

Which problem are we solving?



Typical challenges impacting plan performance

- PCP utilization is down
- Preventative services are down
- High chronic condition prevalence
- ER visits are high



Analytics help us understand who we design for.

DEI experts can help apply these insights

Analytics reveal differences by job type (hourly vs. salaried)

- A. I can't take time off from work for all these appointments.
- B. I can't afford the deductibles and co-pays.
- C. I don't have a relationship with a PCP that I can trust

Prepare to measure DEI in healthcare

Places to get started...

Inventory data

- Billing vs servicing provider
- Gender field values
- Home address

Identify additional data

- Benefit administration partners
- Plan sponsors

Partner with plan sponsors

- Leading edge clients
- Clients with mature or emerging DEI focus
- Plan for compliance runway
- “What’s new?” renewal discussions

Layer in methods and program data

- Low value care
- Access and quality
- Care Management and outcomes
- Point solutions
- HEDIS

Establish improvement cycle

- Plan for evolution
- Apply learnings from leading edge to be adapted to scale

New insights, with the right data...

1 Dashboard with classic metrics

Let's look at low back pain

Reporting Period	Jun '20-May '21	Jun '19-May '20
Episodes/1000	22.9	20.9
Claimants/1000	21.8	19.9
Allowed PMPM	\$0.50	\$0.47
Allowed/Episode	\$262.55	\$268.84

2 We see costly patterns

*Let's look at low back pain
by income cohorts*

Reporting Period	Jun '20-May '21			Jun '19-May '20			
	Low Income 2020	Yes	No	Low Income Delta	Yes	No	Low Income Delta
Episodes/1000		31.91	22.49	41.90%	31.37	20.32	54.37%
Claimants/1000		30.4	21.4	42.36%	29.8	19.3	54.14%
Claimants		1,331	21,017	(93.67%)	1,682	18,857	(91.08%)
Allowed PMPM		\$0.84	\$0.49	74.03%	\$0.77	\$0.45	70.05%
Allowed/Episode		\$317.73	\$259.07	22.64%	\$293.70	\$266.62	10.15%

We see measured disproportionate results across income cohorts
and cases cost 22% more

Relating equity gaps to Plan Performance

Overall Costs*: Low back pain claims - across 2 income cohorts

	This year (June 2020 - May 2021)			Prior year (June 2019 - May 2020)		
	<i>Low income?</i>			<i>Low income?</i>		
	Yes	No	Equity gap	Yes	No	Equity gap
Episodes/1000	31.9	22.5	41.9%	31.4	20.3	54.3%
Claimants/1000	30.4	21.4	42.3%	29.8	19.3	54.1%
Allowed PMPM	\$0.84	\$0.49	74.0%	\$0.77	\$0.45	70.1%
Allowed/Episode	\$318	\$259	22.6%	\$293.70	\$266.62	10.2%

This population of members costs us even more **overall!**

Overall Costs*: All claims - across 2 income cohorts

	This year (June 2020 - May 2021)			Prior year (June 2019 - May 2020)		
	<i>Low income?</i>			<i>Low income?</i>		
	Yes	No	Equity gap	Yes	No	Equity gap
Episodes/1000	4,552	3,476	31%	4,371	3,302	32%
Claimants/1000	961	820	17%	914	810	13%
Allowed PMPM	\$866	\$421	106%	\$910	\$401	127%
Allowed/Episode	\$2,283	\$1,454	57%	\$2,500	\$1,457	72%

Equity Gaps drive costs – related issues

Preventable ER visits: Low back pain only

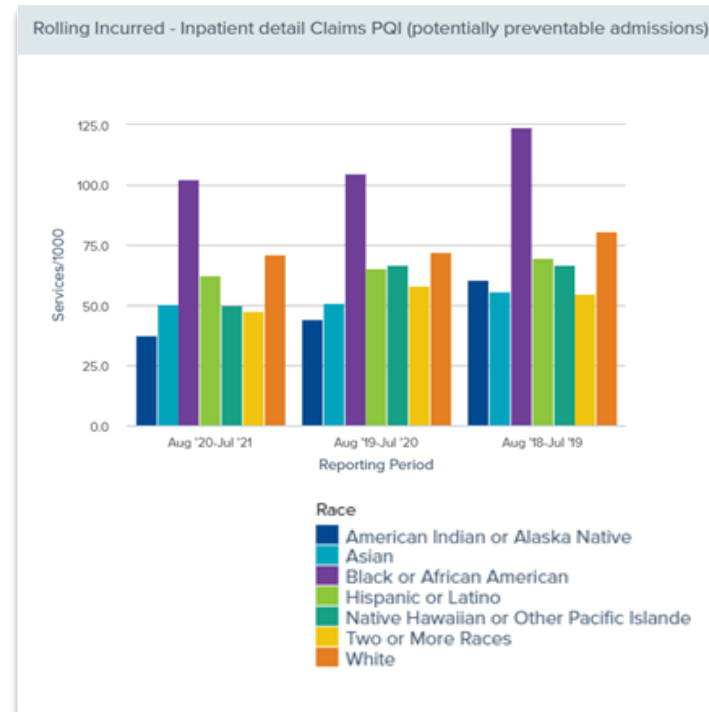
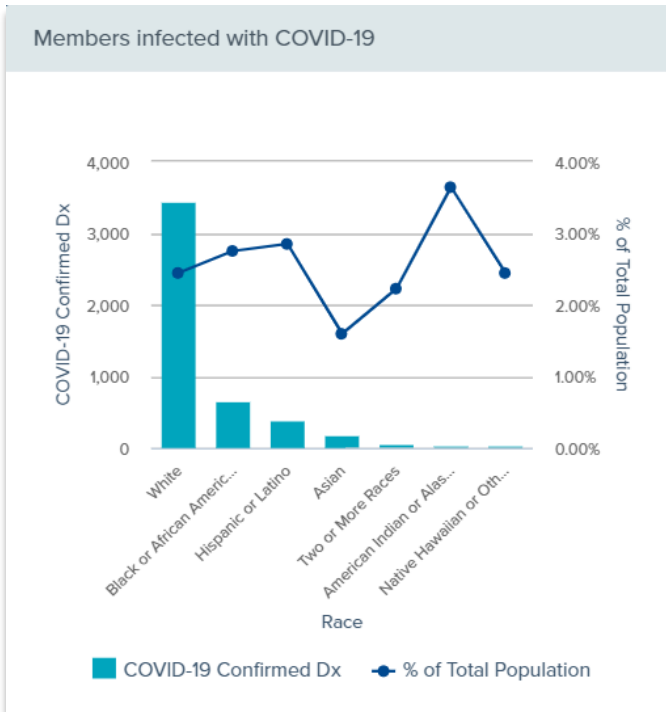
	This year (June 2020 - May 2021)			Prior year (June 2019 - May 2020)		
	<i>Low income?</i>			<i>Low income?</i>		
	Yes	No	Equity gap	Yes	No	Equity gap
Claimants/1000	2.6	1.4	85%	3.2	1.5	105%
Services/1000	2.7	1.4	87%	3.2	1.6	104%
Allowed PMPM	\$0.31	\$0.16	89%	\$0.35	\$0.16	118%
Allowed/Service	\$1,367	\$1,358	0.70%	\$1,320	\$1,236	7%

Preventable ER visits

	This year (June 2020 - May 2021)			Prior year (June 2019 - May 2020)		
	<i>Low income?</i>			<i>Low income?</i>		
	Yes	No	Equity gap	Yes	No	Equity gap
Claimants/1000	138	71	94%	169	84	101%
Services/1000	194	90	114%	242	108	124%
Allowed PMPM	\$30	\$13	121%	\$34	\$15	128%
Allowed/Service	\$1,839	\$1,787	3%	\$1,700	\$1,672	2%

Power of numbers

“This is OUR population. What can we do?”



Rolling Incurred - Inpatient detail Claims PQI (potentially preventable admissions)

Reporting Period	Aug '20-Jul '21	
	Claimants/1000	Allowed PMPM
Black or African American	61.3	\$4.65
White	44.5	\$2.56
Native Hawaiian or Other Pacific Islander	42.6	\$1.14
Hispanic or Latino	39.8	\$3.64
Asian	34.6	\$1.79
Two or More Races	30.1	\$9.17
American Indian or Alaska Native	29.1	\$0.67
Summary	45.3	\$2.90

HDMS provides powerful analytic environments for health businesses.

The technology is flexible – easily bend and blend data.



It's not just a vision

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