

Meeting Date	Site	Meeting Location	Name	Employee Type	Organization, Agency or Employer	Subject of Concern	Comments
9/22/2015	Carvel State Building	Wilmington	Scott Rosenthal, M.D.	Vendor	Delaware Chiropractic Services Network (DCSN)	Chiropractic Care	<p>I am from the Delaware Chiropractic Services Network. We are a group that has been administering the chiropractic benefit for the State plans since about 1994 starting with Coventry and past years with Highmark. I am going to share some of the exciting research with you on the great solutions for the State and lower costs. The U.S. healthcare system spends as much on spine care as it does on cancer care right now. That's about \$86MM a year in direct healthcare costs. In fact pain is the leading reason why anyone goes to a doctor. And it's only 2nd to childbirth for hospitalization so it's a big animal out there.</p> <p>Inadequate utilization of chiropractic care costs more money. If people don't come to a chiropractor, they wind up in the ER, end up taking opioids, surgery, spinal injections, all of these things cost more money.</p> <p>There's a study done with Tennessee of 85,000 Blue Cross members and found in the study of chiropractic care for spine care reduced costs by 20%. They concluded if there was increased usage of chiropractic care for spine, it would have saved Tennessee population of 85,000 about \$2.3M a year. That adds up to a lot of copayments that don't have to be increased.</p> <p>Multiple studies confirm that chiropractic is conservative and cost effective. For example, the state of Washington looked at their own employees and if their employees went first to a surgeon, they would have 43% surgery rate. If the same exact type of patient with same type of injury went to a chiropractic physician, they had a 1.55 surgical rate. Now this is demonstrated by a consensus of most international clinical practice guidelines and in most of the current medical literature, especially in the last 3 years. What we found again, chiropractic saves money by reducing surgery and spinal injections and lowering and giving a drug free alternative to the opioid problem facing our State which is by the way higher than the national average.</p> <p>So we propose many things but create a plan design that encourages patients to opt for chiropractic care when appropriate. This helps achieve the nationalized Triple Aim of approved health, lower costs and better patient outcomes. And let's also embrace this model Triple Aim by the State's State Innovation Model project currently underway with the Delaware Health Care Commission.</p> <p>An example could be adopting what we saw in Washington State, that if a person is facing surgery, they first need to go to a trial of less invasive care. We know from the research at least 60% of those patients with most common back surgery will not need it if they see a chiropractor. The other 40% were fine if they went later, no harm in waiting to see if they could save a surgery.</p> <p>We would target this concept to State employees and those plans but also State Work Comp. To summarize, significant savings could be achieved with fewer surgeries, reduced prescription drug use and for many people, fewer recurrences.</p> <p>We are handing out some booklets that expand more in detail. We are available to meet individually with anyone or as a group to share our expertise and experience in Delaware for over 20 years and how to save money in the area of spine care which is really one of the top five diseases costing the U.S. money right now. And one of the top reasons why we see opioid use problem stemming from that.</p>
9/22/2015	Carvel State Building	Wilmington	Roger Roy	Vendor	Teladoc	Telemedicine	<p>Good Afternoon, members of the committee. My name is Roger Roy and I am here today representing Teladoc. Teladoc is the largest and oldest provider of telehealth services in the nation. Teladoc has a proven record of achieving employee health benefit cost savings for employers who used their services. The State of Delaware, likewise, could benefit from using telehealth services.</p> <p>This year the general assembly recognized the value of telemedicine by overwhelmingly passing HB-69 which recognizes the benefits that technology brings to healthcare by writing legislation that broadens access, not restricts it.</p> <p>Over 40 employers use our services in Delaware such as Capital One, Aetna, Costco, Home Depot, AstraZeneca, Morgan Stanley and many others. Using telehealth services has saved Delaware employers over a quarter of a million dollars in 2014 and that number will rise significantly in 2015.</p> <p>There are several reasons why these employers use telemedicine in their health plans. First is employee convenience. Teladoc's physicians are available 24/7, 365 days a year. Employees do not have to travel and wait in a doctor's office for hours for service. We are also able to help our clients reduce healthcare costs by keeping patients out of emergency rooms for non-emergency illnesses. A telehealth visit is 25% less expensive than a visit to an urgent care center. Further, since the patient can access our platform from work, home or travel, we are able to provide quality healthcare in a timely manner which helps patients. Furthermore, employers experience less absenteeism, as time away from the job is reduced.</p> <p>Teladoc operates in 49 states. Clients include large employers, health plans, hospital systems, labor and thousands of small employers. Their physicians are board certified and licensed in the state in which they treat their patients. Teladoc does not offer direct to consumer services - the patient can only access Teladoc thru an employer-sponsored benefit or thru a health plan such as the State Employee Health Plan.</p> <p>I want to thank you for giving us the opportunity to participate in this process and make suggestions on how to improve services, while reducing the cost of the employees' health plan.</p>

9/22/2015	Carvel State Building	Wilmington	Joan Kelley	Active	Personal Comment	Prescription Supplements & Premiums	<p>I actually am a firm believer in chiropractic medicine and the bigger concern I have is that the SOD pays for no and offers no, not even a discount for supplements and or bio-identical type medications for instance hormone replacements. I currently do a bio-identical which means it is a supplement based medicine and I do this and pay out of pocket every 4 months about \$360. In order to get this, my OB or my GYN will say, you can get this – I can order these and it's the same thing. Well, actually no it's not.</p> <p>I've been a nurse for 33 years, I know what I'm talking about. Many of us in this room know our own bodies and if in fact we did utilize some chiropractic medication, I wish supplements and plant based products were available to us even at a discounted cost or be included in prescription benefits. I honestly do believe we would see a decrease in some of our prescription costs as they are now which are astronomical.</p> <p>That being said, I have some great concerns about the cost of the premiums that do go up. I realize that the SOD employees have been very lucky for the last couple of years. We have not seen any substantial increases but in May we had open enrollment, our costs went up. Then we were also told that it would go up again in September. Then after we made all of our choices, we got yet another letter in the mail and said by the way we couldn't balance the budget and therefore we have to increase it yet a 3rd time.</p> <p>It distresses me to no end when I read the public comments in the newspaper about the lazy employees, cut their premium packaging, blah, blah, blah, blah, blah. I started with the State nine years ago. I purposely took this job with the intent that I'm not going to get paid a larger salary but like my RN colleagues in the private sector but because of the benefit package, I'm getting that back in my benefits. So that was the personal choice I made. And now the costs are increasing for the employees and we're not seeing any, any cost of living increases. In the nine years that I've been here, I believe I got a total of 2% all together in these little tiny raises. And it's very distressing and we're only going to see the increases and we're not going to be afforded a cost of living raise at all. Moreover, I think if they're going to structure these, I think they should structure these on what employees are making. What I'm making is not what the six figure salary person is making down in Dover. And I think the benefit should be in line with what the employee makes.</p>
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