



Youngstown State University February HCAC Meeting

February 18, 2021

Presented by: Stephanie Mueller – Account Executive

Agenda

- SaveonSP Update
- COVID-19 Reporting
- Consolidated Appropriations Act
 - FSA - Flexible Spending Account Update
 - DCA - Dependent Child Account Update
- Nurse Line Reporting
 - Education
- Telemedicine
 - On-Demand
 - Scheduled

SaveonSP Update

- Copay Offset Savings Program
 - Targets certain specialty drugs
 - Maximize manufacturer contributions
 - Reduces the member's responsibility to \$0
- Implementation date: 10/01/2019
 - Only applies to members on PPO plan
 - Members Identified
 - Outreach has been successful
- Ongoing review of drugs
- Reporting Review

SaveonSP 2019 Total Savings

Youngstown State University Savings Report Claims with Invoice Dates between 10/22/2019 through 12/31/2019

Therapeutic Category	Manufacturer Dollars	Participant Savings	Total Tertiary	Net Savings 75%	\$ Save per Claim	\$ Save PPM	Claim Count	Members
Grand Total	\$47,596	\$1,320	\$2,665	\$32,708	\$991	\$195	33	14
Inflammatory Conditions	\$25,828	\$560	\$2,515	\$17,065	\$1,219	\$178	14	8
PAH	\$10,820	\$320	\$25	\$7,856	\$982	\$327	8	2
MS	\$6,798	\$240		\$4,919	\$820	\$205	6	2
Oncology	\$4,150	\$200	\$125	\$2,869	\$574	\$120	5	2

SaveonSP 2020 Plan Savings

Youngstown State University Savings Report Claims with Invoice Dates between 01/01/2020 through 12/29/2020

Therapeutic Category	Manufacturer Dollars	Participant Savings	Total Tertiary	Net Savings 75%	\$ Save per Claim	\$ Save PPPM	Claim Count	Members
Grand Total	\$178,572	\$5,040	\$2,775	\$128,068	\$1,016	\$593	126	18
Inflammatory Conditions	\$107,896	\$3,040	\$2,515	\$76,756	\$1,010	\$533	76	12
PAH	\$40,814	\$1,000	\$60	\$29,816	\$1,193	\$1,242	25	2
MS	\$23,392	\$640	\$0	\$16,314	\$1,020	\$680	16	2
Oncology	\$7,470	\$360	\$200	\$5,183	\$576	\$216	9	2

COVID-19 Reporting

Claims data based on dates of service from 01/27/2020 through 1/29/2021.

Claims Counts

1,518

Claimants Counts

652

Total Plan Paid

\$305,638

Total Member Paid

\$1,750

Claims by Category

Category	Claims Count	Claimants Count	Plan Paid	% of Plan Paid	Member Paid
ER	32	28	\$74,302	24.31%	\$325
Inpatient	1	1	\$7,879	2.58%	\$0
Observation	4	4	\$34,888	11.41%	\$75
Other Services*	436	303	\$51,261	16.77%	\$371
TeleHealth	8	8	\$322	0.11%	\$0
Testing**	1,035	553	\$136,673	44.72%	\$964
Urgent Care	2	1	\$314	0.10%	\$15

COVID-19 Reporting

Claims by Claim Type

Claim Type	Claims Count	Claimants Count	Plan Paid	% of Plan Paid	Member Paid
Professional	1,362	596	\$151,014	49.41%	\$964
Outpatient	155	114	\$146,745	48.01%	\$785
Inpatient	1	1	\$7,879	2.58%	\$0

Claims by Relationship

Relationship	Claims Count	Claimants Count	Plan Paid	% of Plan Paid	Member Paid
Employee	816	338	\$135,911	44.47%	\$740
Spouse	273	118	\$86,550	28.32%	\$497
Dependent	429	196	\$83,177	27.21%	\$513

COVID-19 Reporting

Institutional Claims by Facility

Facility	Claims Count	Claimants Count	Plan Paid	% of Plan Paid	Member Paid
MARTIN MEMORIAL MEDICAL CENTE	9	1	\$33,706	21.80%	\$225
CHILDRENS HOSPITAL MEDICAL CT	21	16	\$30,059	19.44%	\$100
ST ELIZABETH HEALTH CENTER	8	8	\$22,896	14.81%	\$75
ST ELIZABETH BOARDMAN HEALTH	33	30	\$20,706	13.39%	\$0
THE CLEVELAND CLINIC FNDN	7	2	\$9,224	5.97%	\$112
CLEVELAND CLINIC FOUNDATION	36	24	\$9,081	5.87%	\$0
STEWART SHARON REGIONAL HEALT	3	3	\$7,982	5.16%	\$0
UH CLEVELAND MEDICAL CENTER	1	1	\$6,267	4.05%	\$0
ST JOSEPH HEALTH CENTER	12	12	\$3,520	2.28%	\$0
GRANT MEDICAL CENTER	1	1	\$3,249	2.10%	\$0

Grand Total	156	114	\$154,624	100.00%	\$785
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COVID-19 Reporting

Claims by Member County

Member County	Claims Count	Claimants Count	Plan Paid	% of Plan Paid	Member Paid
MAHONING	1,021	446	\$228,851	74.88%	\$1,026
TRUMBULL	269	109	\$38,169	12.49%	\$183
OUT OF STATE	108	45	\$22,580	7.39%	\$258
COLUMBIANA	57	24	\$6,189	2.03%	\$170
FRANKLIN	8	2	\$4,337	1.42%	\$0
SUMMIT	30	12	\$3,109	1.02%	\$112
PORTAGE	8	5	\$945	0.31%	\$0
LAKE	9	3	\$792	0.26%	\$0
STARK	3	2	\$312	0.10%	\$0
CUYAHOGA	4	3	\$269	0.09%	\$0
ASHTABULA	1	1	\$85	0.03%	\$0

Consolidated Appropriations Act - FSA

- Signed into law on December 27, 2020
 - This legislation includes \$900 billion in COVID-19 relief funding and several significant healthcare provisions that will impact Medical Mutual's operations.
 - Groups are NOT required to adopt the amendments.
- FSA Plan Amendment Options
 - During calendar year 2021, an employee enrolled in the health FSA may revoke an existing election, but cannot in any case, revoke an election when the FSA balance is less than amounts that have already been reimbursed.
 - Revoke means to prospectively cease payroll deductions to the FSA, while maintaining benefits from previous contributions to the FSA.
 - During calendar year 2021, an employee enrolled in the FSA may make one decrease or one increase to the FSA election, but cannot in any case, decrease an election to less than the amounts that have already been reimbursed.

Consolidated Appropriations Act - FSA

- Grace Period Extension
 - For the plan year with the “Grace Period” ending in 2021, if an employee enrolled in the FSA did not spend all the amounts in the account by the end of the plan year, the employee may continue to incur claims for expenses during the “Grace Period.”
 - Grace Period shall extend to December 31, 2021, during which time an employee can continue to incur claims and use up all amounts remaining in the FSA.

Consolidated Appropriations Act - DCA

■ DCA Plan Amendment Options

- If an eligible employee initially declined to elect a DCA for the plan year beginning in the year 2021, the eligible employee may, during the calendar year 2021, make a new, prospective election to the DCA.
 - Prospective election means the employee may begin making contributions and receive benefits for the qualified services incurred after election of the DCA.
- During calendar year 2021, an employee enrolled in the DCA may revoke an existing election when the DCA balance is less amounts that have already been reimbursed.
 - Revoke means to prospectively cease payroll deductions to the DCA, while maintaining benefits from previous contributions to the DCA.
- During calendar 2021, an employee enrolled in the DCA may make one decrease or one increase to the DCA, but cannot in any case, decrease an election to less than the amounts that have already been reimbursed.

Nurse Line Reporting

- Data January 2020 through October 2020
 - 15 total encounters – 11 Non-emergent vs. 5 Emergent
 - Pre-Call Intent - 11 Non-emergent vs. 5 Emergent
 - Post Call Intent – 11 avoided going to ED

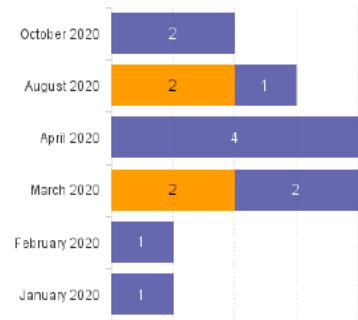


Prepared for MMO Client:
Youngstown State University

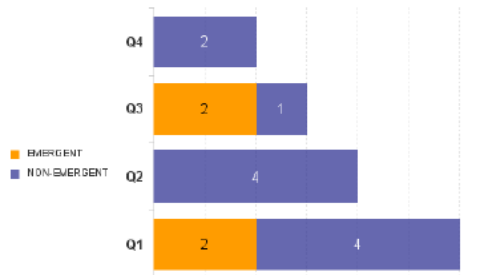
Report Month:

	Encounters:	Redirected:	ED Avoided:
Current Year:	15	0 0.00%	11 73.33%
Current Month:	0	0 0.00%	0

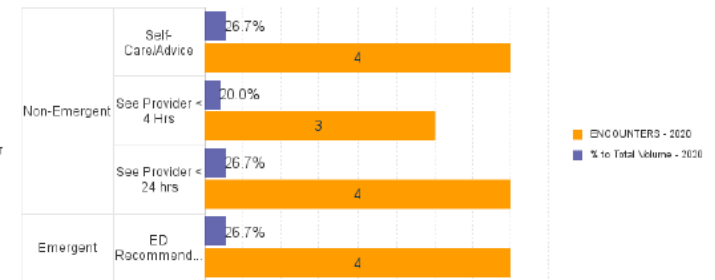
DISPOSITION by MONTH



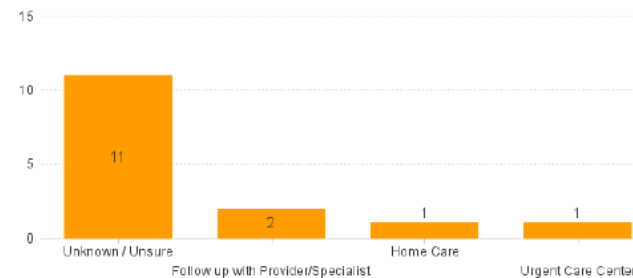
DISPOSITION by QUARTER



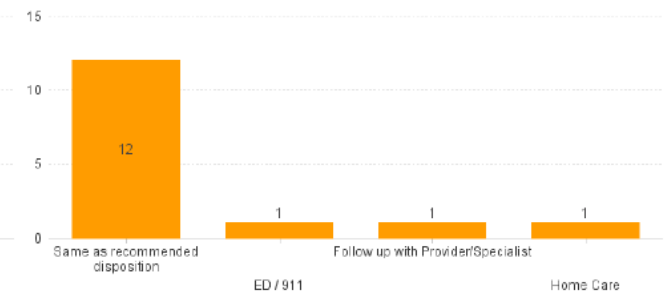
ENCOUNTERS by DISPOSITION by YEAR



PRE CALL INTENT for Youngstown State University for 2020



POST CALL INTENT for Youngstown State University for 2020

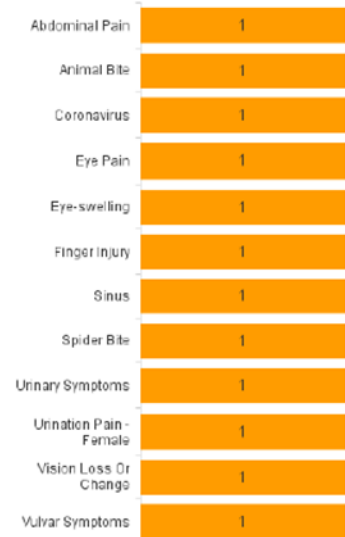


Nurse Line Reporting

– Top Concerns

- Ab Pain, Bite, Coronavirus, Eye Pain, Finger Injury, Female Issues, Sinus, Urinary
- 26.7% Emergent vs. 73.3% Non-Emergent
- Age Range 33% 50-59, 26% 40-49 / 66.7% female vs. 33.3% male

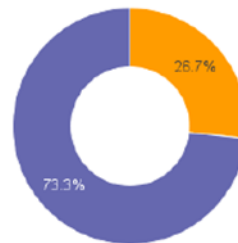
Top 5 STATED CONCERN YTD



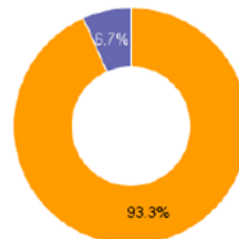
Top 5 STATED CONCERN Current Month



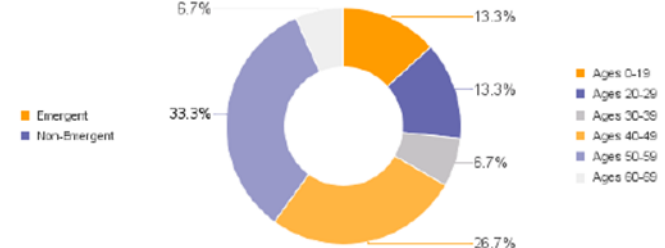
DISPOSITION URGENCY



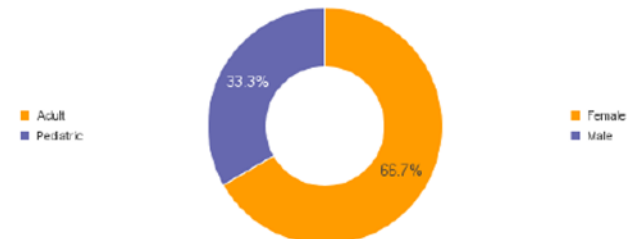
PEDES/ADULT PROTOCOLS YTD



PATIENTS by AGE GROUP



PATIENTS by GENDER



Nurse Line Education

24/7 Medical Mutual Nurse Line: 1-888-912-0636

Your coverage with Medical Mutual provides access to highly-trained and experienced nurses available 24/7 to help you:

- Advise you personally, no matter the size of the concern
- Provide easy-to-understand explanations about medical tests and results
- Talk you through self-care for treating minor medical conditions at home
- Help determine if you need to visit your doctor, an urgent care clinic or the emergency room
- Use nationally accredited guidelines to assess symptoms
- Connect you with your primary care provider (PCP), specialist or in-network emergency room if necessary
- Connect you with a nursing home or alternate point of care
- Schedule next-day appointments with your PCP if needed
- Stay on the line until you feel you understand next steps

Highly trained and experienced nurses to take your call

Call toll-free to speak with a medically trained, compassionate nurse anytime, day or night, whenever you have a health concern to help you understand your situation and determine next steps.

Health counseling, education and help with symptom identification

The nurse will evaluate your symptoms, provide an assessment and help you take the most appropriate action. Medical Mutual's Nurse Line staff will help you make the most informed decisions about how to handle a wide variety of health and wellness concerns and connect you with the appropriate resources. If it's an emergency, the nurse will tell you what steps to take immediately and will follow up later to see how you're feeling.

Nurse Line is a valuable health benefit

Nurse Line is available 24/7 to help you address a wide range of health concerns. There is no added charge and you will always speak with a live nurse first without being triaged or put on hold.

Telehealth Reporting – ON DEMAND

- Date Range 01/01/2020 through 12/31/2020
 - Total Members 26
 - Total Claims 29
 - Allowed Amount - \$1,213.98
 - Copayment - \$360
 - Total member paid - \$360
 - Medical Mutual Paid - \$853.98

PROCEDURE CODE	PROCEDURE DESCRIPTION	NETWORK ACCUM STATUS	CLAIMANTS	CLAIMS	ALLOWED	DEDUCTIBLE	COPAYMENT	COINSURANCE	TOTAL MEMBER PAID	OTHER INSURANCE	MEDICAL MUTUAL PAID
99421	Online digital evaluation and management service	NETWORK	3	3	\$52.52	\$0.00	\$45.00	\$0.00	\$45.00	\$0.00	\$7.52
99422	Online digital evaluation and management service	NETWORK	22	25	\$1,112.46	\$0.00	\$300.00	\$0.00	\$300.00	\$0.00	\$812.46
99423	Online digital evaluation and management service	NETWORK	1	1	\$49.00	\$0.00	\$15.00	\$0.00	\$15.00	\$0.00	\$34.00

Telehealth Reporting – Scheduled Visit

- Date Range 01/01/2020 through 12/31/2020
 - Total Members - 920
 - Total Claims - 2040
 - Allowed Amount - \$174,766.48
 - Deductible - \$1,196.70 / Copayment - \$28,493.86
 - Other Insurance Paid - \$2,786.48
 - Medical Mutual Paid - \$146,272.62
- Common Procedures
 - Depression Screening
 - Psychotherapy, Family Psychotherapy, Group Psychotherapy
 - Behavioral Health Assessment
 - Hospital Care Follow-up
 - Office Visit

Thank You