Health Care Update

December 11, 2023

Agenda

- Financials (Rae-Ellen)
- Partnership (Bernie)
- Partnership regional rates
- High-level utilization (Josh)
  - Pharmacy claims breakout
- Dental Plan Performance (Rae-Ellen)
- Quantum Call Center Reporting (Quantum)
- Communications (Betsy)
- Primary Care Initiative Update (Tom)

Public Comment

Financial Update

FY 2023-2024 Anticipated Year End Health Account Balances	
Budget Review 11.15.23	
Active Employee Healthcare Appropriation	
Projected Appropriation Balance:	**$ 10,344,390.26**
Active Employee Healthcare FAD Accounts	
Projected Active Health FAD	$ 124,386,307.35
Projected Active Rx FAD	$ 23,725,717.27
Combined FAD Balances:	**$ 148,112,024.62**
Retired Employee Healthcare Appropriation	
Projected Appropriation Balance:	**$ 2,286,131.05**
Retired Employee Healthcare OPEB FAD Accounts	
Projected Retiree Health	$ 194,369,858.43
Projected Retiree Rx	$ 9,755,204.96
Combined FAD Balances:	**$ 204,125,063.38**

Partnership Update

Partnership 2.0

- As of 12/1/23 we have 153 groups enrolled totaling just over 23,000 employees and approximately 50,000 members.

- One small group is joining for 1/1/24.

- We are continuing with the marketing of the plan through the Anthem retention campaign as well as onsite vendor events.

Partnership 1.0

- As of 12/1/23 we still have 5 groups remaining totaling approximately 2,400 employees and just under 3,400 members.

Partnership 2.0 Rate Calc

Factoring in changes for the regional adjustment:

- The contract states that we will re-evaluate the regional adjustment at renewal
- Recommend phasing it in, starting in year 5, over a 2-year period for both new & existing groups
- Our next renewal is year 4 (7/1/24) but would like to inform current partnership groups (during the next quarterly update) of the change starting 7/1/25 and completing on 7/1/26
- Looking at the adjustment factors today, the highest would be a 2% increase phased in over 2 years (1% a year)

UTILIZATION DASHBOARD

State of Connecticut

Reporting Periods (Paid through October 2023)

Current Period: Incurred September 2022 – August 2023
Prior Period: Incurred September 2021 – August 2022

Actives & Non-Medicare Retirees
All Plans

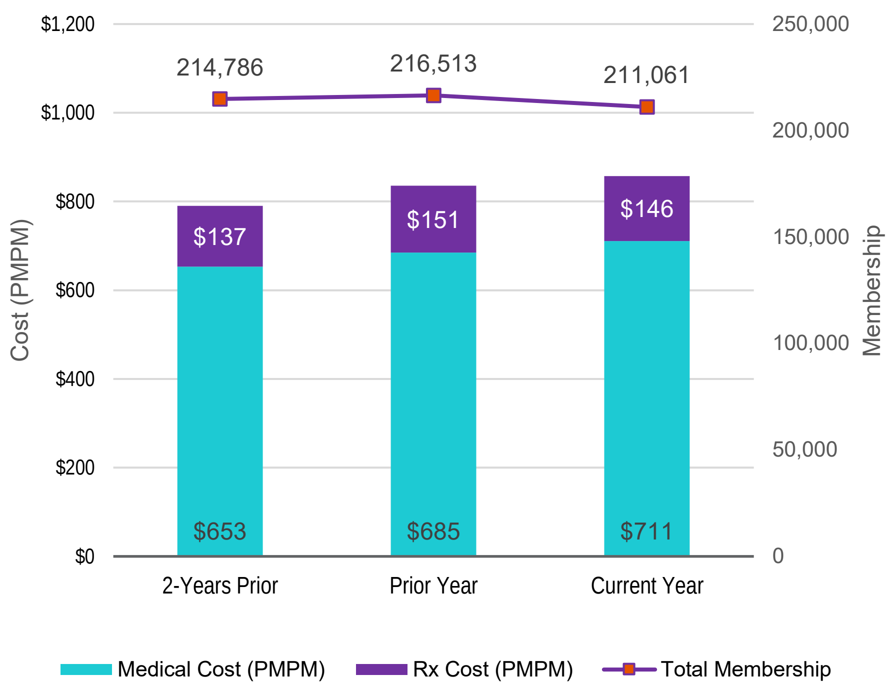
Claims Summary[1]

	Total Cost (PMPM)	% of Total Cost	Current Trend
Medical	$711.17	83%	▲ 3.9%
Inpatient Facility	$131.08	15%	▼ 2.3%
Outpatient Facility	$284.58	33%	▲ 5.8%
Professional Services	$274.01	32%	▲ 5.2%
Ancillary	$21.49	3%	▲ 2.4%
Pharmacy[2]	$146.38	17%	▼ 2.8%
Total Cost	$857.55		▲ 2.7%

Drivers of Trend

Service Category	Current PMPM	Prior PMPM	Change
Outpatient - Surgery	$89.09	$79.63	▲ $9.46
Inpatient - Surgery	$56.73	$62.06	▼ $5.33
Outpatient - Lab/Pathology	$9.53	$14.71	▼ $5.19
Professional - Lab/Pathology	$17.53	$21.67	▼ $4.15
Professional -E&M	$49.88	$46.59	▲ $3.30

Cost and Membership Summary



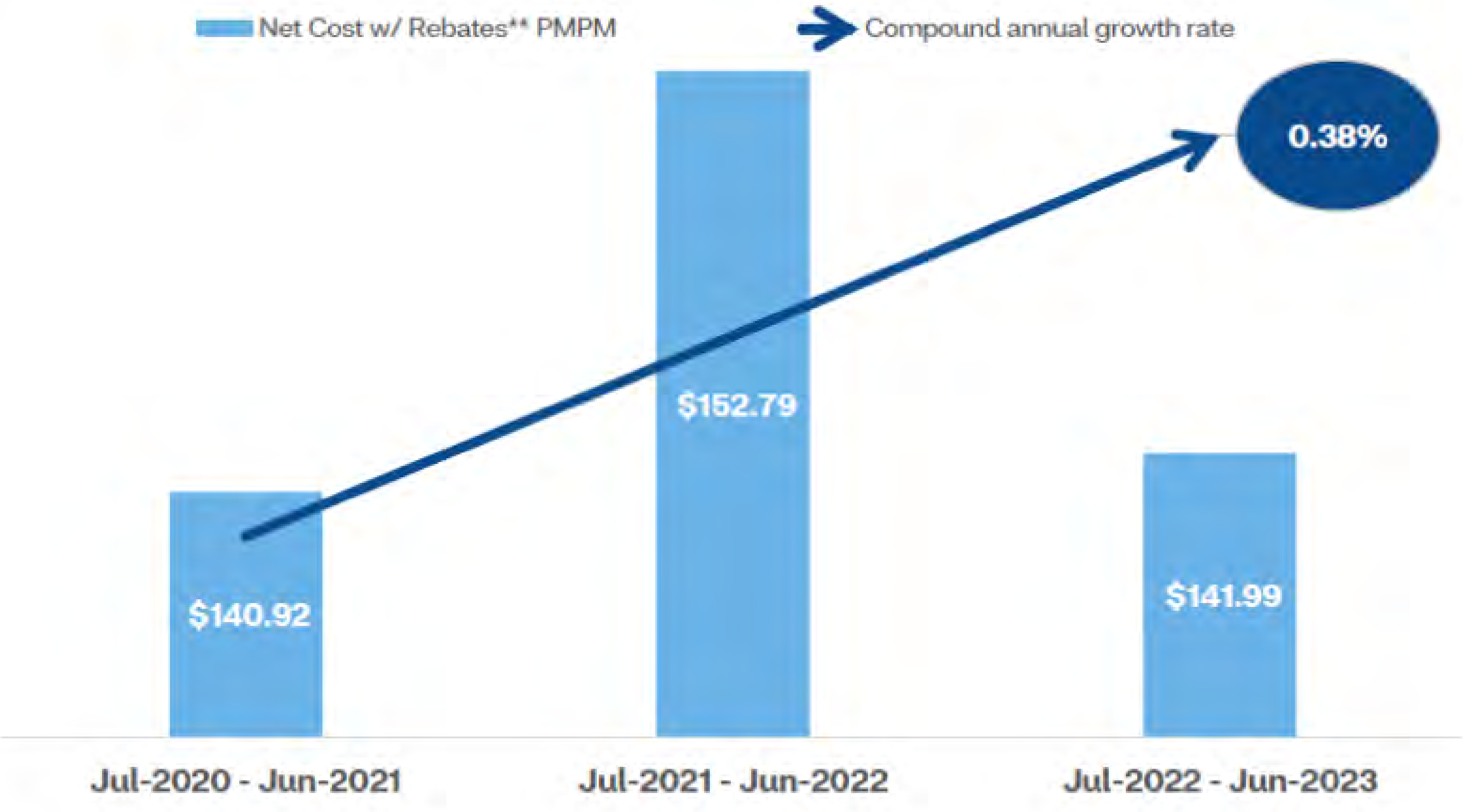
Observations

- PMPM medical costs have increased 3.9% Year-over-Year ("YoY") and accounted for 83% of total spend.
- PMPM Rx costs have decreased 2.8% YoY and accounted for 17% of total spend.
- The second table above illustrates the top 5 drivers of trend. Outpatient - Surgery was the top driver of spend on a PMPM basis, increasing $9.46 PMPM over last year.

1 Reflects paid claims through October 2023. Claims for the current period have been completed using a factor of 0.97
2 Pharmacy costs reflect PrudentRx savings and other direct manufacturer savings.

Pharmacy FY 2023

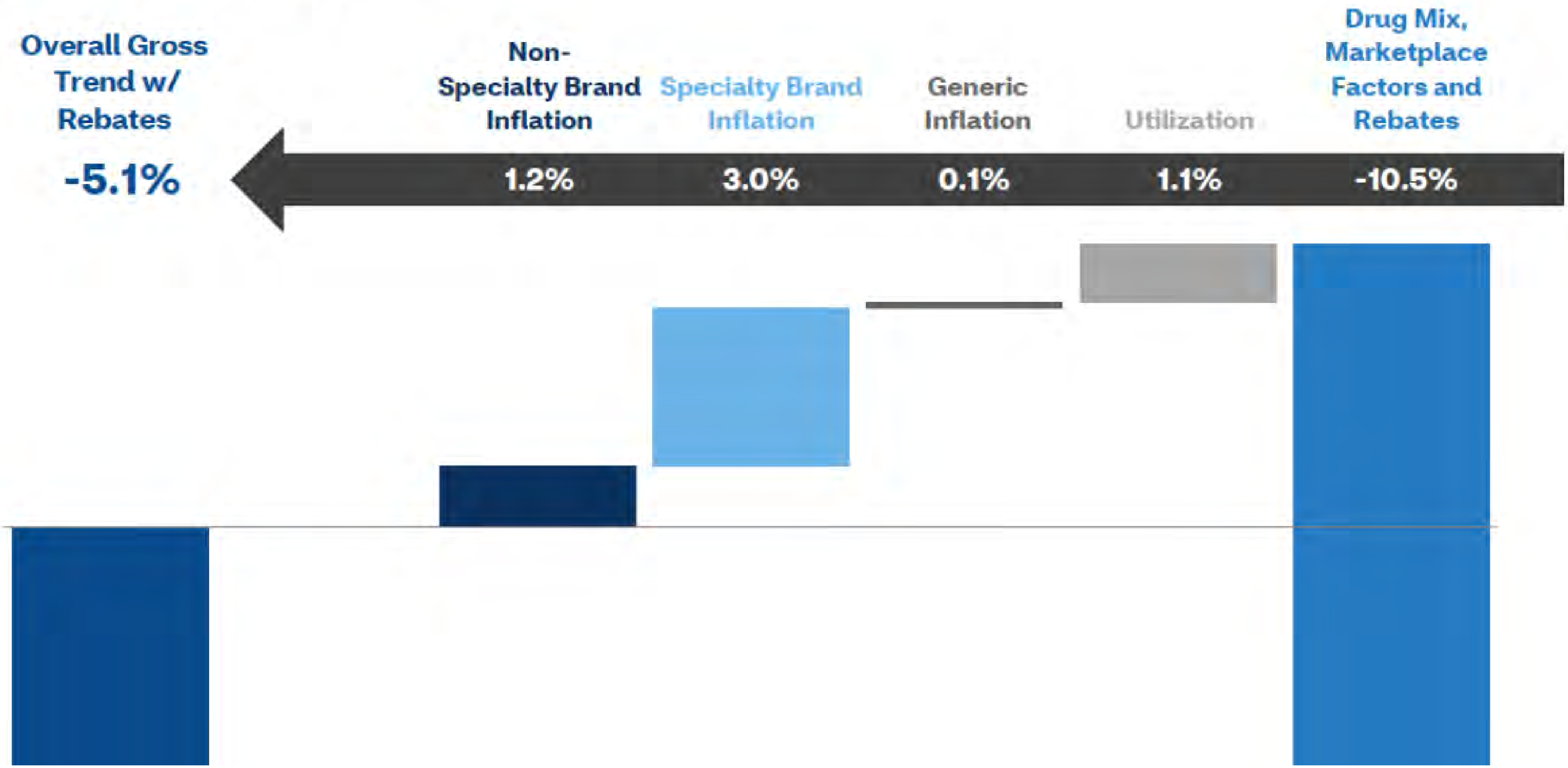
Compound annual growth rate* of net cost post-rebate** PMPM



Net cost post-rebate** three year compound annual growth rate

0.38%

Contribution to Trend



Top 5 non-specialty class performance

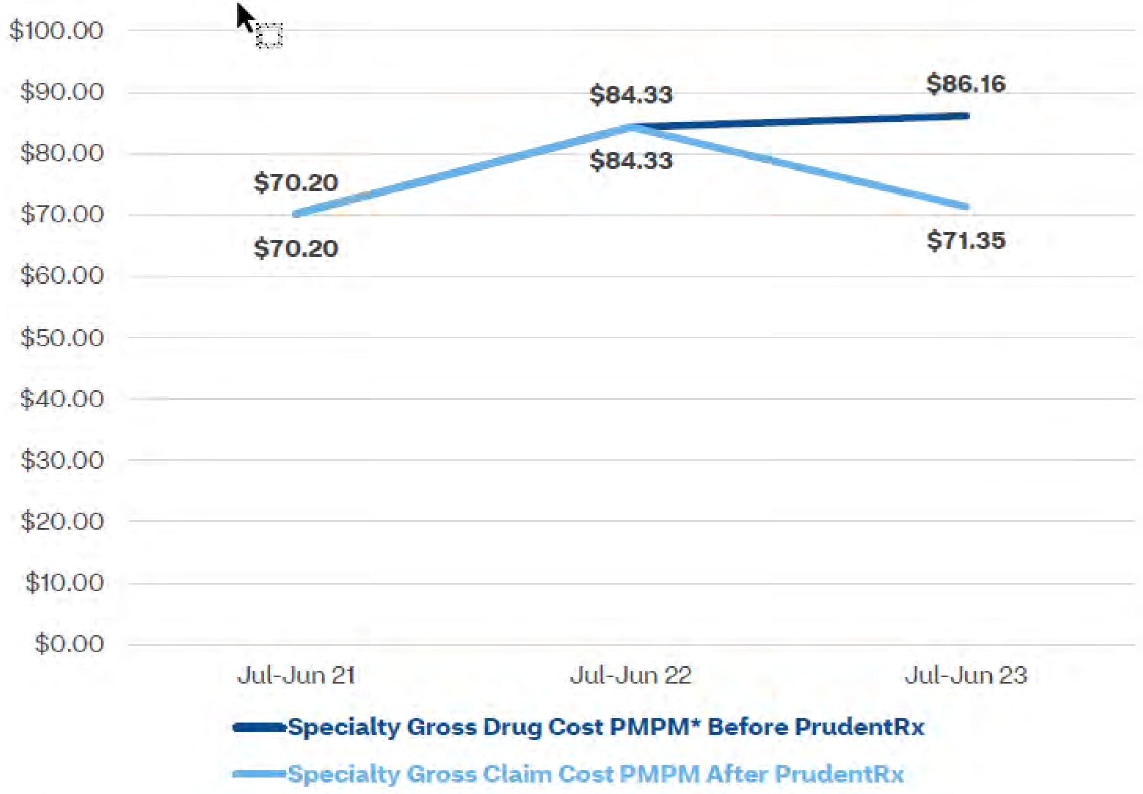
Non-Specialty Class (GPI2)	Total Gross Cost	Utilizers	Gross Cost/Rx	Prevalence†	Peer*	Gross Cost PMPM	Peer*
Antidiabetics	$30,179,038	14,369	$325.27	38.7220	44.4196	$16.76	$40.66
Adhd/Anti-Narcolepsy/Anti-Obesity/Anorexiants	$8,996,468	10,048	$144.72	28.0153	26.8702	$5.00	$10.39
Dermatologicals	$8,063,331	36,188	$86.48	41.6439	29.1083	$4.48	$3.21
Antiasthmatic And Bronchodilator Agents	$7,341,736	24,355	$88.47	36.4827	31.4213	$4.08	$6.73
Antidepressants	$7,283,377	28,511	$62.75	55.6718	72.2870	$4.05	$3.39
Other	$85,600,126	129,269	$65.97	354.3763		$47.54	$52.07

Three-year perspective

Gross Cost

Prevalence†

PrudentRx Solutions impact on specialty cost



PrudentRx Solutions three year key metrics

average gross claim cost PMPM

$4.89

accounting for

6.1%

of total specialty gross drug cost before PrudentRx

32,086

claims representing

30.7%

of total specialty claims

* Specialty Gross Cost adjusted to present Gross Drug Cost metrics prior to PrudentRx program.

Note: Does not include PrudentRx shared savings fee.

Your top 10 specialty drug classes

By gross cost	Total Gross Cost before PrudentRx					Total Gross Cost after PrudentRx				
Specialty Class	Jul-Jun 22 Gross Cost	Jul-Jun 23 Gross Cost	Jul-Jun 22 Gross PMPM	Jul-Jun 23 Gross PMPM	PMPM % Change	Jul-Jun 22 Gross Cost	Jul-Jun 23 Gross Cost	Jul-Jun 22 Gross PMPM	Jul-Jun 23 Gross PMPM	PMPM % Change
Oncology	$24,351,460	$25,450,411	$13.51	$14.13	4.7%	$24,351,460	$22,609,216	$13.51	$12.56	-7.0%
Psoriasis	$15,460,215	$16,100,122	$8.57	$8.94	4.3%	$15,460,215	$12,589,596	$8.57	$6.99	-18.5%
Rheumatoid Arthritis	$13,820,719	$13,527,600	$7.67	$7.51	-2.0%	$13,820,719	$10,498,503	$7.67	$5.83	-23.9%
Multiple Sclerosis	$9,613,993	$9,805,703	$5.33	$5.45	2.1%	$9,613,993	$8,389,623	$5.33	$4.66	-12.6%
Atopic Dermatitis	$7,526,707	$9,430,631	$4.17	$5.24	25.5%	$7,526,707	$7,338,032	$4.17	$4.08	-2.4%
Psoriatic Arthritis	$8,083,381	$9,115,823	$4.48	$5.06	12.9%	$8,083,381	$7,019,485	$4.48	$3.90	-13.0%
Crohns Disease	$8,592,947	$8,753,742	$4.77	$4.86	2.0%	$8,592,947	$6,967,322	$4.77	$3.87	-18.8%
Human Immunodeficiency Virus	$9,001,850	$8,651,822	$4.99	$4.81	-3.8%	$9,001,850	$6,645,385	$4.99	$3.69	-26.1%
Cystic Fibrosis	$7,465,992	$6,701,523	$4.14	$3.72	-10.1%	$7,465,992	$5,468,984	$4.14	$3.04	-26.6%
Asthma	$6,882,320	$6,903,554	$3.82	$3.83	0.4%	$6,882,320	$5,267,305	$3.82	$2.93	-23.4%
All Others	$41,241,472	$40,687,111	$22.87	$22.60	-1.2%	$41,241,472	$35,682,282	$22.87	$19.82	-13.4%
Grand Total	**$152,041,056**	**$155,128,042**	**$84.33**	**$86.16**	**2.2%**	**$152,041,056**	**$128,475,734**	**$84.33**	**$71.35**	**-15.4%**

Note: Does not include PrudentRx shared savings fee.

Your adherence metrics

Helping patients with **3+** chronic conditions become adherent can increase savings **7 fold**.

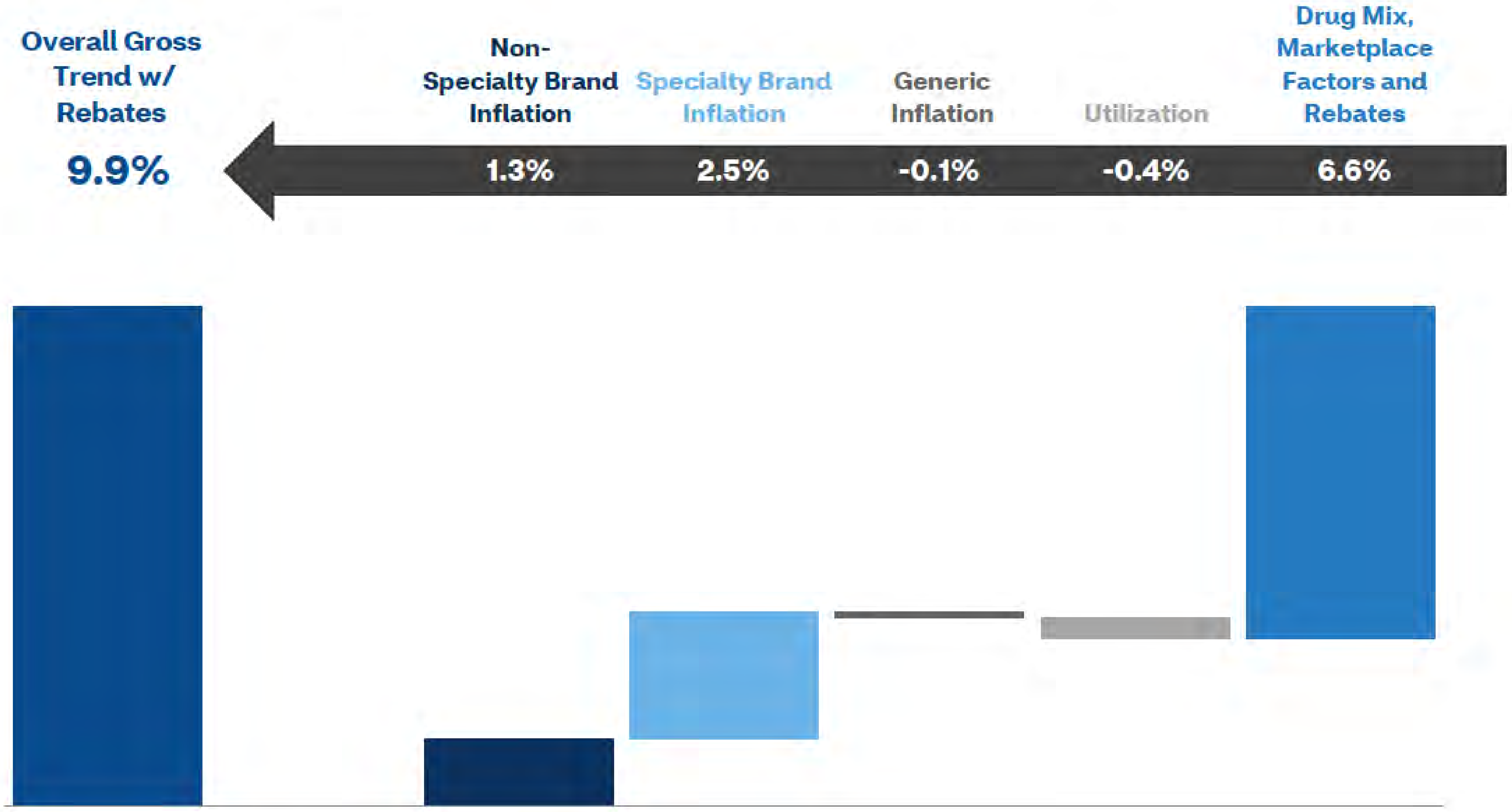
% optimal[1] adherence by most common conditions	SOC only Current Period	SOC only Prior Period	Age Adjusted** Peer*	Age-Adjusted** Employer
Diabetes Total number of adherent utilizers **9,142**	76.2%	79.2%	68.2%	67.2%
Hypertension Total number of adherent utilizers **23,579**	83.6%	83.8%	76.8%	75.7%
Hyperlipidemia Total number of adherent utilizers **17,874**	83.0%	84.1%	76.3%	75.5%
Heart Failure Total number of adherent utilizers **2,258**	65.9%	65.7%	56.9%	56.9%
Depression Total number of adherent utilizers **17,639**	74.5%	74.2%	67.4%	66.3%

1 Optimal: ≥ 80% MPR
*Peer: Government
**Age-adjusted benchmarks represent the optimal adherence % of the book of business segment and peer based on the same age demographics as the client.

Pharmacy Quarter 1 FY 2024

(with impact of rebates)

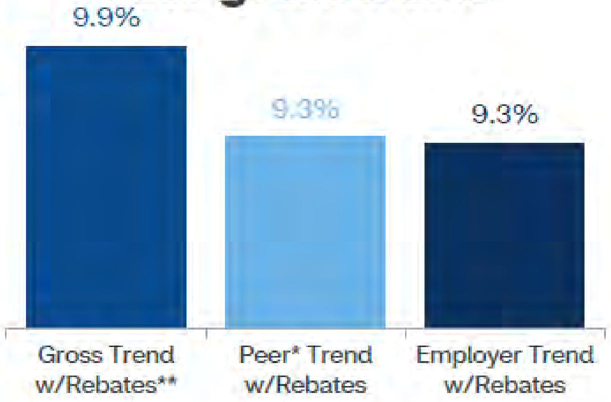
Contribution to Trend



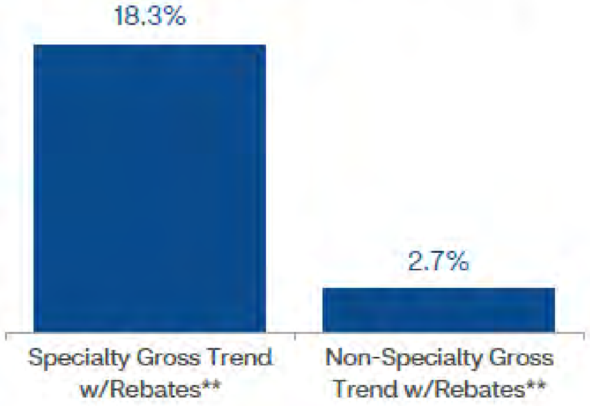
Key metrics at a glance

Eligibility	Jul-Sep 22	% Change	Jul-Sep 23	Employer†	Peer*
Average Eligible Members Per Month	149,930	1.2%	151,765		
Average Utilizers as % of Members	42.2%	-2.5%	41.1%	33.9%	40.9%
Average Member Age	38	-0.7%	38	36	39
Cost with Rebates**					
Total Gross Cost	$62,928,780	14.0%	$71,759,366		
Gross Cost w/ Rebates**	$63,425,371	11.3%	$70,586,721		
Total Net Cost w/ Rebates**	$60,232,303	12.2%	$67,574,876		
Gross Cost w/ Rebates** PMPM	$141.01	9.9%	$155.04		
Net Cost w/ Rebates** PMPM	$133.91	10.8%	$148.42		
% Total Member Cost Share	5.1%	-17.3%	4.2%	6.8%	6.7%
% Non-Specialty Member Cost Share	5.3%	2.6%	5.4%	11.1%	10.9%
Drug Mix					
% Single Source Brands	18.7%	-7.5%	17.3%	14.2%	14.4%
% Multi Source Brands	2.4%	-34.4%	1.6%	1.2%	1.2%
Generic Dispensing Rate	78.8%	2.8%	81.1%	84.6%	84.4%
Generic Substitution Rate	97.0%	1.1%	98.1%	98.6%	98.6%
Utilization					
Total Prescriptions	431,785	-0.7%	428,632		
% Retail Prescriptions	55.5%	-0.1%	55.4%	79.4%	87.9%
% Mail Prescriptions	2.0%	2.8%	2.1%	5.3%	4.4%
% Maintenance Choice® Prescriptions	42.5%	0.0%	42.5%	15.3%	7.7%
Days' Supply PMPM	48.00	-0.4%	47.79	35.27	47.44
Specialty					
Specialty Total Gross Cost	$28,814,574	22.5%	$35,296,118		
Specialty Avg. Utilizers as % of Members	1.5%	13.9%	1.7%	1.2%	1.3%
Specialty Gross Cost PMPM	$64.06	21.0%	$77.52	$88.54	$110.27
Specialty % of Total Gross Cost	45.8%	7.4%	49.2%	49.0%	46.8%
Specialty % of Total Prescriptions	1.9%	14.9%	2.2%	1.7%	1.5%
% Specialty Member Cost Share	4.8%	-39.2%	2.9%	2.4%	1.9%

Your gross trend



Your specialty and



*Peer: Government

** Rebates represent client share of invoiced rebates (less: point of sale rebates) as of report run date of 11-24-2023 and may not reconcile with rebate guarantees or rebates paid to date. Rebates included for this time period: 2023Q3 - 2023Q3. Prior period rebates include the same number of quarters as current period.

†Employer information is based on the most recent quarter ending Sep 30, 2023.

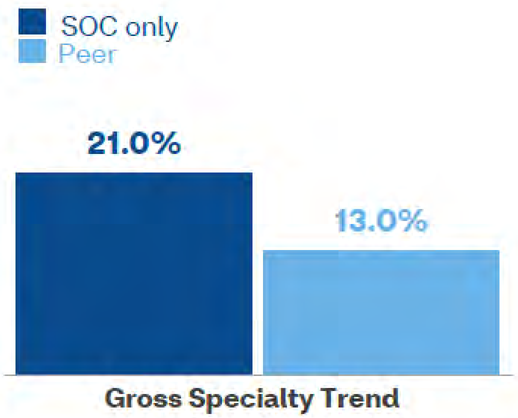
Your top specialty classes by contribution to trend

Key metrics

Specialty prescriptions represented **49.2%** of total gross cost and comprised **2.2%** of all prescriptions.

Newly launched medications contributed **0.3%** to specialty trend.

Price inflation contributed **4.7%** to specialty trend.



14.4%

Overall specialty utilization increase compared to prior period

The top three (3) classes with the greatest contribution to specialty drug utilization trend are:

Atopic Dermatitis
Psoriasis
Transplant

Your top 5 contributing specialty classes

Specialty Class	Top Drug Contributors	Gross Cost	Utilizers	Gross Cost PMPM	Contribution to Gross Trend
Oncology	Verzenio, Lenalidomide	$6,430,158	244	$14.12 $18.92	1.5%
Atopic Dermatitis	Dupixent, Adbry	$2,460,362	354	$5.40 $4.53	1.4%
Bone Disorders - Other	Strensiq	$799,083	2	$1.76 $0.40	1.3%
Psoriasis	Skyrizi, Taltz	$3,395,598	403	$7.46 $12.84	1.0%
Multiple Sclerosis	Fingolimod, Mavenclad	$2,263,331	161	$4.97 $5.85	0.7%

Peer:Government

This page contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Health and/or its affiliates.

Your top non-specialty classes by contribution to trend

Key metrics

Non-specialty prescriptions represented

50.8%

of total gross cost and comprised

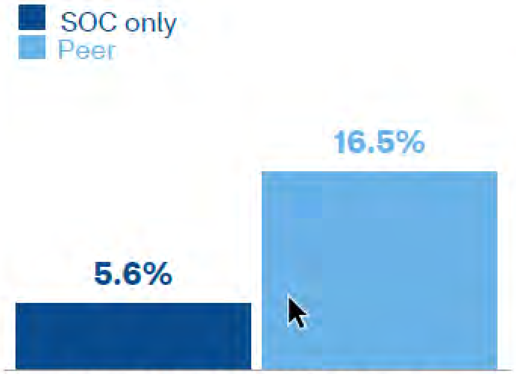
97.8%

of all prescriptions.

Newly launched medications contributed

1.4%

to non-specialty trend.



Gross Non-Specialty Trend

-0.6%

Overall non-specialty utilization decrease compared to prior period

The top three (3) classes with the greatest contribution to non-specialty drug utilization trend are:

Antidiabetics
Dermatologicals
Adhd/Anti-Narcolepsy/Anti-Obesity/Anorexiants

Your top 5 contributing non-specialty classes

Non-Specialty Class	Top Drug Contributors	Gross Cost	Utilizers	Gross Cost PMPM	Contribution to Gross Trend
Antidiabetics	Ozempic, Mounjaro	$8,392,170	11,781	$18.43 $46.00	4.3%
Adhd/Anti-Narcolepsy/Anti-Obesity/Anorexiants	Amphetamine/Dextroa mpheta, Methylphenidate	$2,653,453	7,219	$5.83 $14.67	1.3%
Migraine Products	Nurtec, Ubrelvy	$1,798,478	2,783	$3.95 $5.63	0.5%
Medical Devices And Supplies	Dexcom G7 Sensor, Omnipod 5 G6 Pods (Gen 5)	$1,148,867	3,884	$2.52 $2.60	0.4%
Vaccines	Comirnaty 2023-24, Spikevax Covid-19 Vaccine	$1,127,716	7,571	$2.48 $2.44	0.3%

Peer:Government

PrudentRx –SOCT Plan Experience

based on claims paid July 2022 – Oct 2023

	Specialty Spend	MFG Bill Amount	COB Amount	PrudentRx Gross Savings Amount	Program Fee	Net Savings	# of Claims/ Scripts
State of CT	$183,386,907	$54,342,660	$16,662,327	$36,174,707	$8,759,901	$27,414,806	35,778
Partnership	$63,936,721	$18,927,330	$5,916,381	$12,475,310	$3,016,191	$9,459,119	15,518
SOCT & SPP	**$247,323,628**	**$73,269,990**	**$22,578,708**	**$48,650,017**	**$11,776,092**	**$36,873,925**	**51,296**

PrudentRx Utilizers By Month

SOCT Members

MONTH	UTILIZERS
Jul-22	1,605
Aug-22	2,029
Sep-22	2,069
Oct-22	2,090
Nov-22	2,143
Dec-22	2,132
Jan-23	2,309
Feb-23	2,268
Mar-23	2,425
Apr-23	2,323
May-23	2,465
Jun-23	2,487
Jul-23	3,323
Aug-23	3,482
Sep-23	3,309
Oct-23	3,415

SPP Members

MONTH	UTILIZERS
Jul-22	726
Aug-22	880
Sep-22	831
Oct-22	826
Nov-22	856
Dec-22	849
Jan-23	899
Feb-23	863
Mar-23	929
Apr-23	899
May-23	963
Jun-23	959
Jul-23	878
Aug-23	924
Sep-23	849
Oct-23	892

Estimated Member Savings with PrudentRx

	Baseline Member Cost Share Savings	Average savings per member	Average savings per script
State of CT	$1,371,570	$255	$35
Partnership	$511,490	$231	$33
	$1,883,060		

DRAFT

Dental Plan Performance

State of Connecticut Network Growth/Performance Guarantee Update

Basic and Enhanced Provider Outreach

- Completed outreach to all non-contracted dentists utilized by our members that are not currently contracted with Cigna

Basic Plan Network

July 1st - November 30th Recruitment Updates:

- Connecticut Access Points: 457
- Connecticut Unique Providers: 150

Enhanced Plan Network

July 1st - November 30th Recruitment Updates:

- Connecticut Access Points: 443
- Connecticut Unique Providers: 142

DHMO & Total Care DHMO

July 1st - November 30th Recruitment Updates:

- Connecticut: 4 Offices with 19 Unique Providers and 20 Access Points

Dental Plan Performance

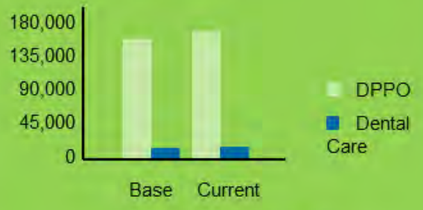
Member population

Current Period
- Family Size
- Total Group
- Norm

Employees & dependents all products

	Base	Current	Trend	Norm
Employees	100,899	102,382	1.5%	
Dependents	83,460	95,590	14.5%	
Family Size	1.83	1.93	5.8%	1.97
Total Members	184,359	197,972	7.4%	

Average plan members



	DPPO	DHMO
Base	169,053	15,306
Current	179,736	18,236
Trend	6.3%	19.1%

Month with greatest overall change:

Base :	September	0.1%
Current :	September	0.3%

DPPO Oral Health Behavior

Current Period
- Members with 1 or More Cleanings
- Total Plan Members
- Norm

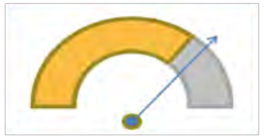
% of Unique members receiving cleaning

Base	Current	Trend	Norm
80.4%	80.2%	-0.2%	64.8%

% of Unique members by service type

Healthy behaviors	Base	Current	Trend	Norm
Exams	77.9%	77.4%	-0.5%	62.0%
Cleanings	77.3%	76.8%	-0.5%	61.1%
Fluoride	17.5%	17.5%	0.0%	19.1%
Periodontal cleanings	5.1%	5.3%	0.2%	4.8%
Treatment				
Fillings	21.2%	21.1%	-0.1%	14.9%
Crowns	11.2%	10.7%	-0.5%	8.1%
Root canals	2.5%	2.4%	-0.1%	1.9%
Extractions - all	5.5%	5.5%	0.0%	4.2%
Gum disease				
Non surg perio	2.2%	2.2%	-0.0%	2.3%

Savings



Current Period
- Total Network Charges
- Total Submitted Charges
- Norm

Network performance

	Base	Current	Trend	Norm
Total network charges	78.2%	74.6%	-3.6%	71.7%
Achieved discounts	33.7%	35.8%	2.2%	37.4%

DPPO

	Base	Current	Trend	Norm
Net effective discount	26.3%	26.7%	0.4%	26.8%
Plan design savings	15.2%	16.1%	0.9%	19.4%
Utilization management & review	13.1%	12.0%	-1.0%	13.1%
Total savings	54.6%	54.9%	0.3%	59.3%
Plan paid claims PMPY	$473.58	$476.52	0.6%	$374.06

Dental Care

	Base	Current	Trend	Norm
Member savings on services provided	83.7%	85.9%	2.3%	81.9%

Hearing your stories: in their own words

GRATEFUL MEMBER
Outstanding first impression

Unfortunately, I found out that I was out of compliance, and I ended up on the phone with a **kind representative** who was Whitney. I am now compliant, and I owe that to Whitney, she was so **thorough, patient, kind, and knowledgeable** through all of this. I don't think I would have been able to get through all of the things without her assistance. I just want you to know that Whitney was so **helpful** through this whole process. Thank you so much!

RELIEVED MEMBER
Stick with them

I just wanted to let you know that one of your employees, Tess, is just **so awesome**! I called because I had concerns about my HEP and keeping in compliance. She was **stellar**! Her assistance was just **excellent**. She took her time, she explained everything to me, she was **patient**, she was **professional**, she just had a **great energy and attitude**. I wanted to let you know that she was so great, and I am so, **so grateful**! I very, very much appreciate all the help and assistance that she offered me today. You have a great employee in Tess.

HAPPY MEMBER
Sanctuary

I spoke to Nicole, and she was so **friendly and helpful**, and she just **went above and beyond**. I wanted to give her credit, because we focus so much on bad customer service and not enough credit is given for the good. She was **really awesome**, I told her "if I could give you a hug right now, I would" because she was really really helpful with me. I just wanted to make sure she knows she did an awesome job, and your team is **lucky to have her**.

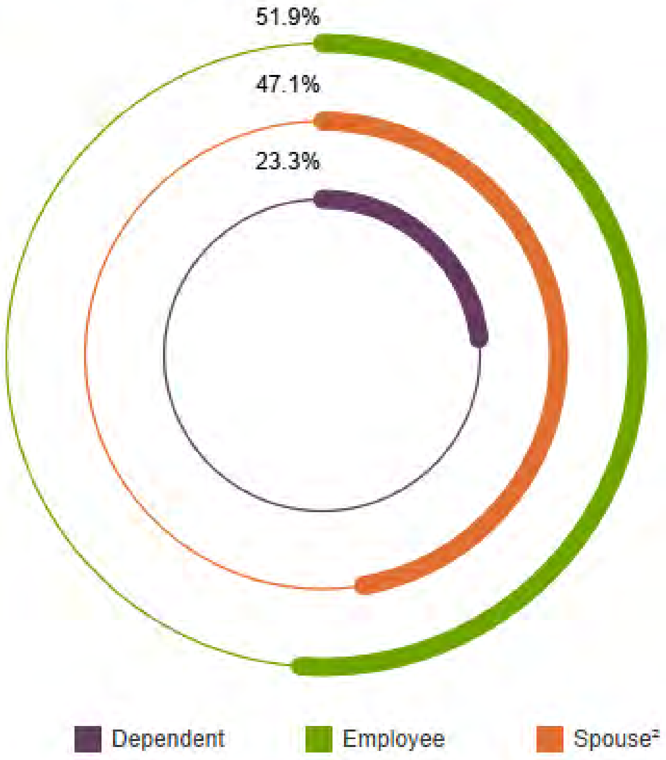
THRILLED PROVIDER
Reimbursement Help

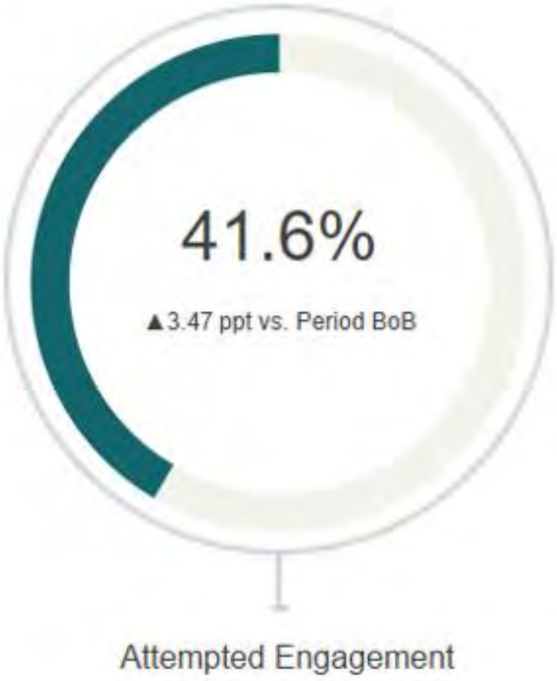
I just wanted to give kudos and a shout-out to Branden. He helped with 3 complex issues today! I am a physician and know the work he did was **excellent, efficient and thorough**! I can't think of a better customer service experience that I have had! He was **intelligent, dogged, polite, professional, and pleasant**. It was just one of the **best experiences** I've had! It was encouraging to see what an excellent employee he is – you have an **amazing** guy on your hands!

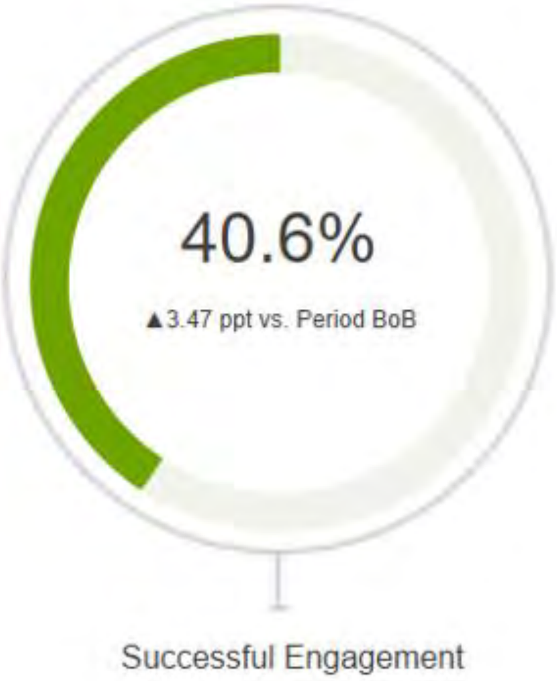
Engagement by Relationship

Core Group

Member Experience[1]







[1] Engaged members have had at least one conversation or Quantum Health had a conversation with a provider on their behalf.
[2] Spouses include Domestic Partners where applicable.

Modes of Successful Engagement Overview

Core Group

Engagement

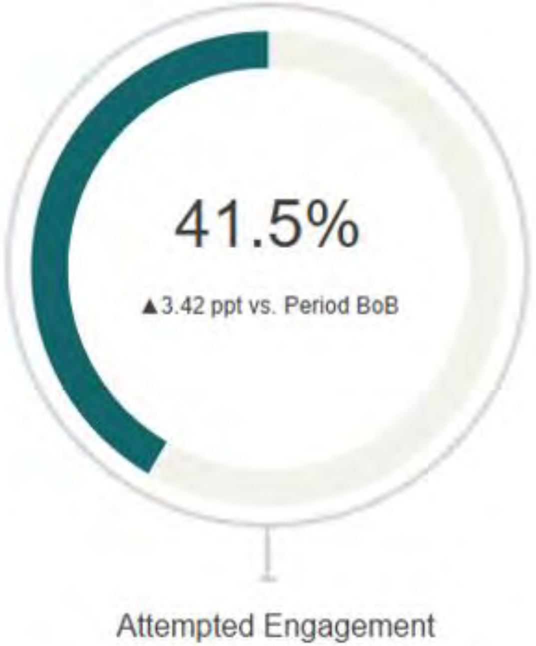
10,978	3,871	192,270	244,998
Secure Messages	Chats	Phone Calls	MyQHealth Logins

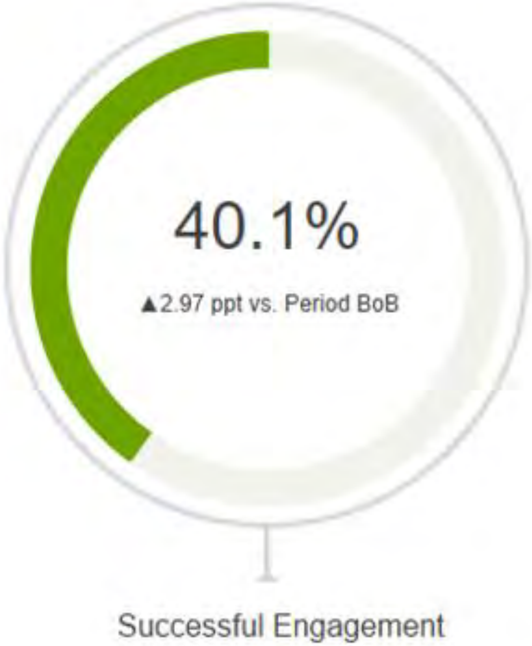
Quantum HEALTH

Engagement by Relationship

Partnership

Member Experience[1]





[1] Engaged members have had at least one conversation or Quantum Health had a conversation with a provider on their behalf.
[2] Spouses include Domestic Partners where applicable.

Modes of Successful Engagement Overview

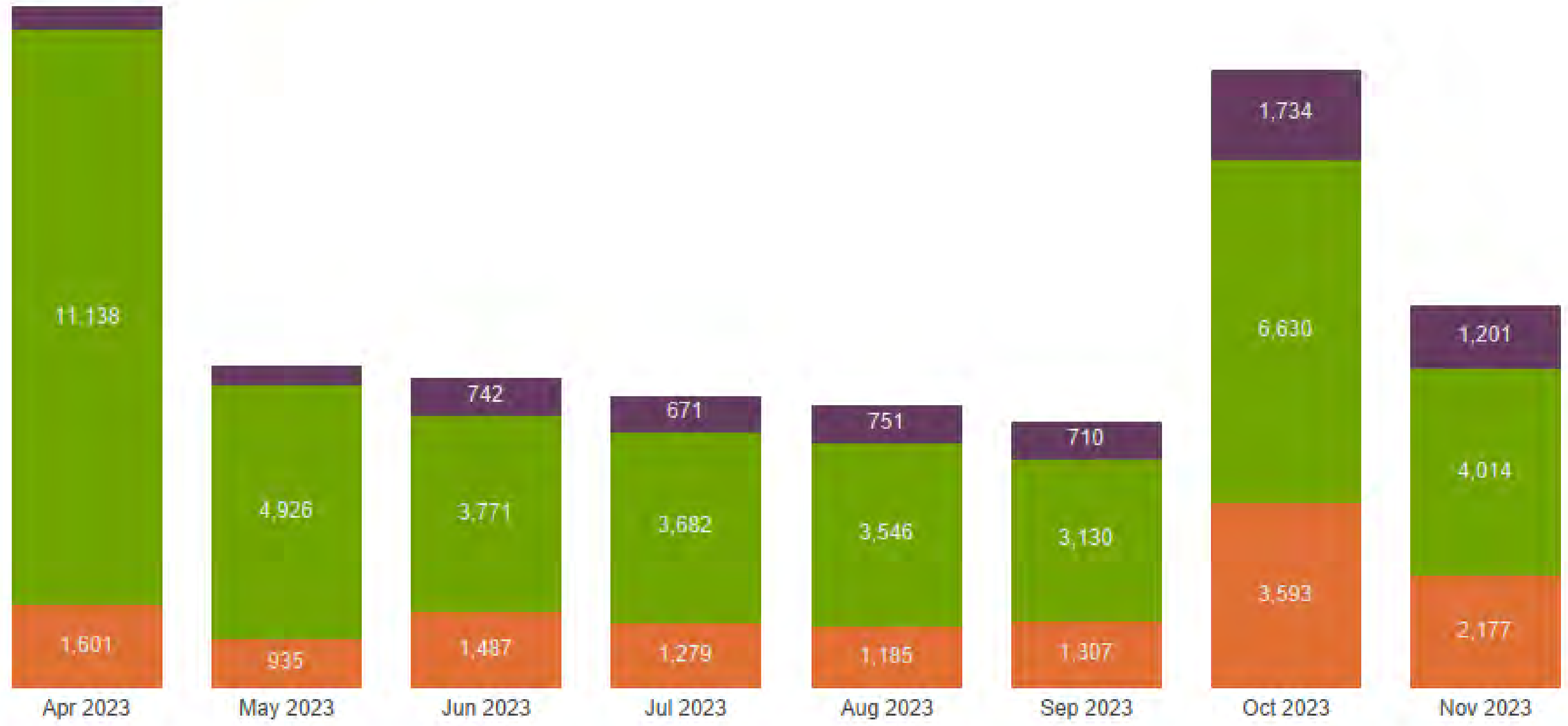
Partnership

Engagement

Secure Messages	Chats	Phone Calls	MyQHealth Logins
3,818	1,474	75,116	90,437

Web Registration by Relationship

My QHealth



Overall

40.2%
Percent Members Registered[2]

61,060
Members Registered

[1] Spouses include Domestic Partners where applicable
This visual is members registered within time period

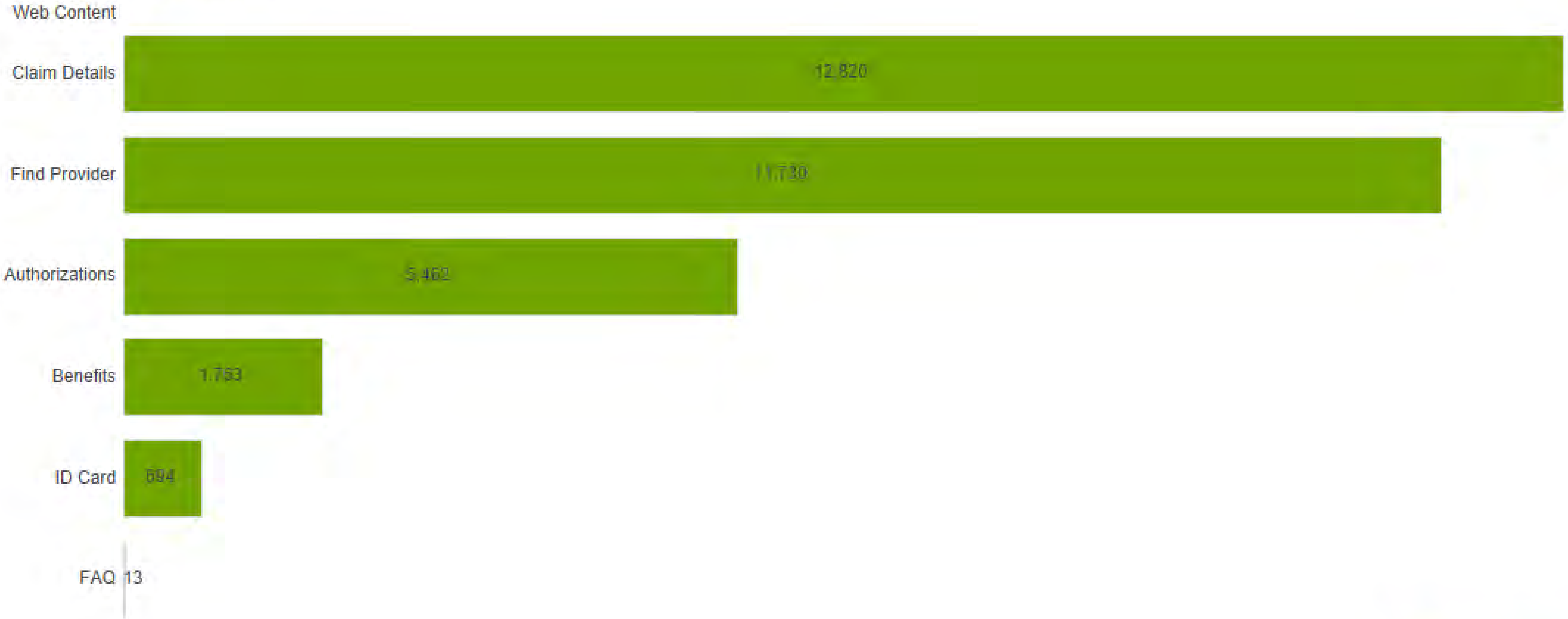
State of Connecticut : 4/1/2023 to 11/30/2023

Quantum HEALTH

Member Page Views

Overall

My QHealth



Quantum HEALTH

Monthly All-Users

Email Topic	Sent*/Group	Open Rate	CTOR
Diabetes Awareness Month Virta Health Reversal and Diabetes management, HEP chronic seminars, DPP	State -11/1 SPP -11/1 State personal -11/1	15% 45% 48%	6% 1% 1%
HEP Wellbeing seminars- ***Monthly***	State -11/2 SPP -11/2 State personal -11/1	16% 43% 48%	7% 2% 2%
Upswing Health webinar –*Monthly* *Maintaining Balance with age*	State -11/29 SPP- 11/21 State personal -11/21	19% 48% 48%	4% 7% 1%

Open Rate = Unique Opens / Deliveries; **Industry standard = 23.7%; CTOR** = Unique Clicks / Unique Opens; **Industry Standard = 13.4%**

*Emails also sent to agency/group benefit contacts, call centers, Judicial and Higher Ed, HCCCC representatives
**Facebook posts created and boosted (ads) to align with all-user topics each month; additional marketing may include slider featured on the QH benefits portal

Future Benefit Campaigns

Automated Monthly New Hire Emails

https://carecompass.ct.gov
click on 'Active Employees'

Newy hired state employee reach**:**
Sept-Oct: 662
Nov: 278

Clinical Health Program All-user Email

CARE COMPASS

State of Connecticut Health Plan
Clinical Health Program Offerings
State of Connecticut employees, Partnership Plan, and their spouses and dependents

Orthopedic Care
Virtual service available seven days per week where licensed medical professionals via video chat or can be reached by phone in under 15 minutes for assistance with chronic musculoskeletal pain or joint mobility and stability issues.
Administrator: Upswing Health
Eligibility: All members. Dependent children under 15 can use Upswing with parental consent and supervision.
Enrollment: Any time at upswinghealth.com/partner/ct

Diabetes Prevention
A 12-month class begins every quarter with educational meetings, coaching and challenges that build healthy habits to prevent the onset of adult diabetes.
Administrator: Wellspark
Eligibility: Members 18+ who are prediabetic determined by: fasting glucose A1c &/or taking the CDC Prediabetes risk test. Those with Type 1 or 2 diabetes, are pregnant or have a BMI below 25 are ineligible.
Enrollment: Sign-up for the next class using the contact information on carecompass.ct.gov/diabetes

Diabetes Management and Diabetes Reversal
Diabetes Management Program: Helps type 1 and type 2 diabetics with lifestyle changes and A1c management, providing free monthly test strips.
Diabetes Reversal Program: A virtual clinic for type 2 diabetics, focusing on weight loss, blood sugar reduction, and medication reduction through personalized nutrition plans and support. No medication, surgery, or calorie-counting required.
Administrator: Virta Health
Eligibility: Members 18-79. Management Program is for those with either type 1 or 2 diabetes. The Reversal Program is exclusively for those with type 2 diabetes.
Enrollment: Apply any time at virtahealth.com/join/soc

For more information on programs offered with the State of Connecticut health plan, visit CareCompass.CT.gov/providers

Weight Management
Flyte combines anti-obesity medications with obesity medicine specialists. Upon patient consent, Flyte providers can collaborate with PCPs by sending Encounter Summaries upon request.
Administrator: Intellihealth/Flyte
Eligibility: Members 18+ with a BMI of 30+ or a BMI of 27+ with one weight-related condition (for example, diabetes, heart disease, sleep apnea).
Enrollment: Apply any time at joinflyte.com/care-compass
Important: *Medications prescribed for weight loss or weight management are covered only if they are prescribed by a Flyte physician.*

Health Enhancement Program (HEP)
HEP is a voluntary benefit for plan members, offering lower premiums and prescription savings for meeting annual preventive and chronic condition education requirements.
For a list of required exams and screenings based on age, FAQs and HEP well-being seminars, visit CareCompass.CT.gov/hep.

Providers of Distinction
"Providers of Distinction" offer top-quality care, coordinating the entire treatment process when a member selects a listed provider for an eligible procedure, they earn a cash reward. "Centers of Excellence" providers offer even higher recognition and rewards, which include various medical treatments like surgery and prenatal care. Rewards are mailed to a plan member's home upon claim processing.
Emblem Health sets provider criteria requirements and annual review.
For more information on the Providers of Distinction, and to look up providers in the program, visit CareCompass.CT.gov/providersofdistinction.

Questions? Contact Quantum Health.
For any questions, contact Quantum Health: [illegible]

Two-part campaign
- Basic description of program
- Member testimonials
- Link to webpage/microsite
- Printable flyer

Plan Member Feedback

- Jan 15: All-employee live, interacted online survey
- Jan 30: Agency Benefit Specialist Focus Group
- Feb –Mar: in-person/agency 5-10 survey
- Quantum Health portal and Care Coordinator survey

SOCT Primary Care Initiative Update

- Data and reporting
- Provider meetings
- Provider feedback

Questions and Comments

Adjourn