

Union County Direct Primary Care Option Summary Outcomes for the plan year ending June 30, 2018

Enrollment

- 55% of eligible employees enrolled
- 53% of all eligible members enrolled
- 9% increase in DPC enrollment during June 2018 annual enrollment

No significant difference in demographic traits between the enrollments in either option.

- 35% of DPC enrollment is children under the age of 18 years

Plan Options

Employee have 2 health plan options to choose from.

1. Consumer Driven Option w/ Health Reimbursement Account
2. Direct Primary Care Option

No premium differential between the 2 options.

Engagement

81% of DPC participants have utilized the program in the past 12 months.

89% of DPC enrolled employees have utilized the program in the past 12 months.

Low risk participants (42%) average 2 physician visits annually with 82% engagement.

Moderate risk participants (49%) average 4 visits annually with 95% engagement.

High risk participants (10%) average 7 physician visits annually with 96% engagement.

79% of participants report their health has improved after having access to DPC.

68% of participants were identified as having at least one chronic condition.

41% of participants have multiple chronic conditions.

DPC participants have a 95% generic prescription medication utilization.

Satisfaction

UC DPC Patient Net Promoter Score of 87 over the past 12 months. NPS of 50 is considered exceptional.

99% of participants report a positive overall experience.

99% of participants report high satisfaction with provider access

97% of participants report a high level of trust in care received.

77% of employees say their opinion of Union County as an employer has improved with access to DPC.

DPC participants spend 2X more time with their physician during each visit compared to traditional fee for service clinics.

98% of urgent visits occur same or next day

98% of DPC visits have a clinic lobby wait time of less than 5 minutes.

Cost

During the past 12 months, employer covered medical cost associated with DPC participants is \$114 PMPM (26%) less than covered medical cost generated by participants under the Consumer Driven option.

DPC participants with chronic conditions have a 22% lower overall health care cost than those in the consumer driven option.

DPC participants with no chronic conditions have a 33% lower overall health care cost than those in the consumer driven option.

DPC Participant Group has obtained a lower overall risk score of .92 compared to the Consumer Driven Participant Group with an overall risk score of 1.11

DPC participants have 44% lower avoidable emergency Room utilization compared to the Consumer Driven Participant Group.

DPC participants spend 73 minutes less travel/wait time per visit compared to a traditional clinic