



**WILLIAMSON COUNTY
JANUARY BENEFIT COMMITTEE MEETING
1/19/2022**

AGENDA

1. FINANCIALS

- Trend Update – Monthly Paid claims
- Large Claims over \$50,000

2. UNITED HEALTHCARE UPDATES

- Network Updates
- Pharmacy Update

3. STRATEGIC CONSIDERATIONS

- Musculoskeletal Solutions
- Cancer Care Pathway

4. DISCUSS MEDICAL/RX/DENTAL/VISION RFP

THERE'S NO

place

LIKE

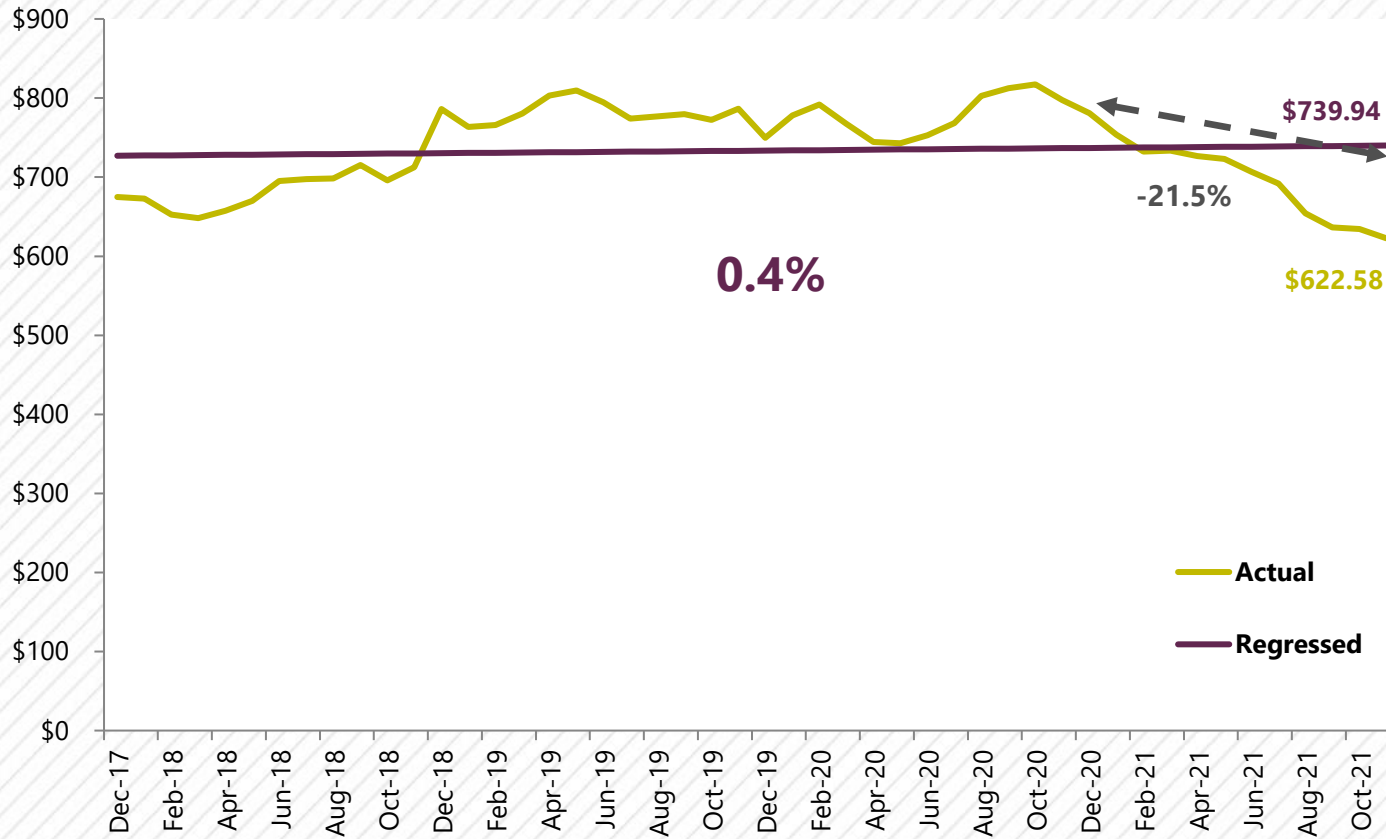
HOLMES

**OUR CLIENTS
ARE LIKE FAMILY.**

*Welcome
Holme!*

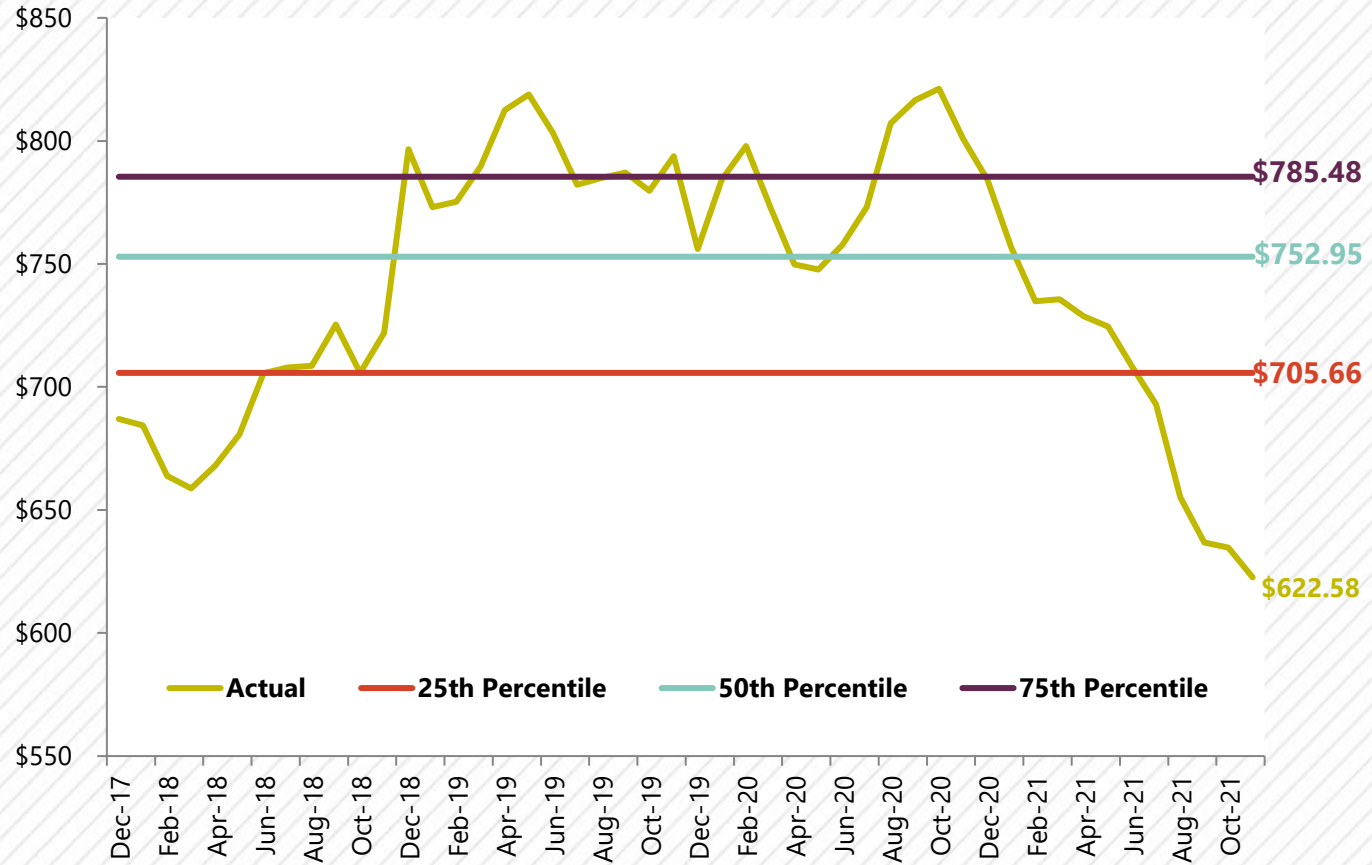
FINANCIAL - MEDICAL TREND

Look- Back Rolling 12 Medical Claims



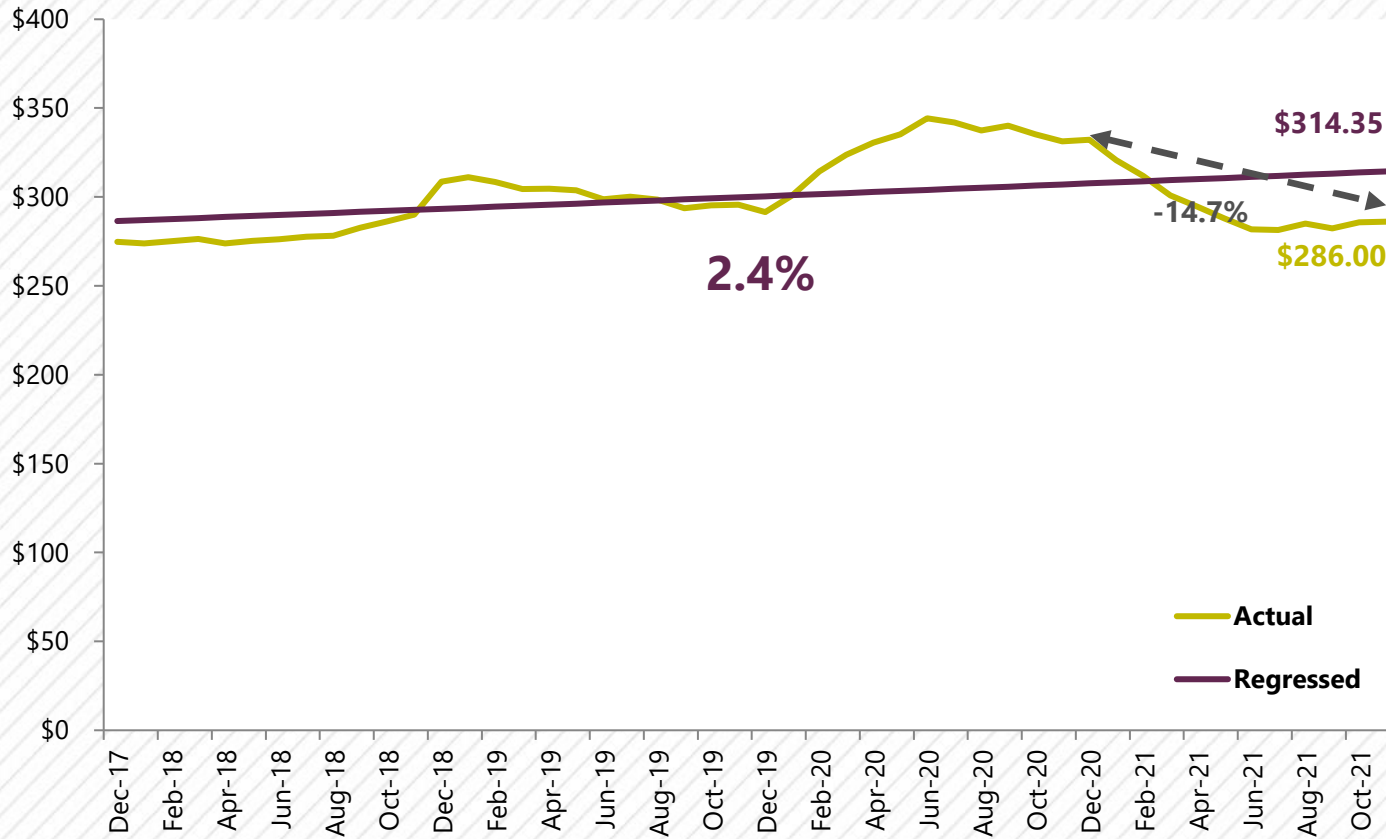
FINANCIAL - MEDICAL TREND

Past Coverage Level (PCL) - Medical



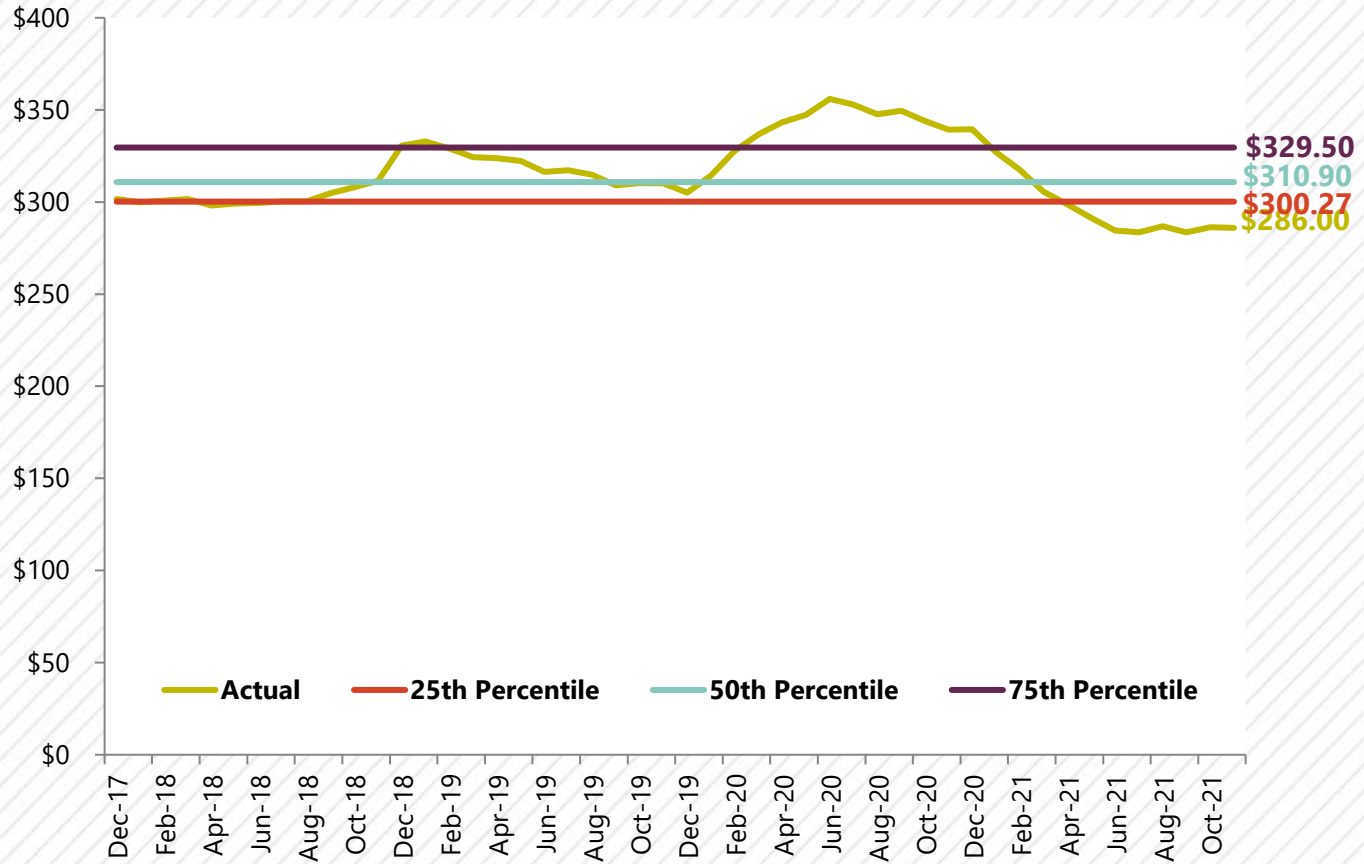
FINANCIAL - PHARMACY TREND

Look-Back Rolling 12 Rx Claims



FINANCIAL - PHARMACY TREND

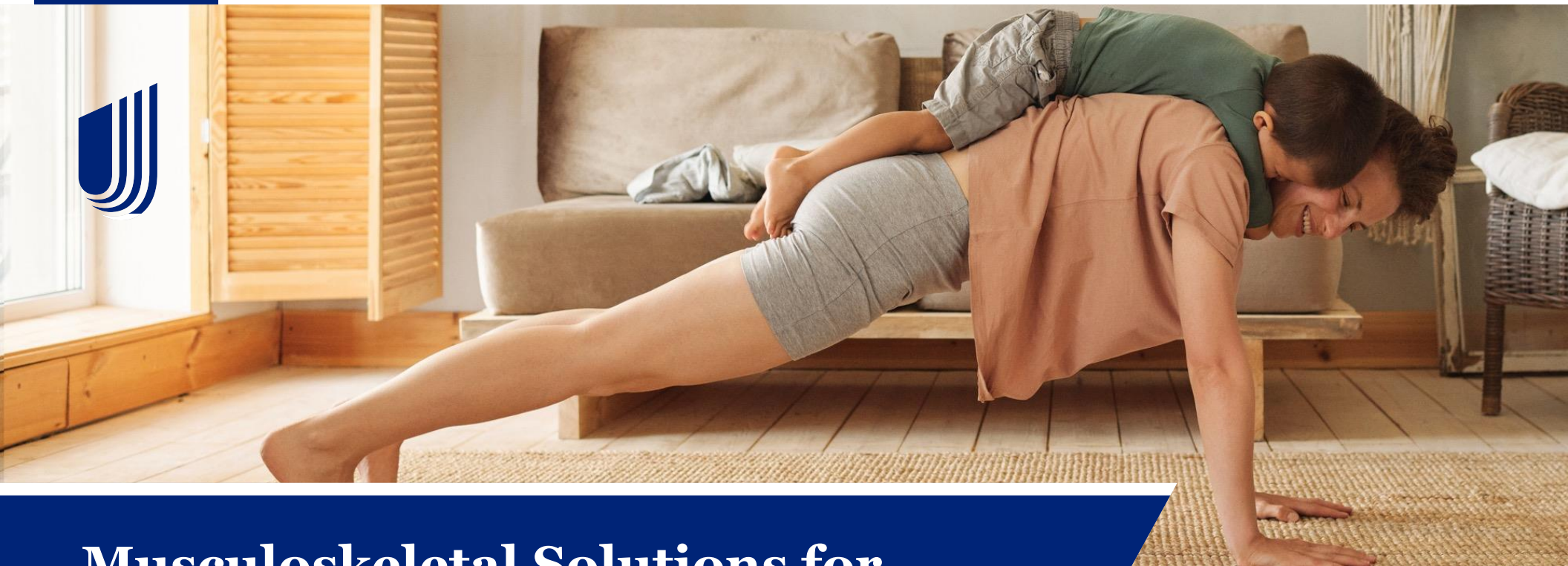
Past Coverage Level (PCL) - Rx



FINANCIAL - LARGE CLAIMS (1/1/2021 - 11/30/2021)

Claimant ID	Relationship Description	Claimant Coverage Status	Medical Diagnosis Code Description	RX Standard Therapeutic Class Description	*Derived Claim Status	Medical Paid	Rx Paid	Total Paid
Claimant 1	EMPLOYEE	ACTIVE	PARAPLEGIA COMPLETE	DIABETIC THERAPY	OPEN	\$454,464.57	\$5,930.55	\$460,395.12
Claimant 2	SPOUSE	ACTIVE	MYELODYSPLASTIC SYNDROME UNS	ANTINEOPLASTICS	OPEN	\$194,215.94	\$168,528.72	\$362,744.66
Claimant 3	SPOUSE	ACTIVE	MX MYELOMA NOT ACHIEVED REMISSION	ANTINEOPLASTICS	OPEN	\$33,736.28	\$235,084.62	\$268,820.90
Claimant 4	SPOUSE	TERMED	SECONDARY MALIG NEOPLASM UNS LUNG	ANTINEOPLASTICS	CLOSED	\$173,759.40	\$67,662.74	\$241,422.14
Claimant 5	EMPLOYEE	TERMED	ST ELEVATION MI UNSPECIFIED SITE		CLOSED	\$200,201.42		\$200,201.42
Claimant 6	EMPLOYEE	ACTIVE	END STAGE RENAL DISEASE	ANTIARTHRITICS	OPEN	\$158,748.16	\$23,669.20	\$182,417.36
Claimant 7	EMPLOYEE	ACTIVE	MALIG NEO RT KIDNEY NO RENAL PELVIS	ANTINEOPLASTICS	OPEN	\$139,638.70	\$42,551.28	\$182,189.98
Claimant 8	SPOUSE	ACTIVE	DSPL BICONDYLAR FX RT TIB INIT CLO	ANTIARTHRITICS	OPEN	\$92,670.76	\$67,268.86	\$159,939.62
Claimant 9	SPOUSE	ACTIVE	BRN 3RD DG UNS LT LL NO ANK FT INIT	ATARACTICS-TRANQUILIZERS	OPEN	\$152,088.34	\$150.65	\$152,238.99
Claimant 10	SPOUSE	ACTIVE	UNI ING HERN NO OBST/GANG NOT RECUR	ANTIPARKINSON	OPEN	\$17,239.05	\$128,700.78	\$145,939.83
Claimant 11	EMPLOYEE	ACTIVE	NON-ST ELEVATION MYOCARDIAL INFARCT	DIABETIC THERAPY	OPEN	\$127,246.44	\$8,304.12	\$135,550.56
Claimant 12	EMPLOYEE	ACTIVE	ARTERIOVENOUS MALFORMATION SITE UNS	OTHER THERAPEUTIC CLASS	OPEN	\$123,562.74	\$304.56	\$123,867.30
Claimant 13	CHILD	ACTIVE	UNS FX RT PAT INIT OPEN FX TYP VII	SYSTEMIC CONTRACEPTIVES	OPEN	\$120,952.06	\$354.03	\$121,306.09
Claimant 14	EMPLOYEE	ACTIVE	OTHER FECAL ABNORMALITIES	MISCELLANEOUS	OPEN	\$7,192.49	\$98,381.69	\$105,574.18
Claimant 15	EMPLOYEE	ACTIVE	ESSENTIAL PRIMARY HYPERTENSION	MISCELLANEOUS	OPEN	\$1,403.46	\$101,530.47	\$102,933.93
Claimant 16	EMPLOYEE	ACTIVE	OTH IV DISC DEGEN LUMBOSACRAL RGN	THYROID PREPS	OPEN	\$102,414.08	\$99.82	\$102,513.90
Claimant 17	SPOUSE	ACTIVE	ASHD NATIVE CA W/UNSTABLE AP	LIPOTROPICS	OPEN	\$100,835.96	\$128.58	\$100,964.54
Claimant 18	EMPLOYEE	ACTIVE	ASHD NATIVE CA W/O ANGINA PECTORIS	LIPOTROPICS	OPEN	\$84,765.70	\$11,421.00	\$96,186.70
Claimant 19	EMPLOYEE	ACTIVE	COVID-19	LIPOTROPICS	OPEN	\$91,183.16	\$313.79	\$91,496.95
Claimant 20	SPOUSE	ACTIVE	COMPLX RGN PAIN SYND I LOW LIMB BIL	DIABETIC THERAPY	OPEN	\$64,179.44	\$27,230.80	\$91,410.24
Claimant 21	SPOUSE	ACTIVE	DSPL BIMAL FX RT LW LEG INIT CLO FX	ANTICOAGULANTS	OPEN	\$82,113.37	\$3,258.56	\$85,371.93
Claimant 22	EMPLOYEE	ACTIVE	ARTHROPATHIC PSORIASIS UNSPECIFIED	ALL OTHER DERMATOLOGICALS	OPEN	\$3,290.21	\$76,623.79	\$79,914.00
Claimant 23	EMPLOYEE	ACTIVE	CHRONIC VIRAL HEPATITIS C	ANTIVIRALS	OPEN	\$1,096.79	\$75,524.11	\$76,620.90
Claimant 24	EMPLOYEE	ACTIVE	CROHNS DZ BOTH SM LG INTEST NO COMP	GLUCOCORTICOIDS	OPEN	\$75,086.33	\$1,254.92	\$76,341.25
Claimant 25	SPOUSE	ACTIVE	DYSURIA	ANTIARTHRITICS	OPEN	\$3,027.37	\$71,844.79	\$74,872.16
Claimant 26	SPOUSE	ACTIVE	FASCICULATION	ANTIARTHRITICS	OPEN	\$4,680.07	\$69,458.18	\$74,138.25
Claimant 27	EMPLOYEE	ACTIVE	TYP 2 DM W/DIABETIC NEURO COMP	ANTIARTHRITICS	OPEN	\$561.47	\$72,984.16	\$73,545.63
Claimant 28	EMPLOYEE	ACTIVE	COUNSELING UNSPECIFIED	ALL OTHER DERMATOLOGICALS	OPEN	\$952.78	\$70,478.03	\$71,430.81
Claimant 29	EMPLOYEE	ACTIVE	OTHER SPONDYLOSIS LUMBAR REGION	ANTIARTHRITICS	OPEN	\$3,097.88	\$65,163.22	\$68,261.10
Claimant 30	EMPLOYEE	ACTIVE	CELLULITIS OF CHEST WALL	BIOLOGICALS	CLOSED	\$67,737.35	\$303.28	\$68,040.63
Claimant 31	EMPLOYEE	ACTIVE	COVID-19	DIABETIC THERAPY	OPEN	\$52,471.25	\$13,213.35	\$65,684.60





Musculoskeletal Solutions for Williamson County

An entire suite of products designed to improve the care pathway for muscle, bone and joint pain — while reducing costs

United
Healthcare

MSK support for Williamson County

Current State

- **Texas Advanced Clinical Engagement and Support (ACES)**

TX-based dedicated team of nurses providing enhanced clinical support from an integrated delivery model with a Personal Health Support nurse, including:

- High-Cost Claimant comprehensive referral exhaustion
- Readmission Management
- Dedicated Case Management

- **Airrosti visits covered at \$30 copay**
(including Airrosti Remote Recovery)

- **Low Back Pain Benefit on Copay Plans**

- 1st 3 visits for Chiro or PT – no member cost share

Future State

- All current state services, plus:
- **Virtual Physical Therapy** (powered by Kaia) – best in class multimodal pain management using the camera on your phone!
- **Second Opinion Services** (powered by 2nd MD)
- vetted, board-certified, physician consults via video or phone in a matter of days
- **Orthopedic Health Support** – caring advocate acts as the single point of contact and helps guide the employee through the care continuum, including premium providers and COEs.



Guiding employees to appropriate MSK support through Advocate4Me

Early Engagement

Conservative Care

Surgical Procedures

Maintenance

Advocate4Me[®] uses intelligent routing to connect employees to an advocate armed with information they can use to offer caring support.



Advocates gain insight into eligible programs and refer employees to:

- Orthopedic Health Support (COEs)
- Second Opinions
- Health and wellness programs

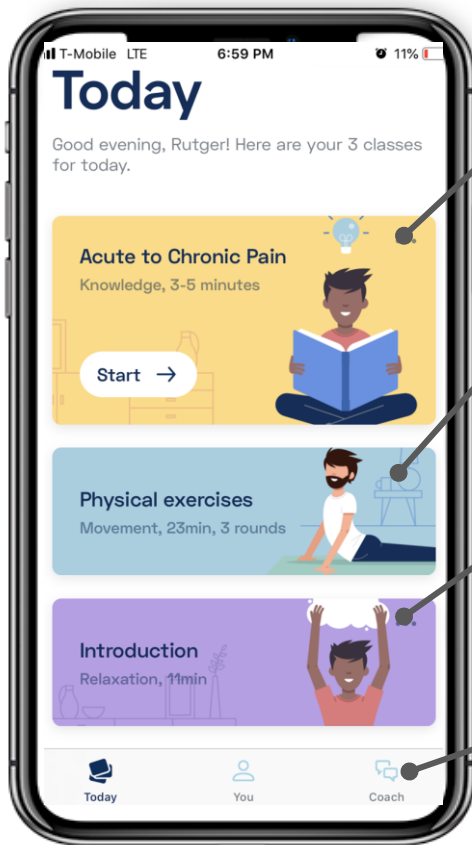


Advocates help educate employees on:

- Health and decision support
- Conservative care options
- UnitedHealth Premium[®] designated providers and COEs



Kaia's technology allows you to provide best-in-class Multimodal pain management therapy at a low cost



Comprehensive back pain education

Relevant information in concise modules to boost self efficacy

Customized daily training sessions

15 minutes of daily exercises using motion coach

Mindfulness and stress relief

Tailored mindfulness and relaxation exercises

Access to our certified Health Coaches

Screening, Onboarding, goal setting, support throughout program

Simple and scalable

one solution that works for many employees

Holistic solution

addresses physical and psychosocial factors

Affordable

high touchpoint solution at low cost

Results

evidence based



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Getting another provider's perspective with Second Opinion

Employees can get advice from a second doctor, which may help them experience increased savings and satisfaction—as well as decreased anxiety about their care decisions.

Available at 2nd.MD, this helpful service:



Provides proactive outreach and identifies potential high risk and costs



Offers multiple consults via phone, video, email or text



Integrates with Advocate4Me[®] and case management programs

Early Engagement
Conservative Care
Surgical Procedures
Maintenance



\$7,039

is the average-per-consult savings on MSK conditions with Second Opinion¹

¹ 2nd.MD book of business, January–December 2019.



For Any Condition

A New
Diagnosis



Possible
Surgery



Change in
course of
treatment

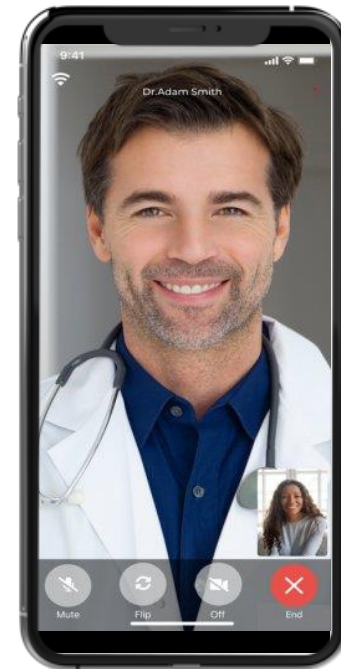


Chronic
Condition



All The Conditions We Help

- MSK is most common treatment category (41%)
- Other top categories include: Nervous System, Oncology, Digestive, Women's Health, and Circulatory
- "Other" category makes up majority of cases (29%)



Video or telephonic access
directly with our elite
specialists



Empowering employees and managing costs with Orthopedic Health Support

Early Engagement
Conservative Care
Surgical Procedures
Maintenance

Orthopedic Health Support is designed for improved engagement in MSK programs and increased COE utilization. A caring advocate acts as the single point of contact and helps guide the employee through the care continuum. It offers:



- Early intervention and early identification of appropriate care
- Coaching to support behavior change
- Pre- and post-surgical counseling for shared decision-making
- Guidance to preferred providers and COEs



Centers of Excellence support better outcomes at bigger savings

20+%

lower negotiated rates compared to median costs in the same metropolitan area

31.5%

reduction in readmissions for joint replacement surgeries

37%

fewer complications for joint replacement

23.3%

fewer readmissions and 3.4%–5% fewer complications for spine fusions



\$14k

average savings per operation

Source: UHG Product Analytics analysis for in-patient surgery of 2019 UHC Commercial Spine and Joint Solution COE savings, May 2020. Individual health outcomes and savings not guaranteed.



Coping support is available through the Employee Assistance Program

Early Engagement
Conservative Care
Surgical Procedures
Maintenance



For employees who are anxious about going back to work or have other concerns, the Employee Assistance Program (EAP) is there to help ease them through it by providing support and referrals to appropriate programs.



Carrie's experience without Musculoskeletal Solutions



1

- Carrie discusses back issues with her tennis partner, who recommends an orthopedist; she calls the orthopedist and makes an appointment

2

- Orthopedist orders an MRI and provides Carrie with pain medication
- The orthopedist tells her she needs back surgery

3

- Carrie feels surgery is her only option since the doctor recommends it
- She has complications after surgery and is readmitted to the hospital
- After a lengthy hospital stay, Carrie returns home, still in pain

4

- After 3 months, she continues to be in pain, hasn't returned to work and is depressed

Individual program results shown may vary based on customer specifics and are not a guarantee of future results.



Carrie's experience with Musculoskeletal Solutions



1

- Carrie calls Advocate4Me® and speaks with orthopedic nurse; she enrolls in Orthopedic Health Support
- Carrie's depressed due to her pain; nurse recommends talking to Employee Assistance Program (EAP) counselor

2

- Carrie's nurse recommends physical therapy (PT) and tells her about the COE network
- PT doesn't relieve her pain, so Carrie's nurse recommends a specialist
- Specialist recommends surgery, but Carrie isn't sure; her nurse recommends utilizing Second Opinion from 2nd.MD

3

- After discussing with her nurse, Carrie decides to have surgery
- Nurse notifies the COE to schedule a consultation
- The nurse preps Carrie on what to expect; COE Care Navigator walks Carrie through the process

4

- After surgery, Carrie's COE Care Navigator schedules therapy; Carrie's nurse arranges for recovery resources
- Carrie's nurse checks back with her after a few months
- Carrie has made full recovery and is back to running and playing tennis

Individual program results shown may vary based on customer specifics and are not a guarantee of future results.

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Cancer Support Program

Providing access to quality care and treatments that help lower costs

United
Healthcare

Addressing initial and ongoing needs across the continuum of care



Helping to improve care through early identification and assigned specialists



We use robust algorithms to analyze data to help identify those who can benefit from the program

We help provide patient coordination by assigning a team of specialists:

- ✓ Oncology nurse as primary contact, chosen from 150+ oncology nurses, each with
- ✓ 10–15 years of oncology experience
- ✓ Board-certified oncology medical directors
- ✓ Social workers focused on oncology
- ✓ Oncology-specialized pharmacists



Guiding employees to appropriate, high-quality, cost-effective care

Cancer Centers of Excellence (COE) facilities have passed rigorous qualification criteria for:

- ✓ Treatment planning and coordination
- ✓ High-quality clinical research
- ✓ Patient safety
- ✓ A multidisciplinary approach to care
- ✓ Program depth and breadth
- ✓ Best-practice medicine
- ✓ Patient- and family-oriented programs and services
- ✓ Patient volumes

*MD Anderson – Houston
University Health – San Antonio*



Cancer Support Survivorship program

As the number increases, there is a growing need for working with survivors to:

The number of cancer survivors is increasing. By 2030, there will be an estimated

22.2M
cancer survivors.¹



Maintain health



Return to normalcy — get back to work



Help manage long-term, secondary side effects and monitor reoccurrence



Survivorship nurse:

- Robust employee support
- Identifying and enhancing support services for cancer survivors
- Specific 800# to the Survivorship Hotline



Online resources



Community programs

¹ American Cancer Society, Cancer Treatment & Survivorship Facts & Figures, 2019–2021. Accessed Oct. 21, 2021.



Palliative and end-of-life care may reduce expenses and improve an employee's experience



Patient assessment of palliative care opportunities

- Potential to reduce inpatient stays and hospital costs
- Helps enhance the overall patient experience



End-of-life care transition or support for survivors

- Support through a social worker
- Advance directives assistance
- Assessment to help avoid hospice transitions in the last few days of life

