

Greater Tompkins County Municipal Health Insurance Consortium

Owning Your Own Health Committee

June 4, 2020

3:00 p.m. VIA ZOOM CONFERENCE CALL (Joining the Joint Committee Meeting Call)

Join Zoom Meeting

<https://zoom.us/j/93248157788?pwd=VmpDN24zZENFK1JDTnd2V3VrT25VZz09>

Meeting ID: 932 4815 7788 Password: 737814

1(646)558-8656

Agenda

- | | |
|--|---------|
| 1. Call to Order (3:00) | Servoss |
| 2. Additions or Amendments to the Agenda (3:05) | Servoss |
| 3. Approve Minutes of August 21, 2019, September 18, 2019, October 16, 2019, November 20, 2019, March 5, 2020, and April 2, 2020 Meetings (3:07) | Servoss |
| 4. Executive Director's Report (3:10) | Dowd |
| <ul style="list-style-type: none">• Plan changes to respond to COVID-19• Excellus Utilization Review• ProAct Utilization Review• Revised Wellness Calendar• Support from Joint Committee | |
| 5. Chair Update (3:30) | Servoss |
| 6. Adjournment (3:45) | |

Next Meeting: July 2, 2020

**Owning Your Own Health Committee
Minutes – Approved
August 21, 2019 – 3:00 p.m.
Legislature Chambers**

Present: Kathy Servoss, Sarah Thomas, Jim Bower, Bev Chin (arrived at 3:05 p.m.), Judy Drake, Jackie Kippola Leslie Moskowitz, Emily Mallar

Excused:

Absent: Tammy Morse, Tyler Jordan

Guests: Elin Dowd, Executive Director; Brittni Griep, Administrative Assistant; Michelle Cocco, Clerk; Ken Foresti, Excellus; Geoff Dunn; Christina Dravis, TC Dept. of Emergency Response

Via Conference call: N/A

Call to Order

Ms. Servoss, Chair, called the meeting to order at 3:03 p.m. Introductions were made. Ms. Dowd introduced Ms. Griep as the new Administrative Assistant for the Consortium.

Changes to the Agenda

Ms. Chin arrived at this time. At the request of Ms. Chin and with no objection, a discussion of the potential for worksite wellness in Tompkins County was added to the agenda.

Approval of May 15, June 19 and July 17, 2019 Minutes

It was MOVED by Mr. Bower, seconded by Ms. Thomas and unanimously adopted by voice vote by members present, to approve the minutes of the May 15, June 19, and July 17, 2019 meetings as submitted. MINUTES APPROVED.

Executive Director's Report

Ms. Dowd provided an update to the Committee and stated the budget process is underway. A preliminary budget will be presented tomorrow evening at the Board of Directors meeting. Ms. Dowd explained that if anyone has any questions regarding the budget, the questions could be directed to either herself or Ms. Drake. Ms. Dowd is hopeful that the budget will be approved in September. Ms. Dowd then stated that Ms. Drake, Mr. Barber, and she went to Excellus and as a result, Ms. Dowd will have better access to reports as well as better insights on what to expect in the future relative to what's coming down, any changes in mandates, things to look for in the marketplace, etc. Ms. Dowd went to ProAct last week and visited it's pharmacy. They discussed the ProAct contract and what they hope to accomplish in the future.

Swift911 Presentation

Ms. Dravis presented information regarding Swift911, a mass notification system that Tompkins County purchased in 2017. The primary use is for emergency notifications, but it is a flexible platform, allowing users to send messages via email, text, phone calls and social media. The recipients of the messages choose how they want to receive the notifications. Ms. Dravis stated that if the Consortium chose to use this platform for notifications, there are two ways to get individuals into the system. The Consortium can do a mass upload of contact information via Excel or individuals can voluntarily register into the system. Ms. Dravis provided a handout of different views of the application and how it works on the end of the recipient and the sender. There are also training videos online that are available. Ms. Kippola asked how Swift911 was able to use this form of communication for mass communications for things such as a flu clinic,

etc. Ms. Dravis explained that municipalities are currently using it for such things as road closures and building closures. The County is only allowed to use this for departments and municipalities within Tompkins County; private businesses and non-profits are not able to utilize this service. Ms. Drake asked if the Bolton Point Water System could use this platform; Ms. Dravis encouraged Ms. Drake to reach out to her about this. Ms. Dowd stated that this could definitely be a form of communication for the Consortium to use.

Flu Clinic Planning Update

Ms. Dowd asked Ms. Griep to provide an update on where the flu clinic planning process was at. Ms. Griep provided an update to the committee, stating that as of today, there are five (5) scheduled flu clinics; one at the Department of Social Services, one at County Administration, one at Ithaca City Hall, one at the Cortland City Fire Hall and one in Waterloo at the Seneca County Office Building. These clinics will take place in late September and early October.

Ms. Dowd explained that the first step was getting the clinics onto the calendar and stated that we are trying to schedule a flu clinic in the Horseheads area. The next step will be to create and/or update the materials for distribution to get out to the municipalities. Ms. Thomas asked if she should extend the time slot for the flu clinics scheduled for Tompkins County as she cut it down to two clinics instead of four. Ms. Dowd stated that she could extend the time slots to see what kind of response she gets and then possibly extend the time with ProAct.

Ms. Drake asked what the cost difference was for doing a flu clinic versus sending individuals to a pharmacy for their flu shots. Ms. Dowd stated that she would get that information to Ms. Drake. Ms. Dowd said that she was informed by ProAct that hosting on-site clinics get a much higher response rate than referring individuals to local pharmacies. ProAct still encourages referring individuals to local pharmacies if they cannot attend the on-site clinics.

Continued Strategic Planning for Wellness

Ms. Servoss stated that there was a very good conversation at last month's meeting regarding how to move forward as a committee and how to get other municipalities to encourage a lifestyle of wellness.

Excellus Presentation

Mr. Foresti provided an overview of what the Excellus wellness department does and some new offerings from the wellness and care management side of the organization. A handout of the PowerPoint presentation was provided to all in attendance. Mr. Foresti discussed the Blue365 savings program that is associated with Excellus. There are many different discounts available through this, including fitness equipment, etc. Mr. Foresti discussed the Care Management team with Excellus. It is a dedicated team made up of nurses, social workers, dieticians there to speak to individuals who are looking for additional help. There is a 24/7 call line as well. There is now a HIPAA certified application called WellFrame. Individuals are able to have a private text conversation back and forth with the Excellus care team. Awareness topics were discussed as well. Excellus can provide wellness information to the Consortium for distribution to municipalities.

Wellness Calendar/Events

Owning Your Own Health Committee Minutes
August 21, 2019

Ms. Chin discussed that she is part of a Southern Tier regional planning group, led by Healthy Connections in Syracuse. A wellness promotion event is currently being discussed, similar to a health fair. Ms. Chin provided a couple copies of a small brochure from a past event, listing the companies and organizations previously involved in the event. Many of these companies and organizations are local. The counties that are involved include Chenango, Broome, Tioga, Cortland and more.

Last month, there was discussion regarding awareness topics and Ms. Servoss was wondering if Mr. Foresti could send information regarding the topics for the different months. Mr. Foresti will forward a link to the different awareness topics.

Next Agenda Items

It was agreed that moving forward for the remainder of the 2019 that health awareness topics for municipalities will be at their discretion. Ms. Griep will be the distributor of awareness topics as municipalities are interested.

Starting next month, Ms. Servoss would like suggestions of what to do starting in January 2020. Ms. Drake stated that Fall 2019 should be focused on flu clinics.

Ms. Servoss discussed Committee Membership and would like to increase the involvement on this team. Ms. Servoss created a map, pinpointing the members of the Consortium with a green colored marker point. The members of the Committee were marked with a red marker point. Ms. Servoss stated that she would like to focus on getting additional membership in some of the farther outlying counties and municipalities. A zoom meeting set up was suggested in order to make this happen.

Adjournment

The meeting adjourned at 4:29 p.m.

**Owning Your Own Health Committee
Minutes – Draft
September 18, 2019 – 3:00 p.m.
Legislature Chambers**

Present: Kathy Servoss, Sarah Thomas, Bev Chin (arrived at 3:06 p.m.), Jackie Kippola,
Leslie Moskowitz, Emily Mallar
Excused: Judy Drake, Jim Bower
Absent: Tammy Morse, Tyler Jordan
Guests: Elin Dowd, Executive Director; Brittni Griep, Administrative Assistant; Ken Foresti,
Excellus
Via Conference call: Beth Miller, Excellus

Call to Order

Ms. Servoss, Chair, called the meeting to order at 3:03 p.m.

Changes to the Agenda

There were no changes to the agenda.

Approval of August 21, 2019 Minutes

Due to lack of quorum, the meeting minutes from the August 21, 2019 meeting were deferred to the next meeting.

Executive Director's Report

Ms. Dowd provided an update to the Committee letting them know what has been being worked on. The budget has been the primary focus and she did let the Committee know that she allocated monies in the wellness line item within the budget, in lieu of a consultant, keeping money in that area in case we want to offer incentives or hire a speaker. Ms. Servoss asked how much money Ms. Dowd allocated. Ms. Dowd stated that she believes she left the line item the same.

Ms. Dowd stated that the most recent edition of the newsletter has been released, noting that there is a wellness component within the newsletter. Ms. Thomas asked if she had received it yet. Ms. Griep stated that it would be sent to her either by Ms. Griep or Ms. Cocco.

Ms. Dowd reminded the Committee that the Board of Directors meeting is scheduled for next week. They are hoping to finalize and approve the budget at this meeting. Additionally, Ms. Dowd stated that the Consortium is considering the joining of four (4) new Participants to the Consortium. These Participants are the Village of Watkins Glen, the Lansing Community Library, the Town of Spencer, and the Town of Horseheads. Ms. Kippola asked what the rate of increase for premiums would be. Ms. Dowd stated that it is being recommended the rate of increase be at 5%. This was presented at the Board of Directors meeting last month and was moved through the Audit and Finance Committee as well.

Flu Clinic Update

Ms. Griep provided an update to the Committee regarding the flu clinics. She stated that the clinic that is scheduled at the Tompkins County Human Services Building has been extended by an hour due to all of the spaces being filled for appointments. Ms. Griep provided the Committee with numbers she received from ProAct regarding the appointments they have

received thus far. The City of Ithaca has 57 appointments; County Administration has 31; City of Cortland has 44; Human Services Building has 51, and as of today, Seneca County has no one signed up for their flu clinic. Ms. Griep stated she did reach out to Mr. Pellicano regarding the absenteeism of appointments. She stated that there are times available at most of the clinics and encouraged people to sign up and receive their flu shot.

Ms. Moskowitz asked about the vaccine for those individuals who are 65 years of age or older. Ms. Dowd stated that ProAct will be bringing those vaccines with them to the clinics this year.

Ms. Dowd stated that we have sent out materials regarding the clinics and asked for those who are hosting clinics to let us know if they need additional materials or information.

Wellness Calendar/Events

Ms. Dowd stated that the Wellness Topics for September and October were recommendations that came out from the booklet distributed by Excellus last month. In September, Ms. Dowd stated we are focusing on flu shots and that we were looking for direction on the Prostate Cancer Awareness topic at this Committee meeting today. October will be focused on Breast Cancer Awareness and a Telemedicine Promotion for Excellus. November's wellness topic options are up for discussion today and Ms. Dowd will look to Mr. Foresti for input and suggestions. The four ideas for wellness topics in November are Excellus Member Care Management/Wellframe App, Great American Smokeout, Diabetes Awareness Month and a Maintain Don't Gain Challenge.

Ms. Dowd pointed out that New York State public employees are now allotted up to four (4) hour of paid leave for cancer screenings and this is something we can easily tie into the Wellness topics of the month.

Mr. Foresti stated that the wellness information Excellus has available can be emailed or sent via U.S Mail to the municipalities within the Consortium. There was discussion had regarding getting materials to members about two (2) weeks in advance so the items can be distributed to employees. Ms. Dowd stated that the information for the wellness distribution should be filtered through Ms. Griep. Mr. Foresti will send September and October wellness information when he returns to the office. Mr. Foresti also offered services for in-person or webinar training for individuals who are interested.

Ms. Dowd stated that there are some plans offered through the Consortium that do not offer dietician services, for example. She stated she would like to go through the plans on the menu to see which do not offer certain services and see if it can be offered through them, thus making those plans more competitive. Ms. Dowd stated that this Committee will look through the Excellus plans with their recommendations to be sent to the Joint Committee for their input as well.

Mr. Foresti then discussed the 'Maintain Don't Gain Challenge' for November, stating that the program gives step-by-step tips and guidance for healthy decisions and weight maintenance through the holiday season. He will send the information to Ms. Griep for this wellness activity. Ms. Servoss stated that she liked the challenge idea for a mid-November through December activity to get people engaged. Ms. Griep suggested offering an incentive to those who participate in the challenge. Ms. Dowd asked Mr. Foresti what kind of incentive could be offered. Mr. Foresti stated that past challenges have offered a prize that was wellness-oriented, like a FitBit or gift cards to health food stores or sporting goods stores. Ms. Dowd asked how success would be measured during this challenge; would the participants be

Owning Your Own Health Committee Minutes
September 18, 2019

weighed at the beginning and at the end of the challenge? Mr. Foresti stated that has been done at other challenges and that, ultimately, it is up to participants on what would work best.

Ms. Servoss asked about Diabetes Awareness and if there were any classes on the topic. Ms. Mallar stated that there is a pre-diabetes class in October and November. There is also a diabetes self-education session at Island Health and Fitness for those that have diabetes. There was discussion regarding a potential lunch and learn for diabetes awareness, discussing preventative measures that can be taken.

Smoking cessation was discussed amongst the group. Ms. Servoss asked if there were classes happening. Ms. Chin stated that most of the information is online and, if it isn't, NYS Smoke-Out can be contacted and a training could be provided that way.

Next Agenda Items

Ms. Servoss once again discussed Committee membership and the desire to increase the involvement on this team. The current Committee is very Tompkins County- oriented and she would like to add individuals from other counties. It was discussed to possibly host an online meeting, possibly through Zoom, in order to make the meeting more accessible to further out counties and municipalities.

Adjournment

The meeting adjourned at 4:01 p.m.

**Owning Your Own Health Committee
Minutes – Draft
October 16, 2019 – 3:00 p.m.
Legislature Chambers**

Present: Judy Drake, Jackie Kippola Leslie Moskowitz, Emily Mallar
Excused: Kathy Servoss, Sarah Thomas, Jim Bower, Bev Chin
Absent: Tammy Morse, Tyler Jordan
Guests: Elin Dowd, Executive Director; Brittni Griep, Administrative Assistant; Ken Foresti,
Excellus
Via Conference call: Corey Prashaw, ProAct

Call to Order

Ms. Dowd, Executive Director, called the meeting to order at 3:10 p.m.

Changes to the Agenda

Ms. Dowd stated that there is another topic to be added under the flu clinic update line item. There were no other changes to the agenda.

Approval of August 21, 2019 and September 18, 2019 Minutes

Due to lack of quorum, the meeting minutes for the August 21, 2019 and the September 19, 2019 meetings were deferred until the November 2019 meeting.

Executive Director's Report

Ms. Dowd provided an update and stated the Board approved a 5% premium increase budget for 2020 at the September 26, 2019 meeting. This increase has been communicated to the municipalities. At the September 2019, the Board also voted and approved four (4) new Participants into the Consortium. These Participants include: the Lansing Community Library, the Town of Horseheads, the Town of Spencer and the Village of Watkins Glen. This brings the total number of municipalities in the Consortium to 44, including over 6,000 covered lives. Ms. Dowd stated that there has been increased interest in becoming part of the Consortium and she and Mr. Barber plan on meeting with those municipalities next year.

On November 7th, 2019, the Consortium will be hosting a Benefit Clerk Training at the Health Department, in conjunction with Excellus. This Training will take place in the Rice Conference Room at the Health Department and will go over, in detail, the many different ways the Consortium functions. This will be done as a webinar as well and Ms. Dowd hopes to record this webinar so that it will be available after the training date.

Ms. Dowd stated that the Consortium has been doing a lot of presentations recently. She has recently done presentations at the City of Cortland, the Tompkins County Public Library and Tompkins-Cortland Community College. There has been interest in learning more about the Platinum Plan and what it has to offer. There has also been interest in the Medicare Supplement plan that is available.

Flu Clinic Update

Ms. Griep provided an update to the Committee on the numbers from the flu clinics that took place at the end of September and beginning of October. The Human Services Building in Tompkins County had 74 participants (41 in 2018); the City of Cortland had 38 participants (37

in 2018); the City of Ithaca had 61 participants (44 in 2018), and the Department of Emergency Response in Tompkins County had 15 participants. The Department of Emergency Response flu clinic was an add-on clinic at their request. The Tompkins County Highway Department will also be hosting a one-hour add-on clinic at their site on October 22nd. Ms. Griep is still waiting on the final numbers for the clinics held in Seneca County and at Tompkins County Administration.

Ms. Dowd called Mr. Prashaw to join the meeting at this time. Mr. Prashaw provided feedback and information regarding the flu clinics that the Consortium hosted. Mr. Prashaw stated that there was a huge miss with the high dosage vaccine that was not provided at a specific clinic as promised and that the pharmacist missed a clinic in its entirety, as previously reported to Ms. Dowd and Ms. Griep. He apologized for these mix-ups and stated that it shouldn't happen again. Mr. Prashaw stated that the feedback he received from the pharmacist who administered the shots at the clinics was that the participants found the flu clinics to be very helpful and convenient. He went on to state that the 2019 flu clinics have proven to be a success, even higher than 2018 which had previously been the highest participation to date. Mr. Prashaw stated that he will give additional updates on the numbers for the flu shot participants as more numbers are reported, as people are still visiting local pharmacies to get their flu shots.

Ms. Dowd asked Mr. Prashaw about the possibility of providing a flu shot clinic for children as we have had a request for this recently. Mr. Prashaw stated that he would be interested in speaking with Ms. Dempsey about this and possibly setting this up for next year. Ms. Dowd stated that if this type of flu clinic was hosted by the Consortium, the clinic would have to be either on a Saturday or after hours. This could possibly be held at Tompkins-Cortland Community College so that people can travel from Tompkins and Cortland Counties and have their child or children receive their flu shots.

Ms. Moskowitz thanked ProAct for their accommodation in providing a clinic at the City Highway Department as they had requested this. She then stated that the pharmacist that performed the clinic at the City of Ithaca was telling individuals that they could possibly get their shingles or zoster vaccine at the pharmacy and the pharmacist had told individuals that she would look into it. Mr. Prashaw provided feedback regarding this topic. He stated that ProAct only covers the flu shot at the pharmacy and that if anyone was interested in either the shingles or zoster vaccine, they have to visit their primary care provider. Ms. Mallar stated that she would support the option for the Consortium to cover the cost of the shingles vaccine at the pharmacy since 1 in 3 people, not just elderly people, are getting the shingles and the time that the individual may have to miss from work may be incentive enough to get this shot covered as well.

Ms. Servoss joined the meeting via conference call at 3:37 p.m.

Wellness Calendar/Events

Ms. Dowd stated that we have been working closely with Mr. Foresti to get on a schedule with Excellus to obtain some of their materials while creating material for the monthly wellness topics. We will also be working with ProAct to utilize their materials as well.

For the month of October, we will be sending out information regarding two (2) different topics. The first topic being Breast Cancer Awareness. An example of the Consortium material was handed out to those in attendance. If the Committee agrees to the plan, we would like to know how the Benefit Clerks would like to receive this information. Within one of the topics for this month, Ms. Dowd stated that she would like to send out information regarding paid leave for

cancer screenings. A section New York State Municipal Law states that employees can get up to four (4) hours of paid leave for cancer screenings and mammograms are a cancer screen so that ties into the Breast Cancer Awareness topic for the month.

The other topic for the month of October is promoting the Telemedicine feature of Excellus. There is a webinar on Tuesday, October 29th at 12:00 p.m. for those who are interested in seeing how the function works and how they can benefit from using this service offered to them. Mr. Foresti will be hosting the webinar and will send the details to Ms. Griep.

Ms. Moskowitz expressed her interest, and others agreed, that the wellness items should come all at once and preferably not on Mondays.

The November wellness topic was discussed at length. The Consortium is launching a Maintain, Don't Gain Challenge that will run from November 15th, 2019 through January 6th, 2020. A sample policy for the Maintain Don't Gain Challenge was sent out to the Committee members and was also distributed and discussed at the meeting. There will be no weigh-ins as part of this challenge and the most important thing for the Committee and the Consortium is participation.

As a part of this challenge, Ms. Dowd stated that we are looking at two different types of raffles. The first being for the first 100 participants who sign up for the challenge. These individuals would get an "entry prize" which was discussed as possibly being a reusable tote bag. Once the challenge is completed, all who have entered would be entered for a Grand Prize. Weekly strategies and reminders would be sent to the participants for ways to maintain a healthy lifestyle without gaining weight throughout the holidays. Ms. Moskowitz discussed possibly having a blog for support for those who choose to participate in this challenge.

Ms. Dowd discussed the possible backlash from some who may not want their premiums to go toward prizes for a challenge. She emphasized that each municipality signed a wellness agreement and that the Consortium is trying to encourage a healthy lifestyle for all participants. Tompkins County is offering a cash incentive for those who engage in a healthy lifestyle so this would be similar. Ms. Dowd asked for support from the Committee in these plans for the Maintain, Don't Gain Challenge. All were in favor.

Adjournment

The meeting adjourned at 4:10 p.m.

**Owning Your Own Health Committee
Minutes – Draft
November 20, 2019 – 3:00 p.m.
Legislature Chambers**

Present: Kathy Servoss, Judy Drake, Jackie Kippola Leslie Moskowitz,
Excused: Sarah Thomas, Jim Bower, Bev Chin, Emily Mallar
Absent: Tammy Morse, Tyler Jordan
Guests: Elin Dowd, Executive Director; Brittni Griep, Administrative Assistant
Via Conference call: Corey Prashaw, ProAct; Deborah Dempsey, ProAct; Ken Foresti, Excellus

Call to Order

Ms. Servoss, Chair, called the meeting to order at 3:07 p.m.

Changes to the Agenda

There were no changes to the agenda.

Approval of August 21, 2019 and September 18, 2019 Minutes

Due to lack of quorum, the meeting minutes for the August 21, 2019, September 19, 2019 and October 16, 2019 meetings were deferred until the December 2019 meeting.

Executive Director's Report

Ms. Dowd provided an update regarding the Owning Your Own Health Committee and the Joint Committee on Plan Structure and Design and the possibility of either combining the two meetings or holding them back to back at the Health Department, due to the low attendance at the Owning Your Own Health Committee meetings. If they are either combined or held back to back, some of the other municipalities that do not normally attend the OYOH meetings can get information regarding the Wellness Calendar. Ms. Servoss asked about the attendance at the Joint Committee meetings. Ms. Drake stated that it is typically well attended and that there are laborers from a few municipalities. Ms. Dowd supported Ms. Drake's statements and also stated that someone from Seneca County is almost always in attendance as well. Ms. Servoss then asked when the meetings were held. Ms. Griep stated that the Joint Committee meetings are held on the first Thursday of every month, apart from the January 2020 meeting which has already been cancelled. Ms. Drake stated that the Joint Committee is really the group that we want to get Wellness information in front of, as they would be beneficial to spreading the word for the wellness information. Mr. Prashaw and Mr. Foresti were on board with combining the meetings and/or having them back to back, as they both attend the meetings.

Ms. Dowd asked Mr. Foresti for an update regarding the kickoff for Blue4U. She thought Ms. Miller had requested an early December meeting for those who will be utilizing this program. Mr. Foresti stated that he would check into this and let Ms. Dowd know.

Ms. Dowd discussed the Benefit Clerks Training Seminar that was held at the County Health Department earlier this month. Excellus, ProAct and Locey and Cahill were present and discussed information from their respective companies that are of benefit to the members of the Consortium. Immediately following that training seminar, the Joint Committee met and Ms. Dowd utilized the Excellus Telemedicine PowerPoint to discuss and show those in attendance the benefit of utilizing this resource. Ms. Moskowitz stated that she was interested in seeing the PowerPoint. Ms. Dowd asked Mr. Foresti if it would be okay to share this information with Ms. Moskowitz. Mr. Foresti said yes. Discussion was then held regarding hosting a webinar in

December regarding Telemedicine. Ms. Dowd stated that it could be utilized to promote the mental health portion of telemedicine and Ms. Griep stated that it would be a good time to get the information in front of parents and/or caregivers since Winter Break is coming up for the kids at school.

Flu Clinic Update

Ms. Griep provided an update to the Committee regarding the finalized flu shot numbers from the clinics held within Tompkins, Cortland and Seneca Counties. In total, there were 95 more people who received their flu shot this year versus 2018.

Mr. Prashaw then provided information from ProAct, stating that as of November 20, 2019, 685 people had received their flu shot at the pharmacy in 2019. Ms. Dempsey stated that this is not a final number and that last year, there was a total of 1,810 individuals who received their flu shots.

Wellness Calendar/Events

The Committee discussed the options that were provided on the agenda for potential Wellness items. The first meeting date for 2020 was set and will be held on February 6th, 2020.

Adjournment

The meeting adjourned at 4:20 p.m.

**Owning Your Own Health Committee
Minutes – Draft
March 5, 2020 – 3:00 p.m.
Rice Conference Room, Health Department**

Present: Kathy Servoss, Judy Drake, Jim Bower, Bev Chin, Jackie Kippola Leslie Moskowitz,
Excused: Sarah Thomas, Emily Mallar
Absent: Tammy Morse, Tyler Jordan
Guests: Elin Dowd, Executive Director, Beth Miller, Excellus
Via Conference call: Corey Prashaw, ProAct; Deborah Dempsey, ProAct; Jason, Excellus

Call to Order

Ms. Servoss, Chair, called the meeting to order at 3:07 p.m.

Changes to the Agenda

There were no changes to the agenda.

Approval of August 21, 2019, September 18, 2019 and October 16, 2019 Minutes

Due to lack of quorum, the meeting minutes for the August 21, 2019, September 19, 2019 and October 16, 2019 meetings were deferred until the March 2020 meeting.

Executive Director's Report

Ms. Dowd discussed the departure of Ms. Griep, who has gone to work for the County Legislature and stated that the Consortium is currently recruiting for the Administrative/Computer Assistant position.

Wellness Calendar/Events

The Committee discussed the Wellness calendar that was provided to them. Ms. Dowd reminded the Committee that she is without support for at least the month of March and asked the Committee if she should start working on April and May. The Committee agreed. Wellness drives were discussed and Jason discussed different ideas that he has worked on.

Committee Membership

Ms. Dowd discussed the merger of this Committee with the Joint Committee meeting and pointed out the need to get our community partners involved with this committee as well.

Adjournment

The meeting adjourned at p.m.

Health Plan Management Report

Greater Tompkins Consortium

Industry Comparison

Incurred between January 1, 2019 and December 31, 2019, paid through March 31, 2020



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Member Engagement

We offer multiple channels for engagement, allowing members to access information in the way that feels most **comfortable** and **convenient** for them.

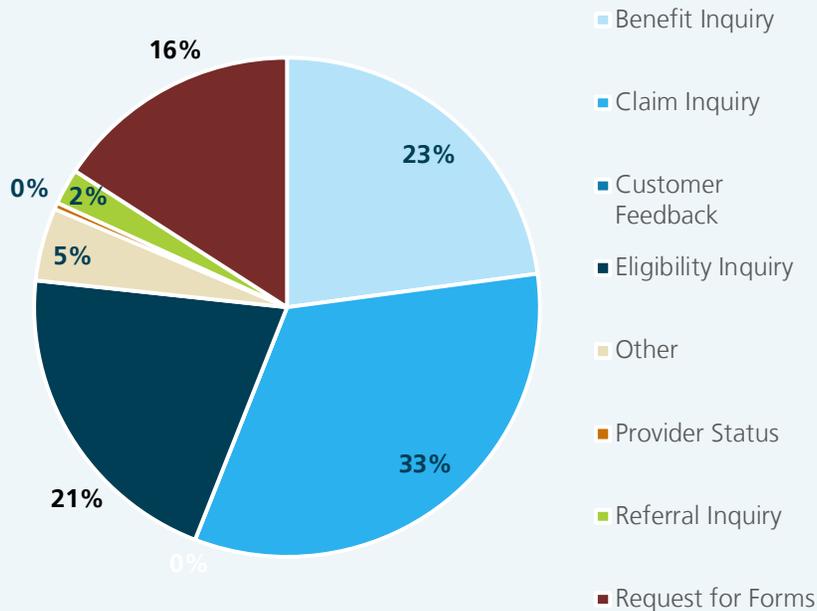
Customer Care Calls



Our Customer Care department is available Monday – Friday to assist members with questions or concerns.

Telephone Stats

655 members contacted Customer Care with 982 inquiries.



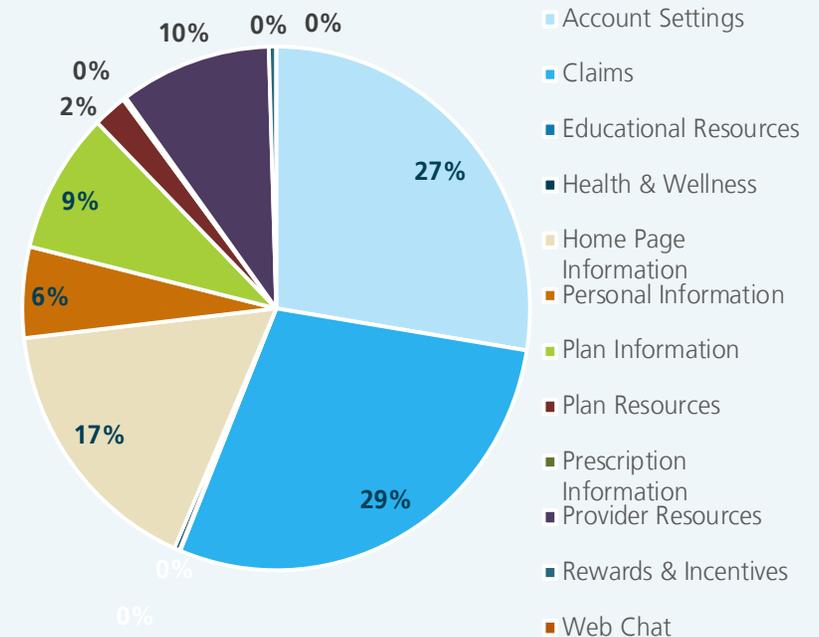
Self-Service Web Tools



Via online accounts, our site allows for self-service activities 24/7, providing members with information about their coverage and benefits.

Web Tool Stats

1,033 members have web logins.

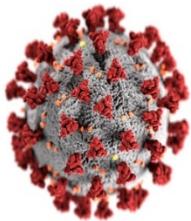


Highlights



- ✓ Due to an 18% increase in enrollment, utilization was 11% higher.
- ✓ The Total Cost has increased by 9%.
- ✓ Despite an increase in enrollment, utilization and claims cost, the Costs Per Member per Year were lower than the prior period.
- ✓ High claimant utilization and costs decreased from the prior period.
- ✓ Members are utilizing the Emergency Room repeatedly for low acuity conditions.

COVID-19: January 2020 – March 2020



Unique Number of Members Tested	Number of Tests	Members Diagnosed with COVID-19	Total Unique Members
20	20	2	20

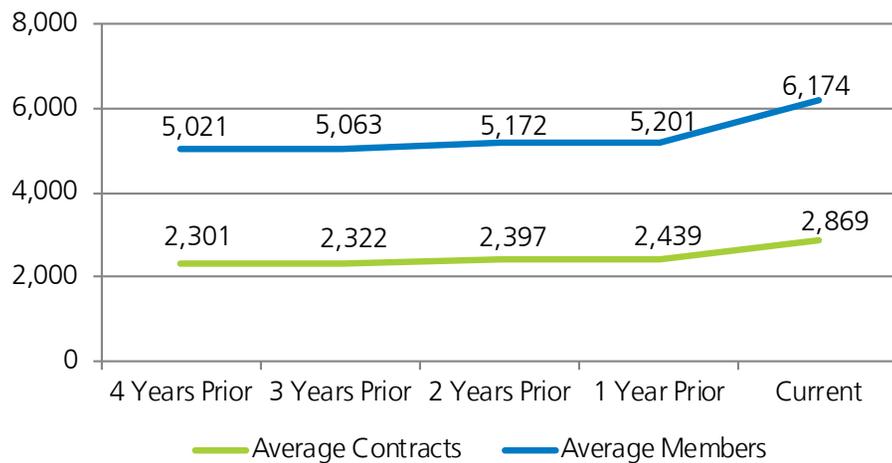


At a Glance

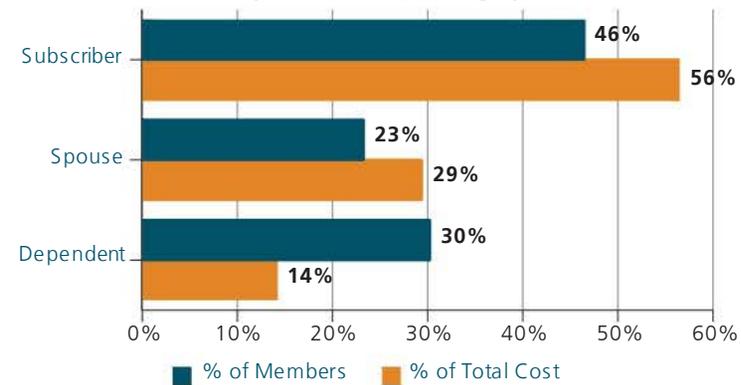
Prior - Incurred between January 1, 2018 and December 31, 2018, paid through March 31, 2019
 Current - Incurred between January 1, 2019 and December 31, 2019, paid through March 31, 2020

	Prior	Current	% Change
Average Contracts	2,439	2,869	+18%
Average Members	5,201	6,174	+19%
Plan Cost	\$29,472,143	\$32,076,354	+9%
Member Cost	\$1,094,279	\$1,579,551	+44%
Total Cost	\$36,385,980	\$39,175,885	+8%
Plan Cost per Contract per Year	\$12,084	\$11,180	-7%
Plan Cost per Member per Month	\$472	\$433	-8%
Total Cost per Member per Year	\$6,996	\$6,345	-9%

Five Year Enrollment Trend



Percent of Members and Total Costs by Relationship Category



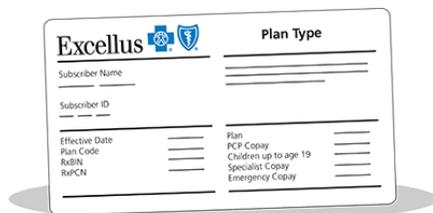
Current vs. Industry Comparison

Comparison data is based on a large sample of clients, representing approximately 129,000 members

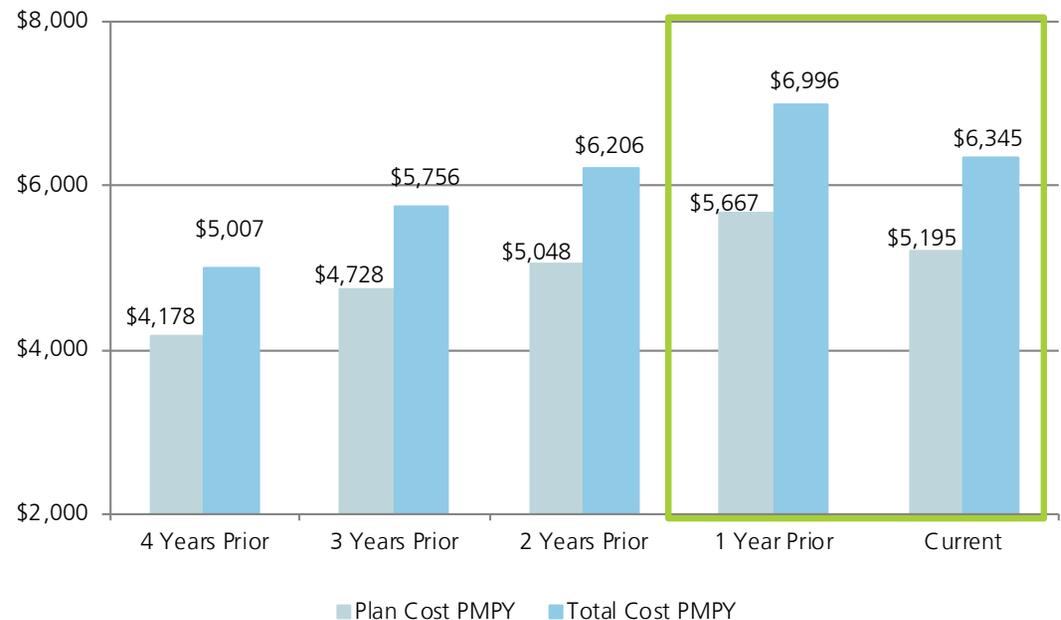
	Current	Comparison	Current vs Comparison
Plan Cost per Contract per Year	\$11,180	\$10,300	9% higher
Plan Cost per Member per Month	\$433	\$390	11% higher
Total Cost per Member per Year	\$6,345	\$5,375	18% higher
Percent Member Cost Share	5%	7%	less
Member Cost per Contract per Year	\$551	\$752	27% lower
Members per Contract	2.2	2.2	similar

Average Age	Current	Comparison
Subscribers	53.4	49.8
All Members	41.1	37.9

Percent Male	Current	Comparison
Subscribers	56%	62%
All Members	49%	51%



Five Year Cost Trend



Cost Distributions

Members by Total Cost Band

	Prior	Current	Comparison
\$0	10%	9%	16%
\$1 - \$999	28%	29%	37%
\$1,000 - \$9,999	49%	48%	37%
\$10,000 - \$24,999	8%	9%	6%
\$25,000 - \$49,999	3%	3%	2%
\$50,000 +	2%	2%	1%



Members with \$0 in Total Costs

619 - Number of Members

35.8 - Average Age

65% - Male

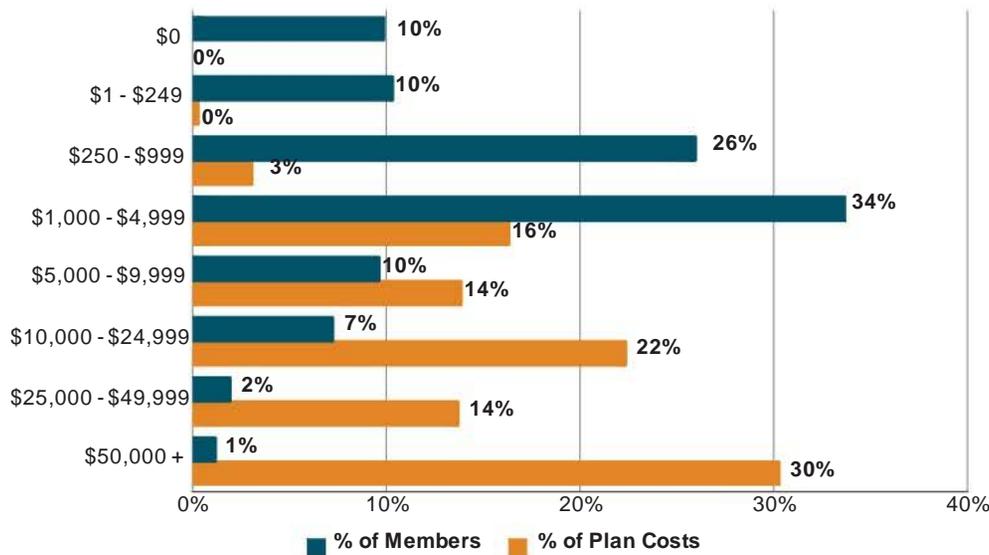
38% - Subscribers

13% - Dependents < age 19

9.3 - Average Months on Plan
(within report period)

404 - Members Enrolled for Full Reporting Period

Percent of Members & Plan Costs



Plan Cost by Arena of Care

Plan Costs

Arena	Prior	Current	% Change	Current % of Total
Inpatient	\$5,652,247	\$5,268,544	-7%	16%
Outpatient	\$12,913,923	\$14,262,586	+10%	44%
Physician	\$9,753,665	\$11,395,114	+17%	36%
Other	\$1,022,874	\$987,761	-3%	3%
Pharmacy *	\$129,435	\$162,350	+25%	1%

* Diabetic Rx's, Supplies and Vaccines accounted for 78% of costs, which are paid under the medical benefit.

Plan Costs per Member per Month

Arena	Prior	Current	% Change	Comparison	Current vs Comparison
Inpatient	\$90.56	\$71.11	-21%	\$93.94	24% lower
Outpatient	\$206.91	\$192.51	-7%	\$167.38	15% higher
Physician	\$156.28	\$153.81	-2%	\$117.31	31% higher
Other	\$16.39	\$13.33	-19%	\$11.28	18% higher
Pharmacy	\$2.07	\$2.19	+6%	\$0.21	943% higher



Admits, Cases and Rx Count

	Prior	Current
Inpatient	389	463
Outpatient	23,701	26,593
Physician	94,813	106,653
Other	19,180	19,224
Pharmacy	1,120	1,450

✓ 11% increase in utilization

Outpatient Utilization

	Plan Cost	PMPM			Cases	Cases/1,000/Year		
		Prior	Current	Comparison		Prior	Current	Comparison
Outpatient Surgery	\$4,238,263	\$64.11	\$57.21	\$60.10	1,164	202	189	173
Pharmacy	\$2,623,732	\$32.03	\$35.41	\$28.25	1,747	316	283	190
Radiology	\$2,340,389	\$36.25	\$31.59	\$21.12	3,870	653	627	463
Emergency Room	\$1,454,687	\$21.10	\$19.63	\$21.56	1,300	206	211	210
Pathology	\$1,052,046	\$13.99	\$14.20	\$7.11	6,291	973	1,019	896
Other Outpatient Facility	\$728,465	\$11.44	\$9.83	\$9.25	4,519	796	732	644
Observation	\$694,555	\$9.22	\$9.37	\$6.27	124	23	20	15
PT/OT/ST	\$370,463	\$5.85	\$5.00	\$3.77	3,060	523	496	283
Urgent Care Visits	\$312,318	\$4.90	\$4.22	\$0.58	1,070	199	173	24
Outpatient Psychiatric	\$194,031	\$3.10	\$2.62	\$1.73	2,095	374	339	162
All Other	\$253,636	\$4.92	\$3.42	\$7.64	1,353	292	219	256
Total	\$14,262,586	\$206.91	\$192.51	\$167.38	26,593	4,557	4,307	3,316

Plan Cost and Utilization by Facility

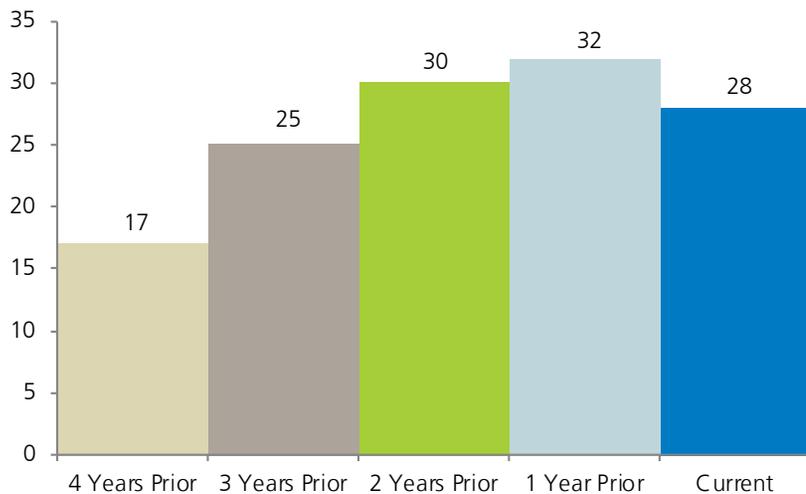
Facility Name	Plan Cost	% Plan Cost	# of Cases	% Cases
Cayuga Medical Center at Ithaca	\$6,818,410	48%	12,316	46%
Cortland Regional Medical Center	\$1,072,842	8%	1,837	7%
Strong Memorial Hospital	\$807,981	6%	688	3%
Robert Packer Hospital	\$672,945	5%	575	2%
United Health Services Hospitals Inc	\$451,674	3%	413	2%
All Other Facilities	\$4,438,735	31%	10,765	40%
Total	\$14,262,586	100%	26,594	100%



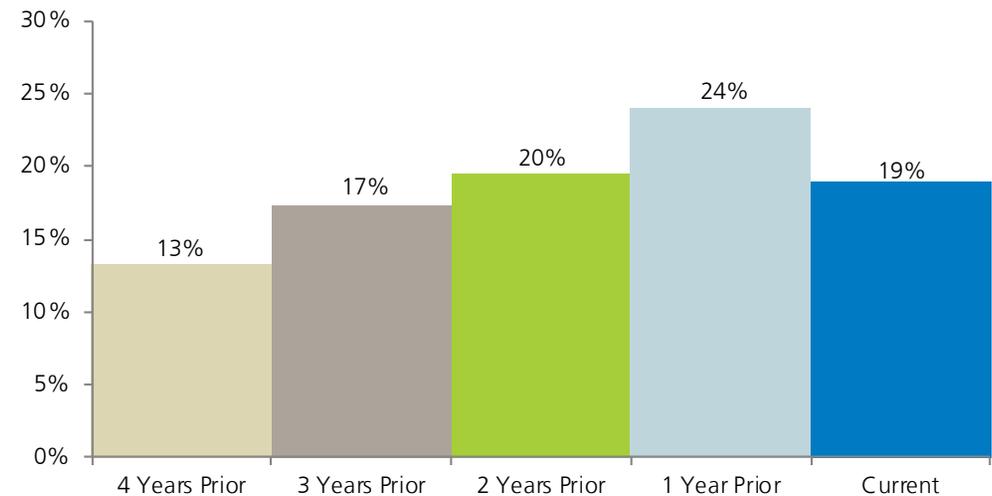
High Cost Claimant Impact

	Prior	Current	% Change	Comparison	Current vs Comparison
Number of Claimants with Plan Cost >= \$100,000	32	28	-12%	--	--
Percent of Members with Plan Cost >= \$100,000	0.58%	0.43%	-26%	--	--
Number of Claimants/1000 with Plan Cost >= \$100,000	6	5	-17%	5	0%
Plan Cost for Claimants >= \$100,000	\$7,083,318	\$6,070,247	-14%	--	--
Percent of Plan Cost for Claimants >= \$100,000	24%	19%	-21%	--	--
Average Plan Cost per Claimant >= \$100,000	\$221,354	\$216,795	-2%	--	--
Plan Cost PMPY Excluding Claimants >= \$100,000	\$4,331	\$4,231	-2%	\$3,743	13% higher

Number of HCCs > \$100K



% of Plans Cost for Claimants > \$100K



Costs by Clinical Classification

	Current Total Cost	Current Total Cost PMPM	Comparison Total Cost PMPM
Musculoskeletal System	\$5,897,167	\$79.60	\$54.85
Neoplasms	\$4,747,222	\$64.08	\$54.24
Symptoms and Health Factors	\$3,693,542	\$49.85	\$43.18
Nervous System and Sense Organs	\$3,249,881	\$43.87	\$31.72
Circulatory System	\$3,038,838	\$41.02	\$48.16
Digestive System	\$2,784,312	\$37.58	\$36.38
Injury and Poisoning	\$2,747,225	\$37.08	\$30.61
Mental Health and Substance Abuse	\$2,019,473	\$27.26	\$20.35
Respiratory System	\$1,962,602	\$26.49	\$26.17
Genitourinary System	\$1,955,410	\$26.39	\$26.66
Endocrine and Nutritional	\$1,738,795	\$23.47	\$18.40
Blood and Blood Disorders	\$1,339,738	\$18.08	\$5.76
Pregnancy and Childbirth	\$1,181,268	\$15.94	\$15.29
Infectious and Parasitic	\$1,132,254	\$15.28	\$10.69
Other	\$643,383	\$8.68	\$7.80
Skin and Subcutaneous	\$558,925	\$7.54	\$7.62
Perinatal Conditions	\$256,193	\$3.46	\$6.43
Congenital Anomalies	\$62,866	\$0.85	\$3.40

Neoplasms	Current Total Cost
Z51 Encounter for other aftercare	\$1,206,596
C78 Secondary malignant neoplasm of respiratory and digestive organs	\$483,877
C50 Malignant neoplasm of breast	\$376,135
C67 Malignant neoplasm of bladder	\$307,181
C18 Malignant neoplasm of colon	\$225,709
All Other	\$2,147,723
Total	\$4,747,222

Symptoms and Health Factors	Current Total Cost
Z12 Encounter for screening for malignant neoplasms	\$1,057,757
Z00 Encounter for general examination without complaint, suspected or reported diagnosis	\$746,575
R10 Abdominal and pelvic pain	\$506,039
Z01 Encounter for other special examination without complaint, suspected or reported diagnosis	\$251,613
R55 Syncope and collapse	\$131,744
All Other	\$999,814
Total	\$3,693,542

Provider Network



Savings

Percent Savings *:	49%
Billed Charges:	\$76,836,735
Total Costs *:	\$39,175,885
Network Savings:	\$37,660,850

* Percent Savings = Network Savings / Billed Charges

* Total Costs = Plan Costs + Member Costs + Other Carrier Liability



Non-Participating Provider Utilization

Number of Individuals:	824
Plan Costs:	\$897,396
Member Costs:	\$119,184
Percent Plan Cost:	2.8%

Participating Provider

Arena	Local Provider	Blue Card Provider	Non-Par Provider	Total Plan Costs
Inpatient	\$3,642,213	\$1,505,360	\$120,971	\$5,268,544
Outpatient	\$12,522,340	\$1,656,601	\$83,644	\$14,262,586
Physician	\$10,280,075	\$653,266	\$461,773	\$11,395,114
Other	\$664,471	\$92,283	\$231,008	\$987,761
Pharmacy	\$162,350	--	--	\$162,350
Total	\$27,271,448	\$3,907,510	\$897,396	\$32,076,354



Bluecard

Bluecard claims represent **14%** of Total Costs
PA: 42%, NY: 14%, SC: 8%, MA: 6%, FL: 5%

Post Payment Recovery Savings

Detail	Health Plan	Vendor	Total
COB	\$25,475	\$19,098	\$44,573
Coding and Billing	\$103,368	\$43,107	\$146,475
Inpatient Chart Review	\$33,190	\$0	\$33,190
Other*	\$3,364	\$42,346	\$45,710
Total	\$165,397	\$104,550	\$269,947

*Includes Subrogation, Duplicates and Retro Terms

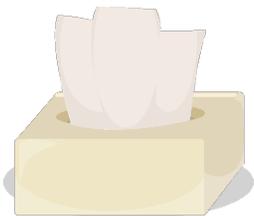
Consumerism

Visit Type	Count		Visits/1000				
	Prior	Current	Prior	Current	% Change	Comparison	Current vs Comparison
Office: Low Acuity Visits	4,516	5,647	868	915	+5%	835	10% higher
Office: Total Visits	25,291	30,264	4,863	4,902	+1%	4,250	15% higher
Urgent Care: Low Acuity Visits	1,083	1,371	208	222	+7%	148	50% higher
Urgent Care: Total Visits	2,125	2,777	409	450	+10%	295	53% higher
ER: Low Acuity Visits	313	433	60	70	+17%	66	6% higher
ER: Total Visits	1,073	1,300	206	211	+2%	210	0% higher
Telemedicine: Low Acuity Visits	1	13	0	2	+100%	3	33% lower
Telemedicine: Total Visits	3	20	1	3	+200%	6	50% lower

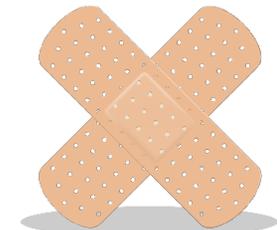
Visit Type	Average Total Cost/Visit				
	Prior	Current	% Change	Comparison	Current vs Comparison
Office Visits	\$124	\$125	+1%	\$108	16% higher
Urgent Care Visits	\$329	\$278	-16%	\$170	64% higher
ER: Low Acuity Visits	\$1,720	\$1,448	-16%	\$1,530	5% lower
ER: All Visits	\$1,616	\$1,530	-5%	\$1,647	7% lower
Telemedicine Visits	\$40	\$40	0%	\$40	0% similar

Low Acuity Visits

Top 10 Low Acuity Diagnoses	Office Visits		UC Visits		ER Visits		Telemedicine Visits	
	Prior	Current	Prior	Current	Prior	Current	Prior	Current
Back and Neck Problems	1,098	1,364	44	49	41	56	0	0
Sinus Infections and Sore Throats	1,026	1,233	520	668	40	37	0	10
Joint Aches and Pains	1,022	1,224	40	64	18	30	0	0
Nausea, Constipation and Diarrhea	296	369	25	32	26	45	0	0
Ear Infections	241	355	109	148	1	9	0	1
Sprains and Strains	202	284	91	108	33	58	0	0
Abdominal Pain	251	282	43	56	67	89	0	0
Headache (Including Migraine)	155	254	14	10	30	30	0	0
Bumps and Bruises	139	186	118	151	40	50	1	0
Urinary Tract Infections	86	96	79	85	17	29	0	2
Total of Low Acuity Visits	4,516	5,647	1,083	1,371	313	433	1	13
Total of All Visits	25,291	30,264	2,125	2,777	1,073	1,300	3	20
# of Unique Members with Visits	4,645	5,525	1,459	1,846	804	933	3	17
Average Visits per Member	5.44	5.48	1.46	1.50	1.33	1.39	1.00	1.18



EMERGENCY ROOM: Low Acuity Visits				
	Subscribers	Spouses	Dependents	Total
Number of Visits	188	78	165	431
Number of Unique Members with Visits	164	70	135	369
Visits/1,000	30	13	27	70



Average Cost per Visit:

Office: \$125
 Emergency Room: \$1,448

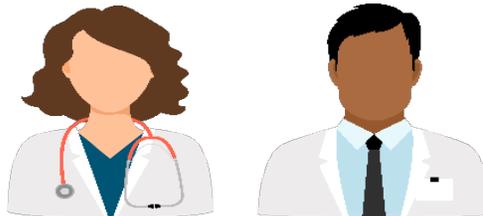
Urgent Care: \$278
 Telemedicine: \$40

Telemedicine

	Subscriber	Dependent	Total	Percent of Eligible
Registered Members*	55	38	93	1.4%
Acute Care Visits	15	5	20	18.3%
Behavioral Health Visits	3	0	3	1.1%

*Optimal savings occur with 20% or greater registered members

Acute Visits: Top 5 Diagnoses	
1	Acute sinusitis
2	Acute bronchitis
3	Acute pharyngitis
4	Candidiasis
5	Other disorders of urinary system



BEHAVIORAL HEALTH CARE

Good for the mind and the body.

Often, those needing behavioral health care don't seek treatment out of concern for cost, access, and confidentiality. Behavioral health telemedicine helps break those barriers and allows patients to receive the treatment they need from the comfort and privacy of their own home.

Employees have phone and video chat access to licensed psychiatrists and therapists for conditions that include:

- Addiction
- Bipolar Disorders
- Depression
- Eating Disorders
- Grief and Loss
- LGBTQ Support
- Life Changes
- Panic Disorders
- Postpartum Depression
- Relationship Issues
- Stress
- Trauma and PTSD

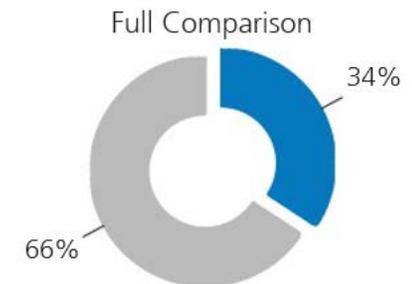
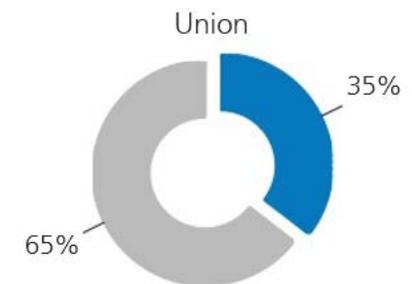
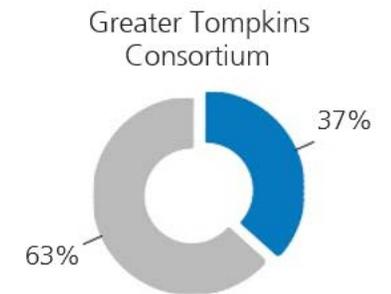
Behavioral Health Total Visits

Relation	Male	Female	Total
Subscriber	0	3	3
Dependent	0	0	0

Chronic Condition Prevalence

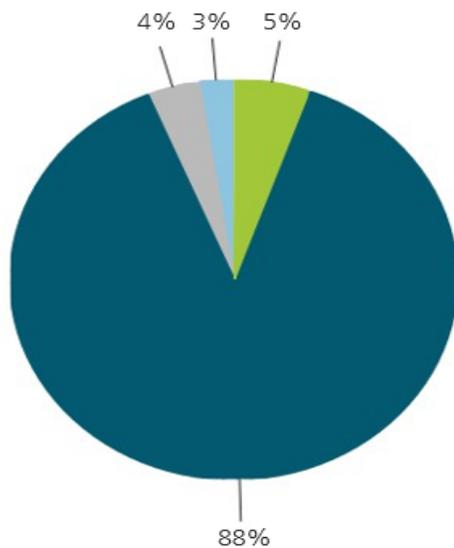
Most Prevalent Chronic Conditions

	# of Members	Total Cost	Prevalence		
			Prior	Current	Comparison
Depression and Anxiety	902	\$1,102,502	13.1%	13.7%	9.9%
Hypertension	831	\$237,498	12.8%	12.6%	11.4%
Cholesterol Disorders	520	\$90,273	8.2%	7.9%	8.4%
Diabetes	477	\$733,952	7.6%	7.2%	5.9%
Asthma	198	\$176,045	3.0%	3.0%	2.6%
Ischemic Heart Disease	172	\$580,777	3.0%	2.6%	2.0%
COPD	115	\$136,433	2.2%	1.7%	1.3%
CHF	41	\$101,672	0.8%	0.6%	0.6%



■ % of Members with At Least One Chronic Condition

Diabetes Breakdown

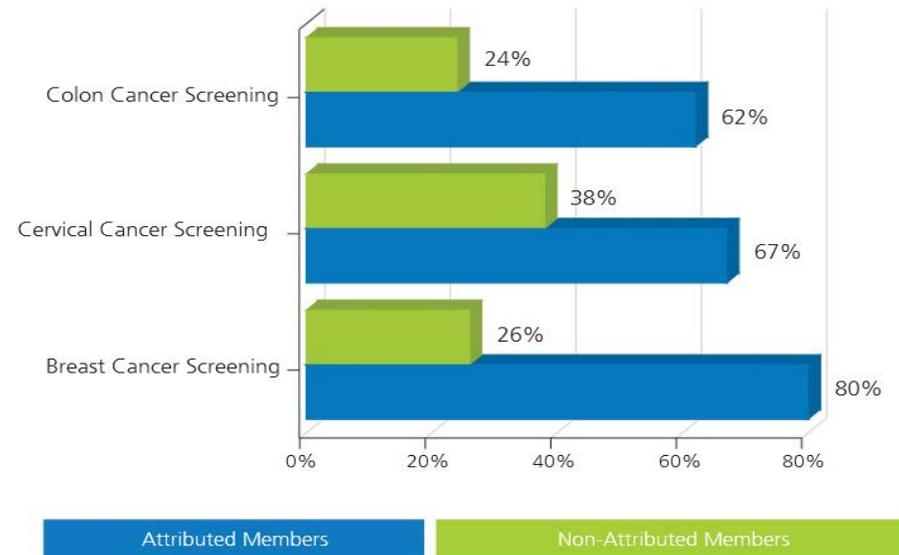
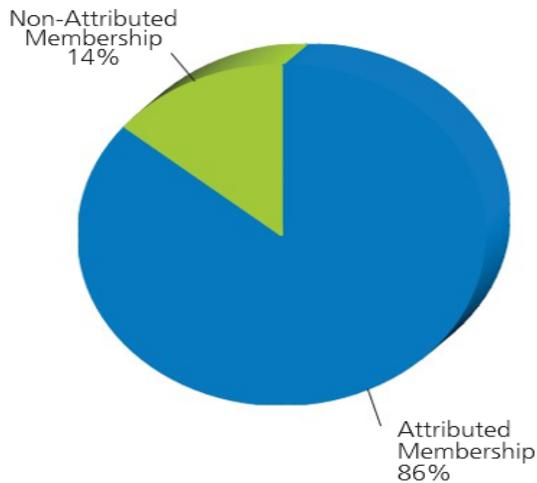


■ Only Type 1
■ Both Type 1 & Type 2
■ Only Type 2
■ Other



Gaps in Care Estimates

Guideline	Eligible Members	Guideline Compliance Rate	
		Current	Comparison
Preventive Services			
Well Child Exams (6 or more in the first 15 months)	41	78%	88%
Well Child Exams (1 per year for ages 3-6)	229	88%	85%
Breast Cancer Screening (1 in the past 2 years for women ages 50-74)	801	74%	77%
Cervical Cancer Screening (1 in the past 3 years for women ages 21-64)	1,886	63%	74%
Colon Cancer Screening (1 in the past 10 years for adults ages 50+)	1,680	57%	64%
Condition Management			
Diabetes: Eye Exam	301	62%	44%
Diabetes: HbA1c Testing	301	93%	90%
Diabetes: Kidney Screening	301	73%	85%

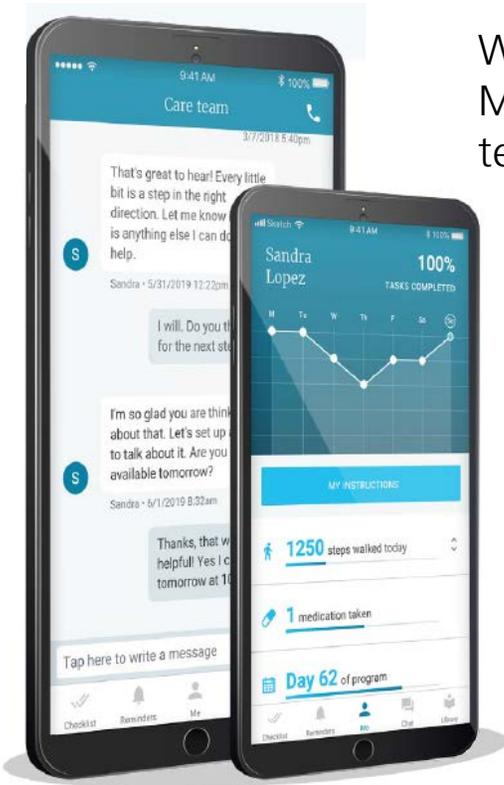


- ✓ 297 Non-Attributed members had no services
- ✓ 307 Non-Attributed members utilized Urgent Care or Emergency Room services

Wellness Outlook

- ✓ Setting 2020 strategy and wellness plan
 - ✓ Work as a team to set goals and measures
 - ✓ Measuring Gaps In Care – preventative screenings
 - ✓ Diabetes Management – education tailored to Type 1 and Type 2 members
 - ✓ Telemedicine - registration and utilization. Behavioral Health.
 - ✓ ExcellusBCBS App/Website, Wellframe, Blue365, MDLIVE, etc.
 - ✓ Member communication plan





With the Wellframe mobile app, the Excellus BlueCross BlueShield Member Care Management team is available to help members with everyday questions or long-term guidance through complex medical conditions.

Health care experts and support at your fingertips

Once you download Wellframe, you're ready to:

- Connect with a dedicated Excellus care manager
- Create a personalized health plan and track progress
- Text with health care professionals at any time
- Receive daily tips, reminders, and videos
- Join programs within the app for additional support

HOW CAN I GET STARTED?

-  Visit wellframe.com/download on your smartphone or tablet to install the Wellframe app.
-  Download the Wellframe app and select **Create New Account**.
-  Your access code is: **EXCELLUS**

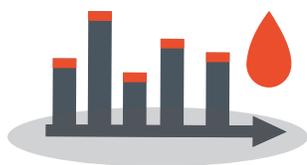
Wellframe can give your employees free access to help manage

issues like:

- Substance Abuse
- Anxiety
- Depression
- Coronary Artery Disease
- Congestive Heart Failure
- Diabetes Management
- Diabetes Prevention
- Maternal Health
- High Blood Pressure
- Asthma
- Stress Management
- Weight Loss
- Smoking Cessation



IMPORTANT TESTS AND EXAMS TO HELP MANAGE DIABETES



Blood tests*

- ▶ Before meal blood sugars: 80 - 130 mg/dL

- ▶ Post-meal (~2.0 hrs) blood sugars: Less than 180 mg/dL
- ▶ A1C: Less than 7%
 - Quarterly if treatment changes or not at goal
 - At least twice a year if stable at goal
- ▶ Lipid Profile: Talk to your healthcare provider about your risks for heart disease and your personalized goal

Urine tests

- ▶ Microalbuminuria: 0.0 - 20.0 ug/ml
 - Yearly
- ▶ Urinalysis
 - Ketones, protein, sediment



Eye exams

- ▶ Dilated eye exam
 - Yearly



Blood pressure

- ▶ Blood pressure: Less than 140/90 mmHg each diabetes visit

Foot exams

- ▶ Visual exam– Each diabetes visit
- ▶ Comprehensive foot exam– At least yearly (more often in patients with high-risk foot conditions)



Other tests (if indicated)

- ▶ Thyroid-stimulating hormone
- ▶ Electrocardiogram
- ▶ Dental exam

For help in managing your diabetes, contact our Member Care Management team at 1-800-860-2619.

*Individual goals may be different.

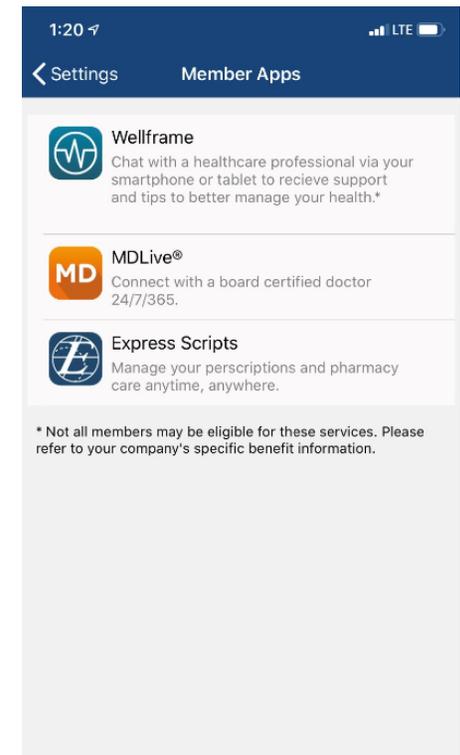
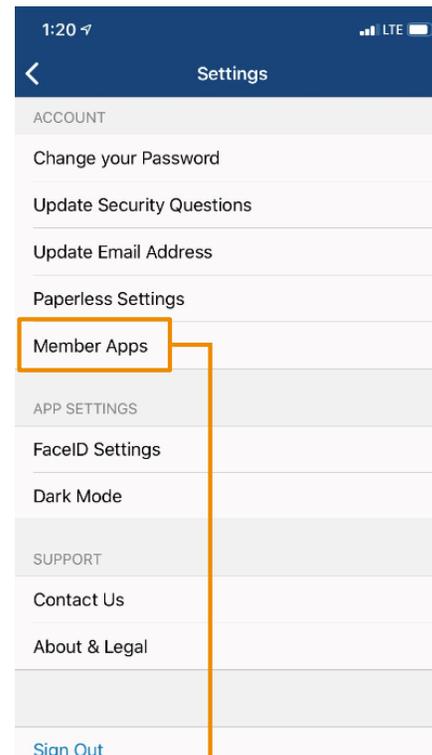
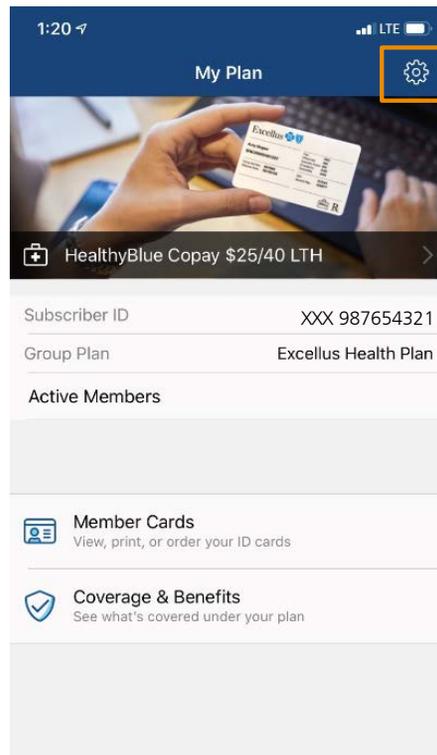
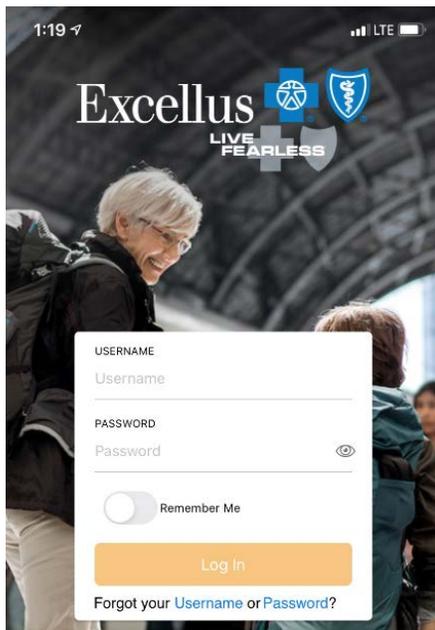


Mobile App Integration

51 members are utilizing the Mobile App

When members sign up for an [Excellus BlueCross BlueShield online member account](#), they get instant access to a variety of tools and other resources to make living healthy a little easier. The **Excellus BCBS mobile app** enables members to:

- View their member card
- Track their deductibles and out-of-pocket spending
- Access their benefits
- View a history of their claims activity
- Find a provider or medical facility
- Access other member apps, such as Wellframe & MDLive



1 Download the [Excellus BCBS app](#) and register your online account.

2 Open your [Excellus BCBS app](#) and click the settings icon on the top right.

3 Click [Member Apps](#) from the dropdown menu.

4 Both [Wellframe](#) & [MDLive](#) are available, with easy access for member's to utilize these services

Packet Page32

CHECKLIST FOR MEN'S HEALTH

MAKE PREVENTIVE CARE A PRIORITY

Let's take control of your health today to ensure a healthier tomorrow. This checklist makes it easier to keep the most essential screenings and doctor visits top of mind. Plus, preventive care services are covered at no additional cost to you,* so saving is easier, too.

<input checked="" type="checkbox"/>	What	Who + When	Why
<input type="checkbox"/>	 Annual Routine Checkup	Everyone Once a year	This once-a-year visit is a great opportunity to touch base with your doctor. Ages 55-69 should discuss if prostate screening is necessary.
<input type="checkbox"/>	 Blood Pressure Screening	Age 40+ or high risk Once a year Age 18-40 and not high risk Every 3-5 years	Getting your blood pressure checked can give your doctor important information about your risk for stroke and heart attack.
<input type="checkbox"/>	 Cholesterol Screening	Everyone Every 4-6 years, more often if you have family history or other risk factors	Too much cholesterol makes it harder for blood to flow through your body. Lower your risk by eating healthier and exercising.
<input type="checkbox"/>	 Colorectal Cancer Screening	Age 50-75 Regular testing; earlier if at high risk	Special tests can detect colorectal cancer early, which makes it easier to treat.
<input type="checkbox"/>	 Diabetes (Type 2) Screening	Age 40-70 and overweight/obese Once a year	There are lots of ways to prevent and manage diabetes if you're aware of your risk.
<input type="checkbox"/>	 HIV Screening	Age 15-65 At least once in lifetime; once a year if at higher risk	The only way to know you don't have HIV is to get tested.
<input type="checkbox"/>	 Immunization Vaccines	Everyone As directed by your doctor	Vaccinations aren't just for kids. Some vaccines can wear off as you age, and more vaccines have become available since you were a child.
<input type="checkbox"/>	 Obesity Screening and Counseling	Everyone As directed by your doctor	Maintaining a healthy weight can give you more energy and reduce your risk for serious health conditions.

These are just some of the preventive care services available to you.
For a full list of what's covered, visit [ExcellusBCBS.com/PreventiveCare](https://www.excellusbcbs.com/preventivecare)



Download the **Excellus BCBS app** and register your online account.

*A well visit or preventive service can sometimes turn into a "sick visit," in which out-of-pocket expenses for deductible, copay and/or coinsurance may apply. There may also be other services performed in conjunction with the above preventive care services that might be subject to deductible, copay and/or coinsurance. Does not include procedures, injections, diagnostic services, laboratory and X-ray services, or any other services not billed as preventive services.

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CHECKLIST FOR WOMEN'S HEALTH

MAKE PREVENTIVE CARE A PRIORITY

Let's take control of your health today to ensure a healthier tomorrow. This checklist makes it easier to keep the most essential screenings and doctor visits top of mind. Plus, preventive care services are covered at no additional cost to you,* so saving is easier, too.

<input checked="" type="checkbox"/>	What	Who + When	Why
<input type="checkbox"/>	 Annual OB/GYN Visit	Under Age 65 Once a year	This once-a-year visit with your doctor is a great opportunity to touch base and share any concerns.
<input type="checkbox"/>	 Blood Pressure Screening	Age 40+ or high risk Once a year Age 18-40 and not high risk Every 3-5 years	Getting your blood pressure checked can give your doctor important information about your risk for stroke and heart attack.
<input type="checkbox"/>	 Cervical Cancer Screening	Age 21-65 Every 3 years (talk to your doctor about which options are best for you)	Regular Pap and HPV testing before you have any symptoms can help find abnormalities before they turn into cancer.
<input type="checkbox"/>	 Cholesterol Screening	Everyone Every 4-6 years, more often if you have family history or other risk factors	Too much cholesterol makes it harder for blood to flow through your body. Lower your risk by eating healthier and exercising.
<input type="checkbox"/>	 Colorectal Cancer Screening	Age 50-75 Regular testing; earlier if at higher risk	Special tests can detect colorectal cancer early, which makes it easier to treat.
<input type="checkbox"/>	 Diabetes (Type 2) Screening	Age 40-70 and overweight/obese Once a year	There are lots of ways to prevent and manage diabetes if you're aware of your risk.
<input type="checkbox"/>	 HIV Screening	Age 15-65 At least once in lifetime; once a year if at high risk	The only way to know you don't have HIV is to get tested.
<input type="checkbox"/>	 Immunization Vaccines	Everyone As directed by your doctor	Vaccinations aren't just for kids. Some vaccines can wear off as you age, and more vaccines have become available since you were a child.
<input type="checkbox"/>	 Mammography Screening	Age 40+ Every 1-2 years	Incredible advancements have been made in early breast cancer detection and care planning.
<input type="checkbox"/>	 Obesity Screening and Counseling	Everyone As directed by your doctor	Maintaining a healthy weight can give you more energy and reduce your risk for serious health conditions.

These are just some of the preventive care services available to you. For a full list of what's covered, visit [ExcellusBCBS.com/PreventiveCare](https://www.ExcellusBCBS.com/PreventiveCare)



Download the **Excellus BCBS app** and register your online account.

*A well visit or preventive service can sometimes turn into a "sick visit," in which out-of-pocket expenses for deductible, copay and/or coinsurance may apply. There may also be other services performed in conjunction with the above preventive care services that might be subject to deductible, copay and/or coinsurance. Does not include procedures, injections, diagnostic services, laboratory and X-ray services, or any other services not billed as preventive services.

BENEFITS WITH YOUR EXCELLUS BLUECROSS BLUESHIELD MEMBERSHIP



TELEMEDICINE

On demand access to affordable, quality health care. Anytime, anywhere!

Why wait for the care you need now? Excellus BlueCross BlueShield (BCBS) via our partner **MDLIVE**, now offers another alternative to receive care. Visit with a U.S. board certified doctor right from your home, office or on the go for non-emergency medical conditions.

When to use telemedicine:

- 24/7/365
- If your primary care doctor is not available
- Instead of going to the ER or an urgent care center (for non-emergency issues)
- If traveling and in need of medical care

Visit [ExcellusBCBS.com/Telemedicine](https://www.ExcellusBCBS.com/Telemedicine) or call 1-866-692-5045 for more information and instructions.



EMERGENCY ROOM VS. URGENT CARE

Understanding the difference

For injuries that need immediate attention, but are not serious or life threatening, consider going to an urgent care facility. With urgent care, you get the immediate care you need, often without the wait or rush that can come when the emergency room is busy. Plus, it usually costs much less than the Emergency Room.

Urgent care is ideal for:

- Minor cuts, bruises or burns
- Broken bones, muscle strains or sprains
- Sore throat, cold and flu treatment
- Ear infections

Go to the emergency room immediately for:

- Any life threatening injury
- Behavioral conditions that endanger the person or others
- Serious problems with a person's bodily functions
- Loss of limb, puncture wounds or deep cuts

Urgent care centers can do x-rays, lab work and other diagnostic tests.

Keep the number of your nearest Urgent Care Center in an easy-access place, like your cell phone. Visit [ExcellusBCBS.com/UrgentCare](https://www.ExcellusBCBS.com/UrgentCare) to find an Urgent Care location.





PREVENTIVE CARE

Preventive care can help you stay healthy and reduce your risks for certain illnesses. The following preventive services are covered in full by your Excellus BCBS insurance plan:

- Annual Adult Physical Examinations
- Well-Baby and Well-Child Care
- Well-Woman Examinations
- Adult Immunizations
- Mammograms
- Family Planning and Reproductive Health Services
- Bone Mineral Density Measurements or Testing

Visit the Preventive Health section of ExcellusBCBS.com to learn more about these and other services available to you.

MEMBER TOOLS AND DISCOUNTS AVAILABLE ON THE EXCELLUSBCBS.COM SITE



Treatment Cost Calculator

Managing the quality and cost of your health care is important. Our online treatment cost eliminator makes it easy. You'll get easy-to-understand estimates based on your current benefit plan and cost sharing amounts.

- Search from a wide variety of treatments including inpatient services, outpatient services, diagnostics and office visits
- Estimate treatment costs
- Find out how much you'll need to pay out-of-pocket
- Sort provider results by cost, distance and number of treatments

Login to your ExcellusBCBS.com Member account to access the Treatment Cost Calculator directly from your Member dashboard.



Blue365® and Tivity Health®

Blue 365® offers great deals to keep you healthy and happy every day of the year, all included as part of your Excellus BCBS membership. You can save money with exclusive discounts at top health and wellness retailers around the county and get weekly deals emailed right to your inbox each week.

Tivity Health® Fitness Your Way, one of the most popular Blue365® offerings can help you meet your fitness goals while staying on budget and fitting in to your busy schedule!

Tivity Health® Fitness Your Way offers access to nearly 9,500 different fitness locations for just \$29 a month.*

Visit any participating fitness location – anytime, anywhere – as often as you like. Locations include select Anytime Fitness, Curves and Snap Fitness. A limited number of Gold's Gyms and YMCAs in certain areas also participate. You can also receive discounts on massage, yoga, tai chi, Pilates, personal training and more and enjoy savings on vitamins, exercise equipment, aromatherapy and organic products.

Visit ExcellusBCBS.com/Blue365 and login to your Member Account to learn more!

* See program details for complete pricing information.

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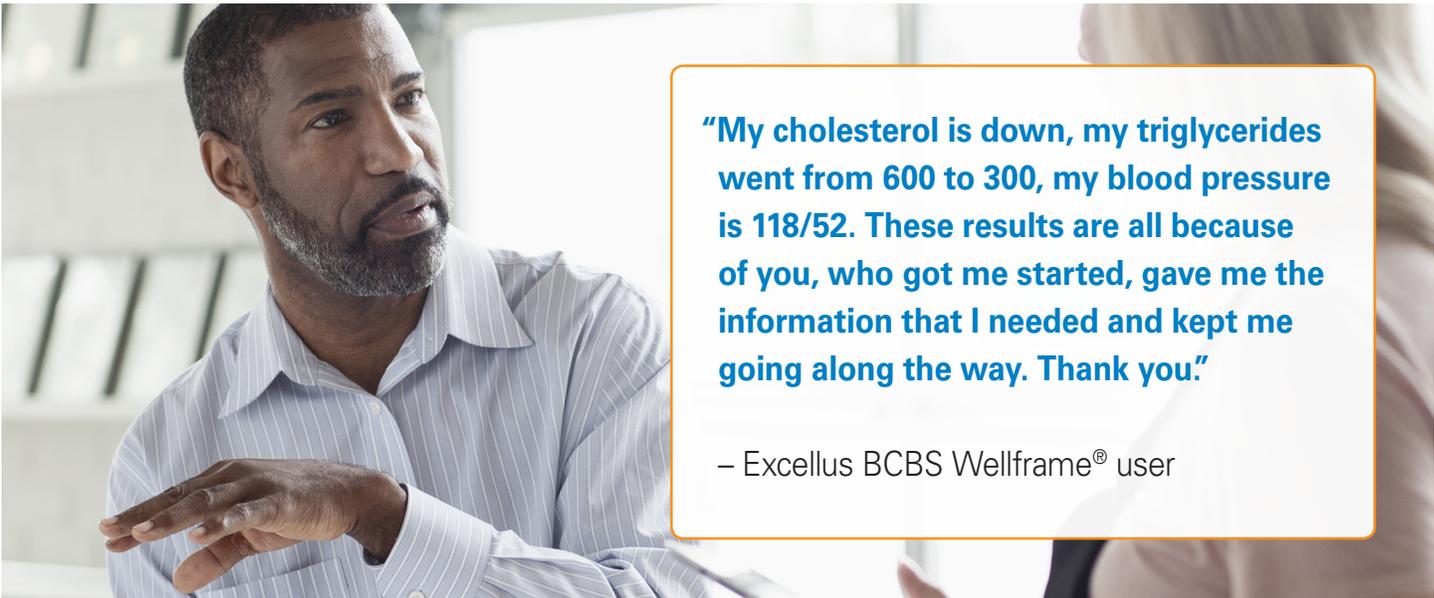
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Visit ExcellusBCBS.com/Blue365 and login to your Member Account to learn more!

* See program details for complete pricing information.



“My cholesterol is down, my triglycerides went from 600 to 300, my blood pressure is 118/52. These results are all because of you, who got me started, gave me the information that I needed and kept me going along the way. Thank you!”

– Excellus BCBS Wellframe® user

\$500 - \$2,000+

SAVED PER EXCELLUS BCBS MEMBER
BASED ON RISK TIER*

EMPLOYEES AVERAGE
49 TEXTS

WITH CARE MANAGERS COMPARED TO JUST
4.5 PHONE CALLS, AND STAY CONNECTED LONGER

PUT CONTINUOUS CARE AT THEIR FINGERTIPS

Wellframe® can give your employees free access to help manage issues like these:

- Substance Abuse
- Anxiety
- Depression
- Coronary Artery Disease
- Congestive Heart Failure
- Diabetes Management and Prevention
- Maternal Health
- High Blood Pressure
- Asthma
- Stress Management
- Weight Loss
- Smoking Cessation

To learn more about how Wellframe® can improve outcomes and control costs, talk to your broker or Excellus BCBS Account Manager today.

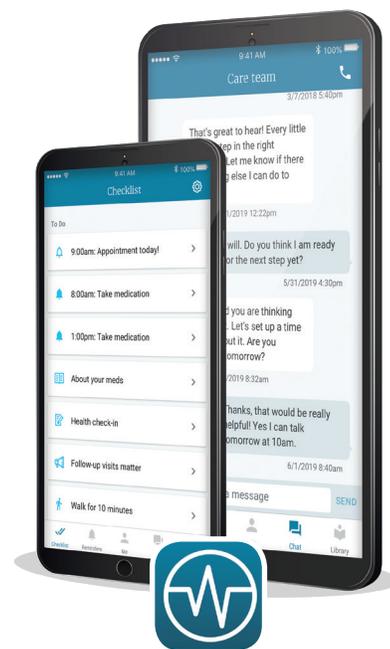
*2018 Health Plan data provided by Wellframe®
Copyright © 2019, Excellus BlueCross BlueShield, a nonprofit independent licensee of the Blue Cross Blue Shield Association. All right reserved.
Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.
Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.
注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。
B-7090

CARE THAT'S ALWAYS IN YOUR CORNER

We believe health insurance shouldn't be something people use once in a while. That's why we want to give you everything your employees need to take control of their health each and every day.

Introducing the Wellframe® app, a convenient way for our Care Managers to provide confidential, text-based, one-on-one outreach to members using a smartphone or tablet. They'll get guidance, support and a personalized care plan to help achieve their health care goals.

- Employees and their families connect conveniently via text with licensed health care professionals when they need advice or support
- Employees get guidance for things like general wellness, weight loss, smoking cessation, diabetes, high blood pressure and more
- Using these one-on-one conversations and member data, we develop personalized care plans to keep healthy employees healthy and complex conditions in check, **lowering medical costs by \$500-\$2,000+** per Excellus BlueCross BlueShield member based on risk tier*
- **80% of Excellus BCBS members on Wellframe®** have successfully addressed a health issue
- Through a 10X increase in contact opportunities, we've made it easier than ever to stay engaged



*Free mobile health support
for smartphone or tablet*

Excellus 
LIVE FEARLESS
Packet Page40

*2018 Health Plan data provided by Wellframe®

Glossary

ALOS Average length of stay for inpatient admissions (number of days divided by number of admissions)

Average Members Sum of monthly members (subscribers, spouses and dependents) divided by the number of report months (number of incurred months in an incurred and paid, or number of paid months in a paid report)

Billed Amount Provider charges

Care Management Involves one-on-one intervention through a nurse care manager - care managers work with individuals, physicians, and family members to identify needs, coordinate care, and secure necessary resources to assist in meeting goals

Comparison Measures for a large sample of employers - typically with 50 or more employees, with approximately **129,000** total members enrolled in PPO, POS, or EPO products

Current Reporting timeframe listed at the beginning of the report

Current Status Claimant status within the employer's plan offering as of report generation

Disease Management Programs that help members with chronic conditions to better manage those conditions by increasing their knowledge about their condition, its potential complications, and the importance of medication and treatment plan compliance

Estimated Network Savings (Amount Billed - Total Cost)

Member Cost (Copays + Deductible + Coinsurance)

Other Carrier Liability Amounts paid by another carrier (coordination of benefits)

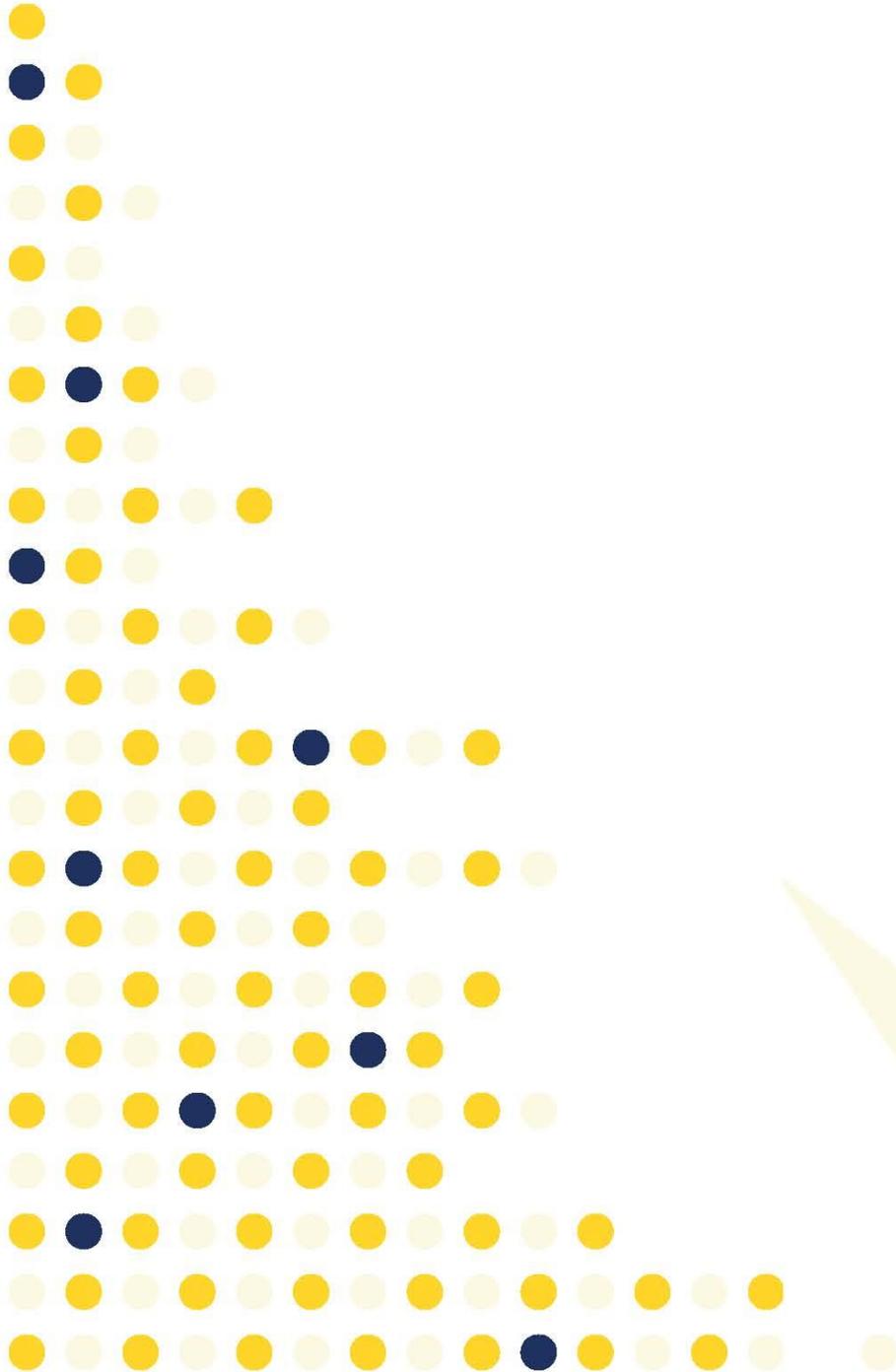
Plan Cost Claims expense paid for enrolled members under the benefits of the employer's plan

PMPM Per member per month

Prior Exactly one year prior to the Current reporting timeframe

Total Cost (Plan Cost + Member Cost + Other Carrier Liability)

Utilization Management Evaluates the medical necessity and appropriateness of services based on evidence-based guidelines and national standards of care - services reviewed may include hospital admissions, home care, medical equipment, and radiology; outcomes may include approval, denial, or modification to a different level of care (e.g., inpatient to outpatient)



Greater Tompkins County

Pharmacy Benefit Plan Review
4th Quarter - 2019



INTRODUCTION

Today's client review will include the following:

- Review client performance for the current period
- Analysis of client performance
- Network Discount Savings: \$9,666,885.86
- Make recommendations for improving future performance

ProAct Contacts:

- Corey Prashaw
 - Account Manager
- Ron Romano, RPh
 - Clinical Account Director

Phone: (315) 287-3652 ext. 3634

E-Mail: CoreyPrashaw@proactrx.com

Phone: (315) 287-3652 ext.3631

E-Mail: RonRomano@proactrx.com

Helpdesk (eligibility and support)

ProAct general support:

ProAct eligibility support:

1-877-635-9545

Support@proactrx.com

Eligibility@proactrx.com

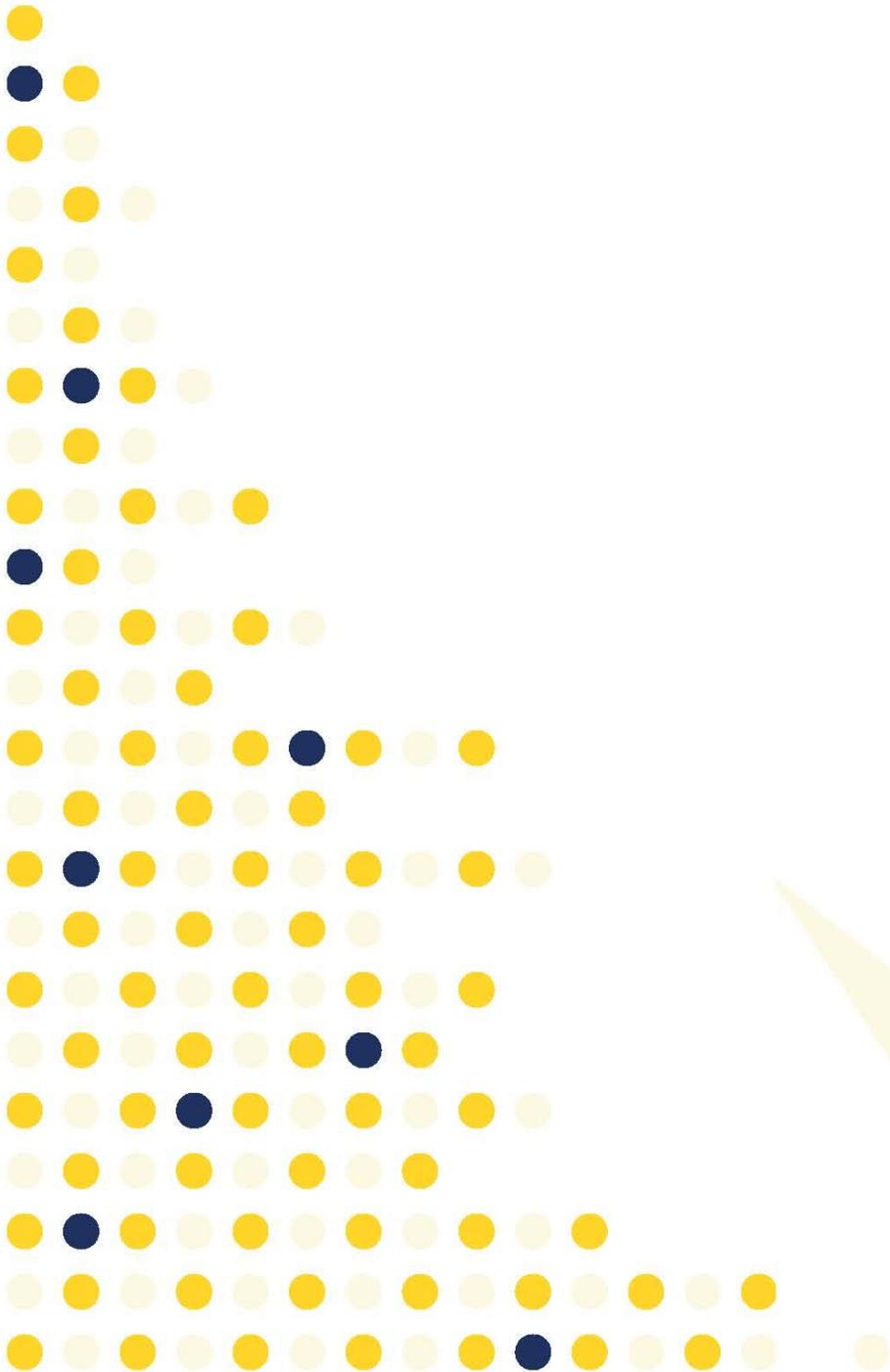
<http://www.proactrx.com>

<http://www.proactpharmacyservices.com>

Our focus is *you*...



Proprietary & Confidential

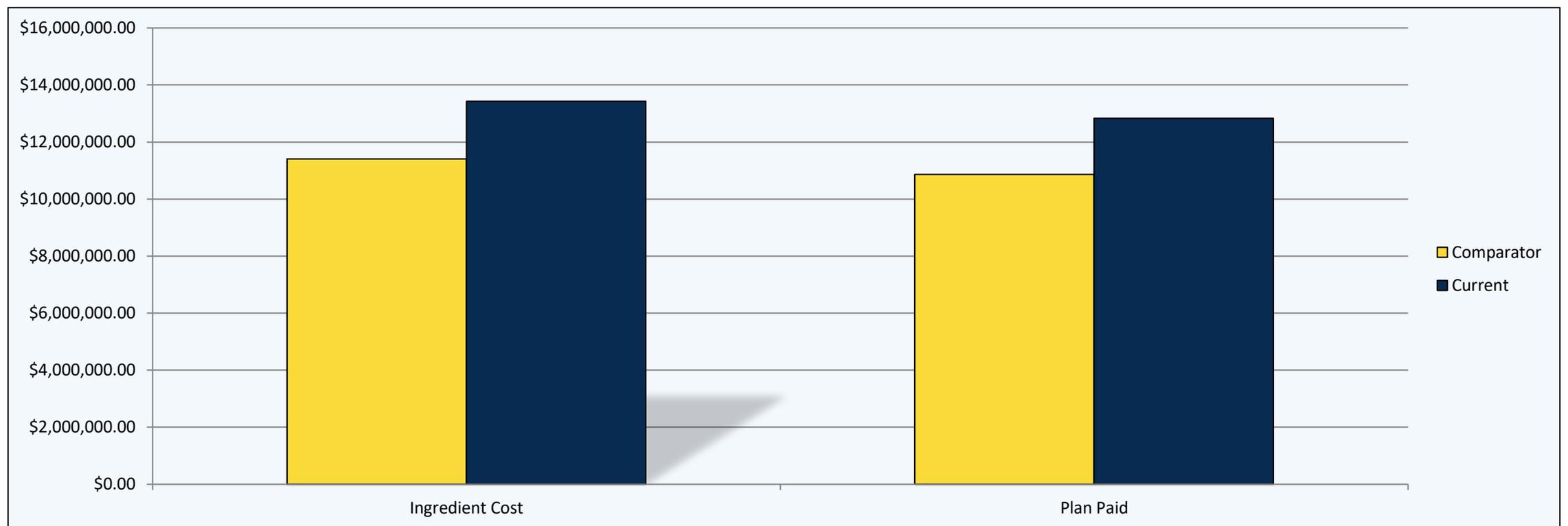


Performance



Performance Summary

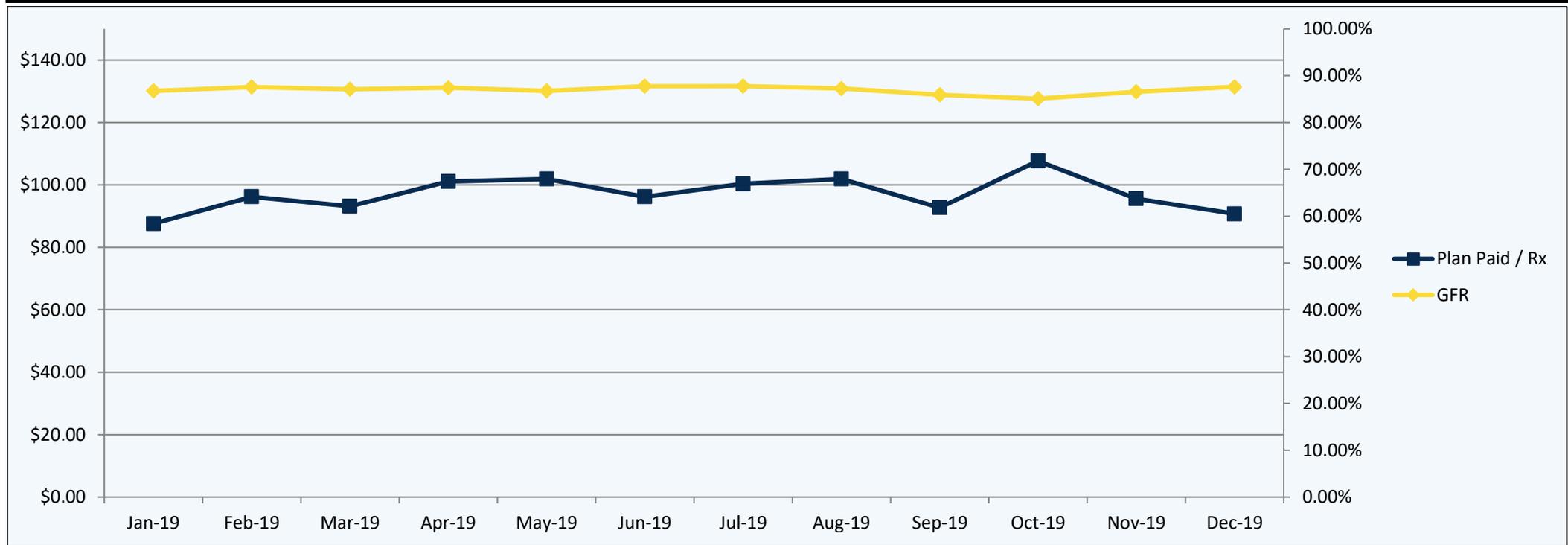
Period	Date Range	Eligible Members	Rx Count	Ingredient Cost	Fill Fee	Total Cost	Member Paid	Copay Assistance	True OOP	Plan Paid
Current	01/01/2019 - 12/31/2019	6,177	90,595	\$13,428,796.63	\$158,900.81	\$13,587,725.39	\$744,502.49	\$15,129.25	\$729,373.24	\$12,838,139.81
Comparator	01/01/2018 - 12/31/2018	5,207	76,096	\$11,410,073.37	\$114,641.46	\$11,524,751.03	\$652,109.29	\$12,540.74	\$639,568.55	\$10,863,500.35
Difference		18.64%	19.05%	17.69%	38.61%	17.90%	14.17%	20.64%	14.04%	18.18%



Utilization Summary

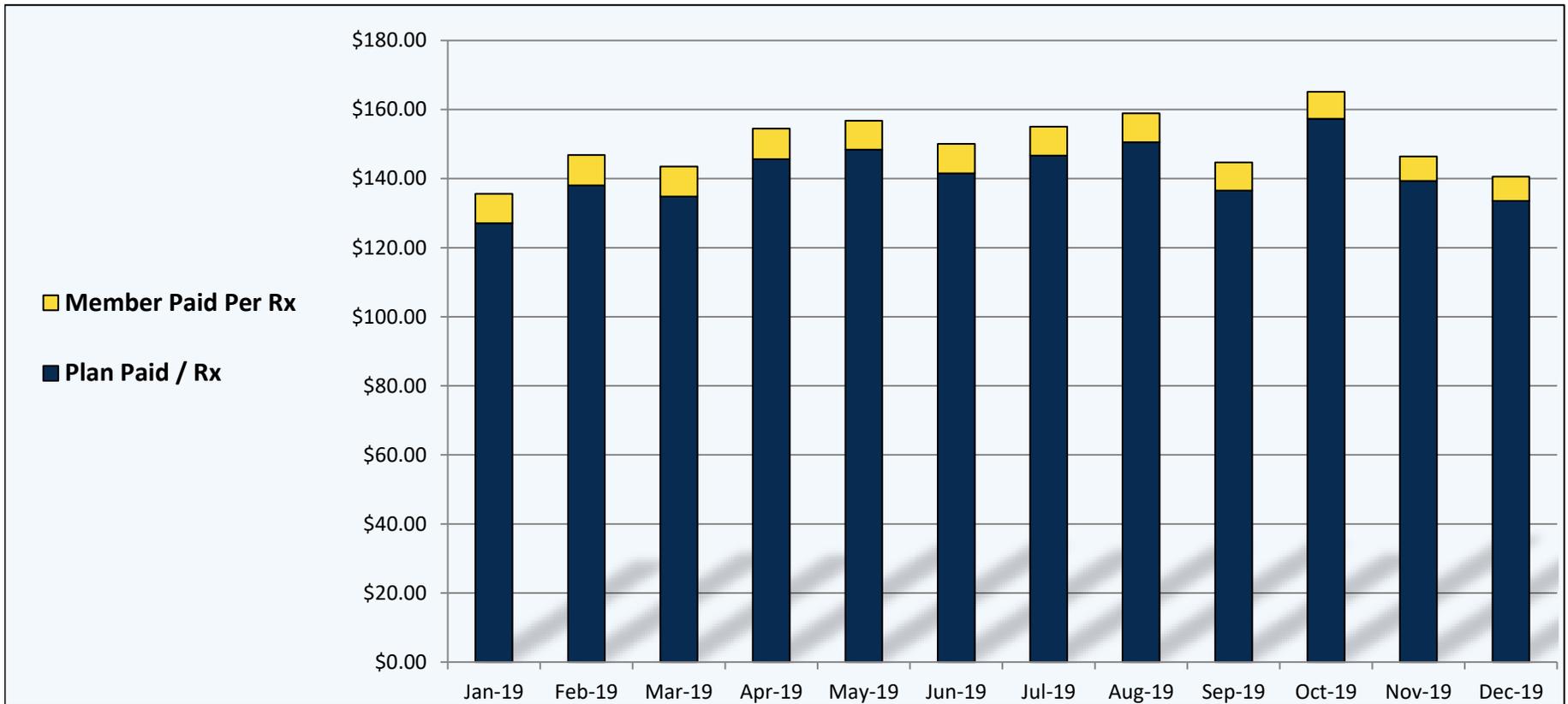
****Normalized Data****

	Rxs PMPM	Plan Paid PMPM	% Generic Rxs	Plan Paid / Generic	% Brand Rxs	Plan Paid / Brand	% Formulary Rxs	Ingredient Cost / Rx	Fill Fee / Rx	Total Cost / Rx	Member Cost / Rx	Plan Cost / Rx
Current	1.78	\$173.20	86%	\$25.63	14%	\$573.69	96%	\$101.61	\$1.20	\$102.82	\$5.63	\$97.14
Comparator	1.83	\$173.88	84%	\$25.19	16%	\$495.21	95%	\$99.84	\$1.00	\$100.84	\$5.71	\$95.05
Difference	-2.60%	-0.39%	2.16%	1.71%	-13.56%	13.68%	0.57%	1.75%	16.56%	1.92%	-1.28%	2.15%
Similar Client Type	1.87	\$170.98	86%	\$23.36	14%	\$492.78	95%	\$97.15	\$0.95	\$98.11	\$6.62	\$91.33
ProAct BoB	1.15	\$100.18	87%	\$20.51	13%	\$519.22	96%	\$96.11	\$1.06	\$97.17	\$9.90	\$87.13



Proprietary & Confidential

Member Paid vs Plan Paid



	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
Member Paid Per Rx	\$8.56	\$8.79	\$8.69	\$8.88	\$8.39	\$8.59	\$8.31	\$8.38	\$8.18	\$7.77	\$7.13	\$7.04
Plan Paid / Rx	\$127.06	\$138.04	\$134.84	\$145.61	\$148.40	\$141.51	\$146.69	\$150.55	\$136.53	\$157.34	\$139.31	\$133.54
Member Pay % of Total	6%	6%	6%	6%	5%	6%	5%	5%	6%	5%	5%	5%
Similar Client Type Member Paid / Rx	\$10.47	\$10.35	\$9.91	\$10.14	\$10.58	\$10.74	\$10.46	\$10.78	\$10.08	\$9.83	\$9.08	\$9.37
Similar Client Type Member Pay %	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	6%	6%



Proprietary & Confidential

Summary by Month

Month	Eligible Members	Utilizing Members	Rx Count	Member Paid / Rx	Plan Paid	Plan Paid / Rx	% Generic	% Brand	% MS Brand	Plan Paid / Brand	Plan Paid / Generic	Plan Paid PMPM	Rx Count PMPM
Jan-18	5,224	2,485	7,044	\$9.29	\$991,547.92	\$140.76	84%	15%	1%	\$686.06	\$37.56	\$189.81	1.35
Feb-18	5,236	2,400	6,269	\$8.98	\$884,565.37	\$141.10	85%	14%	1%	\$683.18	\$42.36	\$168.94	1.20
Mar-18	5,218	2,355	6,350	\$9.42	\$869,153.35	\$136.87	85%	13%	2%	\$705.63	\$38.67	\$166.57	1.22
Apr-18	5,221	2,337	6,306	\$8.91	\$864,749.25	\$137.13	86%	13%	1%	\$709.57	\$40.72	\$165.63	1.21
May-18	5,181	2,369	6,445	\$8.93	\$998,451.63	\$154.92	85%	14%	1%	\$766.84	\$43.20	\$192.71	1.24
Jun-18	5,185	2,305	6,113	\$8.91	\$965,921.67	\$158.01	85%	14%	2%	\$812.74	\$41.57	\$186.29	1.18
Jul-18	5,191	2,284	6,172	\$8.80	\$913,096.06	\$147.94	85%	14%	1%	\$738.78	\$41.12	\$175.90	1.19
Aug-18	5,202	2,270	6,131	\$8.57	\$847,785.39	\$138.28	85%	14%	2%	\$686.69	\$40.34	\$162.97	1.18
Sep-18	5,201	2,255	5,936	\$8.07	\$852,995.85	\$143.70	83%	15%	2%	\$671.46	\$38.70	\$164.01	1.14
Oct-18	5,201	2,424	6,746	\$7.59	\$922,972.61	\$136.82	83%	16%	1%	\$647.29	\$29.49	\$177.46	1.30
Nov-18	5,203	2,346	6,252	\$7.70	\$885,078.96	\$141.57	84%	15%	2%	\$706.27	\$31.22	\$170.11	1.20
Dec-18	5,215	2,311	6,332	\$7.60	\$867,182.29	\$136.95	85%	14%	2%	\$720.92	\$33.36	\$166.29	1.21
Total:	5,207	2,345	76,096	\$8.57	\$10,863,500.35	\$142.76	84%	14%	1%	\$711.29	\$38.19	\$173.89	1.22

Month	Eligible Members	Utilizing Members	Rx Count	Member Paid / Rx	Plan Paid	Plan Paid / Rx	% Generic	% Brand	% MS Brand	Plan Paid / Brand	Plan Paid / Generic	Plan Paid PMPM	Rx Count PMPM
Jan-19	6,167	2,782	7,562	\$8.56	\$960,853.48	\$127.06	87%	12%	1%	\$738.08	\$32.01	\$155.81	1.23
Feb-19	6,170	2,728	7,045	\$8.79	\$972,521.63	\$138.04	87%	12%	1%	\$790.82	\$40.73	\$157.62	1.14
Mar-19	6,160	2,781	7,593	\$8.69	\$1,023,860.68	\$134.84	87%	12%	1%	\$782.89	\$37.91	\$166.21	1.23
Apr-19	6,136	2,753	7,471	\$8.88	\$1,087,866.27	\$145.61	87%	12%	1%	\$846.69	\$41.01	\$177.29	1.22
May-19	6,154	2,763	7,540	\$8.39	\$1,118,904.26	\$148.40	86%	12%	1%	\$813.36	\$43.54	\$181.82	1.23
Jun-19	6,175	2,790	7,418	\$8.59	\$1,049,697.07	\$141.51	87%	11%	1%	\$844.08	\$39.43	\$169.99	1.20
Jul-19	6,195	2,742	7,517	\$8.31	\$1,102,667.22	\$146.69	87%	11%	1%	\$874.77	\$40.86	\$177.99	1.21
Aug-19	6,201	2,748	7,517	\$8.38	\$1,131,696.79	\$150.55	87%	12%	1%	\$847.41	\$43.13	\$182.50	1.21
Sep-19	6,212	2,820	7,626	\$8.18	\$1,041,209.68	\$136.53	85%	14%	1%	\$666.91	\$39.93	\$167.61	1.23
Oct-19	6,183	2,958	8,142	\$7.77	\$1,281,044.16	\$157.34	84%	15%	1%	\$753.93	\$42.53	\$207.19	1.32
Nov-19	6,178	2,826	7,429	\$7.13	\$1,034,917.47	\$139.31	85%	14%	1%	\$801.31	\$25.23	\$167.52	1.20
Dec-19	6,191	2,855	7,735	\$7.04	\$1,032,901.10	\$133.54	87%	12%	1%	\$833.38	\$25.79	\$166.84	1.25
Total:	6,177	2,796	90,595	\$8.23	\$12,838,139.81	\$141.71	86%	13%	1%	\$799.47	\$37.67	\$173.20	1.22





Analysis



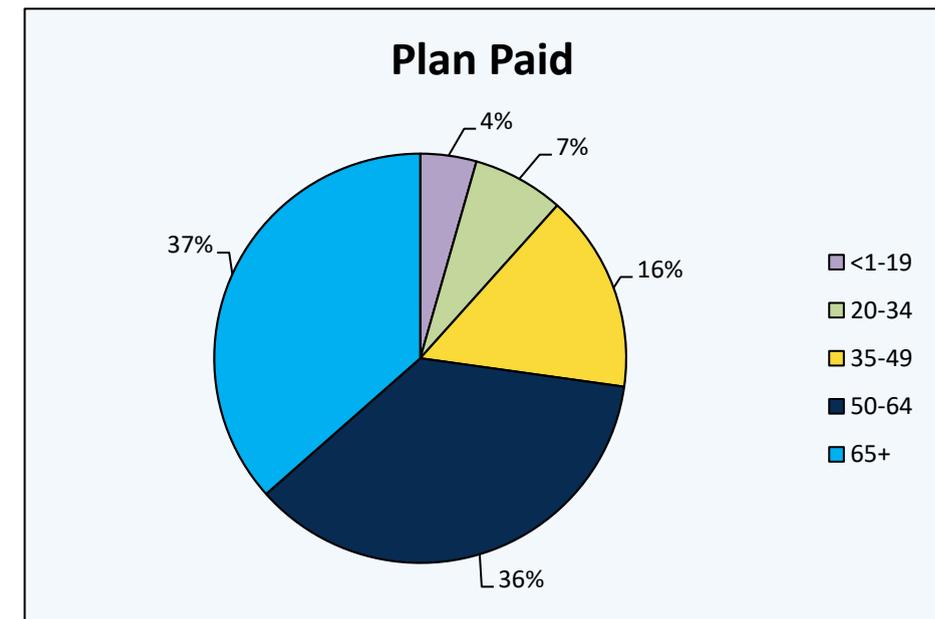
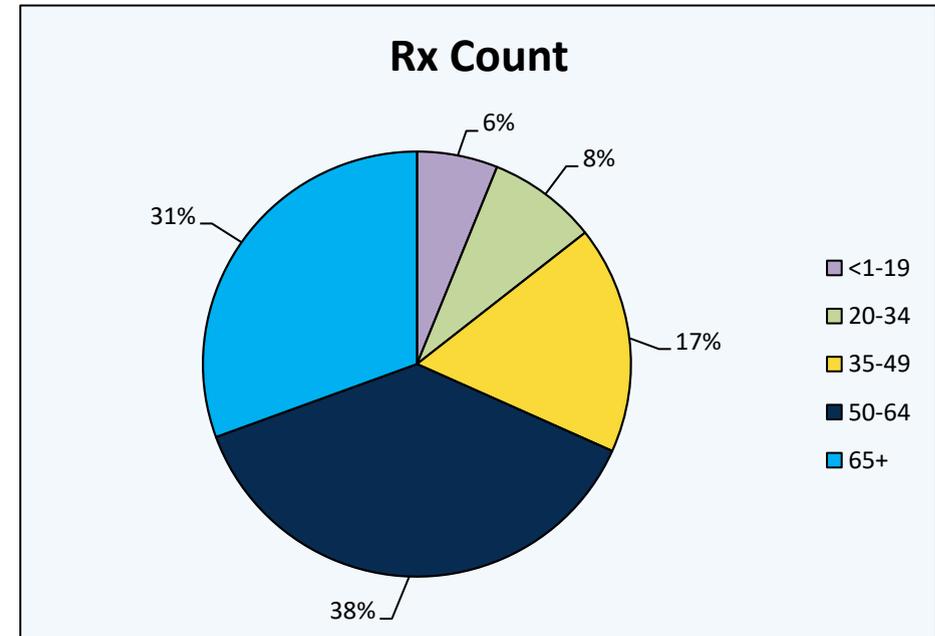
Pharmacy Eligible Members & Demographics

Contract Count	Eligible Members
2,872	6,177

Member Type:	Eligible Members	Rx Count
Cardholder:	2,872	53,716
Spouse:	1,439	27,503
Dependent:	1,866	9,376
Total	6,177	90,595

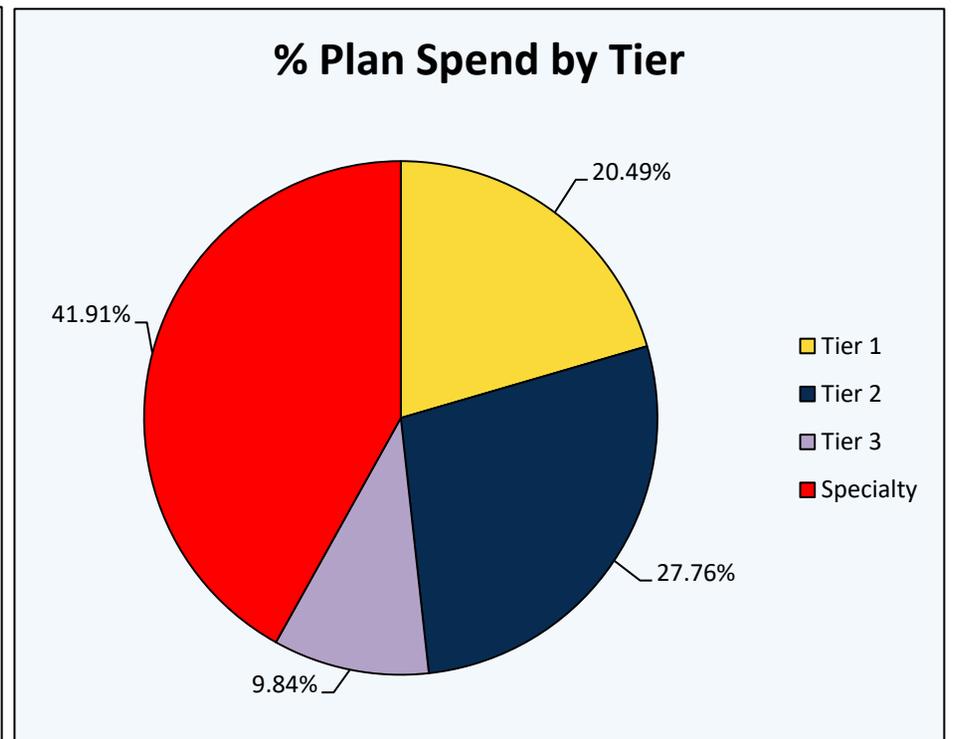
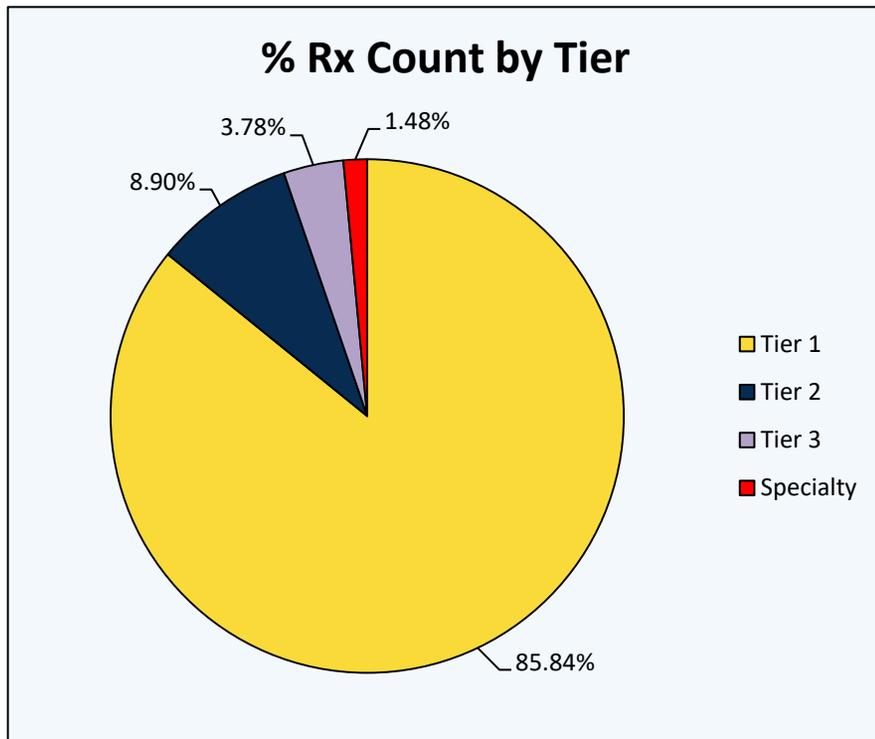
Demographic Information:	
% Male	49%
% Female	51%
Average Age - Cardholder	50
Average Age - Cardholder and Family	44

Age Group	Eligible Members	Plan Spend / Member	Similar Client Type Plan Spend Per Member
<1 - 19	1,260	\$37.38	\$35.81
20 - 34	1,126	\$68.22	\$67.78
35 - 49	1,227	\$136.43	\$139.95
50 - 64	1,586	\$244.44	\$247.83
65+	979	\$399.35	\$545.90



Drug Usage Analysis

	Generic - Tier 1	Preferred Brand - Tier 2	Non-Preferred Brand - Tier 3	Specialty
Rx Count	77,767	8,060	3,424	1,344
Plan Paid / Rx	\$33.83	\$442.19	\$368.80	\$4,003.40
Plan Paid	\$2,630,742.59	\$3,564,047.01	\$1,262,779.02	\$5,380,571.19
% Plan Spend	20.49%	27.76%	9.84%	41.91%



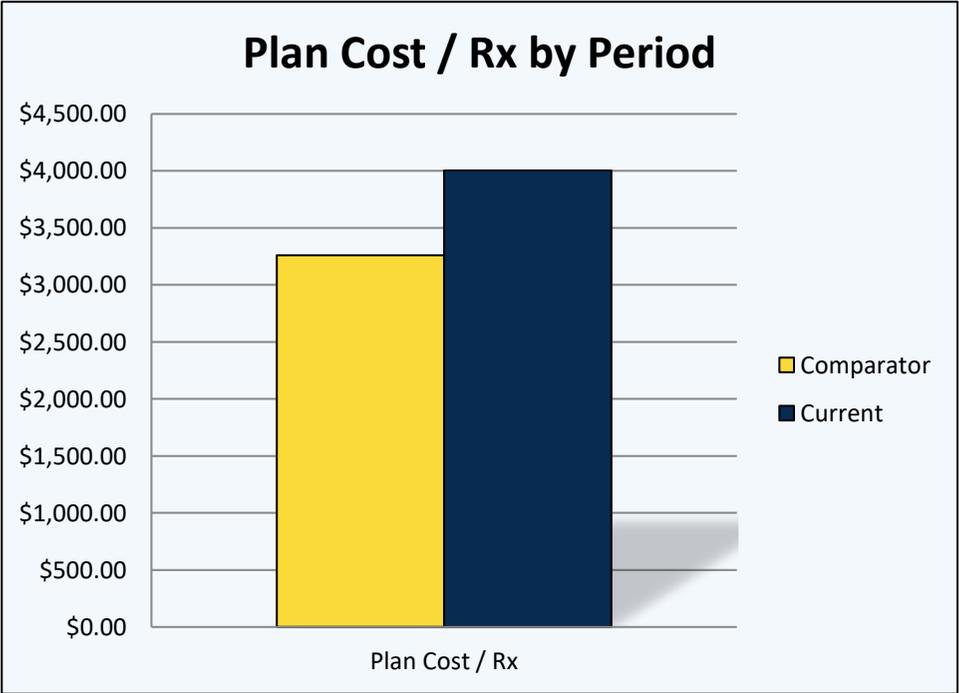
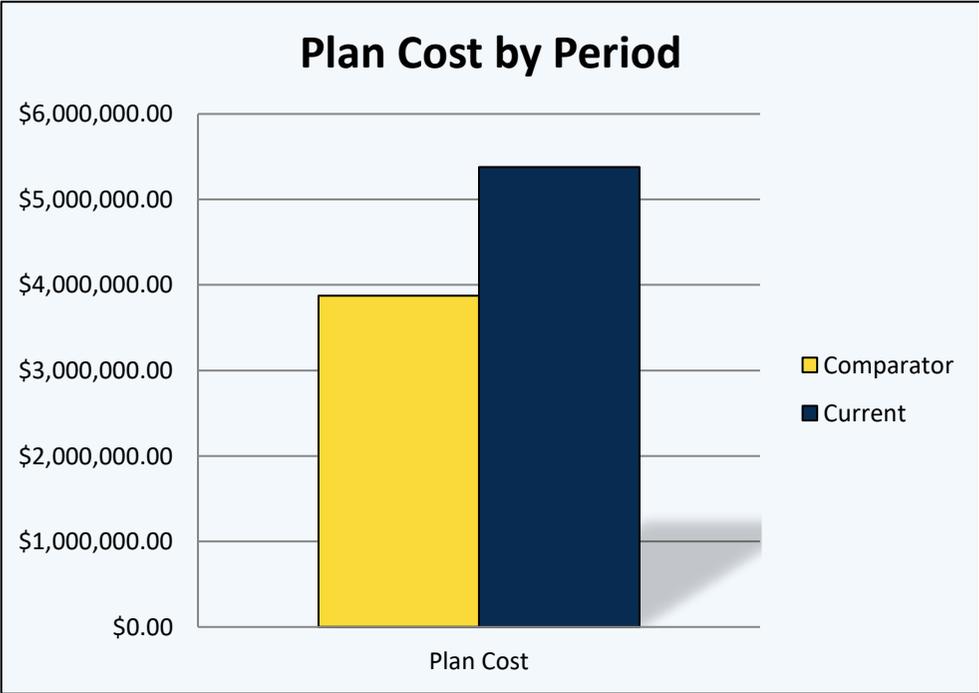
Therapeutic Drug Category Analysis

Category Name	Common Disease	Common Brand Medications	Common Generic Medications	Utilizing Members	Rx Count	Plan Paid	% Generic
Antidiabetic	High Blood Sugar	Actosplus Met, Actos, Avandamet, Avandia, Insulin Products, Januvia, Starlix	acarbose, glimepiride, glipizide, glipizide XL, glyburide, metformin, metformin ER, nateglinide	465	4,641	\$1,765,730.46	55.07%
Antiasthmatic	Asthma	Accolate, Duoneb, Foradil, Singulair, Spirivia, Symbicort, Theo-24, Ventolin	albuterol, albuterol/ipratropium, aminophylline, theophylline, budesonide	850	3,969	\$733,571.45	39.28%
Anticoagulants	Blood clots	Arixtra, Coumadin, Effient, Fragmin, Lovenox	anagrelide, dipyridamole, pentoxifylline, ticlopidine, warfarin	172	976	\$399,708.91	29.71%
Anticonvulsant	Seizures	Carbatrol, Depakene, Gabitril, Keppra, Lamictal, Lyrica, Neurontin, Tegretol, Topamax, Trileptal	carbamazepine, divalproex, gabapentin, lamotrigine, levetiracetam, phenobarbitol, topiramate	516	3,024	\$305,139.51	89.88%
Dermatological	Topical Agents	Benzaclin Care Kit/gel, Differin, Duac, Elocon, Lidex, Loprox Gel/Shampoo, Metrogel,	ammonium lactate, betamethasone, hydrocortisone, triamcinolone acetoneide	1,066	2,357	\$295,234.33	96.82%
Stimulants/Anti-Obesity/Anorex	Stimulants	Adderall XR, Concerta, Daytrena, Focalin, Metadate CD/ER, Nuvigil, Provigil, Ritalin/LA/SR	amphetamine/dextroamphetamine, methylphenidate ER/SR	251	1,985	\$289,305.91	84.99%
Analgesics- Narcotic	Pain - Narcotic	Avinza, Embeda, Kadian, Opana, OxyContin, Vicodin	fentanyl, hydrocodone, hydromorphone, meperidine, methadone, morphine, oxycodone	749	2,659	\$254,622.88	89.13%
Antidepressants	Depression	Celexa, Cymbalta, Effexor, Lexapro, Paxil, Pristiq, Prozac, Sarafem, Wellbutrin, Zoloft	bupropion, citalopram, fluoxetine, mirtazapine, paroxetine, sertraline, venlafaxine	1,260	8,143	\$253,611.67	97.83%
Misc. Gi	Crohn's Disease, Irritable Bowel Disorder, etc.	Amitiza, Asacol, Cimzia, Pentasa, etc.	Metoclopramide, sulfasalazine, etc.	108	497	\$242,123.33	69.01%
Antihyperlipidemic	High Cholesterol	Advicor, Antara, Colestid, Crestor, Fenofibric Acid, Fibricor, Lescol/XL, Lipitor, Lovaza, Tricor, Vytorin, Welchol, Zetia	atorvastatin, cholestyramine, colestipol, fenofibrate, gemfibrozil, lovastatin, pravastatin, simvastatin	1,020	5,495	\$223,493.25	97.71%



Specialty Drug Summary

	Comparator Period January 1, 2018 - December 31, 2018	Current Period January 1, 2019 - December 31, 2019	% Difference
Utilizing Members	168	176	4.76%
Rx Count	1,189	1,344	13.04%
Ingredient Cost	\$3,900,952.28	\$5,409,039.88	38.66%
Member Cost	\$25,439.30	\$31,145.84	22.43%
Plan Cost	\$3,876,198.63	\$5,380,571.19	38.81%
Plan Cost / Specialty Rx	\$3,260.05	\$4,003.40	22.80%
Plan Cost / Specialty Utilizer	\$23,072.61	\$30,571.43	32.50%
% of Total Rx Count	1.56%	1.48%	-
% of Total Plan Cost	35.68%	41.91%	-
% Member Share	0.65%	0.58%	-



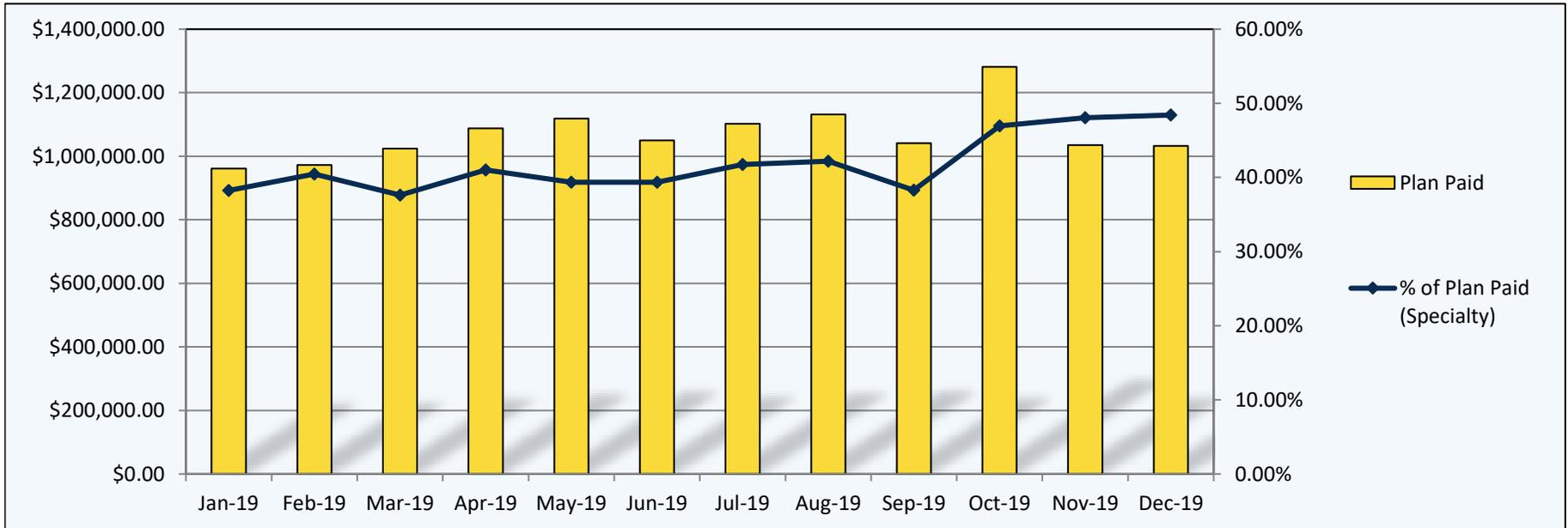
Top Specialty Drugs

Top Specialty Drugs

Drug Name	Drug Class	Utilizing Members	Rx Count	Total Cost	Member Cost	Plan Cost
Humira Pen	Systemic Inflammatory Agents	15	109	\$575,197.99	\$2,655.00	\$572,542.99
Stelara	Antipsoriatics	6	16	\$312,095.60	\$699.93	\$311,395.67
Cosentyx Pen	Antipsoriatics	6	52	\$295,580.14	\$1,990.00	\$293,590.14
Tagrisso	Antineoplastics (Cancer)	1	13	\$199,364.79	\$455.00	\$198,909.79
Enbrel Srclk	Systemic Inflammatory Agents	5	39	\$198,910.25	\$845.00	\$198,065.25

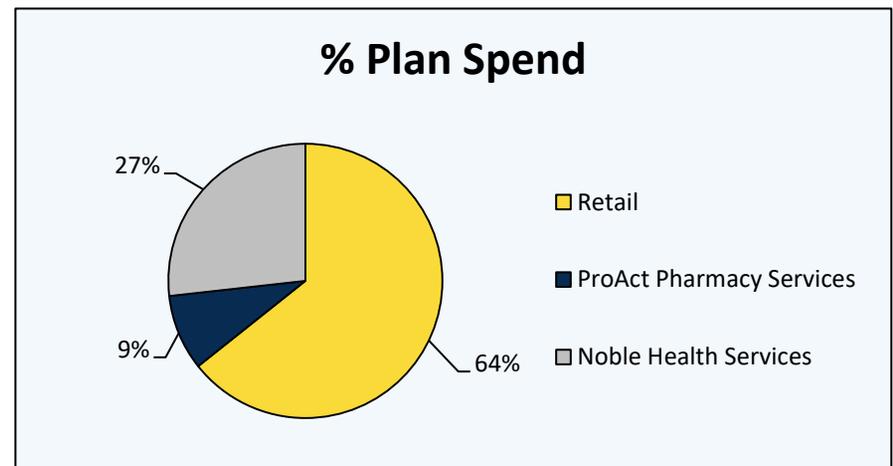
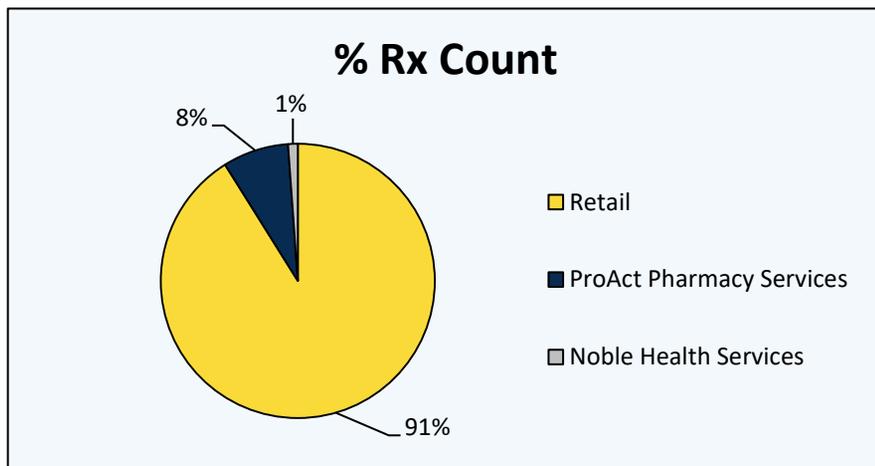
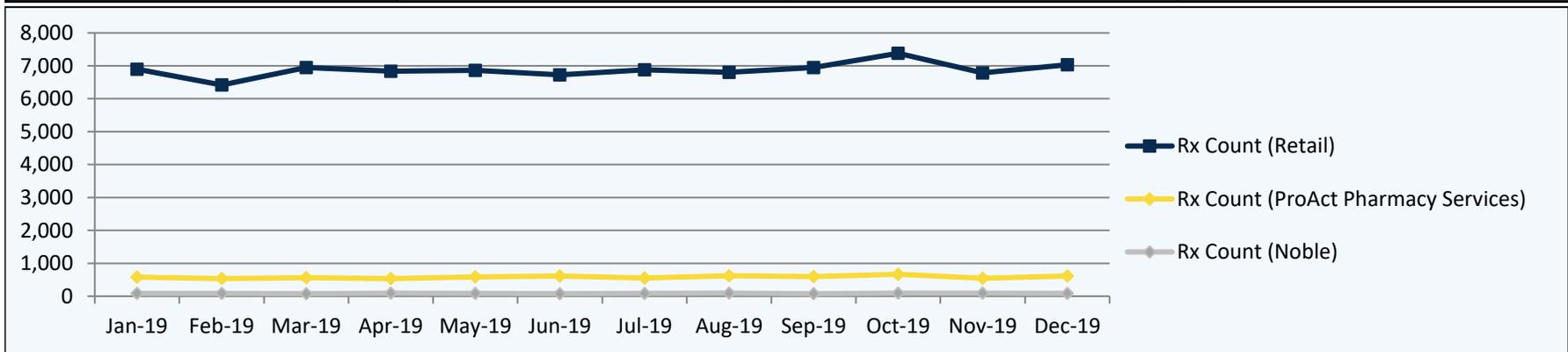
Top Specialty Classes

4 Digit GPI	Drug Class	Utilizing Members	Rx Count	Total Cost	Member Cost	Plan Cost
2153	Antineoplastics (Cancer)	9	75	\$939,928.80	\$2,240.00	\$937,688.80
6240	Multiple Sclerosis Agents	13	123	\$832,393.60	\$2,800.00	\$829,593.60
9025	Antipsoriatics	13	92	\$787,029.63	\$3,584.93	\$783,444.70
6627	Systemic Inflammatory Agents	18	131	\$686,755.23	\$3,002.00	\$683,753.23
6629	Systemic Inflammatory Agents	6	50	\$257,368.20	\$1,155.00	\$256,213.20



Drug Fill Location Analysis

	Retail	ProAct Pharmacy Services	Noble Health Services
Utilizing Members	4,892	660	119
Rx Count	82,528	7,027	1,040
Ingredient Cost	\$8,719,992.75	\$1,249,684.10	\$3,459,119.78
Fill Fee	\$156,981.41	\$20.00	\$1,899.40
Member Paid	\$615,931.53	\$103,269.60	\$25,301.36
Plan Paid	\$8,256,216.10	\$1,146,205.89	\$3,435,717.82





Ron's Clinical Corner

Drug Recalls

Unfortunately, it is common for product recalls to happen in the prescription drug industry. These are typically the result of manufacturer- or FDA-identified issues with a product or batch of products. While some of these are minor in nature, there are cases where they could be very dangerous.

The two most common types of recalls are retail and patient level recalls. Retail-level recalls apply to pharmacies and other providers that stock the recalled product. In this recall, the requirement is that establishments that have the product on hand quarantine and no longer distribute the product. In a patient level recall, the recall not only applies to pharmacies and other providers, but also patients or consumers. In the case of a patient level recall, patients or consumers who may be at risk are required to be notified by the pharmacy or provider that supplied the medication. In addition, the affected product must be quarantined as it is in a retail-level recall.

In the case of ranitidine, which was also the case for blood pressure medications like irbesartan, losartan, and valsartan, the FDA determined products were contaminated with NDMA (N-nitrosodimethylamine). What first started out as a retail level recall, then escalated into a patient level recall once more testing was completed. The FDA is continuing the investigation to see how much NDMA is in the ranitidine, the potential risk to patients, and the source of the active ingredient. Preliminary testing from the FDA has also indicated that certain nizatidine (Axid®), a medication in the same therapeutic class as ranitidine, products may also be affected, but no recalls have been announced at this time. NDMA is something that most people are exposed to even if not taking one of these medications, as there are small amounts in water and common foods such as bacon, grilled meats, and dairy products.

The FDA continues to work on enforcing standards as both generic and brand name drugs are often made from or include ingredients from overseas. They continue to work with manufacturers and global regulators to ensure safe, effective, and high-quality drugs for the American public. Unfortunately, these investigations and policy changes take time, so it is important for the agency to enforce the current standards to limit the potential for situations like this to arise.

The ranitidine recall will certainly not be the last major recall we hear about. Hopefully, as the FDA continues to push forward in enforcing standards and becomes more sophisticated in testing methods, the frequency of these recalls will be reduced. As a reminder, if you or someone you know is affected by a drug recall we encourage you to speak with your physician.

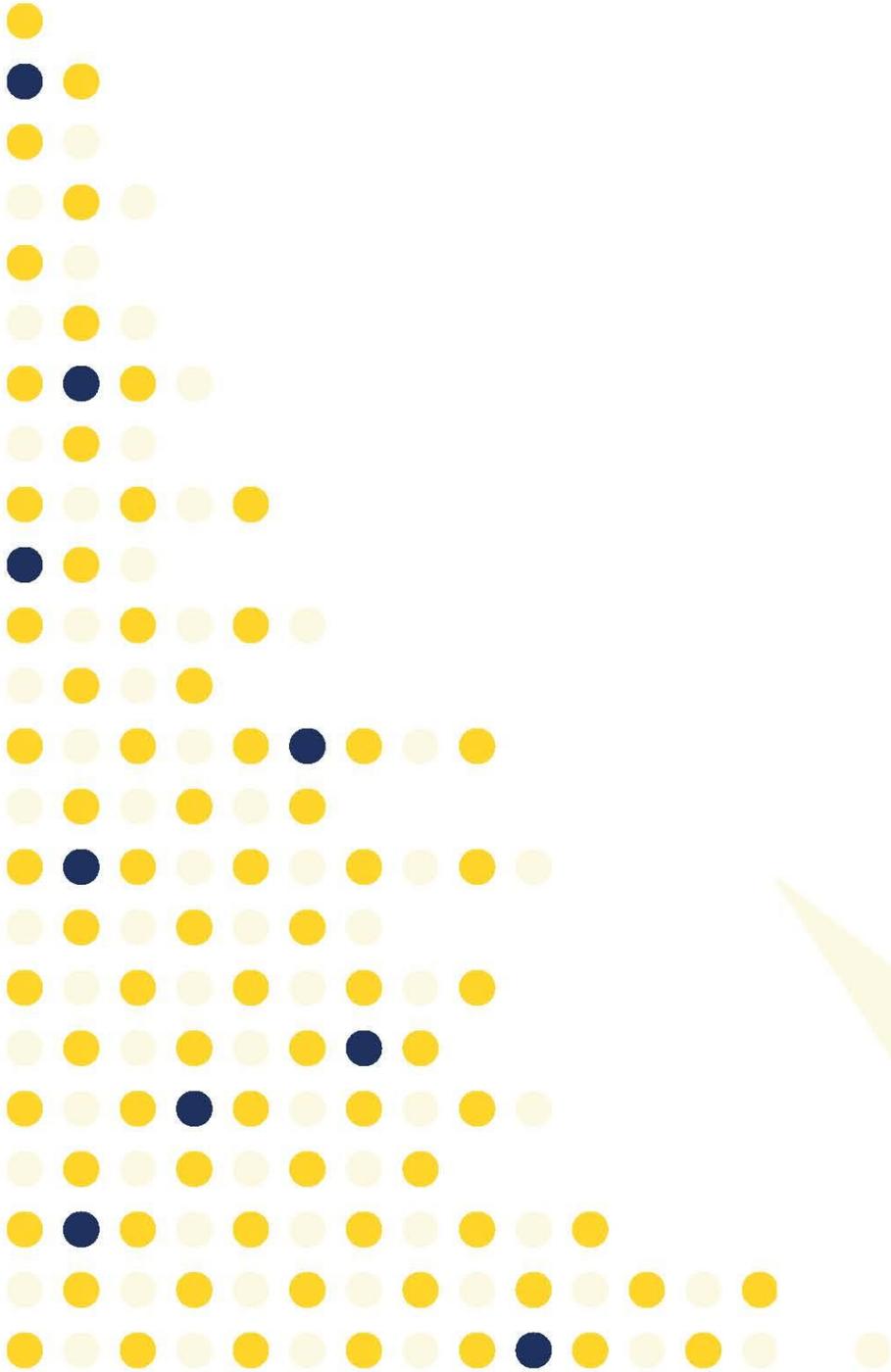


Generic Launch Schedule (dates are estimates based on currently available information)

Brand Name	Earliest Possible Launch	Therapeutic Class	Brand Name	Earliest Possible Launch	Therapeutic Class	Brand Name	Earliest Possible Launch	Therapeutic Class
ABRAXANE	03/31/2022	CANCER	EPANED	04/30/2021	BLOOD PRESSURE	RENOVA (0.02%)	03/07/2020	FACIAL WRINKLES
ABSORICA	12/27/2020	ACNE	EPIDUO FORTE	2020-2021	ACNE	RESCULA	2020-2021	EYE DISORDERS
AFINITOR	2020	CANCER	ERAXIS	04/12/2021	INFECTION	REVLIMID	1Q22	CANCER
ALTRENO	08/23/2021	ACNE	EVAMIST	07/31/2022	MENOPAUSE	RISPERDAL CONSTA	11/26/2020	SCHIZOPHRENIA
AMITIZA	01/01/2021	IRRITABLE BOWEL	FLOVENT HFA	2021	RESPIRATORY	SAPHRIS	1H20	DEPRESSION
ANTARA	2020-2022	CHOLESTEROL	FOLOTYN	11/15/2022	CANCER	SELZENTRY	08/06/2021	HIV/AIDS
APTIOM	06/27/2021	EPILEPSY	FORTEO	2H20	OSTEOPOROSIS	SILENOR	01/01/2020	INSOMNIA
APTIVUS	04/30/2020	HIV/AIDS	GILENYA	11/11/2021	MULTIPLE SCLEROSIS	SKLICE	05/03/2020	INFECTION
ARESTIN	03/29/2022	PERIODONTAL	IMPAVIDO	03/19/2021	INFECTION	SOMATULINE	03/08/2020	ENDOCRINE DISORDER
ATRIPLA	09/30/2020	HIV/AIDS	INNOPRAN XL	10/04/2021	CARDIOVASCULAR	SUPREP BOWEL	2021-2022	BOWEL PREP
BANZEL	05/30/2022	EPILEPSY	INTELENCE	06/14/2021	HIV/AIDS	SUTENT	08/16/2021	CANCER
BEPREVE	2021	ALLERGIC	IRESSA	07/13/2022	CANCER	SYNDROS	2020	NAUSEA/VOMITING
BETHKIS	2021-2022	CYSTIC FIBROSIS	JEVANA KIT	09/27/2021	CANCER	TACLONEX	07/28/2020	PSORIASIS
BIDIL	09/08/2020	CARDIOVASCULAR	JUBLIA	12/06/2021	ONYCHOMYCOSIS	TAYTULLA	03/29/2020	CONTRACEPTION
BONJESTA	04/16/2021	NAUSEA/VOMITING	KALETRA	11/23/2020	HIV/AIDS	TECFIDERA	2020-2021	MULTIPLE SCLEROSIS
BROVANA	11/09/2021	RESPIRATORY	KERYDIN	2021	ONYCHOMYCOSIS	THALOMID	2020-2021	CANCER
BYETTA	2020	DIABETES	KORLYM	2H20	METABOLIC COND.	TIROSINT	2H20	THYROID
BYSTOLIC	09/17/2021	CARDIOVASCULAR	KUVAN	10/01/2020	METABOLIC COND.	TOVIAZ	2020-2021	OVERACTIVE BLADDER
CAPRELSA	06/27/2022	CANCER	LEXETTE	05/24/2021	PSORIASIS	TREANDA	12/07/2022	CANCER
CAYSTON	12/20/2021	CYSTIC FIBROSIS	LYRICA CR	2021-2022	FIBROMYALGIA	TRUVADA	09/30/2020	HIV/AIDS
CHANTIX	2020-2022	SMOKING CESSATION	MARQIBO KIT	09/25/2020	CANCER	TYKERB	09/29/2020	CANCER
CHOLBAM	03/17/2022	DIGESTIVE DISORDERS	MYCAMINE	2020	INFECTION	ULESFIA	2020-2021	INFECTION
CIPRODEX	2020	INFECTION	NEUPRO	03/30/2021	PARKINSON'S DISEASE	VALCHLOR	08/23/2020	CANCER
CLEVIPREX	02/23/2022	BLOOD PRESSURE	NORTHERA	02/18/2021	PARKINSON'S DISEASE	VELCADE	05/01/2022	CANCER
CRIVIVAN	02/10/2021	HIV/AIDS	NOVOLOG	01/02/2020	DIABETES	VELPHORO	3Q20	ELECTROLYTE IMBALANCE
CUVPOSA	2020	CEREBRAL PALSY	NYMALIZE	05/10/2020	BLOOD DISORDERS	VIBATIV	08/24/2022	INFECTION
DALIRESP	2020-2021	RESPIRATORY	OFIRMEV	12/06/2020	PAIN	VIIBRYD	2021	DEPRESSION
DENAVIR	06/17/2020	HERPES VIRUS	OMNARIS	2020	NASAL STEROID	VIMOVO	05/31/2022	PAIN
DEPO-SQ PR 104	05/15/2020	CONTRACEPTION	ONEXTON	2021-2022	ACNE	VIMPAT	03/17/2022	EPILEPSY
DEXILANT	2020-2023	GI/GERD	ONSOLIS	01/22/2020	PAIN	XOFIGO	44882	CANCER
DORYX MPC	2020	INFECTION	ORAVIG	09/11/2022	INFECTION	YONSA	03/07/2021	CANCER
DULERA	11/22/2020	ASTHMA	OXAYDO	01/01/2022	PAIN	ZIPSOR	03/24/2022	PAIN
DUOBRII	04/25/2022	PSORIASIS	PERFORMIST	06/22/2021	RESPIRATORY	ZOLADEX	04/13/2022	CANCER
DUREZOL	2020	EYE DISORDERS	POMALYST	08/08/2020	CANCER	ZOMIG NASAL	05/29/2021	MIGRAINE
EMTRIVA	2021	HIV/AIDS	PRADAXA	4Q21	CARDIOVASCULAR	ZORTRESS	03/10/2020	TRANSPLANT
ENJUVIA	03/08/2021	MENOPAUSE	QUTENZA	06/20/2021	PAIN			
ENTEREG	2H20	DIGESTIVE DISORDERS	RAYOS	12/23/2022	CANCER			

Source: IPD Analytics, December 2019





Ranking Reports



Top 25 Drugs by Cost

** (Drug Possibly Going to Generic)*

Drug Name	Drug Class	Brand / Generic	Specialty Indicator	Rank	Utilizing Members	Rx Count	Member Cost	Plan Cost	% of Total Plan Cost
Humira Pen	Analgesics- Anti-Inflammatory	Brand	Y	1	15	109	\$2,655.00	\$572,542.99	4.46%
Stelara	Dermatological	Brand	Y	2	6	16	\$699.93	\$311,395.67	2.43%
Cosentyx Pen	Dermatological	Brand	Y	3	6	52	\$1,990.00	\$293,590.14	2.29%
Trulicity	Antidiabetic	Brand	N	4	37	277	\$4,776.02	\$247,185.06	1.93%
Tagrisso	Antineoplastics	Brand	Y	5	1	13	\$455.00	\$198,909.79	1.55%
Enbrel Srclk	Analgesics- Anti-Inflammatory	Brand	Y	6	5	39	\$845.00	\$198,065.25	1.54%
Xalkori	Antineoplastics	Brand	Y	7	1	11	\$220.00	\$193,811.26	1.51%
Eliquis	Anticoagulants	Brand	N	8	63	320	\$7,929.34	\$185,349.62	1.44%
Xarelto	Anticoagulants	Brand	N	9	48	290	\$7,334.32	\$172,665.03	1.34%
Lantus Solos	Antidiabetic	Brand	N	10	55	234	\$4,872.66	\$172,204.73	1.34%
<i>Gilenya *</i>	Misc. Psychotherapeutic And Neu	Brand	Y	11	3	21	\$1,085.00	\$171,654.41	1.34%
Dupixent	Dermatological	Brand	Y	12	7	52	\$1,129.12	\$164,287.22	1.28%
Ibrance	Antineoplastics	Brand	Y	13	2	13	\$455.00	\$160,494.49	1.25%
<i>Novolog *</i>	Antidiabetic	Brand	N	14	28	142	\$2,195.00	\$156,608.74	1.22%
Januvia	Antidiabetic	Brand	N	15	42	212	\$6,383.00	\$156,302.01	1.22%
Xtandi	Antineoplastics	Brand	Y	16	1	12	\$120.00	\$139,917.82	1.09%
Otezla	Analgesics- Anti-Inflammatory	Brand	Y	17	5	37	\$800.00	\$128,029.87	1.00%
Glatiramer	Misc. Psychotherapeutic And Neu	Generic	Y	18	3	29	\$145.00	\$123,699.20	0.96%
Taltz	Dermatological	Brand	Y	19	3	19	\$695.00	\$123,588.94	0.96%
<i>Pomalyst *</i>	Antineoplastics	Brand	Y	20	2	7	\$245.00	\$123,363.71	0.96%
Avonex Prefl	Misc. Psychotherapeutic And Neu	Brand	Y	21	2	17	\$400.00	\$118,655.41	0.92%
Jynarque	Misc. Endocrine	Brand	Y	22	2	8	\$280.00	\$117,878.00	0.92%
Xolair	Antiasthmatic	Brand	Y	23	4	34	\$855.00	\$117,443.94	0.91%
Symbicort	Antiasthmatic	Brand	N	24	76	276	\$6,938.14	\$114,000.19	0.89%
Norditropin	Misc. Endocrine	Brand	Y	25	4	25	\$335.00	\$108,504.23	0.85%



Top 25 Drugs by Rx Count

Drug Name	Drug Class	Brand / Generic	Specialty Indicator	Rank	Utilizing Members	Rx Count	Member Cost	Plan Cost	% of Total Plan Cost
Levothyroxin	Thyroid	Generic	N	1	466	3,073	\$20,374.11	\$28,896.00	0.23%
Lisinopril	Antihypertensive - Acei/Arbs	Generic	N	2	438	2,515	\$9,692.08	\$3,150.57	0.02%
Atorvastatin	Antihyperlipidemic	Generic	N	3	518	2,479	\$16,772.15	\$35,685.94	0.28%
Omeprazole	Ulcer Drugs	Generic	N	4	462	2,270	\$13,073.55	\$26,675.97	0.21%
Amlodipine	Antihypertension - Calcium Blockers	Generic	N	5	348	1,954	\$7,011.20	\$5,229.47	0.04%
Metformin	Antidiabetic	Generic	N	6	324	1,760	\$9,284.84	\$7,540.25	0.06%
Metoprol Suc	Antihypertensive - Beta Blocker	Generic	N	7	273	1,481	\$10,616.82	\$26,502.95	0.21%
Sertraline	Antidepressants	Generic	N	8	279	1,351	\$7,032.61	\$7,725.04	0.06%
Gabapentin	Anticonvulsant	Generic	N	9	273	1,212	\$6,137.79	\$13,450.32	0.10%
Losartan Pot	Antihypertensive - Acei/Arbs	Generic	N	10	254	1,202	\$7,219.87	\$7,655.87	0.06%
Hydrochlorot	Diuretics	Generic	N	11	214	1,142	\$3,267.88	\$831.63	0.01%
Escitalopram	Antidepressants	Generic	N	12	237	1,134	\$6,135.96	\$6,802.06	0.05%
Montelukast	Antiasthmatic	Generic	N	13	242	1,118	\$6,466.87	\$12,041.32	0.09%
Prednisone	Corticosteroids	Generic	N	14	598	1,045	\$4,267.00	\$3,987.74	0.03%
Amoxicillin	Penicillins	Generic	N	15	744	1,016	\$4,157.11	\$2,308.45	0.02%
Bupropn Hcl	Antidepressants	Generic	N	16	183	952	\$6,205.45	\$24,708.58	0.19%
Rosuvastatin	Antihyperlipidemic	Generic	N	17	205	913	\$6,896.90	\$32,904.76	0.26%
Pantoprazole	Ulcer Drugs	Generic	N	18	194	901	\$6,425.45	\$12,246.99	0.10%
Fluoxetine	Antidepressants	Generic	N	19	164	831	\$3,955.86	\$18,538.27	0.14%
Amphet/Dextr	Stimulants/Anti-Obesity/Anorex	Generic	N	20	88	686	\$4,689.66	\$66,061.48	0.51%
Duloxetine	Antidepressants	Generic	N	21	115	683	\$4,607.65	\$22,232.56	0.17%
Simvastatin	Antihyperlipidemic	Generic	N	22	142	679	\$3,489.46	\$7,992.08	0.06%
Azithromycin	Macrolide Antibiotics	Generic	N	23	533	674	\$3,295.17	\$3,914.96	0.03%
Amox/K Clav	Penicillins	Generic	N	24	522	670	\$3,864.04	\$8,093.68	0.06%
Citalopram	Antidepressants	Generic	N	25	131	641	\$2,786.88	\$2,519.02	0.02%



Glossary

✓ Comparators

- **BOB** - Book of Business, ProAct's entire client population
- **Similar Client** - Clients within ProAct's Book of Business from within a similar industry or client type

✓ Financial

- **Ingredient Cost** - Drug cost paid to dispensing pharmacies (excludes other fees)
- **Fill Fee** - Dispensing fee paid to dispensing pharmacies
- **Total Cost** - Ingredient cost and Fill fee combined
- **Member Paid** - Member copayment at time of service
- **Plan Paid** - Plan responsibility for prescriptions filled after copayment

✓ Patient

- **Eligible Members** - Total participants including spouses and dependent covered by the plan
- **Utilizing Members** - Number of members filling a prescription during the reporting time period

✓ Prescription

- **Brand** - A prescription drug that has been patented and is only available through one manufacturer
- **Generic** - A drug which is the pharmaceutical equivalent to one or more brand name drugs. Such drugs have been approved by the Food and drug Administration as meeting the same standards for safety, purity, strength, and effectiveness as the brand name drug.
- **Specialty** - Medications used to treat complex conditions that require special handling and/or special monitoring. These medications are often biology-based and mimic substances found in the body to produce their effects. These medications are typically high cost and may only be available from a limited number of specialty pharmacies
- **Normalized Data** - Per Member Per Month
- **Formulary Rx Percentage** - Percentage of total prescriptions that were filled as generic or preferred brand products compared to ProAct's national formulary



Adjusted Wellness Calendar

May/June

Flyer Navigating Options – this was spurred by the Utilization Report and the increase of low acuity visits to urgent care and the ER

Men’s Health Focus – Check list from Excellus also supports Utilization Report information

Other ideas - Create a three month – “Get Moving” Program – or a “Step Up” Walk (could be done by individual municipalities – as a fundraiser for a local food pantry or whatever they deem appropriate).

July

UV Safety Month (Excellus) – a flyer that speaks to skin cancer and the importance of doing self-checks. Excellus also lists June/July as Fireworks Safety Months – Flyer on Ear Protection.

August

National Immunization Awareness Month (as kids go back to school) – Excellus material and start promoting flu clinics and other immunizations like back to school and tetanus.

September/October

Prostate Health (September) Breast Cancer Awareness (October) – Excellus material including different types of Screenings for Cancer (this is also spurred by the Utilization report, as cancer is repeated as one of the higher cost rates)

Flu Clinics

October/November

Diabetes Awareness Month (November) Utilization report focuses in on diabetes. Excellus material, what else can we do to bring more awareness to diabetes. Also utilize material for a reminder during holidays (Valentines, Halloween and Christmas)

October is National Depression and Mental Health screening month. This is a good time to highlight Telemedicine Behavioral benefits again and other Excellus material.

December

Maintain Don’t Gain

National Hand Washing week and National Influenza Week is in December.
Cold weather protection awareness.

Monthly ideas – “Healthy” recipe each month for people to try. Maybe one of our health experts might be able to assist with this?