



Agency Benefits Coordinator Meeting Wellness

August 2019

Wellness Program Updates

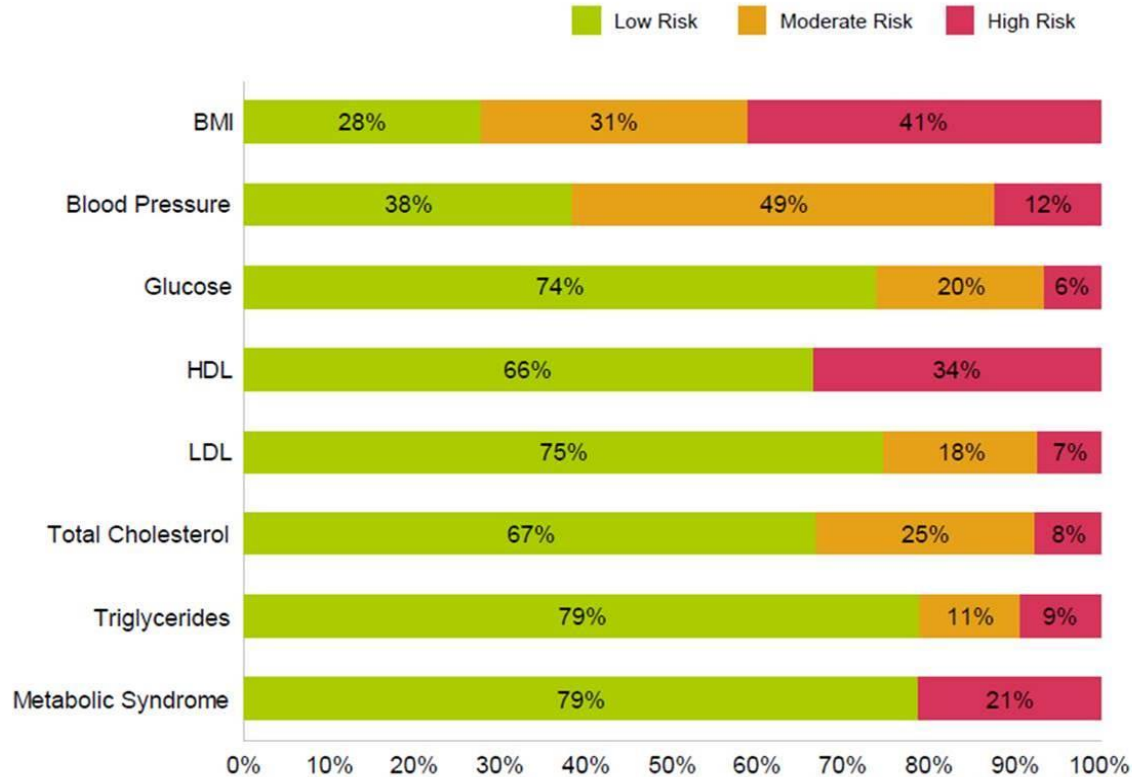
Program Utilization (through June)

- Health Risk Assessment Completions: 13,040
- Biometric Screenings: 751
 - Onsite Screenings: 368
 - Physician Form: 383
- Lifestyle & Disease Management Programs: 32,045 members
 - Includes telephonic, secure messaging, onsite, group coaching, digital coaching and gaps in care
- Member Satisfaction: 99% Positive Response Rate



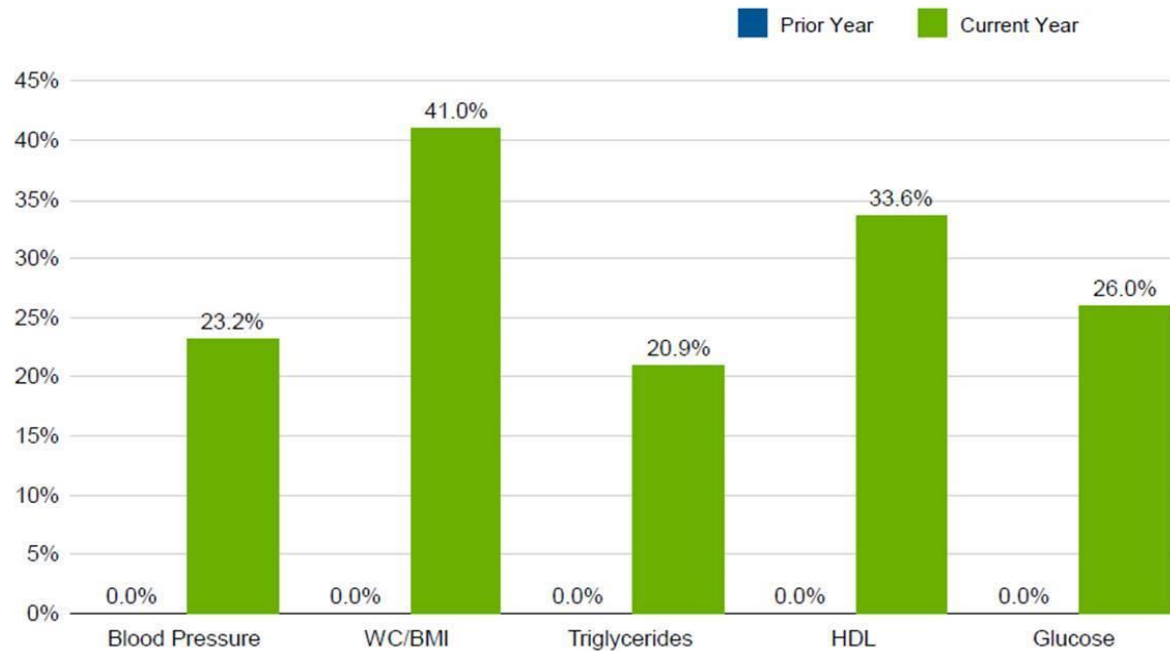
Biometric Risk Distribution

Current Year Population Biometric Risk Distribution



Metabolic Syndrome Risk

% of Population Members with Metabolic Syndrome Risk



Wellness Program Updates cont.

Weight Management Program

- 2,502 enrolled
- 707 tracking their weight
- 714 Completed 8 sessions
- 1,432 Pounds Lost
- 29 members have hit the 5% weight loss target since the start of the program



Diabetes Prevention Program

- No cost if you use an in network provider
- Two online programs:
 - Cigna Omada Program
 - BCBST Retrofit Program

For more information: tn.gov/PartnersForHealth under Wellness



2019 Incentives Update

Incentive Payments

- **\$1,457,425.00** (paid through June 2019)
- Money left on the table
 - **16,514** members completed an activity but not the HRA
 - **\$825,000.00** estimated unclaimed
 - HRA is a requirement before the incentive is paid
 - ActiveHealth outreaching to members via email to remind them to complete the HRA
 - Asking ABCs to remind members of the incentives available

2020 Wellness Incentives

Updates

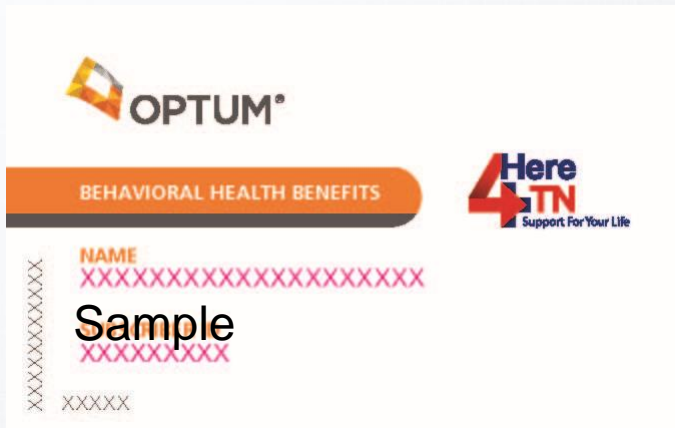
- Dollar amount of incentives the same as 2019
 - **\$250** per employee and spouse (\$500 annual maximum)
- Look back period for preventive services and biometric screenings
 - (12/1/2019 – 11/30/2020)
- New preventive services available for \$50 incentive
 - Annual physical (well visit) and well woman exam
- Remove prostate screening as an incentive option
- All other incentives currently in place will remain unchanged



BHO Program Updates

Behavioral Health Member ID Cards

- Cards will be mailed to members in December



Front



Back

855.Here4TN (855.437.3486) or HERE4TN.com



BHO Program Updates

Substance Use Disorder (SUD)

- SUD treatment claimants **increased by 14%** in 2018
- SUD treatment represents **31%** of total behavioral health costs
- SUD represent **39%** of the high cost behavioral health claimants (13 out of 30)
- Total SUD claimants 669 (\$5,241,916.00 paid claims)
 - Alcohol: 325 (\$2,472,149)
 - Opioid: 249 (\$1,784,892)
 - 35% treated for more than one substance

BHO Program Updates

Out of Network (OON) Substance Use Treatment

- **52%** of substance use treatment cost was OON
- **26%** of OON substance use utilization represents **52%** of total substance use costs
- OON substance use treatment facilities are typically destination locations like Florida and California
 - Hotel California by the Sea
 - Beach House Center for Recovery
- Most are expensive and use non-evidence base care and have high readmission rates

113%-154%
Higher readmission rates
per year

228%
Higher cost for 90-day
episodes of care

Over 1,000%
Increase in lab testing
utilization

BHO Program Updates

Readmission Rates (In Network vs. Out of Network)

State of TN Substance Use Readmission Rates March 2017 - December 2018		
Level of Care	30 Day Readmit Rate	90 Day Readmit Rate
Residential		
INN	6.70%	14.30%
OON	12.00%	21.80%
Partial Hospital		
INN	4.20%	9.40%
OON	9.80%	20.90%
Intensive Outpatient		
INN	4.20%	8.80%
OON	8.80%	15.80%

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BHO Program Updates

Network and Benefit Solution

- Incentivize use of Preferred SUD Network (**effective July 1, 2019**)
- No member cost share if they use this high performing network
 - CDHP members must first meet their deductible before the coinsurance is waived
- Optum will guide members to the preferred facilities in this network
- Currently 217 facilities nationwide (8 in TN)

Preferred facility costs 20-40% less per episode vs. non-preferred facility

Preferred facilities perform 5% better on 90-day readmission rates

BHO and EAP Updates

Take Charge at Work

- Confidential program designed to help working adults recognize and manage symptoms of stress and depression at work
- Available at no cost
- **Eligibility:** State and Higher Education benefit eligible employees, over age 18 and dependents over age 18, eligible for EAP, who are working part/full time
- \$150 cash incentive - to complete the engagement activity

Virtual Visits

- Talk to licensed therapist or psychiatrist online
- Get confidential care without leaving home