



# Youngstown State University February 2020 HCAC Meeting

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February 20, 2020

Presented by: Stephanie Mueller – Account Executive

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# Agenda

- Emergency Room/Urgent Care/ Convenience Clinic Utilization
- YSU ER/UC/CC Benefits
- Resources
  - Where to Go for Care
  - Where to Find Care – Symptom Reference Chart
  - Medical Mutual Nurse Line
- ER Campaign
  - Know Before You Go

# ER/ UC/ CC Utilization

YSU ER/UC/CC Utilization						
Paid Dates	ER Claimants	Admissions	Emergency	Non-Emergency	UC Claimants	CC Claimants
July 2017-June 2018	361	29	324	54	188	144
July 2018-June 2019	361	62	237	165	247	146
July 2019-Current	227	26	168	79	135	79
<b>Top 3 Diagnosis: July 2017-June 2018</b>						
Pain in Throat/Chest				Nausea and Vomiting	Acute Sinusitis (Sinus Infection)	Acute Sinusitis (Sinus Infection)
Abdominal/ Pelvic Pain				Urticaria (Hives)	Acute Pharyngitis (Sore Throat)	Acute Pharyngitis (Sore Throat)
Fracture of Wrist/ Hand				Viral Infection: Unspecified	Acute Upper Respiratory Infection	Encounter for Immunization
<b>Top 3 Diagnosis: July 2018-June 2019</b>						
Abdominal/ Pelvic Pain				Acute Pharyngitis (Sore Throat)	Acute Sinusitis (Sinus Infection)	Acute Sinusitis (Sinus Infection)
Pain in Throat/Chest				Other Joint Disorder	Acute Pharyngitis (Sore Throat)	Acute Pharyngitis (Sore Throat)
Abnormalities of Heart Beat				Ear Infection	Acute Upper Respiratory Infection	Encounter for Immunization
<b>Top 3 Diagnosis: July 2019-Current</b>						
Pain in Throat/Chest				Dorsalgia (Back Pain)	Acute Sinusitis (Sinus Infection)	Encounter for Immunization
Abdominal/ Pelvic Pain				Acute Pharyngitis (Sore Throat)	Acute Upper Respiratory Infection	Acute Pharyngitis (Sore Throat)
Open Wound of Head				Fever of Other Unknown Origin	Acute Bronchitis	Acute Sinusitis (Sinus Infection)

# YSU Benefits – ER/UC/CC

YSU Benefit Options Effective 01/01/2020						
Benefit Provision	Current PPO		Alternate PPO		HDHP	
	Network	Non-Network	Network	Non-Network	Network	Non-Network
Deductible - Single	\$250	\$425	\$500	\$2,000	\$2,800	\$3,100
Deductible - Family	\$500	\$950	\$1,000	\$4,000	\$5,200	\$6,200
Convenience Clinic	\$15 copay	Ded then Coinsurance	\$15	Ded then Coinsurance	No charge after Deductible	Ded then Coinsurance
Urgent Care	\$15 copay	Ded then Coinsurance	\$15	Ded then Coinsurance	No charge after Deductible	Ded then Coinsurance
Emergency Room	\$75 copay - waived if admitted		\$150 copay - waived if admitted		No charge after Deductible	
Non - Emergency Use of the ER	Deductible then Coinsurance – 10%		Deductible then Coinsurance – 20%		No charge after Deductible	

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# Medical Mutual Resources

- Where to Go for Care
  - What is an emergency?
    - An emergency is a sudden illness or injury that puts your health or life at risk.
    - Typically referred to as limb or life threatening issues.
- Where to Find Care
  - Symptom Reference Chart
- Medical Mutual Nurse Line
  - 24/7 access to highly-trained and experienced nurses
    - Health Counseling
    - Education
    - Symptom Identification
  - Toll Free Number: 1-888-912-0636

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# ER Campaign

- Roll out in March
  - 2 postcards mailed 4 weeks apart
  - Drive members to landing page to learn more about their options for receiving care
- Know Before You Go
  - Print and Digital marketing campaign to educate members on when to use the emergency room (ER) services.
  - Promote the use of our Nurse Line service.
  - Encourage visits to Urgent Care facilities for non-life-threatening needs.

Our goal is to ensure you have the knowledge and tools to assist you to find the right care at the right time and the right place.