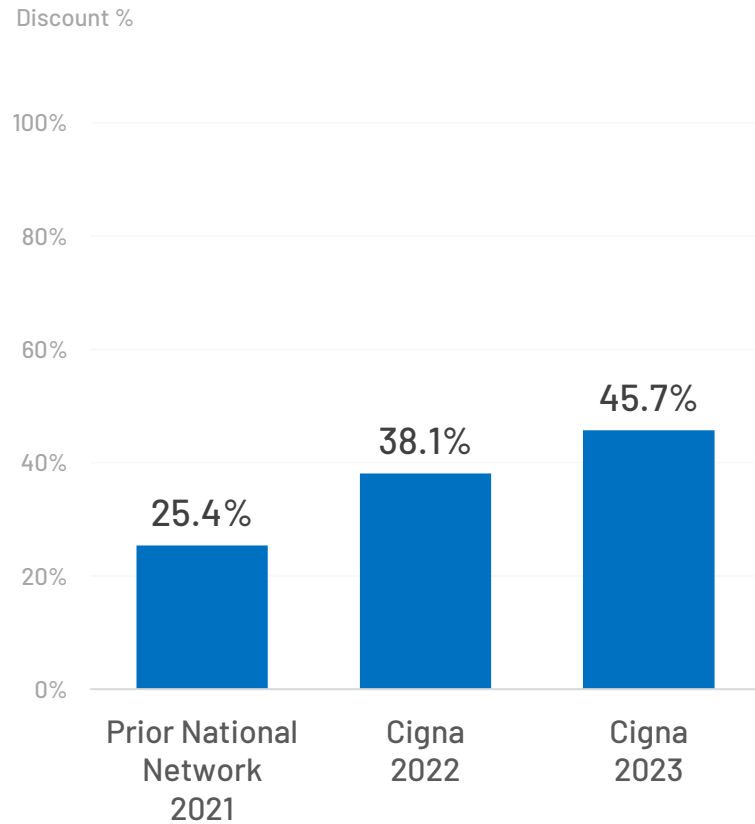


### Notable Initiatives:

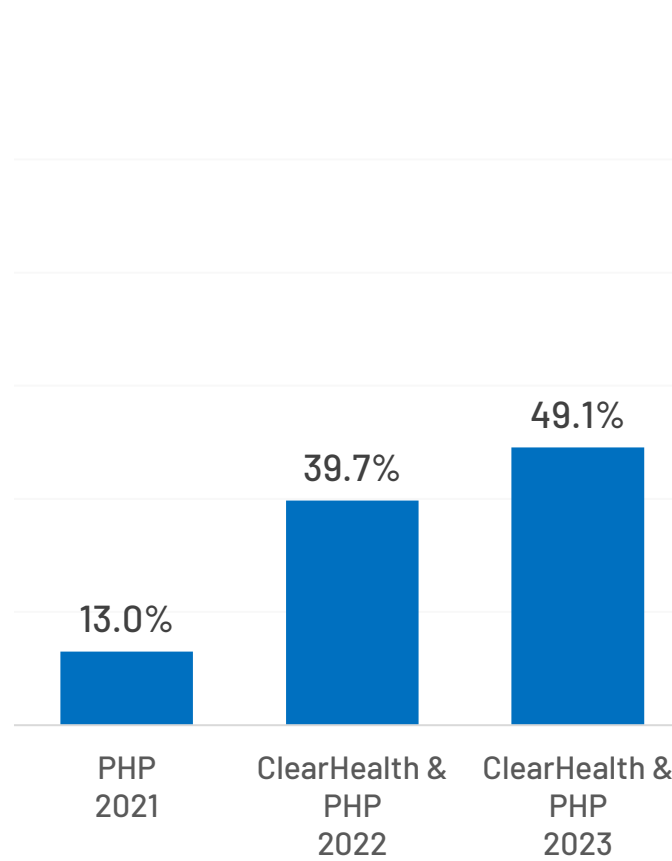
- + Surgery lower cost site of service shift
- + Biosimilar
- + Specialty pharmacy rebates
- + Infusion site neutral payments
- + Network improvements
- + Readmission reductions

# Maximizing Network Discounts

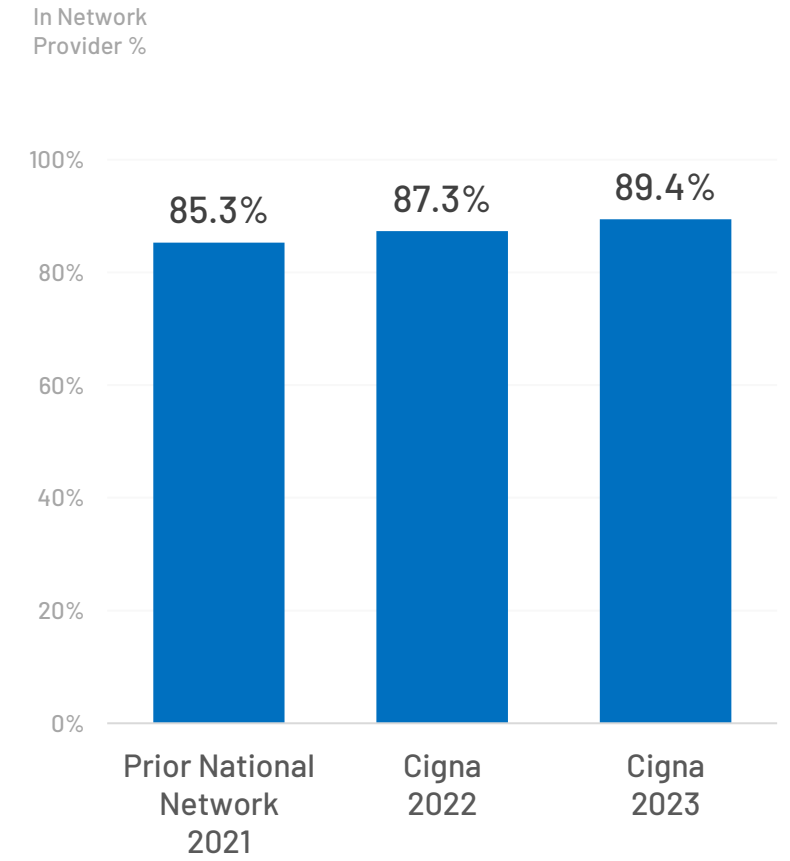
## Impact on Network Discounts from National Network Changes



## Impact from Non-contract Pricing Changes



## In Network Changes



# Exclusive access to Providence Medical Group Providers

## Available only with Providence Health Plan

Providence Medical Group Bridge Team  
How it works:



### Know Me

- ✓ Exclusive phone line into Providence Medical Group for PHP members
- ✓ On boarding visit with RN within 72 hours
- ✓ Complete medical record and transfer of care



### Care For Me

- ✓ Access to Providence Medical Group Services
- ✓ Refills, referrals, virtual visits, labs, imaging



### Ease My Way

- ✓ Establish care virtually
- ✓ Seamless transition to a PCP in my community
- ✓ Reduce need for emergency room or urgent care



Providence Health Plan

# Primary Care Provider

Start with your Primary Care Provider (PCP) for all health care needs.

A PCP is a doctor, nurse practitioner, or physician assistant who helps you manage your health. They build a relationship with you to understand your health history, assist you with staying healthy, and help you when you're sick. Your PCP's goal is to deliver the care that's right for you and to help you live the life you want.

A visit to your PCP generally costs only the copay on your plan, and most preventive care services are covered in full.\*

### Benefits of Having a PCP:



#### Personal Care

Having one provider who knows your personal health history, your family history, and your health goals



#### Easy Access

A single point of access to a variety of services including preventive care, screening, and diagnosing, and managing chronic and critical conditions



#### Know Your Risks

Your PCP can help you understand your risk for conditions like diabetes, heart disease, and cancer, and steps you can take to prevent them



#### Early is Better

A relationship with a provider who knows you makes it more likely to detect health issues early, when they are most treatable



#### A Trusted Referral

When you need specialty care, your PCP can refer you to specialists with whom they have a trusted relationship

\*Additional services, such as laboratory tests, may cost an additional co-pay amount. Please see your benefit summary at myProvidence.com for specific coverage details.

# Care Options



Knowing all of your available care options means you'll get the care you need when you need it.



#### Primary Care

Visit your Primary Care Provider (PCP) to build a relationship and establish a personalized health history. If you need a primary care provider, visit [myProvidence.com](https://myProvidence.com) and select "Find a Provider" after logging in. Then choose Primary Care Providers.



#### Telehealth (Phone or Video Appointment)\*

Arrange a phone appointment to talk with your provider from wherever you are. Schedule a visit with your PCP or specialist using a video conferencing platform such as Zoom.



#### 24/7 Nurse Advice Line (ProvRN)

Speak with a registered nurse anytime, any day. Call when you have a health concern and are looking for advice. Have your member number available and call **800-700-0481**.



#### ExpressCare

On-demand virtual care with Providence ExpressCare Virtual. Connect to care in minutes from anywhere using your tablet, smartphone or computer. Conditions treated by this service include things like common colds, fever, heartburn, sore throat, pink eye, UTIs, allergies, dry skin and more. To get started, visit [Providence.org/Services/ExpressCare-Virtual](https://Providence.org/Services/ExpressCare-Virtual).



#### ExpressCare Clinics

Find a same-day in-person appointment or walk-in where available. Treat common conditions like a cold, sore throat, or allergies. Most clinics are open from either 7 a.m. to 7 p.m. or 8 a.m. to 8 p.m. To find a location and schedule an appointment, visit [Providence.org/ExpressCare](https://Providence.org/ExpressCare).



#### Urgent Care

Urgent care is where you turn when you can't wait for a Primary Care appointment for minor injuries like cuts, burns and pains. To find an urgent care clinic, login to [myProvidence.com](https://myProvidence.com) and select "Find a Provider." Then choose "Find a Service or Place; Urgent Care Clinic."



#### Emergency Care

Use for symptoms like suspected heart attack, severe abdominal pain, poisoning, or loss of consciousness.

\*Subject to availability. Call your provider's office to ask if this is an option.

Providence Health Plan

#### Have questions?

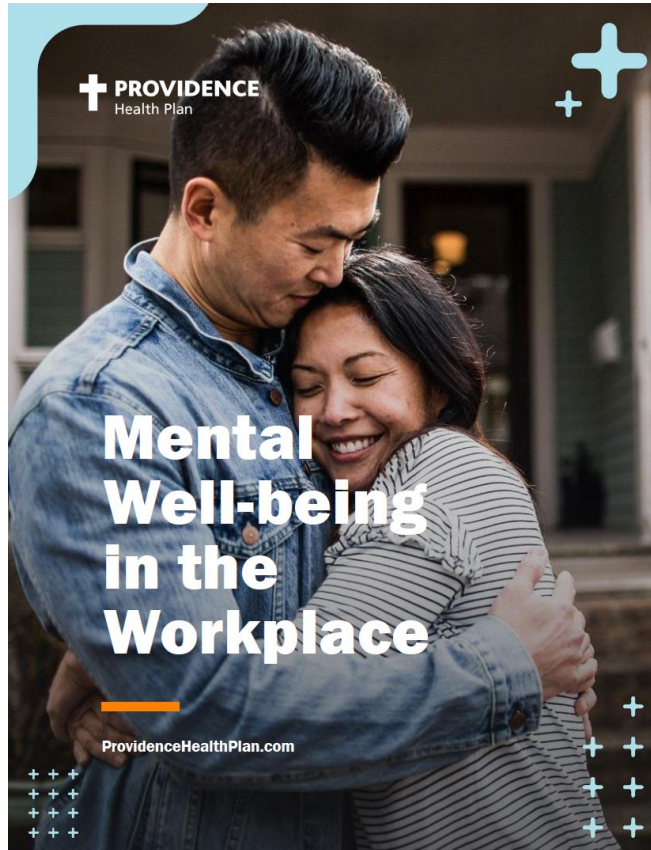
Visit [ProvidenceHealthPlan.com/Care-Options](https://ProvidenceHealthPlan.com/Care-Options) or call **800-878-4445 (TTY: 711)**, from 8 a.m. to 5 p.m. (Pacific Time), Monday – Friday



# Employer resources in one place

The Mental Well-being Toolkit outlines practical strategies for both leaders and HR teams to improve the well-being of their workforce.

- Actionable strategies for prioritizing employee mental well-being
- Resources to help your employees get the support they need to feel their best
- Practical techniques for keeping stress in check



## Resources for HR Teams



5 strategies to improve your organization's mental well-being initiatives and outcomes



5 ways to design a culture of mental well-being for a stressed-out workforce



5 ways to support BIPOC mental well-being



5 ways to address mental health stigma

## Resources for Leaders



5 ways to support remote employees



5 ways to help employees achieve and maintain a healthy work-life balance



5 ways to prevent and address burnout



5 tips for leading your team during times of crisis