



News Notes

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VOLUME 16 | ISSUE 2 | FALL 2020 | EMPLOYER MEETINGS

Capital BLUE

LVBCH Employer Group Meeting (August 2020)

Capital BlueCross met virtually with LVBCH employer groups Tuesday, August 25. Here's a rundown of the topics we covered:

Capital BlueCross and LVBCH Enhanced Pricing Partnership and COVID-19

Capital BlueCross and LVBCH discussed our extended partnership that will continue to bring enhanced pricing to all employer groups who purchase their coverage through the coalition. We also covered LVBCH employer group statistics compared to Capital BlueCross' full book of business concerning COVID-19. Statistics showed that LVBCH had:

- 8% higher number of positive tests
- 13% higher in facility inpatient admissions
- 33% higher ventilator use
- 13% higher ICU
- 16% higher deaths
- 7% higher average length of stay

Also, Capital BlueCross Virtual Care visits doubled during the pandemic. Note that medical, counseling, and psychiatry visits through Virtual Care are free for eligible Capital BlueCross members through October 23, 2020.

MyCare Finder & MyCare Rewards Demo Recap

On May 1, Capital BlueCross launched its new, enhanced provider finder, MyCare Finder. Members can now search by quality, cost, and location, helping them find the right care, at the right time, at the right cost. They also can check out authenticated member reviews, use personalized price-comparison tools, including comprehensive recovery timelines, and see total costs of care for hundreds of services.

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





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On June 1, Capital BlueCross launched My Care Rewards for self-funded groups. MyCare Rewards integrates fully into MyCare Finder, and rewards employees for choosing care from cost-efficient providers. The program helps to reduce group overall healthcare spend, and supports a more engaged and informed workforce. Projected savings by employer group is available upon request.

Next Best Action

Capital BlueCross launched Next Best Action last October to help close gaps in care. Through the program, Capital BlueCross can determine if a member who has called the Member Services line has an active gap in care for select medical services. If the member would like help to close the gap, Capital BlueCross' Member Services team will help the member find an in-network provider who can perform the service that's causing the open care gap.

Geneia LVBCH Strategic Meeting: Covid-19 Impact on Healthcare Utilization and Health Outcomes

- Utilization changes for LVBCH Data Group mirror national findings:
 - 45% decline in medical claims paid amount from March 2020 to April 2020
 - 65% decline in distinct member count for Pediatrics from January 2020 to April 2020
 - 73% decrease in preventative services from January 2020 to April 2020
 - 154% increase in telephone E&M services from March 2020 to April 2020
 - 43% decline in Emergency Department visits
- Mental Health and Substance Abuse Medical Claims: March 2020
 - Decreased distinct member count and distinct claim count with associated increase in paid amount pointing toward increased severity of those utilizing these services

Please contact your Capital BlueCross account executive if you have any questions on any of the information reviewed during the presentation.

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