



The School District of Osceola County Employee Benefits Committee Meeting

Agenda

October 23, 2024

- I. Welcome (2 minutes)**
 - a. Speaking order volunteer
 - b. Timekeeper volunteer
- II. Monthly Reports (15 mins)**
- III. ThrivePass – new FSA Administrator (30 mins)**
- IV. Member concerns, tracking, and brainstorming solutions (28 minutes)**
- V. Other concerns and updates (15 minutes)**

The next meeting will be held on **November 20, 2024** at **4:30 pm** in the **Multipurpose Room** located at The Center for Employee Health 831 Simpson Road, in Kissimmee.

Employee Benefits Committee Meeting

2023-2024 Membership

OCEA

Judi Crowell – St Cloud HS (v)
Ann Glover – OSVS (v)
Janet Moody -- OCEA/ESP Pres (v)
Vacant (v)
Kim Castro-Stevens – Hickory Tree ES (v)
Dylan Reinsel – St Cloud HS (Alternate)

Teamsters

Vacant (v)
Carlos Martinez – Teamsters (v)

Provider Representatives

Kelly Johnson – Lincoln Financial Group
Mark Tafuri- VSP
Candice Knaps – Humana (Dental)
Tom Remus - MetLife Life Ins.
Cindy McCormick -- EBMS
Jessica Rivera -- EBMS
Jay Weingart – Trustmark
Mike Vasquez – Opioid Clinic Management

Risk & Benefits Management/SDOC

LaToyia Edwards – Benefits Education Specialist
Lauren M. Haddox – Director
LaTasha Aponte – Employee Benefits Supervisor
Megan Austin – Wellness Specialist
Iris Hernandez - Secretary
Sarah Graber – Chief Business & Finance Officer
John Boyd – Chief Negotiator
Scott Knoebel – Chief Negotiator

Prof. Support Council

Daina Gooden (v)

ESP

LaShanna Ward – Denn John MS (v)
Susan Compton – Custodial Servs. (v)

Retirees

Ray Lackey – Retired Teacher

Benefits Consultant

Ashley Bacot - RosenSure
Carolyn Grant - RosenSure
Barry Murphy – RosenSure
Mystery Slimick -- RosenSure

Center for Employee Health

Kenneth Aldridge -- RosenCare
Vacant -- PeopleOne
Sherry Edwards -- PeopleOne
Dean Hatcher -- PeopleOne
Jordan Tardash -- PeopleOne
Lisa Torres -- PeopleOne

Health Plan Analysis 10/01/2024 (24-25)
Summary

ENROLLMENT			
Plan	TALLIES	Total	%
Healthy Advantage Plus	511	8006	6.38%
Healthy Advantage Plus Wellness	841	8006	10.50%
Health Center	313	8006	3.91%
Health Center Wellness	1029	8006	12.85%
Healthy Essentials	1513	8006	18.90%
Healthy Essentials Wellness	2676	8006	33.42%
Opt Out Credit Plan	1058	8006	13.22%

PROJECTED REVENUE BASED ON CURRENT ENROLLMENT MINUS ADMIN FEES

Board Paid	\$59,406,654.00
Employee Premium	\$6,255,200.00
Retiree Premium	\$870,119.76
SubTotal	\$66,531,973.76
Administration Fees	(5,713,615.32)
Total	60,818,358.44

DESCRIPTION	OPTION	TALLIES	Board Share			Employee Premium			Retiree Premium		
				Per Pay	Per Year		Per Pay	Per Year		Per Month	Per Year
Healthy Advantage Plus	1	436	374.9	163,456.40	3,269,128.00	75.00	32,700.00	654,000.00			
Healthy Advantage Plus	2	6	374.9	2,249.40	44,988.00	500.00	3,000.00	60,000.00			
Healthy Advantage Plus	3	37	374.9	13,871.30	277,426.00	325.00	12,025.00	240,500.00			
Healthy Advantage Plus	4	14	374.9	5,248.60	104,972.00	625.00	8,750.00	175,000.00			
Healthy Advantage Plus	5	9	374.9	3,374.10	67,482.00	350.00	3,150.00	63,000.00			
Healthy Advantage Plus	6	9	374.9	3,374.10	67,482.00	0.00	0.00	0.00			
Healthy Advantage Plus Wellness	1	666	374.9	249,683.40	4,993,668.00	50.00	33,300.00	666,000.00			
Healthy Advantage Plus Wellness	2	17	374.9	6,373.30	127,466.00	450.00	7,650.00	153,000.00			
Healthy Advantage Plus Wellness	3	68	374.9	25,493.20	509,864.00	275.00	18,700.00	374,000.00			
Healthy Advantage Plus Wellness	4	20	374.9	7,498.00	149,960.00	575.00	11,500.00	230,000.00			
Healthy Advantage Plus Wellness	5	13	374.9	4,873.70	97,474.00	300.00	3,900.00	78,000.00			
Healthy Advantage Plus Wellness	6	13	374.9	4,873.70	97,474.00	0.00	0.00	0.00			
Healthy Advantage Plus Wellness	7	1	374.9	374.90	7,498.00	450.00	450.00	9,000.00			
Healthy Advantage Plus Wellness	8	0	374.9	0.00	0.00	575.00	0.00	0.00			
Healthy Advantage Plus Wellness (JS)	1	0	187.45	0.00	0.00	237.45	0.00	0.00			
Healthy Advantage Plus Wellness Retiree	1	37							821.47	30,394.39	364,732.68
Healthy Advantage Plus Wellness Retiree	2	6							1,725.22	10,351.32	124,215.84
Healthy Advantage Plus Wellness Retiree	3	0							1,273.27	0.00	0.00
Healthy Advantage Plus Wellness Retiree	4	0							2,218.14	0.00	0.00
Health Center Wellness	1	462	374.9	173,203.80	3,464,076.00	0.00	0.00	0.00			
Health Center Wellness	2	52	374.9	19,494.80	389,896.00	175.00	9,100.00	182,000.00			
Health Center Wellness	3	293	374.9	109,845.70	2,196,914.00	25.00	7,325.00	146,500.00			
Health Center Wellness	4	112	374.9	41,988.80	839,776.00	200.00	22,400.00	448,000.00			
Health Center Wellness	5	43	374.9	16,120.70	322,414.00	0.00	0.00	0.00			
Health Center Wellness	6	43	374.9	16,120.70	322,414.00	0.00	0.00	0.00			
Health Center Wellness	7	5	374.9	1,874.50	37,490.00	175.00	875.00	17,500.00			
Health Center Wellness	8	2	374.9	749.80	14,996.00	200.00	400.00	8,000.00			
Health Center	1	189	374.9	70,856.10	1,417,122.00	25.00	4,725.00	94,500.00			
Health Center	2	13	374.9	4,873.70	97,474.00	225.00	2,925.00	58,500.00			
Health Center	3	87	374.9	32,616.30	652,326.00	75.00	6,525.00	130,500.00			
Health Center	4	18	374.9	6,748.20	134,964.00	250.00	4,500.00	90,000.00			
Health Center	5	2	374.9	749.80	14,996.00	50.00	100.00	2,000.00			
Health Center	6	2	374.9	749.80	14,996.00	0.00	0.00	0.00			
Health Center	7	1	374.9	374.90	7,498.00	225.00	225.00	4,500.00			
Health Center	8	1	374.9	374.90	7,498.00	250.00	250.00	5,000.00			
Health Center Wellness Retiree	1	16							568.54	9,096.64	109,159.68
Health Center Wellness Retiree	2	3							1,193.95	3,581.85	42,982.20
Health Center Wellness Retiree	3	0							881.23	0.00	0.00
Healthy Essentials Wellness	1	2193	374.9	822,155.70	16,443,114.00	0.00	0.00	0.00			
Healthy Essentials Wellness	2	31	374.9	11,621.90	232,438.00	325.00	10,075.00	201,500.00			
Healthy Essentials Wellness	3	177	374.9	66,357.30	1,327,146.00	152.00	26,904.00	538,080.00			
Healthy Essentials Wellness	4	30	374.9	11,247.00	224,940.00	452.00	13,560.00	271,200.00			
Healthy Essentials Wellness	5	112	374.9	41,988.80	839,776.00	20.00	2,240.00	44,800.00			
Healthy Essentials Wellness	6	112	374.9	41,988.80	839,776.00	0.00	0.00	0.00			
Healthy Essentials Wellness	7	0	374.9	0.00	0.00	325.00	0.00	0.00			
Healthy Essentials	1	1341	374.9	502,740.90	10,054,818.00	25.00	33,525.00	670,500.00			
Healthy Essentials	2	15	374.9	5,623.50	112,470.00	375.00	5,625.00	112,500.00			
Healthy Essentials	3	89	374.9	33,366.10	667,322.00	202.00	17,978.00	359,560.00			
Healthy Essentials	4	14	374.9	5,248.60	104,972.00	502.00	7,028.00	140,560.00			
Healthy Essentials	5	27	374.9	10,122.30	202,446.00	50.00	1,350.00	27,000.00			
Healthy Essentials	6	27	374.9	10,122.30	202,446.00	0.00	0.00	0.00			
Healthy Essentials Wellness Retiree	1	15							705.80	10,587.00	127,044.00
Healthy Essentials Wellness Retiree	2	5							1,482.18	7,410.90	88,930.80
Healthy Essentials Wellness Retiree	3	1							1,087.88	1,087.88	13,054.56
Opt Out Credit Plan	1	1121	374.9	420,262.90	8,405,258.00	0.00	0.00	0.00			
Job Share Declined Benefits (IS PT)	0	0	187.45	0.00	0.00						
FSA Extra \$250	1	1248	250.00		312,000.00						
Total Employees and Retirees		8006		2,970,332.70	59,406,654.00		312,760.00	6,255,200.00	72,509.98	870,119.76	

Option Legend	
Single	1
Spouse	2
Child(ren)	3
Family	4
Half Family Primary	5
Half Family Secondary	6
Domestic Partner	7
Child(ren) +DP	8
DP +DP Child(ren)	9
Child(ren) + DP + DP Child(ren)	10

Revenue Totals Per Year	
Board Paid	\$59,406,654.00
Employee Premium	\$6,255,200.00
Retiree Premium	\$870,119.76
Total	\$66,531,973.76



Center for Employee Health & Advisor Monthly Health Service Plan Benefits Committee Meeting OCTOBER 2024

Presentation to the
School District of Osceola County Leadership Team
October 23, 2024



"People Helping People"





ADVISOR FINANCIAL UPDATE



Medical Plan PAID Expenses vs Budget/Revenue – Plan Year to Date

Historical Health Plan Costs / Plan Year School District of Osceola County						Oct 23 - Sep 24 (12 Months)
DATE RANGE	10/1/18 to 9/30/19	10/1/19 to 9/30/20	10/1/20 to 9/30/21	10/1/21 to 9/30/22	10/1/22 to 9/30/23	10/1/23 to 9/30/24
COST COMPONENT	2018/19 Plan Year	2019/20 Plan Year	2020/21 Plan Year	2021/22 Plan Year	2022/23 Plan Year	2023/24 Plan Year
Medical Claims	\$45,967,272	\$41,566,112	\$33,140,969	\$41,500,297	\$44,902,814	\$44,997,845
Rx Claims	\$12,307,935	\$11,049,021	\$9,844,133	\$8,966,174	\$8,593,164	\$10,560,692
Health Center	\$3,000,000	\$4,835,823	\$4,916,176	\$5,507,701	\$5,895,433	\$6,925,071
Fixed Costs	\$2,906,857	\$2,860,047	\$5,347,984	\$4,321,131	\$4,839,058	\$4,256,153
Claims over Specific Stop Loss	(\$328,850)	(\$1,418,812)	(\$212)	(\$62,006)	\$0	\$0
TOTAL EXPENSES	\$63,853,214	\$58,992,191	\$53,249,050	\$60,233,297	\$64,230,469	\$66,739,761
TOTAL REVENUE/ FUNDING	\$56,092,962	\$60,116,719	\$58,205,032	\$58,041,431	\$60,163,606	\$66,940,185
\$ Difference Revenue/Expenses	-\$7,760,252	\$1,124,528	\$4,955,982	-\$2,191,866	-\$4,066,863	\$200,424
Ratio - Expenses to Revenue	113.83%	98.13%	91.49%	103.78%	106.76%	99.70%
Additional Funded - COVID Relief	N/A	N/A	\$2,765,331	\$2,497,405	N/A	N/A
Additional Funding Needed	\$10,000,000	\$0	\$0	\$3,000,000	\$0	
Average Medical Enrollment	6,563	6,464	6,330	6,182	6,328	6,562
PEPM TOTAL EXPENSES	\$811	\$761	\$665	\$778	\$846	\$848
PEPM Claims vs Previous Year	105%	94%	87%	117%	109%	0.2%
Medical Claims PEPM	\$584	\$536	\$436	\$559	\$591	\$571
Rx Claims PEPM	\$156	\$142	\$130	\$121	\$113	\$134
Health Center PEPM	\$38	\$62	\$65	\$74	\$78	\$88
Fixed Costs PEPM	\$37	\$37	\$70	\$58	\$64	\$54

**Rx Claims are \$1.97 Million higher than prior year by (23%).*

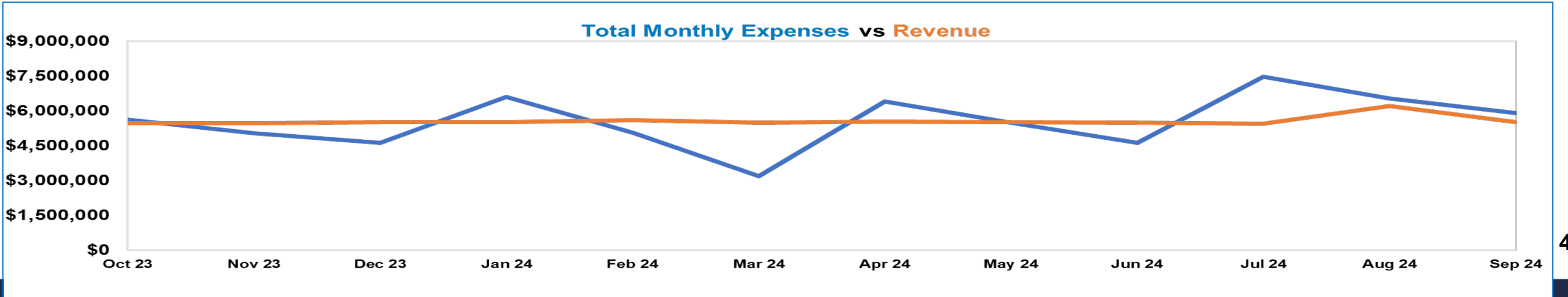
Medical Plan PAID Expenses vs Budget/Revenue – 10/1/23 to 9/30/24



School District of Osceola County

Medical Plan - Expenses to Revenue 2023-2024 Plan Year to Date

Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Costs / Expenses	Monthly Revenue to the Plan	Board Contribution	Opt out Subsidy	Employee and Retiree Contribution	Budget Ratio
Oct-23	6,483	\$3,892,796	\$859,356	\$515,992	\$5,268,144	\$364,698	\$5,632,842	\$5,482,635	\$4,144,207	\$691,066	\$647,362	103%
Nov-23	6,486	\$3,377,278	\$857,902	\$461,919	\$4,697,099	\$345,765	\$5,042,864	\$5,486,050	\$4,147,109	\$690,441	\$648,500	92%
Dec-23	6,544	\$2,928,159	\$857,565	\$499,992	\$4,285,716	\$354,853	\$4,640,569	\$5,518,065	\$4,177,012	\$700,438	\$640,615	84%
Jan-24	6,551	\$4,792,560	\$955,427	\$499,553	\$6,247,540	\$360,161	\$6,607,701	\$5,526,597	\$4,177,011	\$704,802	\$644,784	120%
Feb-24	6,649	\$3,258,802	\$868,655	\$579,420	\$4,706,877	\$365,549	\$5,072,426	\$5,612,597	\$4,213,251	\$703,562	\$695,784	90%
Mar-24	6,552	\$1,569,654	\$723,694	\$557,796	\$2,851,144	\$360,216	\$3,211,360	\$5,511,871	\$4,186,383	\$701,688	\$623,800	58%
Apr-24	6,593	\$4,732,364	\$773,971	\$567,705	\$6,074,040	\$350,479	\$6,424,519	\$5,539,579	\$4,198,880	\$704,187	\$636,512	116%
May-24	6,593	\$3,602,505	\$947,107	\$606,484	\$5,156,096	\$350,995	\$5,507,091	\$5,528,975	\$4,193,881	\$704,187	\$630,907	100%
Jun-24	6,598	\$2,863,812	\$780,586	\$650,418	\$4,294,816	\$347,921	\$4,642,737	\$5,502,842	\$4,180,780	\$696,064	\$625,998	84%
Jul-24	6,406	\$5,414,354	\$1,082,830	\$650,091	\$7,147,275	\$342,112	\$7,489,387	\$5,460,890	\$4,110,778	\$667,302	\$682,810	137%
Aug-24	6,643	\$4,784,652	\$756,622	\$668,964	\$6,210,238	\$341,612	\$6,551,850	\$6,233,074	\$4,924,312	\$696,064	\$612,698	105%
Sep-24	6,643	\$3,780,909	\$1,096,977	\$666,737	\$5,544,623	\$371,792	\$5,916,415	\$5,537,010	\$4,228,247	\$696,064	\$612,699	107%
YTD	78,741	\$44,997,845	\$10,560,692	\$6,925,071	\$62,483,608	\$4,256,153	\$66,739,761	\$66,940,185	\$50,881,851	\$8,355,865	\$7,702,469	99.70%
AVERAGE	6,562	\$3,749,820	\$880,058	\$577,089	\$5,206,967	\$354,679	\$5,561,647	\$5,578,349	\$4,240,154	\$696,322	\$641,872	



Rolling 12 months: Expenses vs Revenue

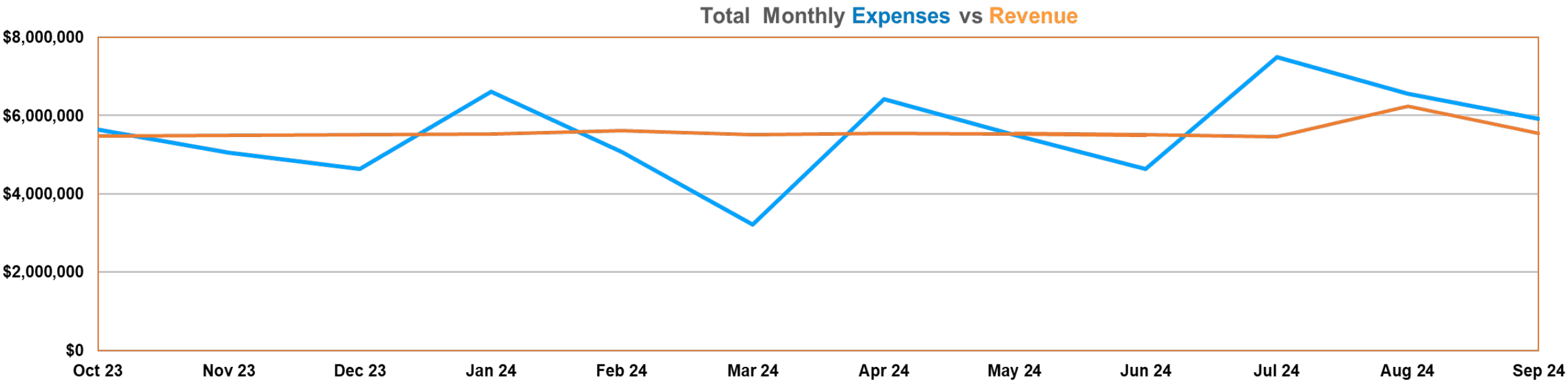
Plan Years: 10/1/2022 – 9/30/2023 and 10/1/2023 – 9/30/2024

	School District of Osceola County												
	Health Plan - Expenses to Revenue Rolling 12 Months												
22'-23 Plan Year	Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Expenses	Monthly Revenue to the Plan (G: Sum H-J)	Board Contribution (H)	Opt out Subsidy (I)	Employee and Retiree Contribution (J)	Budget Ratio F / G
	Sep-23	6,445	\$3,245,573	\$852,592	\$516,992	\$4,615,157	\$364,698	\$4,979,855	\$5,471,026	\$4,129,523	\$676,695	\$664,808	91%
23'-24 Plan Year	Oct-23	6483	\$3,892,796	\$859,356	\$515,992	\$5,268,144	\$364,698	\$5,632,842	\$5,482,635	\$4,144,207	\$691,066	\$647,362	103%
	Nov-23	6486	\$3,377,278	\$857,902	\$461,919	\$4,697,099	\$345,765	\$5,042,864	\$5,486,050	\$4,147,109	\$690,441	\$648,500	92%
	Dec-23	6544	\$2,928,159	\$857,565	\$499,992	\$4,285,716	\$354,853	\$4,640,569	\$5,518,065	\$4,177,012	\$700,438	\$640,615	84%
	Jan-24	6551	\$4,792,560	\$955,427	\$499,553	\$6,247,540	\$360,161	\$6,607,701	\$5,526,597	\$4,177,011	\$704,802	\$644,784	120%
	Feb-24	6649	\$3,258,802	\$868,655	\$579,420	\$4,706,877	\$365,549	\$5,072,426	\$5,612,597	\$4,213,251	\$703,562	\$695,784	90%
	Mar-24	6552	\$1,569,654	\$723,694	\$557,796	\$2,851,144	\$360,216	\$3,211,360	\$5,511,871	\$4,186,383	\$701,688	\$623,800	58%
	Apr-24	6593	\$4,732,364	\$773,971	\$567,705	\$6,074,040	\$350,479	\$6,424,519	\$5,539,579	\$4,198,880	\$704,187	\$636,512	116%
	May-24	6593	\$3,602,505	\$947,107	\$606,484	\$5,156,096	\$350,995	\$5,507,091	\$5,528,975	\$4,193,881	\$704,187	\$630,907	100%
	Jun-24	6598	\$2,863,812	\$780,586	\$650,418	\$4,294,816	\$347,921	\$4,642,737	\$5,502,842	\$4,180,780	\$696,064	\$625,998	84%
	Jul-24	6406	\$5,414,354	\$1,082,830	\$650,091	\$7,147,275	\$342,112	\$7,489,387	\$5,460,890	\$4,110,778	\$667,302	\$682,810	137%
	Aug-24	6643	\$4,784,652	\$756,622	\$668,964	\$6,210,238	\$341,612	\$6,551,850	\$6,233,074	\$4,924,312	\$696,064	\$612,698	105%
	Sep-24	6643	\$3,780,909	\$1,096,977	\$666,737	\$5,544,623	\$371,792	\$5,916,415	\$5,537,010	\$4,228,247	\$696,064	\$612,699	107%
YTD	78,741	\$44,997,845	\$10,560,692	\$6,925,071	\$62,483,608	\$4,256,153	\$66,739,761	\$66,940,185	\$50,881,851	\$8,355,865	\$7,702,469	99.70%	
AVERAGE	6,562	\$3,749,820	\$880,058	\$577,089	\$5,176,271	\$354,679	\$5,561,647	\$5,578,349	\$4,240,154	\$696,322	\$641,872		

- September 2024 Medical Claims are 2% (\$75k) higher than the prior 12 Month Rolling Average of \$3.7 Million; The Average Monthly Claims for 23-24 Plan Year are 1% higher than prior 12 Month Rolling Average (\$45k) this is largely due to # of high-cost claim differences.
- September 2024 Rx Claim Cost/ Utilization is 28% (\$237k) higher than than prior 12 Month Average of \$859,692.

Rolling 12 months: Expenses vs Revenue Trendline

Plan Years: 10/1/2022 – 9/30/2023 and 10/1/2023 – 9/30/2024



- Specialty Medications and GLP-1 increased utilization continue to significantly impact Rx Claim Trend.

Large Claims \$200,000 – 10/1/2023 thru 9/30/2024

Plan Year: 2023-2024



School District of Osceola County					
Plan Year 10/1/2023 to 9/30/2024					
Large Claimants Plan Year to Date					
Specific Deductible \$1,500,000 + \$135,000 aggregating deductible			Medical / Rx Claims > \$200,000		
#	Relationship	Diagnosis	Medical Claims Paid	Rx Claims Paid	Total Paid
1	Employee	Surgery Complications - Hysterectomy	\$1,467,254	\$2,915	\$1,470,169
2	Spouse	Lung/Brain Cancer	\$820,850	\$472	\$821,322
3	Employee	Breast Cancer	\$587,248	\$81	\$587,329
4	Dependent	Leukemia	\$541,671	\$2,020	\$543,691
5	Employee/Term	Chronic Respiratory Failure/Sickle Cell	\$508,577	\$6,587	\$515,164
6	Employee	Multiple Cancers	\$358,677	\$97,640	\$456,317
7	Dependent	Hemophilia	\$433,044	\$359	\$433,403
8	Employee	Multiple Cancers	\$406,895	\$141	\$407,036
9	Employee	Tongue Cancer	\$300,795	\$678	\$301,473
10	Employee	Crohn's Disease	\$4,123	\$284,582	\$288,705
11	Employee	Breast Cancer	\$285,154	\$208	\$285,362
12	Employee	Ovarian Cancer	\$272,328	\$269	\$272,597
13	Employee/Term	Hemorrhage	\$265,528	\$0	\$265,528
14	Spouse	Bladder Cancer	\$264,845	\$114	\$264,959
15	Employee	Heart Issue/Cancer of Supraglottis (Throat)	\$257,169	\$6,750	\$263,919
16	Employee	Diabetes/Renal Disease	\$262,765	\$780	\$263,545
17	Employee/Term	Colon Cancer/ESRD	\$259,317	\$0	\$259,317
18	Dependent	Muscular Dystrophy Complications	\$249,847	\$3,743	\$253,590
19	Spouse	Colon Cancer/Pulmonary Disease	\$128,955	\$123,765	\$252,720
20	Spouse	Breast Cancer	\$130,366	\$114,279	\$244,645
21	Employee	Breast/Colon Cancer	\$102,099	\$131,936	\$234,035
22	Employee	Breast Cancer	\$112,140	\$108,940	\$221,080
23	Dependent	ITP (Immune Thrombocytopenic Purpura)	\$104,072	\$115,095	\$219,167
24	Employee	CAD (Coronary Artery Disease)	\$214,708	\$46	\$214,754
25	Employee/Term	Colon Cancer /Brain Cancer	\$208,754	\$604	\$209,358
26	Employee	Breast Cancer	\$207,088	\$724	\$207,812
*Large claimant's Individual Specific Deductible resets at \$0 each new plan year.			\$9,756,997		
			New to List \$428,892		

New Claims monitored, and case management actively involved

SDOC – Ventegra Rx Paid Rebates

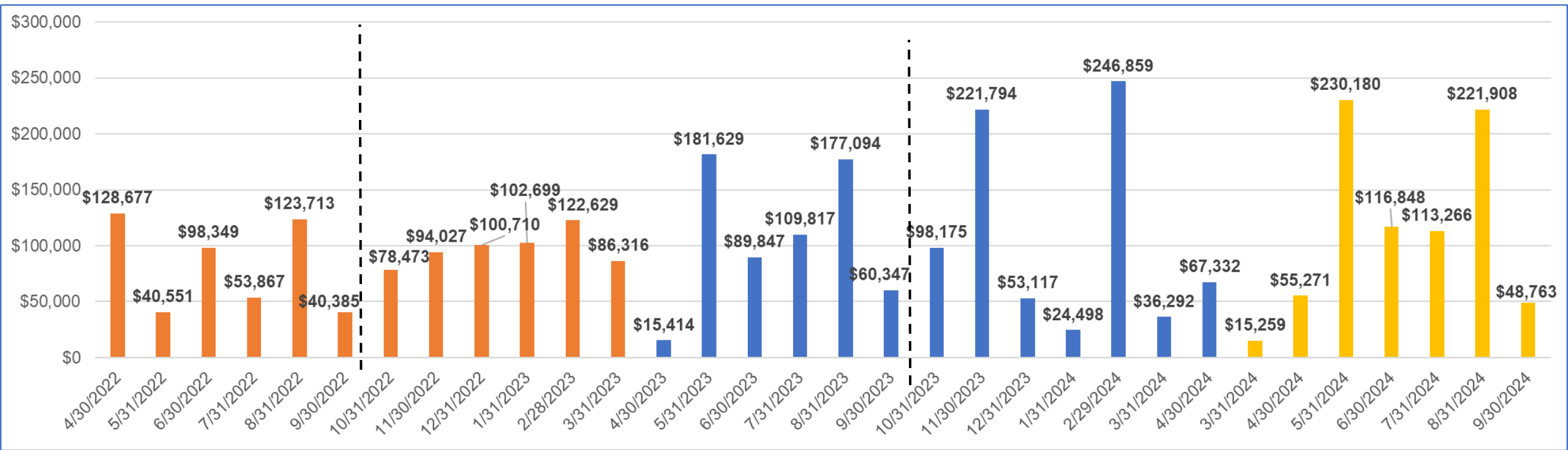
Calendar Years: 2022, 2023 and 2024 (thru 9/30/24)

Rx Rebates are paid monthly, at approximately 3 to 6-month lag from date of service

2021-22 Plan Year
Rx Paid Rebates
Estimated \$1,070,396

2022-23 Plan Year
Rx Paid Rebates
Estimated \$1,382,216

2023-24 Plan Year to Date
Rx Paid Rebates
Estimated \$801,495



- - - Dashed line identifies start and end of health plan year.

*SDOC receives 100% of Rx Rebates under the Ventegra contract.

**Graph bars are color coded by when health plan year Rx dates of service were actually paid to SDOC..

ElectRx Activity Report Plan Year: 2023-2024

Cost Avoidance Amounts are based on the difference of ElectRx Price + Shipping Cost and the Sum of 20.00% Discounted AWP Cost.

SDOC Calendar Year 2023		
Month	Shipped Script Count	Cost Avoidance Amount
January	122	\$167,172
February	99	\$126,088
March	97	\$134,191
April	103	\$111,416
May	95	\$128,315
June	102	\$125,019
July	89	\$125,174
August	109	\$140,045
September	82	\$96,052
October	70	\$78,145
November	66	\$88,957
December	45	\$57,908
Total	1,079	\$1,378,482

SDOC Calendar Year 2024		
Month	Shipped Script Count	Cost Avoidance Amount
January	87	\$131,417
February	62	\$91,562
March	54	\$84,234
April	72	\$95,863
May	46	\$69,868
June	65	\$97,721
July	54	\$79,495
August	63	\$99,280
September	51	\$65,334
October		
November		
December		
Total	554	\$814,774

SDOC PLAN YEAR 2023- 2024		
Month	Shipped Script Count	Cost Avoidance Amount
October	70	\$78,145
November	66	\$88,957
December	45	\$57,908
January	87	\$131,417
February	62	\$91,562
March	54	\$84,234
April	72	\$95,863
May	46	\$69,868
June	65	\$97,721
July	54	\$79,495
August	63	\$99,280
September	51	\$65,334
Total	735	\$1,039,784



Current Plan Year



HEALTH CENTER UPDATE



"People Helping People"

Medical, Chiropractic, Physical Therapy Care Services

Appointments					
Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
New Patient Visits	Medical	1,653	1,083	1,242	159
	Chiropractic	296	207	113	-94
	Physical Therapy	729	539	428	-111
Established Patient Visits	Medical	10,409	7,880	11,025	3,145
	Chiropractic	2,946	2,258	2,520	262
	Physical Therapy	5,918	4,693	5,448	755
Total Number Visits	Medical	12,062	8,963	12,267	3,304
	Chiropractic	3,242	2,465	2,633	168
	Physical Therapy	6,647	5,232	5,876	644

Unique Patients					
Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
New Patient Visits	Medical	931	598	752	154
	Chiropractic	109	68	54	-14
	Physical Therapy	109	83	64	-19
Established Patient Visits	Medical	3,361	2,952	4,026	1,074
	Chiropractic	501	418	492	74
	Physical Therapy	657	541	608	67
Total Number Visits	Medical	4,091	3,430	4,512	1,082
	Chiropractic	590	474	519	45
	Physical Therapy	748	612	643	31

Monthly Report: Data thru September 30, 2024

Medical, Chiropractic, Physical Therapy Care Services



Days to New Patient Appointment
0
Days to Annual Physical Appointment
0
Days to Established Patient Appointment
0

Percent of No shows, Rescheduled, and Canceled Appointments

Visit Type	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
Canceled	14.09%	14.00%	13.45%	-0.55%
No-Show	3.70%	3.55%	4.03%	0.48%
Rescheduled	5.48%	4.91%	6.34%	1.43%

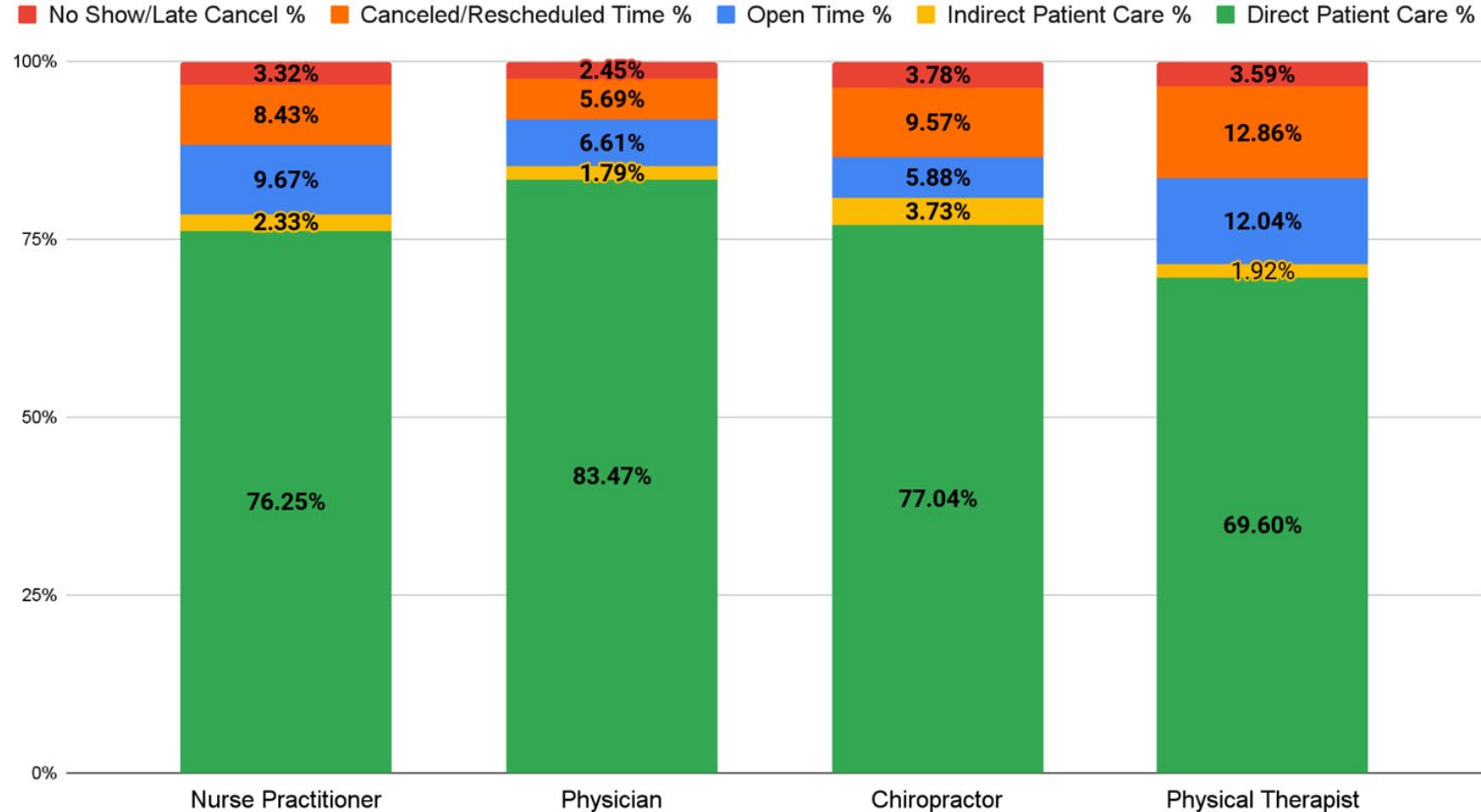
**excludes W/C and Urgent/Acute appointments

** Data as of 9/30/24

Monthly Report: Data thru September 30, 2024

Medical, Chiropractic, Physical Therapy Care Services

Provider Schedule Rate - Average Percentage by Specialty



Ancillary Services



Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
New Patient Visits	Mental Health	243	153	94	-59
	Nurse Visit Lab	2,454	1,774	1,808	34
	Registered Dietician	193	148	97	-51
	Workers Compensation	2,688	2,144	1,717	-427
	Workers Compensation Chiropractic	9	5	1	-4
	Workers Compensation Chiropractic Physical Therapy	8	4	5	1
	Workers Compensation Physical Therapy	495	338	202	-136
	Workers Compensation X-Ray	12	10	2	-8
	X-Ray	349	243	202	-41
Established Patient Visits	Mental Health	1,467	1,103	1,254	151
	Nurse Visit Lab	21,033	16,242	22,605	6,363
	Registered Dietician	2,027	1,569	1,457	-112
	Workers Compensation	1,416	1,007	1,276	269
	Workers Compensation Chiropractic	3	0	0	0
	Workers Compensation Chiropractic Physical Therapy	4	1	2	1
	Workers Compensation Physical Therapy	1,219	835	1,082	247
	Workers Compensation X-Ray	12	10	4	-6
	X-Ray	1,566	1,197	1,268	71

Monthly Report: Data thru September 30, 2024

Ancillary Services

Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
Total Number Visits	Mental Health	1,710	1,256	1,348	92
	Nurse Visit Lab	23,487	18,016	24,413	6,397
	Registered Dietician	2,220	1,717	1,554	-163
	Workers Compensation	4,104	3,151	2,993	-158
	Workers Compensation Chiropractic	12	5	1	-4
	Workers Compensation Chiropractic Physical Therapy	12	5	7	2
	Workers Compensation Physical Therapy	1,714	1,173	1,284	111
	Workers Compensation X-Ray	24	20	6	-14
	X-Ray	1,915	1,440	1,470	30

Monthly Report: Data thru September 30, 2024

Ancillary Services



Referrals				
	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
Behavioral Health	329	247	216	-31
Breast Specialist	47	30	34	4
Cardiology	337	250	326	76
Dermatology	165	116	244	128
Endocrinology	252	175	190	15
Ear, nose and throat surgeon	145	99	112	13
Gastroenterology	642	497	724	227
Gynecology	150	117	174	57
Mobile Dermatology	425	363	421	58
Neurology	233	167	172	5
Nutrition	639	509	502	-7
Obstetrics & Gynecology	118	72	156	84
Ophthalmology	241	177	230	53
Orthopedic Surgery	316	213	387	174
Pain Medicine	17	11	30	19
Pediatrics	25	17	70	53
Physical Therapy	698	556	564	8
Pulmonary	156	120	124	4
Sleep Medicine	198	137	188	51

Monthly Report: Data thru September 30, 2024

Operations and Quality

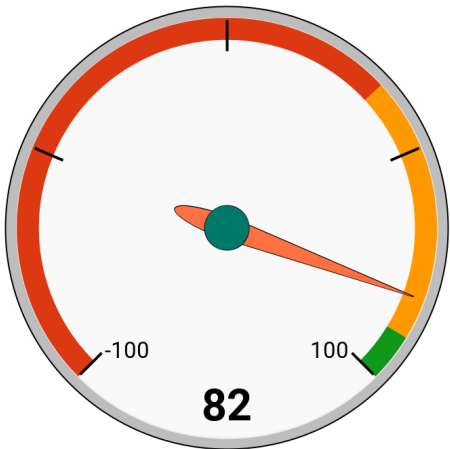
Category	Measurement	2023 Full Year		2024 Year-to-Date	
		National*	Percent Compliant	National*	Performance
Cancer	Breast Cancer Screening	73.10%	90.00%	76%	47.52%
Cancer	Cervical Cancer Screening	74%	80.76%	77%	47.39%
Cancer	Colorectal Cancer Screening	62.50%	66.36%	66%	29.45%
Musculoskeletal	Use of Imaging Studies for Low Back Pain (Inverse Measure)	76.20%	96.30%	76%	76.12%
Circulatory	Cholesterol Management for Cardiac Patients: Screening	85.53%	100.00%	88%	82.14%
Circulatory	Cholesterol Management for Cardiac Patients: Control	56.65%	60.47%	62%	41.67%
Mental Health	Depression Screening and Follow-up documented	92.90%	88.85%	99%	62.55%
Diabetes	MY2024 Comprehensive Diabetes Care: BP Control (less than 140/90) - Adjusted, Certified, Unaudited HEDIS Rate	68.90%	77.38%	72%	62.68%
Diabetes	Diabetes: A1c Screening	92.10%	98.08%	93%	90.37%
Diabetes	HEDIS MY2024 Glycemic Status Assessment: A1c Control (less than 8.0) - Adjusted, Certified, Unaudited HEDIS Rate	64.20%	79.17%	64.20%	70.57%
Diabetes	HEDIS MY 2020 Statin Therapy for Patients With Diabetes - Adjusted, Certified, Unaudited HEDIS Rate	66.60%	68.18%	68%	63.92%
Diabetes	Diabetes: Foot Exam	99.99%	46.53%	99%	22.52%
Diabetes	Diabetes: LDL Control	48.17%	48.72%	48.17%	46.26%
Diabetes	HEDIS MY2024 Kidney Health Evaluation for Patient with Diabetes: Adjusted, Certified, Unaudited HEDIS Rate	46.70%	59.76%	49%	60.77%
Asthma	Use of Appropriate Medications for People with Asthma	90.90%	100.00%	92%	94.03%
Tobacco Cessation	Tobacco Status: Cessation Intervention	75.70%	43.90%	78%	33.80%

*Current HEDIS, legacy HEDIS, AND MIPS when current year did not have the measure. 2024 uses 2023 numbers if 2024 numbers aren't available yet.

Monthly Report: Data thru September 30, 2024

Net Promoter Score
Rolling 12 Months

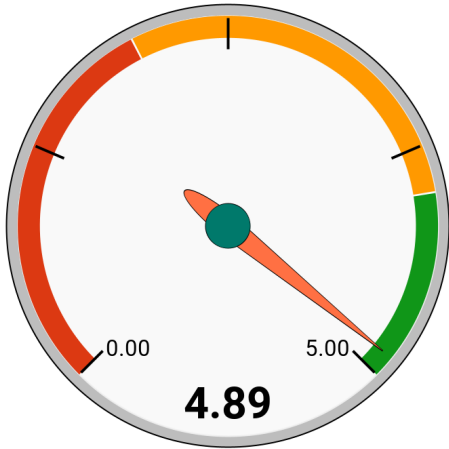
	Sep 2023	Sep 2024	Variance
NPS	81	83	2.67%
Responses	1,154	1,894	48.56%



A Net Promoter Score is a whole number that ranges from -100 to 100, and it indicates customer happiness. The healthcare industry is at 35. NPS is cumulative, this shows the most recent NPS compared to the NPS from the same month a year prior.

NexHealth

	Previous YTD Sep 2023	Current YTD Sep 2024	Variance
Average Score	4.87	4.89	0.43%
Responses	11,372	9,256	-20.52%



NexHealth collects patient satisfaction with a scale of 0 to 5. This compares the current year-to-date to the same time period last year.

Monthly Report: Data thru September 30, 2024

Employee Turnover

Careteam				
Voluntary			Involuntary	
Oct 2023 - Sep 2024				
9	2.62%		2	0.60%

Providers				
Voluntary			Involuntary	
Oct 2023 - Sep 2024				
4	2.31%		0	0.00%

Monthly Report: Data thru September 30, 2024

Replaced Visit Savings

July 2024 to September 2024

Replaced Visit Savings



\$7,042

Saved this period by
replacing specialist visits
with eConsults

Replaced visit savings based on average of 2.8 cascaded in-person office visits saved per eConsult.

6

Relative Value Units earned by
replacing specialist visits with
eConsults



\$31,891

Saved in the past 12
months

25

Relative Value Units earned in
the past 12 months



Sources: Harvard Health Review; Colorado University School of Medicine; Consumer Health Ratings
Provider savings based on average cost savings per specialty type across the country plus average gas costs in dollars (based on average national miles spent driving to a specialist) plus average cost of labs and testing multiplied by number of finalized eConsults where replaced visit equals true and multiplied by number of cascaded visits.

Patient Savings

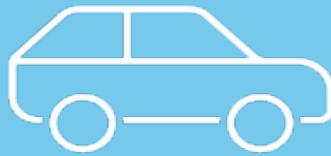
July 2024 to September 2024

Patient Savings



120

Miles saved this period by patients not driving to additional office visits



525

Miles saved in the past 12 months



17

Hours saved this period by reduced office visits



73

Hours saved in the past 12 months



Patients will receive care **67** days sooner on average by using eConsults rather than waiting for available specialty appointments.

Sources: Harvard Health Review; Colorado University School of Medicine; Consumer Health Ratings.

Merrit Hawkins. 2017 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates.

Miles savings is number of finalized eConsults where replaced visit equals true multiplied by number of cascaded visits multiplied by average of 15 miles per visit. Hour's savings is number of finalized eConsults where replaced visit equals true multiplied by number of cascaded visits multiplied by average of 125 minutes per visit. Days waiting for appointment is number of finalized eConsults where replaced visit equals true divided by number of patients with econsults that replaced visit multiplied by number of cascaded visits multiplied by average wait of 24.1 days.



QUESTIONS?
COMMENTS?
DISCUSSION.

