

# CLACKAMAS COUNTY POA

KAISER PERMANENTE

## 2021 YEAR IN REVIEW

Presented By:

Diana Antoniskis, MD, Physician Ambassador

Lilian Belaen, Executive Account Manager

Ky Thai, Dental Account Manager

Jolene Daniels, Associate Account Manager

Wendy Knabe, Workforce Health Consultant

Ofelia McMenamy, Engagement Specialist

June 1, 2022

# Agenda Items

- What's New in 2022
- Member Resources
- Clinical Analytic Reports
- Medical Dental Integration
- Recommendations
- Appendix

# What's New in 2022



# What is new in 2022 and Beyond for Members?

- **Get Care Now and Chat with a Clinician (e-Visits)**
  - On-demand video and phone visits with a clinician
- **Increased Digital Reminders**
  - Addition communication to members before, during, and after appointments
- **Pharmacy Prescription Labels now in 15 languages**
  - Prescription labels and drug information sheets
- **Ginger App**
  - Text Based Emotional Support, Coming in 2022 (more info on slide 8)
- **Late Sequelae Clinic**
  - Caring for Long Haul Covid Patients
- **Dental Technology Updates**
  - Enhancing the dental program experience for members

**Ginger App- Coming in 2022!**

## **24/7 emotional support coaching app**

The Ginger app offers 1-on-1 support for many common challenges — from anxiety, stress, grief, and low mood to issues with work, relationships, and more. Kaiser Permanente members can use the app for 90 days per year at no cost.



### **What can employees do with Ginger?**

- Text with a coach anytime, anywhere, 24/7 for 90 days.
- Discuss goals, share challenges, and create an action plan with their coach.
- Get personalized, interactive skill-building tools from a library of more than 200 activities.
- View recaps from each texting session, track progress, and work with their coach to adjust action plans as needed.

\*Sarah Kunkle et al., "Association Between Care Utilization and Anxiety Outcomes in an On-Demand Mental Health System: Retrospective Observational Study," *Journal of Medical Internet Research*, January 2021.

**47%**  
of users  
with anxiety  
saw symptoms  
improve.\*



**90-day access to Ginger**



**no cost to members**



**all mobile devices**



**wellness resources**



**KAISER PERMANENTE®**

## • Getting care away from home

With COVID-19 cases down at home and abroad, and more people beginning to travel. We're supporting our members with high-quality health care options while they're away from home.



### Coverage for urgent and emergency care

Members are covered for emergency and urgent care anywhere in the world, so if they get hurt or sick while traveling, they can rest assured knowing they can get the care they need.



### Urgent care at MinuteClinic locations

Members can get urgent care at a MinuteClinic (in select CVS and Target stores) or Concentra urgent care center when they're traveling outside a Kaiser Permanente area.



### Care options via CIGNA — **NEW IN AUGUST 2022**

Beginning in August, most of our commercial EPO members who need urgent or emergency care while traveling will have access to Cigna's national network of providers.



### Get care now

Get care now is the newest tool that builds on Kaiser Permanente's robust telehealth capability, offering 24/7 access to member-centered high-quality care in all regions.



### Kaiser Permanente facilities across the country

Kaiser Permanente provides care in many states across the country, including all or parts of California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.



### Help before they go

We can also help members before they leave town by checking to see if they need a vaccination, refilling eligible prescriptions, and more.

Go to [kp.org/travel](https://kp.org/travel) to learn more about care while traveling.

# Member Resources





# Wellness coaching

Convenient, ongoing support from a specially trained health professional

## Many areas of focus

Wellness coaches can help your employees with stress, sleep, smoking cessation, and more. They're not mental health care providers, but they can set up an action plan to keep your employees motivated toward their health goals.

## Convenient scheduling

Phone sessions are available 5 days a week and typically last 20 minutes.

## Dedicated support

The same coach will get to know your employee over multiple sessions — providing tailored guidance at whatever time and frequency works best.

**69%**  
of members

who used wellness coaching reduced their stress within one month



no cost to members



by phone



self-care and wellness resources



KAISER PERMANENTE®



# Member Extras\*

## CLASSPASS

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, boxing, cardio, strength training, and yoga.

- **Reduced rates on fitness classes** — Take real-time online and in-person classes from top fitness studios
- **Online video workouts at no cost** — 4,000+ on-demand fitness classes



Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality. Available at no additional cost to adult members.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



This personalized program has interactive activities to track current emotional states and ongoing life events to improve your awareness and change behaviors.

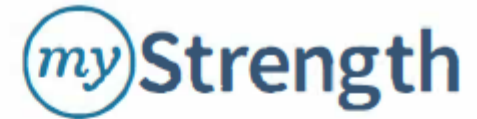
- Tailored programs for managing depression, stress, anxiety, and more
- Mindfulness and meditation activities
- Tools for setting goals, tracking emotional states, and monitoring progress



- Access to contracted fitness centers in the Active&Fit Direct Network
- Reduced rates on fitness, health, and wellness products

\*Only available to Kaiser Permanente members with medical coverage. myStrength is a trademark of Livongo Health Inc., a wholly owned subsidiary of Teladoc Health, Inc. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice.

# myStrength First Responder Resources



- **17 interactive tools** focused on mindfulness, sleep, nutrition, exercise, stress management, social support and managing substance use
- **Video interviews with first responders** highlighting personal experience with behavioral health challenges and treatment
- **Self-care support** for emotional regulation, PTSD and trauma, suicidal ideation, dealing with COVID-19 and racism-related stress
- **Evidence-based clinical interventions** including Stress First Aid, CBT, mindfulness and DBT

Challenging Times, Critical Roles



First Responders in Uncertain Times



Stress First Aid for First Responders



Mental Fitness for Top Performance



Life With a First Responder



Uncomfortable on the Job



## To access myStrength:

- Visit [kp.org/selfcareapps](https://kp.org/selfcareapps)
- From the myStrength main page, search for “First Responder” content or find it on the Activities page under the Life Topics section

# A holistic ecosystem with 360-degree mental health support

***\*No Referral needed***



## **Self-care and wellness resources**

Available to all members at no cost. Tools can be used alone or as complements to a personalized treatment plan.



## **Primary care**

Members can bring up concerns with their doctor at any time. Primary care physicians do depression and unhealthy substance use screenings at every visit to help catch problems early and connect members to support.



## **Specialty care**

Members can reach out to their local mental health department directly — without a referral — or connect to support through their primary, specialty, or emergency department care teams.



**Designed to meet the needs of all our members:**

Members experiencing symptoms but not seeking support

Members who want to improve their overall emotional wellness

Members who are actively seeking support

# Supporting Youth and Young Adults

## FindYourWords

### Increasing awareness outside Kaiser Permanente

Find Your Words is Kaiser Permanente's public health awareness effort to normalize talking about mental health. It's available to everyone — not just members.

- Tips for building resilience and reducing stress
- Help talking about mental health with others
- Self-assessment and screening tools
- Info on available support and resources

<https://findyourwords.org/>



### Engaging the e-sports and gaming community

We're working with esports organization Cloud9 to help increase mental health awareness, reduce stigma, and encourage teens and young adults to prioritize their well-being.

<https://findyourwords.org/presence-of-mind/>



# Medical Clinical Analytic Reports

## Your group at a glance

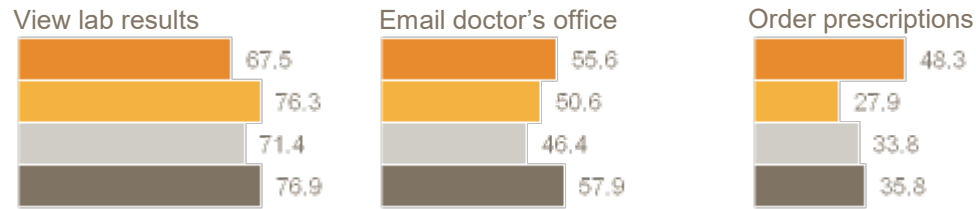
Here’s how your population’s demographics — for example, age and gender — compares to Kaiser Permanente regional and industry benchmarks.

	Your group	Kaiser Permanente regional average <sup>1</sup>	Comparison to regional average	Kaiser Permanente industry average <sup>2</sup>
Subscribers	159	--	--	--
Members	419	--	--	--
Average subscriber age	39.5	40.7	1.2 years younger	48.0
Average member age	28.5	35.1	6.6 years younger	36.7
Gender (% female)	47.0%	51.0%	4.0% pts lower	52.3%
Average family size	2.6	1.6	1.0 higher	2.1
Enrollment stability index <sup>3</sup>	90.0%	85.3%	--	93.4%

<sup>1</sup>The Kaiser Permanente regional averages are based on the weighted average of the group’s distribution of members across the Kaiser Permanente regions for the time period being measured. <sup>2</sup>The industry average reflects results for Kaiser Permanente members in a specific industry sector, as defined by the North American Industry Classification System. <sup>3</sup>Percentage of members enrolled at the end of the measurement period who were “continuously enrolled” (enrolled for at least 11 months of the 12-month reporting period).

## Your group's kp.org activity

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



■ Your group Q1 2021 
 ■ Your group Q1 2022 
 ■ Regional avg. Q1 2022 
 ■ Industry benchmark Q1 2022

Measure <sup>2</sup>	Q1 2021	Q1 2022	Change
Online prescription refill orders	500	306	-38.8%
Total prescription refills <sup>3</sup>	1,340	926	-30.9%
Unique members ordering prescriptions	138	87	-37.0%
Online prescription orders sent via U.S. mail	422	238	-43.6%
Lab tests results viewed online <sup>4</sup>	1,688	3,284	94.5%
Unique members viewing lab results	193	238	23.3%
Email messages sent to health care providers	742	867	16.8%
Unique members sending email messages	159	158	-0.6%

<sup>1</sup>Includes kp.org activity for members regardless of whether or not they were enrolled at the end of the measurement period.  
<sup>2</sup>See note 1. <sup>3</sup>One prescription order can have multiple refills. <sup>4</sup>The types of lab test results members can view on kp.org may vary slightly by region. Sensitive results (like HIV test results) can't be viewed online. However, other results may be released at the discretion of your physician. Note: Regional and industry averages are based on Kaiser Permanente membership.



At Kaiser Permanente, members can email their doctor, refill prescriptions, schedule routine appointments, and get most lab results online.

## Your results: lifestyle risks overview

Measure	Your results, Q1 2020 <sup>1</sup>	Your results, Q1 2022 <sup>1</sup>	Regional average	Industry average	National comparative data
Adult weight - overweight or obese	78.3%	82.8%	74.8%	75.9%	71.6% <sup>3</sup>
Childhood weight - overweight or obese	22.2%	20.0%	33.8%	34.7%	35.1% <sup>4</sup>
Adult exercise - not meeting minimum	62.7%	56.5%	68.4%	67.9%	46.7% <sup>5</sup>
Prediabetes test result <sup>2</sup>	15.9%	20.0%	26.4%	29.5%	34.5% <sup>6</sup>
Total cholesterol - borderline high or high	36.3%	37.4%	35.6%	35.5%	38.2% <sup>7</sup>
Blood pressure - undesirable BP systolic/diastolic >= 140/90	8.5%	16.4%	15.6%	12.9%	33.2% <sup>8</sup>
Smoking rates	6.5%	4.7%	11.5%	7.2%	13.7% <sup>9</sup>

<sup>1</sup>ISS will be displayed if eligible member population for the metric is insufficient. <sup>2</sup>We advise using current prediabetes rates only. See speakers notes for details.

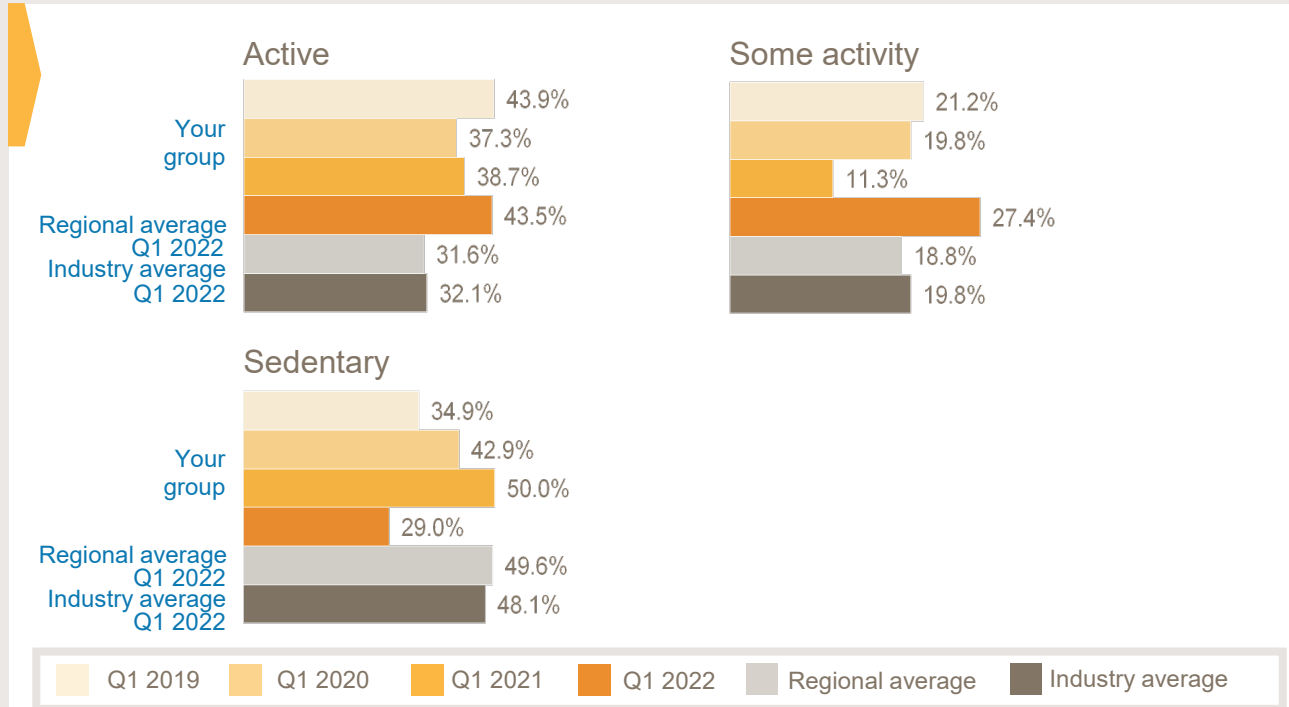
<sup>3</sup>CDC, 2018. <sup>4</sup>Skinner et al., *Pediatrics*, March 2018. <sup>5</sup>NCHS, 2018 National Health Interview Survey. <sup>6</sup>CDC, 2020. <sup>7</sup>*Circulation*, March 5, 2019. <sup>8</sup>CDC, 2018.

<sup>9</sup>CDC, November 18, 2019.

Regional and industry averages are based on Kaiser Permanente membership. For the Washington region, metrics displayed on this slide will depend on the use of Kaiser Permanente providers.



## Your results: adult exercise



Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

**42.9%** of your group were measured in the last 12 months

**56.5%** of screened adult members in Q1 2022 didn't meet the minimum exercise recommendations — that's

**70** total members

Medical costs related to inactivity

**\$ 100,590**

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



Replacing just 30 minutes of sitting with physical activity every day can reduce mortality risk by up to 35%.<sup>2</sup>

**✓ AT KAISER PERMANENTE**

**Your employees get:**

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

**Did you know?**

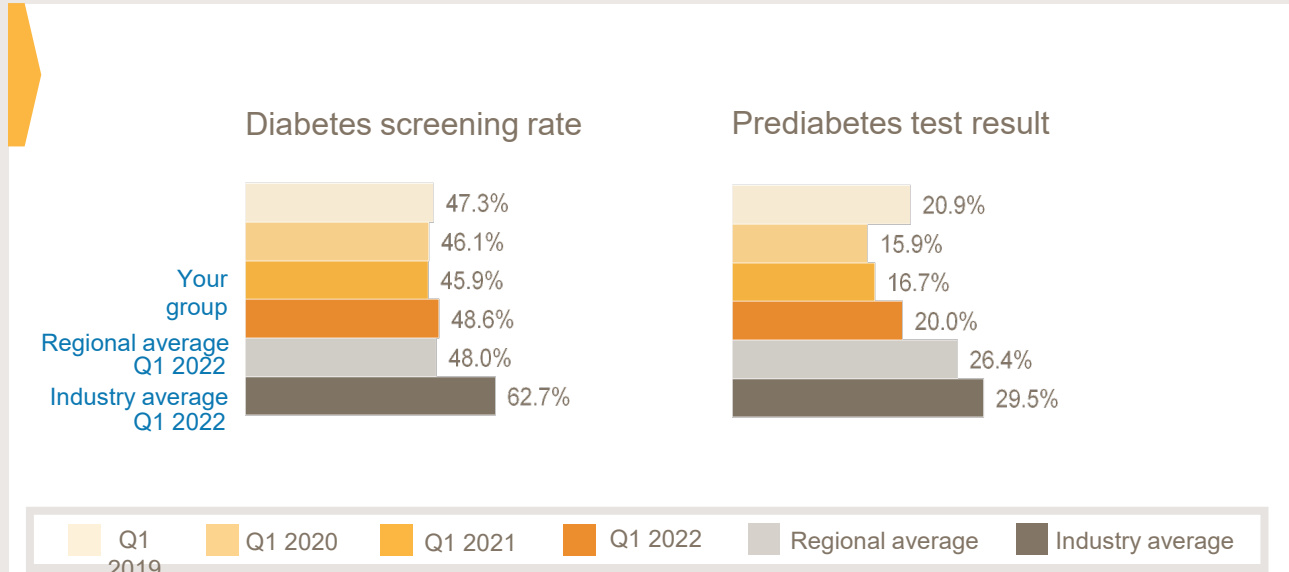
We were the first health care organization to use Exercise as a Vital Sign in electronic health records. Asking patients about their activity level was associated with weight loss and improved glucose control.<sup>3</sup>

<sup>1</sup>Lobelo et al., *Circulation*, 2018.

<sup>2</sup>Diaz et al., *American Journal of Epidemiology*, January 14, 2019.

<sup>3</sup>Golightly et al., *Preventing Chronic Disease*, November 30, 2017.

## Your results: diabetes screening



Kaiser Permanente is using a new advanced lab process for HbA1c testing (a measure of average blood glucose), which provides improved accuracy and reliability. Results from the prior process use different standards and are not directly comparable to our current testing. **Due to this change, we are only reporting results from measurement period Q4 2018 going forward.**  
 Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

**48.6%** of your group were measured for glucose in the last 3 years

**20.0%** of screened members had a prediabetes test result in Q1 2022 — that's

**18** total members

Medical costs related to diabetes

**\$ 17,280**

Calculation: Estimate is based on if 10% of members with a prediabetes test result convert to a diabetes diagnosis x additional annual direct medical cost per diabetic member of \$9,600 per year.<sup>1</sup>



*For people with prediabetes, lifestyle intervention may decrease the risk of diabetes for up to 10 years.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

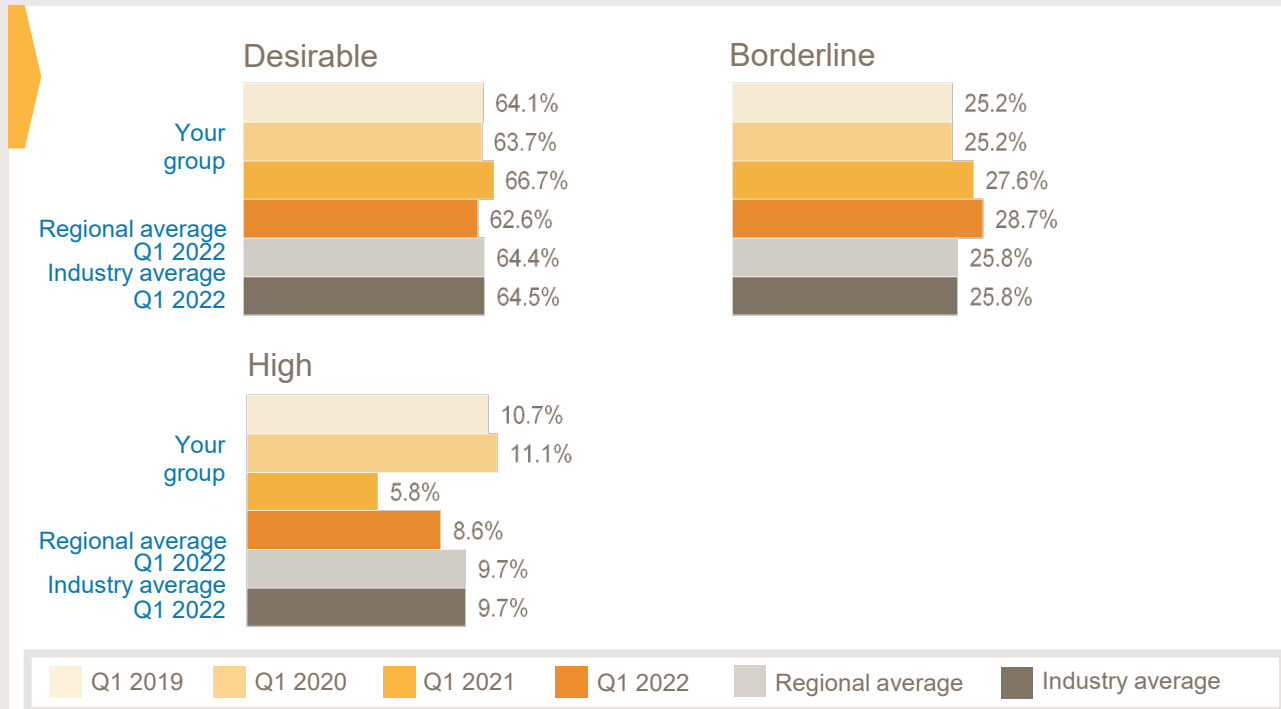
Our integrated electronic health record system helps us identify additional at-risk populations based on family history, race/ethnicity, likelihood of developing gestational diabetes, and other factors.

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

<sup>1</sup>Yang, *Diabetes Care*, March 22, 2018.  
<sup>2</sup>American Diabetes Association, *Diabetes Care*, January 2017.

PREVENTION AND LIFESTYLE RISKS REPORT

## Your results: cholesterol



Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

**60.2%** of your group were measured for cholesterol in the last 5 years

**37.4%** of screened members in Q1 2022 had borderline to high total cholesterol — that's

**65** total members



High cholesterol accounts for **88.7 million** disability-adjusted life years nationally, the number of years lost to poor health, disability, or early death.<sup>1</sup>

**✓ AT KAISER PERMANENTE**

**Your employees get:**

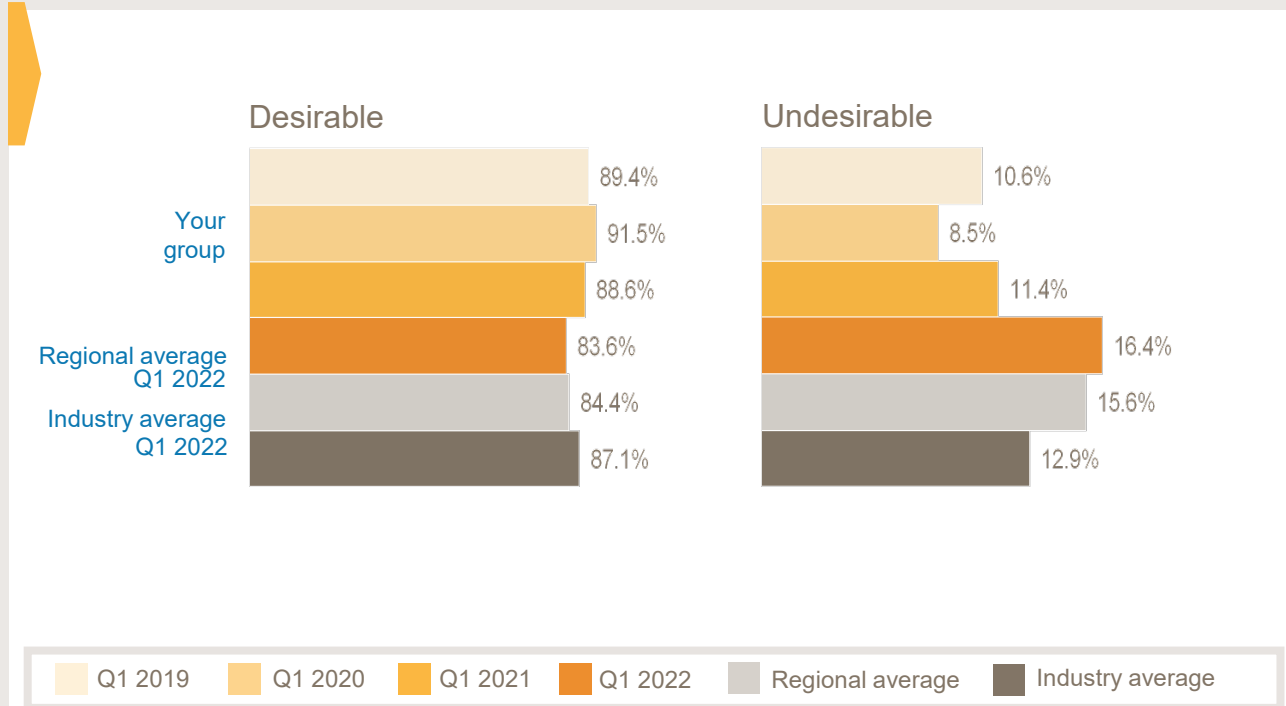
- Cholesterol checks at age 20 or first visit.
- Help from their care team with lifestyle changes and prescriptions.

**Did you know?**

According to 2019 HEDIS scores, we scored above the 95th percentile in statin therapy for members with diabetes in every market we serve.<sup>2</sup>

<sup>1</sup>Benjamin, et al., *Circulation*, March 2019. <sup>2</sup>NCQA, 2019.

## Your results: blood pressure



Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

**69.6%** of your group were measured for blood pressure in the last 12 months

**16.4%** of screened members in Q1 2022 had undesirable blood pressure — that's:

**33** total members

Medical costs related to high blood pressure

**\$ 63,360**

Calculation: Estimate is based on total number of members with high blood pressure x additional annual direct medical cost per member with high blood pressure of \$1,920 per year.<sup>1</sup>



*About 1 in 3 American adults has high blood pressure. Only about half of them have their condition under control.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

**Your employees get:**

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

**Did you know?**

According to 2019 HEDIS scores, we scored above the 95th percentile in blood pressure control rates for members with cardiovascular conditions in every market we serve — and had the highest rate in the nation in our Mid-Atlantic States region.<sup>3</sup>

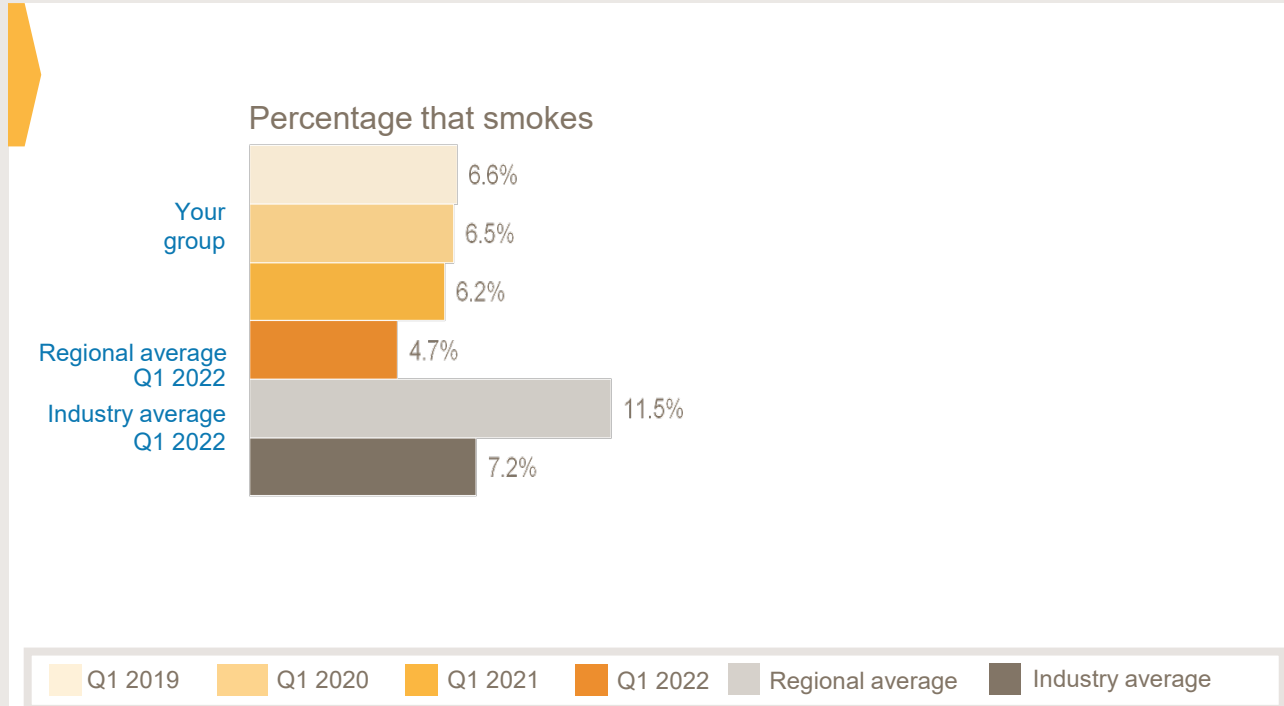
<sup>1</sup>Kirkland et al., *JAMA*, May 2018.

<sup>2</sup>See note 1. <sup>3</sup>NCQA, 2019.



PREVENTION AND LIFESTYLE RISKS REPORT

## Your results: smoking



Note: Results will not be displayed if the eligible member population for the metric is insufficient. Regional and industry averages are based on Kaiser Permanente membership.

**95.2%** of adults in your group have a recorded smoking status

**4.7%** of screened adult members in Q1 2022 smoke — that's:

**13** total members

Medical costs related to smoking

**\$ 26,728**

Calculation: Estimate is based on total number of members who smoke x additional annual direct medical cost per smoking member of \$2,056 per year.<sup>1</sup>



*Employees who smoke spend 6 days a year on cigarette breaks alone.<sup>2</sup>*

**✓ AT KAISER PERMANENTE**

**Your employees get:**

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

**Did you know?**

More than half of members who participated in our online smoking cessation program reported that they reduced the number of cigarettes they smoke per day.<sup>3</sup>

<sup>1</sup>Aldana, wellsteps.com, January 2020.  
<sup>2</sup>theladders.com, March 1, 2018.  
<sup>3</sup>"Healthy Lifestyle Programs Outcomes," Kaiser Permanente Digital Experience Center, December 31, 2019.

## Clackamas County POA 2021

## Your results: Preventive Services Overview

Measure <sup>1</sup>	Your results, 2020	Your results, 2021	Regional average	Industry average
Flu immunization rate <sup>2</sup>	44.8%	35.6%	36.0%	39.4%

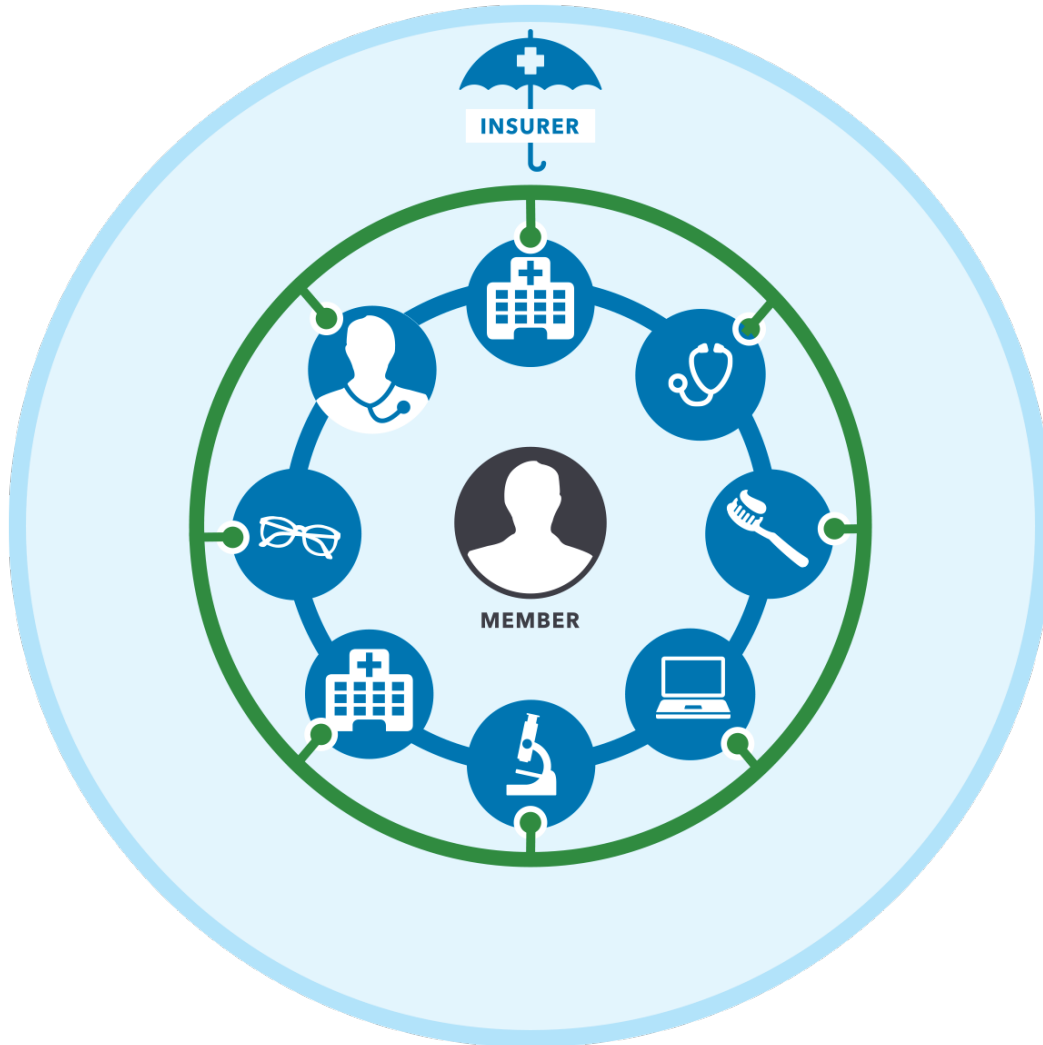
Measure	Your results, 2019	Your results, 2021	Regional average	Industry average
Childhood immunization rate	80.0%	70.0%	61.4%	71.3%
Breast cancer screening rate	66.7%	66.7%	72.7%	77.5%
Cervical cancer screening rate	82.1%	83.7%	78.2%	85.2%
Colorectal cancer screening rate	80.0%	74.2%	66.9%	77.7%

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

<sup>2</sup>National comparative data for flu immunization rate is no longer reported due to the use of a different methodology (survey data) to calculate results vs. Kaiser Permanente's reported results captured in members' medical records.

# Medical + Dental Integration at Kaiser Permanente

# The difference of integrated care



Kaiser Permanente's medical and dental coverage lets you experience our uniquely coordinated approach to care.

## BENEFITS TO YOU

- One ID card and one electronic record that captures your total health
- Enhanced collaboration between your medical and dental care teams
- Time-Saving Convenience
- Care Gap Closure Success



# DENTAL TECHNOLOGY INVESTMENTS

Investing in improvements that will help make the dental experience more convenient for members.



## Fast Pass



## Kiosks, Express Check-In, eArrival



## Dental-Only Access on kp.org



## Online Dental Appointing



Spring 2022

## Virtual Care Expansion



Fall 2022

# Recommendations

# Recommendations for Clackamas County

## Make an impact in 2022

Employee 1:1 meetings with a medical assistant with KP Care Gap Clinics

Encourage employee engagement with 1:1 meetings, KP Benefits Office Hours

Get Connected Campaign – Registration and Preventive Care

Continue our partnership with on-site flu shot events

Promote mental health resources, review detailed list in appendix

Attend a behind the scenes tour of Kaiser Permanente, Experience KP (virtually)





# THANK YOU

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest. 500 NE Multnomah St., Suite 100, Portland, OR 97232. ©2021 Kaiser Foundation Health Plan of the Northwest.



## Your KP Team Contact List

---

Lilian Belaen  
Executive Account Manager  
[Lilian.x.belaen@kp.org](mailto:Lilian.x.belaen@kp.org)  
971-284-0844

Jolene Daniels  
Senior Associate Account Manager  
[Jolene.m.daniels@kp.org](mailto:Jolene.m.daniels@kp.org)  
971-212-1284

Wendy Knabe  
Sr. Workforce Health  
Consultant  
[Wendy.m.knabe@kp.org](mailto:Wendy.m.knabe@kp.org)  
503-312-0430

Ky Thai  
Dental Account Manager  
[Ky.n.thai@kp.org](mailto:Ky.n.thai@kp.org)  
971-219-5676

Ofelia McMenamy  
Engagement Specialist  
[Ofelia.c.mcmenamy@kp.org](mailto:Ofelia.c.mcmenamy@kp.org)  
503-319-8697



# Appendix

# Mental Health and Wellbeing Resources

## Member resources

- [Understanding Your Mental Health](#) – content center on where to access care, self-care assessments and more
- [Health classes](#) and [support groups](#)
- [Personalized healthy lifestyle programs](#)
- [Wellness Coaching by Phone](#) for stress, sleep and more
- [Self-care apps](#) for meditation, mindfulness and cognitive behavioral therapy
- [Self-care resources](#) with online programs to help manage depression, reduce stress & improve sleep
- [Find Your Words](#) stigma, resilience and mental health support center

## Employer resources

- Onsite mental health & crisis support
  - Use Employer's Employee Assistance Program, if available
- [Mental Health Awareness Training](#)
- [Taking care of yourself and your employees](#) webinar
- [Psychologically healthy workplace webinar](#) and [scoresheet](#)
- Workforce Health Resource Center:
  - *Finding Balance* [stress management toolkit](#)
  - *Rest and Revive* [sleep management toolkit](#)
- [Mental health in the workplace](#) center and articles
- Health and wellness [classes and virtual resources](#)
- [Article](#) and [flyer](#) for first responders

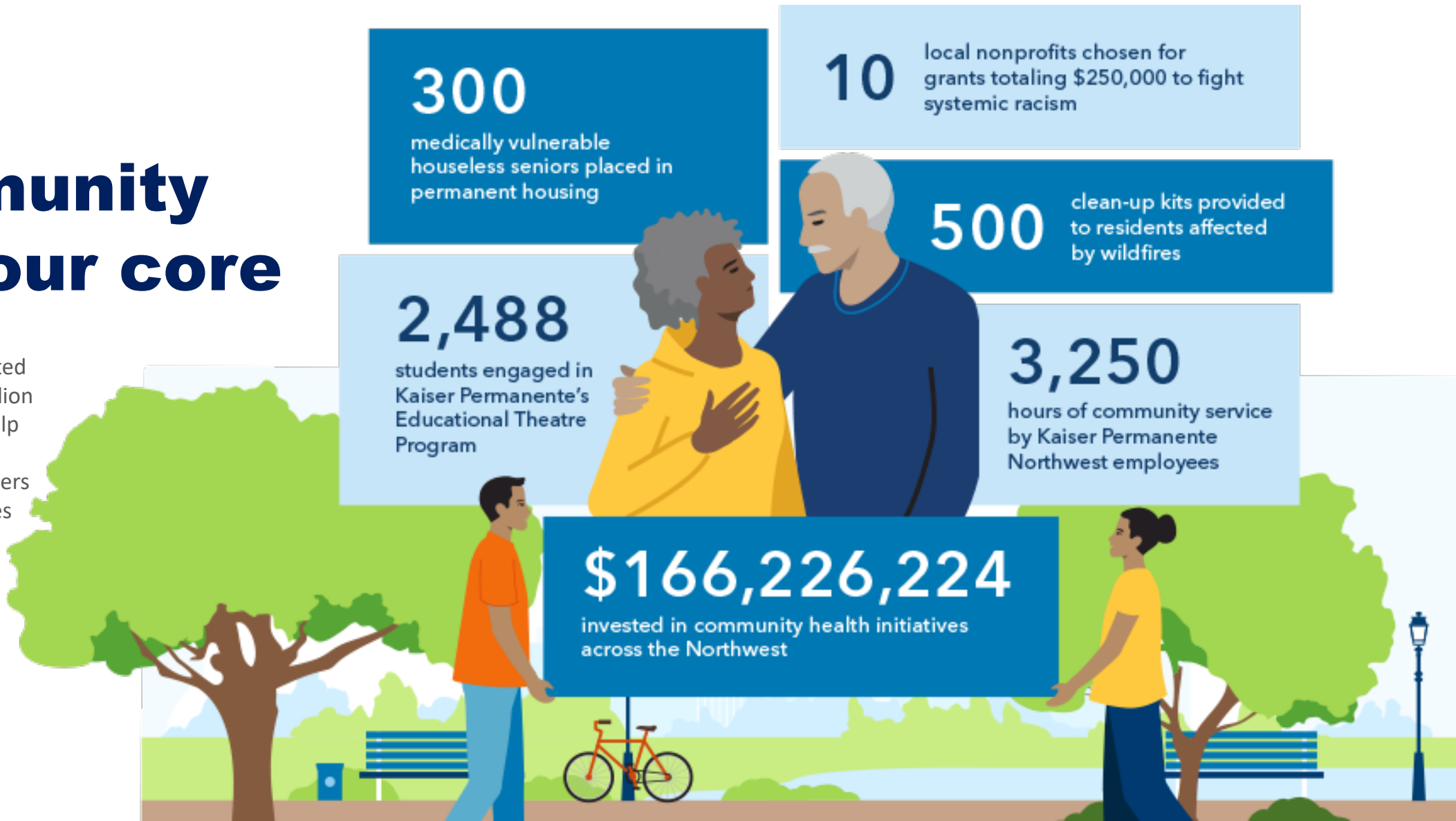
# Kaiser Permanente Mental Health and Wellbeing Resources

## Member resources, continued

- Personalized treatment plan with ease of access, care and communication with clinical team (e.g. email, phone, or video)
  - Members do not need a referral to access mental health services from a Kaiser Permanente provider.
  - How to get care:
    - To schedule a mental health or addiction medicine appointment, call [503-249-3434](tel:503-249-3434) or [1-855-632-8280](tel:1-855-632-8280), weekdays, 8 a.m. to 5 p.m.
    - To make an appointment with your primary care team, call [1-800-813-2000](tel:1-800-813-2000) (TTY [711](tel:711)) anytime, 24/7. You may be able to work with a behavioral health consultant in the convenience of your primary care provider's office.
    - For emergency psychiatric services, including thoughts of suicide, call 1-866-453-3932. for a Kaiser Permanente crisis counselor anytime, 24/7. Or dial 911.

# Community is at our core

In 2020, Kaiser Permanente dedicated more than \$166 million to initiatives that help improve the total health of our members and the communities we serve.



Source: Kaiser Permanente Community Health Snapshot 2020." <https://about.kaiserpermanente.org/content/dam/internet/kp/comms/community-health/northwest/KPNW-CH-Snapshot.pdf>

[Learn more about our 2020 initiatives here](#)

# Performance and Experience Report

++++

Clackamas County #100112

Reporting Period: 1/1/2021 - 12/31/2021

Peace Officers Association (POA)

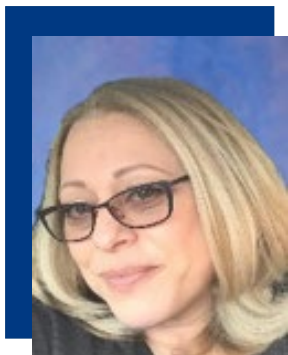


## TABLE OF CONTENTS

Your Providence Health Plan Team	3
Executive Summary	5
Member Engagement	6
Medical Cost and Utilization	12
Pharmacy Cost and Utilization	25
Opportunities and Recommendations	38
Appendix	42



# Your Providence Health Plan Team



**Julie Zola**  
Sr. Account Manager



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



**Laurel Soot, MD**  
AVP, Medical Management



**Jennifer Lund, MPA**  
Health Management Consultant

# Our Commitment

## Serving the West for nearly 170 years

- Established in 1985, the health plan has grown to become the largest health care provider in Oregon
- Mission driven and focused on improving the health of the communities we serve

## High quality integrated delivery model focused on taking care of our members

- Continuing and dynamic provider education
- Direct outreach to members
- Highest rated PPO health plan in Oregon
- Recognized by the National Committee for Quality Assurance in 2018-2019



## We live, work, play and volunteer where you do

- Experienced, accomplished account management team committed to improving employer and member communications
- Local team with more than 100 years combined account management experience

## We all deserve true health

- The definition of true health is different for everyone. Sometimes it's about movement, recovery, and finding your way through life. Other times it's about welcoming a new member to your family, discovering a new horizon, and charting a different course.
- We're guided by values – compassion, dignity, justice, excellence and integrity. Our values are at the heart of everything we do, and create the foundation of true health.

# Executive Summary

## Clackamas County (POA) | Performance and Experience Report

### Medical Management

- Medical expenses 25% increase in paid PMPM compared to 2020, but below 2019; slight increase in inpatient, professional and pharmacy as the drivers
- Encourage increased use of a wide array of behavioral health services and diabetes prevention programs
- Encourage screening and wellness visits along with other medical reasons to see PCP; telehealth continues to be an option for accessing both PCP, specialty and behavioral health providers
- Encourage Covid-19 vaccination; highest Covid infection claims were in unvaccinated members

### Top 4 Focus Areas for Clackamas County POA

- Behavioral Health
- Diabetes & Weight Management
- Musculoskeletal/Pain Management
- COVID-19

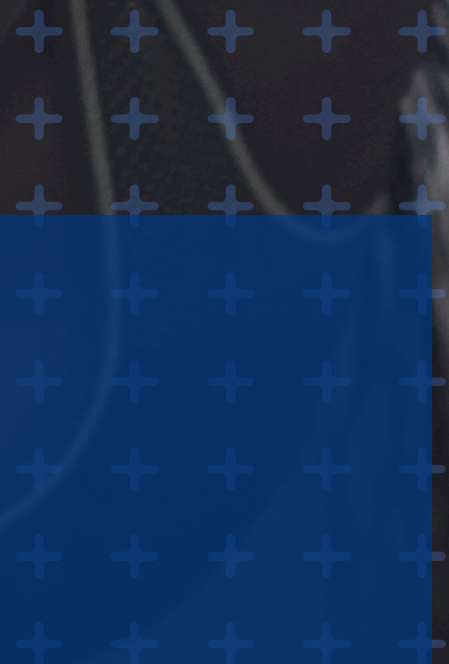






**Member Engagement**  
*Data includes all Clackamas County members*

Presented by:  
**Jennifer Lund, MPA**  
Health Management Consultant, Health & Wellness



# Chronic Conditions

## COVID-19 will continue to have long-term impacts on chronic care needs and costs

Chronic conditions, when left unchecked and unmanaged, can result in serious illness, hospitalization and death. And these conditions have a significant financial impact, driving nearly 90% of health care costs. The pandemic created new challenges for people with chronic disease with many deferring or delaying care.

- + 60% of Americans live with at least one chronic condition, and 40% have two or more
- + \$36.4 billion is lost each year from employee missed days of work

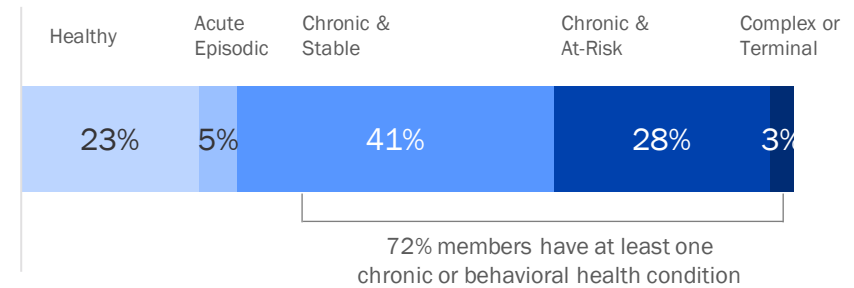
### Care Management Program Participants, 2021

Clackamas County

**66**

## Population Health Category, 2021

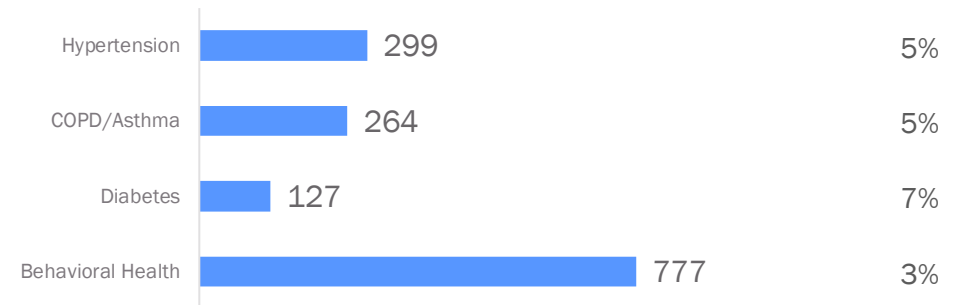
% of Clackamas County members<sup>1</sup>



## Prevalence of Common Conditions, 2021

# of Clackamas County members

Of members with condition, percent enrolled in care management program



<sup>1</sup>Includes members who have been enrolled in Providence Health Plan for a minimum of 8 months.

# Behavioral Health Concierge Outcomes

## We are in the midst of a national mental health crisis

Rates of depression and anxiety were increasing even before the pandemic. The grief, trauma, and physical isolation of the last two years have driven Americans to a breaking point.

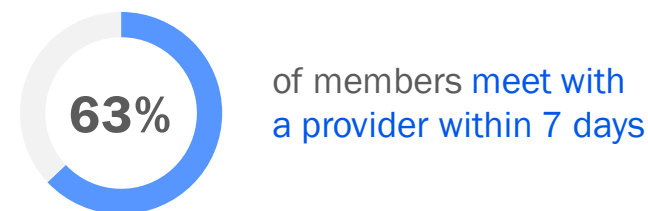
- + 2 of 5 adults report symptoms of anxiety or depression
- + More than half of Americans don't seek professional help for mental health issues due to stigma, access and affordability issues, and lack of awareness about services available through their employer
- + Each mentally distressed employee costs an employer over \$13,000 in absenteeism, turnover and health care costs

### Behavioral Health Concierge Visits, 2021

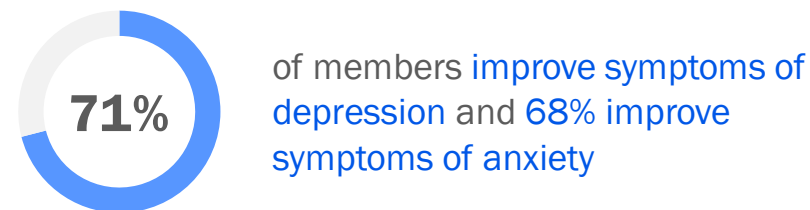
Clackamas County

**7**

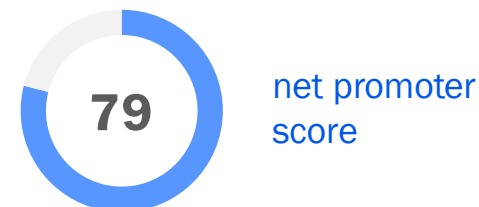
BHC improves access to a diverse network of providers and evidence-based treatment:



With BHC, member well-being improves:



Members who seek care are satisfied with the program:

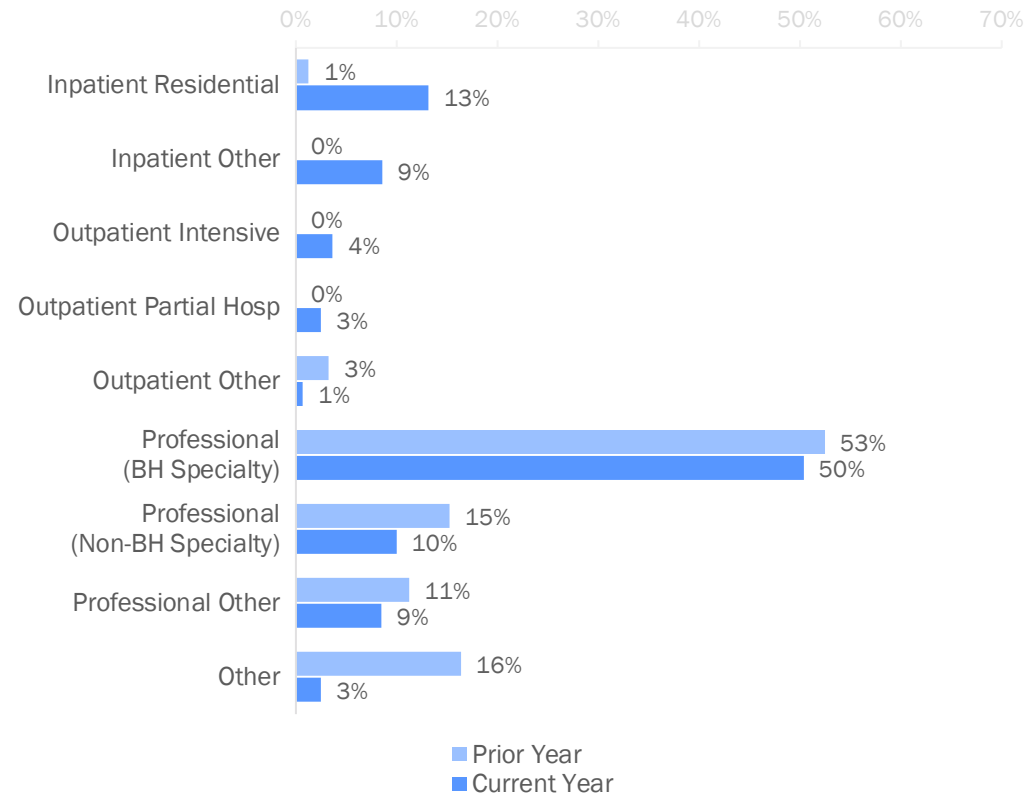




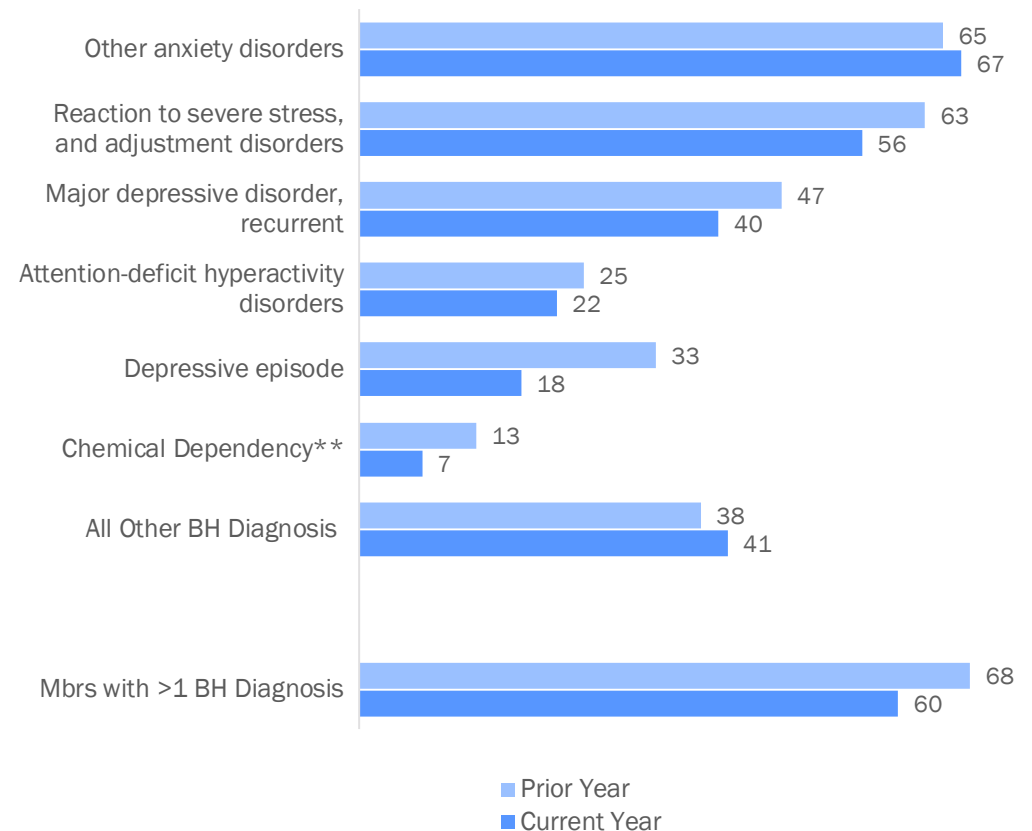
# Behavioral Health

## Percent Plan Paid – by Level of Care\*

Current Year Plan Paid: \$343,036



## Utilizing Members - by Diagnosis\*



\*Based on medical claims

\*\*Includes alcohol, cannabis, nicotine, opioids, other

# Diabetes Prevention Program Outcomes

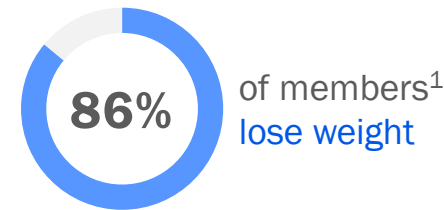
## Prediabetes may be more prevalent in your workplace than you think

In the last 20 years, the number of adults with diabetes has doubled as the American population has aged and overweight and obesity have become more prevalent.

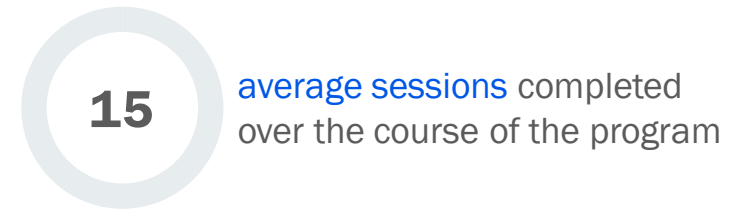
- + 1 in 3 Americans have prediabetes, and 80% don't know they have it
- + Americans with diabetes average \$16,750 in annual health care expenses – 2.3 times as much as for those without diabetes
- + The H.E.A.L. program can cut employees' risk of developing type 2 diabetes by 58%, reduce health care costs and increase productivity

New Enrollments, 2021 Clackamas County	Total Participants, 2019-2021 Clackamas County
<b>0</b>	<b>7</b>

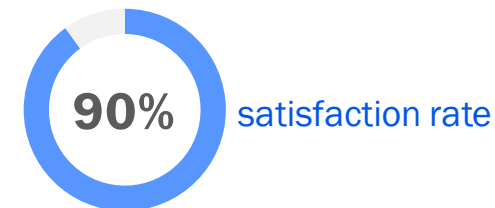
H.E.A.L.'s interactive lessons empower members, enabling lifestyle behavior changes and building healthy habits that last:



With H.E.A.L., members get the resources and support to stay engaged:



Members who participate in H.E.A.L. are satisfied with the program:



Sources: Transamerica Institute, Centers for Disease Control and Prevention

<sup>1</sup> Members completing program session requirements

# Health Coaching Program Outcomes

## Personalized coaching can boost employees' physical and mental well-being

Lifestyle behaviors such as healthy eating, moving more, and getting enough sleep can help prevent chronic conditions, resulting in improved quality of life, increased life expectancy, reduced health care costs and higher productivity.

- + 79% of consumers believe well-being is important, and 42% consider a top priority
- + The health coaching program uses evidence-based behavior change techniques to empower members to adopt healthy habits

**New Enrollments, 2021**  
 Clackamas County

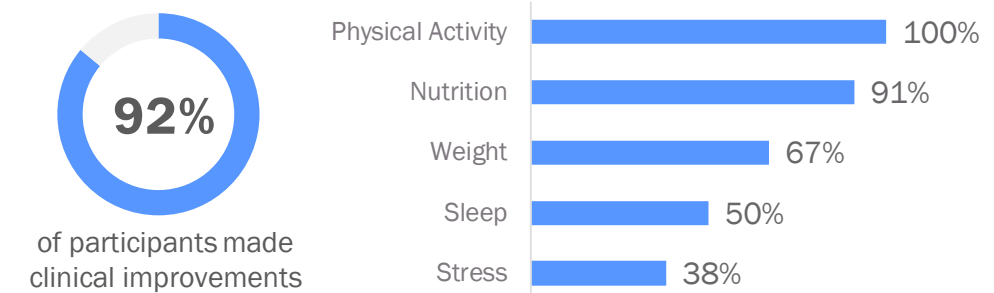
**4**

**Total Participants, 2019-2021**  
 Clackamas County

**21**

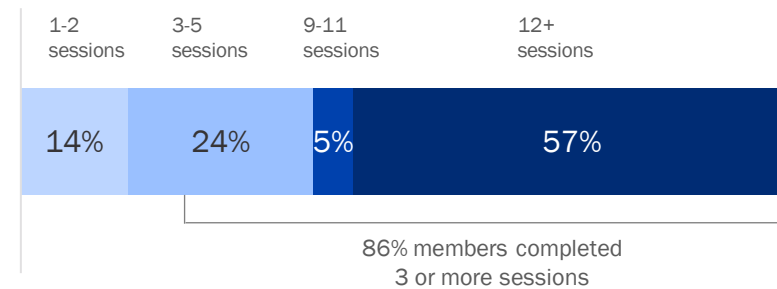
## Clinical Outcomes, 2019-2021

% of Clackamas County participants<sup>1</sup> making health improvements by well-being goal focus area



## Engagement Outcomes, 2019-2021

% of Clackamas County participants



# Population Profile Medical Cost and Utilization

Presented by:  
**Laurel Soot, MD**  
AVP, Medical Management

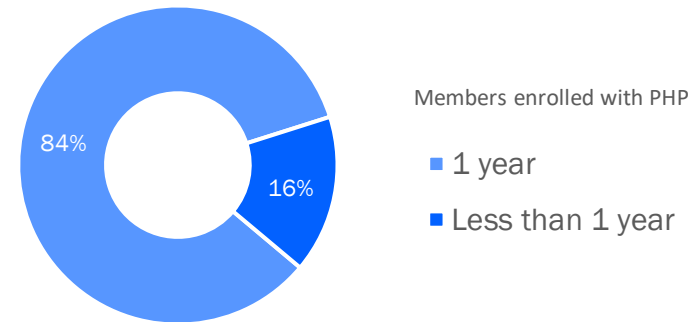
# Population Profile - 1

## Membership - Current Year

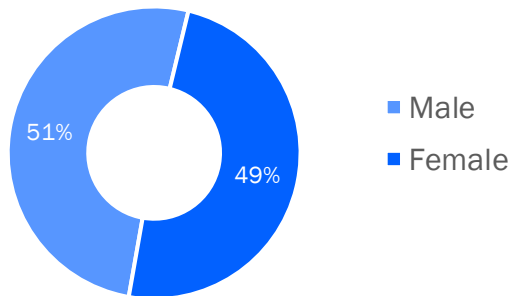
**941**  
 Average  
 Membership

↓ **2.5%**  
 from prior year

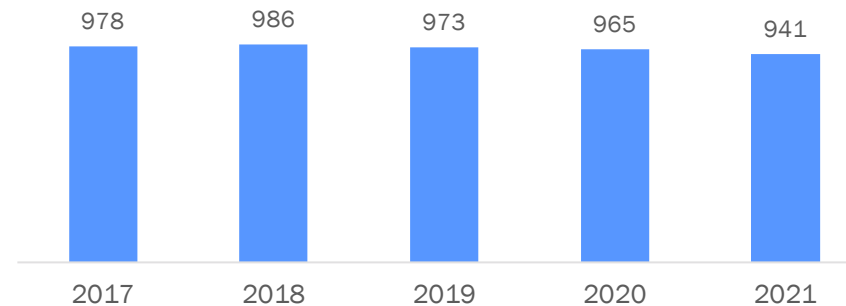
## Membership Retention



## Membership by Gender - Current Year

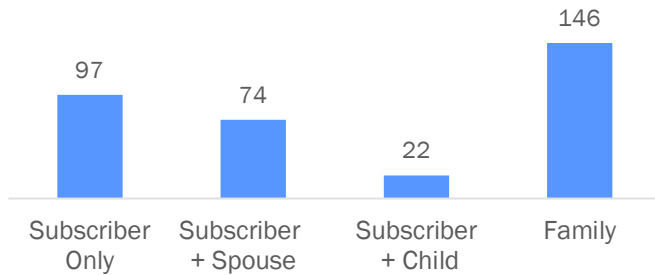


## Average Membership - Trend



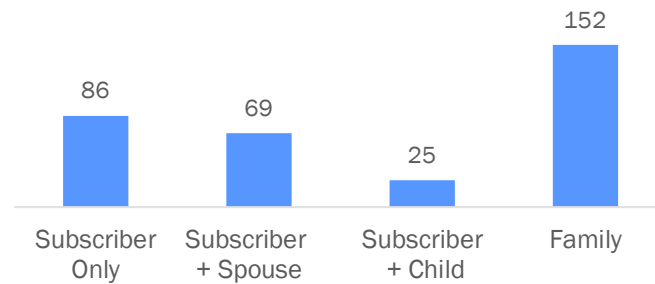
# Population Profile - 2

## Subscriber by Tier<sup>1</sup> - Current Year



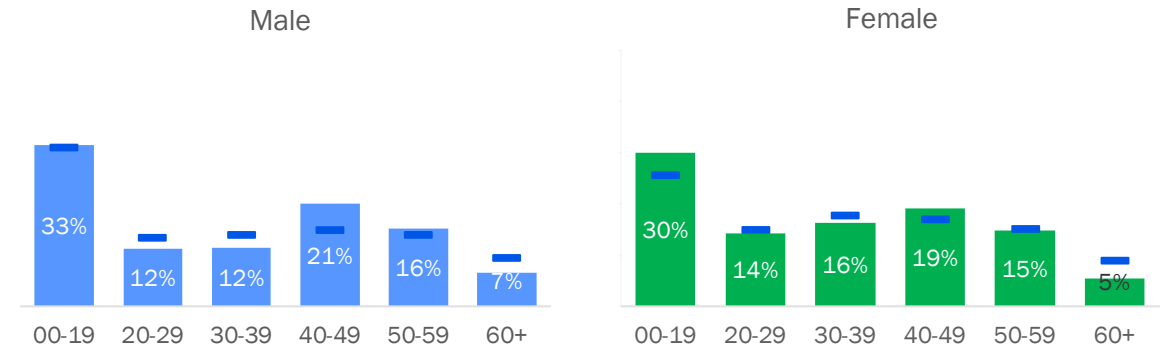
**2.7**  
 Average Contract Size

## Subscriber by Tier<sup>1</sup> - Prior Year

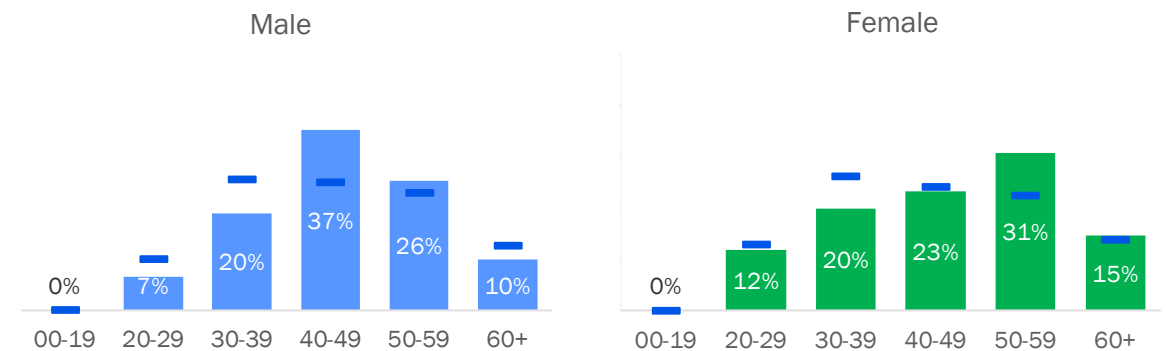


**2.8**  
 Average Contract Size

## Member | Age & Gender - Current Year



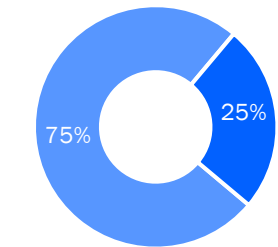
## Subscriber | Age & Gender - Current Year





# Plan Performance - 1

## Plan Paid PMPM - Current Year

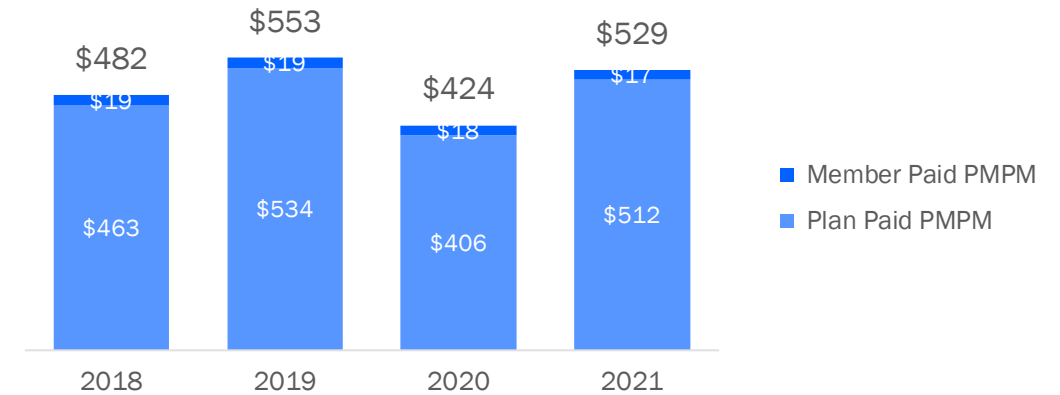


■ Medical ■ Pharmacy

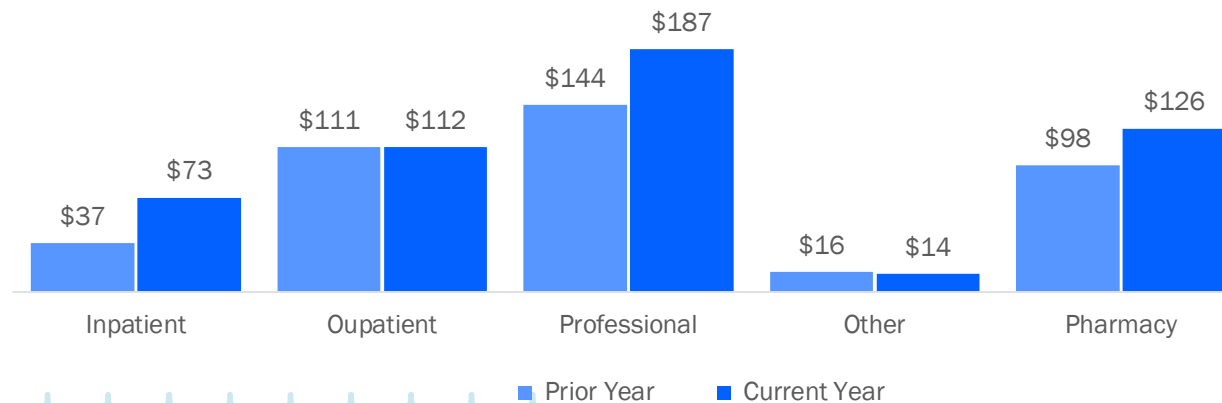
**\$511.66**

↑ 25.9%  
from prior year

## Plan and Member Paid PMPM - Trend



## Plan Paid PMPM by Service Category



# Plan Performance - 2

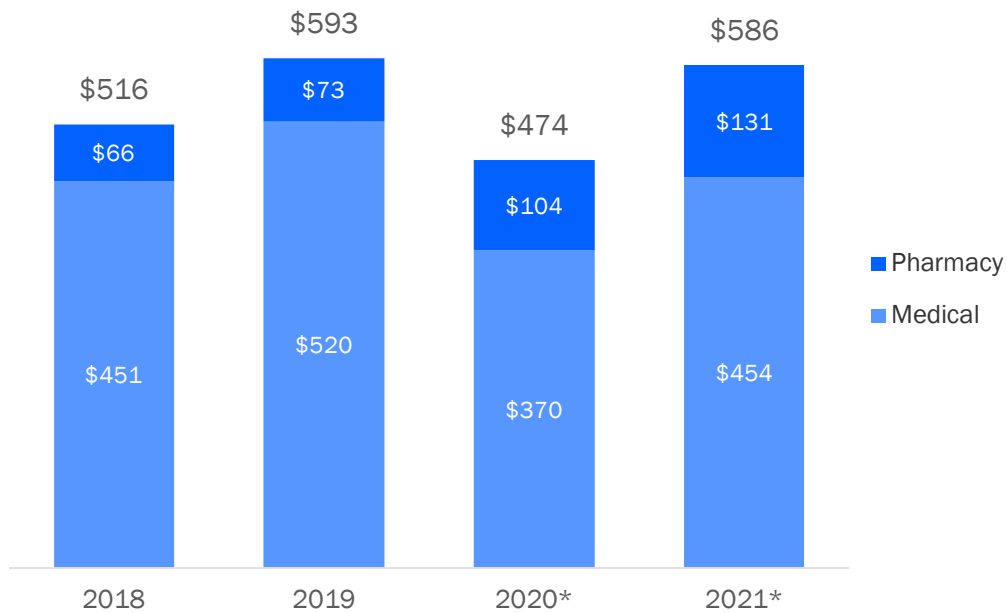
## Allowed Cost PMPM - Trend

% Change YOY:

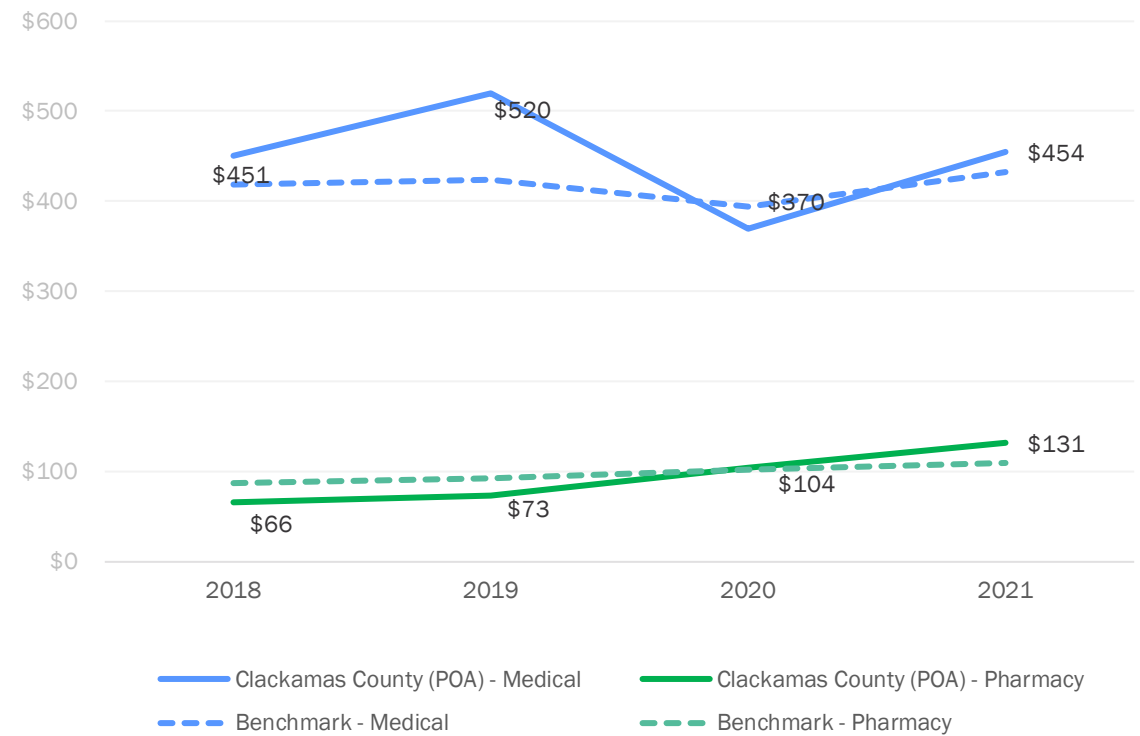
↑ 14.9%

↓ 20.0%

↑ 23.5%



## Allowed Cost PMPM - Trend vs Benchmark



\* Statistically Significant at the 0.2 level  
 2-sample paired dependence t-Test  
 Only members with enrollment in both years

# Medical Cost & Utilization

## Total Paid PMPM

\$397.90

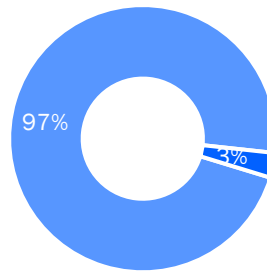
PMPM

↓ 4.8%  
from benchmark

\$418.00

Benchmark PMPM

## Plan and Member Paid PMPM



■ Plan Paid ■ Member Paid

## Total Paid PMPM by Year

\$320.04

Prior Year

\$397.90

Current Year

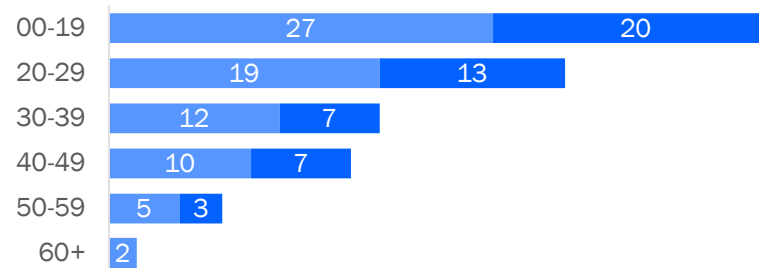
↑ 24.3%  
from prior year

## Medical Benefit Utilization

898 members

88% of population

## Member | Age & Gender (Not Utilizing Medical Benefit)



■ Male ■ Female

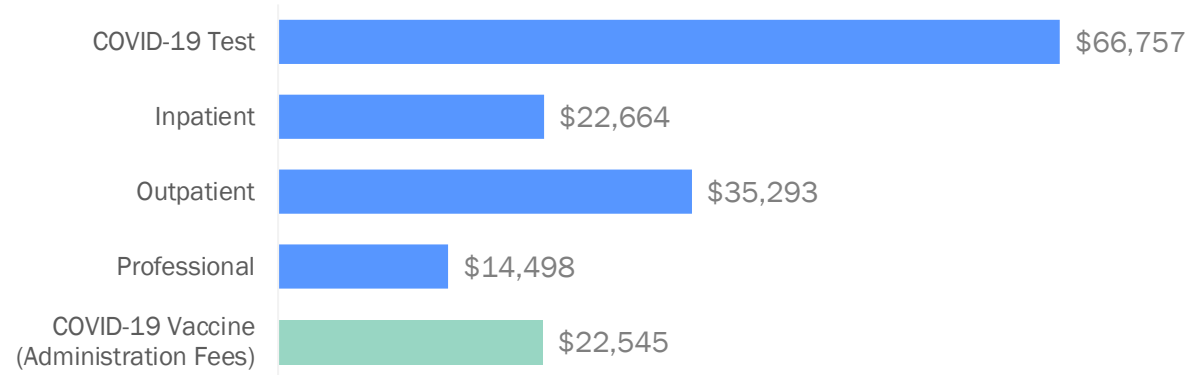
# COVID-19 - Diagnosis/Treatment

## COVID-19 Related – Plan Paid Total

Current Year

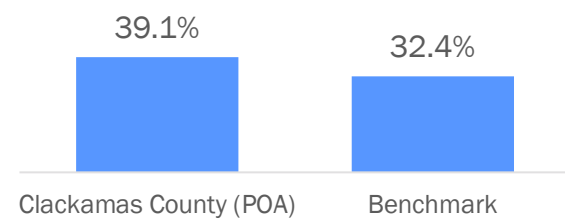
Plan Paid	PMPM
\$161,756	\$14.33

## COVID-19 Related – Plan Paid



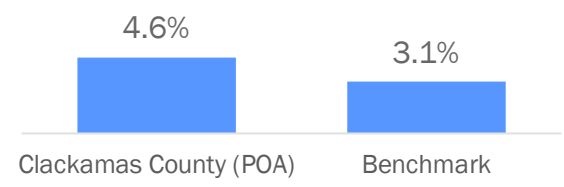
## COVID-19 Test<sup>1</sup>

Current Year



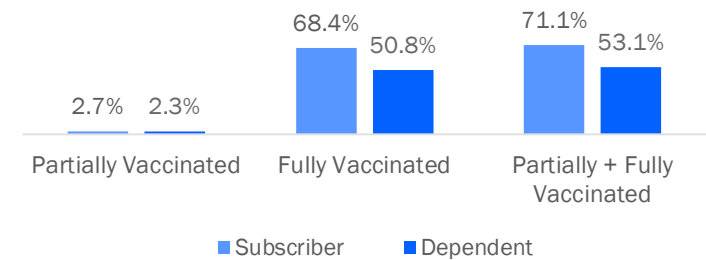
## COVID-19 Primary Diagnosis<sup>1</sup>

Current Year



## COVID-19 Immunization<sup>2</sup> (As of 5/12/2022)

Clackamas County (POA)



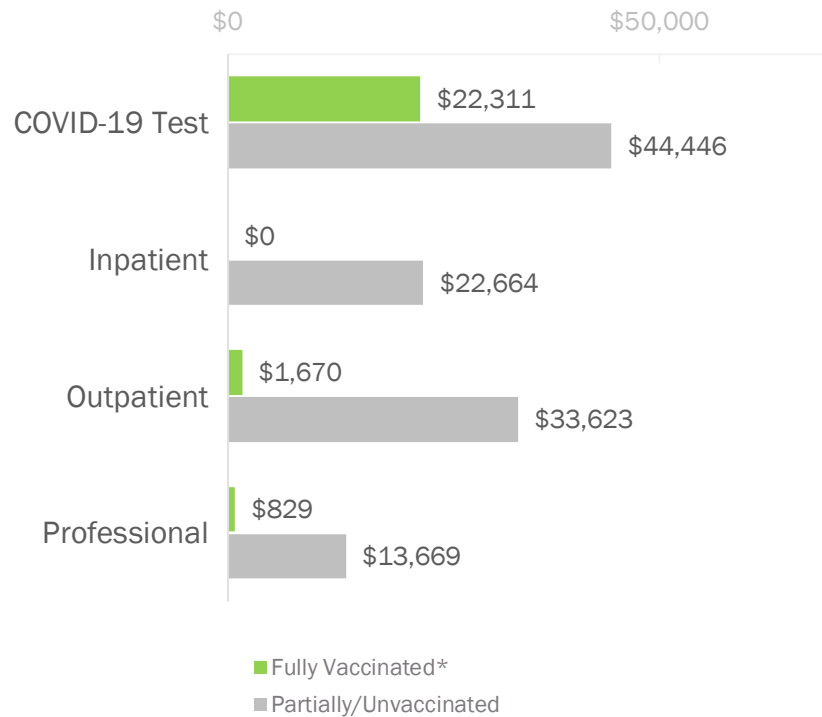
Benchmark: Providence Self-insured Book of Business

<sup>1</sup> - % of population    <sup>2</sup> - % of population 5+

# COVID-19 – Diagnosis/Treatment (Continued)

## COVID-19 Related Treatment – Plan Paid

Current Year



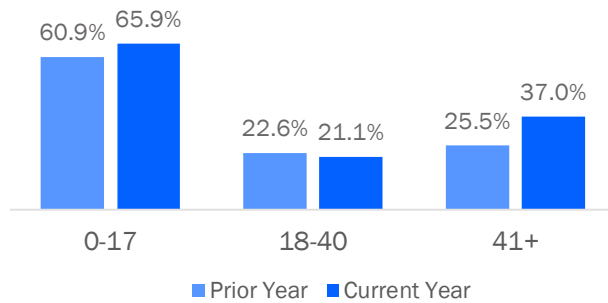
## Top 10 Claimants by Plan Paid – COVID-19 Related Treatment

Rank	Eligibility	Primary Diagnosis	Plan Paid	Status	Fully Vaccinated*	Currently Vaccinated
1	Subscriber	Acute appendicitis	\$20,256	Active		
2	Dependent	Acute appendicitis	\$19,749	Termed		Y
3	Subscriber	COVID-19	\$14,764	Active		
4	Subscriber	COVID-19	\$3,804	Termed		
5	Subscriber	COVID-19	\$2,174	Active		
6	Subscriber	COVID-19	\$2,061	Active		
7	Dependent	COVID-19	\$1,959	Active	Y	Y
8	Subscriber	Contact with and (suspected) exposure to communicable diseases	\$1,309	Active		Y
9	Subscriber	Contact with and (suspected) exposure to communicable diseases	\$1,284	Active	Y	Y
10	Subscriber	Contact with and (suspected) exposure to communicable diseases	\$1,257	Termed		Y

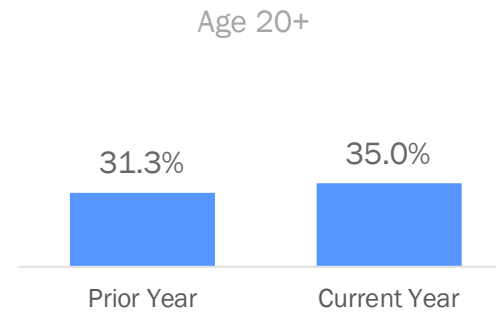
\*Service/Treatment Date >= Fully Vaccinated Date

# Preventive Care – Wellness/Screenings<sup>1</sup>

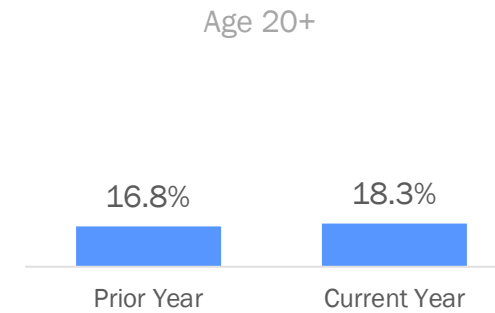
## Wellness Visits – by Age Group



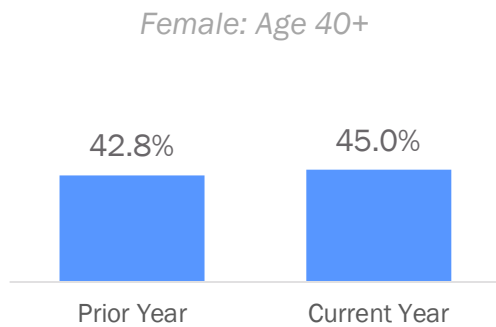
## Cholesterol Testing



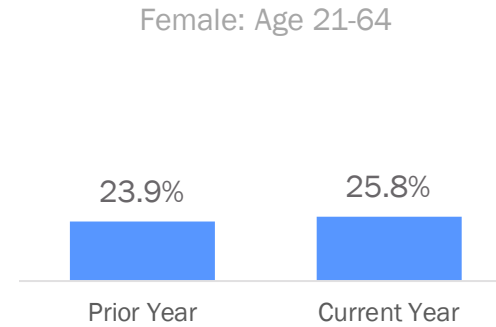
## Blood Glucose/Diabetes Testing



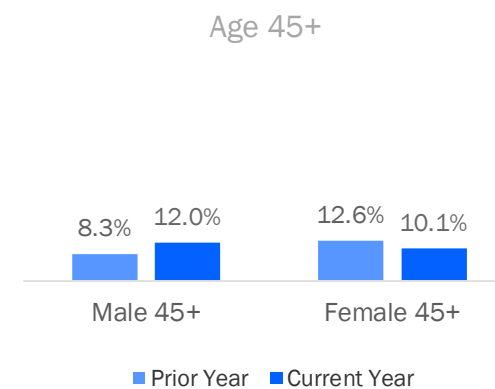
## Breast Cancer Screening



## Cervical Cancer Screening



## Colorectal Cancer Screening

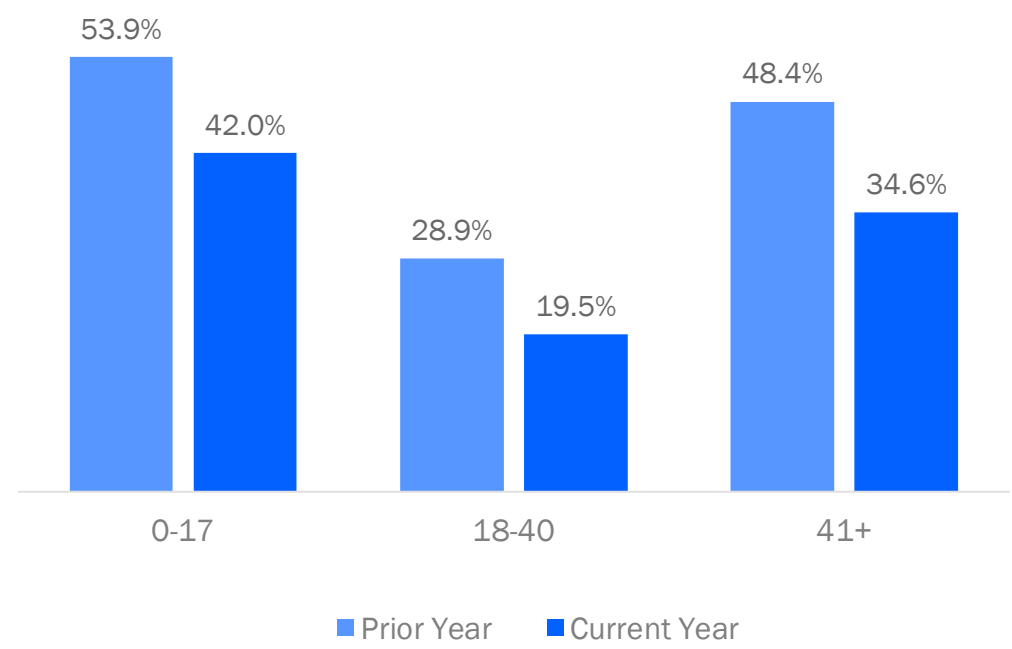


<sup>1</sup> - % of population

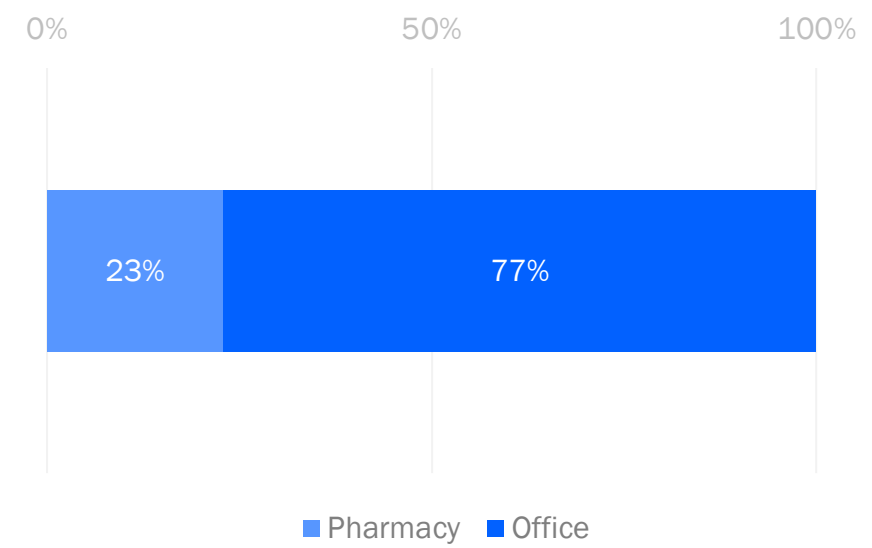


# Preventive Care – Routine Immunizations

Members with Immunization<sup>1</sup> – by Age Group



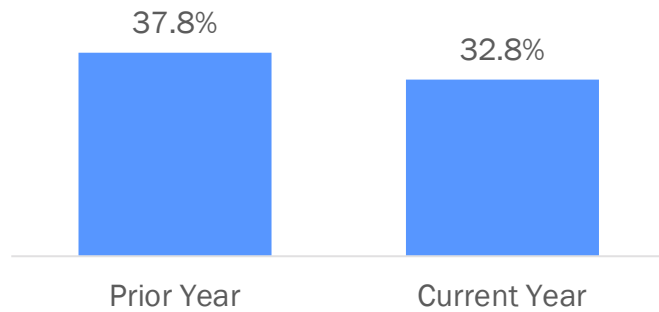
Immunizations by Location<sup>2</sup> - Current Year



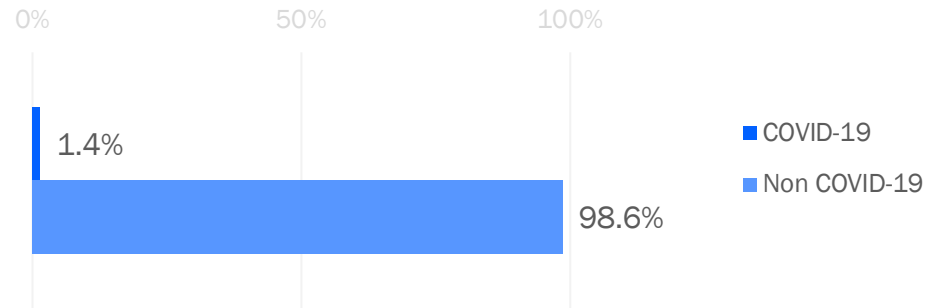
<sup>1</sup> - % of population    <sup>2</sup> - % of total immunization claims

# Telehealth Utilization

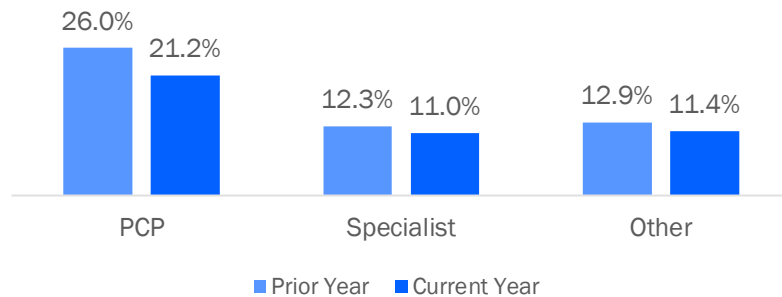
## Members with Visits<sup>1</sup>



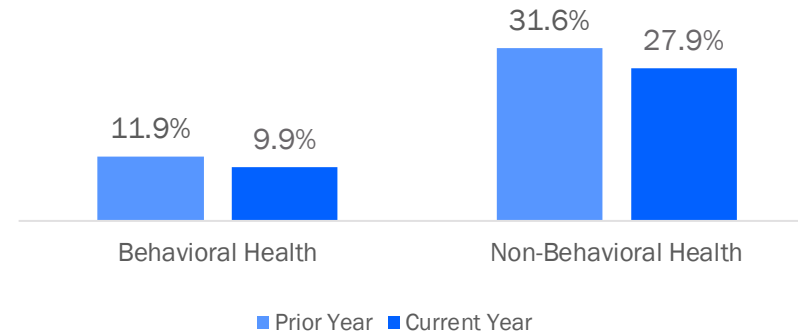
## Visits Due to COVID-19 Diagnosis<sup>2</sup> - Current Year



## Members with Visits<sup>1</sup> - by Category



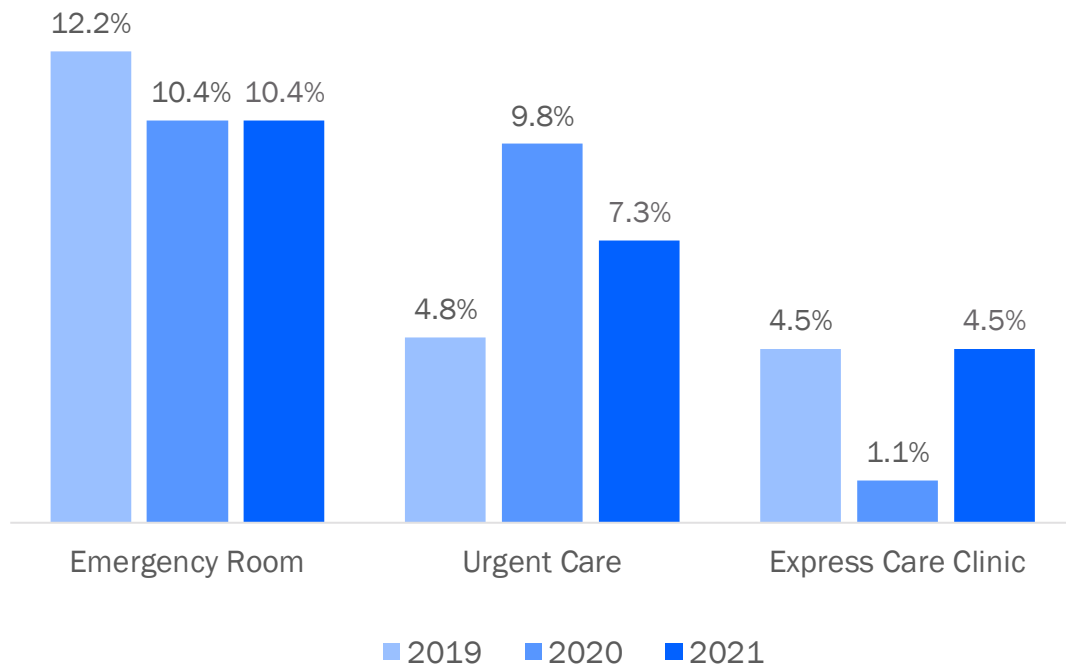
## Members with Visits<sup>1</sup> – Behavioral Health



<sup>1</sup> - % of population    <sup>2</sup> - Primary Diagnosis

# Emergency Room/Urgent Care Utilization

## Members with Visits<sup>1</sup> - by Care Access Type



## Emergency Room Benefit Utilization

106 members  
 10.4% of population

↓ 0.5%  
 from prior year

## Urgent Care Benefit Utilization

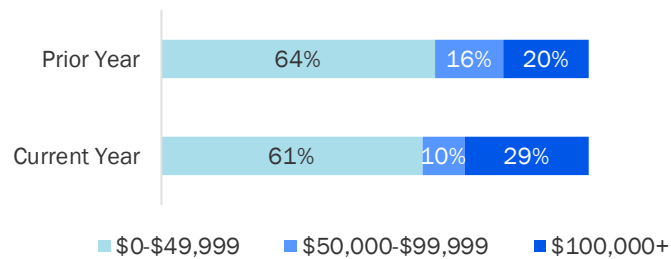
75 members  
 7.3% of population

↓ 25.5%  
 from prior year

<sup>1</sup> - % of population

# High-cost Claims

## High-cost Claims Trend



## High-cost Claims Overview

Claim Value	Current Year		Prior Year	
	Members %	Plan Paid	Members %	Plan Paid
\$0-\$49,999	98.4%	\$3,536,359	98.5%	\$3,016,479
\$50,000-\$99,999	1.0%	\$588,191	1.0%	\$745,045
\$100,000+	0.6%	\$1,651,711	0.5%	\$945,617
Total	100.0%	\$5,776,260	100.0%	\$4,707,141

## Top 10 High-cost Claimants

Rank	Primary Diagnosis	Eligibility	Status	Medical Plan Paid	Pharmacy Plan Paid	Total Plan Paid	Plan Paid 2022 YTD
1	Encounter for antineoplastic immunotherapy	Subscriber		\$284,794	\$246,854	\$531,648	\$138,212
2	Congenital malformation of spinal cord, unspecified	Dependent		\$396,092	\$267	\$396,359	\$3,161
3	RX - TRIKAFTA 100-50-75 MG/150 MG	Dependent		\$12,926	\$373,820	\$386,745	\$115,868
4	Diverticulitis of large intestine with perforation and abscess without bleeding	Subscriber	Termed	\$112,899	\$4,845	\$117,745	\$12,201
5	RX - REBIF 44 MCG/0.5 ML SYRINGE	Subscriber		\$1,635	\$108,594	\$110,229	\$35,786
6	RX - NUCYNTA 100 MG TABLET	Subscriber		\$68,197	\$40,788	\$108,984	\$13,427
7	Supraventricular tachycardia	Dependent		\$94,144	\$184	\$94,328	\$782
8	RX - HUMIRA(CF) PEN 40 MG/0.4 ML	Subscriber		\$4,520	\$71,960	\$76,480	\$25,073
9	Displaced subtrochanteric fracture of right femur, initial encounter for closed fracture	Dependent		\$63,450	\$1,389	\$64,839	\$567
10	Malignant neoplasm of upper-outer quadrant of left female breast	Subscriber		\$62,653	\$161	\$62,814	\$574

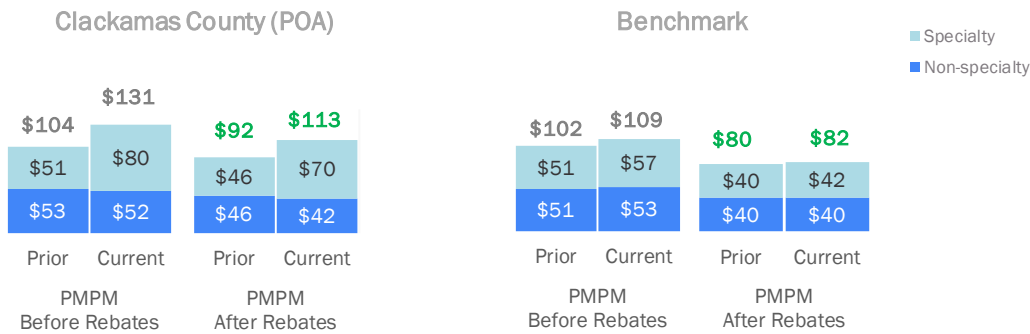


## Pharmacy Cost and Utilization

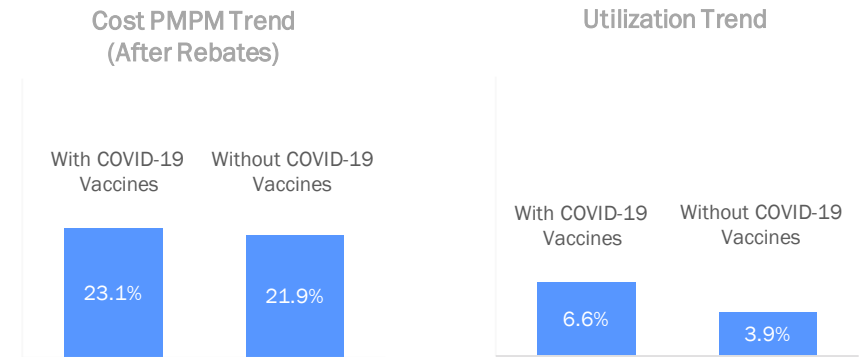
Presented by:  
**Gina Korab, Pharm.D.**  
Clinical Pharmacy Specialist

# Pharmacy Cost & Utilization

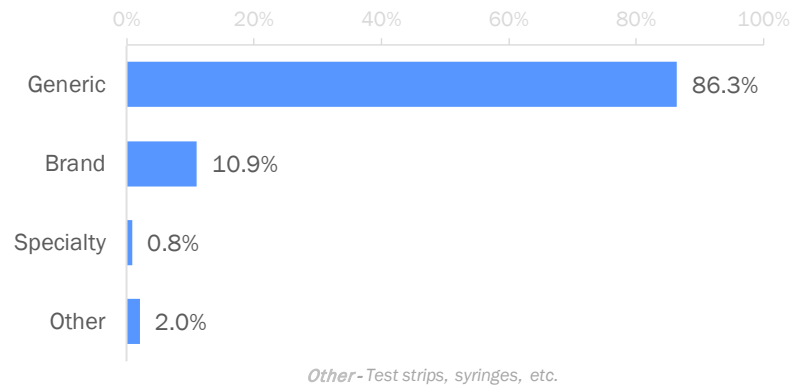
## Total Cost PMPM



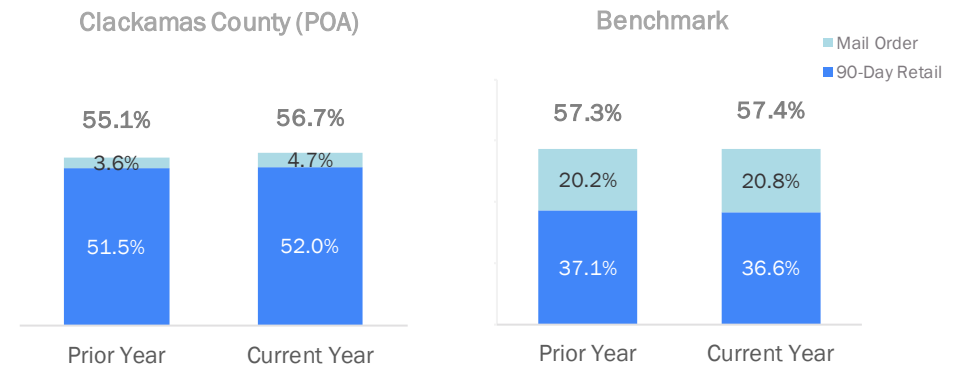
## Trend Effect of COVID-19 Vaccines



## Utilization By Drug Type<sup>1</sup>



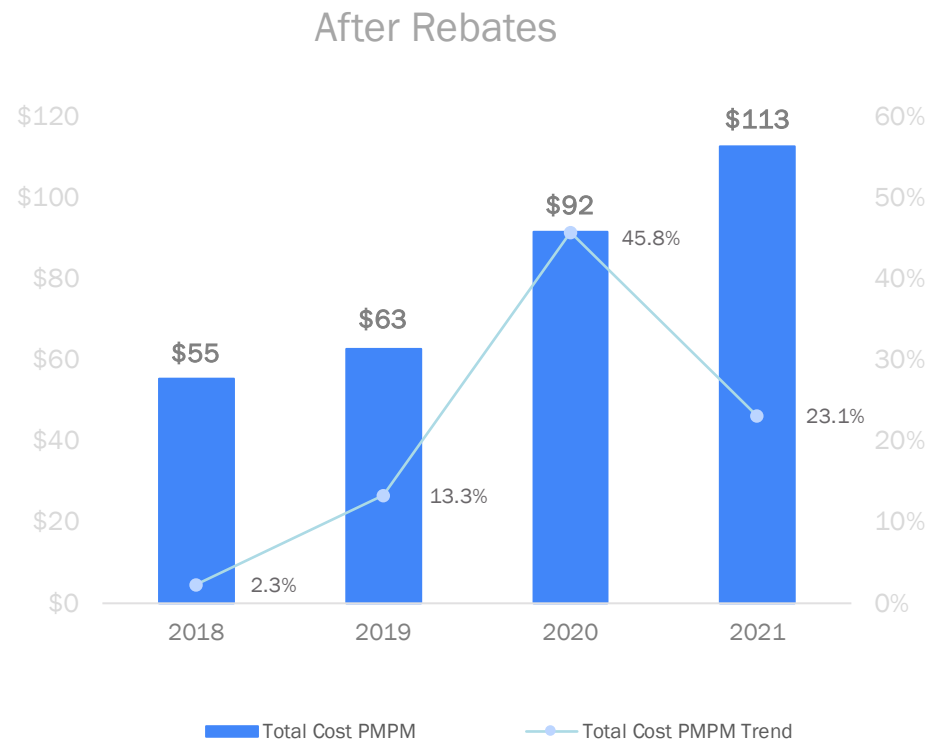
## 90-Day Utilization Rate<sup>1</sup>





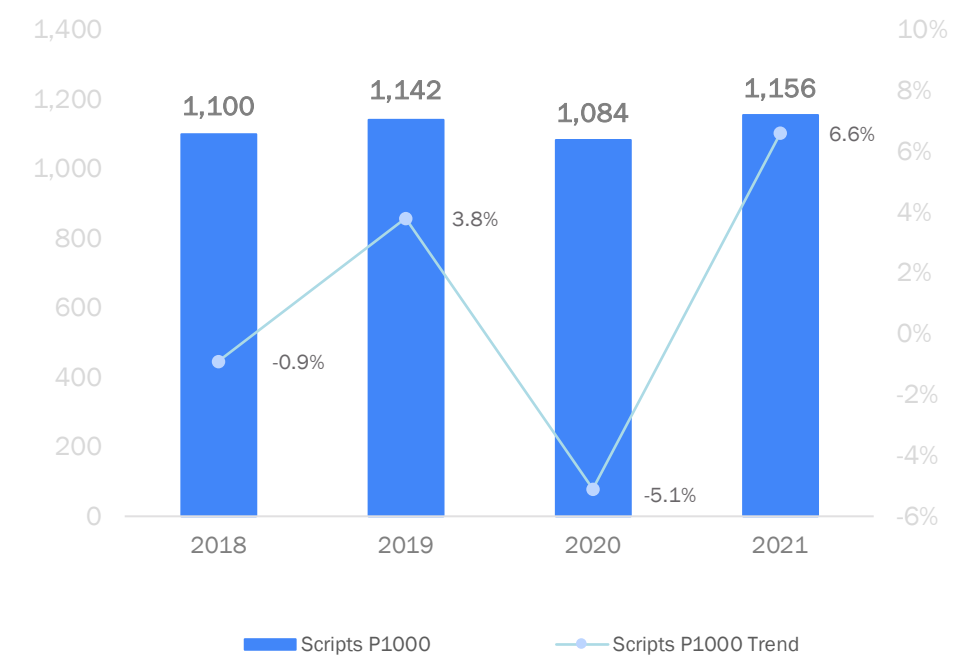
# Pharmacy Cost & Utilization Trend

## Total Cost PMPM Trend



Covid-19 Vaccine administration costs of \$1.14 PMPM included. **Trend is 21.9% without these costs.**

## Utilization Trend



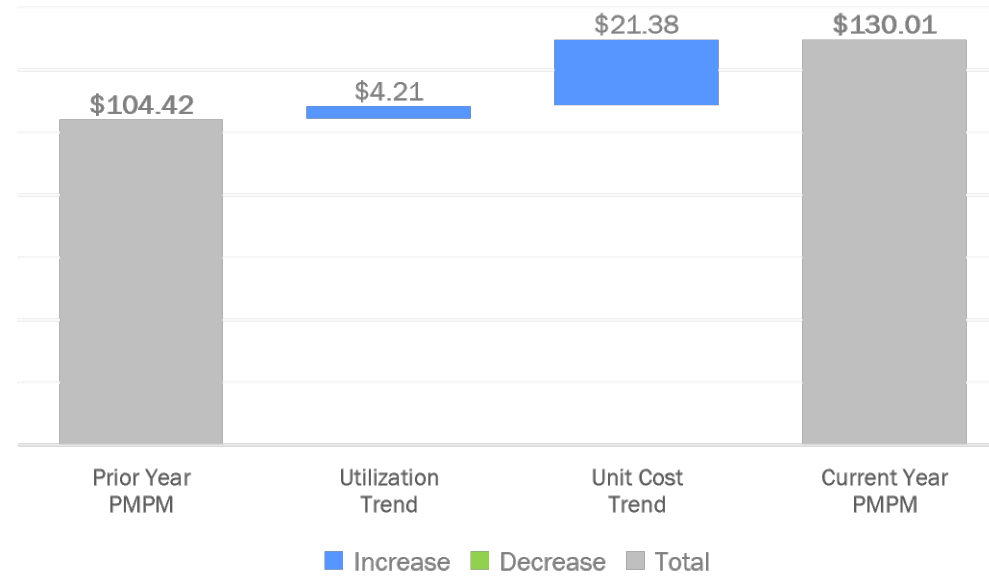
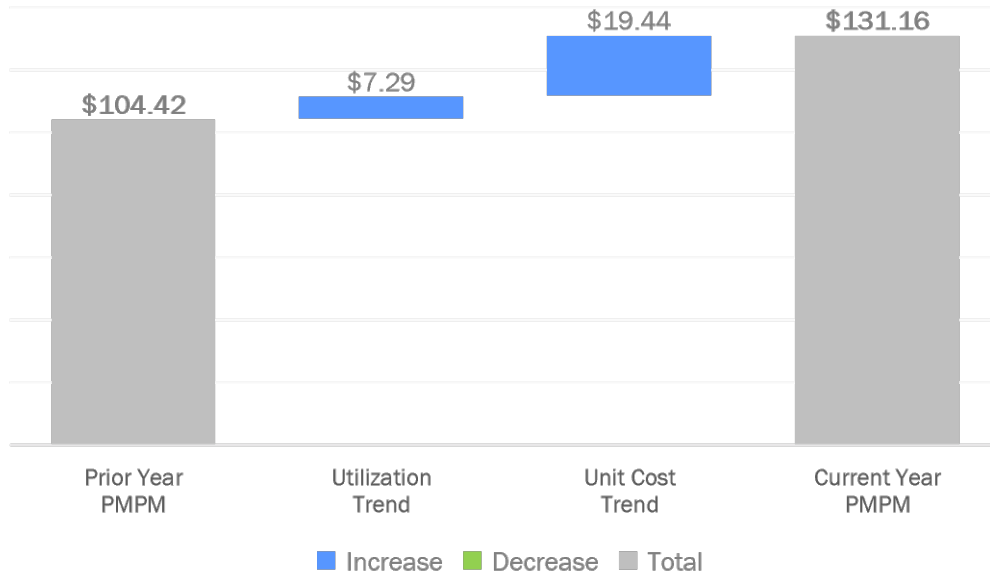
Utilization trend 3.9% without Covid-19 vaccines

# Pharmacy Trend Drivers

## Trend Drivers – Total Cost PMPM<sup>1</sup>

PMPM Trend: \$26.73 (26%)  
 (Includes COVID-19 Vaccines)

PMPM Trend: \$25.59 (25%)  
 (Excludes COVID-19 Vaccines)



<sup>1</sup> - Unit Cost Trend excludes COB, compound and DMR claims. Before rebates

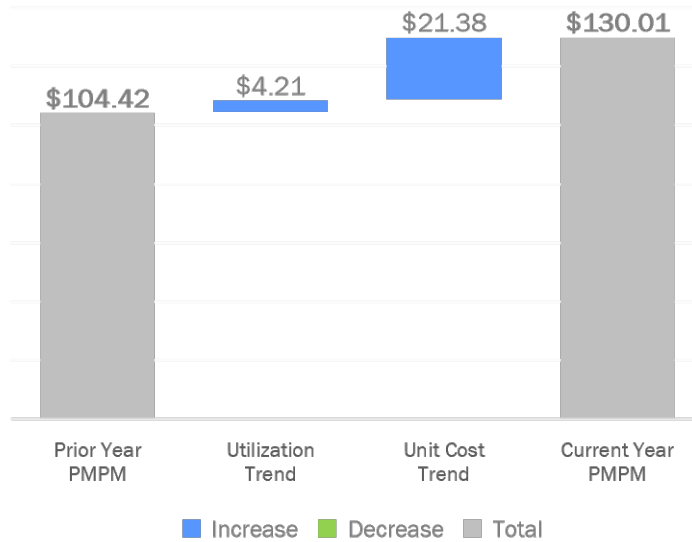
# Pharmacy Trend Drivers

Excludes COVID-19 Vaccines

## Trend Drivers – Total Cost PMPM<sup>1</sup>

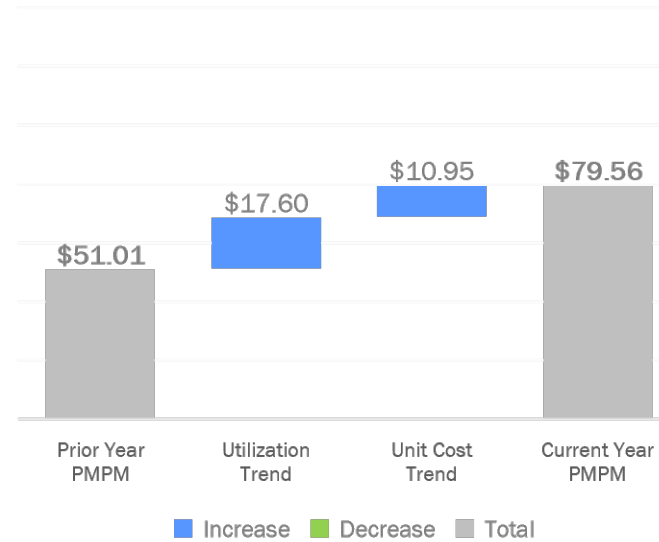
### Total

PMPM Trend: \$25.59 (25%)



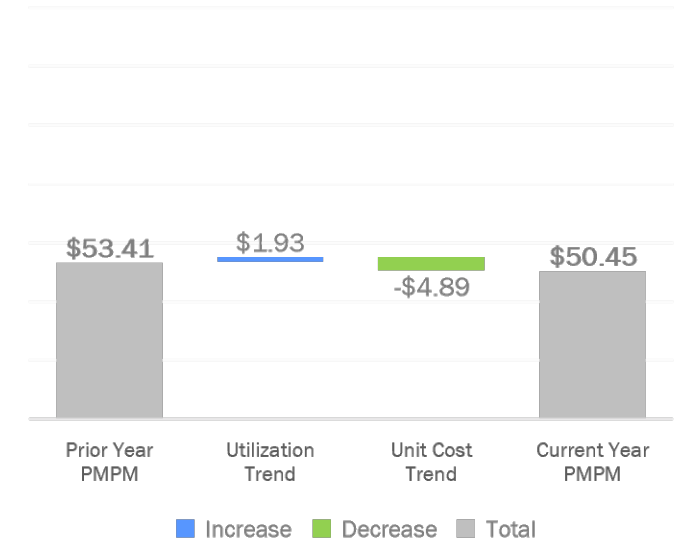
### Specialty

PMPM Trend: \$28.55 (56%)



### Non-specialty

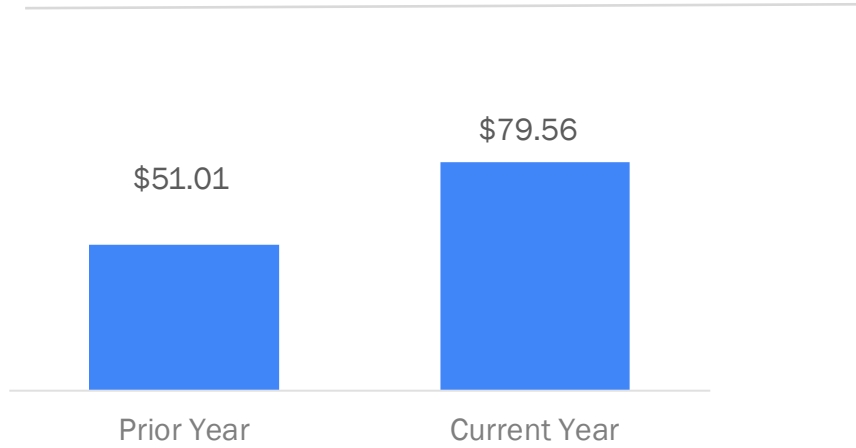
PMPM Trend: -\$2.97 (-6%)



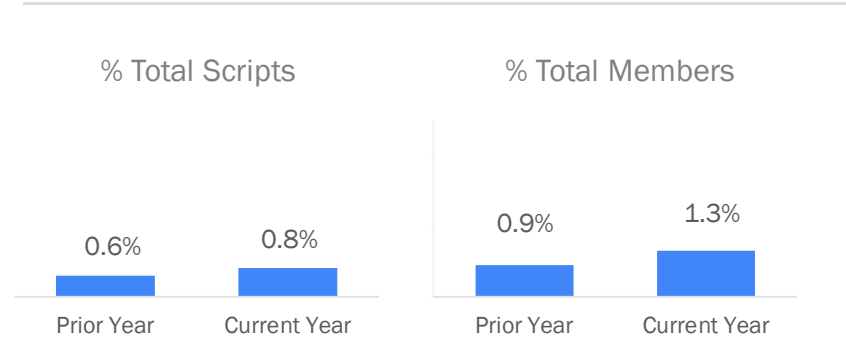
<sup>1</sup> - Unit Cost Trend excludes COB, compound and DMR claims. Before rebates

# Specialty Pharmacy

## Specialty: Total Cost PMPM<sup>1</sup>



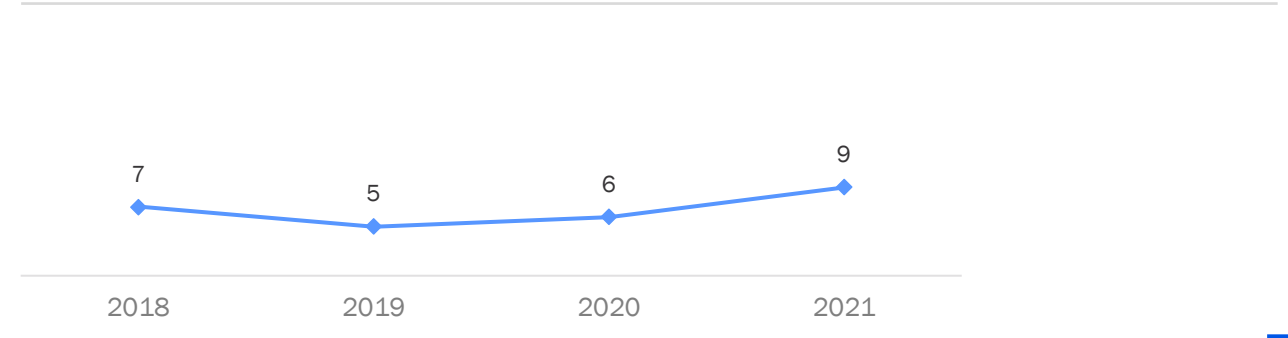
## Specialty: Utilization %



## Top 5 Therapeutic Categories by Cost

Rank	Category	PMPM <sup>1</sup>	PMPM Trend	Utilization <sup>2</sup>	Utilization Trend	Cost Per Script
1	Cystic Fib-Transmemb Conduct. Reg.(CFTR) Potentiator and Corrector Cmb	\$25.07	35.5%	1.06	36.8%	\$23,585
2	Antineoplastic - Protein-Tyrosine Kinase Inhibitors	\$21.21	505.9%	1.06	310.3%	\$19,954
3	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$10.83	5.7%	2.75	-3.6%	\$3,943
4	Multiple Sclerosis Agent - Interferons	\$9.34	18.7%	1.15	11.1%	\$8,111
5	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$5.05		1.15		\$4,382
Top 5 Specialty		\$71.50	78.2%	7.18	45.8%	\$9,965

## Number of Unique Members on Specialty Drugs



<sup>1</sup> - Before rebates    <sup>2</sup> - Scripts per 1000

# Top 10 Specialty Medications

## Top 10 Specialty Medications

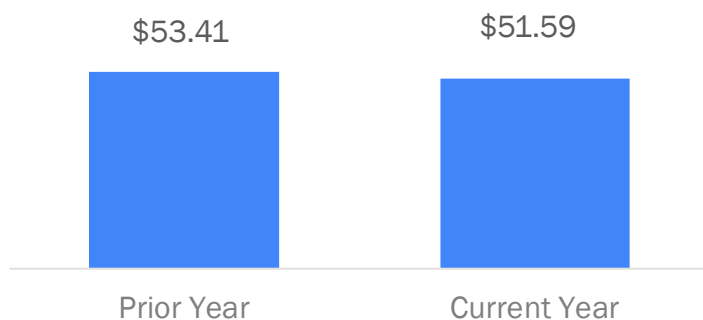
Rank	Medication <sup>1</sup>	Category	PMPM <sup>2</sup>	PMPM Trend	Utilization <sup>3</sup>	Utilization Trend	Cost Per Script
1	TRIKAFTA	Cystic Fib-Transmemb Conduct. Reg.(CFTR) Potentiator and Corrector Cmb	\$25.07	35.5%	1.06	36.8%	\$23,585
2	INLYTA	Antineoplastic - Protein-Tyrosine Kinase Inhibitors	\$21.21	505.9%	1.06	310.3%	\$19,954
3	REBIF	Multiple Sclerosis Agent - Interferons	\$9.34	18.7%	1.15	11.1%	\$8,111
4	HUMIRA(CF) PEN	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$6.39	10.2%	1.15	2.6%	\$5,550
5	STELARA	Dermatological - Antipsoriatic Agents Systemic, Immunosuppressive	\$5.05		1.15		\$4,382
6	ENBREL SURECLICK	DMARD - Anti-inflammatory Tumor Necrosis Factor Inhibiting Agents	\$4.44	-0.2%	1.59	-7.7%	\$2,783
7	TOBI PODHALER	Cystic Fibrosis - Inhaled Aminoglycosides	\$3.40	-31.6%	0.71	-31.6%	\$4,805
8	CAYSTON	Cystic Fibrosis - Inhaled Monobactams	\$2.53	-35.5%	0.27	-38.5%	\$9,509
9	PULMOZYME	Mucolytics	\$1.17	-41.4%	0.35	-41.4%	\$3,310
10	SOFOSBUVIR-VELPATASVIR	Hepatitis C Treatment Agents	\$0.94		0.18		\$5,280
Top 10 Total Specialty			\$79.54	55.9%	8.68	24.1%	\$9,162

**Top 10 Specialty Medications account for 60.6 % of Total PMPM**

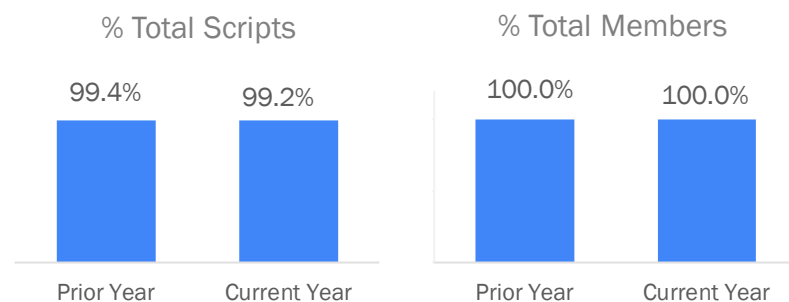


# Non-specialty Pharmacy

## Non-specialty: Total Cost PMPM<sup>1</sup>



## Non-specialty: Utilization %



## Top 5 Therapeutic Categories by Cost

Rank	Category	PMPM <sup>1</sup>	PMPM Trend	Utilization <sup>2</sup>	Utilization Trend	Cost Per Script
1	Analgesic Opioid Agonists	\$4.27	15.6%	21.97	-17.4%	\$195
2	Attention Deficit-Hyperactivity (ADHD) Therapy, Stimulant-Type	\$3.62	5.8%	20.99	-15.9%	\$172
3	Insulins	\$2.69	26.4%	8.24	25.5%	\$326
4	Asthma/COPD Therapy - Beta Adrenergic-Glucocorticoid Combinations	\$2.60	-15.0%	7.44	-7.3%	\$349
5	Antihyperglycemic, Incretin Mimetic, GLP-1 Receptor Agonist Analog-Type	\$2.52	-4.4%	3.54	5.2%	\$710
Top 5 Non-specialty		\$15.69	5.1%	62.18	-10.5%	\$252

<sup>1</sup> - Before rebates

<sup>2</sup> - Scripts per 1000

# Top 10 Non-specialty Medications

## Top 10 Non-specialty Medications

Rank	Medication <sup>1</sup>	Category	PMPM <sup>2</sup>	PMPM Trend	Utilization <sup>3</sup>	Utilization Trend	Cost Per Script
1	VYVANSE	Attention Deficit-Hyperactivity (ADHD) Therapy, Stimulant-Type	\$2.72	20.2%	9.74	20.0%	\$279
2	NUCYNTA	Analgesic Opioid Agonists	\$2.28	23.3%	1.33	2.6%	\$1,715
3	DESCOVY	Antiretroviral Combinations	\$1.88	330.0%	1.06	310.3%	\$1,772
4	OZEMPIC	Antihyperglycemic, Incretin Mimetic, GLP-1 Receptor Agonist Analog-Type	\$1.68	3.9%	2.04	-1.7%	\$822
5	CREON	Digestive Enzyme Mixtures	\$1.60	12.0%	0.97	41.0%	\$1,639
6	ADVAIR DISKUS	Asthma/COPD Therapy - Beta Adrenergic-Glucocorticoid Combinations	\$1.59	-24.2%	5.05	-10.0%	\$314
7	ELIQUIS	Direct Factor Xa Inhibitors	\$1.22	60.1%	2.66	53.9%	\$460
8	XIIDRA	Ophthalmic - Anti-inflammatory, LFA-1 antagonists	\$1.19	109.4%	2.21	113.7%	\$536
9	XARELTO	Direct Factor Xa Inhibitors	\$1.17	94.6%	3.01	132.5%	\$388
10	VIMPAT	Anticonvulsant - Functionalized Amino Acid	\$1.15		0.89		\$1,299
Top 10 Total Non-specialty			\$16.47	41.8%	28.97	31.0%	\$569

**Top 10 Non-specialty Medications account for 12.6 % of Total PMPM**

# High-cost Pharmacy Utilizers

## High-cost Rx Utilizers

Members with monthly prescription drug costs  $\geq$  \$10K

High-cost Rx Utilizers	% Total Rx Utilizers
2	0.3%

Rx Cost <sup>1</sup>	% Total Rx Cost	% Total Cost (Med + Rx)
\$622,056	42.0%	9.4%

## Top 5 Drug Categories (High-cost Rx Utilizers)

Rank	Category	Rx Cost <sup>1</sup>	% Total Rx Cost <sup>2</sup>	Utilizers	30-day Scripts
1	Cystic Fib-Transmemb Conduct. Reg.(CFTR) Potentiator and Corrector Cmb	\$283,026	19.1%	1	12
2	Antineoplastic - Protein-Tyrosine Kinase Inhibitors	\$239,449	16.2%	1	12
	Cystic Fibrosis - Inhaled Aminoglycosides	\$38,438	2.6%	1	8
	Cystic Fibrosis - Inhaled Monobactams	\$28,526	1.9%	1	3
	Mucolytics	\$13,239	0.9%	1	4
Top 5 Total		\$602,677	40.7%	2	39

<sup>1</sup> - Total Rx cost of high-cost Rx utilizers. Before rebates

<sup>2</sup> - % total specialty & non-specialty Rx costs

# Strategic Plan for Biosimilars

## Pricing strategy

- Maximize rebates
- Formulary management

## Competition on the Market

- Increasing competition
- Market Shifts

## Provider Acceptance

- Bioequivalence
- Interchangeability

### + Humira

- + 8-11 competitors expected in 2023
- + Most common formulations available
- + Significant impact potential

### + Remicade

- + Medical benefit
- + Biosimilar 1/1/2022 adoption

### + Oncology Biosimilars and generic specialty

- + Examples on the market: Trastuzumab
  - + Colony stimulating medications
- + Revlimid

# Smart RxAssist Program Offering



Captures the maximum benefit of manufacturer copay cards



Reduces member copay responsibility to \$0



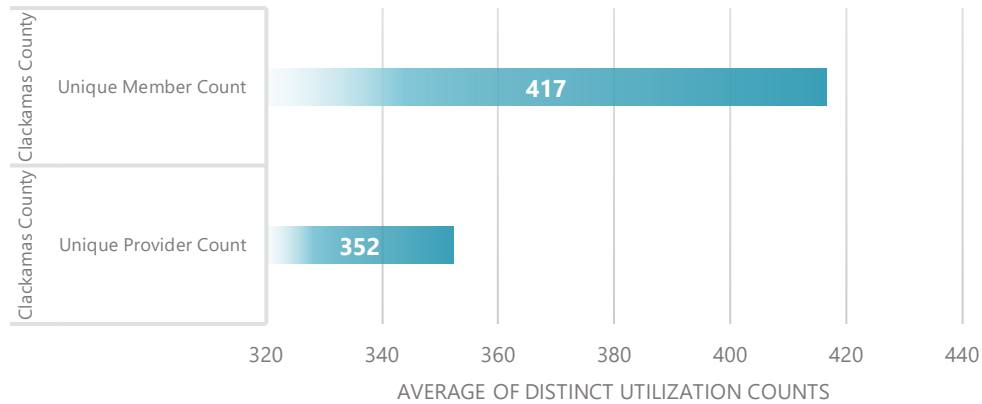
Estimated **\$270,000-**  
**\$405,000** in annual savings

Providence is partnering with HealthSmart Rx to offer the Smart RxAssist Program. Members and plan sponsors can optimize the use of manufacturer copay assistance on specialty medications.

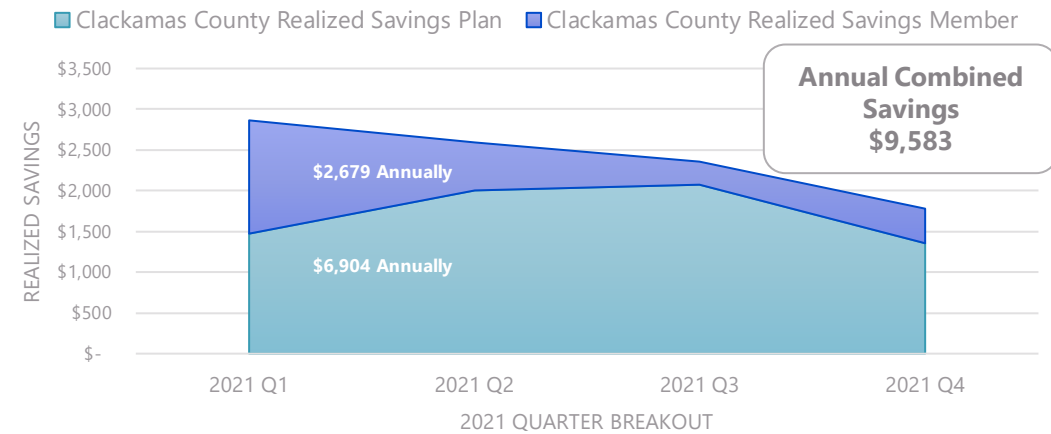


# Technology Driven Savings: Real Time Benefits

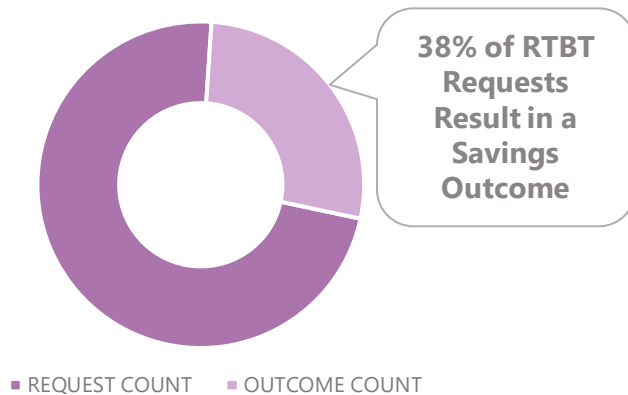
## ANNUAL 2021 UTILIZATION IMPACT



## Annual 2021 RTBT SAVINGS



## PRESCRIBER CHANGE RATE



TOP 5 DRUG CLASSES	DRUG EXAMPLES	AVERAGE SAVINGS PER OUTCOME
Contraceptives, Oral	Larin Fe	\$395
Antimigraine Preparations	Sumatriptan	\$261
Otic Preparations, Anti-inflammatory-Antibiotics	Ciprofloxacin-Dexamethasone	\$218
Eye Anti-Inflammatory Agents	loteprednol etabonate	\$170
Laxative and Cathartics	Clenpiq	\$151

# 2022 Opportunities & Recommendations

**Presented by:**  
**Julie Zola**  
Sr ASO Account Manager

# Opportunities for Clackamas County POA

- + Behavioral Health Concierge Program (Currently available to members/dependents in OR, WA, ID, MT, CA & TX)
  - + Confidential, virtual same-day or next-day access to a licensed mental health professional
  - <https://www.providence.org/telehealth/behavioral-health/behavioral-health-concierge>
  
- + Diabetes Prevention & Weight Management Programs (Currently available)
  - + Health Coaching
  - <https://www.providencehealthplan.com/member-perks/health-coaching>
  - + Healthy Eating and Active Lifestyle (H. E. A. L.)
  - <https://www.providencehealthplan.com/member-perks/health-coaching/heal-program>
  
- + Kaia Health Pain Management Program (Available as an option for Clackamas County)
  - + Evidence-based digital program targeting chronic musculoskeletal pain
  - <https://www.kaiahealth.com/motion-coach>

# Recommendations for Clackamas County POA

- + Leverage Providence resources to address top conditions and where cost savings can be realized
  - + **Behavioral Health Concierge** for addressing stress management, anxiety and depression
  - + Inform members of **Learn to Live**, a self-guided cognitive behavioral therapy program to overcome stress, anxiety, depression or insomnia  
<http://www.learntolive.com/welcome/ProvidenceHealthPlan> (Access code PHPASO)
  - + Increase engagement in Providence's wellbeing programs - **diabetes prevention program (H.E.A.L.) & Health Coaching**
  - + Consider implementing **Kaia Health**, to address chronic **musculoskeletal conditions and pain management**
- + Engage with the health plan resources on **COVID vaccination education**

Administered by



**Thank You**





# Medical Claims – Detailed Analysis

## Top 10 Diagnosis/Drug by Allowed Cost

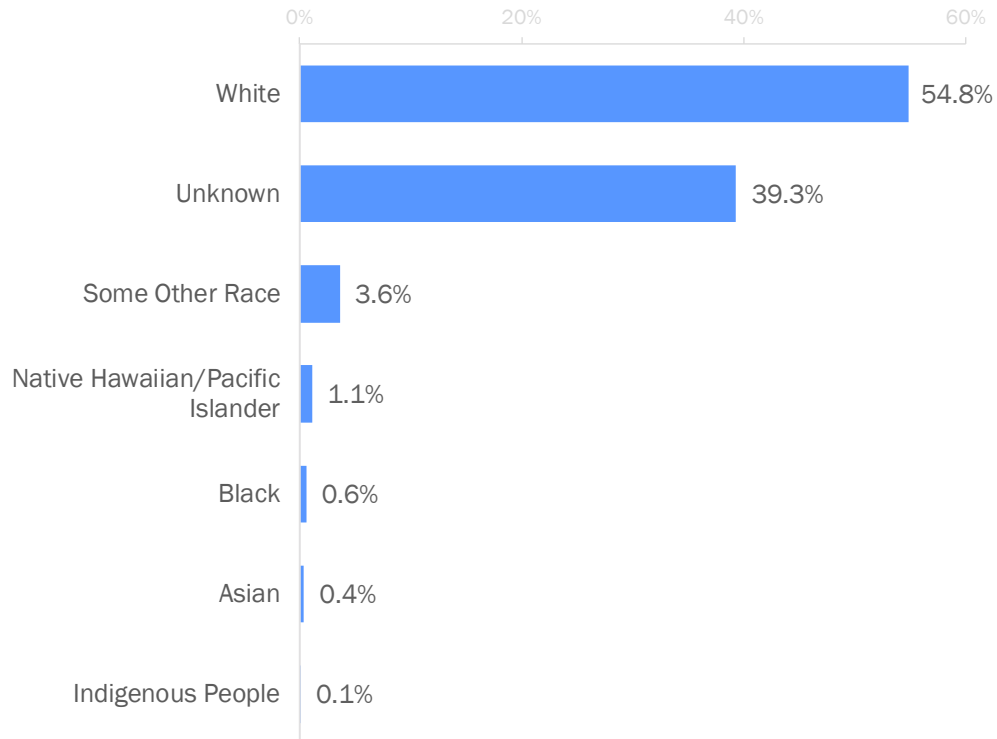
Rank	Service	Allowed PMPM		Utilization/1000	
		Current Year	Prior Year	Current Year	Prior Year
1	Paroxysmal tachycardia	\$15.04	\$4.28	2.0	2.0
2	Dorsalgia	\$10.63	\$8.95	140.8	125.6
3	Encounter for general examination without complaint, suspected or reported diagnosis	\$10.20	\$9.88	344.1	318.4
4	Major depressive disorder, recurrent	\$9.51	\$4.22	38.1	45.8
5	Crohn's disease [regional enteritis]	\$9.40	\$0.27	2.9	1.0
6	Sleep disorders	\$8.65	\$8.40	82.1	85.7
7	Thoracic, thoracolumbar, and lumbosacral intervertebral disc disorders	\$7.35	\$1.85	20.5	22.4
8	Encounter for screening for malignant neoplasms	\$7.28	\$5.11	123.2	106.1
9	Other joint disorder, not elsewhere classified	\$6.97	\$7.74	110.5	120.7
10	Contact with and (suspected) exposure to communicable diseases	\$6.66	\$3.05	237.5	133.4

## Top 10 Diagnosis/Drug by Utilization

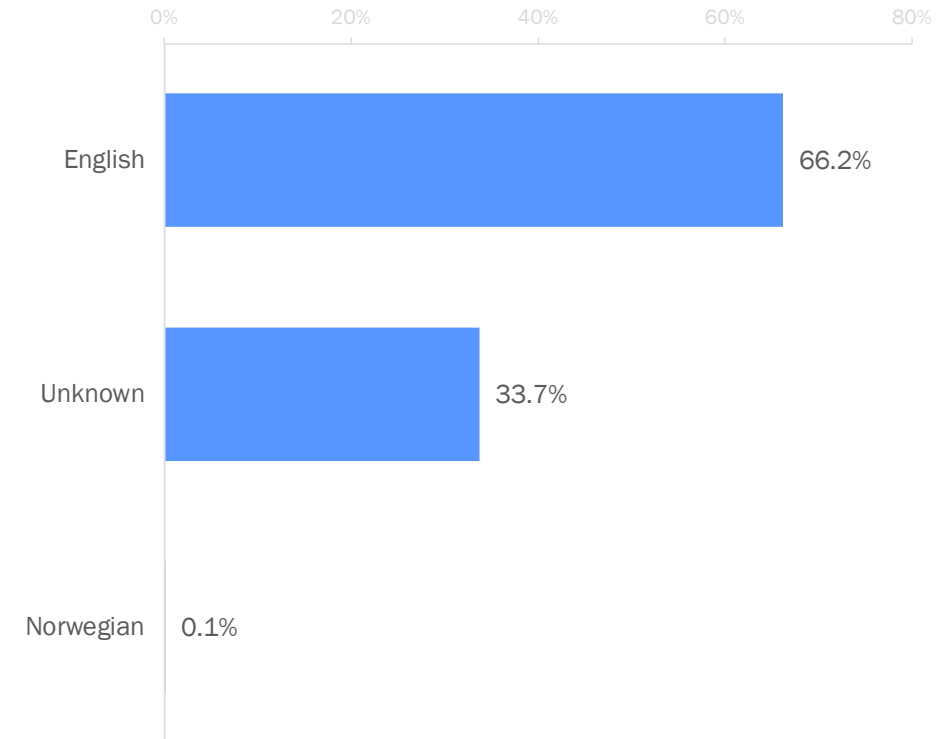
Rank	Service	Current Year Utilizing Members	Allowed PMPM
1	Encounter for general examination without complaint, suspected or reported diagnosis	352	\$10.20
2	Encounter for immunization	289	\$3.77
3	Contact with and (suspected) exposure to communicable diseases	243	\$6.66
4	Dorsalgia	144	\$10.63
5	Encounter for screening for other diseases and disorders	134	\$0.37
6	Encounter for other special examination without complaint, suspected or reported diagnosis	130	\$3.31
7	Encounter for screening for malignant neoplasms	126	\$7.28
8	Biomechanical lesions, not elsewhere classified	125	\$5.86
9	Other joint disorder, not elsewhere classified	113	\$6.97
10	RX - PFIZER COVID-19 VACCINE-PURPLE	113	\$0.71

# Population by Race/Language<sup>1</sup>

Population - by Race Group



Population - by Primary Language



<sup>1</sup> - Current year population. Data collected from members directly through various sources.

# Top Drug Categories By Cost

## Trends by Drug Category<sup>1</sup>

### Total

Total Cost PMPM: \$131.16

- Top 5 drug categories account for 60.4% of Total PMPM
- Top 5 drug category PMPM trend: 24%

Rank	Drug Category	PMPM	Trend
1	Cystic Fibrosis Therapy Agents	\$31.00	-13.0%
2	Antineoplastic - Systemic Enzyme Inhibitors	\$21.21	505.9%
3	Analgesic, Anti-inflammatory or Antipyretic - Non-Opioid	\$10.98	5.2%
4	Multiple Sclerosis Agent - Interferons	\$9.34	18.7%
5	Diabetic Therapy	\$6.65	5.8%
Top 5 Total		\$79.18	24.3%

### Specialty

Total Cost PMPM: \$79.56

- Top 5 drug categories account for 97% of Specialty PMPM
- Top 5 drug category PMPM trend: 58%

Rank	Drug Category	PMPM	Trend
1	Cystic Fibrosis Therapy Agents	\$31.00	13.2%
2	Antineoplastic - Systemic Enzyme Inhibitors	\$21.21	505.9%
3	Analgesic, Anti-inflammatory or Antipyretic - Non-Opioid	\$10.83	5.7%
4	Multiple Sclerosis Agent - Interferons	\$9.34	18.7%
5	Dermatological - Antipsoriatics	\$5.05	
Top 5 Total Specialty		\$77.43	58.0%

### Non-specialty

Total Cost PMPM: \$51.59

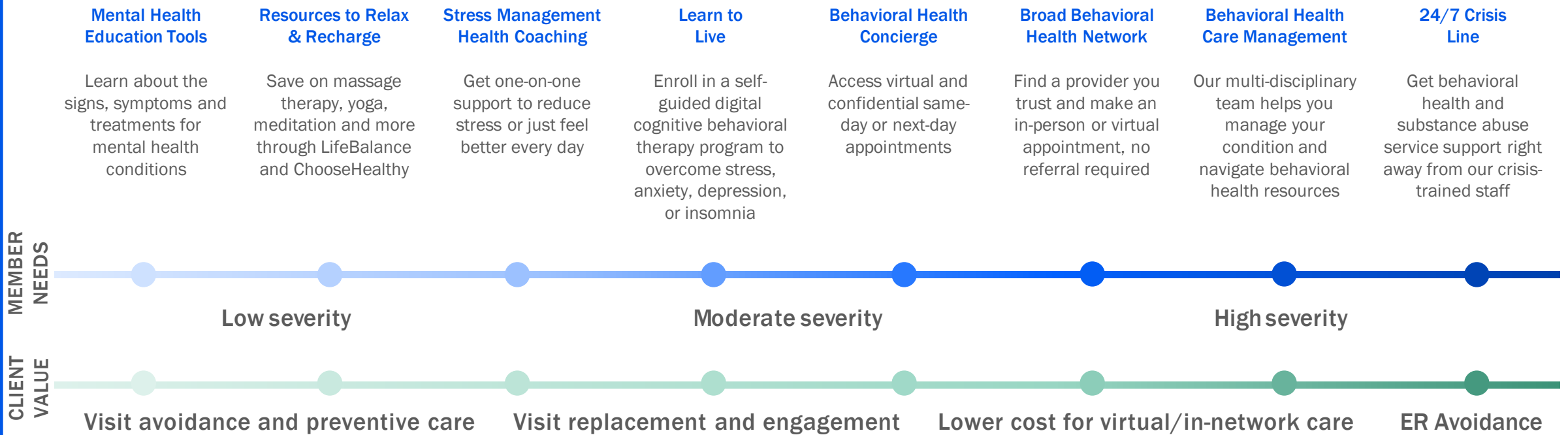
- Top 5 drug categories account for 44% of Non-specialty PMPM
- Top 5 drug category PMPM trend: 10%

Rank	Drug Category	PMPM	Trend
1	Diabetic Therapy	\$6.65	5.8%
2	Asthma/COPD Therapy Agents	\$5.31	-8.4%
3	Analgesics - Opioid	\$4.59	15.8%
4	Attention Deficit-Hyperact Disorder (ADHD) Therapy	\$3.68	5.4%
5	Anticonvulsants	\$2.62	123.2%
Top 5 Total Non-specialty		\$22.84	10.3%

<sup>1</sup> - ETC 2. Before rebates

# Mental well-being resources

At Providence, we value whole self-care for all members. That's why we've enhanced our focus on mental well-being programs and services. We offer resources across the behavioral health continuum, so your employees and their families can get the care they need.



# Mental well-being youth initiatives

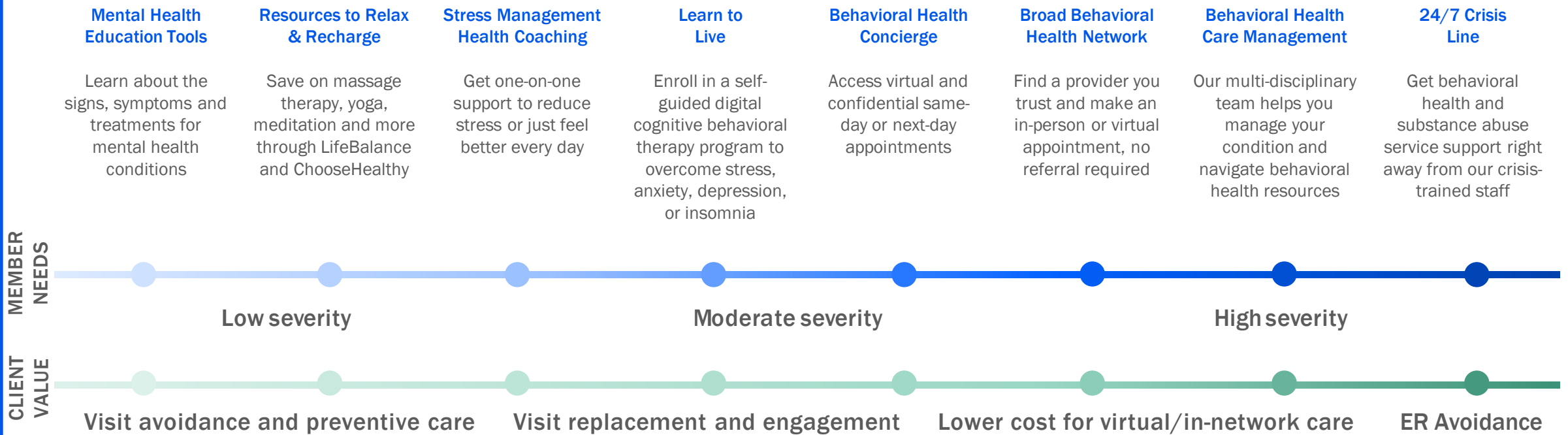
- + Youth programs with in-network providers (coming soon)
  - + **Hazel** expands school health services by giving students fast access to doctors and therapists from school or from home.
  - + **Charlie Health** offers personalized telehealth programs backed by science. Providers use evidence-based practices, such as CBT and DBT skills, to help teens and young adults recognize their maladaptive coping mechanisms and introduce new, healthy skills.
  - + **Equip** is an evidence-based eating disorders care digital program. Equip's virtual model provides a dedicated five-person care team for every member in care – a peer mentor, a family mentor, a medical physician, a therapist and a dietitian – who assist the family in structuring the home for healthy behaviors.
- + **Work2BeWell, a Providence initiative**
  - + Work2BeWell is a digital wellness program focused on positively impacting the emotional well-being of teens and promoting mental health.





# Mental well-being resources

At Providence, we value whole self-care for all members. That's why we've enhanced our focus on mental well-being programs and services. We offer resources across the behavioral health continuum, so your employees and their families can get the care they need.



# Mental well-being youth initiatives

- + Youth programs with in-network providers (coming soon)
  - + **Hazel** expands school health services by giving students fast access to doctors and therapists from school or from home.
  - + **Charlie Health** offers personalized telehealth programs backed by science. Providers use evidence-based practices, such as CBT and DBT skills, to help teens and young adults recognize their maladaptive coping mechanisms and introduce new, healthy skills.
  - + **Equip** is an evidence-based eating disorders care digital program. Equip's virtual model provides a dedicated five-person care team for every member in care – a peer mentor, a family mentor, a medical physician, a therapist and a dietitian – who assist the family in structuring the home for healthy behaviors.
  
- + **Work2BeWell, a Providence initiative**
  - + Work2BeWell is a digital wellness program focused on positively impacting the emotional well-being of teens and promoting mental health.



# Diabetes and weight management resources



- + **Health Coaching**
  - + Professional health coaches use evidence-based behavior change techniques to foster self-efficacy, empowering members to lose weight and improve diet and exercise habits.
  
- + **Healthy Eating and Active Lifestyle Program**
  - + The Health Eating and Active Lifestyle (H.E.A.L.) Program helps members achieve moderate weight loss by building sustainable lifestyle behaviors, like eating well and being active.
  
- + **Diabetes Care Management Program**
  - + Registered Nurses, Social Workers, Clinical Support Coordinators, and Technicians help members navigate their health care plan in many ways. They provide personalized support that flexes over time, based on the member's needs, behaviors and motivations.



# Diabetes and weight management resources

## + Medical Weight Management

- + The Health Management Resources (HMR) Program for Weight Management™ is a clinically-proven diet and lifestyle-change program to help people who want to lose a lot of weight.
- + Providence Center for Weight Management offers both surgical and non-surgical solutions. These medically supervised weight loss programs are customized based on the member's goals, health history and eating habits.

## + Virta (Available as an option for Clackamas County)

- + Virta is a provider-led, research-backed treatment that can help reverse type 2 diabetes, meaning that members can lower their blood sugar and A1c, all while reducing diabetes medications and losing weight.



# Musculoskeletal resources



- + **Pain Management Program**
  - + Registered Nurses, Social Workers, Clinical Support Coordinators, and Technicians help members navigate their health care plans in many ways. They provide personalized support that flexes over time, based on the member's needs, behaviors and motivations.
  
- + **Kaia Health (Available as an option for Clackamas County)**
  - + The Kaia program helps members manage joint and muscle pain through an evidence-based digital therapy app. Members get a customized therapy plan of expertly curated exercise to strengthen the body, physical and mental relaxation techniques, education lesson tailored to their pain profile, and unlimited access to one-on-one health coaching.

# myProvidence Engagement

## Digital technology provides personalized support, any time from anywhere

Digital solutions are convenient, easy to use, and tailored to the user. As more digital apps are launched and demands from employees increase, more organizations are investing in these tools to build a healthy workforce.

- + 8 of 10 Americans intend to use digital well-being solutions to find health care support and self-manage their health
- + Creating an engaging member experience helps members get the right care at the right time, resulting in better health outcomes

<b>myProvidence Users, 2021</b> Clackamas County <b>444</b>	<b>Wellness Central Users, 2021</b> Clackamas County <b>61</b>
---	--

## myProvidence Utilization, 2021

% of Clackamas County members

		Of active users, percent accessing Wellness Central	Trend, from prior year
Subscribers	23%	14%	-2%
Dependents	8%	13%	0%
Members	13%	14%	-1%

## myProvidence Engagement, 2021

% of Clackamas County myProvidence Users

