



## **The School District of Osceola County Employee Benefits Committee Meeting**

### **Agenda**

**September 18, 2024**

- I. Welcome (2 minutes)**
  - a. Speaking order volunteer
  - b. Timekeeper volunteer
- II. Introductions and Benefits Committee Purpose (8 mins)**
- III. Monthly Reports (10 mins)**
- IV. Benchmark Reporting (30 mins)**
- V. Member concerns, tracking, and brainstorming solutions (20 minutes)**
- VI. Other concerns and updates (10 minutes)**

The next meeting will be held on **October 23, 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



# **Center for Employee Health & Advisor Monthly Health Service Plan Benefits Committee Meeting SEPTEMBER 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 - Aug 24 (11 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 8/31/24
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	\$41,216,933
Rx Claims	\$12,307,935	\$11,049,021	\$9,844,133	\$8,966,174	\$8,593,164	\$9,463,714
Health Center	\$3,000,000	\$4,835,823	\$4,916,176	\$5,507,701	\$5,895,433	\$6,258,334
Fixed Costs	\$2,906,857	\$2,860,047	\$5,347,984	\$4,321,131	\$4,839,058	\$3,894,905
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	\$60,833,886
TOTAL REVENUE/ FUNDING	\$56,092,962	\$60,116,719	\$58,205,032	\$58,041,431	\$60,163,606	\$60,417,330
\$ Difference Revenue/Expenses	-\$7,760,252	\$1,124,528	\$4,955,982	-\$2,191,866	-\$4,066,863	-\$416,556
Ratio - Expenses to Revenue	113.83%	98.13%	91.49%	103.78%	106.76%	100.69%
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	6,514
PEPM TOTAL EXPENSES	\$811	\$761	\$665	\$778	\$846	\$849
PEPM Claims vs Previous Year	105%	94%	87%	117%	109%	0.4%
Medical Claims PEPM	\$584	\$536	\$436	\$559	\$591	\$575
Rx Claims PEPM	\$156	\$142	\$130	\$121	\$113	\$132
Health Center PEPM	\$38	\$62	\$65	\$74	\$78	\$87
Fixed Costs PEPM	\$37	\$37	\$70	\$58	\$64	\$54

*\*Rx Claims are higher to date than prior full plan year by \$871k (110%).*

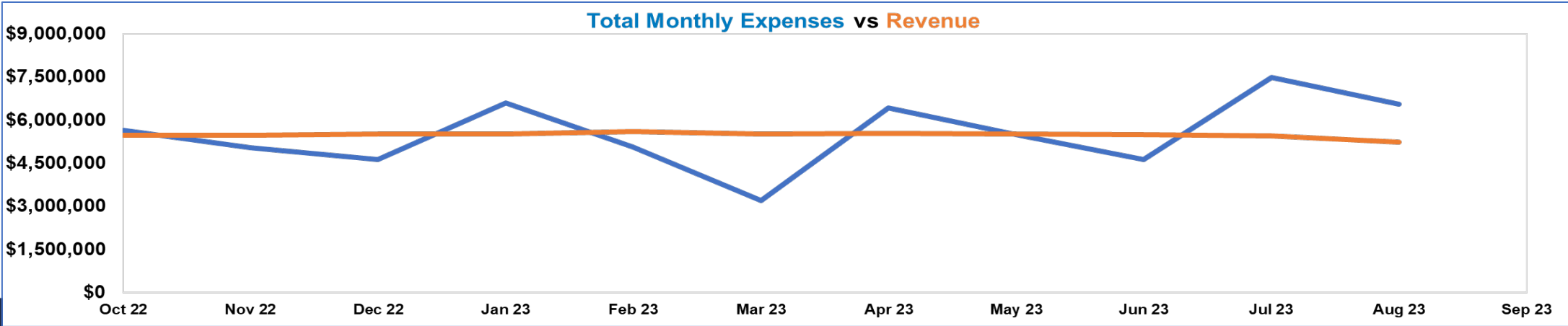
# Medical Plan PAID Expenses vs Budget/Revenue – 10/1/23 to 8/31/24



## 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	\$375,242	\$5,643,386	\$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	\$5,486,049	\$4,147,109	\$690,441	\$648,499	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	\$5,612,587	\$4,213,251	\$703,562	\$695,774	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	\$4,732,361	\$773,970	\$567,705	\$6,074,036	\$350,479	\$6,424,515	\$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	6,196	\$4,784,652	\$756,622	\$668,964	\$6,210,238	\$341,612	\$6,551,850	\$5,247,240	\$3,974,440	\$667,322	\$605,478	125%
Sep-24												
YTD	71,651	\$41,216,933	\$9,463,714	\$6,258,334	\$56,938,981	\$3,894,905	\$60,833,886	\$60,417,330	\$45,703,732	\$7,631,059	\$7,082,539	101%
AVERAGE	6,514	\$3,746,994	\$860,338	\$568,939	\$5,176,271	\$354,082	\$5,530,353	\$5,492,485	\$4,154,885	\$693,733	\$643,867	



# Rolling 12 months: Expenses vs Revenue

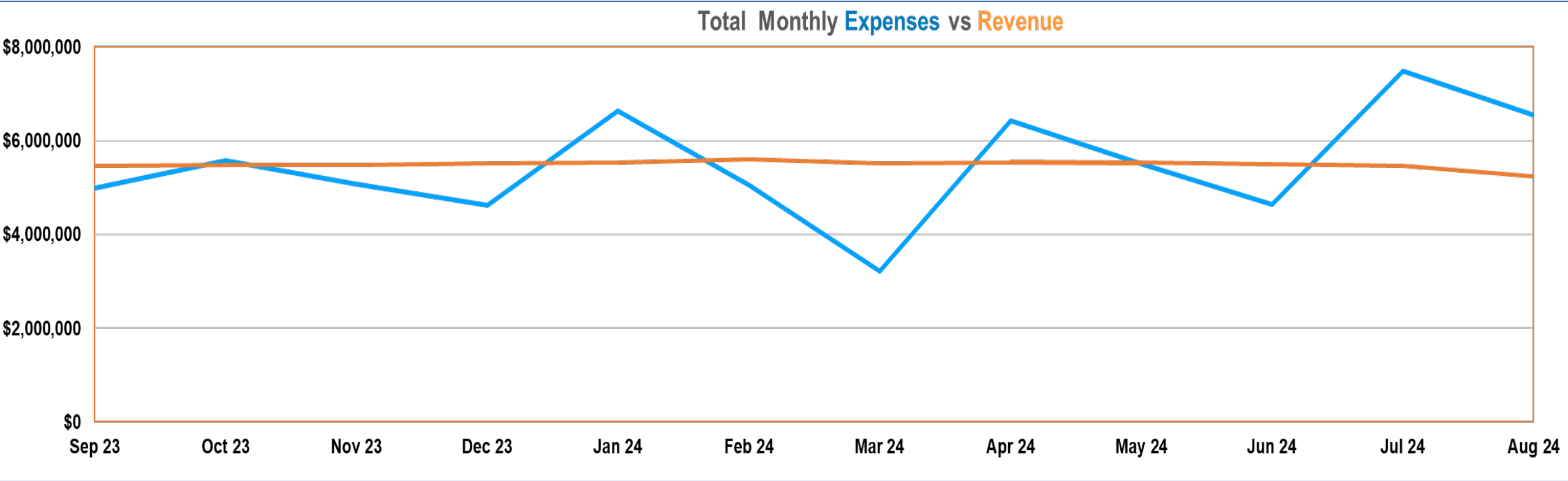
## Plan Years: 10/1/2022 – 9/30/2023 and 10/1/2023 – 8/31/2024

	School District of Osceola County												
	Health Plan - Expenses to Revenue Rolling 12 Months												
	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
Prior Year	Aug-23	5,956	\$6,002,745	\$666,197	\$517,324	\$7,186,266	\$328,270	\$7,514,536	\$4,758,313	\$3,527,619	\$570,538	\$660,156	158%
	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	\$461,919	\$5,214,071	\$364,698	\$5,578,769	\$5,482,635	\$4,144,207	\$691,066	\$647,362	102%
	Nov-23	6486	\$3,377,278	\$857,902	\$499,992	\$4,735,172	\$345,362	\$5,080,534	\$5,485,960	\$4,147,019	\$690,441	\$648,500	93%
	Dec-23	6544	\$2,928,159	\$857,565	\$499,553	\$4,285,277	\$345,765	\$4,631,042	\$5,518,065	\$4,177,012	\$700,438	\$640,615	84%
	Jan-24	6551	\$4,792,560	\$955,427	\$530,284	\$6,278,271	\$354,853	\$6,633,124	\$5,526,597	\$4,177,011	\$704,802	\$644,784	120%
	Feb-24	6649	\$3,258,802	\$868,655	\$579,420	\$4,706,877	\$347,055	\$5,053,932	\$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	\$5,503,742	\$4,180,780	\$696,964	\$625,998	84%
	24-Jul	6406	\$5,414,354	\$1,082,830	\$650,091	\$7,147,275	\$342,112	\$7,489,387	\$5,460,910	\$4,110,778	\$667,322	\$682,810	137%
	24-Aug	6196	\$4,784,652	\$756,622	\$668,964	\$6,210,238	\$341,612	\$6,551,850	\$5,247,240	\$3,974,440	\$667,322	\$605,478	125%
		YTD	78,096	\$44,462,509	\$10,316,307	\$6,789,618	\$61,568,434	\$4,215,766	\$65,784,200	\$65,889,197	\$49,833,165	\$8,308,674	\$7,747,358
	AVERAGE	6,508	\$3,705,209	\$859,692	\$565,802	\$5,130,703	\$351,314	\$5,482,017	\$5,490,766	\$4,152,764	\$692,390	\$645,613	

- August 2024 Medical Claims are 26% (\$978k) higher than the prior 12 Month Rolling Average of \$3.8 Million; however, the Average Monthly Claims for 23-24 Plan Year are below the prior 12 Month Rolling Average by 3% (\$102k) this is largely due to # of high-cost claim differences.
- August 2024 Rx Claim Cost/ Utilization is 11% (\$96k) lower than than prior 12 Month Average of \$852,157.

# Rolling 12 months: Expenses vs Revenue Trendline

## Plan Years: 10/1/2022 – 9/30/2023 and 10/1/2023 – 8/31/2024

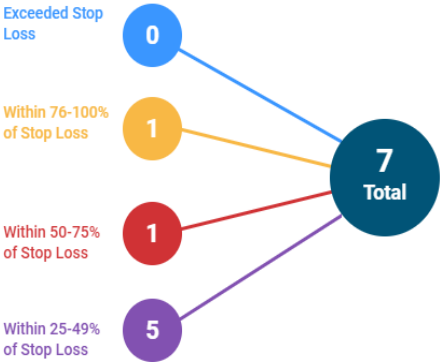


- Medical and Rx Claims historically are higher in July and August and current trend line falls in line with historic pattern.
- Specialty Medications and GLP-1 increased utilization continue to significantly impact Rx Claim Trend.



# Large Claims \$200,000 – 10/1/2023 thru 8/31/2024 Plan Year: 2023-2024

Stop Loss



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	\$1,460,686	\$2,204	\$1,462,890
2	Spouse	Lung/Brain Cancer	\$766,454	\$421	\$766,875
3	Employee	Breast Cancer	\$556,597	\$81	\$556,678
4	Dependent	Leukemia	\$541,671	\$2,005	\$543,676
5	Employee/Term	Chronic Respiratory Failure/Sickle Cell	\$508,391	\$6,587	\$514,978
6	Employee	Multiple Cancers	\$355,615	\$65,571	\$421,186
7	Dependent	Hemophilia	\$315,614	\$359	\$315,973
8	Employee	Multiple Cancers	\$308,026	\$123	\$308,149
9	Employee	Tongue Cancer	\$300,795	\$678	\$301,473
10	Employee	Crohn's Disease	\$3,691	\$284,572	\$288,263
11	Employee/Term	Hemorrhage	\$265,528	\$0	\$265,528
12	Employee/Term	Colon Cancer/ESRD	\$252,909	\$0	\$252,909
13	Spouse	Colon Cancer/Pulmonary Disease	\$126,222	\$123,765	\$249,987
14	Employee	Breast Cancer	\$249,618	\$194	\$249,812
15	Employee	Diabetes/Renal Disease	\$247,888	\$679	\$248,567
16	Employee	Heart Issue/Cancer of Supraglottis (Throat)	\$242,350	\$6,165	\$248,515
17	Dependent	Muscular Dystrophy Complications	\$228,540	\$3,680	\$232,220
18	Spouse	Bladder Cancer	\$226,650	\$114	\$226,764
19	Dependent	ITP (Immune Thrombocytopenic Purpura)	\$104,321	\$115,087	\$219,408
20	Spouse	Breast/Bone Cancer	\$120,260	\$97,548	\$217,808
21	Employee	Ovarian Cancer	\$215,538	\$0	\$215,538
22	Spouse	Breast Cancer	\$101,220	\$114,279	\$215,499
23	Employee	CAD (Coronary Artery Disease)	\$214,707	\$38	\$214,745
24	Employee/Term	Colon Cancer /Brain Cancer	\$208,754	\$604	\$209,358
*Large claim			if.		\$8,746,799

New Claims monitored, and case management actively involved

# SDOC – Ventegra Rx Paid Rebates

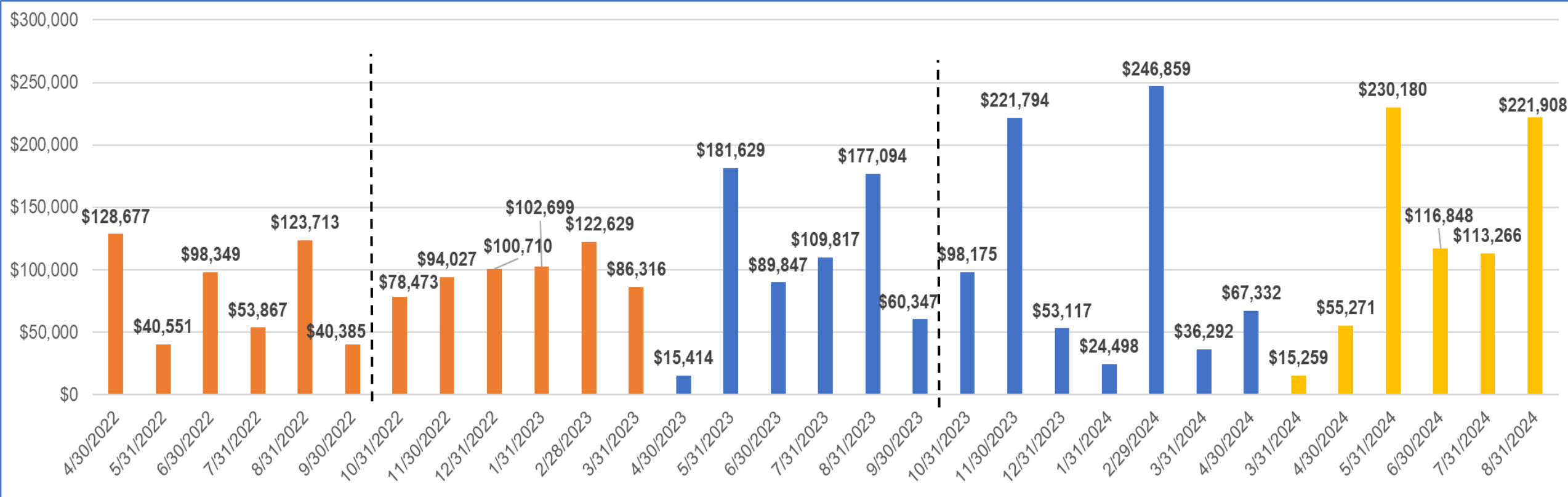
## Calendar Years: 2022, 2023 and 2024 (thru 8/31/24)

*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 \$752,732**



-- 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		
October		
November		
December		
Total	503	\$749,440

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		
Total	684	\$974,450

Calendar Year Comparison

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	996	1,131	135
	Chiropractic Physical Therapy	296	190	106	-84
	Physical Therapy	729	485	406	-79
Established Patient Visits	Medical	10,409	7,124	9,874	2,750
	Chiropractic Physical Therapy	2,946	2,030	2,207	177
	Physical Therapy	5,918	4,285	4,833	548
Total Number Visits	Medical	12,062	8,120	11,005	2,885
	Chiropractic Physical Therapy	3,242	2,220	2,313	93
	Physical Therapy	6,647	4,770	5,239	469

Unique Patients					
Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
New Patient Visits	Medical	931	535	686	151
	Chiropractic Physical Therapy	109	65	50	-15
	Physical Therapy	109	77	62	-15
Established Patient Visits	Medical	3,361	2,807	3,856	1,049
	Chiropractic Physical Therapy	501	391	468	77
	Physical Therapy	657	508	561	53
Total Number Visits	Medical	4,091	3,245	4,305	1,060
	Chiropractic Physical Therapy	590	447	491	44
	Physical Therapy	748	575	596	21

*Monthly Report: Data thru August 31, 2024*



# Medical, Chiropractic, Physical Therapy Care Services



# Days to New Patient Appointment

0

# Days to Annual Physical Appointment

0

# Days to Established Patient Appointment

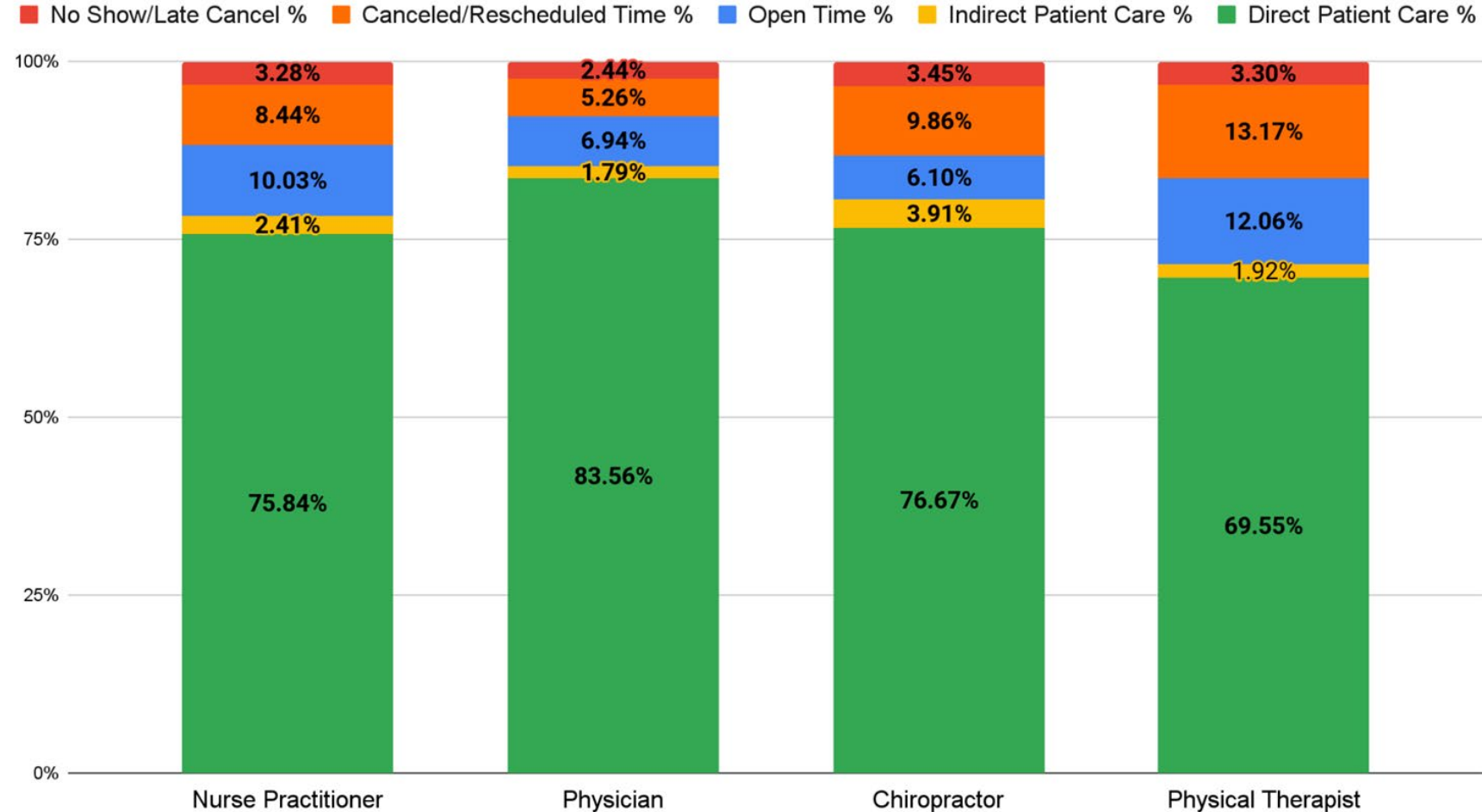
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Percent of No shows, Rescheduled, and Canceled Appointments				
Visit Type	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
Canceled	14.09%	14.12%	13.13%	-0.99%
No-Show	3.70%	3.67%	4.02%	0.35%
Rescheduled	5.48%	4.73%	6.07%	1.34%

\*\*excludes W/C and Urgent/Acute appointments  
\*\* Data as of 8/31/24

# 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	137	90	-47
	Nurse Visit Lab	2,454	1,651	1,636	-15
	Registered Dietician	193	138	94	-44
	Workers Compensation	2,688	1,883	1,535	-348
	Workers Compensation Chiropractic	9	4	1	-3
	Workers Compensation Chiropractic Physical Therapy	8	4	5	1
	Workers Compensation Physical Therapy	495	300	187	-113
	Workers Compensation X-Ray	12	7	2	-5
	X-Ray	349	213	186	-27
Established Patient Visits	Mental Health	1,467	981	1,122	141
	Nurse Visit Lab	21,033	14,529	20,367	5,838
	Registered Dietician	2,027	1,395	1,310	-85
	Workers Compensation	1,416	858	1,048	190
	Workers Compensation Chiropractic	3	0	0	0
	Workers Compensation Chiropractic Physical Therapy	4	1	2	1
	Workers Compensation Physical Therapy	1,219	723	940	217
	Workers Compensation X-Ray	12	10	2	-8
	X-Ray	1,566	1,087	1,126	39

Monthly Report: Data thru August 31, 2024

# Ancillary Services

Metric	Category	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
Total Number Visits	Mental Health	1,710	1,118	1,212	94
	Nurse Visit Lab	23,487	16,180	22,003	5,823
	Registered Dietician	2,220	1,533	1,404	-129
	Workers Compensation	4,104	2,741	2,583	-158
	Workers Compensation Chiropractic	12	4	1	-3
	Workers Compensation Chiropractic Physical Therapy	12	5	7	2
	Workers Compensation Physical Therapy	1,714	1,023	1,127	104
	Workers Compensation X-Ray	24	17	4	-13
	X-Ray	1,915	1,300	1,312	12

*Monthly Report: Data thru August 31, 2024*

# Ancillary Services



Referrals				
	2023 Full Year	2023 Year-to-Date	2024 Year-to-Date	Variance
<b>Behavioral Health</b>	<b>329</b>	<b>229</b>	<b>189</b>	<b>-40</b>
Breast Specialist	47	28	30	2
Cardiology	337	224	301	77
Dermatology	165	105	226	121
Endocrinology	252	162	176	14
Ear, nose and throat surgeon	145	81	107	26
Gastroenterology	642	449	676	227
Gynecology	150	112	165	53
<b>Mobile Dermatology</b>	<b>425</b>	<b>323</b>	<b>380</b>	<b>57</b>
Neurology	233	150	161	11
<b>Nutrition</b>	<b>639</b>	<b>466</b>	<b>457</b>	<b>-9</b>
Obstetrics & Gynecology	118	60	140	80
Ophthalmology	241	167	207	40
Orthopedic Surgery	316	181	354	173
Pain Medicine	17	9	29	20
Pediatrics	25	17	66	49
<b>Physical Therapy</b>	<b>698</b>	<b>507</b>	<b>504</b>	<b>-3</b>
Pulmonary	156	107	117	10
Sleep Medicine	198	119	159	40

Monthly Report: Data thru August 31, 2024



# Operations and Quality

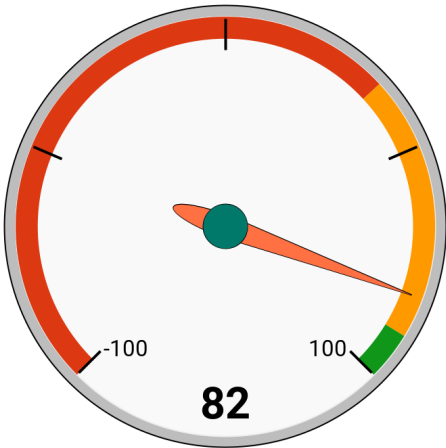
		2023 Full Year		2024 Year-to-Date	
Category	Measurement	National*	Percent Compliant	National*	Performance
Cancer	Breast Cancer Screening	73.10%	90.00%	76%	49.23%
Cancer	Cervical Cancer Screening	74%	80.76%	77%	47.27%
Cancer	Colorectal Cancer Screening	62.50%	66.36%	66%	30.13%
Musculoskeletal	Use of Imaging Studies for Low Back Pain (Inverse Measure)	76.20%	96.30%	76%	72.41%
Circulatory	Cholesterol Management for Cardiac Patients: Screening	85.53%	100.00%	88%	78.57%
Circulatory	Cholesterol Management for Cardiac Patients: Control	56.65%	60.47%	62%	39.29%
Mental Health	Depression Screening and Follow-up documented	92.90%	88.85%	99%	61.80%
Diabetes	MY2024 Comprehensive Diabetes Care: BP Control (less than 140/90) - Adjusted, Certified, Unaudited HEDIS Rate	68.90%	77.38%	72%	63.02%
Diabetes	Diabetes: A1c Screening	92.10%	98.08%	93%	90.11%
Diabetes	HEDIS MY2024 Glycemic Status Assessment: A1c Control (less than 8.0) - Adjusted, Certified, Unaudited HEDIS Rate	64.20%	79.17%	64.20%	69.83%
Diabetes	HEDIS MY 2020 Statin Therapy for Patients With Diabetes - Adjusted, Certified, Unaudited HEDIS Rate	66.60%	68.18%	68%	63.10%
Diabetes	Diabetes: Foot Exam	99.99%	46.53%	99%	19.81%
Diabetes	Diabetes: LDL Control	48.17%	48.72%	48.17%	45.21%
Diabetes	HEDIS MY2024 Kidney Health Evaluation for Patient with Diabetes: Adjusted, Certified, Unaudited HEDIS Rate	46.70%	59.76%	49%	56.93%
Asthma	Use of Appropriate Medications for People with Asthma	90.90%	100.00%	92%	95.52%
Tobacco Cessation	Tobacco Status: Cessation Intervention	75.70%	43.90%	78%	33.85%

\*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 August 31, 2024

Net Promoter Score  
Rolling 12 Months

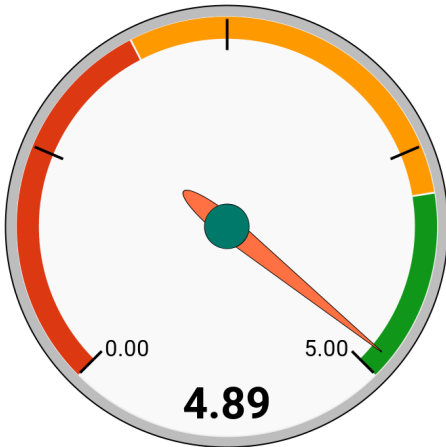
	Aug 2023	Aug 2024	Variance
NPS	80	82	2.22%
Responses	1,099	1,778	47.20%



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 Aug 2023	Current YTD Aug 2024	Variance
Average Score	4.87	4.89	0.43%
Responses	10,296	8,132	-23.49%



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 August 31, 2024

# Employee Turnover

Care Team					
Voluntary				Involuntary	
Sep 2023 - Aug 2024					
11	3.24%			2	0.60%

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

*Monthly Report: Data thru August 31, 2024*

# Replaced Visit Savings

April 2024 to June 2024

## Replaced Visit Savings



**\$7,557**

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



**\$44,989**

Saved in the past 12  
months

**36**

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

April 2024 to June 2024

## Patient Savings



120

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



780

Miles saved in the past 12 months



17

Hours saved this period by reduced office visits



108

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.**



Health Plan Analysis 09/01/2024 (24-25)  
Summary

ENROLLMENT			
Plan	TALLIES	Total	%
Healthy Advantage Plus	605	7965	7.60%
Healthy Advantage Plus Wellness	971	7965	12.19%
Health Center	247	7965	3.10%
Health Center Wellness	899	7965	11.29%
Healthy Essentials	1409	7965	17.69%
Healthy Essentials Wellness	2719	7965	34.14%
Opt Out Credit Plan	1058	7965	13.28%

PROJECTED REVENUE BASED ON CURRENT ENROLLMENT MINUS ADMIN FEES

Board Paid	\$59,091,738.00
Employee Premium	\$6,461,560.00
Retiree Premium	\$890,822.40
SubTotal	\$66,444,120.40
Administration Fees	(5,712,473.64)
Total	60,731,646.76

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	512	374.9	191,948.80	3,838,976.00	75.00	38,400.00	768,000.00			
Healthy Advantage Plus	2	7	374.9	2,624.30	52,486.00	500.00	3,500.00	70,000.00			
Healthy Advantage Plus	3	51	374.9	19,119.90	382,398.00	325.00	16,575.00	331,500.00			
Healthy Advantage Plus	4	11	374.9	4,123.90	82,478.00	625.00	6,875.00	137,500.00			
Healthy Advantage Plus	5	12	374.9	4,498.80	89,976.00	350.00	4,200.00	84,000.00			
Healthy Advantage Plus	6	12	374.9	4,498.80	89,976.00	0.00	0.00	0.00			
Healthy Advantage Plus Wellness	1	770	374.9	288,673.00	5,773,460.00	50.00	38,500.00	770,000.00			
Healthy Advantage Plus Wellness	2	18	374.9	6,748.20	134,964.00	450.00	8,100.00	162,000.00			
Healthy Advantage Plus Wellness	3	77	374.9	28,867.30	577,346.00	275.00	21,175.00	423,500.00			
Healthy Advantage Plus Wellness	4	27	374.9	10,122.30	202,446.00	575.00	15,525.00	310,500.00			
Healthy Advantage Plus Wellness	5	17	374.9	6,373.30	127,466.00	300.00	5,100.00	102,000.00			
Healthy Advantage Plus Wellness	6	17	374.9	6,373.30	127,466.00	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	7							1,725.22	12,076.54	144,918.48
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	455	374.9	170,579.50	3,411,590.00	0.00	0.00	0.00			
Health Center Wellness	2	36	374.9	13,496.40	269,928.00	175.00	6,300.00	126,000.00			
Health Center Wellness	3	226	374.9	84,727.40	1,694,548.00	25.00	5,650.00	113,000.00			
Health Center Wellness	4	93	374.9	34,865.70	697,314.00	200.00	18,600.00	372,000.00			
Health Center Wellness	5	33	374.9	12,371.70	247,434.00	0.00	0.00	0.00			
Health Center Wellness	6	33	374.9	12,371.70	247,434.00	0.00	0.00	0.00			
Health Center Wellness	7	4	374.9	1,499.60	29,992.00	175.00	700.00	14,000.00			
Health Center Wellness	8	1	374.9	374.90	7,498.00	200.00	200.00	4,000.00			
Health Center	1	152	374.9	56,984.80	1,139,696.00	25.00	3,800.00	76,000.00			
Health Center	2	8	374.9	2,999.20	59,984.00	225.00	1,800.00	36,000.00			
Health Center	3	56	374.9	20,994.40	419,888.00	75.00	4,200.00	84,000.00			
Health Center	4	19	374.9	7,123.10	142,462.00	250.00	4,750.00	95,000.00			
Health Center	5	5	374.9	1,874.50	37,490.00	50.00	250.00	5,000.00			
Health Center	6	5	374.9	1,874.50	37,490.00	0.00	0.00	0.00			
Health Center	7	2	374.9	749.80	14,996.00	225.00	450.00	9,000.00			
Health Center	8	0	374.9	0.00	0.00	250.00	0.00	0.00			
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	2237	374.9	838,651.30	16,773,026.00	0.00	0.00	0.00			
Healthy Essentials Wellness	2	33	374.9	12,371.70	247,434.00	325.00	10,725.00	214,500.00			
Healthy Essentials Wellness	3	193	374.9	72,355.70	1,447,114.00	152.00	29,336.00	586,720.00			
Healthy Essentials Wellness	4	27	374.9	10,122.30	202,446.00	452.00	12,204.00	244,080.00			
Healthy Essentials Wellness	5	104	374.9	38,989.60	779,792.00	20.00	2,080.00	41,600.00			
Healthy Essentials Wellness	6	104	374.9	38,989.60	779,792.00	0.00	0.00	0.00			
Healthy EssentialsWellness	7	0	374.9	0.00	0.00	325.00	0.00	0.00			
Healthy Essentials	1	1239	374.9	464,501.10	9,290,022.00	25.00	30,975.00	619,500.00			
Healthy Essentials	2	14	374.9	5,248.60	104,972.00	375.00	5,250.00	105,000.00			
Healthy Essentials	3	87	374.9	32,616.30	652,326.00	202.00	17,574.00	351,480.00			
Healthy Essentials	4	17	374.9	6,373.30	127,466.00	502.00	8,534.00	170,680.00			
Healthy Essentials	5	26	374.9	9,747.40	194,948.00	50.00	1,300.00	26,000.00			
Healthy Essentials	6	26	374.9	9,747.40	194,948.00	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	1114	374.9	417,638.60	8,352,772.00	0.00	0.00	0.00			
Job Share Declined Benefits (IS PT)	0	0	187.45	0.00	0.00						
FSA Extra \$250	1	1125	250.00		281,250.00						
Total Employees and Retirees		7965		2,954,586.90	59,091,738.00		323,078.00	6,461,560.00	74,235.20	890,822.40	

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	\$59,091,738.00
Employee Premium	\$6,461,560.00
Retiree Premium	\$890,822.40
Total	\$66,444,120.40