

# 2022 Group-Level Score Card

Prepared by the Statewide Benefits Office

Based on persons enrolled in a State of Delaware Health Plan

(Note: ( - ) indicates that data is not available)



Age and Gender Demographics																																									
	Age	State Average								State Agency Average								School District Average								Charter School Average								Higher Education Average							
		FY18		FY19		FY20		FY21		FY18		FY19		FY20		FY21		FY18		FY19		FY20		FY21		FY18		FY19		FY20		FY21									
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F								
Employees	0-17	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-										
	18-24	0.8%	1.0%	0.7%	1.2%	0.8%	1.3%	0.7%	1.3%	1.2%	0.7%	1.2%	0.8%	1.3%	1.0%	1.2%	1.0%	0.5%	1.3%	0.5%	1.4%	0.5%	1.7%	0.4%	1.5%	0.5%	2.7%	0.5%	2.5%	0.5%	1.7%	0.5%	1.7%	0.4%	0.4%	0.3%	0.5%	0.3%	0.4%	0.3%	0.2%
	25-44	15.8%	29.0%	16.0%	29.2%	15.8%	29.6%	15.9%	29.9%	19.7%	21.4%	20.3%	21.8%	20.3%	22.3%	20.7%	22.8%	13.0%	35.7%	12.9%	36.0%	12.5%	35.6%	12.4%	35.8%	15.0%	47.2%	16.7%	39.4%	16.8%	38.9%	14.1%	43.1%	13.0%	22.5%	13.2%	20.9%	13.6%	20.5%	15.1%	20.5%
	45-64	17.5%	32.5%	17.3%	32.0%	16.9%	31.8%	16.7%	31.8%	22.3%	29.9%	22.1%	29.5%	21.8%	29.0%	21.1%	28.8%	12.7%	34.2%	12.7%	33.7%	12.6%	33.9%	12.7%	34.0%	8.7%	24.8%	12.7%	26.3%	12.8%	27.0%	9.6%	29.0%	23.5%	34.8%	23.2%	35.8%	22.5%	34.9%	23.6%	33.0%
All members	0-17	1.5%	1.9%	1.6%	2.1%	1.7%	2.1%	1.8%	2.1%	2.0%	2.3%	2.0%	2.3%	2.0%	2.3%	2.1%	2.2%	1.0%	1.6%	1.1%	1.7%	1.2%	2.0%	1.3%	1.9%	0.7%	0.4%	1.3%	1.0%	0.9%	1.1%	2.8%	2.7%	3.2%	3.0%	3.7%	3.9%	4.0%	3.2%		
	18-24	14.5%	13.6%	14.5%	13.6%	14.7%	13.5%	14.6%	13.6%	13.5%	12.8%	13.5%	12.6%	13.6%	12.6%	13.4%	12.8%	15.6%	14.4%	15.7%	14.5%	15.7%	14.2%	15.7%	14.1%	17.3%	15.7%	16.0%	15.1%	15.8%	15.6%	16.0%	16.2%	12.3%	12.0%	12.2%	12.1%	12.5%	11.6%	12.5%	11.5%
	25-44	6.2%	6.2%	6.3%	6.3%	6.3%	6.4%	6.3%	6.4%	6.3%	6.6%	6.4%	6.6%	6.3%	6.6%	6.2%	6.0%	6.1%	6.0%	6.2%	6.1%	6.4%	6.4%	6.5%	5.0%	5.2%	5.1%	5.8%	5.4%	5.9%	5.3%	5.9%	6.2%	6.2%	6.8%	6.1%	6.8%	5.9%	6.6%	6.1%	
	45-64	10.5%	16.0%	10.5%	16.1%	10.4%	16.3%	10.4%	16.4%	11.2%	14.3%	11.4%	14.4%	11.5%	14.7%	11.7%	15.0%	10.2%	17.5%	10.0%	17.7%	9.7%	17.6%	9.5%	17.6%	11.5%	23.1%	11.8%	20.4%	11.0%	20.1%	10.4%	21.2%	9.0%	14.0%	8.9%	13.1%	9.4%	13.2%	9.9%	13.0%
65+	12.9%	17.3%	12.7%	17.2%	12.5%	17.0%	12.3%	17.0%	14.2%	17.9%	14.0%	17.7%	13.9%	17.5%	13.5%	17.4%	11.6%	16.5%	11.3%	16.3%	11.3%	16.5%	11.2%	16.5%	8.4%	12.5%	10.0%	14.1%	10.2%	14.0%	9.1%	14.3%	15.6%	20.2%	15.6%	20.4%	15.2%	20.0%	15.7%	19.5%	
	65+	1.6%	1.2%	1.6%	1.3%	1.6%	1.3%	1.7%	1.3%	1.8%	1.5%	1.8%	1.5%	1.8%	1.5%	1.9%	1.5%	1.3%	0.9%	1.3%	1.0%	1.4%	1.1%	1.4%	1.1%	0.8%	0.3%	1.1%	0.7%	1.1%	0.9%	1.0%	0.6%	2.4%	2.0%	2.8%	2.2%	3.0%	2.5%	3.0%	2.3%

Health Plan Enrollment Distribution																					
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22
First State Basic	Employees	6.4%	6.8%	7.3%	7.7%	9.0%	10.0%	10.9%	11.2%	3.7%	4.0%	4.4%	4.8%	13.2%	15.4%	10.0%	12.8%	6.9%	7.5%	7.5%	6.7%
	All Members	5.2%	5.5%	5.8%	6.0%	7.5%	8.1%	8.7%	8.9%	3.0%	3.2%	3.6%	3.8%	9.9%	11.1%	7.5%	9.6%	6.2%	6.5%	6.5%	6.0%
CDH Gold Plan	Employees	5.4%	5.9%	6.7%	7.2%	6.3%	6.8%	7.9%	8.9%	3.9%	4.2%	4.7%	5.1%	8.5%	8.0%	10.5%	10.5%	10.2%	11.5%	11.5%	12.4%
	All Members	4.9%	5.4%	6.2%	6.7%	5.6%	6.2%	7.0%	8.1%	3.6%	4.0%	4.5%	4.9%	7.6%	8.1%	9.9%	10.7%	9.9%	11.1%	11.1%	11.8%
HMO Plan	Employees	25.2%	23.6%	22.0%	20.4%	34.8%	32.7%	30.2%	28.2%	16.0%	14.6%	13.4%	12.6%	34.5%	23.7%	35.2%	23.7%	27.7%	25.8%	25.8%	30.1%
	All Members	26.3%	24.6%	23.0%	21.4%	36.4%	34.3%	31.9%	29.7%	17.1%	15.8%	14.4%	13.6%	35.3%	25.8%	36.1%	25.2%	29.6%	27.2%	27.2%	31.7%
Comp FYD	Employees	63.0%	63.7%	64.0%	64.7%	49.9%	50.4%	51.0%	51.8%	76.4%	77.1%	77.5%	77.5%	43.8%	52.9%	44.4%	53.0%	55.2%	55.2%	55.2%	50.8%
	All Members	63.6%	64.6%	65.0%	65.9%	50.5%	51.4%	52.4%	53.3%	76.2%	77.0%	77.4%	77.8%	47.2%	55.0%	46.5%	54.5%	54.3%	55.2%	55.2%	50.5%

**Open Enrollment Trainings and Participation**  
Based on participation by benefit-eligible employees

	State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22
Completed Online Trainings*	52.2%	51.2%	50.2%	-	90.0%	71.4%	82.8%	-	27.0%	37.2%	27.0%	-	34.5%	36.0%	30.0%	-	32.5%	43.3%	36.3%	-
Completed Open Enrollment	84.7%	83.4%	84.0%	83.4%	85.8%	85.8%	85.8%	84.0%	85.2%	81.9%	83.0%	83.6%	78.5%	82.1%	80.2%	79.3%	76.3%	80.5%	82.0%	79.5%

\*In FY21 and FY22, SBO assigned the online course only to employees who were currently enrolled in a State of Delaware health, dental and/or vision plan.

**myBenefitsMentor® Usage**

Prior to 2019, data by organization/organization type was unavailable.

	State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22	FY19	FY20	FY21	FY22
Employees	25.4%	31.4%	31.4%	-	27.2%	33.2%	35.2%	-	24.0%	29.9%	28.2%	-	21.1%	31.3%	31.9%	-	28.9%	32.6%	31.9%	-

**Prescription Utilization**

		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Generic Fill Rate	Employees	81.4%	80.9%	81.6%	77.8%	81.9%	81.2%	82.0%	80.4%	80.9%	80.6%	81.2%	75.7%	79.9%	80.8%	80.6%	75.3%	81.6%	81.9%	82.3%	79.3%
	All Members	80.8%	80.4%	81.2%	78.2%	81.2%	80.6%	81.6%	80.2%	80.3%	80.1%	80.9%	76.6%	78.8%	80.5%	80.5%	76.2%	81.5%	81.6%	82.2%	78.9%
90-Day Maintenance Rx Rate	Employees	47.6%	48.3%	49.3%	49.3%	49.9%	50.8%	51.5%	50.9%	45.1%	45.8%	47.1%	47.7%	38.7%	43.0%	44.8%	44.3%	54.2%	53.3%	54.5%	55.3%
	All Members	42.0%	42.7%	43.7%	44.0%	44.0%	44.7%	45.7%	45.5%	39.9%	40.6%	41.8%	42.6%	33.5%	37.8%	39.0%	39.7%	46.7%	46.8%	47.8%	48.9%

**Health Plan Utilization Rates**

Based on persons with at least one medical or prescription drug claim during the fiscal year

		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
First State Basic Plan	Overall Rate	91.6%	92.2%	92.0%	93.6%	90.9%	91.8%	91.2%	92.3%	92.7%	91.8%	92.4%	94.6%	89.9%	90.1%	90.2%	93.6%	90.0%	90.2%	89.8%	88.3%
	Employees	85.6%	84.5%	85.9%	88.1%	84.8%	84.5%	85.1%	86.5%	89.7%	84.5%	86.8%	89.9%	83.1%	86.6%	91.6%	92.3%	75.2%	73.7%	80.9%	89.4%
	All Members	85.6%	84.6%	84.7%	87.3%	85.0%	84.3%	84.3%	86.0%	87.9%	84.6%	84.9%	88.7%	85.3%	86.5%	88.2%	89.5%	76.8%	76.6%	82.4%	89.2%
	Employees	87.3%	92.2%	90.3%	93.4%	87.5%	90.6%	90.6%	92.2%	87.3%	92.2%	89.4%	95.0%	85.6%	88.8%	88.8%	95.2%	85.7%	87.2%	87.2%	88.2%
	All Members	85.9%	89.9%	88.4%	90.9%	86.4%	89.4%	88.5%	90.1%	86.1%	89.9%	86.9%	91.6%	82.2%	87.4%	89.6%	93.2%	83.6%	86.1%	86.8%	85.7%
	Employees	91.0%	93.1%	92.7%	95.1%	91.7%	92.1%	93.4%	95.3%	91.5%	93.1%	90.4%	95.6%	85.6%	85.8%	88.3%	94.4%	88.8%	90.0%	88.3%	80.7%
HMO Plan	All Members	88.3%	90.7%	89.5%	91.2%	88.8%	90.0%	89.7%	90.7%	88.6%	90.7%	87.1%	92.2%	86.4%	86.4%	87.4%	90.9%	87.4%	88.9%	87.4%	79.1%
	Employees	95.7%	95.5%	95.3%	96.8%	95.2%	95.5%	95.3%	96.2%	95.9%	95.5%	95.4%	97.0%	95.2%	95.7%	94.7%	98.3%	95.4%	94.2%	93.4%	95.3%
Camp FPO	All Members	94.2%	94.0%	93.9%	95.3%	94.1%	94.1%	93.7%	94.6%	94.3%	94.0%	94.1%	95.6%	93.9%	94.2%	92.8%	96.6%	94.4%	93.5%	92.4%	94.7%

**Telemedicine Utilization Rates (per 1,000)**

	State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Employees	5.5	9.4	31.4	35.0	6.0	10.2	32.0	34.6	5.1	10.2	31.6	35.0	7.3	5.0	24.2	33.9	6.3	5.8	26.9	33.1
All Members	3.7	5.5	20.4	22.9	4.3	6.3	21.5	23.4	3.2	5.5	19.4	21.9	4.2	3.3	18.8	27.0	5.1	4.1	19.6	23.9

**Primary Care Provider (PCP) Utilization Rates**

*Based on persons with at least one medical claim during the fiscal year*

	State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Employees	78.4%	78.5%	77.1%	80.0%	77.3%	83.3%	76.4%	78.9%	79.5%	83.9%	77.1%	80.9%	73.8%	73.4%	72.3%	78.4%	76.9%	75.3%	73.9%	70.9%
All Members	77.1%	77.4%	75.7%	78.4%	76.4%	83.6%	74.8%	77.4%	77.7%	84.1%	75.8%	79.1%	74.2%	74.2%	72.6%	78.0%	75.4%	74.1%	73.3%	70.5%

**Preventive Screening Rates**

		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Cervical Cancer	Employees	73.3%	72.1%	71.9%	70.6%	68.9%	67.9%	68.1%	66.5%	76.3%	75.0%	74.6%	73.3%	-	73.1%	71.7%	71.3%	-	69.0%	68.0%	66.5%
	All members	71.0%	70.0%	69.5%	68.3%	67.0%	66.0%	65.8%	64.4%	74.3%	72.9%	72.4%	71.1%	-	72.7%	71.8%	70.8%	-	67.9%	66.5%	65.1%
Breast Cancer	Employees	75.6%	75.9%	75.9%	74.6%	74.1%	74.4%	74.4%	72.6%	77.4%	77.6%	77.7%	76.3%	72.6%	71.3%	70.3%	69.1%	73.1%	76.9%	75.9%	76.4%
	All members	73.7%	74.1%	73.9%	73.0%	72.6%	72.5%	72.2%	71.1%	75.3%	76.0%	75.9%	74.7%	72.4%	71.6%	68.2%	67.9%	73.5%	76.2%	74.7%	75.7%
Colon Cancer	Employees	44.5%	45.9%	45.5%	45.3%	45.0%	46.5%	45.2%	45.1%	43.6%	45.7%	46.1%	45.6%	30.8%	44.4%	43.9%	42.0%	34.0%	43.0%	45.7%	46.4%
	All members	42.2%	43.9%	43.2%	42.9%	43.1%	44.7%	43.7%	43.5%	41.3%	43.4%	43.0%	42.3%	28.9%	40.6%	40.5%	40.9%	33.6%	41.4%	43.4%	44.8%
Annual Exam	Employees	52.7%	55.8%	48.4%	54.2%	46.7%	49.5%	42.7%	47.0%	58.1%	61.6%	53.3%	60.2%	54.6%	56.4%	51.1%	54.6%	52.6%	55.1%	45.0%	54.0%
	All members	46.5%	49.0%	42.7%	48.4%	43.8%	46.2%	39.9%	44.8%	48.9%	51.9%	45.3%	51.3%	47.1%	49.8%	44.7%	47.8%	47.5%	48.2%	40.4%	49.2%

Site of Care Usage																							
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average					
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21		
Non-emergent ER visits that could have potentially been handled at an Urgent Care Center or PCP setting Desired Level = Below State Average	Employees	32.4%	33.6%	33.1%	32.9%	32.3%	34.0%	33.1%	33.5%	32.9%	33.1%	33.0%	32.1%	33.0%	33.1%	32.4%	34.2%	34.1%	34.9%	36.3%	35.1%		
	All members	30.6%	31.6%	31.5%	31.5%	31.2%	32.1%	31.9%	32.3%	30.3%	31.3%	31.0%	30.7%	29.6%	31.0%	30.0%	31.7%	31.6%	32.1%	32.5%	31.5%		
Imaging (Radiology) Outpatient Visits (Hospital Affiliated vs. Non-Hospital Affiliated Freestanding Facilities for Basic and High-Tech Services) Desired Level for Hospital = Below State Average; Desired Level for Freestanding = Above State Average	Employees	Basic	Hospital	42.3%	40.2%	37.0%	35.8%	44.7%	41.8%	38.5%	37.3%	41.9%	41.3%	35.4%	34.7%	35.8%	31.8%	33.7%	29.3%	50.8%	44.8%	43.2%	39.2%
			Freestanding	57.7%	59.8%	63.0%	64.2%	55.3%	58.2%	61.5%	62.7%	58.1%	58.7%	64.6%	65.3%	64.2%	68.2%	66.3%	70.7%	49.2%	55.2%	56.8%	60.8%
		High-Tech	Hospital	61.4%	59.1%	56.8%	55.3%	59.2%	57.4%	55.4%	50.8%	63.6%	61.1%	58.5%	59.1%	66.5%	56.5%	55.7%	48.5%	62.3%	64.3%	52.9%	62.3%
			Freestanding	38.6%	40.9%	43.2%	44.7%	40.8%	42.6%	44.6%	49.2%	36.4%	38.9%	41.5%	40.9%	33.5%	43.5%	44.3%	51.5%	37.7%	35.7%	47.1%	37.7%
	All Members	Basic	Hospital	45.0%	42.7%	40.0%	38.7%	47.4%	43.9%	41.6%	40.4%	44.2%	43.5%	38.5%	37.4%	39.6%	37.5%	36.9%	34.8%	50.9%	45.1%	43.5%	41.1%
			Freestanding	55.0%	57.3%	60.0%	61.3%	52.6%	56.1%	58.4%	59.6%	55.8%	56.5%	61.5%	62.6%	60.4%	62.5%	63.1%	65.2%	49.1%	54.9%	56.5%	58.9%
		High-Tech	Hospital	61.6%	59.7%	55.5%	56.0%	61.1%	58.3%	54.7%	53.4%	62.2%	60.6%	57.0%	57.5%	64.4%	63.0%	48.8%	54.6%	63.0%	64.5%	52.0%	65.5%
			Freestanding	38.4%	40.3%	44.5%	44.0%	38.9%	41.7%	45.3%	46.6%	37.8%	39.4%	43.0%	42.5%	35.6%	37.0%	51.2%	45.4%	37.0%	35.5%	48.0%	34.5%
Lab (Blood Work) Outpatient Visits (Hospital Affiliated vs. Non-Hospital Affiliated Freestanding Facilities) Desired Level for Hospital = Below State Average; Desired Level for Freestanding = Above State Average	Employees	Hospital	28.8%	28.5%	27.8%	25.4%	27.7%	28.3%	29.0%	27.0%	30.6%	29.7%	27.5%	24.4%	26.7%	25.8%	22.2%	22.6%	29.5%	28.9%	25.3%	22.8%	
		Freestanding	71.2%	71.5%	72.2%	74.6%	72.3%	71.7%	71.0%	73.0%	69.4%	70.3%	72.5%	75.6%	73.3%	74.2%	77.8%	77.4%	70.5%	71.1%	74.7%	77.2%	
	All Members	Hospital	32.5%	32.0%	31.1%	27.6%	31.4%	31.4%	31.4%	28.7%	34.5%	33.6%	31.5%	27.1%	29.6%	29.7%	26.8%	25.6%	32.2%	31.0%	27.9%	24.6%	
		Freestanding	67.5%	68.0%	68.9%	72.4%	68.6%	68.6%	68.6%	71.3%	65.5%	66.4%	68.5%	72.9%	70.4%	70.3%	73.2%	74.4%	67.8%	69.0%	72.1%	75.4%	

Population Health Risk																					
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Low Risk Desired Level = Above State Average	Employees	46.2%	46.9%	47.8%	45.4%	43.9%	44.3%	45.9%	43.7%	44.7%	45.7%	48.9%	46.7%	52.6%	51.4%	56.3%	50.4%	43.1%	40.5%	47.4%	45.9%
	All Members	61.1%	60.3%	61.2%	59.9%	58.5%	57.8%	59.2%	57.8%	60.6%	59.4%	62.6%	61.5%	64.7%	61.8%	66.6%	63.1%	56.3%	54.3%	59.8%	58.3%
Medium Risk Desired Level = Below State Average	Employees	29.5%	28.6%	28.3%	29.0%	30.1%	29.3%	28.3%	29.5%	31.0%	29.9%	28.6%	28.4%	25.7%	26.6%	25.4%	28.8%	30.6%	31.5%	28.3%	28.0%
	All Members	22.2%	22.6%	22.0%	22.3%	23.0%	23.3%	22.3%	22.7%	22.9%	23.7%	22.0%	21.9%	20.1%	22.9%	20.2%	22.7%	23.4%	25.0%	22.7%	22.5%
High Risk Desired Level = Below State Average	Employees	24.3%	24.5%	23.9%	25.6%	26.0%	26.4%	25.8%	26.8%	24.2%	24.4%	22.5%	24.9%	21.8%	22.0%	18.3%	20.7%	26.3%	28.0%	24.4%	26.1%
	All Members	16.7%	17.1%	16.7%	17.8%	18.5%	18.9%	18.5%	19.5%	16.5%	16.9%	15.5%	16.6%	15.1%	15.3%	13.1%	14.2%	20.3%	20.9%	17.6%	19.2%

Condition Prevalence (Top 5)																					
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Hypertension	Employees	18.0%	17.8%	17.3%	17.4%	18.0%	20.5%	19.6%	19.5%	15.0%	15.5%	15.3%	15.5%	9.6%	10.8%	11.7%	11.7%	20.5%	19.9%	18.4%	17.7%
	All Members	11.1%	11.0%	10.7%	10.7%	11.2%	12.7%	12.1%	12.1%	9.3%	9.5%	9.4%	9.4%	5.8%	6.8%	7.2%	7.0%	13.1%	12.4%	11.8%	11.4%
High Cholesterol	Employees	15.2%	15.0%	13.5%	14.6%	15.7%	16.7%	14.6%	15.5%	13.9%	13.4%	12.2%	13.5%	8.3%	9.5%	8.9%	10.2%	18.6%	18.0%	16.1%	16.6%
	All Members	9.6%	9.5%	8.4%	9.2%	9.8%	10.4%	9.0%	10.0%	8.7%	8.5%	7.6%	8.3%	5.3%	6.1%	5.7%	6.7%	11.8%	11.8%	10.3%	10.8%
Diabetes	Employees	11.7%	11.6%	10.9%	11.9%	11.9%	13.9%	12.8%	13.8%	9.5%	9.5%	9.5%	10.7%	6.1%	6.7%	6.9%	7.4%	13.8%	12.7%	12.2%	12.1%
	All Members	7.5%	7.5%	7.0%	7.6%	7.6%	8.7%	8.0%	8.9%	6.3%	6.3%	6.2%	6.8%	4.3%	4.6%	4.6%	4.9%	8.7%	8.6%	8.0%	8.0%
Osteoarthritis	Employees	5.4%	8.2%	7.7%	7.9%	5.7%	8.7%	8.3%	8.3%	5.5%	8.0%	7.3%	7.7%	2.4%	4.8%	5.5%	6.2%	6.0%	9.8%	8.5%	8.3%
	All Members	3.5%	5.1%	4.9%	5.0%	3.7%	5.6%	5.3%	5.4%	3.3%	4.8%	4.4%	4.7%	1.6%	3.3%	3.6%	4.0%	4.3%	6.2%	5.6%	5.6%
Overweight/Obesity	Employees	19.8%	28.4%	25.7%	25.4%	22.9%	33.5%	30.2%	29.4%	18.3%	25.7%	24.3%	24.2%	13.7%	25.5%	23.5%	23.9%	21.6%	29.1%	26.6%	28.4%
	All Members	12.9%	22.3%	16.8%	17.0%	15.2%	22.3%	19.9%	20.2%	11.7%	16.6%	15.4%	15.6%	8.8%	16.8%	15.0%	16.2%	14.4%	20.2%	18.0%	18.9%

Behavioral Health Prevalence																					
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Anxiety	Employees	6.0%	7.0%	7.6%	9.0%	5.6%	5.8%	6.6%	7.8%	6.8%	8.1%	8.7%	10.7%	6.5%	7.8%	6.9%	9.0%	5.2%	5.9%	6.2%	6.3%
	All Members	5.3%	5.8%	6.3%	7.4%	4.6%	4.8%	5.6%	6.6%	5.2%	6.2%	6.8%	8.1%	5.1%	6.1%	6.0%	7.4%	4.6%	5.0%	5.7%	6.6%
Depression	Employees	8.5%	8.9%	9.5%	10.4%	8.2%	8.2%	9.0%	9.9%	8.6%	9.5%	10.3%	11.1%	7.7%	9.0%	9.1%	10.0%	7.2%	8.5%	7.9%	8.4%
	All Members	7.5%	7.7%	8.1%	8.8%	6.7%	7.0%	7.6%	8.4%	7.0%	7.7%	8.4%	9.0%	6.8%	7.4%	8.1%	8.5%	6.8%	7.9%	7.3%	7.6%
Substance Abuse	Employees	1.6%	1.3%	1.4%	1.3%	1.2%	1.5%	1.8%	1.5%	1.4%	1.2%	1.3%	1.2%	0.6%	0.5%	0.4%	0.8%	1.2%	0.9%	0.6%	0.9%
	All Members	1.4%	1.2%	1.2%	1.0%	1.1%	1.3%	1.4%	1.2%	1.2%	1.1%	1.0%	1.0%	0.8%	0.7%	0.9%	0.9%	1.2%	1.0%	0.8%	0.8%

Condition Treatment Compliance																					
		State Average				State Agency Average				School District Average				Charter School Average				Higher Education Average			
		FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21	FY18	FY19	FY20	FY21
Cholesterol Screening for Population with High Cholesterol	Employees	52.4%	55.0%	49.9%	54.4%	54.9%	58.2%	53.0%	56.5%	51.1%	58.2%	48.9%	53.1%	45.0%	52.1%	45.8%	49.7%	56.7%	57.3%	52.0%	59.3%
	All Members	50.6%	53.1%	48.0%	52.5%	53.9%	57.0%	51.4%	55.4%	48.1%	57.0%	45.9%	49.9%	45.1%	49.3%	44.6%	47.8%	55.5%	57.5%	51.3%	58.8%
Statin Adherence for Population with Diabetes	Employees	-	-	74.5%	76.4%	-	-	73.7%	75.1%	-	-	75.9%	75.0%	-	-	86.2%	91.3%	-	-	69.4%	82.2%
	All Members	-	-	75.0%	76.5%	-	-	74.4%	75.0%	-	-	76.3%	75.8%	-	-	80.5%	90.9%	-	-	67.9%	80.4%
A1c Test for Population with Diabetes	Employees	86.0%	87.3%	84.8%	85.5%	86.0%	88.9%	86.3%	84.8%	86.1%	88.9%	84.1%	86.0%	74.5%	83.6%	78.3%	85.7%	85.4%	84.1%	79.5%	89.7%
	All Members	84.0%	84.4%	82.9%	82.9%	85.0%	86.5%	85.0%	83.1%	81.9%	86.5%	81.4%	82.0%	75.4%	80.6%	78.6%	78.4%	81.9%	83.5%	80.8%	87.6%

### Appendix

**90-Day Maintenance Rx Rate:** The percentage of maintenance scripts that were filled through mail or at a retail pharmacy with a 90-day or greater supply divided by the total number of maintenance scripts.

**All Members:** Includes employees, spouses and dependent children who are enrolled in a State of Delaware Health Plan.

**Behavioral Health Prevalence:** Percentage of population with a diagnosis of anxiety, depression or substance abuse.

**Charter School Average:** Includes data for all Charter Schools combined.

**Condition Prevalence:** Top five most prevalent chronic conditions with respect to employees that can be well managed.

**Condition Treatment Compliance:** Percentage of population (based on condition prevalence data) that received the recommended test during the reporting period.

**Generic Fill Rate:** Percentage of scripts that were filled with a generic (when available) as opposed to a brand medication.

**Health Plan Enrollment Distribution:** Based on December enrollment for each respective fiscal year period (July - June).

**Higher Education Average:** Includes data for DTCC & DSU combined.

**Imaging (Radiology):** Basic includes ultrasound, mammography and X-rays. High-Tech includes CT scan, MRI and Nuclear Medicine.

**Non-Emergent ER Visits:** Visits to emergency rooms that could have potentially been treated in either an urgent care or primary care provider (PCP) setting. These visits include conditions such as cold and flu symptoms, sore throat, etc. (Calculated as ER Visits for patients with non-emergent conditions divided by total ER Visits).

**Population Health Risk:**

**Low:** Healthy and stable population that had little or no medical care or chronic conditions during the reporting period.

**Medium:** Population that had medical care, such as treatment for an acute condition (i.e., cold and flu symptoms, sprains, strains, fractures, etc.) and/or treatment for a well-managed chronic condition during the reporting period.

**High:** Population with multiple chronic conditions that may need assistance with care management and following recommended treatment compliance.

**Preventive Screening Rates:** Percentage of population that had the recommended screening (based on age, gender and other parameters) during the reporting period.

**Primary Care Provider (PCP) Utilization Rate:** The percentage of the population with at least one medical claim during the reporting period that utilized services from a primary care provider.

**School District Average:** Includes data for all School Districts combined.

**State Agency Average:** Includes data for all State Agencies (excludes School Districts, Charter Schools, DTCC & DSU) based on enrollment in a State of Delaware health plan. DOE was included in the State Agency Average beginning in FY19; was previously included with School Districts.

**State Average:** Includes data for all State Agencies, DOE, School Districts, Charter Schools, DTCC & DSU based on enrollment in a State of Delaware health plan.

**Telemedicine Utilization Rates:** Number of patients per 1,000 that had a claim for Teladoc, Doctor on Demand or Amwell during the reporting period.