



# WELLNESS PROGRAM STATISTICAL REPORT SUMMARY FOR 2019

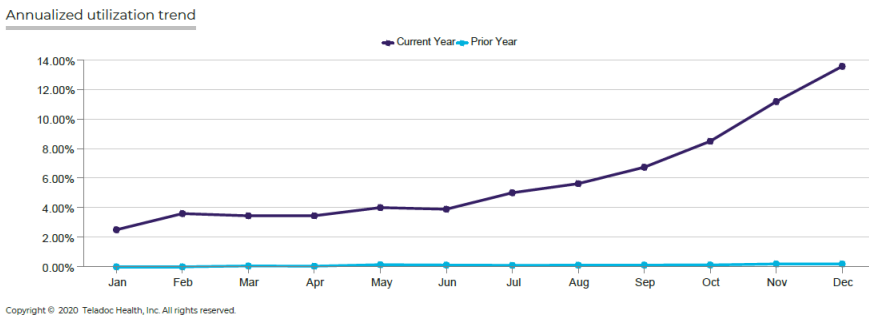
As we approach the first year anniversary date of the implementation of the Hidalgo County Wellness Program, we have made observations that have proven the success of the program. In terms of quantitative metrics, based on medical reports, and aligned with our short term objective number four, statistics indicate a significant improvement in members accessing Aetna services by App or through the website.

Reports generated in December 2019 for calendar year 2019, indicated that there were 1,848 registered members (27.8%) on online services offered through Aetna. In comparison with the numbers reflected on the report of December 2018 for that calendar year, there was an increase of 460 users, 7.8%. Additionally, a comparison was also assessed for in-network utilization metrics, and a substantial notable improvement of the in-network utilization metrics was noted. The percentage of admissions in-network grew from 95.8% to 99.4%. The percentage of physician visits in-network changed from 96.4% to 97.3%. The percentage of claims paid in-network improved from 83.7% to 85.9%.

Moreover, a drastic improvement has been seen in the utilization rate of the telehealth service, Teladoc®. In January of 2019, the utilization rate was at 1.5%, with generated total net claim savings of \$1,974. However, after just six months of the launch of the program, in December 2019, the utilization rate was at 13.6%, with generated total net claim savings of \$74,608. It is vital to mention that the first two months of the current year, the utilization rate for January and February is 43% and 43.7%, respectively. Additionally, the total net claim savings for January is \$15,019 and \$33,087 for February.

Note: It is important to mention that this is correlation and does not mean the Wellness program is directly or solely causing these results.

Teladoc 2018 and 2019 Annualized Utilization Trend

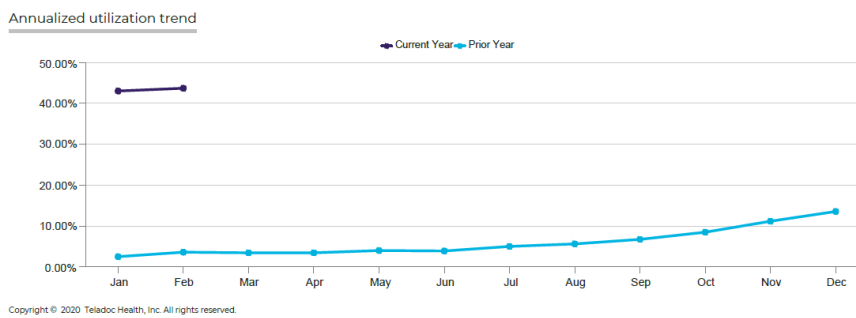
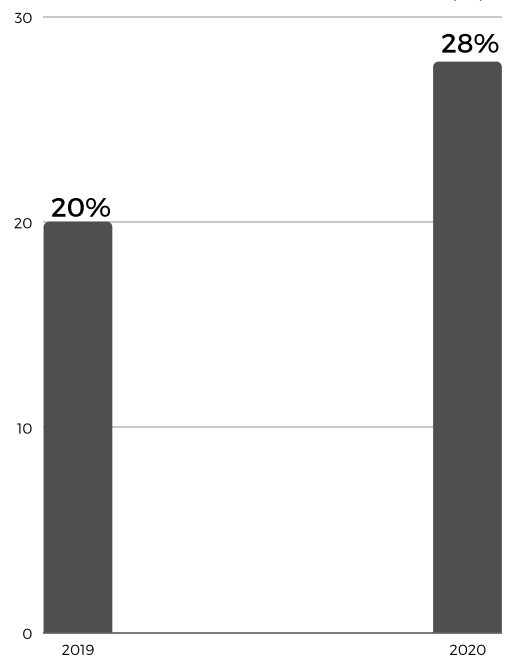


**95.8% ➔ 99.4%**  
INCREASE IN  
ADMISSIONS  
IN-NETWORK

**96.4% ➔ 97.3%**  
INCREASE IN  
PHYSICIAN VISITS  
IN-NETWORK

**83.7% ➔ 85.9%**  
INCREASE IN  
CLAIMS PAID  
IN-NETWORK

REGISTRATIONS IN AETNA SYSTEMS (%)



\*Data Obtained for Teladoc Health 2019, Teladoc Health 2020 and The 2019 Consultative Analytic Impact Result.



# RECOMMENDATIONS BASED ON THE 2019 STATISTICAL REPORT

1. Continue to promote the use of Aetna Systems (App and website) to increase the number of in-network claims.
2. Encourage members to engage in preventive services and screenings.
3. Continue to promote medical programs such as Teladoc, In-touch Care Program, and Maintenance Choice Program.
4. Encourage members to use Urgent Care Centers versus the Emergency Room, if applicable.
5. Emphasize the importance of having a medical home among members.
6. Continue to educate our employees on the key preventable chronic conditions such as Hypertension, Diabetes, and Hyperlipidemia.
7. Further promote the Employee Assistance Program, specifically for mental health support.

**New Programs:**

**July Wellness Webinars:**

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|--|--|
| <ol style="list-style-type: none"> <li>1. Diabetes Management Plus Program - Livongo (07/01/2020)</li> <li>2. Hidalgo County Preventive Measures Program (07/01/2020)</li> <li>3. Vera Whole Health - Edinburg Care Center (08/05/2020)</li> </ol> | <ul style="list-style-type: none"> <li>• Relaxation Techniques at the Workplace (07/10/2020)</li> <li>• The Four Keys to Handling Pressure (07/17/2020)</li> <li>• Eating your Way to Wellness (07/24/2020)</li> </ul> |
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**Wellness Program Website**

Launch Date: 07/01/2020  
[hidalgocountywellnessprogram.com](http://hidalgocountywellnessprogram.com)

## 2020 EMPLOYEE WELLNESS CHALLENGE

Employees who participated in the 2020 Employee Wellness Challenge were encouraged to lose a minimum of two percent of body fat in a 12-week period. The total number of participants for this year's challenge was 338 County Employees and 19 qualifying winners.

**WINNERS**

Employee Name	Department	Body Fat % Lost
Napoleon Daniel Coca	Urban County	8.9
Leroy Sanchez	Drainage District No. 1	6.7
David Cantu	Code Enforcement	6.5
Roxanne Hernandez	Tax Office	5.5
Jose Morin	Drainage District No. 1	4.6
Gerardo Pena	Drainage District No. 1	4.5
Roman Valenciano	Drainage District No. 1	4.4
Abran Gonzalez	Drainage District No. 1	4.1
Lorenzo Cabrera	Drainage District No. 1	4
Cynthia Gutierrez	Health Department	3.9
Andrew J Davis	Drainage District No. 1	3.3
Maria Villanueva	Tax Office	3.1
Diana Valdez	Drainage District No. 1	2.9
Carlos Salinas	Drainage District No. 1	2.6
Mary Alvarado	Tax Office	2.3
Alejandro Bazan	Tax Office	2.3
Robert Schmalzried	Drainage District No. 1	2.3
Hector M. Guzman	Drainage District No. 1	2.1
Virginia Granados	District Clerk	2