



Health Care Update

January 9, 2023



- Financials (Rae-Ellen)
- Partnership (Bernie)
- Medicare Advantage Update (Rae-Ellen)
- Dental RFP (Rae-Ellen)
- HEP Update (Tracy)
- Quantum Implementation (Betsy)
- Provider of Distinction Program (Josh)
- Communications (Betsy)



FY 2022-2023 Year End Health Account Balances

Budget Review 12.15.22

| Active Employee Healthcare Appropriation | |
|--|------------------|
| <i>Projected Appropriation Balance</i> | \$ 37,217,967.07 |

| Active Employee Healthcare FAD Accounts | |
|---|------------------|
| <i>Projected Active Health FAD</i> | \$ 12,752,952.53 |
| <i>Projected Active Rx FAD</i> | \$ 9,628,057.80 |
| <i>Combined FAD Balances:</i> | \$ 22,381,010.33 |

| Retired Employee Healthcare Appropriation | |
|---|------------------|
| <i>Projected Appropriation Balance</i> | \$ 48,670,964.43 |

| Retired Employee Healthcare OPEB FAD Accounts | |
|---|-------------------|
| <i>Projected Retiree Health</i> | \$ 187,209,314.62 |
| <i>Projected Retiree Rx</i> | \$ 22,081,498.65 |
| <i>Combined FAD Balances:</i> | \$ 209,290,813.27 |



Partnership 2.0

As of 1/1/23 we have 160 groups enrolled totaling just under 25,000 employees and approximately 58,000 members. This includes 2 small groups that joined on 1/1/23.

As of 1/1/23, we had 125 groups who have completed their 3-year contract commitment under Partnership and had the option of leaving the plan without an early termination penalty. Ten groups have decided to leave prior to 1/1/23.

The Comptroller's annual report on Partnership will soon be released.

Also, in the third week of January we plan on providing an update to partnership groups on the rate projection for 7/1/23.

Partnership 1.0

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

Medicare Advantage

OFFICE of the
STATE COMPTROLLER



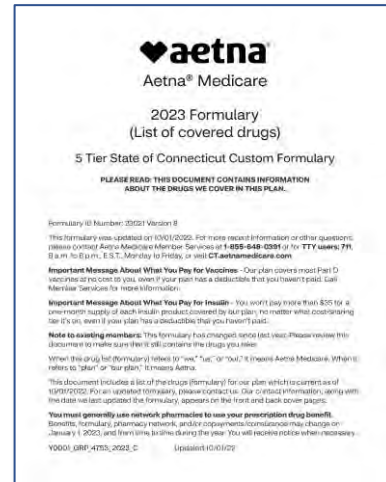
Welcome kit



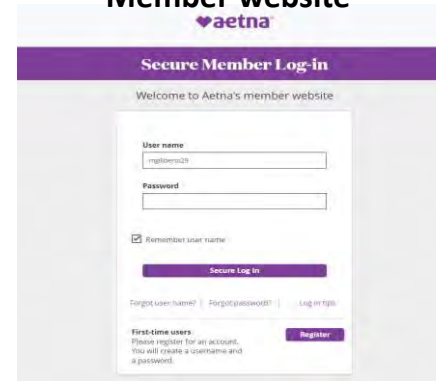
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Formulary



Sign up for your Member website



Take advantage of your new benefits.

Jan

Feb



Medical and prescription drug ID card



Expect a welcome call to see if you have any questions about the transition. Or to see if you would like to learn more about plan benefits that can help you manage a medical condition or situation.



- 1/6/2023 RFP Released
- 1/10/2023 Intents to Bid Due
- 2/3/2023 Bids Due
- 3/31/2023 Contract Awarded
- 7/1/2023 Effective Date of Contract



2022 Compliance

- Call volume for December
- Updated compliance numbers

2023 HEP Portal

- Testing week of 1/16
- Live by end of January



- Current workstreams
 - HEP compliance tracking, file feeds
 - Digital Member Experience
 - Care Compass URL (website)
 - Care Finder tool with Provider of Distinction Search
 - Single-Sign-On to benefit plan information
 - Benefit Structure
 - Active/Pre65 Retiree, Partnership plan specifics
 - Operations and Communications Strategy
 - HEP portal transition-what's new for members
 - Website and app –how to
 - Open Enrollment (non login page)
 - Call center transition (to July 1)



PROVIDER OF DISTINCTION PROGRAM IMPACT

PROVIDERS OF DISTINCTION UTILIZATION SHIFT AND COST SAVINGS ANALYSIS

| Procedure | POD Episodes | | Non-POD Episodes | | POD Cost Diff. (2022) | % Increase (POD Episodes) | % Increase (Non POD-Episodes) | Difference % Increase (POD vs All) | Potential Savings |
|----------------------------------|---------------|---------------|------------------|---------------|-----------------------|---------------------------|-------------------------------|------------------------------------|-----------------------|
| | 2019 | 2022 | 2019 | 2022 | | | | | |
| Breast Biopsy | 192 | 299 | 841 | 787 | (\$6,718) | 56% | -6% | 62% | (\$446,751) |
| CABG &/or Valve Procedures | 28 | 45 | 428 | 431 | (\$17,773) | 61% | 1% | 60% | (\$181,325) |
| Cataract Surgery | 177 | 299 | 2878 | 2964 | (\$4,100) | 69% | 3% | 66% | (\$329,824) |
| Colonoscopy | 5,337 | 10,008 | 10,506 | 10,708 | (\$5,203) | 88% | 2% | 86% | (\$20,803,154) |
| Coronary Angioplasty | 138 | 110 | 729 | 588 | (\$205) | -20% | -19% | -1% | (\$54) |
| C-Section | 341 | 635 | 1097 | 1095 | (\$9,297) | 86% | 0% | 86% | (\$2,361,568) |
| Gall Bladder Surgery | 46 | 61 | 1342 | 1410 | (\$2,452) | 33% | 5% | 28% | (\$10,130) |
| Hip Replacement & Hip Revision | 356 | 437 | 1330 | 1386 | \$2,438 | 23% | 4% | 19% | \$36,617 |
| Hysterectomy | 241 | 447 | 1460 | 1262 | (\$9,606) | 85% | -14% | 99% | (\$1,959,816) |
| Knee Arthroscopy | 411 | 784 | 3615 | 3269 | (\$4,220) | 91% | -10% | 100% | (\$1,579,183) |
| Knee Replacement & Knee Revision | 454 | 608 | 1782 | 2020 | (\$1,290) | 34% | 13% | 21% | (\$40,854) |
| Lumbar Laminectomy | 254 | 253 | 958 | 828 | (\$2,991) | 0% | -14% | 13% | \$394 |
| Lumbar Spine Fusion | 223 | 218 | 933 | 919 | (\$6,010) | -2% | -2% | -1% | (\$223) |
| Mastectomy | 60 | 114 | 1066 | 1074 | (\$21,476) | 90% | 1% | 89% | (\$1,035,030) |
| Tonsillectomy | 109 | 124 | 845 | 662 | (\$4,876) | 14% | -22% | 35% | (\$25,905) |
| Upper GI Endoscopy | 2,361 | 4,021 | 5,268 | 4,606 | (\$5,576) | 70% | -13% | 83% | (\$7,671,101) |
| Vaginal Delivery | 605 | 1,092 | 1765 | 1,893 | (\$5,551) | 80% | 7% | 73% | (\$1,980,025) |
| Grand Total | 11,333 | 19,555 | 36,843 | 35,902 | (\$6,270) | 73% | -3% | 75% | \$(38,387,933) |

PROVIDER OF DISTINCTION PROGRAM UPDATES

Reviewing updates to Program (implementation date TBD)

- Review Covered Services
 - Drop services with limited savings potential
 - Add services with high savings potential
- Review Quality Requirements
 - Consistent with lookup tool quality measures
 - More complex measures for complex services
 - Reviewing metrics used by provider groups (colonoscopy/endoscopy)
- Review and update episode cost thresholds
- Integrate with Primary Care Strategy (e.g. personalize POD recommendations based upon preferred referral relationships of PCP practices engaged in Primary Care Initiative)



Communications Update

Presented by Betsy Nosal



Monthly All-User Email Impact (Oct-Nov)



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

| Email Topic | Sent*/Group | Open Rate | Avg. CTOR |
|-----------------------------|------------------------------|------------|-------------|
| Online Focus Group | 12/6, 12/8, 12/14 | 43% (avg.) | 2.8% (avg.) |
| Dealing with Stress | State (12/19) SPP (12/19) | 20% 48% | 3% 2% |
| HEP Monthly Seminars | State (12/28) SPP (12/28) | 18% 42% | 15% 5% |

*Email also sent to agency/group benefit contacts, call centers, Judicial and Higher Ed, HCCCC reps





Questions and Comments



Adjourn