

**VOLUME 17 | ISSUE 2 | SUMMER 2021**

## EMPLOYER MEETING: CAPITAL BLUECROSS & GENEIA



### **JUNE 8, 2021 – EMPLOYER MEETING**

Thank you to all who attended our LVBCH and Capital Blue Cross Employer meeting on June 8. This recap are important takeaways from the meeting. Please contact your account executive if you have any questions or would like a copy of the meeting presentation.

#### **Updates from Capital BlueCross**

##### **COVID-19 Statistics**

Capital Blue Cross provided key metrics on COVID-19 claims, lab testing, and vaccinations for the LVBCH block of business from February through May 25, 2021. Inpatient claims for COVID-19 have the highest cost impact. The top providers based on inpatient admissions with a COVID-19 diagnosis were Lehigh Valley Hospital with 86 inpatient admissions, 20 ICU admissions, and seven members requiring ventilator support; and Reading Hospital and Medical Center with 70 inpatient admissions, two ICU admissions, and two members requiring ventilator support.

As COVID-19 vaccinations became available, COVID-19 rates declined, especially for Medicare members who were eligible for the vaccine in Phase 1A of Pennsylvania's vaccine rollout plan. With mask mandates in place, influenza was essentially nonexistent during 2020/2021 flu season.

##### **Utilization Review**

When comparing 2020 to 2019, the LVBCH increased overall membership by 3.1% from 91,065 to 93,863 members. In the same timeframe, medical costs decreased 0.6%, medical PMPM decreased 3.5%, noncatastrophic PMPM decreased 6%, and member cost share decreased 7.5%. Hospital admissions decreased by 9.5%, inpatient days decreased 6.2%, and the average length of stay increased 3.6% from 4.5 to 4.7 days. The top utilized facilities in 2020 were Lehigh Valley Hospital at 18.9% and Reading Hospital and Medical Center at 14.6%.

60 West Broad St. • Suite 306 • Bethlehem, PA 18018 • P: 610-317-0130

Our affiliation with these national organizations is a value-added benefit for our members.



**VOLUME 17 | ISSUE 2 | SUMMER 2021**

## Updates from Geneia

**Health and Wellness:** Companies are expanding health and wellness benefits to help employees improve their overall health because healthy employees enjoy a better quality of life and have lower risk of disease, illness, and injury. The current employee wellness trends are focused on providing mental health programs, telemedicine programs, flexible schedules, and evaluating the COVID-19 impact on employee health.

**Telehealth:** During Q1 of 2020, overall telehealth visits increased by 50% industrywide with most patients seeking care for conditions not related to COVID-19. During the pandemic, many employers waived copays for telehealth services to encourage use among members. In regards to customer service and wait times, most employers were pleased with telehealth service providers.

**Predictive Analytics:** Geneia uses predictive analytics to collaborate with employers to finely tune their benefit solutions. By evaluating benefits and employee behaviors year over year, companies are better able to support their employees' overall health and well-being. Using analytic models, employers, providers, and insurers, can collectively identify and predict potential high-cost patients and conditions. The Population Health Management Approach uses predictive analytics to identify and prioritize groups of members for outreach and engagement.

## Population Health Management

The Population Health Management team at Capital Blue Cross monitors the needs of members, identifies opportunities for engagement, and develops programs and services to improve member health. In 2020, there were substantial increases in the following areas: mental health services increased 56%, disability increased 187%, and depression increased 355% when compared to 2019 data. Capital BlueCross launched key initiatives to address these increases through member and employer communications, wellness campaigns focused on mental health, and a comprehensive behavioral health toolkit for employers.

This team also focuses on educating employers and members on avoidable emergency department visits through targeted communications promoting available programs like Nurse Line and Nurse Chat, MyCare Finder, Healthwise Knowledgebase, and consultant guidance. If you would like to learn more about any of these programs, please contact your account executive.

## Mark Your Calendar

The next LVBCH and Capital BlueCross Employer meeting is August 24 at 9 a.m. We look forward to seeing you!

60 West Broad St. • Suite 306 • Bethlehem, PA 18018 • P: 610-317-0130

Our affiliation with these national organizations is a value-added benefit for our members.

